

Panasonic

Voice Processing System KX-TVP200/KX-TVP300



KX-TVP300



KX-TVP200



Panasonic's Voice Processing System (VPS) gives you all the communication features your busy office needs to stay on the move.

The KX-TVP200 and KX-TVP300 puts the same type of voice mail capabilities that big corporations enjoy in a much more cost-effective package. And they offer a host of useful features, such as automated attendant, automatic call routing, and message notification. You can even customize the system according to your specific needs. Use the KX-TVP200 or KX-TVP300 as a powerful stand-alone voice processing system. Or, combine them with a Panasonic digital PBX system and enjoy a host of advanced features that only Panasonic offers.

Customize Your System According to Your Needs

You can customize the KX-TVP200 or KX-TVP300 so that when it picks up a call from an outside party, it provides different functions according to which button the caller presses. For example, you can set it to first play a greeting and then ask the caller to press any one of several keys to hear option menus in English, French, Spanish, or other languages. Or, you can have the caller routed to a specified department, mailbox or facsimile machine, or to a message that you've recorded. The KX-TVP200 and KX-TVP300 are both powerful, cost-effective communication tools that are on the job 24 hours a day, seven days a week.



The Advanced Communication

Standard Functions

Voice Mail Service

The KX-TVP200 and KX-TVP300 each provide 1,024 password-protected mailboxes, each mailbox holds up to 100 messages. When callers reach your mailbox, they can hear a personal greeting that you recorded (in any language you want) and then leave a message. You can also set the system to automatically forward messages to a back-up mailbox, if desired.

Automated Attendant Service

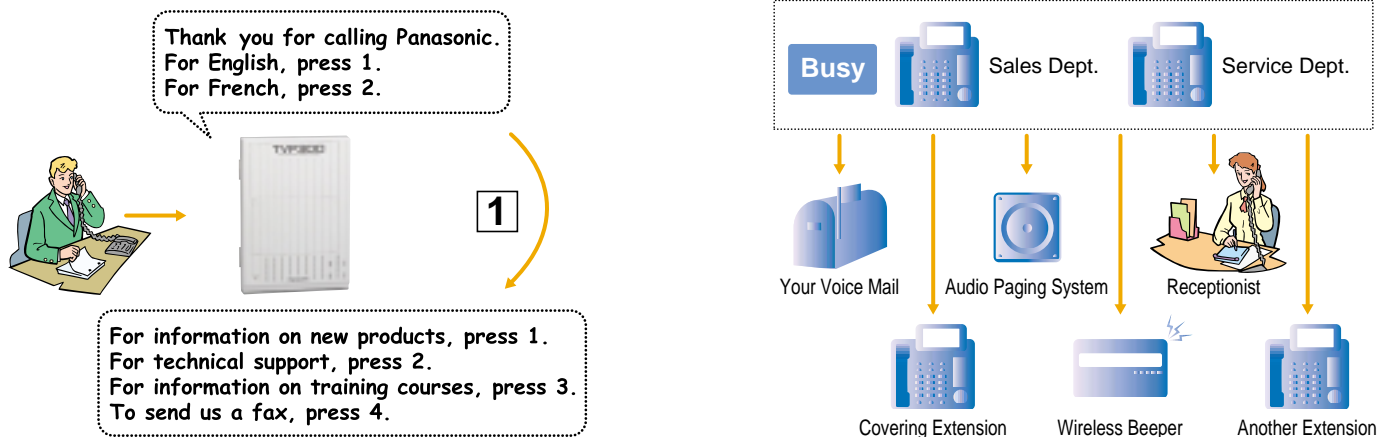
You can customize the KX-TVP200 or KX-TVP300 to the specific needs of your callers. For example, the caller listens to the first Custom Service menu and then selects any one of a host of different options. Menus can follow menus. You can create up to 100 menus, which can be randomly accessed up to 8 times. And you can record the menus in any language you want, letting callers choose the language they wish to listen to.

This lets you serve callers 24 hours a day in the language of their choice. You can record messages telling callers your e-mail address, inviting them to send a fax, or directing them to a colleague for additional information. The KX-TVP200 and KX-TVP300 also let you provide special service to callers using rotary phones.

The system lets the caller select the extension they want. If the extension is busy or the intended party does not answer in time, the caller is given six options (part of the Incomplete Call Handling Service):

1. Record a message
2. Transfer to another extension (covering for the party at the first extension)
3. Page the intended party via the audio paging system
4. Notify the intended party via wireless beeper
5. Transfer to the company receptionist
6. Transfer to any other extension

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

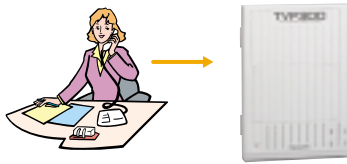


Features Your Company Needs

Interview Service

The KX-TVP200 and KX-TVP300 can provide a kind of "interview service." You can record up to 10 questions and set the system up so that when someone calls, he or she is sent to the question-and-answer mailbox. The system will ask the questions and then record the caller's answers. This is ideal for such uses as taking mail orders, screening job applicants, or conducting surveys.

