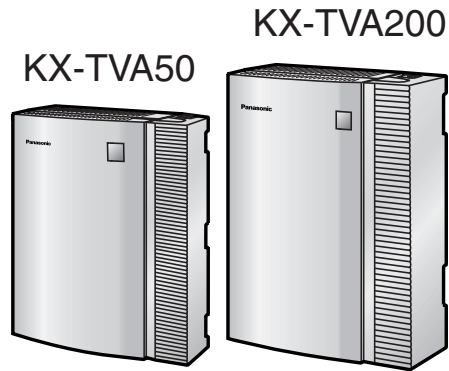


Panasonic Telephone Systems



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Voice Processing System Feature Manual

Panasonic KX-TVA50, KX TVA50, KXTVA50, TVA50, KX-TVA200, KX TVA200, KXTVA200, TVA200



Thank you for purchasing a Panasonic Voice Processing System.
Please read this manual carefully before using this product and save this manual for future use.

KX-TVA50/KX-TVA200: Version 1.0

Introduction

About this Manual

This Feature Manual is designed to serve as an overall reference describing the features of the Panasonic Voice Processing System. It explains what this VPS can do, and how to obtain the most of its many features.

The Feature Manual is divided into the following sections:

Section 1, Voice Processing System Overview

Provides an introduction to the Voice Processing System.

Section 2, Features

Describes the PBX integration features, system features, subscribers features, and system setting features.

Glossary

An alphabetical listing of features, terms, and abbreviations, as well as their definitions.

Index

An alphabetical listing of features and terms, as well as the page numbers of related sections.

About the Other Manuals

Installation Manual

The Voice Processing System Installation Manual provides instructions for installing the VPS hardware, configuring the connected PBX for use with the VPS, and getting started with the KX-TVA Maintenance Console software. Relevant sections from the Installation Manual are listed throughout this manual for your reference.

Programming Manual

The Voice Processing System Programming Manual is an overall reference for programming the VPS using KX-TVA Maintenance Console. It explains how to use KX-TVA Maintenance Console and obtain the most out of system administration. Sections from the Programming Manual are listed throughout this manual for your reference.

Subscriber's Manual

The Voice Processing System Subscriber's Manual describes how subscribers can access commonly used VPS features and functions with their extensions and mailboxes. Relevant sections from the Subscriber's Manual are listed throughout this manual for your reference.

Note

- This manual may refer to products not available in your country/area.
- For KX-TD500, KX-TDA series PBXs, the term "trunk (CO line)" used in this manual indicates a trunk (CO line) group.
- Depending on the model and/or the software version of the connected PBX, you may not be able to utilize some of APT/DPT Integration features described in this manual. For more information, call National Parts Center at 1-800-833-9626.

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- Every system programming setting can be accessed using a PC and the Panasonic KX-TVA Maintenance Console software. For programming details, refer to the on-line help which is installed along with KX-TVA Maintenance Console.

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Section 1

Voice Processing System Overview

1.1 What is a VPS?

1.1.1 Introduction to VPS Features

Description

The VPS handles incoming and outgoing calls. When a call comes in, it answers, forwards to appropriate extensions, takes and stores messages, and notifies subscribers when messages are left. Subscribers may send and transfer messages to other subscribers within the VPS. The VPS is easy to use, providing voice guidance (referred to as "system prompts") to callers, directing them to press certain buttons to access desired features.

Unlike handwritten messages or those left with answering services, VPS messages are confidential; they are stored in a mailbox and retrieved only with the subscriber's password. Other advantages of the VPS are clarity and accuracy, which are commonly lacking with written messages. The messages come directly from the caller, in the caller's own voice. To further ensure accuracy, the VPS allows the sender to correct or change messages before saving them. Messages can be erased or transferred by the recipient.

1.1.2 Basic Features

Description

Greeting Callers

The VPS greets callers with a prerecorded message that includes directions for leaving and editing messages. The VPS can list single-digit numbers for each available extension or mailbox. Callers who know the extension of the person they wish to reach may dial the extension number at any time. Callers with rotary phones are transferred to a preprogrammed destination, which is normally an operator or the General Delivery Mailbox.

Sending Messages

Callers can review and edit messages before leaving them in a mailbox. Subscribers can send messages to an individual or to several mailboxes at once. Extension users can also receive verification when messages they send to other subscribers have been received.

Receiving Messages

Subscribers can receive messages from outside callers and other subscribers. The total amount of recording time for all messages, as well as the maximum length of each message may be limited by the subscriber's Class of Service (COS). The VPS can notify subscribers when they have new messages by sending a beeper page, an e-mail, and even by calling subscribers' home or mobile phones. For subscribers who are on premises, the VPS can also light the message waiting lamp on their extension telephones. Subscribers can choose their preferred notification method.

If the VPS is connected to the PBX using APT/DPT Integration, subscribers can press a preprogrammed button to record their telephone conversations into their own mailboxes or into other subscribers' mailboxes.

1.2 System Administration, Management, and Use

1.2.1 System Administration

Description

System administration (programming, diagnosis, system prompt administration, etc.) can be performed with a PC running the KX-TVA Maintenance Console software. For more information, refer to the Programming Manual.

1.2.2 System Management

Description

System management can be performed with an extension telephone by the system manager and the message manager. For more information, see 6 System Manager's Guide in Subscriber's Manual.

An example of items which are programmed by the system manager include:

- Creating, editing, deleting, and resetting mailboxes
- Class of Service (COS) settings
- Service mode settings
- Changing the company greeting

An example of items which are programmed by the message manager include:

- General Delivery Mailbox maintenance
- Message notification settings
- Recording/deleting messages (system prompts, company greetings, custom service menus, system caller names, etc.)

1.2.3 Subscriber Use

Description

PBX users who are assigned a mailbox in the VPS are called subscribers. Subscribers can customize their mailboxes in the following ways:

- Sets their password
- Records their names
- Records Personal Greetings
- Enters Personal Group Distribution Lists
- Sets Personal Custom Service
- Sets Call Transfer Status
- Sets Covering Extensions
- Sets Message Reception Mode
- Sets Incomplete Call Handling Status
- Sets Message Waiting Notification
- Records questions for an interview mailbox

Section 2

Features

2.1 PBX Integration Features

2.1.1 Integration Types

Description

In order for the VPS to function, it must be integrated with the PBX it serves. The type of integration that is used determines how voice (caller messages, VPS prompts, etc.) and data (extension status, button presses, etc.) are sent between the VPS and the PBX.

Depending on the model and/or the software version of the connected PBX, you may not be able to utilize some of the features. For more information, call National Parts Center at 1-800-833-9626.

DPT Integration

When the VPS and PBX use DPT Integration, voices and data are sent digitally. DPT Integration provides certain VPS features which are not available with analogue integration (i.e., Inband Integration), including:

- Auto Configuration
- Automatic Log-in
- Caller ID Call Routing
- Caller ID Screening
- DID Call Routing *
- Caller Name Announcement (System/Personal)
- Intercom Paging
- Live Call Screening
- Personal Greeting for Caller ID
- Service Mode (PBX Control Mode)
- Trunk Service (Universal Port)
- Remote Call Forwarding Set *
- Time Synchronization with PBX *
- Timed Reminder Setting *
- Two-way Record
- Two-way Transfer

* available for DPT Integration only

APT Integration (KX-TVA50 only)

When the VPS and PBX use APT Integration, voices are sent using analogue technology, and data is sent digitally. APT Integration provides certain VPS features which are not available with analogue integration (i.e., Inband Integration), including:

- Auto Configuration
- Automatic Log-in (except DID setting)
- Caller ID Call Routing
- Caller ID Screening
- Caller Name Announcement (System/Personal)
- Intercom Paging
- Live Call Screening

- Personal Greeting for Caller ID
- Service Mode (PBX Control Mode)
- Trunk Service (Universal Port)
- Two-way Record
- Two-way Transfer
- Toll Saver

Inband Integration (KX-TVA50 only)

When the VPS and PBX use Inband Integration, voices are sent using analogue technology and data is sent to the VPS through the use of standard audio signals, such as DTMF tones, busy signals, ringback tones, etc.

2.2 System Features

2.2.1 Alternate Extension Group

Description

A group of extensions that require a different call transfer sequence than other extensions and are therefore placed into a separate group.

Programming Manual References

"Alternate Extension" in 2.4.3 Parameters

2.2.2 Auto Forwarding

Description

Moves or copies unplayed messages from one mailbox to another after a specified period of time has passed. This feature is only available when "Yes" is set for "Active" in "2.1.6 Auto Forwarding" in Mailbox Settings. A message can be forwarded up to 9 times, and forwarding stops at the 9th designated mailbox. Note that you cannot auto forward messages to the Mailbox Group, and messages marked as "private" cannot be forwarded. Also, a message is never forwarded to the original sender of the message.

Programming Manual References

2.1.6 Auto Forwarding

2.2.3 Automated Attendant

Description

Allows you to direct incoming calls without the use of an operator. Callers can be redirected to the desired extension in one of the following way: (1) dial extension numbers directly, (2) spell the name of the desired party using the dial keys on their telephones (refer to 2.2.18 Dialing by Name), or (3) listen to all subscriber names and select the desired extension (refer to 2.2.27 List All Names).

