

Panasonic
ideas for life

Digital Super Hybrid Systems KX-TD816 / KX-TD1232



PBX—Offering the Best Solutions for Making Your Business More Efficient



Call Centre Management Rationalises Telephone Use to Get More Done

Intelligent call management can raise business efficiency, increase customer satisfaction, and improve your company's image. The KX-TD816/1232 systems feature a built-in **Uniform Call Distribution (UCD)** capability, which places incoming calls in a queue and distributes them to agents on availability. When all agents are busy, it plays a message, helping reduce lost calls and avoid missed business opportunities. Panasonic also offers **Call Centre Management Software**. This lets you connect your telephone system to your PC via a Computer Telephony Integration (CTI) interface, giving you advanced call centre functions. For example, calls can be automatically delivered to the extension that has been idle the longest to uniformly distribute workloads among agents. Supervisors can instantly access the status of all agents and control the agent log-in/out from the console, or change the call treatment table at any time according to call traffic. Your staff can manage calls much more effectively, which means better customer service.



DECT Compatibility Delivers Total Mobility

The Panasonic Digital Super Hybrid System creates ideal conditions in jobs where mobility counts.

In factories and warehouses, people are never out of touch. In widespread locations like car dealerships, you're always there, ready to receive customer calls and maximise customer satisfaction.



An Affordable System that Adds Value to Your Business

This may be the e-mail age, but the human voice is still the best way to communicate. Automatic call routing, automated attendant, external message notification and delivery, group distribution and message transfer are just some of the features that the KX-TD816/1232 can use to streamline your office communications. You can even customise your system to meet the needs of different callers. When used with the Panasonic Voice Mail system, you can also get the following great features, available from Panasonic only:

Live Call Screening

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

Two-Way Recording

This lets you record a conversation (both the caller's words and your own) in your mailbox. Simply press the Two-Way Record key.

Two-Way Transfer

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



KX-TVP200



KX-TVP50



ISDN: Better Call Management on Affordable High-Speed Data Connections

On the information superhighway, ISDN is the junction to low costs and saving time. By displaying incoming telephone numbers, **Caller ID (CLIP)** delivers both quicker response time and improved service for customers. **Direct Dialling In (DDI)** assigns a telephone number to each extension that gets your customers directly to the service they want. It all makes business efficiency as easy as answering the phone. An ISDN S0 bus can be connected to your internal LAN. It's just one step from there to easy remote accessing of your office files from home with the high-speed data transmission of ISDN. Each new connection fractures the time barrier and puts information out where people can use it.

Other ISDN-compatible devices such as Group 4 fax machines, video telephones, and high-speed modems can connect to ISDN S0 bus as well, to give you a high-speed time saver that runs on low cost fuel.

CTI: Computer Driven Efficiency Keeps You in Closer Touch with Your Customers

Computer Telephony Integration (CTI) technology has the ability to increase efficiency by connecting telephone systems to computer systems. The KX-TD816/1232 systems support the Microsoft Windows-based Telephone Application Programming Interface (TAPI 2), making it compatible with PCs. Before one of your sales staff answers a call, for example, they can instantly access data on the computer screen showing the caller's identity, account history, and previous purchases. Or to place an outbound call, simply click on the call log or telephone book. Used in a busy office, call centre, or other operation where communication is key, the KX-TD816/1232 systems are the ideal tools for improving customer satisfaction.

Management toward Saving Money

If your firm uses several carriers or service providers, **Automatic Route Selection (ARS)** saves money by choosing the most inexpensive calling route according to the day and the time. **Toll Restriction** helps eliminate unauthorised long distance calls by determining which phones can or cannot be used for calls outside the local area.

Top Reliability and Easy Maintenance

Ease of maintenance is an important factor in a telephone system, because you can lose business opportunities when your system is down for troubleshooting or to customise settings.

With the KX-TD816/1232 systems, you can easily undertake customisation yourself through the system telephone.

Other customisation and maintenance can be done quickly and efficiently by your dealer using PC.



