KX-TVA50 / KX-TVA200
Voice Processing Systems

COMMUNICATION
S · Y · S · T · E · M · S

The Perfect Voice Processing System for Your Growing Business

- Affordable Voice Messaging
- Automated Attendant Service
- Complete Customization

Panasonic ideas for life

Versatility…Custom Design Your System

Panasonic KX-TVA Voice Processing Systems offer much more than voice mail and automated attendant service. You also get versatile features and options, such as bilingual 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 Hybrid IP-PBX Systems[1] will provide additional advanced features that are only available when connected to a Panasonic KX-TDA System.

Voice Mail Service
The KX-TVA50 supports 64 and the KX-TVA200 supports 1024 individual, password protected mailboxes that can hold a programmable number of messages each. Each mailbox owner may record a general 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.)

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

Custom Service
Often used in conjunction with automated attendant service, custom service allows callers 1-digit access to department extensions, information announce-ments or other system features. For example, a caller could hear a menu as follows, "To hear our daily specials, press one… for directions, press 2…"

Direct Mailbox Access[1]
Mailbox owners can retrieve new messages simply by pressing the Message Waiting button.

Subscriber Tutorial
The KX-TVA makes setting up your mailbox for the first time easy. When you access your voice mail for the first time the system will instruct you to set your password, record your name and record your personal greeting for the following: No Answer, Busy and After Hours greetings.

Bilingual Voice Prompts
All the necessary system recordings are factory programmed in 7 languages, but 3 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
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.

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

- The message lamp[2] 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 someone leaves a message in your voice mailbox the voice processing system automatically sends an email to your computer indicating that you have a message in your voice mailbox. The email lets you know, the date and time the message was received and includes the message in a wave file. When you open the email on your PC you can listen to the message and forward the message to anyone using email.

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.

Live Call Screening[1]
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.

Two-Way Record[1]
Allows the recording of a conversation (or any part of a conversation) by simply 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 and transcribe the recording.

Two-Way Transfer[1]
Allows you to record a live conversation into another person's 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.

Voice Mail Messages

KX-TDA50
Telephone System

KX-TVA50
Voice Processing System

Local Area Network (LAN)

LAN connection

Caller ID Callback[3]
When a caller leaves you a message, the PBX collects and modifies the caller's Caller ID[3] information and stores it in the voice mail system, if provided by the telephone company. When you retrieve the message you have the option of simply pressing one key to call the person back using the modified Caller ID[3] information stored in the system, making it very easy to return the call.

Caller ID[3] Name Announcement
Now, you don't even have to look at your phone to identify certain callers. With Caller ID[3] Name Announcement, you can store up to 200 pre-recorded audio messages that will be played through the telephone's handset, matching a Caller ID[3] number that is programmed with a pre-recorded message.

Caller ID[3] 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.[3]

Caller ID[3] / DID Call Routing
The system Administrator can assign up to 200 Caller ID[3] numbers and program them to route the call to the desired extension, mailbox or custom service.

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.

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.

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.

Intercom Paging[1]
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.

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.

Timed Reminder Setting
Subscribers can set a timed reminder and confirm the timed reminder setting from the subscriber service. Subscribers can do the following:

- Set the time and Mode Hour:1-12, Min:00-59, AM/PM,
- Cancel the timed reminded
- Review Current Setting

Windows-Based Administration
Designed primarily for the installer, the windows based programming tool has several convenient options for the system administrator to program and maintain KX-TVA Voice Processing systems. The system comes with an easy to use Windows®-based programming tool that includes a custom service builder. The PC can be connected using the built in USB port or (Internal Modem). In addition, you can also access the system utilizing your Local or wide area network. The KX-TVA administration can also be done via the web.

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

What could be more convenient than using the display on Panasonic KX-T7600 series telephone to view, select and access the messages in your voicemail box?

When the KX-TVA Voice Processing System is added to a KX-TDA System the KX-T7600 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. The added benefit is clear as day; you no longer need to remember all the key codes to handle voice messages. When a user calls the voice mail to retrieve their messages, the voice mail provides the appropriate screen display for the user to select a function.
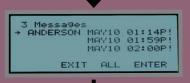
In the first voicemail message screen you now have the option to receive and deliver messages, check message distribution (mailbox management), or check the status of the automated attendant.

To check your "Received Messages" simply scroll down to that option and press the key, which brings you to the next screen displaying the "Received Messages". As you can see in the next sequence there is a message from Allen Anderson, along with the Caller ID information. Thanks to this feature you no longer have to wait until the end of someone's message to find out the person's call back information.

