

Panasonic

Voice Processing System

Getting Started

Model No. **KX-TVP50**

This manual will help you perform basic setup of the KX-TVP50 (with the KX-TA Advanced Hybrid System) without a personal computer.

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Introduction

Welcome to the world of the Panasonic Voice Processing System (VPS).

We are confident it will provide for your home or business many years of good service. For basic VPS functions, the VPS is easy to install.

This manual will help you get started. You do not need a PC. You can even activate **Live Call Screening** and **Two-Way Recording into Voice Mail** without PC programming (please see the Installation Manual and Operating Instructions (User Manual) of the KX-TA Advanced Hybrid System for details).

However, later, to get the most out of your investment, we strongly recommend that you use a PC for 2 reasons: (1) To read the Installation Manual, which is on the enclosed CD-ROM, and (2) to program the VPS for advanced features (such as Custom Service, Caller ID services, System Group Distribution Lists, Fax Management, Holiday Services, Department Dialling, and much more).

Terms Used in This Manual

Here are the important terms used in this manual:

AA - Automated Attendant (see Port Services).

APT - Analogue Proprietary Telephone. To program the PBX, we recommend you connect a display APT to JACK 01 of the PBX.

Auto Forwarding - allows unretrieved messages to be copied or forwarded to another mailbox.

beeper - wireless beeper (pager). You can be notified by beeper (pager) when you have messages. You can also be notified by telephone. Please see the S/G for details.

Caller ID - number identification of the party that originated the call. For this feature to operate, your PBX must be equipped with the Caller ID option.

COS - Class of Service. Each subscriber is assigned a COS (COS 1 by default). COS defines the restrictions on the subscriber, such as New Message Retention Time, or the features she can use, such as Message Notification.

DIL - Direct In Line; this is a PBX term. One exchange line rings one extension directly.

DIP switch - consists of 4 binary switches (see FIG. 1 on page 15). Sixteen combinations are possible. Each combination is called a "position" and is numbered; several positions are listed in FIG.2 on page 15. This DIP switch helps you configure the VPS.

GDM - General Delivery Mailbox — this is mostly intended for callers who use a rotary telephone and so cannot enter touchtone signals.

I/M - Installation Manual. A copy of this is on the CD-ROM. It is a complete guide to setting up the VPS.

Intercom Paging - audio paging through the PBX's paging system.

LCS - Live Call Screening. This is an exclusive Panasonic feature. Using an APT, you can monitor incoming calls like a TAM (telephone answering machine) and intercept them if required.

MWL - Message Waiting Lamp. The MWL on your APT will light up when you have a message.

PBX - a KX-TA Advanced Hybrid System. PBX stands for Private Branch Exchange.

PC - Personal Computer. Not needed for the procedures described in this manual.

Port Services - for greeting and guiding outside callers. There are 4 Port Services:

- (1) Custom Service — interactive menus for callers
- (2) AA Service — described on page 5
- (3) VM Service — described on page 5
- (4) Interview Service — Q&A for callers

This manual only explains how you can set up the VPS for AA Service and VM Service.

Terms Used in This Manual

power LED - light emitting diode. The VPS has a red LED on the front panel and it is an important system status indicator. When it is on and not blinking, the VPS is in the normal operating mode.

prompt - a greeting or remark which is played by the VPS to help verbally guide callers and subscribers. Prompts are recorded at the factory or can be recorded by the Message Manager.

S/G - Subscriber's Guide. Each subscriber should get a copy of this. A copy of the S/G is on the CD-ROM. The S/G explains all the important functions that the subscriber can program and use.

SLT - single line telephone. This is any regular tone type telephone. The main disadvantage of an SLT is that normally it does not have a MWL. So we recommend an APT with MWL for each subscriber.

subscriber - the VPS can hold messages for 30 subscribers. A subscriber is an owner of a mailbox.

Two-Way Recording into Voice Mail -

You can record conversations into your mailbox or a specified mailbox for future reference.

VM - Voice Mail (see Port Services)

VPS - Voice Processing System

What is AA (Automated Attendant) Service?

