



KX-TVA50 / KX-TVA200

Voice Processing Systems

- Affordable Voice Messaging
- Automated Attendant Service
- Complete Customization



Flexible, versatile, customized business communications.

Panasonic KX-TVA Voice Processing Systems offer more than voice mail and automated attendant service. With features such as email integration and bilingual capability they can be customized to meet your specific needs. Used in conjunction with a Panasonic KX-NCP or KX-TDE System they become one of the most advanced digitally integrated phone systems in the world.

Voice Mail Service

Depending on the model, you can support from 64 to 1,024 individual, pass-word protected mailboxes. Each mailbox allows for an "after-hours" and a "busy" greeting. Once messages are received, the system has several ways of notifying you. (See enhanced message notification.)

Automated Attendant Service

The auto-attendant answers incoming calls and routes the caller to the appropriate extensions or departments. Individual extensions can be set up with options for call screening, call blocking, or intercom paging.

Interview Service

Now you can set up a mail box to ask customer-friendly questions and record up to ten responses at a time. Perfect for recording surveys, suggestions—even appointment requests.

Custom Service

When used with the automated attendant service, custom service gives you 1-digit access to department extensions, special announcements or other features such as customized menus.

Visually Manage Voice Mail with VM Assistant

Integrate VM Assistant, part of the Communication Assistant Suite, to your KX-TVA voice messaging solution and visually manage voice mail. Users can play, pause, skip and share messages right from a PC. You can also save the message as a Wav file and transfer it as an email attachment.

Subscriber Tutorial

The KX-TVA is easy to set up. Access your voice mail for the first time and it provides easy-to-follow instructions for "normal", "busy" and "after-hours" greetings, plus password set-ups.

Bilingual Voice Prompts

All the necessary system recordings are factory programmed in seven languages, but three other languages may also be recorded. The opening greeting can be set to allow the caller to choose a language, and you can even program different incoming phone lines to be answered in different languages—a great feature for businesses operating in multi-cultural communities.

External Message Delivery

Special messages can be recorded and programmed to be sent to specific phone numbers at specified times. The call can be programmed to re-dial up to 15 times with a custom password to ensure it's delivered only to the appropriate party.

Enhanced Message Notification

Each mailbox user can be notified of new messages in several different ways:

- The message lamp² on your extension will light.
- Your pager will alert you to call your mailbox.
- Your pager will display the telephone/intercom number of the caller.
- The system will call a predetermined telephone number to reach you.

Email Integration

The KX-TVA Voice Processing system can be connected to your Local Area Network (LAN) or Wide Area Network (WAN) providing integration with your email. When a message is left in your voice mailbox, the system automatically sends an email to your computer indicating the time and date of the voice message. Then, when you open your email, you can listen to the message, save it, or forward it.

Call Screening

This system records the caller's name and announces it to the extension user before transferring the call. Each individual mailbox can activate or deactivate the feature.

Live Call Screening¹

Monitor your incoming calls while they're being recorded into your mailbox and, if desired, intercept the call. Listen through speaker or, for privacy, through handset.

Two-Way Record¹

Record a conversation simply by pressing a button so you can capture all or part of it to be transferred for transcribing and filing. Convenient fast-forward and rewind functions make it convenient and easy.

Two-Way Transfer¹

Allows you to record a live conversation into another person's mailbox.

Callback Number Entry

This system allows you to collect incoming numbers and include them in your beeper notification so you can call back without having to retrieve the entire message.

Caller ID Callback³

When you get an incoming message, the PBX stores the Caller ID info if provided by the telephone company. When the message is retrieved, the user has the option of calling the person back by pressing just one key.

Caller ID³ Personal Greeting

Up to four personal greetings can be recorded and assigned to specific telephone numbers. The recording is then played when that specific number calls.



Caller ID³ / DID Call Routing

The system Administrator can assign up to 200 Caller ID³ numbers and program them to route the call to the desired extension, mailbox or custom service.

Caller ID³ Name Announcement

Now, you don't even have to look at your phone to identify certain callers. With Caller ID³ Name Announcement, you can store up to 200 pre-recorded audio messages that will be played through the telephone's handset, matching a Caller ID³ number that is programmed with a pre-recorded message.

