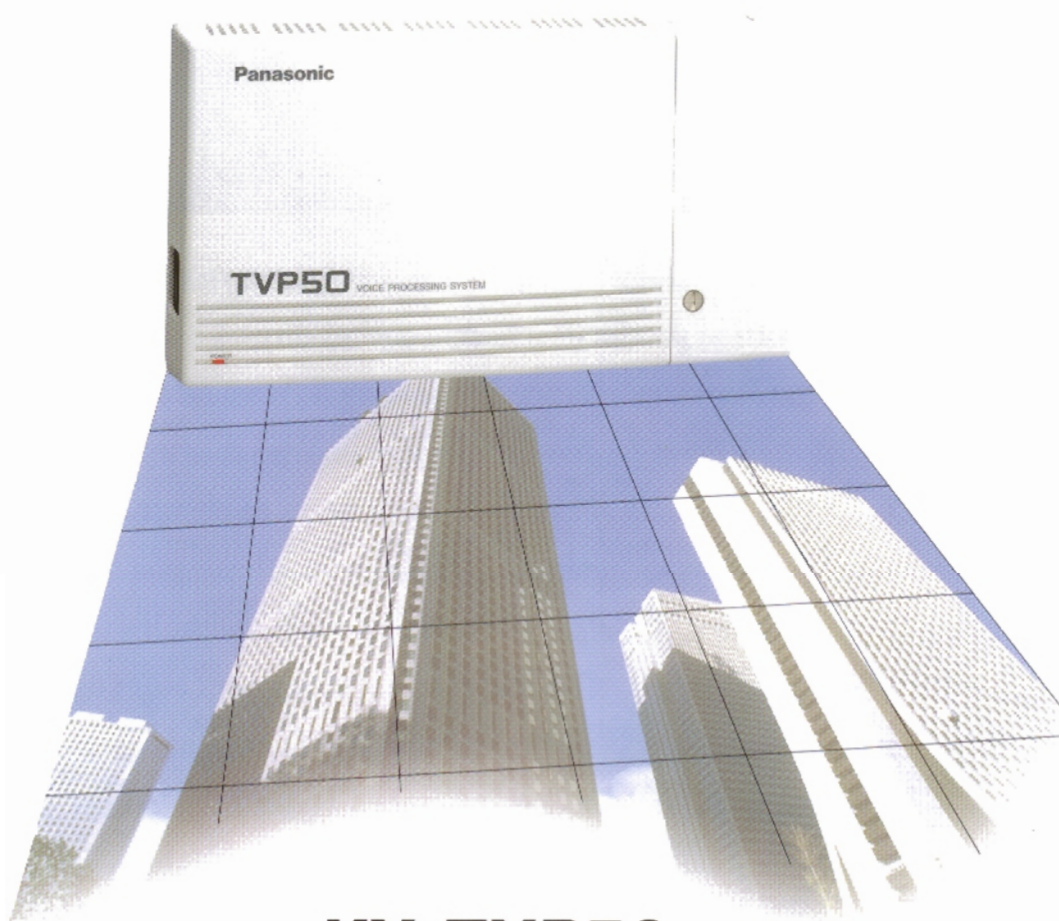


Panasonic

Voice Processing System



KX-TVP50

Voice Processing System

- Live Call Screening
- Two-Way Recording
- Caller ID Call Routing
- Custom Service

Streamline Communications in Your Busy Office!



To improve your office productivity and profitability of a business is easy
with the Panasonic Voice Processing System (VPS).

Whether you're out of the office, on the line, or just unavailable to answer your phone,
the KX-TVP50 Voice Processing System helps to ensure reliable,
effective communications for your business. This system allows you to record, send and
retrieve messages 24 hours a day, 7 days a week, world wide and helps to efficiently handle
your telephone system traffic and internal communication needs.

If you connect this system digitally to the Panasonic KX-TD Digital Super Hybrid Systems*
or to the Panasonic KX-TA Advanced Hybrid Systems*,
there are a number of enhanced facilities available.

This system will revolutionise the way you communicate in your office and
can have a profound effect on the productivity of your work place.

*Depends upon software version.

Exclusively From Panasonic...

Only Panasonic offers the unique combination of features when the Panasonic KX-TA Advanced Hybrid Systems and KX-TD Digital Super Hybrid Systems are digitally integrated with the VPS.



Caller Name Announcement (System / Personal)

On a system basis or a Subscriber basis, you can record names for Caller ID numbers often received. These names are heard when:

(1) Messages are replayed to you, (2) messages are transferred to other Subscribers, (3) you are paged by audio paging, and (4) you are called via call screening.