1. The outside caller is greeted (see Note ① below) and then asked to enter a PBX extension number (usually 3 digits in the case of the KX-TA Advanced Hybrid System):

*Please enter your person's extension.
To enter by name, press the hash sign and 1.*

Note

- This message is played 3 times. If the caller does nothing, the call goes to the operator, and then finally the General Delivery Mailbox:

*Welcome to General Delivery Mailbox.
Please leave a message at the tone.*

2. The VPS will ring the extension. If there is no answer, the caller will hear this:

*Sorry, no one is available to answer the call.
To leave a message, press 1.
To call the operator, press 0.
To enter another extension, press *.*

The VPS also takes appropriate action when the called extension is busy.

What is VM (Voice Mail) Service?

The outside caller is greeted (see Note ① below) and then asked to enter a mailbox number (by default, 3 digits):

*Please enter your person's mailbox number.
To enter by name, press the hash sign and 1.*

Note

- This message is played 3 times. If the caller does nothing, the call goes to the operator, and then finally the General Delivery Mailbox:

*Welcome to the General Delivery Mailbox.
Please leave a message at the tone.*

If many outside parties call from a rotary telephone, the GDM should be checked daily by the Message Manager and he should forward GDM messages to the right subscribers (see **Procedure - Part 3**).

Note ① : The greetings are: [248] *Good afternoon* or [249] *Good evening* or [250] *Good morning*, and [819] *Welcome to the Voice Processing System*. You can change these greetings — please see **Procedure - Part 3**.

What You Need

The components you need are shown in FIG.1 (on page 15). The APT is required to program the PBX. To set the DIP switch, you will need something long, sharp, and hard (such as a straightened out paper clip or a pen).

You should also have the Installation Manual and Operating Instructions (User Manual) for the PBX. It is expected that you know how to program the PBX from the APT.

The manual you are holding covers basic installation with the Panasonic KX-TA series PBX. For installation with a Panasonic KX-TD series PBX, please see the Installation Manual on the enclosed CD-ROM. Follow the procedure called "Quick Setup" as described in the Installation Manual.

Please decide if you want AA Service or VM Service. Your selection will be needed in **Procedure - Part 1**. In **Procedure - Part 3** you will learn how to change greetings (voice prompts).

Procedure – Part 1 (basic installation)

In this part, you will (I) prepare the PBX, (II) set up a mailbox for each subscriber of the VPS, and (III) select System/User 1/User 2 Prompts.

To begin with, **both the VPS and PBX must not be powered**. Their power LEDs should be off.

(I) Prepare the PBX

1. **Connect PORT 1 of the VPS to JACK 07 of the PBX with 4-conductor cable.**

If desired, connect PORT 2 of the VPS to JACK 08 of the PBX. Please see FIG.1. Utilisation of both ports is suggested if you expect a high traffic of callers. If you use JACK 08, a mailbox for Extn. 208 will not be created. Of course, no mailbox will ever be created for Extn. 207.

2. **Connect an APT to JACK 01 and turn on the PBX.** Confirm that the time and date are correct — this is important because this information will be transmitted to the VPS at a later stage.

If the time and date are not correct, make corrections with System Program [000] "Date and Time Setting".

3. If you want to **change the PBX extension numbering plan, change it now with System Program [009] "Extension Number Assignment"**. By default,

JACK 01=Extn.201	JACK 02=Extn.202	JACK 03=Extn.203
JACK 04=Extn.204	JACK 05=Extn.205	JACK 06=Extn.206
...etc...		

However, you can change these assignments to fit your needs.

For example, JACK 01 can be set to Extn.401 if you like.

Procedure – Part 1 (basic installation)

4. **From the APT, use System Program [130]** “Voice Mail 1 APT Port for KX-TVP50” **to enable APT integration** on PBX jack(s) (JACK 07 or JACKs 07 & 08). Follow the instructions in the PBX Installation Manual. If System Program [130] does not appear, then your PBX has old software — APT integration is not possible; you need to upgrade your PBX software; please contact your dealer or service centre.

5. **FOR IMMEDIATE VPS RESPONSE FOR INCOMING CALLS, PROGRAM THE PBX AS FOLLOWS:**

System Program [414]-[416] “Exchange Line Mode –Day/Night/Lunch”

–DIL on the VPS jack(s) (JACK 07, or JACKs 07 & 08)

In this case, calls from the outside will go directly to the VPS and the VPS will respond quickly.

