

Panasonic

**Communication Systems
Appliance & Commercial Group
Panasonic Consumer Electronics Company**

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MARKETING MEMO

To: All Panasonic Dealers and Distributors
Date: 2/15/2004
**Subject: KX-TVS95, KX-TVS125, KX-TVS225 & KX-TVS325 Voice
Processing System Release**

We are pleased to announce the release of **4 new enhanced Voice processing Systems** the **KX-TVS95, KX-TVS125, KX-TVS225** and the **KX-TVS325**. This new line of voice processing systems feature a software upgrade to the previous systems that adds 25 new features and improvements that will make these systems program, easier to use easier to and sell. The following will briefly describe each of the enhancements included in this exciting new release.

New Features

Personal Custom Service

The subscribers (users) can set their own custom service as part of the personal greeting. The caller can program up to 7 call destinations each accessible by pressing one key on their telephone keypad. Calls can be transferred to:

- Another Mailbox
- Extension
- Outside Line
- Custom Service
- Voice Mail Service
- Auto Attendant

Subscriber/User Tutorial

To simplify the task of initial mailbox set up we have added a built in tutorial that walks the new subscriber (user) through the initial set up process, step by step. The tutorial will help the subscriber do the following:

- Set aPassword
- Record Owner's Name
- Record Personal Greetings (No answer, Busy and After Hours)

Caller ID Callback

If the message has Caller ID data, the subscriber can initiate a callback using the Caller ID number while retrieving the message. The subscriber can execute the call back anytime while the message is being played by pressing the digit 4. This feature can be denied or allowed through a new class of service “ Caller ID Callback” Yes/ No. *Default is NO.* The Caller ID information must be recognized and modified through the “Caller ID Modify” table to execute the Caller ID Callback. For example: the Central Office provides all 10 digits for the Caller ID number even if the call is local. To call back a local number the area code must be removed and the digit 9 must be added. The Caller ID Modify table must be programmed to perform this task.

Call Transfer to Outside Line

The voice processing system can now transfer a call to outside line with normal transfer or EFA (External Feature Access). Call Transfer to Outside Line is used for the following functions:

1. Custom Service
2. Call Transfer Service
3. Personal Custom Service
4. Caller ID Callback

Under 1,2 and 4 the outside number can be up to 32 digits in length, which includes; (1-9, *, #) and Pauses.

Save Message As New

While listening to a message, the subscriber can skip the message and save it as new message by pressing a DTMF command. This feature is useful when a mailbox is be shared by more than one person. You can listen to your messages leaving the other subscribers messages as new.

DID Call Routing

The feature allows you to route Direct Inward Dial (DID) numbers to the following destinations:

- Desired Extension
- Mailbox
- Custom Service

DID call routing operates similar to Caller ID Call Routing. The Voice Mail system must be programmed to recognize the DID number to route the call. This is done in a new DID call routing table. You can program up to 200 DID numbers. This feature will only operate when the voice processing is connected to TD1232/816-6,7 and TD500 V3,4M and the KX-TDA50/100/200 Version1.1 to be released in the near future and systems using DPITS integration.

Call Routing Per Time Service

In addition we have added the ability to route DID and Caller ID calls to different destinations based on the time. There are 4 different settings Day, Night, Lunch and Break modes.

Toll Saver

The feature allows a subscriber to check for new messages mailbox without incurring a charge for the call. With the addition of this feature we have added 2 delayed answer timers that are set by the systems manager.

- 1 Delayed answer time for **new messages** (5-60 seconds) default 12 seconds
- 2 Delayed answer time for **no new messages** (5-60 seconds) default 24 seconds

The way this feature works is; the subscriber calls into his or her mailbox. If the call is answered within 12 seconds (default) there is a new message in the mailbox. If call is *not* answered within 12 seconds, there are no new messages in the mailbox. The subscriber has up until 24 seconds to disconnect the call before it's answered, eliminating a charge for the call.

Toll Saver is a new Class of Service parameter with three program portions
No (Default) / "DID" / "Caller ID"

Remote Setting of Incoming Call Service

The system manager can now change the parameters of the port/trunk service easily through outside telephone access. In previous models the system manager could change only company greeting via calling into the system.

Transfer Sequence/ No Answer Time Setting per Subscriber

Each subscriber can have there own Transfer Sequence and Call Transfer No Answer Time. Both Transfer Sequence and Call Transfer No Answer Time can only be changed using the System Administrators terminal. The call transfer sequence can have up to 12 characters (D, F, R, S, T, W, X, A, 1-9, *, #). The Call Transfer No Answer Time can be set from 10 to 60 seconds.

Position of Message Envelope and Time & Date Stamp

The Voice Mail System provides a message "envelope" (Recorder's Name /Sender/Caller ID Number) and time & date stamp (When Message was recorded) when playing back each message. With this new release the subscriber has the ability to select the order in which the system provides this information. There are three different options:

- 1 Before Message the message envelope is played
- 2 After Message the message envelope is played
- 3 None (when none is activated the system does not provide any message information)

Call Transfer Service - Transfer to Mailbox

We have added “Transfer to Mailbox” option to Call Transfer Service. With this option calls can be routed to a mailbox directly without ringing the extension first. This new option is selectable in the “Call Transfer Status” settings. This option is available on a per subscriber basis.

