Panasonic

Feature Manual

Voice Processing System

Model No. KX-TVA50
KX-TVA200

Thank you for purchasing a Panasonic Voice Processing System.
Please read this manual carefully before using this product and save this manual for future use.

KX-TVA50/KX-TVA200: Version 3.0 (Main Software Version 3.00 or later)

Document Version 3.0 2010/06

Introduction

About this Manual

This Feature Manual is designed to serve as an overall reference describing the features of the Panasonic Voice Processing System. It explains what this VPS can do, and how to obtain the most of its many features. This manual is divided into the following sections:

Section 1 Voice Processing System Overview

Provides an introduction to the Voice Processing System.

Section 2 Features

Describes the PBX integration features, system features, features available to subscribers, and system setting features.

Index

An alphabetical listing of features and terms, as well as the page numbers of related sections.

About the Other Manuals

Installation Manual

The Voice Processing System Installation Manual provides instructions for installing the VPS hardware, configuring the connected PBX for use with the VPS, and getting started with the KX-TVA Maintenance Console software. Relevant sections from the Installation Manual are listed throughout this manual for your reference.

Programming Manual

The Voice Processing System Programming Manual is an overall reference for programming the VPS using KX-TVA Maintenance Console. It explains how to use KX-TVA Maintenance Console and obtain the most out of system administration. Sections from the Programming Manual are listed throughout this manual for your reference.

Manager's Manual

The Voice Processing System Manager's Manual describes the programming and maintenance features available to the System Manager and Message Manager. Relevant sections from the Manager's Manual are listed throughout this manual for your reference.

Subscriber's Manual

The Voice Processing System Subscriber's Manual describes how subscribers can access commonly used VPS features and functions with their extensions and mailboxes. Relevant sections from the Subscriber's Manual are listed throughout this manual for your reference.

Glossary

The Voice Processing System Glossary is an alphabetical listing of features, terms, and abbreviations, as well as their definitions.

Note

- This manual may refer to products not available in your country/area.
- All references to the KX-TDE series also apply to the KX-NCP series.
- For KX-TD500, KX-TDE series, KX-TDA series, and KX-TAW series PBXs, the term "trunk (CO line)" used in this manual indicates a trunk (CO line) group.

- Depending on the model and/or the software version of the connected PBX, you may not be able to utilize some of the APT/DPT Integration features described in this manual. For more information, call National Parts Center at 1-800-833-9626.
- Every system programming setting can be accessed using a PC and the Panasonic KX-TVA Maintenance Console software. For programming details, refer to the on-line help which is installed along with KX-TVA Maintenance Console.

Table of Contents

1 Voice Processing System Overview 7

1.1 What is a VPS? 8
1.1.1 Introduction to VPS Features 8
1.1.2 Basic Features 8
1.2 System Administration, Management, and Use 9
1.2.1 System Administration 9
1.2.2 System Management 9
1.2.3 Subscriber Use 9

2 Features 11

2.1 PBX Integration Features 12
2.1.1 Integration Types 12
2.2 System Features 14
2.2.1 Alternate Extension Group 14
2.2.2 Auto Forwarding 14
2.2.3 Automated Attendant 14
2.2.4 Broadcasting Messages 15
2.2.5 Busy Coverage Mode 15
2.2.6 Call Services 15
2.2.7 Call Transfer to Outside 16
2.2.8 Caller ID Call Routing (APT/DPT Integration Only) 16
2.2.9 Caller ID Screening (APT/DPT Integration Only) 17
2.2.10 Caller Name Announcement—Personal (APT/DPT Integration Only) 17
2.2.11 Caller Name Announcement—System (APT/DPT Integration Only) 18
2.2.12 Class of Service (COS) 18
2.2.13 Company Greeting 19
2.2.14 Company Name 19
2.2.15 Covering Extension 20
2.2.16 Custom Service 20
2.2.17 Daylight Saving Time Assignment 21
2.2.18 Dialing by Name 21
2.2.19 DID Call Routing (DPT Integration Only) 21
2.2.20 E-mail Integration 22
2.2.21 Extension Group 23
2.2.22 Fax Management 23
2.2.23 Hold 23
2.2.24 Holiday Service 23
2.2.25 Intercom Paging (APT/DPT Integration Only) 24
2.2.26 Interview Service 24
2.2.27 List All Names 25
2.2.28 Logical Extension (All Calls Transfer to Mailbox) 26
2.2.29 Mailbox Groups 26
2.2.30 Message Delivery, Internal 26
2.2.31 Message Reception Mode 26
2.2.32 Message Waiting Notification—Device 27
2.2.33 Message Waiting Notification—Lamp 28
2.2.34 Multilingual Service 28
2.2.35 No Answer Coverage Mode 29
2.2.36 On Hold Announcement Menu 29
2.2.37 Operator Service 29
2.2.38 PIN Call Routing 30
2.2.39 Play System Prompt After Personal Greeting 30

2.2.40 Port Service 31
2.2.41 Rotary Telephone Service 31
2.2.42 Service Access Commands 31
2.2.43 Service Group 32
2.2.44 System Clock 32
2.2.45 System Prompts 33
2.2.46 Time Service 33
2.2.47 Trunk Service (Universal Port) (APT/DPT Integration Only) 33
2.2.48 Voice Mail Assistant 34
2.2.49 Voice Mail Service 34
2.3 Subscriber Features 35
2.3.1 Auto Receipt 35
2.3.2 Automatic Login (APT/DPT Integration Only) 35
2.3.3 Autoplay New Message 36
2.3.4 Bookmark 36
2.3.5 Call Transfer Status 37
2.3.6 Callback Number Entry 37
2.3.7 Caller ID Callback (APT/DPT Integration Only) 37
2.3.8 Calling a Beeper 38
2.3.9 Delete Message Confirmation 38
2.3.10 External Message Delivery List 39
2.3.11 External Message Delivery Service 39
2.3.12 Group Distribution List—Personal 40
2.3.13 Group Distribution List—System 40
2.3.14 Incomplete Call Handling Service 40
2.3.15 Live Call Screening (APT/DPT Integration Only) 41
2.3.16 Mailbox 42
2.3.17 Mailbox Capacity Warning 42
2.3.18 Message Transfer 42
2.3.19 One-touch Two-way Transfer (DPT Integration Only) 43
2.3.20 Personal Custom Service 43
2.3.21 Personal Greeting for Caller ID (APT/DPT Integration Only) 44
2.3.22 Personal Greetings 44
2.3.23 Playback Volume/Speed Control 45
2.3.24 Private Message 45
2.3.25 Receive Message 45
2.3.26 Recover Message 46
2.3.27 Remote Call Forwarding Set (DPT Integration Only) 46
2.3.28 Subscriber Tutorial 47
2.3.29 Temporary Personal Greeting 47
2.3.30 Timed Reminder Setting (DPT Integration Only) 48
2.3.31 Toll Saver (APT/DPT Integration Only) 48
2.3.32 Two-way Record (APT/DPT Integration Only) 49
2.3.33 Two-way Transfer (APT/DPT Integration Only) 49
2.3.34 Unlimited Message Length 50
2.3.35 Urgent Message 50
2.3.36 VM Menu (DPT Integration Only) 51
2.4 System Setting Features 52
2.4.1 Auto Configuration (APT/DPT Integration Only) 52
2.4.2 Custom Service Builder 52
2.4.3 Default Mailbox Template 52
2.4.4 Password Administration 52
2.4.5 Recording Messages by System Administrator 53
2.4.6 Service Mode 53
2.4.7 System Backup/Restore 54

2.4.8 System Reports 54
2.4.9 System Security 55
2.4.10 Time Synchronization (DPT Integration Only) 55
2.4.11 Utility 55
3 Revision History 57
3.1 KX-TVA50/KX-TVA200 Version 3.0 58
3.2 KX-TVA50/KX-TVA200 Version 2.1 58
3.3 KX-TVA50/KX-TVA200 Version 2.0 58
Index....59

Section 1

Voice Processing System Overview

1.1 What is a VPS?

1.1.1 Introduction to VPS Features

Description

The VPS handles incoming and outgoing calls. When a call comes in, it answers, forwards to appropriate extensions, takes and stores messages, and notifies subscribers when messages are left. Subscribers may send and transfer messages to other subscribers within the VPS. The VPS is easy to use, providing voice guidance (referred to as "system prompts") to callers, directing them to press certain buttons to access desired features.

Unlike handwritten messages or those left with answering services, VPS messages are confidential; they are stored in a mailbox and retrieved only with the subscriber's password. Other advantages of the VPS are clarity and accuracy, which are commonly lacking with written messages. The messages come directly from the caller, in the caller's own voice. To further ensure accuracy, the VPS allows the sender to correct or change messages before saving them. Messages can be erased or transferred by the recipient.

1.1.2 Basic Features

Description

Greeting Callers

The VPS greets callers with a prerecorded message that includes directions for leaving and editing messages. The VPS can list single-digit numbers for each available extension or mailbox. Callers who know the extension of the person they wish to reach may dial the extension number at any time. Callers with rotary telephones are transferred to a preprogrammed destination, which is normally an operator or the General Delivery Mailbox.

Sending Messages

Callers can review and edit messages before leaving them in a mailbox. Subscribers can send messages to an individual or to several mailboxes at once. Extension users can also receive verification when messages they send to other subscribers have been received.

Receiving Messages

Subscribers can receive messages from outside callers and other subscribers. The total amount of recording time for all messages, as well as the maximum length of each message may be limited by the subscriber's Class of Service (COS). The VPS can notify subscribers when they have new messages by sending a beeper page, an E-mail, and even by calling subscribers' home or mobile phones. For subscribers who are on premises, the VPS can also light the message waiting lamp on their extension telephones. Subscribers can choose their preferred notification method. If the VPS is connected to the PBX using APT/DPT Integration, subscribers can press a preprogrammed button to record their telephone conversations into their own mailboxes or into other subscribers' mailboxes.

1.2 System Administration, Management, and Use

1.2.1 System Administration

Description

System administration (programming, diagnosis, system prompt administration, etc.) can be performed with a PC running the KX-TVA Maintenance Console software. For more information, refer to the Programming Manual.

1.2.2 System Management

Description

System management can be performed with an extension telephone by the system manager and the message manager. For more information, see the Manager's Manual.
An example of items which are programmed by the system manager include:
– Creating, editing, deleting, and resetting mailboxes
– Class of Service (COS) settings
– Service mode settings
– Changing the company greeting
An example of items which are programmed by the message manager include:
– General Delivery Mailbox maintenance
– Message notification settings
– Recording/deleting messages (system prompts, company greetings, custom service menus, system caller names, etc.)