Thank you for calling the Panasonic Mail Order line.
Please take a moment to answer the following questions.
What is your name, please? - Hans Myrner
Your phone number, please? - 0921234567
What would you like to order today? - 3 cables
A customer service agent will notify you when your products ship. Thank you again for calling Panasonic.



Multilingual Service

The KX-TVP200 and KX-TVP300 can support up to three languages.

System prompts - Recorded in English prior to shipping.

User 1 prompts - Recorded in French prior to shipping.

User 2 prompts - Record in any language you like.

Callers can select the desired language at the beginning of the service.

Remote Call Forwarding Set

From a remote location, the subscriber can set his or her extension to forward a call to any desired destination. Subscribers and the Message Manager can set their extensions, also from a remote location, to forward various types of calls to a desired extension or to an outside telephone. So, if your extension is in Toronto, for example, and you are in Calgary, you can forward your calls to yourself in Calgary, or even to your home in Mississauga.

Extra Convenient Functions

Message Waiting Notification

This feature tells you when a caller has left a message in your mailbox. It can notify you in any of three ways: by lighting the "message waiting" lamp on your telephone; by sending a message to your beeper, either telling you to call your mailbox or actually providing the caller's number; or by calling you at a telephone number you specified in advance.

Auto Configuration

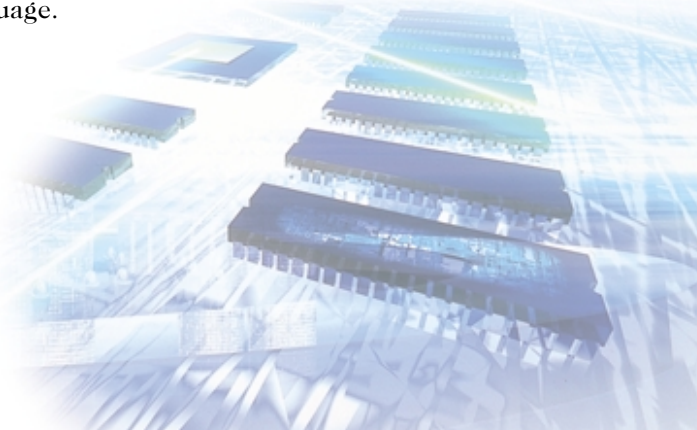
This greatly simplifies set-up procedures by automatically creating mailboxes with extension numbers obtained from the Panasonic digital PBX system. It also sets the time and date automatically by obtaining time information from the PBX.

Unlimited Message Recording

With Two-Way Recording and Two-Way Transfer, subscribers can now record conversations of almost unlimited length (restricted only by hard disk space) into their mailboxes.

Applications

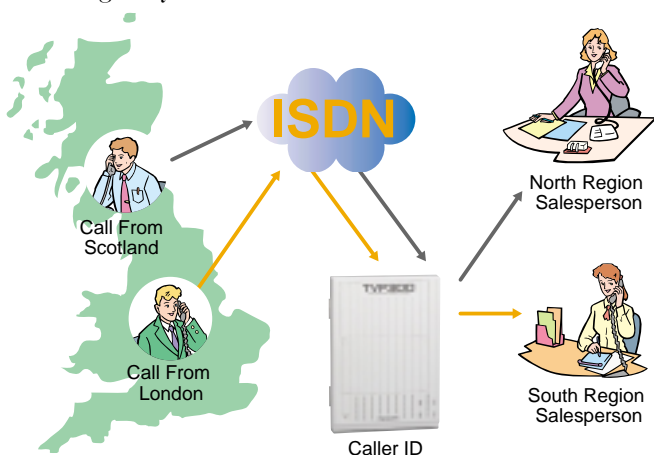
Good business begins with good communication. Whether your operation involves sales, customer service, reservations, marketing, consulting, or technical support, the KX-TVP200 or KX-TVP300 can improve the way you communicate. For example, with the KX-TVP200 or KX-TVP300 you can receive sales orders by phone 24 hours a day, receive messages when your receptionists are tied up, or create a greeting message for a customer in his or her native language.



Exclusive Panasonic Functions

Caller ID Call Routing

This feature automatically sends calls from pre-assigned Caller ID numbers ("wild card" digits can be used) to a designated mailbox, extension, or Custom Service. Routing can help your company provide better service in countless ways. For example, when an important customer rings, you can forward his or her call directly to your company's key contact. Have calls from your client in Montreal forwarded to a mailbox with a greeting message in French. Or have calls from family members or friends sent to a private Custom Service menu just for them. You can even use Message Waiting Notification to call your beeper or mobile phone when someone has called and left a message in your mailbox.

