

# Panasonic

ideas for life



## V o i c e P r o c e s s i n g S y s t e m

KX-TVM50  
KX-TVM200

✦ Bursting with new and improved messaging features for the Networking age, Panasonic introduces KX-TVM50 and KX-TVM200 - two voice processing systems (VPS) with knockout features designed to help businesses handle every call in a courteous and efficient manner.

The new voice processing systems allow businesses to give that all important human voice touch when handling customer calls. Calls are processed gracefully even if it cannot be personally answered. The new VPS systems help ensure that customer calls are handled during high call traffic periods as well as outside normal business hours and help retain your most valuable asset - your customers.

The KX-TVM50 and KX-TVM200 each offer automated attendant, automatic call routing, and message notification capabilities, and each can be customised to your business telephony needs.

New advanced features include, among others, e-mail notification when a caller leaves a message, capability to attach voice messages to e-mail messages, and easier operation using the LCD and soft-keys on Proprietary Telephones (PT).

Each of the new voice processing model comes with advanced intuitive graphical software tool that makes it easy to create Custom Service menu.

With the KX-TVM50 and KX-TVM200, Panasonic delivers new levels of communication ease and efficiency that can help any business achieve higher productivity.



# New Voice Mail Systems that Can Be Tailored

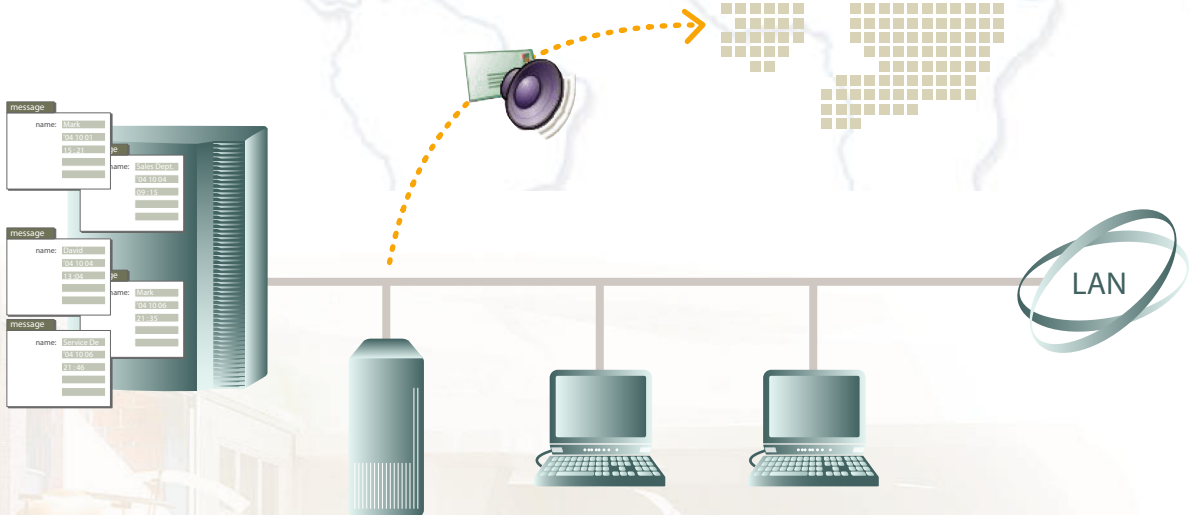
## System Highlights

### e-message

Even while you are away from the office, the VPS makes sure you never miss a message left for you.

The VPS can be easily configured to notify you by email when a customer leaves you a new message; simply log in to your mailbox remotely and listen to your messages. Better yet, have the VPS send the new messages as e-mail attachments (telephone quality WAV file), and listen to them on your PC without even picking up the phone! You can easily forward them via e-mail to other parties, and keep backup copies of those messages on your PC.

Calling back the office to check your messages is finally a thing of the past!



### System Expansion

When your business grows, you need a VPS that can grow with you. As your needs change with the times, the KX-TVM50 and KX-TVM200 can be expanded to keep up with your increased call traffic.

The KX-TVM50 comes equipped with 2 ports, capable of handling 2 calls at once, depending on the PBX system being used. This entry level system is ready to satisfy small-scale voice mail needs right out of the box, and can be expanded to 6 ports, handling 6 calls at once. The system comes equipped with 4 hours recording time which can be doubled by adding a KX-TVM524 4-Hour Recording Time Expansion Card.

The larger-scale KX-TVM200 can be expanded to 24 ports, handling 24 calls at once. Recording time is an incredible 1,000 hours.