Panasonic Digital Super Hybrid Systems Deploy Digital Communication Solutions to Help Your Company Flourish

A new weapon for your arsenal from Panasonic to you — Digital Super Hybrid Systems will bring about a revolutionary improvement in the performance of the telephone systems that serve as the all important link between you and your customers. They deliver the advanced digital functions — such as the Small Call Centre and Wireless Solutions, Messaging Solutions, ISDN Compatibility and much more — that today's new generation of businesses needs in a fast, world-networking information environment. Intelligent, and built with Panasonic reliability, the KX-TD816/1232 systems provide users with fast, flexible voice and data communication in the Internet age.

Panasonic always strives to deliver the very latest in information systems to your company. Now we offer you the following 3 services, always with ease of use and solutions in mind.

Versatility

Our Versatile Solutions will bring various benefits to your company. Call Centre Management allows for a precisely tailored response; our Wireless equipment allows you to respond by telephone from anywhere in your office; Voice Mail enables you to cut down on energy output and ISDN compatibility will let you respond quickly to your future needs. We will deliver double support aimed at the customer satisfaction aspect and management of your company.

Flexibility

These are models for the future, compatible with a wide range of communications equipment and proprietary telephones. All Super Hybrid extension ports can accommodate both digital and analogue proprietary telephones, as well as fax and answering machines, cordless phones, and other ordinary telephone devices. No additional cards or wiring are required. They are designed to grow as your business grows.

Expandability

Our PBX systems are being expanded to deliver comprehensive office infrastructure solutions with features such as the eXtra Device Port (XDP) and System Inter Connection (SIC)*. They are designed to be able to respond to any of your company's needs at the lowest cost as your business grows and changes.

*For KX-TD1232 only. Two KX-TD1232 systems can be connected together to form a single system.

At Panasonic We Like to Say "Nothing is Impossible"

Panasonic products are known for their high degree of reliability. That is because Panasonic business telephone systems are manufactured in Japan to the highest possible standards at a factory that has earned ISO9001 certification.

Moreover, our Maintenance and Service provides the utmost care so the customer can feel safe. Furthermore, in order to provide a swift, no-nonsense maintenance service, our dealers investigate problems and make changes to system settings quickly. In addition, the Panasonic Dealer Network works to create a comfortable user environment.

With our new and emerging digital technologies, Panasonic will continue to be your gateway to the future.

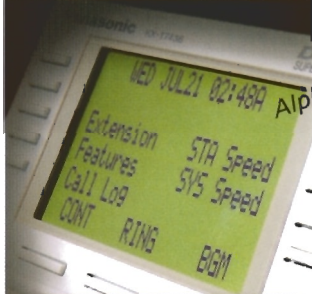
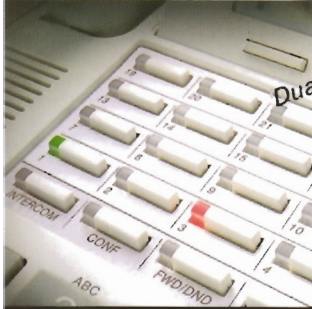
The Ergonomic Design Telephone Makes Deskwork Really Easy



TELEPHONES—User-Friendly Features



Dual Colour LED



Alphanumeric LCD



JOG-DIAL

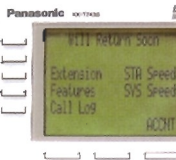
JOG-DIAL for quick operations

The JOG-DIAL on the KX-T7436 and KX-T7433 gives you quick access to the Directory (using alphanumeric searching), to system features (using the display menu). On all models, the JOG-DIAL makes it easy to adjust the speaker, handset, and ringing volumes and contrast.