Automated Attendant (AA) answers incoming calls and redirects them to the desired extension based on numbers dialed by callers.

When calls from extensions are transferred to other subscribers, "Transferring you to (name)." can be heard by callers before the calls are transferred. This feature is not available when the name of called party is not recorded.

The service can be programmed for Day, Night, Lunch, and Break time modes, and is available for both Port and Trunk Services.

Callers will reach Automated Attendant Service when:

- a) The **Incoming Call Service** of a trunk or port is set to "Automated Attendant" (refer to "Incoming Call Service" in 2.3.1 Service Group in the Programming Manual).
- b) The **Service** of Holiday Service is set to "Automated Attendant" (refer to "Service" in 2.4.2 Holiday Settings in the Programming Manual).
- c) They press [#8] (Automated Attendant Service Access Command) during a call.
- d) A Custom Service or Personal Custom Service option is set to transfer callers to Automated Attendant Service (refer to 2.1.8 Personal Custom Service or 2.4.4 Custom Service in the Programming Manual).
- e) A subscriber transfers the caller to Automated Attendant Service.

Programming Manual References

"Automated Attendant" in 2.4.3 Parameters

2.2.4 Broadcasting Messages

Description

Allows the System Manager to deliver the same message to all VPS subscribers' mailboxes simultaneously. Broadcast Messages have priority over other regular or urgent messages during playback, but otherwise are treated like regular messages. They are not treated as "Urgent" messages; if "Only Urgent Messages" is selected as the Notification Type in the Notification Schedule setting, the Message Waiting Notification is not activated when a Broadcast Message is received.

Conditions

- This feature is only available to the System Manager.

Subscriber's Manual References

6.7 Delivering Messages

2.2.5 Busy Coverage Mode

Description

Specifies how the VPS will handle calls to an operator when the line is busy. The Busy Coverage options that are available include: Hold, No Answer Coverage, Call Waiting, and Disconnect Message.

Programming Manual References

"Busy Coverage Mode" in 2.4.3 Parameters

2.2.6 Call Services

Description

Include a series of both incoming and outgoing call services.

Incoming Call Services: Automated Attendant Service, Voice Mail Service, Interview Service, Custom Service.

Outgoing Call Services: Message Waiting Notification and External Message Delivery.

Programming Manual References

"Call Service" in 2.3.1 Service Group

2.2.7 Call Transfer to Outside

Description

Enables the VPS to transfer a call to a trunk (CO line) from the following services:

- Custom Service
- Call Transfer Service
- Personal Custom Service
- Caller ID Callback

Conditions

- This feature is not supported when the PBX cannot transfer incoming trunk (CO line) calls to a trunk (CO line). The following PBXs do not support this feature:
 - KX-TA624
 - KX-TDA/KX-TAW series (MPR Version 1.1 or later is required.)

Programming Manual References

"Call Transfer to Outside" in 2.2.2 Personal Options

"Transfer to Outside" in 2.5.4 Parameters

Subscriber's Manual References

5.15 Assigning and Canceling Telephone Numbers for Call Transfer to Outside Line

6.3 Setting Class of Service (COS) Parameters

2.2.8 Caller ID Call Routing (APT/DPT Integration Only)

Description

Allows the System Administrator to store a maximum of 200 telephone numbers and assign a specific destination (extension, mailbox, Mailbox Group, or Custom Service) to each telephone number. When Caller ID information is received that matches one of the stored telephone numbers, the call is automatically directed to its destination. Calls that are "Private" (when the caller's number is not received) and "Out of Area" (when the caller is calling from an area that does not support Caller ID) can also be directed to a specific extension, mailbox or Custom Service.

Conditions

- The Company Greetings will not be played for callers when calls are routed by this feature.

Programming Manual References

2.4.1 Caller ID/DID/PIN Call Routing

2.2.9 Caller ID Screening (APT/DPT Integration Only)

Description

Allows the VPS to announce the name of the caller when transferring a call to an extension from a preprogrammed caller (Ex. "You have a call from [name of caller]."). Caller names must be recorded beforehand. Caller names can be recorded by each subscriber (Caller Name Announcement—Personal) and for the entire VPS (Caller Name Announcement—System).

Conditions

- This feature is only available when "Yes" is set for "Caller ID Screen" in the Class of Service (COS) settings.
- If the same telephone number is programmed for both the system and personal caller name announcement, the VPS will announce the personal caller name.

Programming Manual References

"Caller ID Screen" in 2.2.2 Personal Options

Feature Manual References

2.2.10 Caller Name Announcement—Personal (APT/DPT Integration Only)

2.2.11 Caller Name Announcement—System (APT/DPT Integration Only)

Subscriber's Manual References

6.3 Setting Class of Service (COS) Parameters

2.2.10 Caller Name Announcement—Personal (APT/DPT Integration Only)

Description

Allows subscribers to store a maximum of 30 telephone numbers and record a caller name for each telephone number. The caller name is announced when playing a message in their mailbox from one of the preprogrammed callers, when the VPS directs a call to the subscriber from one of the preprogrammed callers (Caller ID Screening), and when the VPS pages the subscriber by intercom (Intercom Paging).

Conditions

- If the same telephone number is programmed for both the system and personal caller name announcement, the VPS will announce the personal caller name.

Programming Manual References

"Number of CIDs for Caller Name Announcement" in 2.2.1 Class of Service

Subscriber's Manual References

5.11 Personal Caller Name Announcement
6.3 Setting Class of Service (COS) Parameters

2.2.11 Caller Name Announcement—System (APT/DPT Integration Only)

Description

Allows the System Administrator to store a maximum of 200 telephone numbers and record a caller name for each telephone number. The caller name is announced when playing a message in their mailbox from one of the preprogrammed callers, when the VPS transfers a call to the subscriber from one of the preprogrammed callers (Caller ID Screening), and when the VPS pages the subscriber by intercom (Intercom Paging).

Conditions

- If the same telephone number is programmed for both the system and personal caller name announcement, the VPS will announce the personal caller name.

Programming Manual References

2.5.3 System Caller Name Announcement

Subscriber's Manual References

6.3 Setting Class of Service (COS) Parameters

2.2.12 Class of Service (COS)

Description

Each mailbox is assigned a Class of Service (COS) that determines the set of services that are available to its subscriber.

There are 64 classes. Mailboxes can be assigned to their own or to the same COS as needed. COS No. 63 and 64 are assigned by default to the Message Manager and to the System Manager, respectively. No other mailboxes can be assigned to COS No. 63 and 64.

Conditions

- The System Administrator (using a PC) and the System Manager (using a telephone) can change COS assignments.

Programming Manual References

2.2 Class of Service

Subscriber's Manual References

6.2 Setting Up Mailboxes

6.3 Setting Class of Service (COS) Parameters

2.2.13 Company Greeting

Description

Is a prerecorded message designed to greet all incoming callers and provide relevant information. A maximum of 32 Company Greetings can be recorded, and a Company Greeting can be assigned for each time mode (day, night, lunch, and break) and holiday for each Service Group. The start time of morning greeting, afternoon greeting, and evening greeting can be set.

Conditions

- The System Manager can change the Company Greeting setting remotely by simply calling the VPS (see 6.6 Changing the Company Greeting and Incoming Call Service Setting in Subscriber's Manual).
- The System Administrator can assign specific greetings for holidays.

Programming Manual References

"Company Greeting No." in 2.3.1 Service Group
"Company Greeting No." in 2.4.2 Holiday Settings
"Daily Hours Setting" in 2.5.4 Parameters

Subscriber's Manual References

4.4 Receiving External Delivery Messages
6.6 Changing the Company Greeting and Incoming Call Service Setting
7.6 Recording Messages

2.2.14 Company Name

Description

Is used by External Message Delivery Service when the intended receiver enters the password incorrectly 3 times. The VPS announces the Company Name so that the receiver realizes what company placed the call to him or her.

Subscriber's Manual References

7.6 Recording Messages

2.2.15 Covering Extension

Description

Forwards calls to a second extension when the first extension's subscriber is not available to take the call. The caller can also access the Covering Extension by pressing [0] while a Personal Greeting is being played, or while leaving a message.

Programming Manual References

"Covering Extension" in 2.1.3 Mailbox Parameters

Subscriber's Manual References

5.3 Assigning Your Covering Extension

2.2.16 Custom Service

Description

Allows callers to perform specific functions by pressing dial buttons on their telephones while listening to voice guidance (Custom Service Messages). Callers can be guided to an extension, mailbox, outside destinations (including cell phones), operator, fax machine, other Custom Services etc., without the assistance of an operator.

Each Custom Service can consist of several selections which callers can select using the dial buttons on their telephone dial keys (0 to 9, *, and #).

Custom Service Messages ("Press 1 for Sales, press 2 for Service...", etc.) can be recorded by the System Administrator or the Message Manager. In total, a maximum of 100 Custom Services can be created.