# ed to Your Needs

## Standard Functions

### Voice Mail (VM) Menu on the LCD

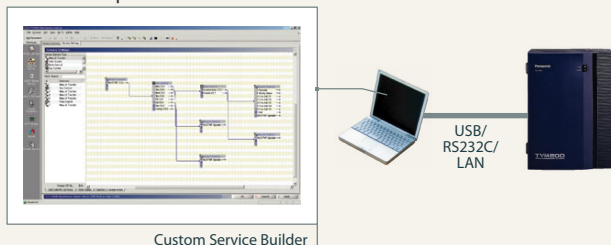
For easier operation, Voice Mail menus and the number of new messages received can be displayed on the LCD screens of Proprietary Telephones. Users can retrieve messages or specify parameters.

### Custom Service and Custom Service Builder



Using Custom Service, you can give callers 1-digit access to department extensions, special announcements, and other information. The caller listens to the first Custom Service Menu, then selects from the options available. You can create a variety of menus and make all necessary settings easily on a PC, with graphical icons to guide you.

#### Intuitive Graphical Tool



### Voice Mail Service

The KX-TVM50 provides 64 password-protected mailboxes and the KX-TVM200 provides 1,024. When callers reach your mailbox, they hear a personal greeting that you recorded (in any language you want) and then get a chance to leave you a message. You can also set the system to automatically forward messages to a back-up mailbox, if desired.

### Automated Attendant Service

Answers incoming calls and routes the caller to the appropriate extension or department.

### Interview Service

The KX-TVM50 and KX-TVM200 can provide a kind of "interview service." You can record up to 10 questions and set the system up so that when someone calls, he or she is sent to the question-and-answer mailbox. The system will ask the questions and then record the caller's answers. This is ideal for such uses as taking mail orders, screening job applicants, or conducting surveys.

### Message Waiting Notification

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

### Multilingual Voice Prompts

You can program multilingual voice prompts. The opening greeting can be set to let the caller choose a language, and you can even program different incoming phone lines to be answered in different languages. It's a great feature for global businesses.

### Direct Mailbox Access

Mailbox owners can retrieve new messages simply by calling from their extension or pre-registered telephone number. No confusing log-in codes are required.

### Automatic Message Forward / Copy Message

If messages have not been "picked up" after a specified period of time, the system can be programmed to automatically move or copy the message to another mailbox.

### Holiday Service

The system can play special greetings for holidays and special service settings can be programmed.

### Playback Volume / Speed Control

Subscribers can change playback volume or speed while listening to voice guidance or messages.

### Fax Detection

When a port receives a fax call and CNG tones are detected, the system automatically transfers the call to the designated fax extension.

## Useful Panasonic Functions

### Caller ID Call Routing

This feature automatically sends calls from pre-assigned Caller ID numbers, ("wild card" digits can be used) to a designated mailbox, extension, or Custom Service.

Routing can help your company provide better service in countless ways. For example, when an important customer rings, you can forward his call directly to your company's key contact. Have calls from your client in Paris forwarded to a mailbox with a greeting message in French. Or have calls from family members or friends sent to a private Custom Service menu just for them. You can even use Message Waiting Notification to call your beeper or mobile phone when someone has called and left a message in your mailbox.

### Caller Name Announcement

Now, you don't even have to look at your phone to identify certain callers. With this feature, you can store pre-recorded audio messages that will be played through the telephone's handset, matching a Caller ID number that is programmed with a pre-recorded message.

### Personal Greeting for Caller ID

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

### Intercom Paging

Notifies you of an incoming call, even if your extension is unanswered. The system will put the caller on hold, and use an internal or external paging function to announce, "I have a call for..." You can answer the call from anywhere in your facility by dialling a pick-up code from any system phone.

### Live Call Screening

This lets you monitor incoming messages in real time, allowing you to answer the phone or let the caller leave a message. It is like having a telephone answering machine right at your desk.

