



Voice Processing System

KX-TVM50 **KX-TVM200**

Panasonic presents the TVM50/200 unified voice message systems with PBX CTI software.

TVM50/200 not only answer calls from customers while your out or on the phone, they also can promptly e-mail you messages that customers leave to any location or meeting where e-mail can be used.

And, when using CTI software (*1 Phone Assistant), messages callers leave while you're out can be easily opened, played, deleted or forwarded by e-mail on a PC, giving you a voice solution system that efficiently supports operations when you are out of the office.

*1 Ver1.7 or later

New Voice Mail Systems that Can Be Tailored to Your Needs

Overview of TVM50/200



Panasonic TVM (Voice Processing Systems) offer these many services. And it delivers new level of communication ease and efficiency that can help any business be more productive.

Attendant Services

- Automated Attendant
- Custom Service
- Interview Service
- Voice Mail Service
- Call Routing by CLIP/DID/PIN

Transfer Services

- 20 Extension Groups for Common Mailbox
- Call Transfer Status Setting
- Incomplete Call Handling Services

Mailbox Services

- Live Call Screening
- Two-way Recording
- Two-way Transfer
- Personal Custom Service
- Mailbox Group Distribution
- Broadcasting Message
- Caller ID Call Back
- Urgent Message Set
- Bookmark
- Playback Volume/Speed Control/Pause
- VM Menu on LCD
- New Message No. Display
- Subscriber Tutorial

Message Delivery Services

- External
- Internal
- E-mail
- External Delivery List
- Company Name Announcement

	KX-TVM50	KX-TVM200
Number of Ports	2 to 6	0 to 24
Voice Storage	Max. 8h	Max. 1000h
Number of Mailboxes	Max. 64	Max. 1024

Network service with CTI

- Voice mail Assistant with Phone Assistant

System Highlights

e-Message

Even while you're away from the office, the VPS will make sure you never miss a message. You can configure the VPS to notify you by e-mail when you've received new messages; you can then log in to your mailbox remotely and listen to your messages. Better yet, have the VPS send your new messages in telephone-quality WAV file

format as e-mail attachments, and listen to your messages without even picking up the phone! You can easily forward them by e-mail to other parties, and keep backup copies of those messages on your PC. Calling the office to check your messages is finally a thing of the past.

Voice mail Assistant (VMA)

Each subscriber of TVM system can access his/her Mailbox by VMA that is launched through PA.

A communication path is established by making a call from an extension to TVM system. The number of VMA clients which are accessible to TVM system at the same time depends on the number of installed TVM ports.

By using VMA, TVM system allows subscribers to operate followings:

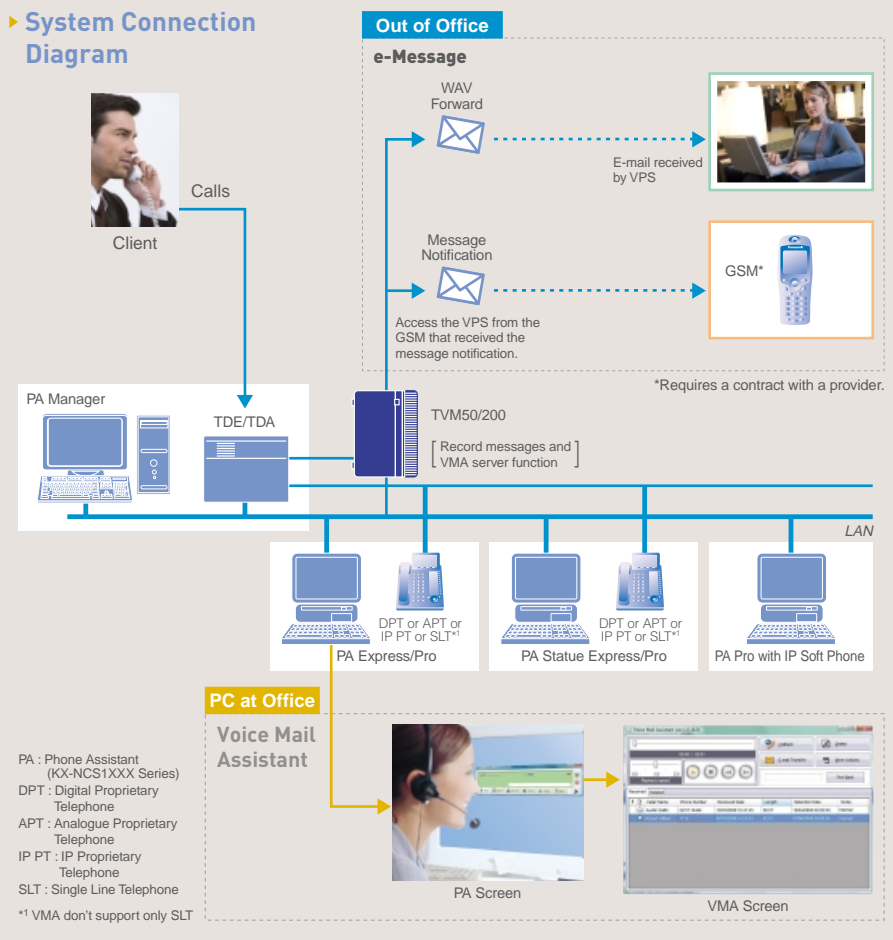
- Activate from PA
- Login to the TVM system as a subscriber
- Display subscriber's message information as a list
- Play a message via the extension
- Delete messages
- Change mailbox settings of a subscriber
- Export a message to PC
- Attach a message to E-mail
- Call back to a phone number added to a message