Calls can be handled by Custom Service by:

- Setting the **Incoming Call Service** of a trunk or port is set to "Custom Service" and specifying a Custom Service number (refer to "Incoming Call Service" in 2.3.1 Service Group in the Programming Manual).
- Setting the **Service** of Holiday Service is set to "Custom Service" and specifying a Custom Service number (refer to "Service" in 2.4.2 Holiday Settings in the Programming Manual).
- Custom Service/Personal Custom Service: A Custom Service can be assigned to one of the available options provided by another Custom Service or Personal Custom Service. After pressing the appropriate dial key, the caller is sent to assign Custom Service.

Custom Services can be created and edited using the Custom Service Builder utility of KX-TVA Maintenance Console (refer to 2.4.4 Custom Service in the Programming Manual).

Programming Manual References

2.7.8 Custom Service Report

2.4.4 Custom Service

Subscriber's Manual References

7.6 Recording Messages

2.2.17 Daylight Saving Time Assignment

Description

Adjusts the VPS's clock on the preprogrammed days for Daylight Saving Time. Both a start and end date for Daylight Saving Time must be programmed.

Programming Manual References

"Daylight Saving Time" in 2.5.4 Parameters

2.2.18 Dialing by Name

Description

Allows the caller to be connected to the desired subscriber's mailbox or extension by searching for the subscriber by name. Using the dialing keys, the caller can enter the first few letters of the subscriber's first and/or last name. The VPS searches for possible matches and offers to connect the caller with the subscriber. Subscriber names are included or excluded from the Directory Listing according to their Class of Service (COS).

Conditions

- The System Administrator can change the Name Entry Mode (first, last, or full name entry) in Service Settings.

Programming Manual References

"First Name" and "Last Name" in 2.1.3 Mailbox Parameters

"Directory Listing" in 2.2.2 Personal Options

2.2.19 DID Call Routing (DPT Integration Only)

Description

Allows the System Administrator to store a maximum of 200 DID numbers and assign a specific destination (extension, mailbox, Mailbox Group, or Custom Service) to each telephone number. When a DID number is received that matches one of the stored telephone numbers, the call is automatically directed to its destination.

Conditions

- The Company Greetings will not be played for callers when calls are routed by this feature.
- This feature is only available for the following PBXs using DPT Integration.
 - KX-TD816 (P311Q or higher)
 - KX-TD1232 (P211Q or higher)
 - KX-TD500 (V4M or higher)
 - KX-TDA series* (MPR Version 1.1 or higher)
 - * except KX-TDA50

Programming Manual References

2.4.1 Caller ID/DID/PIN Call Routing

2.2.20 E-mail Integration

Description

Enables subscribers (including the message manager) to be notified by e-mail when they have new messages. The notification will contain the message sender's information, the length of the message, and the number of messages (new/old). Subscribers can choose to have the voice message attached to the e-mail notification, and can also select to have the voice message deleted after it has been sent by e-mail. Subscribers must designate their e-mail addresses (up to 3 addresses) and usernames beforehand.

Conditions

- The System Administrator can enable or disable this feature for each mailbox, and can customize the time frame during which notifications are sent. For example, if the System Administrator sets the time frame for Monday to Friday between 9AM and 5PM, e-mail notifications will be sent only during those hours.
- When sending e-mails with long voice messages, note the followings, and confirm the e-mail settings (for setting of the length of the voice message, see "Maximum Message Length" in 2.5.4 Parameters in the Programming Manual).
 - a) If you attach a voice message that is longer than the "Maximum Message Length", the surplus parts of the message may be discarded when sending the e-mail.
 - b) E-mail with a voice message cannot be sent depending on e-mail settings of a sender and a receiver.
 - c) When it is selected to delete the original voice message after sending by e-mail, and the e-mail fails in being sent, the original message would be lost. For the setting of deleting the

original message after sending, see "Time Frame" in E-mail Schedule in the Programming Manual.

- If there are any errors when the VPS tries to send e-mail messages, error messages will be sent to the preset e-mail address (see "Mail Address " in "2.5.4 Parameters" in the Programming Manual).

Programming Manual References

2.1.11 E-mail Option

"E-mail Integration" in 2.5.4 Parameters

2.7.13 E-mail Report

Subscriber's Manual References

5.9 E-mail Integration (Message Notification by E-mail)

2.2.21 Extension Group

Description

An Extension Group is a group of extensions that share a common mailbox. Extension Groups are created by the System Administrator. Each group has an Extension Group number. There are 20 group lists available, and each group list can have a maximum of 100 members.

Programming Manual References

2.5.2 Extension Group

2.2.22 Fax Management

Description

Allows the VPS to automatically direct incoming faxes to a specific destination (i.e., fax machine). A maximum of 2 fax destinations (main and alternate) can be assigned. Outside callers can also reach a fax machine via Custom Service selection, if programmed.

A mailbox can be assigned as the Fax Manager, allowing this person to receive notification when a fax is received.

Programming Manual References

"Fax Management" in 2.5.4 Parameters

2.7.6 Fax Call Report

2.2.23 Hold

Description

Provides the caller with the option of temporarily going on hold when the called extension is busy. The VPS automatically recalls the extension after a specified period of time. When several callers are holding for the same extension, callers are connected to the extension in the order in which they originally called.

Programming Manual References

"Call Hold Mode" in 2.4.3 Parameters

2.2.24 Holiday Service

Description

Allows the VPS to override the normal settings assigned for the appropriate trunk/port service by playing a special holiday greeting. (Ex. "Happy New Year! Our office is closed today. If you wish to record a message, please press 1 now".) A maximum of 20 holidays can be programmed. A holiday can be a specific day or range of days.

Conditions

- Holidays cannot overlap.

Programming Manual References

2.4.2 Holiday Settings

2.2.25 Intercom Paging (APT/DPT Integration Only)

Description

Allows callers to page subscribers by PBX paging (there are different kinds of PBX paging, and these can be specified by VPS programming) when the subscribers have set Intercom Paging for Call Transfer or when the subscribers have set Intercom Paging for Incomplete Call Handling. The caller is briefly placed on hold while the VPS announces the page and until the subscriber answers the page. The subscriber can answer the page from any extension using the paging answer code; this code is specified in the PBX User Manual. If Caller ID information is received and the caller's name has been recorded for the Caller Name Announcement feature, the name will be announced at the end of the page.

Conditions

- If the same telephone number is programmed for both the system and personal caller name announcement, the VPS will announce the personal caller name.
- To utilize this feature, follow the procedure below.
 1. Open KX-TVA Maintenance Console. Click **Class of Service**, select a COS number to edit, and click **Edit COS....** In COS Parameters, select an Intercom Paging Group (1–32/All) in "Intercom Paging Group (1–32/All)". If set to "All", the Intercom Paging feature is activated for all.
 2. In KX-TVA Maintenance Console, click **System Parameters** and select **Parameters** in the bottom of the screen. In Intercom Paging Parameters, adjust "No Answer Time for Intercom Paging (1–30 s)" to your preference. For the Intercom Paging Group you selected in Step 1, set the "Paging Code" for All Groups or the selected group.

Programming Manual References

"Intercom Paging Group" in 2.2.1 Class of Service

"Intercom Paging Parameters" in 2.5.4 Parameters

2.2.26 Interview Service

Description

Allows the VPS to "interview" a caller by playing a series of prerecorded questions and recording the caller's responses.

As the callers answers questions, they are recorded into an interview mailbox.

- After a caller records the answers, the interview mailbox lights a message waiting lamp on the interview mailbox owner's extension.
- When retrieving the messages, the subscriber only hears the answers to the questions.

In order to use Interview Service, at least one interview mailbox must be created in the VPS (refer to 2.1.3 Mailbox Parameters in the Programming Manual).

Callers will reach an interview mailbox when:

- The **Incoming Call Service** of a trunk or port is set to "Interview Service" (refer to "Incoming Call Service" in 2.3.1 Service Group in the Programming Manual).
- The **Service** of Holiday Service is set to "Interview" (refer to "Service" in 2.4.2 Holiday Settings in the Programming Manual).
- A Custom Service or Personal Custom Service option is set to transfer callers to an interview mailbox (refer to 2.1.8 Personal Custom Service or 2.4.4 Custom Service in the Programming Manual).
- A subscriber has configured his or her mailbox so that unanswered calls are directed to the mailbox's interview mailbox via Incomplete Call Handling, and has set Message Reception Mode to "Interview Mode" (refer to 5.2 Incomplete Call Handling and 5.5 Message Reception Mode in the Subscriber's Manual).
- A subscriber with a logical extension has set Message Reception Mode to "Interview Mode" (refer to 5.5 Message Reception Mode in the Subscriber's Manual).
- A subscriber transfers the caller to an interview mailbox.

Programming Manual References

"Interview Mailbox" in 2.1.3 Mailbox Parameters

Subscriber's Manual References

5.4 Interview Mailbox

6.2 Setting Up Mailboxes

2.2.27 List All Names

Description

Allows callers to listen to all of subscriber's name and their extension number in Automated Attendant Service or Custom Service.

Conditions

- This feature is only available in the following conditions:

- a) subscriber's name is recorded.
 - b) subscriber's extension number is set.
 - c) "Yes" is set for "Directory Listing" in the Class of Service (COS) settings.
- To return to previous menu in Automated Attendant Service or Custom Service, press ✖.