Improved System Security

We have improved the security to access the Voice Processing System from a telephone for the System Manager and Message Manager. The system administrator controls the level of access by assigning passwords for both managers. In addition, the system administrator can program the system to automatically set a default password on all mailboxes when they are created.

Improved Auto Configuration

The Voice Mail system can now receive extension owners last name that is programmed into the PBX during the auto configuration. The extension names are used for the subscriber’s mailbox name. This simple change is a great time saver, in previous version this information was entered manually. This feature can be performed when the voice processing system is connected to the TDA200/100/50 version 1.1 and KX-TD500 V4M using DPITS integration only.

Turn System Prompt Off

The system administrator now has the ability to turn individual system and user prompts OFF and ON from the administrator’s terminal using a new system command “TURN”

Addition of Unlimited to Retention Time for New Messages

We have added the parameter “Unlimited” to Retention Time for New Messages. You now have the option of selecting the new message retention time from (1 to 30) days or unlimited.

Improved Mailbox Message Capacity

The mailbox capacity can now be assigned from 5 to 100 messages on a per mailbox basis. *The default is 100 messages.*

Addition of Unlimited to Retention Time for Saved Messages

We have added the parameter “Unlimited” to Retention Time for saved messages. You now have the option of selecting the saved message retention time from (1 to 30) days *or* (unlimited).

Improved Mailbox Capacity Maximum Message Time

We have added a parameter “ Unlimited “ to the Mailbox Capacity Maximum Message Time. You now have the option of selecting Mailbox Capacity Maximum Message Time from 5 to 100 Minutes *or* Unlimited.

Addition of TDA to PBX Type Selection

The **KX-TVS95, 125, 225 and 325** are compatible with the new **KX-TDA50/100/200** and **KX-TAW848**. The PBX selection table in programming now has the selection, “**KX-TDA/TAW series**”

Announcement for Transferring Calls to Another Operator

We have added a new message that tells the caller that the system is trying to reach next operator “*Now trying to reach the next operator*” when the first operator is either busy or does not answer the call.

Go to Custom Service Menu Service Access Command

A new service access command has been added, “Go to Custom Service” [#][2]. When this [#][2] is dialed followed by the custom service menu number and a [#], the caller will be transferred to the custom service menu immediately.

Improved Rotary Telephone Service

Calls from rotary telephone can be transferred to specified mailbox or specified extension. This is an improvement over previous systems where calls could only be transferred to a General Delivery Mailbox or operator’s extension

Improved Call Account Report

The call accounting report has been modified as follows:

Data storage capacity has been increased from 84 to 1092 entrees

Data Clear has been modified in previous systems the voice mail system automatically erased data after it was displayed. In this new version we give system manager the option to clear the data using a new prompt “ Call Account Report Clear”

The deletion of data once the maximum storage capacity is reached has been changed in previous models once the capacity reached 84 the system would automatically delete the first 10 records entered. In the new release once the 1092 storage capacity has been reached the first 84 entrees are automatically deleted.

New items are now stored in the Call Accounting report. In previous system models the mailbox number, call date and call duration times were stored. In this there are two new entrees, in addition to the current items, the new entrees that are stored are the type of outgoing call that was made by the voice processing system:

- Message Notification Call
- Caller ID Callback Call

New Feature Compatibility

The following chart lists all the new features showing their application with each of the new systems models and their compatibility with the version of Panasonic PBX system.

Voice Processing System Feature Compatibility Chart

FEATURE	TVS95	TVS125 TVS225 TVS325
Personal Custom Service	×	×
Subscriber Tutorial	×	×
Caller ID Callback	×	×
Call Transfer to Outside Line	×	×
Save Message As New	×	×
DID Call Routing * ¹	×	×
Call Routing per Time Service	×	×
Toll Saver	×	×
Remote Setting of Incoming Call Service	×	×
Transfer Sequence / No Answer Time Setting per Subscriber	×	×
Position of Message Envelope and	×	×
Time & Date Stamp	×	×
Call Transfer Service - Transfer to Mailbox	×	×
Improved of System Security	×	×
Improved Auto Configuration * ²	×	×
Turn System Prompt Off	×	×
Addition of Unlimited to New Msg. Retention	×	×
Improved Mailbox Message Capacity	×	×
Addition of Unlimited to Retention Time for Saved Messages	×	×
Improved Mailbox Capacity Maximum Message Time	×	×
Addition of TDA to PBX Type Selection	×	×
Announcement for Transferring to Next Operator	×	×
Go to Custom Service Menu Command	×	×
Improvement of Rotary Telephone Service	×	×
Improvement of Call Account Report	×	×

***1: With TD1232/816-6 and above, TD500 V3M and above only.**

***2: With TDA200/100/50 future version 1.1 and above; KX-TD500 V4M and above only.**

Carton Contents

The following is a list of items included inside the KX-TVS95, 125, 225 and 325 carton:

- 1 AC Power Cord
- 1 Subscribers Guide/Installation Manual on CD ROM
- 3 Mounting Screws with Washers
- 1 Mounting Template
- 1 Important Safety Instruction Sheet/Panasonic Service Center Directory Card
- 1-Quick Reference Cards

Upgrading

To upgrade an older TVS Voice Mail System to the latest software and features the system must be sent to the Panasonic Service Center in Atlanta. If upgradeable, the cost will vary depending on the vintage system you plan to upgrade from. To determine if a particular model can be upgraded and the cost of upgrading, please contact Panasonic Services Company, BTS Service Center, at 1-770 338 6550.