- FOR OPERATOR BACKUP MODE FOR INCOMING CALLS, PROGRAM THE PBX AS FOLLOWS:**

System Program [414]-[416] – Normal

System Program [408]-[410] “Flexible Ringing Assignment –Day/Night/Lunch”

–specify the operator extension jack

System Program [411]-[413] “Delayed Ringing Assignment –Day/Night/Lunch”

–put 5 s/10 s/15 s delay on the VPS jack(s) (JACK 07, or JACKs 07 & 08)

In this situation, the operator extensions will ring. If it is not answered by the delay time, the VPS will take the call.

6. **Exit System Programming.**

(II) Set up a mailbox for each subscriber of the VPS

1. **Put the VPS DIP switch in position 5** (see FIG.2 on page 15). This setting (after powering up) will completely reset the VPS — all messages, all data, and all parameters will be cleared.
Be sure this is OK to do!

Note

- The system clock will not be affected and also User 1 and User 2 Prompts will not be erased.

2. **Plug in the power to the VPS.** The power LED should be on.
3. After about 1.5 min, the power LED will start to flash.
4. After about 2 min, the flashing should stop and the LED should stay fully lit. This completes system reset.
If the LED continues to flash, something is wrong. Check all your cables (see FIG.1 again as well); power off and on the PBX; and start again from (II) Step 1.
5. **Power off the VPS.**
6. If you want to **set all VPS ports for AA Service** (described on page 5), **put the DIP switch in position 10** (see FIG.2). If you want to **set all VPS ports for VM Service** (described on page 5), **put the DIP switch in position 11** (see FIG.2).
7. **Power on the VPS** and wait about 3.5 min.
8. This completes the creation of a mailbox for each extension.
Extn. 201's mailbox number is 201; Extn. 202's mailbox number is 202; Extn. 203's mailbox

Procedure - Part 1 (basic installation)

number is 203; etc. (There is no mailbox 207 and perhaps no mailbox 208.)

9. Restore the DIP switch to position 0 (see FIG.2).

10. Check the system: Pick up Extn. 201 and call the VPS (Extn. 207).

You should hear:

*You have zero new messages.
To receive the message, press 1.
To deliver a message, press 2.
To check the mailbox distribution, press 3.
For automated attendant status, press 4.
For mailbox management, press 5.
For other features, press 6.
To end this call, press *.*

If you do not hear this, something is wrong. Try again from (II) Step 1.

(III) Select System/User 1/User 2 Prompts

- 1. Please see Procedure – Part 3 (Step 3)** for a brief explanation of VPS voice prompts and decide what prompts you want to use. Then follow the steps below.
- 2. Power off the VPS.**
- If you want to **use System Prompts, set the DIP switch to position 12** (see FIG.2).
If you want to **use User 1 Prompts, set the DIP switch to position 13** (see FIG.2).
If you want to **use User 2 Prompts, set the DIP switch to position 14** (see FIG.2).
- 4. Power on the VPS** and wait about 3.5 min.
- 5. Restore the DIP switch to position 0** (see FIG.2).
- 6. The prompts you want will be activated.** Confirm this by calling the system.
- 7.** This completes “basic installation”. Proceed to **Procedure – Part 2**.

Procedure – Part 2 (things the System Manager should do)

The System Manager should execute some tasks to better initialise the VPS.

1. First, learn how to enter the System Manager's mailbox.

It is simple. **Call the VPS from any extension (SLT or APT) and dial**

[#][6][*][999]. You will hear this guidance (Main Menu of System Manager's Service):

You have (number) new message(s).
To receive the message, press 1.
To deliver a message, press 2.
To customise your mailbox, press 3.
To check the mailbox distribution, press 4.
For a system report, press 5.
For other features, press 6.
*To end this call, press * .*

2. **Assign a COS number (1 through 62) for each subscriber.**

By default, each subscriber is COS 1. Many capabilities for each subscriber are defined by the COS number. Many subscribers can be placed in the same COS, but some subscribers (for example) who need extra recording space would need to be in a separate COS. To change a subscriber's COS assignments and other mailbox settings, go to the Main Menu of System Manager's Service:

- (a) press 6 for other features;
- (b) press 1 for mailbox setup;
- (c) press 1 for assign or edit;
- (d) dial the mailbox number;
- (e) press 2 to accept the entry;
- (f) as each parameter is played, you can change it or accept it; these are the guidances that you will hear:

** Owner's name is not recorded.*
** Owner's extension is (extension number).*
** No letters have been specified[†].*
** Class of service number is (number).*
** Interview mailbox number is not assigned.*
** All calls transfer to mailbox disabled.*

[†]: This is the "Dial by Name" feature. If you specify the first 3 or 4 letters of the subscriber's last name, callers can reach his mailbox by dialling keys on the telephone keypad. For Q use key 7. For Z use key 9.