Programming Manual References

"Automated Attendant" in 2.4.3 Parameters
2.4.4 Custom Service

2.2.28 Logical Extension (All Calls Transfer to Mailbox)

Description

Is an extension that always receives calls directly into its mailbox. This feature is used by subscribers that are often unavailable or that do not have a telephone.

Programming Manual References

"All Calls Transfer to Mailbox" in 2.1.3 Mailbox Parameters

Subscriber's Manual References

6.2 Setting Up Mailboxes

2.2.29 Message Delivery, Internal

Description

Allows the VPS to automatically deliver a single message to multiple mailboxes.

Feature Manual References

2.3.12 Group Distribution List—Personal
2.3.13 Group Distribution List—System

2.2.30 Message Reception Mode

Description

Determines whether incoming calls are directed to the subscriber's regular mailbox or interview mailbox.

This mode is effective for: Incomplete Call Handling Service (when the subscriber's line is busy, when the subscriber cannot take the call, or when the subscriber has enabled Call Blocking), and when the transfer destination of calls is set to a Logical Extension.

Programming Manual References

"All Calls Transfer to Mailbox" in 2.1.3 Mailbox Parameters

Feature Manual References

2.2.26 Interview Service

2.2.28 Logical Extension (All Calls Transfer to Mailbox)

Subscriber's Manual References

5.5 Message Reception Mode

2.2.31 Message Waiting Notification—Device

Description

Automatically calls a preprogrammed telephone number or beeper number when a subscriber has new messages. New messages will be automatically played back when the subscriber answers the call. When a beeper is called, the subscriber must call the VPS and log in to his or her mailbox to listen to the messages.

Notifications can be scheduled. The System Administrator can program 2 different time frames (for example, 9 AM to 12 PM and 8 PM to 10 PM) independently for each day of the week. Message waiting notifications will be sent on the selected days during the programmed time frames.

Notifications can also be sent "continuously", meaning a notifications will sent whenever a new message is received, 24 hours a day.

The VPS can prompt callers to enter their telephone numbers when they leave messages, and then send caller phone numbers to the subscriber's beeper when sending notification.

Conditions

- Notification can be sent for either all messages or for urgent messages only, depending on the "Notification Type" set by the System Administrator or subscriber. When set to "Only Urgent Messages", notification is sent (according to the notification schedule, if programmed) only when urgent messages have been left in the subscriber's mailbox.
- A maximum of 3 devices (telephones or beepers) can be programmed by the System Administrator or subscriber for use with this feature. When the VPS calls a device and the call is

not answered, the VPS will try to call the device again. The number of retries and the delay time between retries can be programmed by the System Administrator. The lowest numbered device is called first. If the first device cannot be called, the second (then third) device will be called.

Programming Manual References

2.1.4 Notification Parameters

"Message Waiting Notification" in 2.5.4 Parameters

Subscriber's Manual References

5.8 Message Waiting Notification

7.3 Setting Up Message Waiting Notification

2.2.32 Message Waiting Notification—Lamp

Description

Automatically lights the message waiting lamp on the subscribers' telephones when subscribers have new messages. When a proprietary telephone with display is used, the number of unplayed messages will be displayed when the message waiting lamp is lit. The number will be "0" when the message waiting lamp is turned off.

Conditions

- In order to display the number of unplayed messages on the display:
 - A compatible Panasonic Proprietary Telephone with 6-line display (such as the KX-T7636) must be used.
 - The VPS must be connected to a KX-TDA series PBX (MPR Version 2.0 or higher) using DPT Integration.
 - The subscriber must have his or her own extension.
 - The Message Manager's extension number must be assigned as Operator 1 in the Day Mode.
- Extensions assigned as operators can be called by dialing [0], however, when setting this feature the extension number (not "0") must be specified.

Programming Manual References

"Message Waiting Notification" in 2.5.4 Parameters

Subscriber's Manual References

5.8 Message Waiting Notification

7.3 Setting Up Message Waiting Notification

2.2.33 Multilingual Service

Description

Allows a maximum of 3 languages (KX-TVA50) or 10 languages (KX-TVA200) to be used for system prompts. The System Administrator can select 3 languages (KX-TVA50) or 5 languages (KX-TVA200) for the multilingual selection menu, and assign a key for each language in the menu. Callers can select the desired language by pressing the assigned key. The language used for system prompts heard by subscribers is determined by Class of Service (COS).

Programming Manual References

"Prompt Setting" in 2.5.4 Parameters

Subscriber's Manual References

7.6 Recording Messages

2.2.34 No Answer Coverage Mode

Description

Determines how calls will be handled when Operators 1, 2 and/or 3 do not answer within the time specified for "Operator No Answer Time". There are 4 options:

Caller Select*1: Callers may leave a message or call another extension.

Leave Message*1: Callers may leave a message in the operator's mailbox.

Disconnect Message*1: Callers are disconnected from the VPS after hearing "*Thank you for calling.*"

Next Operator*2: Callers are transferred to the next operator (Operator 2 or 3).

*1: Assignable for Operator 1, 2 and 3

*2: Assignable for Operator 1 and 2

Programming Manual References

"No Answer Coverage Mode" in 2.4.3 Parameters

2.2.35 On Hold Announcement Menu

Description

Allows callers (other than the first caller) in a queue to listen to a prerecorded announcements or music. The On Hold Announcement Menu can be recorded by the System Administrator with a telephone while using KX-TVA Maintenance Console or by importing WAV files, and also by the Message Manager using a telephone. When the On Hold Announcement Menu is recorded, this feature is automatically enabled.

Programming Manual References

1.8.3 Utility—System Prompts Customization

Subscriber's Manual References

7.6 Recording Messages

2.2.36 Operator Service

Description

Allows callers to be connected to a live operator. The operator can then transfer the caller to the appropriate party or service as needed. Operator Service can work in conjunction with other services, often providing a way for callers having difficulty using the VPS to receive assistance. A maximum of 3 operators can be specified to receive calls in the Day, Night, Lunch, and Break Modes, and each operator can be assigned a mailbox for message-taking.

Note

- Operator 1 in the day mode is automatically designated as the Message Manager and is assigned the extension number "0" or "9". This operator's mailbox is the General Delivery Mailbox.
- For KX-TDA/TAW series, KX-TD500, KX-TD816, KX-TD1232, and KX-TA1232, Operators 2 and 3 can be assigned to a floating number that is assigned to a ring group (Incoming Call Distribution Group).

Calls can be directed to an operator when:

- a) A caller does not or cannot send any DTMF signals to the VPS (i.e., the caller does not dial any digits or has a rotary telephone).
- b) A caller dials "0" when the call is being handled by Automated Attendant Service.
- c) A Custom Service or Personal Custom Service option is set to transfer callers to Automated Attendant Service (refer to 2.1.8 Personal Custom Service or 2.4.4 Custom Service in the Programming Manual). After pressing the appropriate dial key, the caller is directed to an operator.

Operator Service offers callers many chances to reach a human operator. Operator Service can be structured as a cascade so that if Operator 1 cannot take the call, it goes to Operator 2. If that fails, the call goes to Operator 3. If that fails, the caller can record a message. At each stage, there are other options for busy cases and no-answer cases.

Programming Manual References

"Operator Service" in 2.4.3 Parameters

Subscriber's Manual References

7.4 Customizing the Message Manager's Mailbox

2.2.37 PIN Call Routing

Description

Allows the System Administrator to store a maximum of 200 PIN (Personal Identification Number—max. 20 digits) numbers and assign a destination (extension, mailbox, or Custom Service) to each PIN for each time mode (day/night/lunch/break). In a Custom Service, callers can be required to enter a PIN number in order to be directed to a destination.

Conditions

- This feature is available only when "PIN" is set as the value for "Call Transfer Anytime" in Custom Service Setting.

Programming Manual References

2.4.1 Caller ID/DID/PIN Call Routing

"Call Transfer Anytime" in 2.4.4 Custom Service

2.2.38 Play System Prompt After Personal Greeting

Description

Allows the "Guidance for Recording" message to be played for the caller after the "Personal Greeting". The "Guidance for Recording" message instructs the caller how to terminate the call, access more features, and rerecord the message.

Programming Manual References

"Play System Prompt after Personal Greeting" in 2.2.2 Personal Options

Subscriber's Manual References

6.3 Setting Class of Service (COS) Parameters

2.2.39 Port Service

Description

Allows assignment of call services to each port. The incoming call service determines which service is used when answering incoming calls. These services include: Voice Mail Service, Automated Attendant Service, Interview Service, and Custom Service. Custom Service is the most flexible of all the services because it allows access to the other services by pressing one key.

Note

For caller convenience, we recommend programming all ports to use Custom Service as the Incoming Call Service (refer to 6.6 Changing the Company Greeting and Incoming Call Service Setting in Subscriber's Manual).

Programming Manual References

2.3 Port/Trunk Service

2.2.40 Rotary Telephone Service

Description

Provides guidance to callers using rotary telephone systems or when several seconds pass without anything being entered by the caller.

Programming Manual References

"Rotary Telephone Service" in 2.4.3 Parameters

2.2.41 Service Access Commands

Description

Allow the caller to directly access several standard features.