1.2.3 Subscriber Use

Description

PBX users who are assigned a mailbox in the VPS are called subscribers. Subscribers can customize their mailboxes in the following ways:
– Sets their password
– Records their names
– Records Personal Greetings
– Enters Personal Group Distribution Lists
– Sets Personal Custom Service
– Sets Call Transfer Status
– Sets Covering Extensions
– Sets Message Reception Mode
– Sets Incomplete Call Handling Status
– Sets Message Waiting Notification
– Records questions for an interview mailbox

Section 2

Features

2.1 PBX Integration Features

2.1.1 Integration Types

Description

In order for the VPS to function, it must be integrated with the PBX it serves. The type of integration that is used determines how voice (caller messages, VPS prompts, etc.) and data (extension status, button presses, etc.) are sent between the VPS and the PBX.
Depending on the model and/or the software version of the connected PBX, you may not be able to utilize some of the features. For more information, call the National Parts Center at 1-800-833-9626.

DPT Integration

When the VPS and PBX use DPT Integration, voices and data are sent digitally. DPT Integration provides certain VPS features which are not available with analog integration (i.e., Inband Integration), including:

- Auto Configuration
- Automatic Login
- Caller ID Call Routing
- Caller ID Screening
- Caller Name Announcement (System/Personal)
- DID Call Routing
- Intercom Paging
- Live Call Screening
- Personal Greeting for Caller ID
- Remote Call Forwarding Set
- Service Mode (PBX Control Mode)
- Time Synchronization with PBX
- Timed Reminder Setting
- Toll Saver
- Trunk Service (Universal Port)
- Two-way Record
- Two-way Transfer

APT Integration (KX-TVA50 only)

When the VPS and PBX use APT Integration, voices are sent using analog technology, and data is sent digitally. APT Integration provides certain VPS features which are not available with analog integration (i.e., Inband Integration), including:

- Auto Configuration
- Automatic Login (except by DID)
- Caller ID Call Routing
- Caller ID Screening
- Caller Name Announcement (System/Personal)
- Intercom Paging
- Live Call Screening
- Personal Greeting for Caller ID
- Service Mode (PBX Control Mode)
- Toll Saver
- Trunk Service (Universal Port)
- Two-way Record
- Two-way Transfer

Inband Integration (KX-TVA50 only)

When the VPS and PBX use Inband Integration, voices are sent using analog technology and data is sent to the VPS through the use of standard audio signals, such as DTMF tones, busy signals, ringback tones, etc.

2.2 System Features

2.2.1 Alternate Extension Group

Description

A group of extensions that require a different call transfer sequence than other extensions and are therefore placed into a separate group.

Programming Manual References

"Alternate Extension" in 2.4.3.2 Operator Service No. 1, 2, and 3

2.2.2 Auto Forwarding

Description

Moves or copies unplayed messages from one mailbox to another after a specified period of time has passed. This feature is only available when the mailbox's "Auto Forwarding" parameter is set to "Yes". A message can be forwarded up to 9 times, and forwarding stops at the 9th designated mailbox. Note that you cannot auto forward messages to the Mailbox Group, and messages marked as "private" cannot be forwarded. Also, a message is never forwarded to the original sender of the message.

Programming Manual References

2.1.6 Auto Forwarding

2.2.3 Automated Attendant

Description

Allows you to direct incoming calls without the use of an operator. Callers can be redirected to the desired extension in one of the following ways:

a. Dial extension numbers directly
b. Spell the name of the desired party using the dial keys on their telephones (see 2.2.18 Dialing by Name)
c. Listen to all subscriber names and select the desired extension (see 2.2.27 List All Names)

Automated Attendant (AA) answers incoming calls and redirects them to the desired extension based on numbers dialed by callers.

When calls from extensions are transferred to other subscribers, "Transferring you to (name)." can be heard by callers before the calls are transferred. This feature is not available when the name of called party is not recorded.

The service can be programmed for day, night, lunch, and break time modes, and is available for both Port and Trunk Services.

Callers will reach Automated Attendant service when:

a. The Incoming Call Service of a trunk or port is set to "Automated Attendant Service" (see "Incoming Call Service" in 2.3.1.1 Call Service in the Programming Manual).
b. The call service of a Holiday is set to "Automated Attendant Service" (see "Service" in 2.4.2.1 Holiday Service No. in the Programming Manual).
c. They press [#8] (Automated Attendant Service Access Command) during a call.

d. A Custom Service or Personal Custom Service option is set to transfer callers to Automated Attendant service (see 2.1.8 Personal Custom Service or 2.4.4 Custom Service in the Programming Manual).
e. A subscriber transfers the caller to Automated Attendant service.

Programming Manual References

2.4.3.1 Automated Attendant

2.2.4 Broadcasting Messages

Description

Allows the System Manager to deliver the same message to all VPS subscribers' mailboxes simultaneously. Broadcast Messages have priority over other regular or urgent messages during playback, but otherwise are treated like regular messages. They are not treated as "Urgent" messages; if "Only Urgent Messages" is selected as the Notification Type in the Notification Schedule, the Message Waiting Notification is not activated when a Broadcast Message is received.

Conditions

- This feature is only available for the System Manager.

Manager's Manual References

2.7 Broadcasting Messages

2.2.5 Busy Coverage Mode

Description

Specifies how the VPS will handle calls to an operator when the line is busy. The Busy Coverage options that are available include: Hold, No Answer Coverage, Call Waiting, and Disconnect Message.

Programming Manual References

"Busy Coverage Mode" in 2.4.3.2 Operator Service No. 1, 2, and 3

2.2.6 Call Services

Description

Include a series of both incoming and outgoing call services.
Incoming Call Services: Automated Attendant service, Voice Mail service, Interview service, Custom Service.
Outgoing Call Services: Message Waiting Notification and External Message Delivery.

Programming Manual References

2.3.1.1 Call Service

2.2.7 Call Transfer to Outside

Description

Enables the VPS to transfer a call to a trunk (CO line) from the following services:
– Custom Service
– Call Transfer Service
– Personal Custom Service
– Caller ID Callback

Conditions

- This feature cannot be used when the PBX does not allow incoming trunk (CO line) calls to be transferred to a trunk (CO line).
- This feature cannot be used with KX-TA624.
- For KX-TDA/KX-TAW series PBXs, MPR Version 1.1 or later is required to use this feature.

Programming Manual References

"Call Transfer to Outside" in 2.2.2 Personal Options
2.5.4.12 Transfer to Outside

Subscriber's Manual References

5.16 Assigning and Canceling Telephone Numbers for Call Transfer to Outside Line

2.2.8 Caller ID Call Routing (APT/DPT Integration Only)

Description

Allows the System Administrator to store a maximum of 200 telephone numbers and assign a specific destination (extension, mailbox, Mailbox Group, or Custom Service) to each telephone number for each time mode (day, night, lunch, and break). When Caller ID information is received that matches one of the stored telephone numbers, the call is automatically directed to its destination. Calls that are "Private" (when the caller's number is not received) and "Out of Area" (when the caller is calling from an area that does not support Caller ID) can also be directed to a specific extension, mailbox or Custom Service.

Conditions

- The Company Greetings will not be played for callers when calls are routed by this feature.

Programming Manual References

2.4.1 Caller ID/DID/PIN Call Routing

2.2.9 Caller ID Screening (APT/DPT Integration Only)

Description

Allows the VPS to announce the name of the caller when transferring a call to an extension from a preprogrammed caller (Ex. "You have a call from [name of caller]."). Caller names must be recorded beforehand. Caller names can be recorded by each subscriber (Caller Name Announcement—Personal) and for the entire VPS (Caller Name Announcement—System).

Conditions

- This feature is only available when the Class of Service's "Caller ID Screen" parameter is set to "Yes".
- If the same telephone number is programmed for both the system and personal caller name announcement, the VPS will announce the personal caller name.

Programming Manual References

"Caller ID Screen" in 2.2.2 Personal Options

Feature Manual References

2.2.10 Caller Name Announcement—Personal (APT/DPT Integration Only)
2.2.11 Caller Name Announcement—System (APT/DPT Integration Only)

Manager's Manual References

2.3 Setting Class of Service (COS) Parameters

2.2.10 Caller Name Announcement—Personal (APT/DPT Integration Only)

Description

Allows subscribers to store a maximum of 30 telephone numbers and record a caller name for each telephone number. The caller name is announced when playing a message in their mailbox from one of the preprogrammed callers, when the VPS directs a call to the subscriber from one of the preprogrammed callers (Caller ID Screening), and when the VPS pages the subscriber by intercom (Intercom Paging).

Conditions

- If the same telephone number is programmed for both the system and personal caller name announcement, the VPS will announce the personal caller name.

Programming Manual References

"Number of CIDs for Caller Name Announcement" in 2.2.1 Class of Service

Subscriber's Manual References

5.11 Personal Caller Name Announcement

Manager's Manual References

2.3 Setting Class of Service (COS) Parameters

2.2.11 Caller Name Announcement—System (APT/DPT Integration Only)

Description

Allows the System Administrator to store a maximum of 200 telephone numbers and record a caller name for each telephone number. The caller name is announced when playing a message in their mailbox from one of the preprogrammed callers, when the VPS directs a call to the subscriber from one of the preprogrammed callers (Caller ID Screening), and when the VPS pages the subscriber by intercom (Intercom Paging).

Conditions

- If the same telephone number is programmed for both the system and personal caller name announcement, the VPS will announce the personal caller name.

Programming Manual References

2.5.3 System Caller Name Announcement

Manager's Manual References

"Recording System Caller Names" in 3.6 Recording Messages
2.3 Setting Class of Service (COS) Parameters

2.2.12 Class of Service (COS)

Description

Each mailbox is assigned a Class of Service (COS) that determines the set of services that are available to its subscriber.
There are 64 classes. Mailboxes can be assigned to their own or to the same COS as needed. COS No. 63 and 64 are assigned by default to the Message Manager and to the System Manager, respectively. No other mailboxes can be assigned to COS No. 63 and 64.

Conditions

- The System Administrator (using a PC) and the System Manager (using a telephone) can change COS assignments.

