



**KX-TVA50 / KX-TVA200**

# Voice Processing Systems

- Affordable Voice Messaging
- Automated Attendant Service
- Complete Customization



# Flexible, versatile, customized business communications.

Panasonic KX-TVA Voice Processing Systems offer more than voice mail and automated attendant service. With features such as email integration and bilingual capability they can be customized to meet your specific needs. Used in conjunction with a Panasonic KX-NCP or KX-TDE System they become one of the most advanced digitally integrated phone systems in the world.

## Voice Mail Service

Depending on the model, you can support from 64 to 1,024 individual, pass-word protected mailboxes. Each mailbox allows for an “after-hours” and a “busy” greeting. Once messages are received, the system has several ways of notifying you. (See enhanced message notification.)

## Automated Attendant Service

The auto-attendant answers incoming calls and routes the caller to the appropriate extensions or departments. Individual extensions can be set up with options for call screening, call blocking, or intercom paging.

## Interview Service

Now you can set up a mail box to ask customer-friendly questions and record up to ten responses at a time. Perfect for recording surveys, suggestions—even appointment requests.

## Custom Service

When used with the automated attendant service, custom service gives you 1-digit access to department extensions, special announcements or other features such as customized menus.

## Visually Manage Voice Mail with VM Assistant

Integrate VM Assistant, part of the Communication Assistant Suite, to your KX-TVA voice messaging solution and visually manage voice mail. Users can play, pause, skip and share messages right from a PC. You can also save the message as a Wav file and transfer it as an email attachment.

## Subscriber Tutorial

The KX-TVA is easy to set up. Access your voice mail for the first time and it provides easy-to-follow instructions for “normal”, “busy” and “after-hours” greetings, plus password set-ups.

## Bilingual Voice Prompts

All the necessary system recordings are factory programmed in seven languages, but three other languages may also be recorded. The opening greeting can be set to allow the caller to choose a language, and you can even program different incoming phone lines to be answered in different languages—a great feature for businesses operating in multi-cultural communities.

## External Message Delivery

Special messages can be recorded and programmed to be sent to specific phone numbers at specified times. The call can be programmed to re-dial up to 15 times with a custom password to ensure it's delivered only to the appropriate party.

## Enhanced Message Notification

Each mailbox user can be notified of new messages in several different ways:

- The message lamp<sup>2</sup> on your extension will light.
- Your pager will alert you to call your mailbox.
- Your pager will display the telephone/intercom number of the caller.
- The system will call a predetermined telephone number to reach you.

## Email Integration

The KX-TVA Voice Processing system can be connected to your Local Area Network (LAN) or Wide Area Network (WAN) providing integration with your email. When a message is left in your voice mailbox, the system automatically sends an email to your computer indicating the time and date of the voice message. Then, when you open your email, you can listen to the message, save it, or forward it.

## Call Screening

This system records the caller's name and announces it to the extension user before transferring the call. Each individual mailbox can activate or deactivate the feature.

## Live Call Screening<sup>1</sup>

Monitor your incoming calls while they're being recorded into your mailbox and, if desired, intercept the call. Listen through speaker or, for privacy, through handset.

## Two-Way Record<sup>1</sup>

Record a conversation simply by pressing a button so you can capture all or part of it to be transferred for transcribing and filing. Convenient fast-forward and rewind functions make it convenient and easy.

## Two-Way Transfer<sup>1</sup>

Allows you to record a live conversation into another person's mailbox.

## Callback Number Entry

This system allows you to collect incoming numbers and include them in your beeper notification so you can call back without having to retrieve the entire message.

## Caller ID Callback<sup>3</sup>

When you get an incoming message, the PBX stores the Caller ID info if provided by the telephone company. When the message is retrieved, the user has the option of calling the person back by pressing just one key.

## Caller ID<sup>3</sup> Personal Greeting

Up to four personal greetings can be recorded and assigned to specific telephone numbers. The recording is then played when that specific number calls.



### Caller ID<sup>3</sup> / DID Call Routing

The system Administrator can assign up to 200 Caller ID<sup>3</sup> numbers and program them to route the call to the desired extension, mailbox or custom service.

### Caller ID<sup>3</sup> Name Announcement

Now, you don't even have to look at your phone to identify certain callers. With Caller ID<sup>3</sup> Name Announcement, you can store up to 200 pre-recorded audio messages that will be played through the telephone's handset, matching a Caller ID<sup>3</sup> number that is programmed with a pre-recorded message.