(0) *to repeat the current menu or call an operator*

(*) *to return to previous menu*

(#) (1) *to dial by name*

(#) (2) *Custom Service Menu*

(#) (5) *Login*

(#) (6) *Voice Mail Service*

(#) (7) *to restart (Subscriber's main menu)*

(#) (8) *to call transfer*

(#) (9) *to exit*

Subscriber's Manual References

2.6 Common Service Commands and Navigation Commands

2.2.42 Service Group

Description

Is a group of parameters that determine how incoming calls will be handled by the VPS. 8 different Service Groups can be configured; one Service Group can be assigned to each VPS port and PBX trunk (CO line).

Programming Manual References

"Service Mode" and "Time Frame" in 2.3.1 Service Group
2.3.1 Service Group

Feature Manual References

2.4.6 Service Mode
2.2.45 Time Service

Subscriber's Manual References

6.5 Changing the Service Mode Setting

2.2.43 System Clock

Description

Controls how time and/or date related features function. Can be set independently or to be synchronized with the PBX clock (PBX Synchronization is only available when the VPS is connected to a Panasonic KX-T series PBX using DPT Integration).

Programming Manual References

"System Clock" in 2.5.4 Parameters

Subscriber's Manual References

6.4 Setting the System Clock
7.5 Setting the System Clock

2.2.44 System Prompts

Description

Are announcement that instruct a caller. A maximum of 10 (KX-TVA200) or 3 (KX-TVA50) languages can be stored as system prompts. The name of each language can be stored as well. When the System Administrator selects a language for the system settings, the desired language can be selected using this name label data. "Primary" can be specified by selecting one of the stored languages, and become the default setting unless other language is selected in the system setting.

Note

- System prompts can be changed or turned on/off, system prompts data in each language can be imported as WAV files, and each imported system prompt can be recorded in the System Administrator's own voice (see 1.8.3 Utility—System Prompts Customization in Programming Manual).
- For KX-TVA50 only: In order to leave more time for recording, the System Administrator is also able to delete the specific System Prompt or the installed language used for System Prompts (see 1.8.3 Utility—System Prompts Customization in Programming Manual).

Programming Manual References

"Prompt Mode" in 2.2.1 Class of Service

"Prompt Setting" in 2.5.4 Parameters

1.8.3 Utility—System Prompts Customization

Subscriber's Manual References

6.3 Setting Class of Service (COS) Parameters

7.6 Recording Messages

2.2.45 Time Service

Description

Allows VPS features and call handling to behave differently during different times of day. 4 time modes (day, night, lunch, and break) can be programmed for each Service Group.

Programming Manual References

"Service Mode" and "Time Frame" in 2.3.1 Service Group

Feature Manual References

2.4.6 Service Mode

2.2.46 Trunk Service (Universal Port) (APT/DPT Integration Only)

Description

Allows VPS call handling features to behave differently depending on the PBX trunk that the calls are received on.

A VPS service can be assigned to each trunk, including: Voice Mail Service, Automated Attendant Service, Interview Service, and Custom Service. Custom Service is the most flexible of all the services because it allows access to the other services by pressing one key.

Note

For caller convenience, we recommend programming all trunks to use Custom Service as the Incoming Call Service (refer to 2.2.16 Custom Service).

Programming Manual References

2.3 Port/Trunk Service

2.2.47 Voice Mail Service

Description

Is a message recording service that allows callers to leave messages for subscribers. They can dial mailbox numbers directly or "spell" the name of the desired party using the dial keys on their telephones (refer to 2.2.18 Dialing by Name). Once the caller has dialed an appropriate number, the VPS transfers the caller to the party.

Callers will reach Voice Mail Service when:

- a) The **Incoming Call Service** of a trunk or port is set to "Voice Mail" (refer to "Incoming Call Service" in 2.3.1 Service Group in the Programming Manual).
- b) The **Service** of Holiday Service is set to "Voice Mail" (refer to "Service" in 2.4.2 Holiday Settings in the Programming Manual).
- c) They press [#6] (Voice Mail Service Access Command) during a call.
- d) A Custom Service or Personal Custom Service option is set to transfer callers to Automated Attendant Service (refer to 2.1.8 Personal Custom Service or 2.4.4 Custom Service in the Programming Manual).
- e) A subscriber transfers the caller to Voice Mail Service.

Programming Manual References

2.3 Port/Trunk Service

2.3 Subscribers Features

2.3.1 Auto Receipt

Description

Allows a subscriber or the System Manager to receive a message to confirm the reception of sent messages to other subscribers. When the sent messages are received, a subscriber will receive a message as follows: "<Mailbox Name/Number> has received your message". Subscribers need to request the Auto Receipt when they send messages.

Conditions

- This feature is only available when "Yes" is set for "Auto Receipt" in the Class of Service (COS) settings.
- This feature is not available when the System Manager sends a Broadcasting Message.
- The reception of the External Delivery Message can be confirmed using this feature as well. Subscribers can request the Auto Receipt per the External Delivery Message List, and confirm the reception of each member in the list.

Programming Manual References

"Auto Receipt" in 2.2.2 Personal Options

2.3.2 Automatic Log-in (APT/DPT Integration Only)

Description

Allows subscribers to log in to their mailbox directly without entering the mailbox number. A subscriber can log in to his or her mailbox directly by:

- dialing an extension number of the VPS from his or her extension
- dialing (from an outside telephone) the DID number assigned to log him or her into the mailbox
- calling the VPS from a telephone number that is assigned to log him or her into the mailbox
- calling the VPS so that the call is received on the trunk (CO line) assigned to log him or her into the mailbox

Conditions

- This feature can be enabled or disabled for each mailbox by the System Administrator.
- The access from outside phones will be enabled automatically after Caller ID numbers, DID number or trunk (CO line) number are assigned. The trunk (CO line) numbers and DID number can be assigned by the System Administrator only.
- When this feature is activated, "Toll Saver" is also available.
- DID number setting for this feature is only available for the following PBXs using DPT Integration.
 - KX-TD816 (P311Q or higher)
 - KX-TD1232 (P211Q or higher)
 - KX-TD500 (V4M or higher)
 - KX-TDA series* (MPR Version 1.1 or higher)
* except KX-TDA50

Programming Manual References

2.1.10 Automatic Log-in

"Toll Saver" in 2.4.3 Parameters

Feature Manual References

2.3.31 Toll Saver (APT/DPT Integration Only)

Subscriber's Manual References

5.16 Assigning Your Telephone Numbers for Remote Automatic Log-in and Toll Saver

2.3.3 Autoplay New Message

Description

Enables the VPS to play new messages automatically when a subscriber or the System Manager/Message Manager logs into his or her mailbox. There is no need to press [1] to receive the new messages. If there is more than one new message in the mailbox, they will be played continuously without system prompts. The Subscriber's Service Top Menu will be heard after all of the messages are played.

Conditions

- If one of the assigned keys as a selection key for the Message Receive Option Menu is pressed, the selected option will be activated, after that, the regular operation will be required after each message is played. This feature is only available when "Yes" is set for "Autoplay New Message" in the Class of Service (COS) settings.

Programming Manual References

"Autoplay New Message" in 2.2.2 Personal Options

2.3.4 Bookmark

Description

Enables a subscriber to set one Bookmark per message while pausing a message. After setting a Bookmark, a subscriber can listen to the message from that Bookmark by pressing the specified key while pausing the message or after the message was played.

Conditions

- Only one Bookmark can be set per message. If the second bookmark is set, the first bookmark will be deleted automatically.

Subscriber's Manual References

5.19 Bookmark

2.3.5 Call Transfer Status

Description

Allows subscribers to specify how the VPS will handle calls to their individual extensions. Call Transfer Status options include: Call Screening, Call Blocking, Intercom Paging, Calling a Beeper, Transfer to Mailbox, and Custom Service.

Programming Manual References

"Call Transfer Status" in 2.1.3 Mailbox Parameters

Feature Manual References

2.3.8 Calling a Beeper

2.2.25 Intercom Paging (APT/DPT Integration Only)

2.3.6 Callback Number Entry

Description

Enables the caller to leave a callback number in several different ways depending upon which option is programmed into the VPS. The VPS can forward the callback number to a beeper.

Programming Manual References

2.1.4 Notification Parameters

"Message Waiting Notification" in 2.5.4 Parameters

Subscriber's Manual References

7.3 Setting Up Message Waiting Notification

2.3.7 Caller ID Callback (APT/DPT Integration Only)

Description

Enables a subscriber to call back a message sender with the Caller ID number attached to the message.

Installation Manual References

"Transfer to Outside Parameters" in 5.2.3 PBX Interface Parameters

Programming Manual References

"Caller ID Callback" in 2.2.2 Personal Options

"Caller ID Callback" in 2.5.4 Parameters

Feature Manual References

2.2.7 Call Transfer to Outside

2.3.8 Calling a Beeper

Description

Allows a subscriber to be notified by a beeper when he or she has messages. If the beeper has a display, it is possible to send it a callback number. The callback number can be recorded when a caller leaves a message. If the caller does not leave a callback number, the System Callback No., or the caller's number if it is received through a telephone company's Caller ID service, will be sent instead.