Programming Manual References

2.2 Class of Service

Manager's Manual References

2.2 Setting Up Mailboxes

2.3 Setting Class of Service (COS) Parameters

2.2.13 Company Greeting

Description

Is a prerecorded message designed to greet all incoming callers and provide relevant information. A maximum of 32 Company Greetings can be recorded, and a Company Greeting can be assigned for each time mode (day, night, lunch, and break) and holiday for each Service Group. The start time of morning greeting, afternoon greeting, and evening greeting can be set.

Conditions

- The System Manager can change the Company Greeting setting remotely by simply calling the VPS (see 2.6 Changing the Company Greeting and Incoming Call Service Setting in the Manager's Manual).
- The System Administrator can assign specific greetings for holidays.

Programming Manual References

"Company Greeting No." in 2.3.1.1 Call Service
"Company Greeting No." in 2.4.2.1 Holiday Service No.
"Daily Hours Setting" in 2.5.4.1 Time Setting

Subscriber's Manual References

4.4 Receiving External Delivery Messages

Manager's Manual References

2.6 Changing the Company Greeting and Incoming Call Service Setting
3.6 Recording Messages

2.2.14 Company Name

Description

Is used by External Message Delivery Service when the intended receiver enters the password incorrectly 3 times. The VPS announces the Company Name so that the receiver realizes what company placed the call to him or her.

Manager's Manual References

3.6 Recording Messages

2.2.15 Covering Extension

Description

Forwards calls to a second extension when the first extension's subscriber is not available to take the call. The caller can also access the Covering Extension by pressing [0] while a Personal Greeting is being played, or while leaving a message.

Programming Manual References

"Covering Extension" in 2.1.3 Mailbox Parameters

Subscriber's Manual References

5.3 Assigning Your Covering Extension

2.2.16 Custom Service

Description

The following Custom Service types are available:

– Menu & Transfer
  Allow callers to perform specific functions by pressing dial buttons on their telephones while listening to voice guidance (Custom Service Messages). Callers can be guided to an extension, mailbox, outside destinations (including mobile phones), operator, fax machine, other Custom Services etc., without the assistance of an operator.
– Date Control
  Allow a different operation to be assigned for up to 5 time periods defined by date. The caller makes no selection and no menu is announced.
– Time Control
  Allow a different operation to be assigned for up to 5 time periods defined by time of day. The caller makes no selection and no menu is announced.
– Day Control
  Allow a different operation to be assigned for up to 5 time periods defined by day of the week. The caller makes no selection and no menu is announced.
– Password
  Require that callers enter a password. Each password is assigned an operation. If a password is entered correctly, the caller is handled by the password's preprogrammed operation.

Custom Service Messages ("Press 1 for Sales, press 2 for Service…", etc.) can be recorded by the System Administrator or the Message Manager, and can be recorded in multiple languages if needed. In total, a maximum of 100 Custom Services can be created.

Calls can be handled by Custom Service by:

– Setting the Incoming Call Service of a trunk or port to "Custom Service Menu" and specifying a Custom Service number (see "Incoming Call Service" in 2.3.1.1 Call Service in the Programming Manual).
– Setting the call service of a Holiday to "Custom Service Menu" and specifying a Custom Service number (see "Service" in 2.4.2.1 Holiday Service No. in the Programming Manual).
– Using Custom Service or Personal Custom Service. A Custom Service can be assigned to one of the available options provided by another Custom Service or Personal Custom Service. After pressing the appropriate dial key, the caller is sent to assign Custom Service.

Custom Services can be created and edited using the Custom Service Builder utility of KX-TVA Maintenance Console (see 2.4.4 Custom Service in the Programming Manual).

Programming Manual References

2.7.8 Custom Service Report
2.4.4 Custom Service

Manager's Manual References

3.6 Recording Messages

2.2.17 Daylight Saving Time Assignment

Description

Adjusts the VPS's clock on the preprogrammed days for Daylight Saving Time. Both a start and end date for Daylight Saving Time must be programmed.

Programming Manual References

"Daylight Saving Time" in 2.5.4.1 Time Setting

2.2.18 Dialing by Name

Description

Allows the caller to be connected to the desired subscriber's mailbox or extension by searching for the subscriber by name. Using the dialing keys, the caller can enter the first few letters of the subscriber's first and/or last name. The VPS searches for possible matches and offers to connect the caller with the subscriber. Subscriber names are included or excluded from the Directory Listing according to their Class of Service (COS).

Conditions

- The System Administrator can change the Name Entry Mode (first, last, or full name entry) in Service Settings.

Programming Manual References

"First Name" and "Last Name" in 2.1.3 Mailbox Parameters
"Directory Listing" in 2.2.2 Personal Options

2.2.19 DID Call Routing (DPT Integration Only)

Description

Allows the System Administrator to store a maximum of 200 DID numbers and assign a specific destination (extension, mailbox, Mailbox Group, or Custom Service) to each telephone number for each time mode (day, night, lunch, and break). When a DID number is received that matches one of the stored telephone numbers, the call is automatically directed to its destination.

Conditions

- Company Greetings are not be played for callers when calls are routed by this feature.
- This feature is only available for the following PBXs using DPT Integration.
  - KX-TD816 (P311Q or higher)
  - KX-TD1232 (P211Q or higher)
  - KX-TD500 (V4M or higher)
  - KX-TDE series
  - KX-TDA series[*1] (MPR Version 1.1 or higher)

[*1] except KX-TDA50

Programming Manual References

2.4.1 Caller ID/DID/PIN Call Routing

2.2.20 E-mail Integration

Description

Enables subscribers (including the message manager) to be notified by E-mail when they have new messages. The notification will contain the message sender's information, the length of the message, and the number of messages (new/old). Subscribers can choose to have the voice message attached to the E-mail notification, and can also select to have the voice message deleted after it has been sent by E-mail. Subscribers must designate their E-mail addresses (up to 3 addresses) and usernames beforehand.

Conditions

- The System Administrator can enable or disable this feature for each mailbox, and can customize the time frame during which notifications are sent. For example, if the System Administrator sets the time frame for Monday to Friday between 9AM and 5PM, E-mail notifications will be sent only during those hours.
- When sending long voice messages by E-mail, note the following, and confirm the E-mail settings.
  - If the voice message is longer than the time specified for "Maximum Message Length", the surplus parts of the message may be discarded when sending the E-mail (see "Maximum Message Length" in 2.5.4.15 E-mail Integration in the Programming Manual).
  - Depending on the settings of the E-mail sender and recipient, voice messages may not be sent or received properly.
  - When the VPS is programmed to delete voice messages after they are sent by E-mail (see "E-mail Schedule" in 2.1.11 E-mail Option in the Programming Manual), the message will be deleted even if there is an error and the E-mail cannot be sent.
- If there are any errors when the VPS tries to send E-mail messages, error messages will be sent to the preset E-mail address (see "Mail Address" in 2.5.4.15 E-mail Integration in the Programming Manual).

Programming Manual References

2.1.11 E-mail Option
2.5.4.15 E-mail Integration
2.7.13 E-mail Report

Subscriber's Manual References

5.9 E-mail Integration (Message Notification by E-mail)

2.2.21 Extension Group

Description

An Extension Group is a group of extensions that share a common mailbox. Extension Groups are created by the System Administrator. Each group has an Extension Group number. There are 20 group lists available, and each group list can have a maximum of 100 members.

Programming Manual References

2.5.2 Extension Group

2.2.22 Fax Management

Description

Allows the VPS to automatically direct incoming faxes to a specific destination (i.e., fax machine). A maximum of 2 fax destinations (main and alternate) can be assigned. Outside callers can also reach a fax machine via Custom Service selection, if programmed. A mailbox can be assigned as the Fax Manager, allowing this person to receive notification when a fax is received.

Programming Manual References

2.5.4.10 Fax Management
2.7.6 Fax Call Report

2.2.23 Hold

Description

Provides the caller with the option of temporarily going on hold when the called extension is busy. The VPS automatically recalls the extension after a specified period of time. When several callers are holding for the same extension, callers are connected to the extension in the order in which they originally called.

Programming Manual References

"Call Hold Mode" in 2.4.3.2 Operator Service No. 1, 2, and 3

2.2.24 Holiday Service

Description

Allows the VPS to override the normal settings assigned for the appropriate trunk/port service by playing a special holiday greeting. (Ex. "Happy New Year! Our office is closed today. If you wish to record a message, please press 1 now".) A maximum of 20 holidays can be programmed. A holiday can be a specific day or range of days.

Conditions

- Holidays cannot overlap.

Programming Manual References

2.4.2 Holiday Settings

2.2.25 Intercom Paging (APT/DPT Integration Only)

Description

Allows callers to page subscribers by PBX paging (there are different kinds of PBX paging, and these can be specified by VPS programming) when the subscribers have set Intercom Paging for Call Transfer or when the subscribers have set Intercom Paging for Incomplete Call Handling. The caller is briefly placed on hold while the VPS announces the page and until the subscriber answers the page. The subscriber can answer the page from any extension using the paging answer code; this code is specified in the PBX User Manual. If Caller ID information is received and the caller's name has been recorded for the Caller Name Announcement feature, the name will be announced at the end of the page.

Conditions

- If the same telephone number is programmed for both the system and personal caller name announcement, the VPS will announce the personal caller name.
- To utilize this feature, the following settings are necessary.
  1. Assign an Intercom Paging Group to the desired Class of Service (see "Intercom Paging Group" in 2.2.1 Class of Service in the Programming Manual). If set to "All", all Intercom Paging Groups are assigned to the COS.
  2. Set "No Answer Time for Intercom Paging" to the desired setting (see "No Answer Time for Intercom Paging" in 2.5.4.5 PBX Parameters in the Programming Manual).
  3. If necessary, change the Paging Code of the Intercom Paging Group you selected in step 1 (see "Paging Code" in 2.5.4.5 PBX Parameters in the Programming Manual). You can also set all Intercom Paging Groups to the same Paging Code ("Paging Code for All Groups").

Programming Manual References

"Intercom Paging Group" in 2.2.1 Class of Service
2.5.4.9 Intercom Paging Parameters

2.2.26 Interview Service

Description

Allows the VPS to "interview" a caller by playing a series of prerecorded questions and recording the caller's responses.
As the callers answers questions, they are recorded into an interview mailbox.
– After a caller records the answers, the interview mailbox lights a message waiting lamp on the interview mailbox owner's extension.
– When retrieving the messages, the subscriber only hears the answers to the questions.
In order to use Interview service, at least one interview mailbox must be created in the VPS (see 2.1.3 Mailbox Parameters in the Programming Manual).