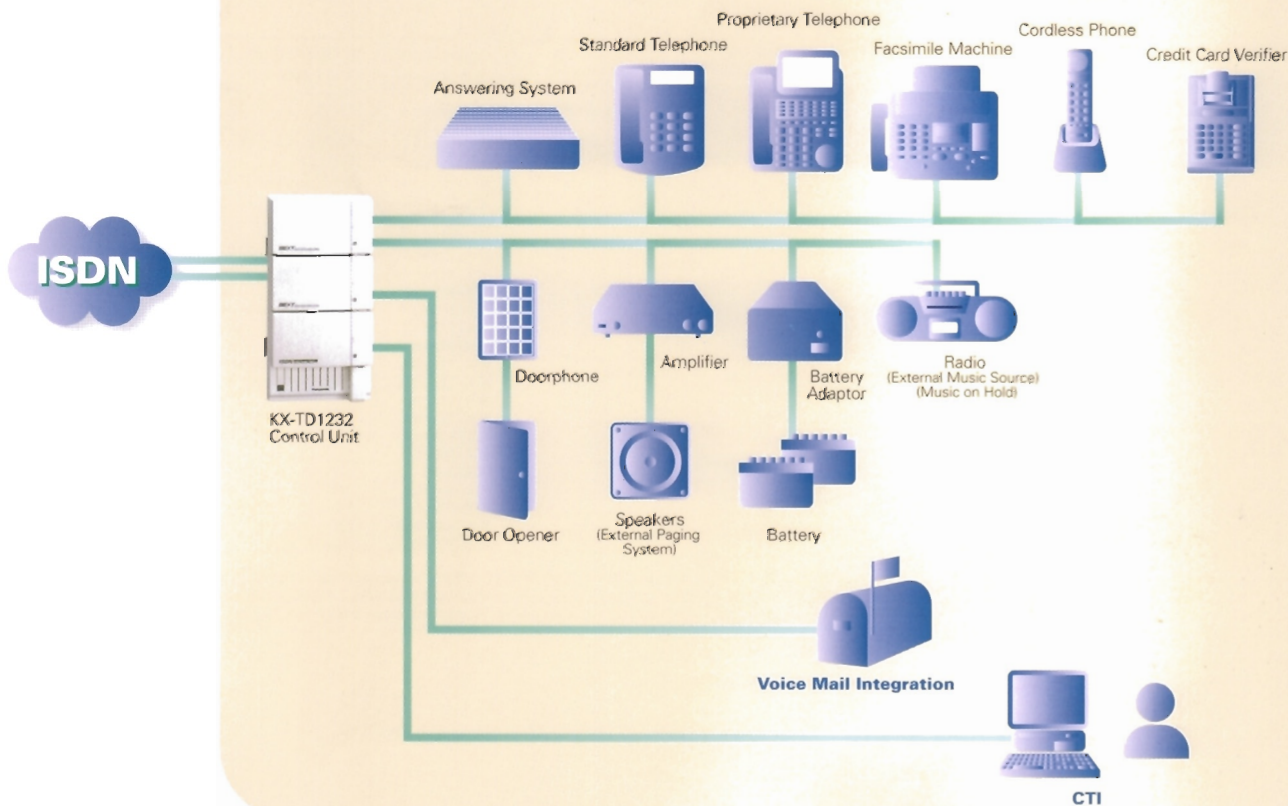
Alphanumeric LCD: for information at a glance

Simplifies call handling and other operations. You can view a host of information (list follows), access system features, or call directly via visual prompts.

- A record of incoming and outgoing calls (Call Log)
- The incoming caller's name and number (ISDN, Call Forwarding)
- System/personal speed dialling
- Extension lists
- Menu of system features
- Call duration
- Message waiting, absent messages, feature settings
- The calling extension's number and name
- Date and time



Network Diagram



Packed in a Stylish Design

eXtra Device Port (XDP)* for expansion flexibility

The XDP lets you add a single-line device (such as an analogue telephone or cordless phone) at no additional cost. You can fax a document while talking on the phone, or converse while transferring data from your PC. You can also connect a modem to the XDP for simultaneous Internet access.



*Except KX-T7565/T7560

Programmable keys with Dual Colour LED (Red/Green) for work accuracy

You can set the programmable keys to provide instant, one-touch feature operations. A Busy Lamp Field (BLF) shows which extensions are in use. You can use these keys to improve call handling efficiently, such as by assigning each key a feature like Direct Station Selection (DSS), Day/Night mode, Log-In/Log-Out, or voice mail transfer. Each key has a dual-colour LED to show information such as line status, extension status, or feature on/off.

