Panasonic
ideas for life
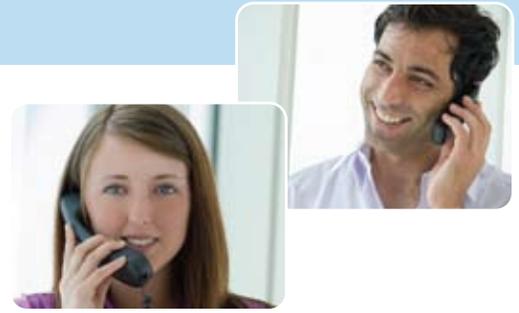
KX-TVM50/200 BROCHURE

EVERY
CALL
MATTERS

EVERY
CALL
MATTERS

ADVANCED
BUSINESS
COMMUNICATIONS

Panasonic presents the TVM50/200 unified voice message systems with PBX CTI software. The TVM50/200 systems not only answer calls from customers while you're out or on the phone, they can also promptly e-mail you messages that customers leave to any location or meeting where e-mail can be used. And, when using Panasonic Communication Assistant, messages that 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're out of the office.

▶ YOUR BUSINESS INVESTMENT - PROTECTED

The human voice is still the best way to communicate. And with the KX-TVM50 and KX-TVM200, Panasonic offers two feature-packed voice processing systems (VPS) designed for efficient communication.

The KX-TVM50 and KX-TVM200 each offer automated attendant, automatic call routing, and message notification, and each can be customized to your needs.

Other new features include: e-mail notification when a caller leaves a message; and the capability to attach voice messages to e-mail messages; and easier operation using the LCD on Proprietary Telephones (PT). Each model also comes with graphical-based software that makes it easy to create a Custom Service menu using a PC.

With the KX-TVM50 and KX-TVM200, Panasonic delivers new levels of communication ease and efficiency that can help any business be more productive.
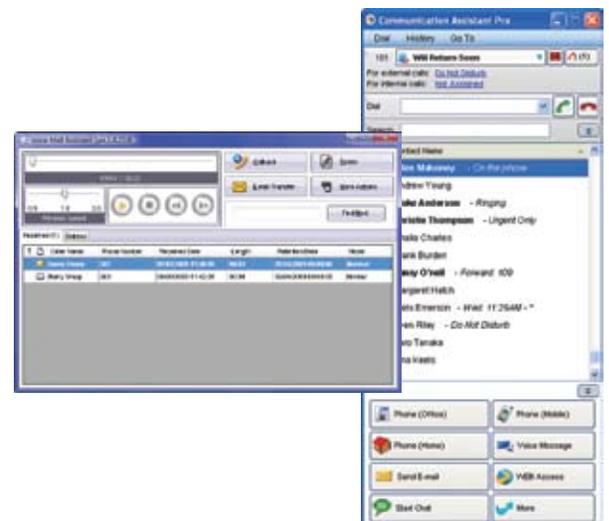
Communication Assistant with Voice Mail Assistant

▶ KX-TVM KEY FEATURES:

The KX-TVM50/TVM200 offer a host of voice messaging based features such as:

- Voice Messaging Service
- Automated Attendant Service
- E-Messaging [e-mail notification with voice message attachement]
- Interview Service
- Voice Mail Menu on LCD of system phones for Easier Operation
- Caller Name Announcement
- Caller ID / CLIP Based Greetings
- Call Screening
- Call Recording
- Holiday Service
- Fax Detection / Routing

With the KX-TVM50 and KX-TVM200 Panasonic delivers new levels of communication ease and efficiency that can help any business achieve higher productivity.


▶ CENTRALIZED VOICE MAIL

For networked multi-site deployments - centralized voice mail is possible for up to 8 networked IP PBX systems. Extension users from each branch site can forward calls when in busy or no-answer state to the central voice messaging system and access messages using Voice Mail (VM) access codes.

ADVANCED
BUSINESS
COMMUNICATIONS

▶ 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 email 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 to your cellphone or laptop 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.
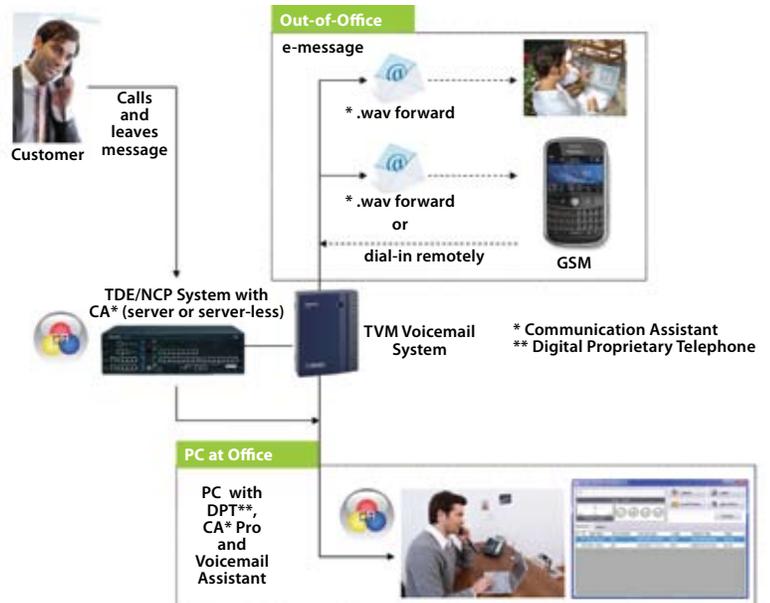
▶ VOICE MAIL ASSISTANT (VMA)

Each subscriber of TVM system can access his/her Mailbox by VMA that is launched through Communication Assistant.
A communication path is established by making a call from an extension to TVM system.
The number of VMA clients which are accessible to the TVM system at the same time depends on the number of installed TVM ports.

Out-of-Office
e-message
* .wav forward
* .wav forward
or
dial-in remotely
GSM

Customer
Calls and leaves message

TDE/NCP System with CA* (server or server-less)

TVM Voicemail System

* Communication Assistant
** Digital Proprietary Telephone

PC at Office
PC with DPT**, CA* Pro and Voicemail Assistant

STANDARD FUNCTIONS

▶ VOICE MAIL (VM) MENU ON THE LCD

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 or specify parameters.

▶ CUSTOM SERVICE

Thank you for calling Panasonic.
For English, press 1.
For French, press 2.

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For information on new products, press 1.
For technical support, press 2.
For information on training courses, press 3.
To send us a fax, press 4.

Using Custom Service, you can give callers 1-digit access to department extensions, special announcements, and other information.
The caller listens to the first Custom Service Menu, then selects from the options available.

▶ 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 have recorded 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 an "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 applications such as taking mail orders, screening job applicants, or conducting surveys.

USEFUL PANASONIC FUNCTIONS

▶ CALL ID CALL ROUTING

This feature automatically sends calls from preassigned 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.

▶ 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.

▶ 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.

▶ 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 French, and designate eight French customers. If any of them calls while you're away from your desk, they will automatically be sent to the mailbox with the French message.

▶ HOLIDAY SERVICE

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

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

▶ AUTOMATIC MESSAGE FORWARD / COPY MESSSAGE

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.

▶ PLAYBACK VOLUME / SPEED CONTROL

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

▶ FAX DETECTION

When a port receives a fax call, 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.

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 : 4 h Max.: 8 h	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 (optional on TVM50)	
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.

www.panasonic.ca

EVERYTHING MATTERS