### Two-Way Recording

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

### Two-Way Transfer

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

## KX-TVM50/200 Features List

### PBX Integration Features

- APT Integration (KX-TVM50 only)
- Auto Configuration\*
- DPT Integration
- Direct Mailbox Access\*
- Display the Number of New Messages on PT
- Inband Integration (KX-TVM50 only)
- Intercom Paging\*
- Live Call Screening\*
- Timed Reminder Setting
- Voice Mail Menu (English only)

### Client Application

- Custom Service Builder
- Windows-based Administration

### LAN Features

- E-mail Integration (e-message)

### Subscriber's Features

- Auto Play Message
- Auto Receipt
- Bookmark
- Call Transfer Status
- Caller ID Screening\*
- Caller Name Announcement
  - Personal\*
- Covering Extension
- Deleted Messages Recovery
- External Message Delivery List
- External Message Delivery Service
- Group Distribution List
  - Personal
- Incomplete Call Handling Service
- Mailbox Capacity Warning
- Message Delivery, Internal
- Message Reception Mode
- Message Transfer
- Message Waiting Notification
  - Lamp
- Message Waiting Notification
  - Phone or Beeper
- Multilingual Voice Prompts
- Password Protection for Subscribers
- Personal Greeting for Caller ID\*
- Personal Greetings
- Play Message Envelop
- Playback Pause
- Playback Volume / Speed Control
- Private Message
- Reply to Message Sender
- Temporary Personal Greeting
- Urgent Message

### System Features

- Alternate Extension Group
- Announcement on Hold
- Auto Forwarding
- Automated Attendant Service
- Backup and Restore Messages in Mailboxes
- Broadcasting Messages (System Manager Only)
- Busy Coverage Mode
- Call Hold
- Call Routing (Caller ID / Direct Inward Dialling / Personal Identification Number)\*
- Call Services
- Callback Number Entry
- Caller Name Announcement over Intercom Paging
- Caller Name Announcement
  - System\*
- Calling a Wireless Beeper
- Class of Service (64 levels)
- Custom Service
- Day Service
- Daylight Saving Time (auto switching)
- Dialling by Name
- Extension Group
- Fax Management

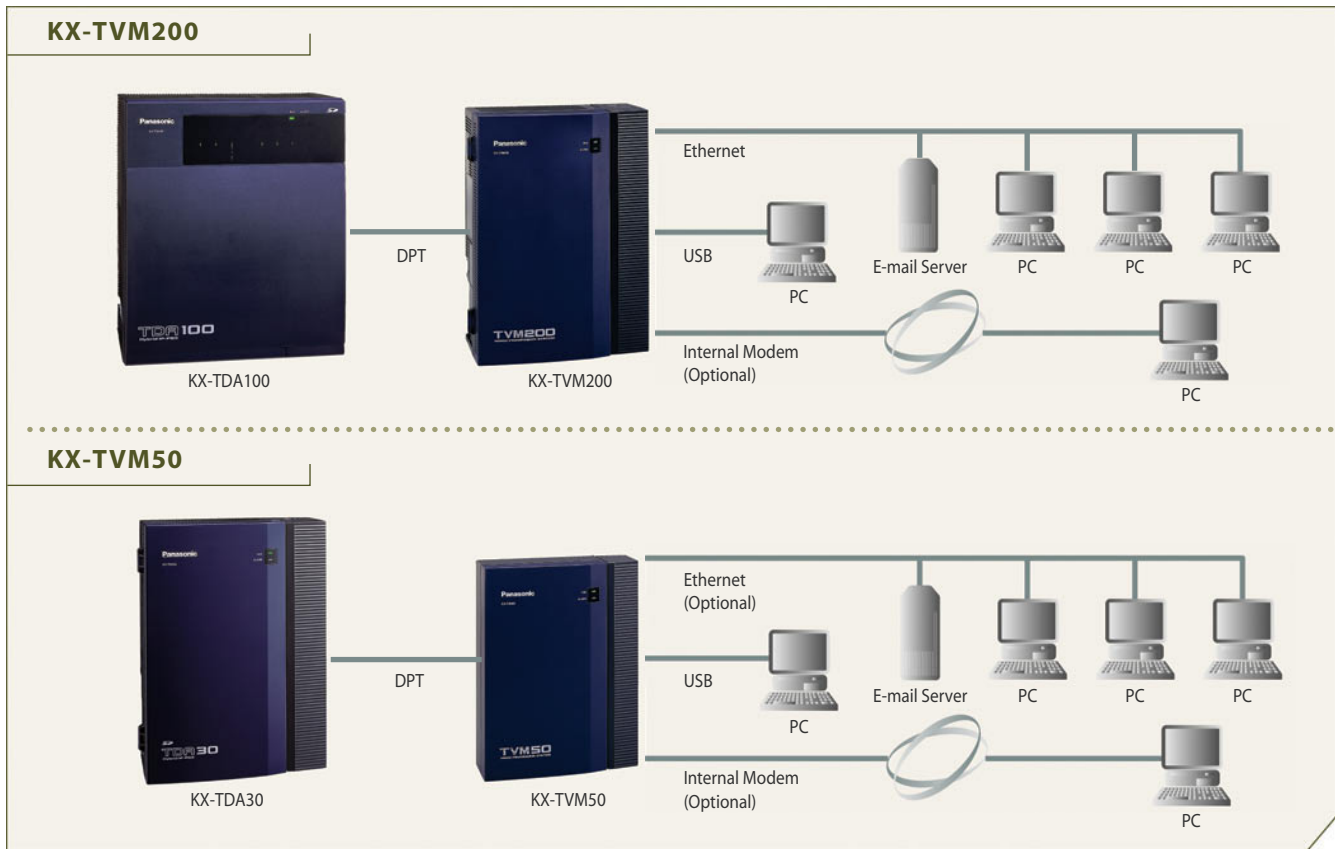
- Fax Transfer, Automatic
- General Delivery Mailbox
- Group Distribution List
  - System
- Holiday Service
- Incoming Call Services
  - Custom Service, Automated Attendant Service,
  - Voice Mail Service, Interview Service,
- Interview Service
- Logical Extension (All Calls Transfer to Mailbox)
- Mailbox
- Multilingual Voice Prompts
- Name Entry Parameters
- Night Service
- No Answer Coverage Mode
- On Hold Announcement Menu
- Operator Service
- Outgoing Call Services
  - Message Waiting Notification, External Message Delivery
- PIN Call Routing
- Play Owner's Name during Transfer
- Play System Prompt After Personal Greetings
- Rotary Telephone Service
- Service Access Commands
- Special Feature Authorisation
- System Clock
- System Prompt / Multi Language
- Time and Date Stamp
- Voice Mail Service