Superior model with LCD
KX-T7433



Easy-to-use model with speakerphone
KX-T7425



Standard model with monitor
KX-T7450



Top-of-the-line model
with large LCD



KX-T7436

Simple model with LCD
KX-T7565



Simple model with monitor
KX-T7560



DSS Consoles

KX-T7440

- 66 Direct Station Selection/Busy Lamp Field keys



KX-T7441

- 48 Direct Station Selection/Busy Lamp Field keys
- Answer Button
- Release Button



Digital Proprietary Telephones Specifications

MODEL	KX-T7436	KX-T7433	KX-T7425	KX-T7450	KX-T7565	KX-T7560
Alphanumeric Display (Lines x Characters)	6 x 24	3 x 16	—	—	1x16	—
Function Access Keys for LCD	13	3	—	—	—	—
Off Hook Call Announcement (OHCA)	Yes	—	—	—	—	—
Whisper OHCA	Yes	Yes	Yes	Yes	Yes	Yes
Programmable Keys with Two-Colour LED	24	24	24	12	8	8
Speakerphone / Monitor	Speakerphone	Speakerphone	Speakerphone	Monitor	Speakerphone	Monitor
eXtra Device Port (XDP)	Yes	Yes	Yes	Yes	—	—

Feature List

Absent Message Capability
Account Code Entry
Alternate Calling - Ring / Voice
Automatic Route Selection (ARS)
Background Music (BGM)
Budget Management
Call Forwarding (All Calls / Busy / Busy, No Answer / Follow Me / to Outside Line)
Call Hold
Call Log, Incoming
Call Park
Call Pickup
Call Transfer (Screened / Unscreened)
Caller ID
Class of Service (COS)
Conference
Data Line Security
Day (Lunch / Break) Mode / Night Mode
DECT Compatibility
Direct Inward Dialling (DID) Line Service
Do Not Disturb (DND)
Door Opener
Doorphone Call
E1 Line Service*
Electronic Station Lockout
Emergency Call
Executive Busy Override (CO Line / Extension)
Extension Group
eXtra Device Port (XDP)
Flash
Flexible Numbering
Full One-Touch Dialling
Handset / Headset Selection
Handset Microphone Mute
Handsfree Answerback
Handsfree Operation
Hold Recall
Host PBX Access
Hotel Application (Room Management / Timed Reminder, Remote Wake-up Call)
Hunting Group (Circular / Termination / UCD / Automated Attendant / Voice Mail / Ring)
ISDN Capability (CLIP / COLP / CLIR / DDI / MSN)
ISDN Extension
Log-In / Log-Out
Manager Extension
Message Waiting
Music on Hold
Off-Hook Call Announcement (OHCA)
Off-Hook Monitor
One-Touch Transfer by DSS Button
Operator Call
Paging (All / External / Group)
Parallel Telephone Connection
Phantom Extension
Pickup Dialling
Quick Dialling
Redial (Automatic / Last Number / Saved Number)
Ring Group
Speed Dialling (Station / System)
Station Message Detail Recording (SMDR)
System Inter Connection*
System Working Report
TIE Line Service
Timed Reminder
Toll Restriction
Toll Restriction Override by Account Code Entry
Trunk Answer From Any Station (TAFAS)
Uniform Call Distribution (UCD) with message
UCD / RING group Call Monitor
Voice Mail Integration for Digital Proprietary Telephones (Two-Way Recording / Two-Way Transfer / Live Call Screening)
Whisper OHCA
* KX-TD1232 only

System Data (Max. Quantity)

	KX-TD816 / KX-TD1232
Operator	2
System Speed Dialling	500
One-Touch Dialling	24 / station
Station Speed Dialling	10 / station
Call Park Positions	10
Absent Messages	9
Outside Line Groups	8
Toll Restriction Levels	8
Extension Groups	8
Class of Service	8
Message Waiting Settings	128 / system
Uniform Call Distribution Groups	8

System Capacity (Max. Quantity)

Lines, Cards, Station Equipment	KX-TD816	KX-TD1232	
		Single System	Double System
System Inter Connection Card	—	—	2
ISDN SO Line (Basic Rate Interface)	4 (8ch)	6 (12ch)	12 (24ch)
ISDN SO Line (Primary Rate Interface)	—	1 (30ch)	1 (30ch)
E1	—	1 E1 (30ch)	1 E1 (30ch)
Analogue CO Line	8	12	24
Extension	16 (XDP:32)	32 (XDP:64)	64 (XDP:128)
Consoles	4	4	8
Remote Cards	—	1	2
9600bps Speed Remote Card* (TD197)	(1 per KX-TD190)	1	2
9600bps Speed Remote Unit (TD198)	1	—	—
DISA Message Card* (TD199)	(1 per KX-TD198)	—	—
DISA Unit (TD190)	1	—	—
DISA Card (TD191)	—	1	2
Doorphones	2	2	4
Door Openers	2	2	4
External Music Sources	1	2	4
External Paging Systems	1	2	4
DECT Cell Stations	6	12	12
DECT Handsets	16	64	64