Caller ID Call Routing

The VPS automatically sends calls from pre-assigned Caller ID numbers ("wild card" digits can be used) to the desired mailbox, extension, or Custom Service. There are countless applications.

■ Personalised Call Handling

- Important clients can be forwarded automatically to the company president or his secretary.
- Calls from your family (wife and kids) can be sent to a special Custom Service menu just for them. For example: "If it is urgent, press 1. To leave a message, press 2. To send a fax, press 3."

■ Customised Call Handling

- For example, if you are a supermarket in Singapore, you know that calls from your main beverage supplier should be directed to the mailbox with Personal Greetings recorded in Mandarin.
- Or if you are a magazine publisher in Thailand, calls from the Japanese Embassy should be directed to your Japan desk, or a Custom Service menu in Japanese.

■ Urgent Call Handling

If you are a doctor in Argentina, calls from your hospital can go directly to your mailbox which will then notify you immediately via wireless beeper or mobile telephone (Message Waiting Notification).

Personal Greeting for Caller ID

Each Subscriber can record up to 4 Personal Greetings for special callers (8 Caller ID numbers per greeting). For example, in Brazil, all calls from German clients can be greeted in German.

Live Call Screening (LCS)

When the LCS mode is activated, you can monitor incoming messages and decide whether or not to take the call. This handy feature is similar to having a telephone answering machine right at your desk.

Two-Way Recording

This feature allows an extension user to record a conversation in a mailbox by simply pressing the Two-Way Record function key. A variation of this feature is Two-Way Transfer, which permits the extension user to record a conversation in another Subscriber's mailbox; this is ideal for firms that want their receptionists to personally record messages from callers.

Audio Paging (Intercom Paging)

The VPS can page you – "I have a call for ..." – over your PBX's audio paging system under a variety of circumstances. For example, it can be an Incomplete Call Handling Service option. You can answer the page from any extension. Moreover, you can be paged by a pre-recorded caller's name using the Caller ID feature.

The KX-TVP50 Lets You Create A System To Fit Your Business Requirements

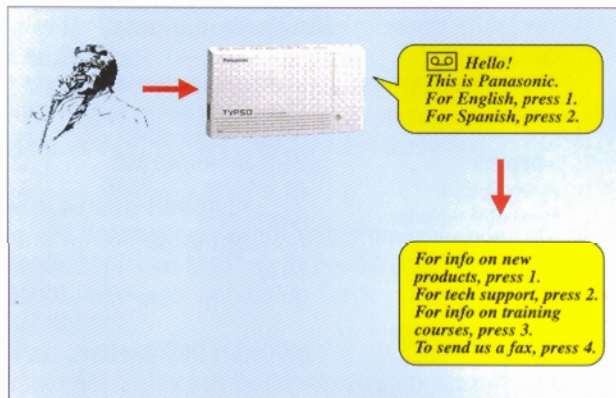
Customisable service settings allow you to assign major functions to telephone keypad buttons. For example, after hearing an opening greeting, a caller can navigate through various menus in one of several languages. He can be routed to the appropriate department, suitable mailbox, or a fax machine, or he can listen to up-to-date information.

The application possibilities are only limited by your imagination. On a day time basis, night time basis, and holiday basis, callers can be directed to the following standard services when they are directed to the VPS for caller handling:

● CUSTOM SERVICE

The VPS can be configured to meet the specific needs of your callers. After listening to the top Custom Service menu, your caller can select one of 14 functions (transfer to extension, transfer to mailbox, Voice Mail Service, Automated Attendant Service, Subscriber Service, fax machine, etc.). Menus can follow menus – up to 100 menus can be created, 8 layers deep. Moreover, menus can be recorded in any language you want. At the top Custom Service menu, your caller can choose one of 12 languages, if desired. The top menu could be, "For English, press 1. For Spanish, press 2. For German, press 3. [etc.]" The next menu could be, "For arrival information, press 1. For departure information, press 2. For reservations, press 3. To send us a fax, press 4. [etc.]"

- Provides service to your customers 24 hours per day
- Customers are guided in any language you want
- Callers can find out your email address or send a fax
- Callers can be directed to the right mailbox any time of day
- Rotary callers can receive special treatment



● VOICE MAIL SERVICE

The VPS supports 30* password-protected mailboxes that each hold up to 100 messages. When callers reach your mailbox they can hear Personal Greetings and thus receive friendly recording instructions in the language of your choice.