Callers will reach an interview mailbox when:

a. The Incoming Call Service of a trunk or port is set to "Interview Mailbox" (see "Incoming Call Service" in 2.3.1.1 Call Service in the Programming Manual).

b. The call service of a Holiday is set to "Interview Mailbox" (see "Service" in 2.4.2.1 Holiday Service No. in the Programming Manual).

c. A Custom Service or Personal Custom Service option is set to transfer callers to an interview mailbox (see 2.1.8 Personal Custom Service or 2.4.4 Custom Service in the Programming Manual).

d. A subscriber has configured his or her mailbox so that unanswered calls are directed to the mailbox's interview mailbox via Incomplete Call Handling, and has set Message Reception Mode to "Interview Mode" (see 5.5 Message Reception Mode in the Subscriber's Manual).

e. A subscriber with a logical extension has set Message Reception Mode to "Interview Mode" (see 5.5 Message Reception Mode in the Subscriber's Manual).

f. A subscriber transfers the caller to an interview mailbox.

Programming Manual References

"Interview Mailbox" in 2.1.3 Mailbox Parameters

Subscriber's Manual References

5.4 Interview Mailbox

Manager's Manual References

2.2 Setting Up Mailboxes

2.2.27 List All Names

Description

Allows callers to listen to all of subscriber's name and their extension number in Automated Attendant service or Custom Service.

Conditions

- This feature is only available when:
  a. The subscriber's name has been recorded.
  b. The subscriber's extension number is set.
  c. The "Directory Listing" parameter for the subscriber's Class of Service is set to "Yes".
- To return to previous menu in Automated Attendant service or Custom Service, press ✳.

Programming Manual References

2.4.3.1 Automated Attendant
2.4.4 Custom Service

2.2.28 Logical Extension (All Calls Transfer to Mailbox)

Description

Is an extension that always receives calls directly into its mailbox. This feature is used by subscribers that are often unavailable or that do not have a telephone.

Programming Manual References

"All Calls Transfer to Mailbox" in 2.1.3 Mailbox Parameters

Manager's Manual References

2.2 Setting Up Mailboxes

2.2.29 Mailbox Groups

Description

See 2.3.13 Group Distribution List—System.

Feature Manual References

2.3.13 Group Distribution List—System

2.2.30 Message Delivery, Internal

Description

Allows the VPS to automatically deliver a single message to multiple mailboxes.

Feature Manual References

2.3.12 Group Distribution List—Personal
2.3.13 Group Distribution List—System

2.2.31 Message Reception Mode

Description

Determines whether incoming calls are directed to the subscriber's regular mailbox or interview mailbox. This mode is effective for Incomplete Call Handling Service (when the subscriber's line is busy, when the subscriber cannot take the call, or when the subscriber has enabled Call Blocking), and when the transfer destination of calls is set to a Logical Extension.

Programming Manual References

"All Calls Transfer to Mailbox" in 2.1.3 Mailbox Parameters

Feature Manual References

2.2.26 Interview Service
2.2.28 Logical Extension (All Calls Transfer to Mailbox)

Subscriber's Manual References

5.5 Message Reception Mode

2.2.32 Message Waiting Notification—Device

Description

Automatically calls a preprogrammed telephone number or beeper number when a subscriber has new messages. New messages will be automatically played back when the subscriber answers the call. When a beeper is called, the subscriber must call the VPS and log in to his or her mailbox to listen to the messages.

Notifications can be scheduled. The System Administrator can program 2 different time frames (for example, 9 AM to 12 PM and 8 PM to 10 PM) independently for each day of the week. Message waiting notifications will be sent on the selected days during the programmed time frames.
Notifications can also be sent "continuously", meaning a notifications will sent whenever a new message is received, 24 hours a day.

The VPS can prompt callers to enter their telephone numbers when they leave messages, and then send caller telephone numbers to the subscriber's beeper when sending notification.

Conditions

- Notification can be sent for either all messages or for urgent messages only, depending on the "Notification Type" set by the System Administrator or subscriber. When set to "Only Urgent Messages", notification is sent (according to the notification schedule, if programmed) only when urgent messages have been left in the subscriber's mailbox.
- A maximum of 3 devices (telephones or beepers) can be programmed by the System Administrator or subscriber for use with this feature. When the VPS calls a device and the call is not answered, the VPS will try to call the device again. The number of retires and the delay time between retries can be programmed by the System Administrator. The lowest numbered device is called first. If the first device cannot be called, the second (then third) device will be called.

Programming Manual References

2.1.4 Notification Parameters
2.5.4.7 Message Waiting Notification

Subscriber's Manual References

5.8 Message Waiting Notification

Manager's Manual References

3.3 Setting Up Message Waiting Notification

2.2.33 Message Waiting Notification—Lamp

Description

Automatically lights the message waiting lamp on the subscribers' telephones when subscribers have new messages. When a proprietary telephone with display is used, the number of unplayed messages will be displayed when the message waiting lamp is lit.

Conditions

- In order to display the number of unplayed messages on the display:
  - A compatible Panasonic Proprietary Telephone with 6-line display (such as the KX-T7636) must be used.
  - The VPS must be connected to a KX-TDA series PBX (MPR Version 2.0 or higher) or a KX-TDE series PBX using DPT Integration.
  - The subscriber must have his or her own extension.
  - The Message Manager's extension number must be assigned as Operator 1 in the Day Mode.
- Extensions assigned as operators can be called by dialing [0], however, when setting this feature the extension number (not "0") must be specified.

Programming Manual References

2.5.4.7 Message Waiting Notification

Subscriber's Manual References

5.8 Message Waiting Notification

Manager's Manual References

3.3 Setting Up Message Waiting Notification

2.2.34 Multilingual Service

Description

Allows a maximum of 3 languages (KX-TVA50) or 10 languages (KX-TVA200) to be used for system prompts. The System Administrator can select 3 languages (KX-TVA50) or 5 languages (KX-TVA200) for the multilingual selection menu, and assign a key for each language in the menu. Callers can select the desired language by pressing the assigned key. The language used for system prompts heard by subscribers is determined by Class of Service (COS).

Programming Manual References

2.5.4.2 Prompt Setting

Manager's Manual References

3.6 Recording Messages

2.2.35 No Answer Coverage Mode

Description

Determines how calls will be handled when an operator does not answer within the time specified for "Operator No Answer Time". One of the following can be set for each operator, unless otherwise noted.
Caller Select: Callers may leave a message or call another extension.
Leave Message: Callers may leave a message in the operator's mailbox.
Disconnect Message: Callers are disconnected from the VPS after hearing "Thank you for calling."
Next Operator: Callers are transferred to the next operator (Operator 2 or 3). Assignable for Operator 1 and Operator 2 only.

Programming Manual References

"No Answer Coverage Mode" in 2.4.3.2 Operator Service No. 1, 2, and 3

2.2.36 On Hold Announcement Menu

Description

Allows callers (other than the first caller) in a queue to listen to a prerecorded announcements or music. The On Hold Announcement Menu can be recorded by the System Administrator with a telephone while using KX-TVA Maintenance Console or by importing WAV files, and also by the Message Manager using a telephone. When the On Hold Announcement Menu is recorded, this feature is automatically enabled.

Programming Manual References

1.9.3 Utility—System Prompts Customization

Manager's Manual References

3.6 Recording Messages

2.2.37 Operator Service

Description

Allows callers to be connected to a live operator. The operator can then transfer the caller to the appropriate party or service as needed. Operator Service can work in conjunction with other services, often providing a way for callers having difficulty using the VPS to receive assistance. A maximum of 3 operators can be specified to receive calls in the day, night, lunch, and break modes, and each operator can be assigned a mailbox for message-taking.

Note

- Operator 1 in the day mode is automatically designated as the Message Manager and is assigned the extension number "0" or "9". This operator's mailbox is the General Delivery Mailbox.
- For KX-TDE/TDA/TAW series, KX-TD500, KX-TD816, KX-TD1232, and KX-TA1232, Operators 2 and 3 can be assigned to a floating number that is assigned to a ring group (Incoming Call Distribution Group).

Calls can be directed to an operator when:

a. A caller does not or cannot send any DTMF signals to the VPS (i.e., the caller does not dial any digits or has a rotary telephone).
b. A caller dials "0" when the call is being handled by Automated Attendant service.
c. A Custom Service or Personal Custom Service option is set to transfer callers to Automated Attendant service (see 2.1.8 Personal Custom Service or 2.4.4 Custom Service in the Programming Manual). After pressing the appropriate dial key, the caller is directed to an operator.

Operator Service offers callers many chances to reach a human operator. Operator Service can be structured as a cascade so that if Operator 1 cannot take the call, it goes to Operator 2. If that fails, the call goes to Operator 3. If that fails, the caller can record a message. At each stage, there are other options for busy cases and no-answer cases.

Programming Manual References

"Operator Service" in 2.4.3.1 Automated Attendant

Manager's Manual References

3.4 Customizing the Message Manager's Mailbox

2.2.38 PIN Call Routing

Description

Allows the System Administrator to store a maximum of 200 PIN (Personal Identification Number—max. 20 digits) numbers and assign a destination (extension, mailbox, mailbox group, or Custom Service) to each PIN for each time mode (day, night, lunch, and break). In a Custom Service, callers can be required to enter a PIN number in order to be directed to a destination.

Conditions

- This feature is available only when the "Call Transfer Anytime" parameter of a Custom Service is set to "PIN".

Programming Manual References

2.4.1 Caller ID/DID/PIN Call Routing
"Call Transfer Anytime" in 2.4.4.2 Menu & Transfer

2.2.39 Play System Prompt After Personal Greeting

Description

Allows the Guidance for Recording message to be played for the caller after the Personal Greeting. The Guidance for Recording message instructs the caller how to terminate the call, access more features, and rerecord the message.

Programming Manual References

"Play System Prompt after Personal Greeting" in 2.2.2 Personal Options

Manager's Manual References

2.3 Setting Class of Service (COS) Parameters

2.2.40 Port Service

Description

Allows assignment of call services to each port. The incoming call service determines which service is used when answering incoming calls. These services include: Voice Mail service, Automated Attendant service, Interview service, and Custom Service. Custom Service is the most flexible of all the services because it allows access to the other services by pressing one key.

Note

For caller convenience, we recommend programming all ports to use Custom Service as the Incoming Call Service (see 2.2.16 Custom Service).

