

Panasonic

Voice Processing System



KX-TVP200 Voice Processing System

- Live Call Screening
- Remote Live Call Screening
- Two-Way Recording
- Pager Notification
- Intercom Paging
- 32 hours system recording time

Streamline Communications in Your Busy Office!



To improve your office productivity and profitability of a business is easy with Panasonic Voice Processing System. Whether you're out of the office, on the line, or just unavailable to answer your phone, the KX-TVP200 Voice Processing System helps to ensure reliable, effective communications for your business. This system allows you to record, send and retrieve messages 24 hours a day, 7 days a week, world wide and help to efficiently handle your

telephone system traffic and internal communication needs. If you connect this system digitally with Panasonic KX-TD digital hybrid telephone systems, there are a number of enhanced facilities available.

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

Enhanced Integration with the Panasonic KX-TD Digital Hybrid Telephone System Range

When the KX-TVP200 Voice Processing System is digitally integrated with KX-TD hybrid telephone systems, there are a number of enhanced facilities available.

Live Call Screening (LCS)

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

Remote Live Call Screening

Allows you to remotely monitor your mailbox from any cordless telephone and, if desired, intercept the call. This feature is available when the KX-TVP200 is digitally integrated with a Panasonic super hybrid telephone system. Just plug a single line cordless phone into the XDP port of your Panasonic KX-T72 series digital set, and you can screen your phone calls even when away from your desk.

Two-Way Recording

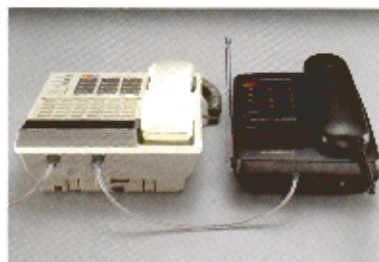
This feature allows an extension user to record a conversation in his mailbox by simply pressing the Two-Way Record function key. A variation of this feature is Two-Way Transfer, which permits the extension user to record a conversation in another person's mailbox; this is ideal for companies that want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

Intercom Paging

The system can be programmed notify mailbox owners of an incoming call even if their extension is unanswered. The automated attendant uses internal or external paging to announce "I have a call for...", and then tries to transfer the call back to the extension. The user can pick up the call from any extension using the pickup code.

Auto Configuration

In addition to Quick Setup, if you have a KX-TD1232 or KX-TD816, you don't have to type in the extension number for each mailbox. The PBX will automatically forward all the extension information to the KX-TVP200, making installation a very simple procedure.



Important Notice

This brochure is designed to show features available when the KX-TVP200 is digitally integrated with Panasonic KX-TD816 and KX-TD1232 systems with updated ROMs. Please ask your dealer for details.



Multi-Lingual Versatility Your Office's Message Ce

MULTI-LINGUAL SERVICE

The system supports up to three different languages. The first language, English is recorded at the factory. Callers choose their language of preference when they call into the system (prompted); or languages can be assigned on a port by port basis.

VOICE MAIL SERVICE

The system supports 1,024 password-protected, individual mailboxes that each hold up to 100 messages. When callers reach your mailbox they will hear your personal greeting and can leave a message for you.

- Improves customer service
- Phones need never go unanswered
- Greatly improved business communications

AUTOMATED ATTENDANT SERVICE

The auto-attendant answers incoming calls and then routes the caller to the appropriate extension or department, thereby radically enhancing the productivity of your office. The system provides a variety of helpful functions, such as call blocking, call screening,

department dialling, and dial-by-name.

- Increase efficiency of the telephone system
- Improves operator efficiency by handling calls during busy periods
- Negates need for additional switchboard operators
- Handles out of hours calls

INTERVIEW SERVICE

You can set up a question-and-answer voice mailbox with as many as 10 questions – to obtain information from customers calling into your system. This customer-friendly service is ideal for gathering everything from product orders to requests for repairs.

- Customise questions to suit your individual requirements
- Automates time consuming tasks of data collection.
- Helpful in creating databases

CUSTOM SERVICE

The system can be configured to meet your specific applications by assigning one of the system's 14 functions to each digit of the telephone keypad. This gives callers simple one-touch access to extensions or system features.



for
enter!

INTERNAL/EXTERNAL MESSAGE DELIVERY

You can record a message into your mailbox and specify the telephone number (internal or external), time, and date, for the message to be delivered.

GROUP DELIVERY FEATURE

Often you need to send a single message to more than one destination. With this feature, you can send the message simultaneously to many mailboxes.

- Eliminates need for typing and copying written memos.
- Quick and effective method of communicating with a number of people.

MESSAGE WAITING NOTIFICATION

The system can notify you of a message waiting in your mailbox in several ways.

- The message waiting lamp* of your extension will light.
- Your pager can notify you to call your mailbox or can provide the actual number of the caller leaving a message.
- The system can call you at any predetermined telephone number.