- Callers can choose your mailbox via Custom Service
- Callers can leave a message when your line is busy or you are out
- Rotary callers can be sent to the General Delivery Mailbox
- Messages can be auto-forwarded to a backup mailbox before being erased

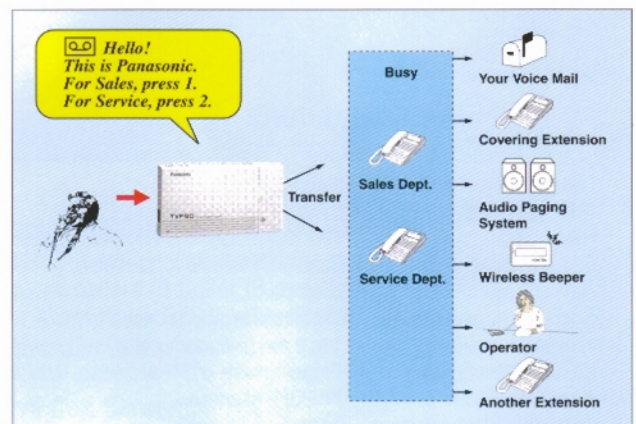
*Max.32 mailboxes are supported when including System Manager and Message Manager mailboxes.

● AUTOMATED ATTENDANT SERVICE

The VPS can let callers select the extension they want. If the called party is busy or does not answer in time, the caller is offered Incomplete Call Handling Service, which consists of 6 options:

1. Record a message
2. Transfer to covering extension
3. Page extension owner via audio paging system
4. Notify extension owner via wireless beeper
5. Transfer to operator
6. Let the caller try another extension

You can also screen your calls (Call Screening) or send all calls directly to Incomplete Call Handling Service.



● INTERVIEW SERVICE

For the entire system or for each Subscriber (an owner of a mailbox), you can create a Question-and-Answer mailbox. Callers to this service will be asked up to ten questions (pre-recorded by the Subscriber).

- Especially useful for overworked mail order firms
- Also useful for public opinion polls



Great Features for Efficient Message Management

● Message Delivery to Several Mailboxes at Once

Often a Subscriber needs to send a message to several colleagues at once. Two types of distribution lists are available:

- **Personal Group Distribution Lists** - these are created and managed by individual Subscribers for their personal use. Per Subscriber, up to 4 lists can be managed (each specifying up to 20 mailboxes).
- **System Group Distribution Lists** - these are created and managed by the System Administrator for everyone's use. Up to 20 lists can be managed (each specifying up to 20 mailboxes).

● Message Waiting Notification

The VPS can notify you of a message waiting in your mailbox in three ways:

1. The Message Waiting Lamp (MWL) of your extension will light (if your PBX and telephone have MWL capability).
2. Your wireless beeper can be notified – and can even display the phone number of the caller who left a message.
3. Your mobile telephone can be dialled by the VPS.

● Automatic Fax Transfer

The VPS can be programmed to send fax calls (when CNG tone is detected) to the right extension, thus eliminating the need for a dedicated fax line. If the main fax machine is down, fax calls will automatically go to the alternate machine (if set up).

● Custom Service Reports

You can see the tree structure of your Custom Service menus in graphical form and you can find out how many times each menu was accessed by callers.

● Personal Greetings

Each Subscriber can customise his mailbox. Before callers hear the beep to leave a message, they can hear one of three personal greetings:

1. Cannot-talk-to-you-now greeting
2. Sorry-but-busy-right-now greeting
3. After hours greeting

● Message Transfer

Subscribers can transfer messages to other Subscribers, if the message is not tagged "private". Voice mail can have the conveniences of email.

● General Delivery Mailbox (GDM)

It is simple to program the VPS so that rotary callers are guided in a friendly way to the GDM. Once per day, the Message Manager can forward GDM messages to the right parties.

● Holiday Service

On special days (up to 20), special Custom Service menus can greet callers. You might record something like this: "Today is Chinese New Year Day and so we are closed. Best wishes and congratulations for the Year of the Dragon. If you would like to leave a message, please press 1. If you would like to send a fax, please press 2."

● Applications

The Panasonic VPS will improve the efficiency of your business, whether it be sales, customer service, reservations, or marketing.

- Phone orders can be placed 24 hours per day
- Airline flight schedules can be updated daily
- Message services for hotel guests
- Message taking when all your receptionists are tied up
- Custom Service menus in several languages

Other Key Features

● Auto Forwarding

Due to memory limitations, new messages are not saved forever (duration is set by Class of Service). However, if you go on a business trip, your messages can automatically be forwarded to a colleague in your office after a specified period of time. But actually you can access your messages from any tone telephone in the world.