### Dial By Name

Allows the caller to reach the intended extension or mailbox simply by dialing the first three or four letters of the extension owner's first or last name.

### Covering Extension

As an alternative to routing calls to the voice mail system, each mailbox user can set a covering extension that can be used when he or she is not available to answer calls.

### Intercom Paging<sup>1</sup>

If an incoming call to your extension is unanswered, the system will put the caller on hold and use an internal or external paging system to alert you to the call. You can then answer the call by just picking up any system phone and dialing a pick-up code.

### Fax Detection

When a port receives a fax call (and a CNG tone is detected), the system will automatically transfer the call to the designated fax extension. This eliminates the need for a dedicated fax line. A second fax extension is supported when the first fax extension is not available.



### Holiday Service

The system can accommodate up to 20 custom greetings for holidays and can be programmed to play the special greetings on those days.

### Timed Reminder Setting

Subscribers can set a timed reminder and confirm the setting with the subscriber service. This allows you to:

- Set the time and Mode Hour: 1-12, Min: 00-59
- Cancel the time reminder
- Review current setting

### Windows-Based Administration

The system comes with an easy-to-use Windows®-based programming tool that makes it easy to set up and maintain the KX-TVA Voice Processing System using a PC. The PC can be connected via a USB port or internal modem. Access to the system can be through your local or wide area network. Administration can also be maintained via the web.

## Enhanced User Display with KX-TDA Interactive LCD Voice Mail Menus

Use the display on a Panasonic KX-DT300 series telephones to view, select and access the messages in your voicemail box.

When the KX-TVA Voice Processing System is added to a KX-NCP or KX-TDE System, the KX-DT300 telephone displays are interactive with the voice mail. As a unified platform, these products work together to share information including routing information and telephone key and display operations. No longer do you need to remember all the key codes to handle voice messages. When a user calls the voice mail to retrieve messages, the appropriate screen is displayed for the user to select a function.

In voicemail message screen one, you can receive and deliver messages, check message distribution, or check automated attendant status.

Use the navigation key to scroll and select messages. Menu options let you display caller ID information, so there's no need to play an entire message to get a call back number. Or record custom greetings with the push of a button, then quickly scroll and select the message that best fits the day's busy schedule.

The Message/Ringer Lamp lights to indicate when a call comes in or when a message has been received.

Navigation key allows you to scroll through the messages on the LCD display.

Soft keys are used in conjunction with the display to select a function.



```
Main Menu
+ Receive Msg.
+ Deliver Msg.
+ Mbx. Management
+ A.R. Status
EXIT ENTER
```

```
A.R. Status
+ Call Transfer Status
+ Covering Extn.
+ Msg. Reception Mode
+ Incomplete Handling
EXIT ENTER
```

```
3 Messages
+ ANDERSON MAV10 01:14P!
+ MAV10 01:59P!
+ MAV10 02:00P!
EXIT ALL ENTER
```

```
Personal Greeting
+ No Answer
+ Busy
+ After Hours
+ Caller ID
EXIT ENTER
```

```
ANDERSON ALLEN
201-348-7693
MAV09 03:36PM
OLD 00:00:06
SHIFT BOOKM TRSF PLAY
```



### Subscriber Features

Auto Receipt Confirmation  
 Automatic Log-In (APT/DPT Integration Only)  
 Autoplay New Message  
 Bookmark  
 Call Transfer Status  
 Callback Number Entry  
 Caller ID<sup>3</sup> Callback (DPT Integration Only)  
 Calling a Beeper (Pager)  
 Delete Message Confirmation  
 External Message Delivery Service  
 Group Distribution List – Personal  
 Group Distribution List – System  
 Incomplete Call Handling Service  
 Live Call Screening (APT/DPT Integration Only)  
 Mailbox Capacity Warning  
 Message Transfer  
 One-touch, Two-way Transfer (DPT Integration Only)  
 Personal Custom Service  
 Personal Greeting for Caller ID (APT/DPT Integration Only)  
 Personal Greetings  
 Playback Volume/Speed Control  
 Private Message  
 Receive Message  
 Message Recovery  
 Remote Call Forwarding Set (DPT Integration Only)  
 Subscriber Tutorial  
 Temporary Personal Greeting  
 Timed Reminder Setting (DPT Integration Only)  
 Toll Saver (APT/DPT Integration Only)  
 Two-way Record (APT/DPT Integration Only)  
 Two-way Transfer (APT/DPT Integration Only)  
 Unlimited Message Length  
 Urgent Message  
 VM Menu (DPT Integration Only)