Conditions

- To utilize this feature, follow the procedure below.
 1. Open KX-TVA Maintenance Console. Click **Mailbox Setting**, select a mailbox to edit, and click **Edit Mailbox...** In Notification Parameter, make one selection from the available options in "Beeper Callback No. Entry Mode".
 2. In Notification Parameters, edit "Notification Schedule": click **Click to edit...**, then enter the beeper number under "Dial Number" (make sure to enter the connected PBX's Trunk [CO Line] Access number before the beeper number for dialing outward, then, enter an X after the beeper number. — the X is for the caller to enter his or her number as the callback number which will appear on your beeper later.). Finally, select "Beeper" in "Type of Device".

Programming Manual References

2.1.4 Notification Parameters

"System Callback No." in 2.5.4 Parameters

2.3.9 Delete Message Confirmation

Description

Requests confirmation from the subscriber before erasing a message left in the mailbox.

Conditions

- When messages are deleted, they will be retained until the end of the next day.
- This feature is only available when "Yes" is set for "Delete Message Confirmation" in the Class of Service (COS) settings.

Programming Manual References

"Delete Message Confirmation" in 2.2.2 Personal Options

Subscriber's Manual References

6.3 Setting Class of Service (COS) Parameters

2.3.10 External Message Delivery List

Description

Allows a subscriber to send a message to outside parties and/or extensions with a single operation. One subscriber can maintain up to 2 lists with a maximum of 8 entries on each.

Feature Manual References

2.3.11 External Message Delivery Service

Subscriber's Manual References

5.7 External Message Delivery Lists

2.3.11 External Message Delivery Service

Description

Allows a subscriber to send a message to several subscribers and non-subscribers (including outside parties) at a specified time (or immediately). This feature also allows the receiver to reply to the message without having to specify the mailbox number.

Note

- If the sender wishes, he or she can require the receiver to enter a 4-digit password to receive the sender's message.
If the receiver enters the password incorrectly 3 times, the VPS plays: the Company Name (if it has been recorded), the Company's Telephone Number (if registered), and the sender's extension (if both the Company's Telephone Number and the Extension of the Owner have been registered).
With this information, the receiver can possibly track down the message even if he or she does not remember the password.

Conditions

- This feature is only available when "Yes" is set for "Active" in "2.1.5 External Message Delivery" in Mailbox Settings (see "2.1.5 External Message Delivery" in Programming Manual).

Programming Manual References

"Extension" in 2.1.3 Mailbox Parameters
2.1.5 External Message Delivery
"External Message Delivery" in 2.5.4 Parameters

Subscriber's Manual References

4.3 External Message Delivery
4.4 Receiving External Delivery Messages

2.3.12 Group Distribution List—Personal

Description

Allows a subscriber to simultaneously send a message to several mailboxes using a Group Distribution List. This list is established by the subscriber. Each subscriber can maintain a maximum of 4 lists with up to 40 entries on each list.

Feature Manual References

2.3.13 Group Distribution List—System

Subscriber's Manual References

5.6 Personal Group Distribution Lists

2.3.13 Group Distribution List—System

Description

Allows subscribers and callers to send messages to all mailboxes that belong to the list at once. Group Distribution Lists are created by the System Administrator. There are 20 group lists available, and each group list can have a maximum of 62 members for KX-TVA50 or 100 members for KX-TVA200.

Programming Manual References

2.5.1 Mailbox Group

Subscriber's Manual References

6.7 Delivering Messages

2.3.14 Incomplete Call Handling Service

Description

Allows the subscriber to offer callers several service options when the extension is busy or there is no answer. Options available for Incomplete Call Handling for Busy or No Answer are:

- Leaving a Message
- Transfer to Covering Extension
- Returning to the Automated Attendant Top Menu
- Intercom Paging (APT/DPT Integration only)
- Calling a Beeper
- Custom Service
- Calling Operators

Programming Manual References

"Incomplete Call Handling for No Answer", "Incomplete Call Handling for Busy" in 2.1.3 Mailbox Parameters

Feature Manual References

2.3.8 Calling a Beeper

2.2.25 Intercom Paging (APT/DPT Integration Only)

Subscriber's Manual References

5.2 Incomplete Call Handling

2.3.15 Live Call Screening (APT/DPT Integration Only)

Description

Allows the subscriber to monitor incoming calls as messages are being recorded. The subscriber has the option of answering calls while monitoring or allowing the message to be recorded without interruption. There are 2 modes in this feature: Hands-free and Private. Hands-free mode allows the subscriber to hear the caller through the telephone's speaker and answer the call by lifting the handset. Private mode alerts with a tone and requires the telephone handset to be lifted before the message can be monitored. Two-way communication is established by pressing the feature button.

Programming Manual References

"Message Cancel for Live Call Screening" in 2.2.2 Personal Options

Subscriber's Manual References

5.12 Live Call Screening (LCS)

6.3 Setting Class of Service (COS) Parameters

A2 KX-TDA and KX-TAW Series Feature Programming for DPT Integration

A3 KX-TA and KX-TD Series PBX Feature Programming for APT/DPT Integration

2.3.16 Mailbox

Description

Is a place where all messages left for a subscriber are stored. Several mailbox options exist: Subscriber mailbox, Interview Mailbox, System Manager's mailbox, and Message Manager's mailbox (General Delivery Mailbox).

Programming Manual References

2.1 Mailbox Settings

2.7.5 Mailbox Usage Report

Subscriber's Manual References

2 Logging in to and Configuring Your Mailbox

6.2 Setting Up Mailboxes

2.3.17 Mailbox Capacity Warning

Description

Allows the VPS to alert subscribers when recording time for their mailboxes is running low. The warning announcement will be heard at the beginning of Subscriber's Service.

Conditions

- The warning threshold (in minutes) is determined by Class of Service (COS). If the setting is longer than the Mailbox Capacity Maximum Message Time, this feature is not available.

Programming Manual References

"Mailbox Capacity Maximum Message Time" and "Mailbox Capacity Warning" in 2.2.1 Class of Service

Subscriber's Manual References

5.21 Mailbox Capacity Warning

2.3.18 Message Transfer

Description

Allows the subscriber to transfer messages to other mailboxes after listening to them. The subscriber can also add a personal comment at the beginning of the message before transferring it. One or more individual mailboxes can be specified for message transfer. Messages can also be transferred using either the System or Personal Group Distribution Lists.

Subscriber's Manual References

3.3 Transferring Messages

7.2 Managing the General Delivery Mailbox

2.3.19 One-touch Two-way Transfer (DPT Integration Only)

Description

Allows a subscriber to record two-way conversations into another person's mailbox with one touch. Available only with KX-TDA/KX-TAW series PBXs.

Subscriber's Manual References

A2.10 One-touch Two-way Transfer (One-touch TWT) Button Assignment

A2.16 One-touch Two-way Transfer (One-touch TWT) into Mailbox

2.3.20 Personal Custom Service

Description

Allows a subscriber to use the following Custom Services in his or her Personal Greeting (Personal Custom Service):

- Transfer to Mailbox
- Transfer to Extension
- VM Service (Voice Mail Service)
- AA Service (Call Transfer Service)
- Custom Service
- Transfer to Operator
- Transfer to Outside
- Page the Party
- Repeat Greeting

A caller can select the desired service from those above while listening to the Personal Greeting or recording a message.

You can also choose what happens if a caller does not dial anything after the Personal Greeting (No DTMF Input Operation) as follows:

- Message Recording: The caller will be guided to leave a message.
- Disconnect (All Day): The line will be disconnected all day.
- Disconnect (Only After Hours): The line will be disconnected only after hours.

Programming Manual References

2.1.8 Personal Custom Service

Subscriber's Manual References

5.17 Personal Custom Service

2.3.21 Personal Greeting for Caller ID (APT/DPT Integration Only)

Description

Allows subscribers to record a maximum of 4 personal greetings that are played for calls received from preprogrammed telephone numbers. Each greeting can be assigned to a maximum of 8 telephone numbers.

Conditions

- This feature is only available when "Yes" is set for "Personal Greeting for Caller ID" in the Class of Service (COS) settings.

Programming Manual References

"Personal Greeting for Caller ID" in 2.2.2 Personal Options

Subscriber's Manual References

5.10 Personal Greeting for Caller ID
6.3 Setting Class of Service (COS) Parameters

2.3.22 Personal Greetings

Description

Are the greetings heard when a caller reaches a subscriber's mailbox. Subscribers can record 3 types of personal greetings.

No Answer: Played during business hours (day, lunch, and break modes) when:

- the caller is connected to the subscriber's extension but the call is not answered
- the caller logs in to the mailbox directly
- the Busy Signal greeting or the After Hours greeting has not been recorded

Busy Signal: Played whenever the subscriber's extension is busy.

After Hours: Played when the VPS is in night mode.

Programming Manual References

2.2 Class of Service

Subscriber's Manual References

2.3 Changing or Deleting Your Personal Greeting Messages

2.3.23 Playback Volume/Speed Control

Description

Enables subscribers to adjust the volume and playback speed of messages by pressing [8] for volume and [9] for speed. The setting applies to the current message only. There are 5 levels, as shown below.