These three message notification methods can also be combined and programmed to operate in a "cascading" format.

*Must be connected to PBX that supports Message Waiting Lamp

AUTOMATIC FAX TRANSFER

When a port receives a fax call (CNG tone is detected), the system will automatically send the call to the designated fax extension—this eliminates the need to have a dedicated line for your fax. Also, you can designate a second fax extension to handle overflow traffic from the first one.

DELIVERY STATUS

Allows you to check whether or not each message was received by the specified party (extension). It also provides you with the date the message was received and the date it was initially recorded.

HOLIDAY SETTING CAPABILITY

The system can be programmed to handle calls differently on official holidays, thereby providing appropriate assistance to callers who dial in on a holiday.

APPLICATIONS

The Panasonic KX-TVP200 Voice Processing System will improve the efficiency of your business, whether it be sales, customer service, marketing, or human resources.

- Field sales representatives can call in their sales reports at any time of day
- Customer hot lines can publicize sales, special promotions and general information
- Orders can be placed 24 hours per day
- Product or service information is available 24 hours a day
- Job applicants can apply for available positions

OTHER KEY FEATURES

Auto Forwarding

Allows you to pre-program your messages to be copied and forwarded to another pre-programmed mailbox in case that the messages have not been listened to for a specified amount of time.

Covering Extension

Each mailbox user can set a covering extension which can be used when he or she is not available to answer.

Night Service

The greetings a caller hears and options he has will automatically change depending on the time of day.

System Reports

Eight different reports can be generated to help monitor the system's operating status.

Message Transfer

Messages can be transferred to one or more mailboxes immediately after listening to them.

KX-TVP200 Features List

Mailbox Services

Greeting - After hours
- Busy
- No Answer
Internal Message Delivery
Mailbox Name
Mailbox Password
Message Delivery Status
Message Reception Mode
Message - Erase
- Fast Forward
- Repeat
- Scan
New Message Notification
Play Previous Message
Private Messages
Reply to Subscribers
Time and Date Stamp
Transfer Message with comments

System Features

Automatic Fax Transfer
Auto Forwarding (Move/Copy)
Broadcast Message
Call Blocking
Call Hold
Call Screening
Call Transfer Status
Callback Number Entry
Class of Service
Covering Extensions
Day / Night Service
Daylight Saving Time Assignment
Department Dialling
Dial by Name
Direct Mailbox Access (DPITS only)
External Message Delivery
Group Distribution Lists
Group Message Delivery
Intercom Paging Notification (DPITS only)
Live Call Screening (DPITS only)
Live Call Screening, Remote (DPITS only)
Message Waiting Notification
Multiple Company Greetings

Operator Service, Day / Night
Operator Coverage Mode - Busy
- No Answer

Service Access Commands
Service - Automated Attendant
- Custom
- Interview
- Voice Mail
- Holiday

System Clock
System Prompts After Personal Greeting
System Reports
Tri-Lingual Voice Prompts
Two-Way Recording (DPITS only)
Two-Way Transfer (DPITS only)

System Administration

Auto Configuration (DPITS only)
Integration - Digital
- Inband

Quick Setup
System Manager Administration
Utility Commands

KX-TVP200 Specifications

Line Capacity:	8 ports (Max.)	Maximum Message Length:	1 to 6 min. (programmable)
Dialling Method:	Tone/pulse (10/20 pps)	Activity Reporting:	Mailbox List, Class of Service List, System Service Report, Call Account Report, Port Usage Report, Mailbox Usage Report, Disk Usage Report, Fax Call Report, Custom Service Report
Flash:	100/300/600/900 msec (programmable)		
CPC Detection:	None/6.5/150/300/450/600 msec (programmable)	Connections	
Type of Line:	Loop start	Telephone Line:	Modular connector (RJ-11C) (2-conductor wire; 4-conductor in the case of DPITS integration)
Extension Numbering:	2 to 5 digits (programmable)		
Pause:	1 to 9 sec (programmable)	Data Port:	RS-232C interface port
Message Waiting Lamp:	Programmable DTMF sequence	Power Source:	AC 115/200/220/240 V, 50/60 Hz
System Recording Time:	Max. 32 hours	Dimensions:	468 × 327 × 101 mm (18 ⁷ / ₁₆ " × 12 ¹ / ₈ " × 4")
Number of Mailboxes:	Max. 1024 boxes	Weight:	7.0 kg (15.4 lbs.)
Number of Messages:	Max. 100 messages/mailbox		
Personal Greeting Message:	8 to 60 sec (programmable)		
Message Retention Time:	1 to 30 days, or unlimited (programmable)		

Optional Accessories

KX-TVP102 2 ports Expansion Card (DPITS/SLT hybrid interface)
KX-TVP204 4 ports Expansion Card (DPITS interface)

Panasonic

Panasonic and National are the brandnames of Matsushita Electric