COS assignment is the fourth parameter from the top.

Procedure – Part 2 (things the System Manager should do)

3. For each COS number in use, adjust parameters as needed.

To change parameters, go to the Main Menu of System Manager's Service:

- (a) press 6 other features;
- (b) press 2 to set Class of Service;
- (c) dial the COS number (1 through 62);
- (d) as each parameter is played, you can change it or accept it; these are the guidances that you will hear:

Parameter	Default (COS 1)	Range
Personal greeting length is (time)	16 s	8-60 s (steps of 4 s)
New message retention time is (day)	14 days	1-30 days
Saved message retention time is (day)	5 days	1-30 days/unlimited
Message length is (time)	3 min	1-6 min
Maximum number of messages per mailbox is (number)	10	5-100
Total message time available per mailbox is (time)	10 min	5-100 min
Message retrieval order is	LIFO	LIFO/ FIFO
Message scanning with information is	disabled	enabled/disabled
Play system prompt after personal greeting	disabled	enabled/disabled
Use call waiting on busy signal	disabled	enabled/disabled
Message cancel for live call screening	enabled	enabled/disabled
Direct mailbox access	enabled	enabled/disabled
Intercom paging group number is (number)	1	1-9
Prompt mode is	user 1	system/user1/user2
Maximum number of caller IDs for caller name announce is (number)	30	0-30
Personal greeting for caller ID	enabled	enabled/disabled
Caller ID screen	enabled	enabled/disabled
Message notification	disabled	enabled/disabled
External message delivery	disabled	enabled/disabled
Auto forwarding	disabled	enabled/disabled

CAUTION

- The default value for New Message Retention Time is 14 days.
If some subscribers cannot check their mailboxes within this time, their COS setting should be changed (maximum 30 days).

Procedure – Part 2 (things the System Manager should do)

4. To **keep a record of COS assignments**, we recommend that you use a spreadsheet to organise your settings. For example, you could create columns for parameters and rows for COS numbers.
5. **If a subscriber forgets her password, the System Manager can delete it** so that the subscriber can select a new one.
To delete a password, go to the Main Menu of System Manager's Service:
 - (1) press 6 for other features;
 - (2) press 1 for mailbox setup;
 - (3) press 3 for resetting password;
 - (4) dial the mailbox number;
 - (5) press 1 to delete the password.
6. This completes Part 2 of the setup procedure.

Procedure - Part 3 (things the Message Manager should do)

As mentioned earlier, the Message Manager should check the GDM (Mailbox 998) daily and transfer messages to the right subscribers.

Here is the procedure:

1. Learn how to enter the Message Manager's mailbox.

It is simple. **Call the VPS from any extension (SLT or APT) and dial**

[#][6][*][998]. You might hear something like this (Main Menu of Message Manager's Service):

You have one new message.
To transfer general delivery mailbox messages, press 1.
To set up message waiting notification, press 2.
To customise your mailbox, press 3.
To set the clock, press 4.
To modify message, press 5.
*To end this call, press *.*

2. **Press 1 and follow the prompts.**

3. **Another task for the Message Manager is to record voice prompts.**

There are over 800 voice prompts (all listed in the I/M), and they come in 3 types:

- (1) **System Prompts** - in English (cannot be modified).
- (2) **User 1 Prompts** - not recorded (can be recorded by the Message Manager).
- (3) **User 2 Prompts** - not recorded (can be recorded by the Message Manager).

However, even if you use User 1 or 2 prompts, in many cases it is not necessary to record all the voice prompts (recording over 800 voice prompts is a big undertaking). When an external party calls AA service or VM service, she only hears some of the following prompts.

Therefore, it is necessary only to record (or modify) these prompts. Please change prompts as needed for your application. For example, prompt no. [819] could be "*Thank you for calling ABCD Travel*" instead of "*Welcome to the Voice Processing System.*" (The maximum length of a prompt is fixed at 6 minutes.)