You can review each of your messages without listening to them, giving you the power to "Play", "Erase", or "Save" without spending the time listening to each one, you can easily organize and control all of your messages. It even allows you to set a personal greeting by simply pushing a button. Scroll through the "Automated Answer" screen and select the message to callers that best fits your busy schedule. With the LCD integrated voice mail menu, message control is at your fingertips!

```
Main Menu
→ Receive Msg.
  Deliver Msg.
  Mbx. Management
  A.A. Status
  EXIT          ENTER
```

```
3 Messages
→ ANDERSON MAY10 01:14P!
         MAY10 01:59P!
         MAY10 02:00P!

  EXIT  ALL  ENTER
```

```
ANDERSON ALLEN
201-348-7693
MAY09 03:36PM
OLD 00:00:06
------------
SHIFT BOOKM TRSF  PLAY
```

```
A.A. Status
→ Call Transfer Status
  Covering Extn.
  Msg. Reception Mode
  Incomplete Handling
  EXIT          ENTER
```

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

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

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

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

Panasonic Puts You in Command

Offering many unique combinations of features when a Panasonic Voice Processing System is integrated with a Panasonic Telephone System.

KX-TVA50 and KX-TVA200 Features

System Features		Subscribers Features	
Alternate Extension Group	Interview Service	Auto Receipt Confirmation	Receive Message
Auto Forwarding	List All Names	Automatic Log-In (APT/DPT Integration Only)	Message Recovery
Automated Attendant	Logical Extension (All Calls Transfer to Mailbox)	Autoplay New Message	Remote Call Forwarding Set (DPT Integration Only)
Broadcasting Messages	Message Delivery, Internal	Bookmark	Subscriber Tutorial
Busy Coverage Mode	Message Reception Mode	Call Transfer Status	Temporary Personal Greeting
Call Transfer to Outside Line	Message Waiting Notification–Device	Callback Number Entry	Timed Reminder Setting (DPT Integration Only)
Caller ID[3] Call Routing (APT/DPT Integration Only)	Message Waiting Notification–Lamp	Caller ID[3] Callback (DPT Integration Only)	Toll Saver (APT/DPT Integration Only)
Caller ID[3] Screening (APT/DPT Integration Only)	Multilingual Service	Calling a Beeper (Pager)	Two-way Record (APT/DPT Integration Only)
Caller Name[3] Announcement – Personal (APT/DPT Integration Only)	No Answer Coverage Mode	Delete Message Confirmation	Two-way Transfer (APT/DPT Integration Only)
Caller Name[3] Announcement – System (APT/DPT Integration Only)	On Hold Announcement Menu	External Message Delivery Service	Unlimited Message Length
Class of Service (COS)	Operator Service	Group Distribution List – Personal	Urgent Message
Company Greeting	PIN Call Routing	Group Distribution List – System	VM Menu (DPT Integration Only)
Company Name	Play System Prompt After Personal Greeting	Incomplete Call Handling Service	
Covering Extension	Port Service	Live Call Screening (APT/DPT Integration Only)	**System Setting Features**
Custom Service	Rotary Telephone Service	Mailbox Capacity Warning	Auto Configuration (APT/DPT Integration Only)
Daylight Saving Time Assignment	Service Access Commands	Message Transfer	Custom Service Builder
Dial by Name	Service Groups	One-touch Two-way Transfer (DPT Integration Only)	Default Mailbox Template
DID Call Routing (DPT Integration Only)	System Clock	Personal Custom Service	Password Administration
E-mail Integration	System Prompts	Personal Greeting for Caller ID (APT/DPT Integration Only)	Recording by System Administrator
Extension Group	Time Service (day, night, lunch, and break)	Personal Greetings	Service Mode
Fax Management	Trunk Service (Universal Port) (APT/DPT Integration Only)	Playback Volume/Speed Control	System Backup/Restore
Hold	Voice Mail Service	Private Message	System Reports
Holiday Service			System Security
Intercom Paging (APT/DPT Integration Only)			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-TVA594	LAN Interface Card	1	
KX-TVA296	Modem Card	1	1
KX-TVA204	4-Port Digital Expansion Card		6

Initial Configuration and Expansion Capabilities

		KX-TVA50	KX-TVA200
No. of Ports	Initial Configuration	2	4
	Maximum	6	24
Recording Time	Initial Configuration	4 hours	1000 hours
	Maximum	8 hours	

Specifications

	KX-TVA50	KX-TVA200
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)
Weight	4.41 lbs	9.7 lbs

1 - This brochure describes features that are available when a 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 your 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.

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