Programming Manual References

2.3 PORT/TRUNK Service

2.2.41 Rotary Telephone Service

Description

Provides guidance to callers using rotary telephone systems or when several seconds pass without anything being entered by the caller.

Programming Manual References

2.4.3.3 Rotary Telephone Service

2.2.42 Service Access Commands

Description

Allow the caller to directly access several standard features.

[0]	Repeats the current menu or call an operator
[*]	Returns to the previous menu
[#] [1]	Allows the caller to dial by name
[#] [2]	Allows the caller to access a Custom Service Menu
[#] [5]	Allows the caller to login
[#] [6]	Allows the caller to access Voice Mail service
[#] [7]	Returns the caller to the main menu of subscriber service
[#] [8]	Allows the caller to access Automated Attendant service

[#] [9]	Allows the caller to exit
[#] [9] [1]	Allows the caller to record the No Answer Greeting
[#] [9] [2]	Allows the caller to record the Owner's Name

Subscriber's Manual References

2.6 Common Service Commands and Navigation Commands

2.2.43 Service Group

Description

Is a group of parameters that determine how incoming calls will be handled by the VPS. 48 different Service Groups can be configured; one Service Group can be assigned to each VPS port and PBX trunk (CO line).

Programming Manual References

"Service Mode" in 2.3.1 Service Group
"Time Frame" in 2.3.1.1 Call Service
2.3.1 Service Group

Feature Manual References

2.4.6 Service Mode
2.2.46 Time Service

Manager's Manual References

2.5 Changing the Service Mode Setting

2.2.44 System Clock

Description

Controls how time and/or date related features function. Can be set independently or to be synchronized with the PBX clock (PBX Synchronization is only available when the VPS is connected to a Panasonic KX-T series PBX using DPT Integration).

Programming Manual References

"System Clock" in 2.5.4.1 Time Setting

Manager's Manual References

2.4 Setting the System Clock
3.5 Setting the System Clock

2.2.45 System Prompts

Description

Are announcement that instruct a caller. A maximum of 10 (KX-TVA200) or 3 (KX-TVA50) languages can be stored as system prompts. The name of each language can be stored as well. When the System Administrator selects a language for the system settings, the desired language can be selected using this name label data. "Primary" can be specified by selecting one of the stored languages, and become the default setting unless other language is selected in the system setting.

Note

- System prompts can be changed or turned on/off, system prompts for each language can be imported as WAV files, or re-recorded using a telephone (see 1.9.3 Utility—System Prompts Customization in the Programming Manual).
- In order to leave more time for recording, the System Administrator is also able to delete specific system prompts or one of the installed languages used for system prompts (see 1.9.3 Utility—System Prompts Customization in the Programming Manual).

Programming Manual References

"Prompt Mode" in 2.2.1 Class of Service
2.5.4.2 Prompt Setting
1.9.3 Utility—System Prompts Customization

Manager's Manual References

2.3 Setting Class of Service (COS) Parameters
"Recording System Prompts" in 3.6 Recording Messages

2.2.46 Time Service

Description

Allows VPS features and call handling to behave differently during different times of day. 4 time modes (day, night, lunch, and break) can be programmed for each Service Group.

Programming Manual References

"Service Mode" in 2.3.1 Service Group
"Time Frame" in 2.3.1.1 Call Service

Feature Manual References

2.4.6 Service Mode

2.2.47 Trunk Service (Universal Port) (APT/DPT Integration Only)

Description

Allows VPS call handling features to behave differently depending on the PBX trunk that the calls are received on.

A VPS service can be assigned to each trunk, including: Voice Mail service, Automated Attendant service, Interview service, and Custom Service. Custom Service is the most flexible of all the services because it allows access to the other services by pressing one key.

Note

For caller convenience, we recommend programming all trunks to use Custom Service as the Incoming Call Service (see 2.2.16 Custom Service).

Programming Manual References

2.3 PORT/TRUNK Service

2.2.48 Voice Mail Assistant

Description

Voice Mail Assistant is a collection of VPS-related features that are available when using the KX-NCS Phone Assistant series of applications. Voice Mail Assistant allows you to use your PC to play and delete messages, save messages to your PC, transfer messages via e-mail, configure your mailbox, etc.
For more information about this feature, refer to the documentation included with Phone Assistant.

Conditions

- Phone Assistant version 1.7 or later is required to use this feature.
- This feature is not available for the System Manager and Message Manager.

2.2.49 Voice Mail Service

Description

Is a message recording service that allows callers to leave messages for subscribers. They can dial mailbox numbers directly or "spell" the name of the desired party using the dial keys on their telephones (see 2.2.18 Dialing by Name). Once the caller has dialed an appropriate number, the VPS transfers the caller to the party.

Callers will reach Voice Mail service when:

a. The Incoming Call Service of a trunk or port is set to "Voice Mail Service" (see "Incoming Call Service" in 2.3.1.1 Call Service in the Programming Manual).
b. The call service of a Holiday is set to "Voice Mail Service" (see "Service" in 2.4.2.1 Holiday Service No. in the Programming Manual).
c. They press [#6] (Voice Mail Service Access Command) during a call.
d. A Custom Service or Personal Custom Service option is set to transfer callers to Automated Attendant service (see 2.1.8 Personal Custom Service or 2.4.4 Custom Service in the Programming Manual).
e. A subscriber transfers the caller to Voice Mail service.

Programming Manual References

2.3 PORT/TRUNK Service

2.3 Subscriber Features

2.3.1 Auto Receipt

Description

Allows a subscriber or the System Manager to receive a message to confirm the reception of sent messages. When the sent messages are received by a subscriber, the sender will receive a message announcing "(mailbox name/number) has received your message". Subscribers need to request the Auto Receipt when they send messages.

Conditions

- This feature is only available when the Class of Service's "Auto Receipt" parameter is set to "Yes".
- This feature is not available when the System Manager sends a Broadcasting Message.
- The reception of External Delivery Messages can be confirmed using this feature as well. Subscribers can request an Auto Receipt when sending a message to a single recipient or to all members of an External Delivery Message List, and receive an Auto Receipt for each member in the list.

Programming Manual References

"Auto Receipt" in 2.2.2 Personal Options

2.3.2 Automatic Login (APT/DPT Integration Only)

Description

Allows subscribers to log in to their mailbox directly without entering the mailbox number. A subscriber can log in to his or her mailbox directly by:

– dialing an extension number of the VPS from his or her extension
– calling the VPS from a telephone number that is assigned to log him or her into the mailbox
– dialing (from an outside telephone) the DID number assigned to log him or her into the mailbox
– calling the VPS so that the call is received on the trunk (CO line) assigned to log him or her into the mailbox

Conditions

- This feature can be enabled or disabled for each mailbox by the System Administrator.
- Access from outside telephones will be enabled automatically after a Caller ID number, DID number, or trunk (CO line) number is assigned. A trunk (CO line) number or DID number can be assigned by the System Administrator only.
- When this feature is activated, "Toll Saver" is also available.
- DID number setting for this feature is only available for the following PBXs using DPT Integration.
  – KX-TD816 (P311Q or higher)
  – KX-TD1232 (P211Q or higher)
  – KX-TD500 (V4M or higher)
  – KX-TDE series
  – KX-TDA series[*1] (MPR Version 1.1 or higher)

[*1] except KX-TDA50

Programming Manual References

2.1.10 Automatic Login
2.4.3.5 Toll Saver

Feature Manual References

2.3.31 Toll Saver (APT/DPT Integration Only)

Subscriber's Manual References

5.17 Assigning Your Telephone Numbers for Remote Automatic Log-in and Toll Saver

2.3.3 Autoplay New Message

Description

Enables the VPS to play new messages automatically when a subscriber or the System Manager/Message Manager logs into his or her mailbox. There is no need to press [1] to receive the new messages. If there is more than one new message in the mailbox, they will be played continuously without system prompts. The Subscriber's Service Top Menu will be heard after all of the messages are played.

Conditions

- This feature is only available when the Class of Service's "Autoplay New Message" parameter is set to "Yes".
- If one of the assigned keys as a selection key for the Message Receive Option Menu is pressed, the selected option will be activated, after that, the regular operation will be required after each message is played.

Programming Manual References

"Autoplay New Message" in 2.2.2 Personal Options

2.3.4 Bookmark

Description

Enables a subscriber to set one bookmark per message while pausing a message. After setting a bookmark, a subscriber can listen to the message from that bookmark by pressing the specified key while pausing the message or after the message was played.

Conditions

- Only one bookmark can be set per message. If the second bookmark is set, the first bookmark will be deleted automatically.

Subscriber's Manual References

5.20 Bookmarks

2.3.5 Call Transfer Status

Description

Allows subscribers to specify how the VPS will handle calls to their individual extensions. Call Transfer Status options include: Call Blocking, Call Screening, Intercom Paging, Calling a Beeper, Transfer to Mailbox, Transfer to Specified Telephone Number, and Custom Service.

Programming Manual References

"Call Transfer Status" in 2.1.3 Mailbox Parameters

Feature Manual References

2.3.8 Calling a Beeper
2.2.25 Intercom Paging (APT/DPT Integration Only)

2.3.6 Callback Number Entry

Description

Enables the caller to leave a callback number in several different ways depending upon which option is programmed into the VPS. The VPS can forward the callback number to a beeper.

Programming Manual References

2.1.4 Notification Parameters
2.5.4.7 Message Waiting Notification

Manager's Manual References

3.3 Setting Up Message Waiting Notification

2.3.7 Caller ID Callback (APT/DPT Integration Only)

Description

Enables a subscriber to call back a message sender with the Caller ID number attached to the message.

Installation Manual References

"Transfer to Outside Parameters" in 5.2.3 PBX Parameters

Programming Manual References

"Caller ID Callback" in 2.2.2 Personal Options
"Caller ID Callback" in 2.5.4.12 Transfer to Outside

Feature Manual References

2.2.7 Call Transfer to Outside

2.3.8 Calling a Beeper

Description

Allows a subscriber to be notified by a beeper when he or she has messages. If the beeper has a display, it is possible to send it a callback number. The callback number can be recorded when a caller leaves a message. If the caller does not leave a callback number, the System Callback No., or the caller's number if it is received through a telephone company's Caller ID service, will be sent instead.