Dial By Name

Allows the caller to reach the intended extension or mailbox simply by dialing the first three or four letters of the extension owner's first or last name.

Covering Extension

As an alternative to routing calls to the voice mail system, each mailbox user can set a covering extension that can be used when he or she is not available to answer calls.

Intercom Paging¹

If an incoming call to your extension is unanswered, the system will put the caller on hold and use an internal or external paging system to alert you to the call. You can then answer the call by just picking up any system phone and dialing a pick-up code.

Fax Detection

When a port receives a fax call (and a CNG tone is detected), the system will automatically transfer the call to the designated fax extension. This eliminates the need for a dedicated fax line. A second fax extension is supported when the first fax extension is not available.



Holiday Service

The system can accommodate up to 20 custom greetings for holidays and can be programmed to play the special greetings on those days.

Timed Reminder Setting

Subscribers can set a timed reminder and confirm the setting with the subscriber service. This allows you to:

- Set the time and Mode Hour: 1-12, Min: 00-59
- Cancel the time reminder
- Review current setting

Windows-Based Administration

The system comes with an easy-to-use Windows[®]-based programming tool that makes it easy to set up and maintain the KX-TVA Voice Processing System using a PC. The PC can be connected via a USB port or internal modem. Access to the system can be through your local or wide area network. Administration can also be maintained via the web.

Enhanced User Display with KX-TDA Interactive LCD Voice Mail Menus

Use the display on a Panasonic KX-DT300 series telephones to view, select and access the messages in your voicemail box.

When the KX-TVA Voice Processing System is added to a KX-NCP or KX-TDE System, the KX-DT300 telephone displays are interactive with the voice mail. As a unified platform, these products work together to share information including routing information and telephone key and display operations. No longer do you need to remember all the key codes to handle voice messages. When a user calls the voice mail to retrieve messages, the appropriate screen is displayed for the user to select a function.

In voicemail message screen one, you can receive and deliver messages, check message distribution, or check automated attendant status.

Use the navigation key to scroll and select messages. Menu options let you display caller ID information, so there's no need to play an entire message to get a call back number. Or record custom greetings with the push of a button, then quickly scroll and select the message that best fits the day's busy schedule.

The Message/Ringer Lamp lights to indicate when a call comes in or when a message has been received.

Navigation key allows you to scroll through the messages on the LCD display.

Soft keys are used in conjunction with the display to select a function.



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Main Menu
+ Receive Msg.
+ Deliver Msg.
+ R.R. Management
+ R.R. Status
EXIT ENTER
```

```
R.R. Status
+ Call Transfer Status
+ Covering Extn.
+ Msg. Reception Mode
+ Incomplete Handling
EXIT ENTER
```

```
3 Messages
+ ANDERSON RVV10 01:14P1
+ RVV10 01:59P1
+ RVV10 02:00P1
EXIT ALL ENTER
```

```
Personal Greeting
+ No Answer
+ Busy
+ After Hours
+ Caller ID
EXIT ENTER
```

