

| | | |
|---------------------------------------|---|---|
| Line Capacity: | 2-4 Ports | 0-12 Ports DPITS 0-6 Ports APITS |
| Dialing Method: | Tone/Pulse (10/20 pps) | Tone/Pulse (10/20 pps) |
| Flash Time: | 100/300/600/900 msec (programmable) | 100/300/600/900 msec (programmable) |
| CPC Detection: | None/6.5/150/300/450/600 msec (programmable) | None/6.5/150/300/450/600 msec (programmable) |
| Type of Line: | Loop Start | Loop Start |
| Extension Numbering: | 2 to 5 digits (programmable) | 2 to 5 digits (programmable) |
| Pause Time: | 1 to 9 sec. (programmable) | 1 to 9 sec. (programmable) |
| Message Waiting Lamp: | Programmable DTMF Sequence | Programmable DTMF Sequence |
| Main CPU: | 16-bit Microprocessor | 16-bit Microprocessor |
| System Recording Time: | Max. 18 Hours | Max. 32 Hours |
| Number of Mailboxes: | Max. 64 boxes | Max. 1024 boxes |
| Number of Messages: | Max. 100 messages/mailbox | Max. 100 messages/mailbox |
| Personal Greeting | | |
| Message Length: | 8 to 60 sec. (programmable) | 8 to 60 sec. (programmable) |
| System Message Retention time: | 1 to 30 days, or unlimited (programmable) | 1 to 30 days, or unlimited (programmable) |
| Maximum Message Length: | 1 to 6 min. (programmable) | 1 to 6 min. (programmable) |
| 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 | 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 |
| Connections— | | |
| Telephone Line: | Modular Connector (RJ-11C) (2-conductor wire) RS-232C Interface Port | Modular Connector (RJ-11C) (2-conductor wire) RS-232C Interface Port |
| Data Port: | | |
| Power Source: | AC 120V, 60Hz | AC 120V, 60Hz |
| Dimensions (H x W x D): | 18-7/16" x 12-7/8" x 4" | 18-7/16" x 12-7/8" x 4" |
| Weight: | 15.4 lbs. | 16.5 lbs. |

TVS Series Features & Services

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, Pause, Playback, Repeat, Rewind, Save, Scan, Skip |
| New message notification |
| Play previous message |
| Private messages |
| Reply to subscriber(s) |
| Time and date stamp |
| Transfer message with comments |
| Transfer message without comments |

System Features

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|---------------------------------------|
| All calls transferred to mailbox |
| Alternate extension transfer sequence |
| Auto message move/copy |
| Broadcast message |
| Call blocking |

| |
|--|
| Call screening |
| Call transfer status |
| Callback number entry |
| Class of service |
| Coverage mode: Busy, No answer |
| Covering extensions |
| Day/Night service |
| Daylight saving time assignment |
| Department dialing |
| Dial by name |
| Direct mailbox access (DPITS only) |
| External message delivery |
| External message delivery status |
| Fax management |
| Fax transfer |
| Group distribution lists: Personal, System |
| Groups mailbox |
| Hold call |
| Holiday service |
| Intercom paging notification (DPITS only) |
| Live call screening (DPITS only) |
| Live call screening, Remote (DPITS only) |
| Mailbox: General delivery, Guest, Interview, |

| |
|---|
| Message manager, Subscriber, System manager |
| Message waiting notification: Continuous, Lamp, Outdial, Pager, Scheduled |
| Multiple company greetings |
| Operator service, Day/Night |
| Recordable system prompts |
| Rotary telephone service |
| Service access commands |
| Service: Automated Attendant, Custom, Interview, Voice Mail |
| System clock |
| System prompts after personal greeting |
| System reports |
| Two-way record (DPITS only) |
| Two-way transfer (DPITS only) |

System Administration

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|---------------------------------|
| Auto configuration (DPITS only) |
| Integration: Digital, In-band |
| PC-based programming |
| Quick setup |
| System manager administration |
| Utility commands |

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Design and specifications subject to change without notice.

VOICE PROCESSING SYSTEMS

KX-TVS110 KX-TVS200

- ▶ Voice Mail Service
- ▶ Auto Attendant
- ▶ Live Call Screening
- ▶ Advanced Caller ID
- ▶ Two-Way Record

Panasonic KX-TVS Series voice processing systems help keep the lines of communications open and flowing with innovative features and flexibility to support today's rapidly changing communications needs. There are two systems from which to choose:

| System | Line Capacity | System Recording Time | Number of Mailboxes |
|-----------|-------------------------------------|-----------------------|---------------------|
| KX-TVS110 | 2-4 Ports | 18 hours | 64 |
| KX-TVS200 | 0-12 Ports DPITS 0-6 Ports APITS | 32 hours | 1024 |



Panasonic Puts You In Command

Panasonic KX-TVS Series voice processing systems offer much more than voice mail and automated attendant service. You also get versatile features and options, such as multi-lingual service and custom service that let you custom-design your system to meet your specific needs. Digitally integrating a Panasonic voice processing system with one of the Panasonic Digital Super Hybrid telephone systems* will provide additional advanced features that are only available from Panasonic.