Conditions

- To utilize this feature, the following settings are necessary.
  1. Assign the "Beeper Callback No. Entry Mode" parameter of the desired mailbox to a value other than "Disable" (see "Beeper Callback No. Entry Mode" in 2.1.4 Notification Parameters in the Programming Manual).
  2. Edit the mailbox's "Notification Schedule" and enter the beeper number under "Dial Number" (see 2.1.4.1 Notification Schedule in the Programming Manual). Make sure to enter the PBX's trunk (CO line) access number before the beeper number, then, enter an X after the beeper number. The X is for the caller to enter his or her number as the callback number which will appear on the subscriber's beeper later.
  3. Set the Notification Schedule's "Type of Device" parameter to "Beeper" (see 2.1.4.1 Notification Schedule in the Programming Manual).

Programming Manual References

2.1.4 Notification Parameters
"System Callback No." in 2.5.4.5 PBX Parameters

2.3.9 Delete Message Confirmation

Description

Requests confirmation from the subscriber before erasing a message left in the mailbox.

Conditions

- When messages are deleted, they will be retained until the end of the day.
- This feature is only available when the Class of Service's "Delete Message Confirmation" parameter is set to "Yes".

Programming Manual References

"Delete Message Confirmation" in 2.2.2 Personal Options

Manager's Manual References

2.3 Setting Class of Service (COS) Parameters

2.3.10 External Message Delivery List

Description

Allows a subscriber to send a message to outside parties and/or extensions with a single operation. One subscriber can maintain up to 2 lists with a maximum of 8 entries on each.

Feature Manual References

2.3.11 External Message Delivery Service

Subscriber's Manual References

5.7 External Message Delivery Lists

2.3.11 External Message Delivery Service

Description

Allows a subscriber to send a message to several subscribers and non-subscribers (including outside parties) at a specified time (or immediately). This feature also allows the receiver to reply to the message without having to specify the mailbox number.

Note

- If the sender wishes, he or she can require the receiver to enter a 4-digit password to receive the sender's message.
  If the receiver enters the password incorrectly 3 times, the VPS plays: the Company Name (if it has been recorded), the Company's Telephone Number (if registered), and the sender's extension (if both the Company's Telephone Number and the Extension of the Owner have been registered).
  With this information, the receiver can possibly track down the message even if he or she does not remember the password.

Conditions

- This feature is only available when External Message Delivery is activated for a subscriber's mailbox (see 2.1.5 External Message Delivery in the Programming Manual).

Programming Manual References

"Extension" in 2.1.3 Mailbox Parameters
2.1.5 External Message Delivery
2.5.4.8 External Message Delivery

Subscriber's Manual References

4.3 External Message Delivery
4.4 Receiving External Delivery Messages

2.3.12 Group Distribution List—Personal

Description

Allows a subscriber to simultaneously send a message to several mailboxes using a Group Distribution List. These lists can be created or edited by the System Administrator and by the subscriber. Each subscriber can maintain a maximum of 4 lists with up to 40 entries in each list.

Programming Manual References

2.1.7 Personal Distribution List

Feature Manual References

2.3.13 Group Distribution List—System

Subscriber's Manual References

5.6 Personal Group Distribution Lists

2.3.13 Group Distribution List—System

Description

Also called "Mailbox Groups".
Allows subscribers and callers to send messages to all mailboxes that belong to the list at once. Group Distribution Lists are created by the System Administrator. There are 20 group lists available, and each group list can have a maximum of 62 members for KX-TVA50 or 100 members for KX-TVA200.

Programming Manual References

2.5.1 Mailbox Group

Manager's Manual References

2.7 Broadcasting Messages

2.3.14 Incomplete Call Handling Service

Description

Allows the subscriber to offer callers several service options when the extension is busy or there is no answer. Options available for Incomplete Call Handling for Busy or No Answer are:

- Leaving a Message
- Transfer to Covering Extension
- Returning to the Automated Attendant Top Menu
- Intercom Paging (APT/DPT Integration only)
- Calling a Beeper
- Custom Service
- Calling Operators

Programming Manual References

"Incomplete Call Handling for No Answer" and "Incomplete Call Handling for Busy" in 2.1.3 Mailbox Parameters

Feature Manual References

2.3.8 Calling a Beeper
2.2.25 Intercom Paging (APT/DPT Integration Only)

Subscriber's Manual References

5.2 Incomplete Call Handling

2.3.15 Live Call Screening (APT/DPT Integration Only)

Description

Allows the subscriber to monitor incoming calls as messages are being recorded. The subscriber has the option of answering calls while monitoring or allowing the message to be recorded without interruption. There are 2 modes in this feature: Hands-free and Private. Hands-free mode allows the subscriber to hear the caller through the telephone's speaker and answer the call by lifting the handset. Private mode alerts with a tone and requires the telephone handset to be lifted before the message can be monitored. The subscriber can talk to the caller by pressing the LCS button on his or her proprietary telephone (if programmed).

Installation Manual References

For KX-TDE/TDA/TAW Series: 7.1.1 Live Call Screening Assignment via PC Programming, 7.1.2 Button Assignment via PC Programming
For KX-TA824: 7.2.1 Live Call Screening Assignment via PC Programming, 7.2.2 Button Assignment via PC Programming
For KX-TD500: 7.3.1 Live Call Screening Assignment via PC Programming, 7.3.2 Button Assignment via PC Programming

Programming Manual References

"Message Cancel for Live Call Screening" in 2.2.2 Personal Options

Subscriber's Manual References

5.12 Live Call Screening (LCS)

Manager's Manual References

2.3 Setting Class of Service (COS) Parameters

2.3.16 Mailbox

Description

Is a place where all messages left for a subscriber are stored. Several mailbox options exist: Subscriber mailbox, Interview Mailbox, System Manager's mailbox, and Message Manager's mailbox (General Delivery Mailbox).

Programming Manual References

2.1 Mailbox Settings
2.7.5 Mailbox Usage Report

Subscriber's Manual References

Section 2 Logging in to and Configuring Your Mailbox

Manager's Manual References

2.2 Setting Up Mailboxes

2.3.17 Mailbox Capacity Warning

Description

Allows the VPS to alert subscribers when recording time for their mailboxes is running low. The warning announcement will be heard at the beginning of Subscriber's Service.

Conditions

- The warning threshold (in minutes) is determined by Class of Service (COS). If the setting is longer than the Mailbox Capacity Maximum Message Time, this feature is not available.

Programming Manual References

"Mailbox Capacity Maximum Message Time" and "Mailbox Capacity Warning" in 2.2.1 Class of Service

Subscriber's Manual References

5.22 Mailbox Capacity Warning

2.3.18 Message Transfer

Description

Allows the subscriber to transfer messages to other mailboxes after listening to them. The subscriber can also add a personal comment at the beginning of the message before transferring it. One or more individual mailboxes can be specified for message transfer. Messages can also be transferred using either the System or Personal Group Distribution Lists.

Subscriber's Manual References

3.3 Transferring Messages

Manager's Manual References

3.2 Managing the General Delivery Mailbox

2.3.19 One-touch Two-way Transfer (DPT Integration Only)

Description

Allows a subscriber to record the conversation that he or she is having with a caller, with a one-touch operation. The conversation is saved in another subscriber's mailbox as a new message. Available only with KX-TDE, KX-TDA, and KX-TAW series PBXs.

Subscriber's Manual References

5.13 Recording Your Conversations
"One-touch Two-way Transfer (One-touch TWT) Button Assignment" in 6.2 Programming Your Extension for Conversation Recording

2.3.20 Personal Custom Service

Description

Allows a subscriber to use the following Custom Services in his or her Personal Greeting (Personal Custom Service):

- Transfer to Mailbox
- Transfer to Extension
- Transfer to Voice Mail Service
- Transfer to Automated Attendant Service
- Custom Service
- Transfer to Operator
- Transfer to Outside
- Page the Party
- Repeat Greeting

A caller can select the desired service from those above while listening to the Personal Greeting or recording a message.
You can also choose what happens if a caller does not dial anything after the Personal Greeting (No DTMF Input Operation) as follows:

- Message Recording: The caller will be guided to leave a message.
- Disconnect (All Day): The line will be disconnected all day.
- Disconnect (Only After Hours): The line will be disconnected only after hours.

Programming Manual References

2.1.8 Personal Custom Service

Subscriber's Manual References

5.18 Personal Custom Service

2.3.21 Personal Greeting for Caller ID (APT/DPT Integration Only)

Description

Allows subscribers to record a maximum of 4 personal greetings that are played for calls received from preprogrammed telephone numbers. Each greeting can be assigned to a maximum of 8 telephone numbers.

Conditions

- This feature is only available when the Class of Service's "Personal Greeting for Caller ID" parameter is set to "Yes".

Programming Manual References

"Personal Greeting for Caller ID" in 2.2.2 Personal Options

Subscriber's Manual References

5.10 Personal Greetings for Caller ID

Manager's Manual References

2.3 Setting Class of Service (COS) Parameters

2.3.22 Personal Greetings

Description

Are the greetings heard when a caller reaches a subscriber's mailbox. Subscribers can record 3 types of personal greetings. The maximum recording time for each personal greeting is determined by the subscriber's COS.
No Answer Greeting: Played during business hours (day, lunch, and break modes) when:
– the caller is connected to the subscriber's extension but the call is not answered
– the caller logs in to the mailbox directly
– the Busy Signal greeting or the After Hours greeting has not been recorded
Busy Signal Greeting: Played whenever the subscriber's extension is busy.
After Hours Greeting: Played when the VPS is in night mode.
The maximum recording time for each personal greeting is determined by the subscriber's COS.

Programming Manual References

2.2 Class of Service

Subscriber's Manual References

2.3 Changing or Deleting Your Personal Greeting Messages

2.3.23 Playback Volume/Speed Control

Description

Enables subscribers to adjust the volume and playback speed of messages by pressing [8] for volume and [9] for speed. The setting applies to the current message only. There are 5 levels, as shown below.

Conditions

- Pressing [9] [0] continuously, the changed level for speed returns the default setting (level 3).

Subscriber's Manual References

3.1 Playing Messages

2.3.24 Private Message

Description

Allows a subscriber and the System Manager to mark a message as "Private" when sending it to other subscribers, the Message Manager and/or the System Manager. A private message cannot be transferred. It is also possible to mark messages recorded in the Voice Mail service as "Private".

Subscriber's Manual References

4.2 Message Delivery

Manager's Manual References

2.7 Broadcasting Messages

2.3.25 Receive Message

Description

Allows subscribers to listen to messages left in their mailboxes. After listening to messages, 2 options are available to subscribers:
Reply to Message Sender: Allows subscribers to reply to the message sender without specifying the extension.
Message Transfer: Allows subscribers to transfer their messages to other mailboxes.