Conditions

- Pressing [9] [0] continuously, the changed level for speed returns the default setting (level 3).



Subscriber's Manual References

3.1 Playing Messages

2.3.24 Private Message

Description

Allows a subscriber and the System Manager to mark a message as "Private" when sending it to other subscribers, the Message Manager and/or the System Manager. A "Private" message cannot be transferred. It is also possible to mark messages recorded in the Voice Mail Service as "Private".

Subscriber's Manual References

4.2 Message Delivery

6.7 Delivering Messages

2.3.25 Receive Message

Description

Allows subscribers to listen to messages left in their mailboxes. After listening to messages, 2 options are available to subscribers:

Reply to Message Sender—allows subscribers to reply to the message sender without specifying the extension.

Message Transfer—allows subscribers to transfer their messages to other mailboxes.

Feature Manual References

2.3.18 Message Transfer

Subscriber's Manual References

3.1 Playing Messages

3.2 Replying to Messages

2.3.26 Recovery Message

Description

Enables a subscriber to recover deleted messages. After deleting messages, they will remain in the Deleted Message Box until the end of the following day. Until then, the subscriber can retrieve the deleted messages from the Deleted Message Box and move them to the Old Message Box. Message retention time is reset when a message is recovered.

Subscriber's Manual References

5.20 Recovering Deleted Messages

2.3.27 Remote Call Forwarding Set (DPT Integration Only)

Description

Allows subscribers and the Message Manager to program their extensions from a remote location in order to forward calls to another extension or to an outside telephone.

There are 6 forwarding settings available:

FWD All—Forwards all incoming calls to the desired extension number.

FWD Busy—Forwards all incoming calls to the desired extension number when the line is busy.

FWD No Answer—Forwards all incoming calls to the desired extension number when there is no answer.

FWD Busy or No Answer—Forwards all incoming calls to the desired extension number when the line is busy or there is no answer.

FWD to CO—Forwards all incoming calls to the Telephone number 1 or 2 (programmed in the Mailbox Setting), or to any other number. This feature is only available when "Yes" is set for "Remote Call Forward to CO" in the Class of Service (COS) settings (see "Remote Call Forward to CO" in 2.2.2 Personal Options in Programming Manual).

FWD Cancel—Cancels the forwarding setting.

Conditions

- With respect to PBX programming, it is possible that "Call Forward to CO" is disabled. To enable VPS Remote Call Forwarding, the KX-TDA100, for example, must be programmed properly. For the COS of the extensions whose calls are to be forwarded to a trunk, enable the following: [504] Call Forward to Outside Line.
- Extensions assigned as operators can be called by dialing [0], however, when setting this feature the extension number (not "0") must be specified.

Programming Manual References

2.1.9 Remote Call FWD to CO

"Remote Call Forward to CO" in 2.2.2 Personal Options

Subscriber's Manual References

5.14 Remote Call Forwarding

6.3 Setting Class of Service (COS) Parameters

7.7 Remote Call Forwarding Set

2.3.28 Subscriber Tutorial

Description

Provides voice guidance to subscribers when they log in to their mailboxes for the first time. By following the guidance, subscribers can configure the following items:

- Password
- Owner's Name
- No Answer Greeting

Programming Manual References

"Tutorial" in 2.2.2 Personal Options

Subscriber's Manual References

2.2 Subscriber Tutorial (Easy Mailbox Configuration)

6.3 Setting Class of Service (COS) Parameters

2.3.29 Temporary Personal Greeting

Description

Is a greeting message often used to inform callers of the subscriber's absence ("I'm out of the office today...", "I'm on vacation this week...", etc.). The Temporary Personal Greeting overrides other Personal Greetings; it is always played regardless of the time mode, whether or not the line is busy, etc. This feature is activated automatically the subscriber records it, and the subscriber will be asked whether or not it should be turned off each time the subscriber logs into his or her mailbox. When the Temporary Personal Greeting is turned off, it will be deleted automatically and other Personal Greetings will be played as normal.

Subscriber's Manual References

2.3 Changing or Deleting Your Personal Greeting Messages

2.3.30 Timed Reminder Setting (DPT Integration Only)

Description

Allows a subscriber to set a Timed Reminder by following system prompts provided by the VPS. Timed Reminder is a PBX feature that is similar to an alarm clock; the telephone will ring at the set time (once or daily) as set by the subscriber or message manager.

A special dial tone or prerecorded message will be heard by the subscriber when going off-hook to answer the Timed Reminder.

Conditions

- The time format (12 or 24 hour) used when setting the Timed Reminder is determined by the following settings:
 - when setting via VM Menu feature:** the time format is determined by the System Clock (see "System Date/Time" in 2.5.4 Parameters in the Programming Manual).
 - when setting via System Guidance:** the time format is determined by the setting of "Position of "AM/PM" in Time Stamp" (see "2.5.4 Parameters" in Programming Manual).
- A subscriber must have his or her own extension in order to use this feature.
- Extensions assigned as operators can be called by dialing [0], however, when setting this feature the extension number (not "0") must be specified.
- This feature is only available when the VPS is connected to a KX-TDA/KX-TAW series PBX (MPR Version 2.0 or higher) using DPT Integration.

Programming Manual References

2.5.4 Parameters

Subscriber's Manual References

5.18 Timed Reminder

7.8 Setting the Timed Reminder

2.3.31 Toll Saver (APT/DPT Integration Only)

Description

Allows a subscriber to check his or her mailbox from preprogrammed Caller ID numbers, DID number or the telephone number specified to the preprogrammed trunk (CO line) number without incurring telephone charges.

Conditions

- DID number setting for this feature is only available for the following PBXs using DPT Integration.
 - KX-TD816 (P311Q or higher)
 - KX-TD1232 (P211Q or higher)
 - KX-TD500 (V4M or higher)
 - KX-TDA series* (MPR Version 1.1 or higher)
 - * except KX-TDA50

Programming Manual References

2.1.10 Automatic Log-in
"Toll Saver" in 2.4.3 Parameters

Feature Manual References

2.3.2 Automatic Log-in (APT/DPT Integration Only)

Subscriber's Manual References

5.16 Assigning Your Telephone Numbers for Remote Automatic Log-in and Toll Saver

2.3.32 Two-way Record (APT/DPT Integration Only)

Description

Allows a subscriber to record the conversation that he or she is having with a caller. The recording is stored in the subscriber's mailbox.

Note

- Many states have imposed regulations on the manner in which two-way telephone conversations may be recorded, so you should inform the other party that the conversation is being recorded. Consult your local telephone company for further information.

Subscriber's Manual References

5.13 Recording Your Conversations
A2.8 Two-way Recording (TWR) Button Assignment
A2.14 Two-way Recording (TWR) into Mailbox
A3.9 Two-way Recording Button Assignment
A3.15 Two-way Recording into Mailbox

2.3.33 Two-way Transfer (APT/DPT Integration Only)

Description

Allows a subscriber to record the conversation that he or she is having with a caller. The recording is stored into another subscriber's mailbox.

Note

- Many states have imposed regulations on the manner in which two-way telephone conversations may be recorded, so you should inform the other party that the conversation is being recorded. Consult your local telephone company for further information.

Subscriber's Manual References

5.13 Recording Your Conversations
A2.9 Two-way Transfer (TWT) Button Assignment
A2.15 Two-way Transfer (TWT) into Mailbox
A3.10 Two-way Transfer Button Assignment
A3.16 Two-way Transfer into Mailbox

2.3.34 Unlimited Message Length

Description

Allows subscribers to record for an unlimited length of time when recording two-way conversations into their own or another subscriber's mailbox (Two-way Record or Two-way Transfer). The maximum recording time for other messages will automatically be set to 60 min. To allow unlimited recording time, the "Message Length" parameter must be set to "Unlimited" for the subscriber's Class of Service (COS).

Programming Manual References

"Message Length" in 2.2.1 Class of Service

Feature Manual References

2.3.32 Two-way Record (APT/DPT Integration Only)

2.3.33 Two-way Transfer (APT/DPT Integration Only)

Subscriber's Manual References

6.3 Setting Class of Service (COS) Parameters

2.3.35 Urgent Message

Description

Allows subscribers, callers, and the System Manager to specify a message as "Urgent". When a subscriber listens to messages, urgent messages will be given priority over other messages in a mailbox (i.e., they will be played first) if "First Playback Urgent Messages" is set to "Yes" for the subscriber's Class of Service (COS). If "Only Urgent Messages" is set as the Notification Type for the subscriber's mailbox, Message Waiting Notification will be activated only when an urgent message is received. When a message is sent using a Group Distribution List, the message can be specified as "Urgent" for all group members (but not for individual members only).

Programming Manual References

"Notification Schedule" in 2.1.4 Notification Parameters

"First Playback Urgent Messages" in 2.2.2 Personal Options

2.3.36 VM Menu (DPT Integration Only)

Description

Allows a subscriber to access subscriber services (retrieving messages, changing mailbox settings, etc.) by following visual prompts (guidance) on the display of a proprietary telephone (PT). The subscriber can access and operate each item by using the PT's Navigator Key or soft buttons. When using VM Menu, only the guidance will be displayed; system prompts will not be heard unless playing a message or confirming a recorded message.