Voice Mail Menu on the LCD*2

For easier operation, Voice Mail menus and the number of new messages received can be displayed on the LCD screens of Proprietary Telephones. Users can retrieve messages.

*2 DPT Integration only

System Connection Diagram





▶ Standard Functions

▶ Voice Mail Service

The KX-TVM50 provides 64 password-protected mailboxes and the KX-TVM200 provides 1024. When callers reach your mailbox, they can hear a personal greeting that you recorded (in any language you want) and then leave a message. You can also set the system to automatically forward messages to a back-up mailbox, if desired.

▶ Automated Attendant Service

Answers incoming calls and routes the caller to the appropriate extension or department.

▶ Interview Service

The KX-TVM50 and KX-TVM200 can provide a kind of "interview service." You can record up to 10 questions and set the system up so that when someone calls, he or she is sent to the question-and-answer mailbox. The system will ask the questions and then record the caller's answers. This is ideal for such uses as taking mail orders, screening job applicants, or conducting surveys.

▶ Message Waiting Notification

This feature tells you when a caller has left a message in your mailbox. It can notify you in any of three ways: by lighting the "message waiting" lamp on your telephone; by sending a message to your beeper, either telling you to call your mailbox or actually providing the caller's number; or by calling you at a telephone number you specified in advance.

▶ Multilingual Voice Prompts

You can program multilingual voice prompts. The opening greeting can be set to let the caller choose a language, and you can even program different incoming phone lines to be answered in different languages. It's a great feature for global businesses.

▶ Direct Mailbox Access

Mailbox owners can retrieve new messages simply by calling from your extension or pre-registered telephone number. No confusing log-in codes are required.

▶ Useful Panasonic Functions

▶ Caller ID Call Routing

This feature automatically sends calls from pre-assigned Caller ID numbers, ("wild card" digits can be used) to a designated mailbox, extension, or Custom Service.

Routing can help your company provide better service in countless ways. For example, when an important customer rings, you can forward his call directly to your company's key contact. Have calls from your client in Paris forwarded to a mailbox with a greeting message in French. Or have calls from family members or friends sent to a private Custom Service menu just for them. You can even use Message Waiting Notification to call your beeper or mobile phone when someone has called and left a message in your mailbox.

▶ Caller Name Announcement

Now, you don't even have to look at your phone to identify certain callers. With this feature, you can store 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.

▶ Personal Greeting for Caller ID

Each subscriber can record up to four different personal greetings and designate up to eight Caller ID numbers to be directed to each greeting. For example, you could create one greeting message in German, and designate eight German customers. If any of them calls while you're away from your desk, they will automatically be sent to the mailbox with the German message.

▶ 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 dialling a pick-up code from any system phone.

▶ Scheduled Backup

Allows the System Administrator to back up or restore the following data as individual files: Program, System Parameters, System Prompts, Mailbox Prompts, and Mailbox Messages. And The specified data is backed up automatically at the specified times. Backup data can be saved as a file.

▶ KX-TVM50/200 Features List

System Features

- Alternate Extension Group
- Auto Forwarding
- Automated Attendant
- Broadcasting Messages
- Busy Coverage Mode
- Call Services
- Call Transfer to Outside
- Caller ID Call Routing (APT/DPT Integration Only)
- Caller ID Screening (APT/DPT Integration Only)
- Caller Name Announcement —Personal (APT/DPT Integration Only)
- Caller Name Announcement —System (APT/DPT Integration Only)
- Class of Service (COS)
- Company Greeting
- Company Name
- Covering Extension
- Custom Service
- Daylight Saving Time Assignment
- Dialling by Name
- DID Call Routing (DPT Integration Only)
- E-mail 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)
- Mailbox Groups
- 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
- Scheduled Backup
- Service Access Commands
- Service Group
- System Clock
- System Prompts
- Time Service
- Trunk Service (Universal Port) (APT/DPT Integration Only)
- Voice Mail Assistant
- Voice Mail Service

Subscriber Features

- Auto Receipt
- Automatic Login (APT/DPT Integration Only)
- Autoplay New Message
- Bookmark
- Call Transfer Status
- Callback Number Entry
- Caller ID Callback (APT/DPT Integration Only)
- Calling a Beeper
- Delete Message Confirmation
- External Message Delivery List
- External Message Delivery Service
- Group Distribution List —Personal
- Group Distribution List —System
- Incomplete Call Handling Service
- Live Call Screening (APT/DPT Integration Only)
- Mailbox
- 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
- Recover Message
- 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 Setting Features

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

▶ 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.

