

Panasonic
ideas for life



KX-TVM50E & 200E

Voice processing systems for improved efficiency

Improve efficiency across the board with Voice Processing

Panasonic voice processing systems allow you to record, send and retrieve messages 24 hours a day, 7 days a week world-wide, as well as efficiently handling your telephone system traffic and internal communication needs.

The voice processing systems can improve the efficiency of your business, whether it be in sales, customer service, marketing, or human resources.

- Field sales representatives can call in their sales reports at any time of the day
- Customer lines can publicise sales, special promotions and general information
- Orders can be placed 24 hours a day
- Product or service information is available 24 hours a day
- Database information can be easily gathered
- Calls may be screened prior to connection to an extension without overloading a busy operator
- Conversations can be recorded and transcribed later

E-Mail integration

Voice mail messages received via the phone system are notified and can be played via your e-mail in-box. Each message will be time and date stamped. Caller, length of message, how many 'old' and 'new' messages in your mailbox, will be displayed. Voice mail messages can be deleted, saved as a WAV file to hard disk or forwarded as a WAV file as an attachment. This functionality allows users to manage both their voice mail and e-mail from the screen of their desktop PC.

LCD Prompts *

Control voice mail using a simple LCD menu (only available with KX-NT136, KX-T7636/7633) without listening to the voicemail for options. Messages can be selected, played and deleted using the visual prompts and the caller's information can also be displayed on screen.

Custom Menus for each extension

With KXTVM, individual extensions can be set up with their own custom menu options for callers to follow. Callers can leave a message or have their call forwarded to another extension or even an outside line, for example, another office or even a cellular telephone. Each extension user can set up the options they want to offer their callers.

External Message Delivery

Extension owners can have their messages recorded into voicemail and then have the KXTVM system call their cellular telephone to have the message delivered wherever they are.

Holiday setting capability

The systems can be programmed to handle calls differently (e.g. auto-attendant vs. voice mail) on official holidays, thereby providing suitable help to callers who call in during off-peak periods or holidays.

Automatic fax transfer

When you receive a fax call the system will automatically send the call to the designated fax extension – this eliminates the need to have a dedicated line for your fax. You can designate a second fax extension to handle overflow traffic from the first one.

Multilingual service

The systems can support up to five different languages. Callers may choose the language of their preference when they call in.

Live call screening

When this mode is activated, you can monitor incoming messages and decide whether or not to take the call.

Two-way recording

This feature allows an extension user to record a conversation in his or her 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.

Caller ID Intelligence

The KX-TVM50 and KX-TVM200 offer intelligent caller ID Routing which route callers by telephone number to specified extensions or services. Caller ID Call Screening will announce callers by name (max 30) or number. Both require Caller ID from the PBX. Calls can be routed to extensions or auto attendant prompts based on the DDI dialled or callers own PIN (Personal Identification No.).

Remote access

The owner of a mailbox can access the system remotely (when out of the office) to record new greetings, listen to messages and divert calls to voicemail (or elsewhere).

Voice mail specifications

	KX-TVM50E	KX-TVM200E
Total recording time	4hrs (standard) 8hrs (option)	1000hrs
Recording time per mailbox	unlimited	unlimited
Number of ports	Max. 6	Max. 24
Number of mailboxes	Max. 64	Max. 1024
Personal greeting length (programmable)	360 sec	360 secs
Message retention (programmable)	1-30 days or unlimited	1-30 days or unlimited
Extension numbering (programmable)	2-5 digits	2-5 digits
Message waiting lamp (programmable)	DTMF sequence/ DPT integration	DPT integration
Maximum message length (programmable)	unlimited	unlimited
Activity reporting – Mailbox List, Class of Service List, System Service Report, Call Account Report, Mailbox Usage Report, Memory Usage Report, Fax Call Report, Custom Service Report (not with KX-TVM50E), Call Handling, MSG status, Subscriber Set-up, Security Info, Hourly Stats, E-mail.		

The design and specification of the products is constantly changing in the interests of improvement. Whilst every care is taken in preparing this brochure, some changes may occur after publication. Please check with your Panasonic dealer for details. KXTVM Systems are only suitable for integration with KX-TA624, KX-TES824, KX-TD and KX-TDA Systems.

* Requires V2.01 S/W on KX-TDA Systems