* 9600bps Speed Remote Card cannot be installed directly in KX-TD816, but can be installed in the DISA Unit (KX-TD190) and then to the KX-TD816
+ DISA Message Card cannot be installed directly in KX-TD816, but can be installed in the 9600bps Speed Remote Unit (KX-TD198) and then to the KX-TD816

System Specifications

		KX-TD816	KX-TD1232
Dialling Method	External	Dial Pulse (DP) 10pps, 20pps / Tone (DTMF) Dialling	Dial Pulse (DP) 10pps, 20pps / Tone (DTMF) Dialling
	Internal	—	—
Power Failure	Transfer	To pre-assigned extensions	To pre-assigned extensions
	Backup	Several hours with optional batteries	Several hours with optional batteries
Connections	Outside Lines	4-pin connector	Modular jack
	Extensions	4-pin connector	Amphenol connector
	Paging Output	Pin jack	Pin jack
	External Music Input	2-conductor jack	2-conductor jack
	SMDR	V.24 (RS-232C)	V.24 (RS-232C)
SMDR	Doorphone	Modular jack	Modular jack
	Detail Recording	Date, Time, Extension Number, Department Code, CO Line Number, Dialed Number, Call Duration, Charge Fee, Account Code	Date, Time, Extension Number, Department Code, CO Line Number, Dialed Number, Call Duration, Charge Fee, Account Code
Power Source	110VAC-115VAC / 200VAC / 220VAC / 240VAC, 50Hz / 60Hz	220VAC-240VAC, 50Hz / 60Hz	
Power requirement (max.)	100 Watts	140 Watts	
Dimensions (H x W x D)	Basic	470 x 335 x 115 mm	640 x 320 x 115 mm
	Full	470 x 335 x 160 mm	640 x 320 x 160 mm
Weight	Basic	5.5 Kg	8.1 Kg
	Full	8.0 Kg	11.4 Kg

Optional Equipment

KX-TD816	KX-TD1232	Model	Description
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD160	Doorphone / Door Opener Interface Card
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD170	Extension Expansion Unit (8 super hybrid)
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD174	Extension Expansion Unit (16 SLT)
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD180	CO Line Expansion Unit (4-circuit)
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD184	E&M Trunk Unit (4-circuit)
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD185	Direct Inward Dialling (DID) Card (4-circuit)
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD188	E1 Card (30 channels)
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD190	DISA Unit (2 channels) (Option slot for KX-TD197 is available)
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD191	DISA Card (2 channels)
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD192	System Inter Connection (SIC) Card
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD193	Caller ID Card
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD194	SLT Message Waiting Lamp Adaptor Unit (Supports 16 extensions)
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD196	2400bps Speed Remote Card
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD197	9600bps Speed Remote Card (KX-TD190 is required)
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD198	9600bps Speed Remote Unit (Option slot for KX-TD199 is available)
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD199	DISA Card (2 channels) (KX-TD198 is required)
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD280	2 Basic Rate Interface (BRI) ISDN Expansion Unit
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD286	6 Basic Rate Interface (BRI) ISDN Expansion Unit
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD290	Primary Rate Interface (PRI) Expansion Unit
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD142	Cell Station (CS)
<input type="checkbox"/>	<input type="checkbox"/>	KX-TD146	Cell Station Interface (6 CS)
<input type="checkbox"/>	<input type="checkbox"/>	KX-A296	Call Centre Management Software
<input type="checkbox"/>	<input type="checkbox"/>	KX-A46	Battery Adaptor
<input type="checkbox"/>	<input type="checkbox"/>	KX-A46D	Battery Adaptor (with battery charger)
<input type="checkbox"/>	<input type="checkbox"/>	KX-A216	Backup Battery
<input type="checkbox"/>	<input type="checkbox"/>	KX-T30865	Doorphone
<input type="checkbox"/>	<input type="checkbox"/>	KX-T7090	Headset

Notice The ISDN Line Unit (KX-TD280 / KX-TD286) is in accordance with the European Telecommunication Standards (ETS). If your telephone company provides an ISDN service which follows the standards other than ETS, some ISDN features in this brochure may not work properly. Please ask your dealer for details.