### System Administration Features

- Auto Configuration\*
- System Reports

\* APT / DPT Only  
APT : Analogue Proprietary Telephone  
DPT : Digital Proprietary Telephone  
SLT : Single Line Telephone

# Network Diagram



## KX-TVM50/200 Specifications

	KX-TVM50	KX-TVM200
Number of Ports	2 to 6	0 to 24
Connectable PBX	Panasonic KX series PBX*	Panasonic KX series PBX
Dialling Method	100/300/600/900 ms (programmable)	-
Flash Time	None/6.5/150/300/450/600 msec (programmable)	-
CPC Detection	Loop start	-
Type of Line	2 to 5 digits (programmable)	-
Extension Numbering	100 to 9900msec (every 100 msec per unit)	-
Pause	Programmable DTMF sequence.	-
Message Waiting Lamp	Data line of APT/DPT interface	-
Voice Storage	Initial :4h Max.:8h	Max. 1000 h
Number of Mailboxes (including System Manager and Message Manager mailboxes)	Max. 64	Max. 1,024
Number of Messages	Unlimited	-
Personal Greeting Messages	1 to 360 sec (programmable)	-
Message Retention Time	1 to 30 days, or unlimited (programmable)	-
Maximum Message Length	1 to 60 min. or unlimited (programmable)	-
Activity Reporting	Mailbox List, Class of Service List, System Service Report, Call Account Report, Port Usage Report, Disk Usage Report, Mailbox Usage Report, Fax Call Report, Mailbox Information Report, Call Handling Statistic Report, Message Status Report, Subscriber Setup Report, Security Information Report, Hourly Statistics Report	
Connections	Modular connectors	Modular connectors
Telephone Line:	(2-conductor wire; 4-conductor in the case of DPT/APT integration)	(4-conductor wire)
Data Port:	USB Interface, LAN Interface	
Power Source	120 VAC, 60 Hz	
Power Consumption (Approx.)	40W	25W
Dimensions	249 x 316 x 74 mm	275 x 376 x 117 mm
Weight	2.0 Kg	4.4 Kg
Memory Media	Flash Memory	HDD
Remote Modem	Internal Modem Card (Max. 33600 bps)	

\*With a SLT interface, the VPS is connected to other PBXs.

## Optional Accessories

KX-TVM50		KX-TVM200	
KX-TVM502	2 Port Expansion Card (2ch)	KX-TVM204	4 Port Digital Interface Card (4ch)
KX-TVM524	Expansion Memory Card (4h)	KXTVM214	4 Port DSP Card
KX-TVM503	2 Port Digital Interface Card (4ch)	KX-TVM296	Internal Modem Card
KX-TVM594	LAN Interface Card		
KX-TVM296	Internal Modem Card		