● Covering Extension

One feature of Incomplete Call Handling Service is the ability to direct calls to a covering extension when your phone is busy or you do not answer it in time.

● System Reports

Eight kinds of system reports can be sent to a serial printer. One handy report is "Fax Call Report" – you can see when and where faxes were received. You can better manage your fax resources with this type of information.

● Tri-lingual VPS Prompts

The VPS comes with operational prompts (mainly for the benefit of Subscribers) in English and Spanish. You may record prompts in a third language.

● 64 Class of Service Levels

To manage valuable memory resources, Subscribers can be assigned mailbox limitations on a Class of Service basis. For example, company executives can have fewer limitations than clerical workers.

KX-TVP50 Features List

Alternate Extension Group APT Integration Audio Paging (APT / DPT only) Auto Configuration (APT / DPT only) Auto Forwarding Automated Attendant Service Broadcasting Messages (System Manager Only) Busy Coverage Mode Call Hold Call Services • Incoming Call Services – Custom Service, Automated Attendant Service, Voice Mail Service, Interview Service, • Outgoing Call Services – Message Waiting Notification, External Message Delivery Call Transfer Status Callback Number Entry Caller ID Call Routing (APT / DPT Only) Caller ID Screening (APT / DPT Only) Caller Name Announcement – Personal (APT / DPT Only) Caller Name Announcement – System (APT / DPT Only) Calling a Wireless Beeper Class of Service (64 levels) Covering Extension	Custom Service Day Service Daylight Saving Time (auto switching) Department Dialling Dialling by Name Direct Mailbox Access (APT / DPT Only) DPT Integration Extension Group Extension Numbering Plan External Message Delivery List External Message Delivery Service External Message Delivery Status Fax Management Fax Transfer, Automatic General Delivery Mailbox Group Distribution List – Personal Group Distribution List – System Holiday Service Inband Integration Incomplete Call Handling Service Intercom Paging (APT / DPT Only) Interview Service Live Call Screening (APT / DPT Only) Logical Extension (All Calls Transfer to Mailbox) Mailbox Message Delivery, Internal	Message Delivery Status Message Reception Mode Message Scan Message Transfer Message Waiting Notification – Phone or Beeper Message Waiting Notification – Lamp Multilingual Voice Prompts Night Service No Answer Coverage Mode Operator Service PBX Integration Password Protection for Subscribers Personal Greetings Personal Greeting for Caller ID (APT / DPT Only) Play System Prompt After Personal Greetings Private Message Reply to Message Sender Rotary Telephone Service Service Access Commands Special Feature Authorisation System Clock System Reports Time and Date Stamp Utility Commands Voice Mail Service
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KX-TVP50 Specifications

Line Capacity:	2 ports (Max.)	Maximum Message Length:	1 to 6 min. (programmable)
Dialling Method:	DTMF / Pulse (10/20 pps)	Activity Reporting:	Mailbox List, Class of Service List, System Service Report, Call Account Report, Port Usage Report, Flash Memory Usage Report, Mailbox Usage Report, Fax Call Report
Flash Time:	100/300/600/900 ms (programmable)		
CPC Detection:	None/6.5/150/300/450/600msec (programmable)		
Type of Line:	Loop start	Connections	
Extension Numbering:	2 to 5 digits (programmable)	Telephone Line:	Modular connectors (2-conductor wire; 4-conductor in the case of APT/DPT integration)
Pause:	1 to 9 sec (programmable)		
Message Waiting Lamp:	Programmable DTMF sequence. Data line of APT/DPT interface		
Capacity of Flash Memory:	2 hours (expandable)	Data Port:	RS-232C interface port
Number of Mailboxes:	Max. 32 (including System Manager and Message Manager mailboxes)	Power Source:	AC 100–240 V, 50/60 Hz
Number of Messages:	Max. 100 per mailbox (programmable)	Power Consumption:	Approx. 10 W
Personal Greeting Messages:	8 to 60 sec (programmable)	Dimensions:	173 x 318 x 65 mm
Message Retention Time:	1 to 30 days, or unlimited (programmable)	Weight:	1.2 kg

Optional Accessories

- KX-TVP52 Expansion Memory Card (2 hours)
 This option provides 2 hours of extra recording time. If you use or record User 1/User 2 prompts, it is recommended that you get extra recording time because the prompts take up much space.

APT: Analogue Proprietary Telephone
 DPT: Digital Proprietary Telephone

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