▶ Holiday Service

The system can play special greetings for holidays and special service settings can be programmed.

▶ Playback Volume / Speed Control

Subscribers can change playback volume or speed while listening to messages.

▶ 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.

▶ Live Call Screening

This lets you monitor incoming messages and decide whether to answer the phone or let the caller leave a message. It’s like having a telephone answering machine right at your desk.

▶ Two-Way Recording

This allows a subscriber to record a conversation (both the caller’s words and the subscriber’s own words) in his or her mailbox. Simply press the Two-Way Record key.

▶ Two-Way Transfer

This allows the subscriber to record a conversation into another subscriber’s mailbox. This is especially useful, for example, for companies that want their receptionists to personally record messages from callers.

▶ Solution for user



Travel Agency

Record important conversation

When customers call to make reservation or ask questions, travel agents take notes, but if they misunderstand what the customer says, it can lead to complaints or cancellations. In this case, Panasonic's VPS can record important calls by 2-way recording/2-way transfer. Calls can be played back over and over to make sure of the customer's demands and preserve their trust.



Transporter

Easy access to TVM50/200 by VMA

If a call comes in while working in the warehouse and you cannot answer it, Voice Mail answers it for you. Then, using Panasonic's wireless system, you can access Voice Mail to hear the message at a more convenient time, saving you a trip to the office to read the memo. Moreover, you can check e-mail and messages recorded by Voice Mail Assistance from nearby computers that are connected to the network, so that you can be efficient in your work.



Consulting Office

Record important messages

When talking details and complicated matters with a customer, it is hard to write everything down and, if the conversation goes long, you cannot respond to other customers.

In this situation, 2-way recording lets you record the call and check the details later.

Moreover, while you are on the phone, the VPS automatically saves the messages from other customers in your mailbox, so you can stay on top of other business opportunities and never inconvenience customers.



Important Customer

Increased reliability

For important customers, you can set extensions, mailboxes and mailbox groups by registering the telephone numbers in the VPS ahead of time, so that customers are not inconvenienced if you are out or on the phone when they call.



Sales office

Low-cost services

In an environment that saves incoming calls to Voice Mail and enables staff to check their e-mail remotely, sales offices often busied by customer rounds or meetings can check their mail and promptly respond to customer requests.



Hotel

Easy control to Voice Processing System

When checking out at the front desk of a hotel, room messages can be deleted by operating buttons on the Digital Proprietary Telephone.

▶ Benefit of TVM50/200

▶ Record important messages

▶ Low-cost services

- A lighter load for operators (lower labour expenses)
- Nighttime phone reception
- Filter functions = Efficient caller distribution