```
ANDERSON ALLEN
201-540-7693
RVV09 02:56PM
OLD 00100106
SHIFT BOOK1 TRSF PLAY
```

Subscriber Features

Auto Receipt Confirmation
 Automatic Log-In (APT/DPT Integration Only)
 Autoplay New Message
 Bookmark
 Call Transfer Status
 Callback Number Entry
 Caller ID³ Callback (DPT Integration Only)
 Calling a Beeper (Pager)
 Delete Message Confirmation
 External Message Delivery Service
 Group Distribution List – Personal
 Group Distribution List – System
 Incomplete Call Handling Service
 Live Call Screening (APT/DPT Integration Only)
 Mailbox Capacity Warning
 Message Transfer
 One-touch, Two-way Transfer (DPT Integration Only)
 Personal Custom Service
 Personal Greeting for Caller ID (APT/DPT Integration Only)
 Personal Greetings
 Playback Volume/Speed Control
 Private Message
 Receive Message
 Message Recovery
 Remote Call Forwarding Set (DPT Integration Only)
 Subscriber Tutorial
 Temporary Personal Greeting
 Timed Reminder Setting (DPT Integration Only)
 Toll Saver (APT/DPT Integration Only)
 Two-way Record (APT/DPT Integration Only)
 Two-way Transfer (APT/DPT Integration Only)
 Unlimited Message Length
 Urgent Message
 VM Menu (DPT Integration Only)

System Features

Alternate Extension Group
 Auto Forwarding
 Automated Attendant
 Broadcasting Messages
 Busy Coverage Mode
 Call Transfer to Outside Line
 Caller ID³ Call Routing (APT/DPT Integration Only)
 Caller ID³ Screening (APT/DPT Integration Only)
 Caller Name¹ Announcement – Personal (APT/DPT Integration Only)
 Caller Name² Announcement – System (APT/DPT Integration Only)
 Class of Service (COS)
 Company Greeting
 Company Name
 Covering Extension
 Custom Service
 Daylight Saving Time Assignment
 Dial by Name
 DID Call Routing (DPT Integration Only)
 Email Integration
 Extension Group
 Fax Management
 Hold
 Holiday Service
 Intercom Paging (APT/DPT Integration Only)
 Interview Service
 List All Names
 Logical Extension (All Calls Transfer to Mailbox)
 Message Delivery, Internal

Message Reception Mode
 Message Waiting Notification–Device
 Message Waiting Notification–Lamp
 Multilingual Service
 No Answer Coverage Mode
 On Hold Announcement Menu
 Operator Service
 PIN Call Routing
 Play System Prompt After Personal Greeting
 Port Service
 Rotary Telephone Service
 Service Access Commands
 Service Groups
 System Clock
 System Prompts
 Time Service (day, night, lunch, and break)
 Trunk Service (Universal Port) (APT/DPT Integration Only)
 Voice Mail Service

System Setting Features

Auto Configuration (APT/DPT Integration Only)
 Custom Service Builder
 Default Mailbox Template
 Password Administration
 Recording by System Administrator
 Service Mode
 System Backup/Restore
 System Reports
 System Security
 Time Synchronization (DPT Integration Only)

Voice KX-TVA50 and KX-TVA200 Maximum Capacities and Specifications

		KX-TVA50	KX-TVA200
KX-TVA502	2-Port Hybrid Expansion Card	2	
KX-TVA524	Memory Expansion Card	1	
KX-TVA584	LAN Interface Card	1	
KX-TVA298	Modem Card	1	1
KX-TVA204	4-Port Digital Expansion Card		6
Initial Configuration and Expansion Capabilities			
No. of Ports	Initial Configuration	2	4
	Maximum	6	24
Recording Time	Initial Configuration	4 hours	1000 hours
	Maximum	8 hours	
Specifications			
Custom Services	Up to 100		
Number of Messages	Limited by Storage Time		
Length of Personal Greeting Message	Up to 360s (programmable)		
Message Retention Time	1 to 30 days (programmable)		
Maximum Message Length	1 to 60 minutes (programmable)		
Maximum Combined Length of Message per Mailbox	1 to 600 minutes (programmable)		
Number of Mailboxes	62 Subscriber + 2 Manager	1022 Subscriber + 2 Manager	
Power Source	100 V AC to 240 V AC, 0.25 A, 50 Hz/60 Hz		100 V AC to 240 V AC, 1.5A, 50 Hz/60 Hz
DC Input	9 V, 0.75 A (6.75 W)		40 V, 1.38 A (55.2 W)
Dimensions (W x H x D)	9 7/8" (W) x 12 3/8" (H) x 2 7/8" (D)		10 7/8" (W) x 14 7/8" (H) x 4 5/8" (D)

1- This brochure describes features that are available when Panasonic KX-TVA voice processing systems are digitally integrated with a Panasonic Digital Hybrid IP-PBX system. Some features may be available only when the systems are digitally integrated and digital telephones are utilized. See dealer for details.

2- Must be connected to a PBX that supports Message Waiting Lamp.

3- Requires subscription to Caller ID service offered by certain telephone companies for a fee.

www.panasonic.com/bts



COMMUNICATIONS

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