[]=prompt number

Prompts common to VM and AA services

- [248] *Good afternoon.* (announced from noon to 6PM)
- [249] *Good evening.* (announced from 6PM to 3AM)
- [250] *Good morning.* (announced from 3AM to noon)
- [819] *Welcome to the Voice Processing System.*
- [674] *To enter by name, press the hash sign and 1.*
- [132] *Enter the first 3 or 4 letters of the person's last name.*
- [198] *For 'Q', press 7.*
- [199] *For 'Z', press 9.*
- [505] *Sorry, there are no more matching names.*
- [513] *Sorry, this name cannot be found.*
- [277] *Incorrect entry*
- [274] *If you are using a rotary telephone, stay on the line.*
- [618] *To call the operator, press 0.*
- [49] *Calling the operator*
- [417] *Please wait a moment.*

Procedure - Part 3 (things the Message Manager should do)

- [818] *Welcome to the general delivery mailbox.*
- [416] *Please leave a message at the tone.*
- [668] *To end recording, hang up or press 1 for more features.*
- [702] *To pause and restart recording, press 2.*
- [732] *To review, press 1.*
- [603] *To accept, press 2.*
- [678] *To erase and try again, press 3.*
- [614] *To add, press 4.*
- [677] *To erase and exit, press *.*
- [697] *To make this message private, press 1.*
- [392] *Otherwise, press 2.*
- [531] *Thank you for calling.*

VM prompts

- [413] *Please enter your person's mailbox number.*

AA prompts

- [412] *Please enter your person's extension.*
- [825] *You have a call.*
- [502] *Sorry, no one is available to answer the call.*
- [695] *To leave a message, press 1.*
- [672] *To enter another extension, press *.*
- [510] *Sorry, this line is busy.*
- [276] *If you would like to hold, press 1.*
- [622] *To cancel holding, press 2 now; otherwise, I'll try your party again.*

4. To change a prompt, do the following

- (1) Access the Main Menu of Message Manager's Service.
- (2) Press 5 to modify messages.
- (3) Press 6 to modify user prompts.
- (4) Press 1 to change User 1 Prompts, or press 2 to change User 2 Prompts.
- (5) To change specified prompts, go to Step (6).

To change several prompts in a row, please see Appendix D6 RECORDING MESSAGES in the I/M.

- (6) To change specified prompts:
 - a) Press 1.
 - b) Enter the prompt number.
 - c) The VPS plays the entered prompt number. Press 1 to change the prompt.
If a prompt has not yet been recorded, go to Step (6)f).

Note

- Press 2 to return to Step (6)b).
- Press 3 to turn off the specified prompt.

- d) The VPS plays the current recording. Press 1 to change the prompt.

Procedure - Part 3 (things the Message Manager should do)

Note

- Press 2 to keep the current recording — return to Step (6)b).

e) Press 1 to record a new prompt.

Note

- Press 2 to erase the current recording — return to Step (6)b).
- Press 3 to turn off the specified prompt — return to Step (6)b).

f) Record the prompt at the tone and press 1.

g) Press 2 to accept the prompt.

Note

- Press 1 to review the prompt.
- Press 3 to erase the prompt and try again.
- Press 4 to add a message.
- Press * to erase the prompt and return to Step (6)b).

h) Record other prompts by repeating Steps (6)b) through (6)g).

5. This completes Part 3 of the setup procedure.

FIG.1 - System Connection of VPS and PBX (example)