Feature Manual References

2.3.18 Message Transfer

Subscriber's Manual References

3.1 Playing Messages
3.2 Replying to Messages

2.3.26 Recover Message

Description

Enables a subscriber to recover deleted messages. After deleting messages, they will remain in the Deleted Message Box until the end of the day. Until then, the subscriber can retrieve the deleted messages from the Deleted Message Box and move them to the Old Message Box. Message retention time is reset when a message is recovered.

Subscriber's Manual References

5.21 Recovering Deleted Messages

2.3.27 Remote Call Forwarding Set (DPT Integration Only)

Description

Allows subscribers and the Message Manager to program their extensions from a remote location in order to forward calls to another extension or to an outside telephone.
There are 6 forwarding settings available:
FWD All: Forwards all incoming calls to the desired extension number.
FWD Busy: Forwards all incoming calls to the desired extension number when the line is busy.
FWD No Answer: Forwards all incoming calls to the desired extension number when there is no answer.
FWD Busy or No Answer: Forwards all incoming calls to the desired extension number when the line is busy or there is no answer.
FWD to CO: Forwards all incoming calls to the Telephone number 1 or 2 (programmed in the Mailbox Setting), or to any other number. This feature is only available when the Class of Service's "Remote Call Forward to CO" parameter is set to "Yes" (see "Remote Call Forward to CO" in 2.2.2 Personal Options in the Programming Manual).
FWD Cancel: Cancels the forwarding setting.

Conditions

- With respect to PBX programming, it is possible that "Call Forward to CO" is disabled. To enable VPS Remote Call Forwarding, the KX-TDA100, for example, must be programmed properly. For the COS of the extensions whose calls are to be forwarded to a trunk, enable the following: [504] Call Forward to Outside Line.
- Extensions assigned as operators can be called by dialing [0], however, when setting this feature the extension number (not "0") must be specified.

Programming Manual References

2.1.9 Remote Call FWD To CO
"Remote Call Forward to CO" in 2.2.2 Personal Options

Subscriber's Manual References

5.15 Remote Call Forwarding

Manager's Manual References

2.3 Setting Class of Service (COS) Parameters
3.7 Remote Call Forwarding Set

2.3.28 Subscriber Tutorial

Description

Provides voice guidance to subscribers when they log in to their mailboxes for the first time. By following the guidance, subscribers can configure the following items:

– Password
– Owner's Name
– No Answer Greeting

Programming Manual References

"Tutorial" in 2.2.2 Personal Options

Subscriber's Manual References

2.2 Subscriber Tutorial (Easy Mailbox Configuration)

Manager's Manual References

2.3 Setting Class of Service (COS) Parameters

2.3.29 Temporary Personal Greeting

Description

Is a greeting message often used to inform callers of the subscriber's absence ("I'm out of the office today…", "I'm on vacation this week…", etc.). The Temporary Personal Greeting overrides other Personal Greetings; it is always played regardless of the time mode, whether or not the line is busy, etc. This feature is activated automatically the subscriber records it, and the subscriber will be asked whether or not it should be turned off each time the subscriber logs into his or her mailbox. When the Temporary Personal Greeting is turned off, it will be deleted automatically and other Personal Greetings will be played as normal.

Subscriber's Manual References

2.3 Changing or Deleting Your Personal Greeting Messages

2.3.30 Timed Reminder Setting (DPT Integration Only)

Description

Allows a subscriber to set a Timed Reminder by following system prompts provided by the VPS. Timed Reminder is a PBX feature that is similar to an alarm clock; the telephone will ring at the set time (once or daily) as set by the subscriber or message manager.
A special dial tone or prerecorded message will be heard by the subscriber when going off-hook to answer the Timed Reminder.

Conditions

- The time format (12 or 24 hour) used when setting the Timed Reminder is determined by the following settings:
  - **When setting via VM Menu feature**: the time format is determined by the system clock (see "System Date/Time" in 2.5.4.1 Time Setting in the Programming Manual).
  - **When setting via System Guidance**: the time format is determined by the setting of "Position of "AM/PM" in Time Stamp" (see 2.5.4.4 System Guidance in the Programming Manual).
- A subscriber must have his or her own extension in order to use this feature.
- Extensions assigned as operators can be called by dialing [0], however, when setting this feature the extension number (not "0") must be specified.
- This feature is only available when the VPS is connected using DPT integration to a KX-TDE series PBX or a KX-TDA/KX-TAW series PBX (MPR Version 2.0 or higher).

Programming Manual References

2.5.4 Parameters

Subscriber's Manual References

5.19 Timed Reminder

Manager's Manual References

3.8 Setting the Timed Reminder

2.3.31 Toll Saver (APT/DPT Integration Only)

Description

Allows a subscriber to check his or her mailbox from preprogrammed Caller ID numbers, DID number or the telephone number specified to the preprogrammed trunk (CO line) number without incurring telephone charges.

Conditions

- DID number setting for this feature is only available for the following PBXs using DPT Integration.
  - KX-TD816 (P311Q or higher)
  - KX-TD1232 (P211Q or higher)
  - KX-TD500 (V4M or higher)
  - KX-TDE series

– KX-TDA series[*1] (MPR Version 1.1 or higher)

[*1] except KX-TDA50

Programming Manual References

2.1.10 Automatic Login
2.4.3.5 Toll Saver

Feature Manual References

2.3.2 Automatic Login (APT/DPT Integration Only)

Subscriber's Manual References

5.17 Assigning Your Telephone Numbers for Remote Automatic Log-in and Toll Saver

2.3.32 Two-way Record (APT/DPT Integration Only)

Description

Allows a subscriber to record the conversation that he or she is having with a caller. The conversation is saved in the subscriber's mailbox as either an old or new message, depending on the subscriber's COS (see 1.9.11.3 Two-way Recording Save Mode in the Programming Manual).

Note

- Many states have imposed regulations on the manner in which two-way telephone conversations may be recorded, so you should inform the other party that the conversation is being recorded. Consult your local telephone company for further information.

Installation Manual References

For KX-TDE/TDA/TAW series PBXs, see 7.1.2 Button Assignment via PC Programming
For KX-TA824, see 7.2.2 Button Assignment via PC Programming
For KX-TD500, see 7.3.2 Button Assignment via PC Programming

Subscriber's Manual References

5.13 Recording Your Conversations
For KX-TDE/TDA/TAW series PBXs, see "Two-way Recording (TWR) Button Assignment" in 6.2 Programming Your Extension for Conversation Recording
For KX-TA and KX-TD series PBXs, see "Two-way Recording (TWR) Button Assignment" in 7.2 Programming Your Extension for Conversation Recording

2.3.33 Two-way Transfer (APT/DPT Integration Only)

Description

Allows a subscriber to record the conversation that he or she is having with a caller. The conversation is saved in another subscriber's mailbox as a new message.

Note

- Many states have imposed regulations on the manner in which two-way telephone conversations may be recorded, so you should inform the other party that the conversation is being recorded. Consult your local telephone company for further information.

Installation Manual References

For KX-TDE/TDA/TAW series PBXs, see 7.1.2 Button Assignment via PC Programming
For KX-TA824, see 7.2.2 Button Assignment via PC Programming
For KX-TD500, see 7.3.2 Button Assignment via PC Programming

Subscriber's Manual References

5.13 Recording Your Conversations
For KX-TDE/TDA/TAW series PBXs, see "Two-way Transfer (TWT) Button Assignment" in 6.2 Programming Your Extension for Conversation Recording
For KX-TA and KX-TD series PBXs, see "Two-way Transfer (TWT) Button Assignment" in 7.2 Programming Your Extension for Conversation Recording

2.3.34 Unlimited Message Length

Description

Allows subscribers to record for an unlimited length of time when recording two-way conversations into their own or another subscriber's mailbox (Two-way Record or Two-way Transfer). The maximum recording time for other messages will automatically be set to 60 min. To allow unlimited recording time, the "Message Length" parameter of the subscriber's Class of Service (COS) must be set to "Unlimited".

Programming Manual References

"Message Length" in 2.2.1 Class of Service

Feature Manual References

2.3.32 Two-way Record (APT/DPT Integration Only)
2.3.33 Two-way Transfer (APT/DPT Integration Only)

Manager's Manual References

2.3 Setting Class of Service (COS) Parameters

2.3.35 Urgent Message

Description

Allows subscribers, callers, and the System Manager to specify a message as "Urgent". When a subscriber listens to messages, urgent messages will be given priority over other messages in a mailbox (i.e., they will be played first) if the "First Playback Urgent Messages" parameter of the subscriber's Class of Service (COS) is set to "Yes". If "Only Urgent Messages" is set as the Notification Type for the subscriber's mailbox, Message Waiting Notification will be activated only when an urgent message is received.

Programming Manual References

2.1.4.1 Notification Schedule
"First Playback Urgent Messages" in 2.2.2 Personal Options

2.3.36 VM Menu (DPT Integration Only)

Description

Allows a subscriber to access subscriber services (retrieving messages, changing mailbox settings, etc.) by following visual prompts (guidance) on the display of a proprietary telephone (PT). The subscriber can access and operate each item by using the PT's Navigator Key or soft buttons. When using VM Menu, only the guidance will be displayed; system prompts will not be heard unless playing a message or confirming a recorded message.

Conditions

- This feature is only available when the Class of Service's "VM Menu" parameter is set to "Yes".
- This feature is only available when:
  - the VPS is connected using DPT integration to a KX-TDE series PBX or a KX-TDA series PBX (MPR Version 2.0 or higher).
  - the subscriber is using a Panasonic KX-T7630*1/KX-T7633*1/KX-T7636/KX-NT136.

*1 Requires upgrade of the KX-TDA series PBX. For more information, consult your dealer.

- In order to use this feature, the VM Menu prompt data must be installed in the PBX. See 4.2.1 Installing Prompt Data for the VM Menu Feature in the Installation Manual for more information.
- Certain Service Access Commands cannot be used while using VM Menu (see 2.6 Common Service Commands and Navigation Commands in the Subscriber's Manual).
- The number of subscribers that can access VM Menu at the same time is limited. If too many subscribers try to access VM Menu, it will not operate properly: lower the number of ports to be able to access VM menu (see "Number of ports for VM Menu Service" in 2.5.4.14 VM Menu in the Programming Manual).
- Some features during message playback may not be available while using VM Menu. In order to use these features, the Class of Service's "VM Menu" parameter must be set to "No" (i.e., the subscriber will hear voice prompts instead of using VM menu).