Panasonic offers this unique combination of features when a Panasonic Super Hybrid System is digitally integrated with a Panasonic Voice Processing System.

Live Call Screening

Monitor your incoming calls while they are being recorded into your mailbox and, if desired, intercept the call. You can choose to hear your calls either through your telephone's speaker or, for privacy, through the handset.

Remote Live Call Screening

Gives you the freedom to monitor your calls from the handset of any cordless phone whenever you must leave your workstation. You choose whether to pick up the call or let it go to your mailbox.

Two-Way Record

Allows the recording of a conversation (or any part of a conversation) simply by pressing a button on your telephone. This feature is ideal for quickly and accurately capturing important or highly detailed information from a caller. Once recorded, you can transfer the content to your secretary or another mailbox. Convenient fast-forward and rewind functions make it easy to listen to and transcribe the recording.

Two-Way Transfer

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

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 just dialing a pick-up code from any system phone.

Direct Mailbox Access

Mailbox owners can retrieve new messages simply by pressing the Message Waiting button; no confusing log-in codes are required.

Automatic Configuration

Installation and interconnection are fast, easy, and cost-efficient. Upon start-up, a Panasonic Digital Super Hybrid System will automatically exchange information with the voice-processing unit to automate most of the programming parameters.

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.

Callback Number Entry

The system can collect the telephone numbers of your callers before, after, or instead of recording a message, and include it in your beeper notification. The caller's number will be displayed on your pager, allowing you to contact that person without first having to retrieve his/her message.

Call Screening

When this feature is utilized, the 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.

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.

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 last name.

External Message Delivery

Allows you to pre-record a message and specify the phone number to be called and the time and date for the message to be delivered. If the destination number is busy at the specified time, the call can be re-dialed up to 15 times. You can even program in a password to ensure that your message is delivered only to the appropriate party.

* This brochure describes features that are available when a Panasonic voice processing system is digitally integrated with a Panasonic Digital Super Hybrid telephone system. Some features may be available only when the systems are digitally integrated and digital telephones are utilized. See your dealer for details.

Panasonic lets you create a system to fit your business requirements with customizable service options.

Enhanced Message Notification

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

- ▶ The message lamp*** 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.

These notification methods can also be combined and programmed to operate in a specified sequence, so that the system can find you and alert you to important messages wherever you may roam.

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

Group Delivery

Provides an easy way to send messages and general announcements to multiple mailboxes, using a specific group designation or personal distribution list.

Message Transfer

Messages can be transferred to one or multiple mailboxes immediately after you've listened to them.

Night Service

You can vary the greeting a caller hears, as well as the options offered, according to the time of day.

Voice Prompts

Most system prompts can be recorded in your own voice, allowing the system to be customized to meet your needs.

System Reports

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

Customizable Service Options:

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.

Custom Service

Often used in conjunction with automated attendant service, custom service allows callers 1-digit access to department extensions, information announcements or other system features. For example, a caller could hear a menu as follows, "To hear our daily specials, press one...for directions, press two..."

Fax Detection

When a port receives a fax call (and CNG tones are detected), the system will automatically transfer the call to the designated fax extension. This eliminates the need for a dedicated fax line.

Voice Mail Service

The KX-TVS110 supports 64 and the KX-TVS200 supports 1024 individual, password-protected mailboxes that can hold up to 100 messages each. Each mailbox owner may record a general message, a message for "after-hours" use, and a "busy" greeting that lets the caller know if you're on the phone or away from your desk. After receiving messages, the system can notify you in several different ways (see ENHANCED MESSAGE NOTIFICATION.)

Interview Service

Allows you to set up a mailbox that will deliver, and record responses to, up to ten questions. Use this customer-friendly service to take orders, conduct surveys, collect suggestions, or to record requests for appointments.

Multilingual Service

All the necessary system recordings are factory programmed in English, but two other languages may also be recorded. The opening greeting can be set up to let the caller 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.

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.

Caller ID Name Announcement¹

Now, you don't even have to look at your phone to identify certain callers. With Caller ID Name Announcement, you can store up to 120 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.

Caller ID Personal Greeting¹

Up to four personal greetings can be recorded and assigned to specific telephone numbers. The recording is then played when that specific number calls.¹

Caller ID Call Routing¹

The System Administrator can assign up to 120 Caller ID numbers and program them to route the call to the desired extension, mailbox or custom service.

¹ Requires subscription to caller ID service offered by certain telephone companies for a fee.