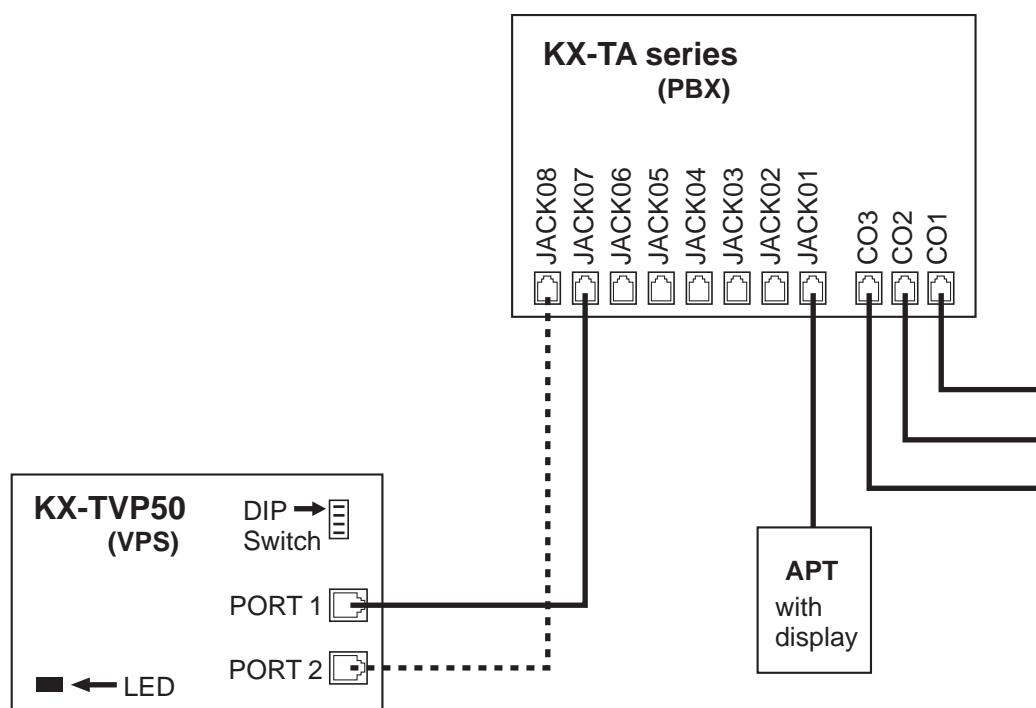
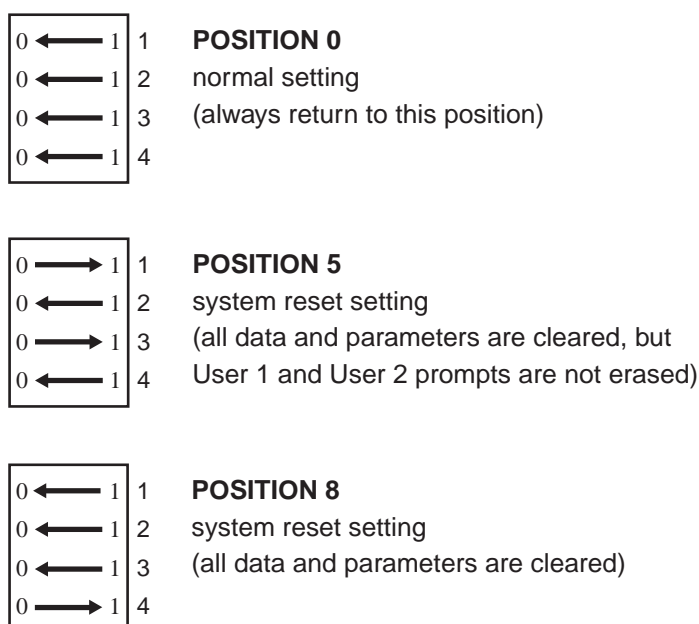
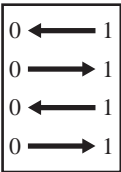


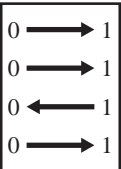
FIG.2 - VPS DIP switch positions and their functions



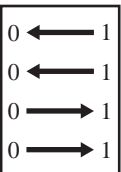
Information



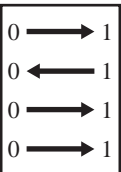
- POSITION 10**
- 1 Auto Configuration for AA setting
2 (mailboxes are created, and time and date are set)
3
4



- POSITION 11**
- 1 Auto Configuration for VM setting
2 (mailboxes are created, and time and date are set)
3
4

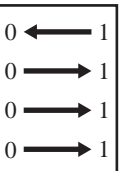


- POSITION 12**
- 1 System Prompts setting
2 (factory-recorded English prompts)
3
4
- Note**
- These prompts cannot be modified.



- POSITION 13**
- 1 User 1 Prompts setting
2 (factory-recorded prompts, such as Spanish or French, or
3 not recorded.)
4

- Note**
- You can modify or record these prompts.



- POSITION 14**
- 1 User 2 Prompts setting
2 (not recorded)
3
4
- Note**
- You can record these prompts.