Programming Manual References

"VM Menu" in 2.2.2 Personal Options
2.5.4.14 VM Menu

Subscriber's Manual References

1.1 Introduction to the VPS
8.3 Using VM Menu

2.4 System Setting Features

2.4.1 Auto Configuration (APT/DPT Integration Only)

Description

Simplifies initial system setup by automatically creating mailboxes in the VPS to correspond to the extensions connected to the PBX. Also sets the time and date to match the time and date set for the PBX.

2.4.2 Custom Service Builder

Description

Allows the System Administrator to create Custom Services visually, using KX-TVA Maintenance Console. Each Custom Service and its functions can be edited, arranged using a familiar drag-and-drop interface.

Feature Manual References

2.2.16 Custom Service

Programming Manual References

2.4.4.1 Custom Service Builder

2.4.3 Default Mailbox Template

Description

Is used as a template when the System Administrator creates consecutive mailboxes. It enables the System Administrator to apply basic settings (Mailbox Parameters, Message Waiting Notification, External Message Delivery, Auto Forwarding) to multiple mailboxes simultaneously.

Programming Manual References

2.1.2 Default Mailbox Template

2.4.4 Password Administration

Description

Allows the System Administrator or System Manager to clear a subscriber password (so that a new one can be assigned).

Manager's Manual References

2.2 Setting Up Mailboxes

2.4.5 Recording Messages by System Administrator

Description

Allows the System Administrator to record the following prompts:

a. Group names (can be recorded when creating Extension Groups, System Group Distribution Lists, etc.)
b. Names of callers (System Caller Name Announcement)
c. System Guidance
d. Custom Service Menu
e. Company Name
f. Company Greetings
g. Language Selection Menu
h. On Hold Announcement Menu

These prompts can be recorded using KX-TVA Maintenance Console, and can also be recorded by the Message Manager using a telephone.
There are 2 ways to add or change prompts: by recording them through a telephone, or by importing as WAV files. When recording using a telephone, the extension number of the telephone to be used for recording must first be specified, then the System Administrator can start and stop recording using the PC.

Programming Manual References

2.5.2 Extension Group
2.5.3 System Caller Name Announcement
1.9.3 Utility—System Prompts Customization
2.5.1 Mailbox Group

Manager's Manual References

3.6 Recording Messages

2.4.6 Service Mode

Description

Allows the System Administrator or the System Manager to change the call handling method that is programmed for each Service Group 1-8.
Once the Service Mode has been changed, it is retained unless the System Manager or System Administrator changes it again, even after the power is turned off.
There are 6 Service Modes available:
Automatic: The current Call Service used by the Service Group is determined by the settings made for the current time mode (day, night, lunch, break).
Manual Day: The Call Service programmed for day mode is used, regardless of the current time mode.
Manual Night: The Call Service programmed for night mode is used, regardless of the current time mode.
Manual Lunch: The Call Service programmed for lunch mode is used, regardless of the current time mode.
Manual Break: The Call Service programmed for break mode is used, regardless of the current time mode.
PBX Control: The current Call Service used by the Service Group is determined by the settings made for the current time mode (day, night, lunch, break). The VPS will change time modes according to when the PBX changes time modes (APT/DPT Integration only).

Programming Manual References

"Service Mode" in 2.3.1 Service Group

Feature Manual References

2.2.43 Service Group
2.2.46 Time Service

Manager's Manual References

2.5 Changing the Service Mode Setting

2.4.7 System Backup/Restore

Description

Allows the System Administrator to back up or restore the following data as individual files: Program, System Parameters, System Prompts, Mailbox Prompts, and Mailbox Messages.
Manual Backup: The specified data is backed up manually. Backup data can be saved as a file.
Scheduled Backup: The specified data is backed up automatically at the specified times. Backup data can be saved as a file.
Backup History: displays the backup record (Description, Completion Status, Date & Time, and Total Elapsed Time).
Restoration of Backup Data: restores the backup data as a specified type of file.

Programming Manual References

1.9.2 Utility—System Back Up

2.4.8 System Reports

Description

There are several System Reports available to the System Administrator to monitor VPS operating status. The System Administrator can print or export the System Reports. Certain reports can be printed in tabular form or graph form.
The following reports can be generated:

- Mailbox Information Report
- Call Account Report (Group calls by Port)*1
- Call Account Report (Group calls by Mailbox)*1
- Port Usage Report*1
- HDD Usage Report*1 (KX-TVA200 only) or Memory Card Usage Report*1 (KX-TVA50 only)
- Mailbox Usage Report*1
- Fax Call Report
- Call Handling Statistics Report
- Custom Service Report
- Message Status Report
- Subscriber Setup Report
- Security Information Report
- Hourly Statistics Report
- E-mail Report

*1 This report can be printed in tabular form or graph form.

Programming Manual References

2.7 Reports

2.4.9 System Security

Description

Protects the VPS from unauthorized programming and/or use. By default, the System Manager and Message Manager cannot access the VPS from their telephones until the System Administrator enables the relevant settings and sets a password. The System Manager and Message Manager always need to enter this password to access the VPS. The System Administrator can also choose to set a default password for subscribers' mailboxes. If this setting is enabled, a default password is automatically assigned when mailboxes are created.

Programming Manual References

2.8 System Security

2.4.10 Time Synchronization (DPT Integration Only)

Description

Allows the PBX to set the time and date of the VPS automatically. Time Synchronization occurs during Auto Configuration and each time the PBX time and date setting is updated.

2.4.11 Utility

Description

Allows the System Administrator to access essential VPS functions.

Programming Manual References

1.9 Utility

Section 3

Revision History

3.1 KX-TVA50/KX-TVA200 Version 3.0

Revised Content

- 2.2.42 Service Access Commands

3.2 KX-TVA50/KX-TVA200 Version 2.1

New Content

- 2.2.48 Voice Mail Assistant

Revised Content

- 2.3.32 Two-way Record (APT/DPT Integration Only)

3.3 KX-TVA50/KX-TVA200 Version 2.0

Revised Content

- 2.3.9 Delete Message Confirmation
- 2.3.26 Recover Message
- 2.4.7 System Backup/Restore

Index

A
Alternate Extension Group 14
Auto Configuration (APT/DPT Integration Only) 52
Auto Forwarding 14
Auto Receipt 35
Automated Attendant 14
Automatic Login (APT/DPT Integration Only) 35
Autoplay New Message 36

B
Basic Features 8
Bookmark 36
Broadcasting Messages 15
Busy Coverage Mode 15

C
Call Services 15
Call Transfer Status 37
Call Transfer to Outside 16
Callback Number Entry 37
Caller ID Call Routing (APT/DPT Integration Only) 16
Caller ID Callback (APT/DPT Integration Only) 37
Caller ID Screening (APT/DPT Integration Only) 17
Caller Name Announcement—Personal (APT/DPT Integration Only) 17
Caller Name Announcement—System (APT/DPT Integration Only) 18
Calling a Beeper 38
Class of Service (COS) 18
Company Greeting 19
Company Name 19
Covering Extension 20
Custom Service 20
Custom Service Builder 52

D
Daylight Saving Time Assignment 21
Default Mailbox Template 52
Delete Message Confirmation 38
Dialing by Name 21
DID Call Routing (DPT Integration Only) 21

E
E-mail Integration 22
Extension Group 23
External Message Delivery List 39
External Message Delivery Service 39

F
Fax Management 23

G
Group Distribution List—Personal 40
Group Distribution List—System 40

H
Hold 23
Holiday Service 23

I
Incomplete Call Handling Service 40
Integration Types 12
Intercom Paging (APT/DPT Integration Only) 24
Interview Service 24
Introduction to VPS Features 8

L
List All Names 25
Live Call Screening (APT/DPT Integration Only) 41
Logical Extension (All Calls Transfer to Mailbox) 26

M
Mailbox 42
Mailbox Capacity Warning 42
Message Delivery, Internal 26
Message Reception Mode 26
Message Transfer 42
Message Waiting Notification—Device 27
Message Waiting Notification—Lamp 28
Multilingual Service 28

N
No Answer Coverage Mode 29

O
On Hold Announcement Menu 29
One-touch Two-way Transfer (DPT Integration Only) 43
Operator Service 29

P
Password Administration 52
PBX Integration Features 12
Personal Custom Service 43
Personal Greeting for Caller ID (APT/DPT Integration Only) 44
Personal Greetings 44
PIN Call Routing 30
Play System Prompt After Personal Greeting 30
Playback Volume/Speed Control 45
Port Service 31
Private Message 45

R
Receive Message 45
Recording by System Administrator 53
Recover Message 46
Remote Call Forwarding Set (DPT Integration Only) 46
Revision History
- 3.1 KX-TVA50/KX-TVA200 Version 3.0 58
- 3.2 KX-TVA50/KX-TVA200 Version 2.1 58
- 3.3 KX-TVA50/KX-TVA200 Version 2.0 58

Rotary Telephone Service 31

S

Service Access Commands 31
Service Group 32
Service Mode 53
Subscriber Features 35
Subscriber Tutorial 47
Subscriber Use 9
System Administration 9
System Administration, Management, and Use 9
System Backup/Restore 54
System Clock 32
System Features 14
System Management 9
System Prompts 33
System Reports 54
System Security 55
System Setting Features 52

T

Temporary Personal Greeting 47
Time Service 33
Time Synchronization (DPT Integration Only) 55
Timed Reminder Setting (DPT Integration Only) 48
Toll Saver (APT/DPT Integration Only) 48
Trunk Service (Universal Port) (APT/DPT Integration Only) 33
Two-way Record (APT/DPT Integration Only) 49
Two-way Transfer (APT/DPT Integration Only) 49

U

Unlimited Message Length 50
Urgent Message 50
Utility 55

V

VM Menu (DPT Integration Only) 51
Voice Mail Assistant 34
Voice Mail Service 34

W

What is a VPS? 8

Panasonic Corporation of North America
One Panasonic Way, Secaucus, New Jersey 07094

http://www.panasonic.com/csd

Copyright:
This material is copyrighted by Panasonic System Networks Co., Ltd., and may be reproduced for internal use only. All other reproduction, in whole or in part, is prohibited without the written consent of Panasonic System Networks Co., Ltd.

© Panasonic System Networks Co., Ltd. 2010

PSQX3208TA KK0405MJ6060