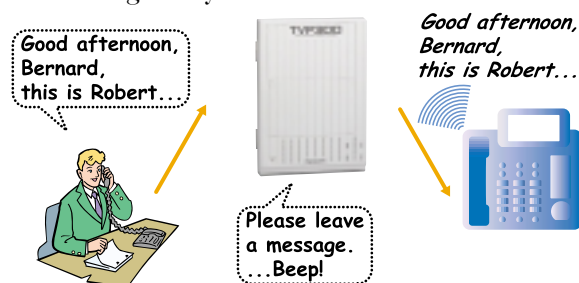


Personal Greeting for Caller ID

Each subscriber can record up to four different personal greetings and designate up to eight Caller ID numbers to be directed to each greeting. For example, you could create one greeting message in French, and designate eight French customers. If any of them calls while you're away from your desk, they will automatically be sent to the mailbox with the French message.

Live Call Screening

This lets you monitor incoming messages and decide whether to answer the phone or let the caller leave a message. It's like having a telephone answering machine right at your desk.



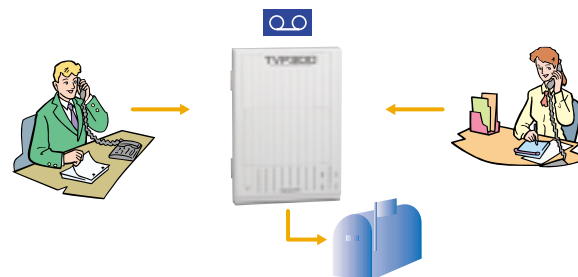
Two-Way Recording

This allows a subscriber to record a conversation (both the caller's words and the subscriber's own words) in his or her mailbox. Simply press the Two-Way Record key.



Two-Way Transfer

This allows the subscriber to record a conversation into another subscriber's mailbox. For example, this is especially useful for companies that want their receptionists to personally record messages from callers.



Caller Name Announcement*

The KX-TVP200 and KX-TVP300 lets you record the names of frequent callers who have been assigned a Caller ID number. Then, when one of them calls, the system will announce their name: (1) When replaying a message from that person, (2) When transferring the message to another subscriber, (3) If you are paged via audio paging, or (4) If the Call Screening function is on.

*This can be set by an individual subscriber or for the entire system.

Features Your Company Needs

KX-TVP200/KX-TVP300 Features List

Alternate Extension Group Auto Configuration (DPT integration 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 (DPT integration only) Caller ID Screening (DPT only) Caller Name Announcement – Personal (DPT integration only) Caller Name Announcement – System (DPT integration only) Calling a Wireless Beeper Class of Service (64 levels) Covering Extension Custom Service Custom Service Reports Daylight Saving Time (auto switching) Department Dialling	Dialling by Name Direct Mailbox Access (DPT integration 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 (DPT integration only) Interview Service Live Call Screening (DPT integration 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 No Answer Coverage Mode Operator Service PBX Integration Password Protection for Subscribers Personal Greetings Personal Greeting for Caller ID (DPT integration 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 Unlimited Message Trunk Service Remote Call Forward Set Time Service (Day/Night) Time Service (Day/Night/Lunch/Break) Synchronisation with PBX Clock Synchronisation with PBX DPT : Digital Proprietary Telephone
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KX-TVP200/KX-TVP300 Specifications

	KX-TVP200	KX-TVP300
Line Capacity	0 to 12	0 to 24
Dialling Method	DTMF/Pulse (10/20 pps)	
Flash Time	100/300/600/900 ms (programmable)	
CPC Detection	None/6.5/150/300/450/600msec (programmable)	
Type of Line	Loop start	
Extension Numbering	2 to 5 digits (programmable)	
Pause	1 to 9 sec (programmable)	
Message Waiting Lamp	Programmable DTMF sequence. Data line of APT/DPT interface	
Hard Disk Capacity	Max. 32h	Max. 64h
Number of Mailboxes	Max. 1,024 (including System Manager and Message Manager mailboxes)	
Number of Messages	Max. 100 per mailbox (programmable)	
Personal Greeting Messages	8 to 60 sec (programmable)	
Message Retention Time	1 to 30 days, or unlimited (programmable)	

	KX-TVP200	KX-TVP300
Maximum Message Length	1 to 6 min. or unlimited (programmable)	
Activity Reporting	Mailbox List, Class of Service List, System Service Report, Call Account Report, Port Usage Report, Disk Usage Report, Mailbox Usage Report, Fax Call Report	
Connections		
Telephone Line:	Modular connectors (2-conductor wire; 4-conductor in the case of DPT integration)	
Data Port:	RS-232C interface port	
Power Source	AC 120 V, 60 Hz	
Power Consumption	30 W	45 W
Dimensions	470 x 335 x 110 mm	
Weight	5.0 kg	5.3 kg
Modem	–	Internal Modem Card (Max. 33600bps)

Optional Accessories

KX-TVP102 2-port Expansion Memory Card (DPT/SLT hybrid interface)
 KX-TVP204 4-port Expansion Memory Card (DPT interface)

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These products are manufactured by Kyushu Matsushita Electric Co., Ltd., which has received both ISO9001 and ISO14001 certification.