### System Features

Alternate Extension Group  
 Auto Forwarding  
 Automated Attendant  
 Broadcasting Messages  
 Busy Coverage Mode  
 Call Transfer to Outside Line  
 Caller ID<sup>3</sup> Call Routing (APT/DPT Integration Only)  
 Caller ID<sup>3</sup> Screening (APT/DPT Integration Only)  
 Caller Name<sup>3</sup> Announcement – Personal (APT/DPT Integration Only)  
 Caller Name<sup>3</sup> Announcement – System (APT/DPT Integration Only)  
 Class of Service (COS)  
 Company Greeting  
 Company Name  
 Covering Extension  
 Custom Service  
 Daylight Saving Time Assignment  
 Dial by Name  
 DID Call Routing (DPT Integration Only)  
 Email Integration  
 Extension Group  
 Fax Management  
 Hold  
 Holiday Service  
 Intercom Paging (APT/DPT Integration Only)  
 Interview Service  
 List All Names  
 Logical Extension (All Calls Transfer to Mailbox)  
 Message Delivery, Internal

Message Reception Mode  
 Message Waiting Notification–Device  
 Message Waiting Notification–Lamp  
 Multilingual Service  
 No Answer Coverage Mode  
 On Hold Announcement Menu  
 Operator Service  
 PIN Call Routing  
 Play System Prompt After Personal Greeting  
 Port Service  
 Rotary Telephone Service  
 Service Access Commands  
 Service Groups  
 System Clock  
 System Prompts  
 Time Service (day, night, lunch, and break)  
 Trunk Service (Universal Port) (APT/DPT Integration Only)  
 Voice Mail Service

### System Setting Features

Auto Configuration (APT/DPT Integration Only)  
 Custom Service Builder  
 Default Mailbox Template  
 Password Administration  
 Recording by System Administrator  
 Service Mode  
 System Backup/Restore  
 System Reports  
 System Security  
 Time Synchronization (DPT Integration Only)

### Voice KX-TVA50 and KX-TVA200 Maximum Capacities and Specifications

		KX-TVA50	KX-TVA200
KX-TVA502	2-Port Hybrid Expansion Card	2	
KX-TVA524	Memory Expansion Card	1	
KX-TVA594	LAN Interface Card	1	
KX-TVA296	Modem Card	1	1
KX-TVA204	4-Port Digital Expansion Card		6
<b>Initial Configuration and Expansion Capabilities</b>			
No. of Ports	Initial Configuration	2	4
	Maximum	6	24
Recording Time	Initial Configuration	4 hours	1000 hours
	Maximum	8 hours	
<b>Specifications</b>			
Custom Services	Up to 100		
Number of Messages	Limited by Storage Time		
Length of Personal Greeting Message	Up to 360s (programmable)		
Message Retention Time	1 to 30 days (programmable)		
Maximum Message Length	1 to 60 minutes (programmable)		
Maximum Combined Length of Message per Mailbox	1 to 600 minutes (programmable)		
Number of Mailboxes	62 Subscriber + 2 Manager	1022 Subscriber + 2 Manager	
Power Source	100 V AC to 240 V AC, 0.25 A, 50 Hz/60 Hz	100 V AC to 240 V AC, 1.5A, 50 Hz/60 Hz	
DC Input	9 V, 0.75 A (6.75 W)	40 V, 1.38 A (55.2 W)	
Dimensions (W x H x D)	9 7/8" (W) x 12 3/8" (H) x 2 7/8" (D)	10 7/8" (W) x 14 7/8" (H) x 4 5/8" (D)	

1- This brochure describes features that are available when Panasonic KX-TVA voice processing systems are digitally integrated with a Panasonic Digital Hybrid IP-PBX system. Some features may be available only when the systems are digitally integrated and digital telephones are utilized. See dealer for details.

2- Must be connected to a PBX that supports Message Waiting Lamp.

3- Requires subscription to Caller ID service offered by certain telephone companies for a fee.