▶ Provide new services

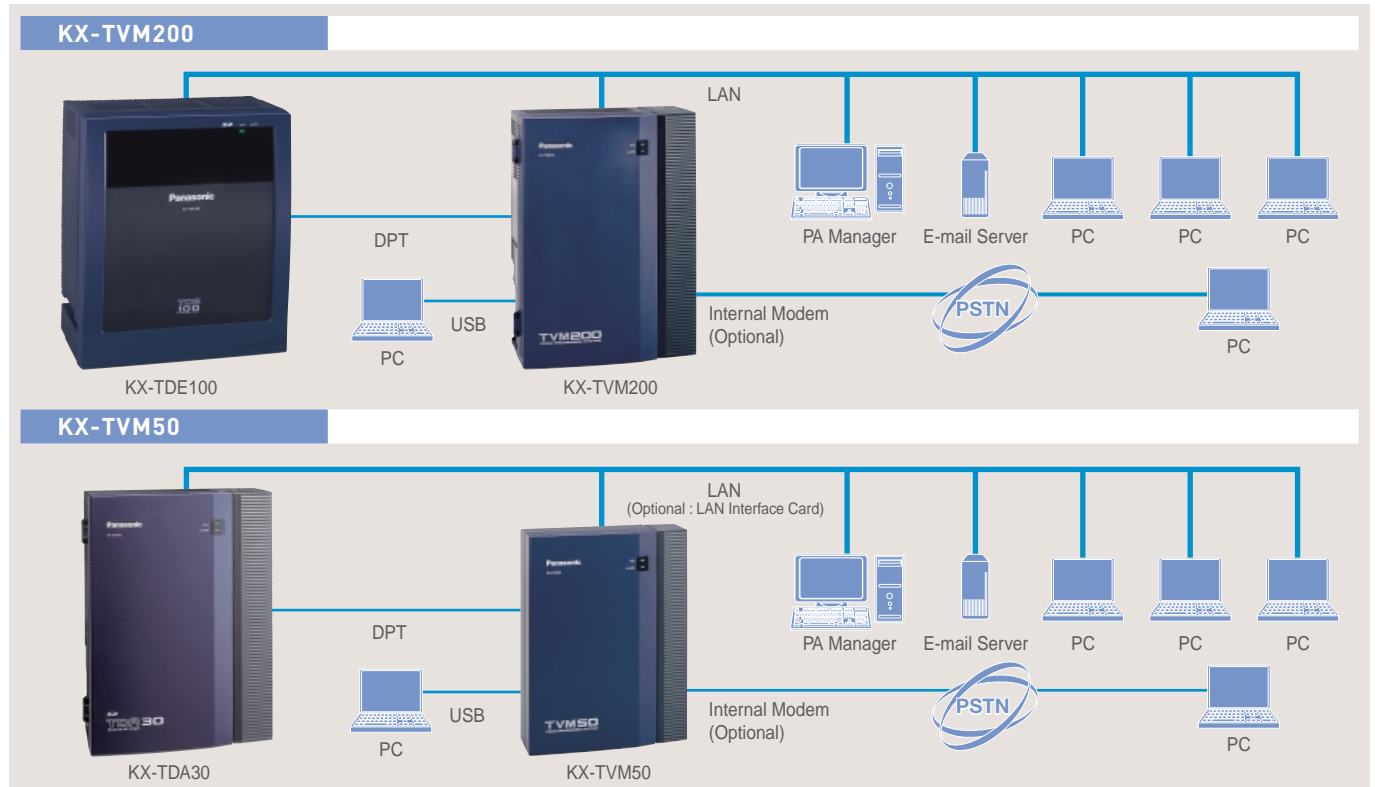
- New in-company communications
- A new form of in-company contact

▶ Increased reliability

- Get fast, accurate messages to your off-site staff
- Relay messages accurately

▶ Easy access to TVM50/200 by Phone Assistant (VMA)

Network Diagram



KX-TVM50/200 Specifications

	KX-TVM50	KX-TVM200
Number of Ports	2 to 6	0 to 24
Connectable PBX	Panasonic KX series PBX*	Panasonic KX series PBX
Extension Numbering	Up to 8 digits (programmable)	
Pause	100 to 9900msec (every 100 msec per unit)	
Message Waiting Lamp	Programmable DTMF sequence. Data line of APT/DPT interface	Data line of DPT interface
Voice Storage	Initial : 4h Max.:8h	Max. 1000 h
Number of Mailboxes (including System Manager and Message Manager mailboxes)	Max. 64	Max. 1024
Number of Messages	Unlimited	
Personal Greeting Messages	1 to 360 sec (programmable)	
Message Retention Time	1 to 30 days, or unlimited (programmable)	
Maximum Message Length	1 to 60 min. or unlimited (programmable)	
Activity Reporting	Custom Service Report, E-mail Report, Call Account Report, Port Usage Report, HDD/Memory Usage Report, Mailbox Usage Report, Fax Call Report, Mailbox Information Report, Call Handling Statistic Report, Message Status Report, Subscriber Setup Report, Security Information Report, Hourly Statistics Report	
Connections		
Telephone Line:	Modular connectors (2-conductor wire; 4-conductor in the case of DPT/APT integration)	Modular connectors (4-conductor wire)
Data Port:	USB Interface, LAN Interface	
Power Source	100V AC to 240V AC, 0.25A, 50/60Hz	100V AC to 240V AC, 1.5A, 50/60Hz
DC Input	9V, 0.75A (6.75W)	40V, 1.38A (55.2W)
Dimensions	249 x 316 x 74 mm	275 x 376 x 117 mm
Weight	1.3 Kg	2.9 Kg
Memory Media	Flash Memory	HDD
Remote Modem	Modem Card (Max. 33 600 bps)	

* With a SLT interface, the VPS is connected to other PBXs.

Optional Accessories

KX-TVM50		KX-TVM200	
KX-TVM502	2 - Port Hybrid Expansion Card	KX-TVM204	4 - Port Digital Expansion Card
KX-TVM503	2 - Port Digital Expansion Card	KX-TVM296	Modem Card
KX-TVM524	Memory Expansion Card		
KX-TVM594	LAN Interface Card		
KX-TVM296	Modem Card		

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