Conditions

- This feature is only available when "Yes" is set for "VM Menu" in the Class of Service (COS) settings.
- This feature is only available when:
 - the VPS is connected to a KX-TDA series PBX (MPR Version 2.0 or higher) using DPT Integration.
 - the subscriber is using a Panasonic KX-T7630*/KX-T7633*/KX-T7636/KX-NT136.
 - * Requires upgrade of the KX-TDA series PBX. For more information, consult your dealer.
- In order to use this feature, the VM Menu prompt data must be installed in the PBX. Refer to 4.2 KX-TDA and KX-TAW Series PBX Programming for DPT Integration in the Installation Manual for more information.
- Certain Service Access Commands cannot be used while using VM Menu (refer to 2.6 Common Service Commands and Navigation Commands in Subscriber's Manual).
- The number of subscribers that can access VM Menu at the same time is limited. If too many subscribers try to access VM Menu, it will not operate properly: lower the number of ports to be able to access VM menu (see "Number of Ports for VM Menu Service" in the Programming Manual).
- Some features during message playback may not be available while using VM Menu. In order to use these features, you need to set "No" for "VM Menu" in the Class of Service (COS) settings, and use in the Voice Prompt mode.

Programming Manual References

"VM Menu" in 2.2.2 Personal Options

"VM Menu" in 2.5.4 Parameters

Subscriber's Manual References

1.1 Introduction to the VPS

A5 Using VM Menu

2.4 System Setting Features

2.4.1 Auto Configuration (APT/DPT Integration Only)

Description

Simplifies initial system setup by automatically creating mailboxes in the VPS to correspond to the extensions connected to the PBX. Also sets the time and date to match the time and date set for the PBX.

2.4.2 Custom Service Builder

Description

Allows the System Administrator to create Custom Services visually, using KX-TVA Maintenance Console. Each Custom Service and its functions can be edited, arranged using a familiar drag-and-drop interface.

Programming Manual References

"Custom Service Builder" in 2.4.4 Custom Service

Feature Manual References

2.2.16 Custom Service

2.4.3 Default Mailbox Template

Description

Is used as a template when the System Administrator creates consecutive mailboxes. It enables the System Administrator to apply basic settings (Mailbox Parameters, Message Waiting Notification, External Message Delivery, Auto Forwarding) to multiple mailboxes simultaneously.

Programming Manual References

2.1.2 Default Mailbox Template

2.4.4 Password Administration

Description

Allows the System Administrator or System Manager to clear a subscriber password (so that a new one can be assigned).

Subscriber's Manual References

6.2 Setting Up Mailboxes

2.4.5 Recording by System Administrator

Description

Allows the System Administrator to record the following prompts:

- a)** Group names (can be recorded when creating Extension Groups, Group Distribution Lists, etc.)
- b)** Names of callers (System Caller Name Announcement)
- c)** System Guidance
- d)** Custom Service Menu
- e)** Company Name
- f)** Company Greetings
- g)** Language Selection Menu
- h)** On Hold Announcement Menu

All items other than b) can be recorded through the "Utility" menu in KX-TVA Maintenance Console, and can also be recorded with a telephone by the Message Manager.

There are 2 ways to add or change prompts: by recording them through a telephone, or by importing as WAV files. When recording using a telephone, the extension number of the telephone to be used for recording must first be specified, then the System Administrator can start and stop recording using the PC.

Programming Manual References

"List No. 1–List No. 4" in 2.1.7 Personal Distribution List

2.5.2 Extension Group

2.5.3 System Caller Name Announcement

1.8.3 Utility—System Prompts Customization

2.5.1 Mailbox Group

2.4.6 Service Mode

Description

Allows the System Administrator or the System Manager to change the call handling method that is programmed for each Service Group 1-8.

Once the Service Mode has been changed, it is retained unless the System Manager or System Administrator changes it again, even after the power is turned off.

There are 6 Service Modes available:

Automatic Mode—The current Call Service used by the Service Group is determined by the settings made for the current time mode (day, night, lunch, break).

Manual Day Mode—The Call Service programmed for day mode is used, regardless of the current time mode.

Manual Night Mode—The Call Service programmed for night mode is used, regardless of the current time mode.

Manual Lunch Mode—The Call Service programmed for lunch mode is used, regardless of the current time mode.

Manual Break Mode—The Call Service programmed for break mode is used, regardless of the current time mode.

PBX Control Mode—The current Call Service used by the Service Group is determined by the settings made for the current time mode (day, night, lunch, break). The VPS will change time modes according to when the PBX changes time modes (APT/DPT Integration only).

Programming Manual References

"Service Mode" in 2.3.1 Service Group

Feature Manual References

2.2.42 Service Group

2.2.45 Time Service

Subscriber's Manual References

6.5 Changing the Service Mode Setting

2.4.7 System Reports

Description

There are several System Reports available to the System Administrator to monitor VPS operating status. These reports include: Mailbox Information, Call Account, Port Usage, HDD (Memory) Usage, Mailbox Usage, Fax Call, Call Handling Statistic, Custom Service, Message Status, Subscriber Setup, Security Information, Hourly Statistic, E-mail. The System Administrator can print, or export the System Reports. The System Reports such as Call Account, Port Usage, Disk Usage, Mailbox Usage and Call Handling Statistic can be printed in tabular form or graph form.

Programming Manual References

2.7 Reports

2.4.8 System Security

Description

Protects the VPS from unauthorized programming and/or use. By default, the System Manager and Message Manager cannot access the VPS from their telephones until the System Administrator enables the relevant settings and sets a password. The System Manager and Message Manager always need to enter this password to access the VPS. The System Administrator can also choose to set a default password for subscribers' mailboxes. If this setting is enabled, a default password is automatically assigned when mailboxes are created.

Programming Manual References

2.8 System Security

2.4.9 System Backup/Restore

Description

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.

Manual Backup: performs the backup of the specified data. Backup data can be saved as a file.

Backup History: displays the backup record (Description, Completion Status, Date & Time, and Total Elapsed Time).

Restoration of Backup Data: restores the backup data as a specified type of file.

Programming Manual References

1.8.2 Utility—System Back Up

2.4.10 Time Synchronization (DPT Integration Only)

Description

Allows the PBX to set the time and date of the VPS automatically. Time Synchronization occurs during Auto Configuration and each time the PBX time and date setting is updated.

2.4.11 Utility

Description

Allows the System Administrator to access essential VPS functions.

Programming Manual References

1.8 Utility

Alternate Extension Group

The extensions assigned to an Alternate Extension Group receive transferred calls via the sequence specified as the group's "Alternate Extension Transfer Sequence".

APT Integration

Digital integration between the VPS and certain Panasonic PBXs. Requires upgraded software in the PBX. When the VPS and PBX use APT Integration, voices are sent using analog technology, and data is sent digitally. Depending on the model and/or the software version of the connected PBX, you may not be able to utilize certain features available only with APT Integration. For more information, consult your dealer.

Auto Configuration

Available with APT/DPT Integration only. Simplifies initial system setup by reading information from the PBX and automatically creating mailboxes in the VPS to correspond to the extensions connected to the PBX. Auto Configuration can be initiated with the appropriate Mode Switch setting or by System Administration (Quick Setup).

Auto Forwarding

Allows unplayed messages to be copied or moved to another mailbox.

Auto Receipt

Allows a subscriber or the System Manager to receive a message to confirm the reception of sent messages to other subscribers.

Automated Attendant

The Automated Attendant feature of the VPS requests the caller to enter an extension number and then the VPS dials the number. If there is no answer or the line is busy, the caller is given certain options, including the option to leave a message in a mailbox. This is the advantage of calling an extension indirectly through the Automated Attendant rather than calling it directly.

Automatic Log-in

Available with APT/DPT Integration only. Allows subscribers to access their mailboxes directly without entering their mailbox numbers. Subscribers can access their mailboxes directly from their extensions or from outside phones by dialing a preprogrammed telephone number (either a DID number or a telephone number that reaches the PBX via a preprogrammed trunk [CO line]) or by calling the VPS from a preprogrammed telephone number (Caller ID number).

Autoplay New Message

The VPS plays new messages automatically when a subscriber, the System Manager, or the Message Manager logs in to his or her mailbox.

Bookmark

Enables a subscriber, the System Manager, or the Message Manager to set a specific point (Bookmark) in a message and easily resume playback later from that point.

Call Blocking

Allows subscribers to have their calls handled by the Incomplete Call Handling Service without ringing at their extensions.

Call Screening

Allows subscribers to screen calls. The VPS prompts the caller with the message "Record your name at the tone", and records the caller's name. The caller is put on hold while the VPS calls the subscriber and plays back the caller's name. The subscriber can then decide whether to take the call or not.

Called Party ID

(Sometimes referred to as Follow-On ID) Allows the PBX to dial extra digits to bring the caller directly to a specified mailbox, rather than to the General Delivery Mailbox.

Caller ID Callback

Available with APT/DPT Integration only. Enables a subscriber to use the Caller ID number information included with a message to call back the message sender without dialing the caller's telephone number.

Caller ID Call Routing

Available with APT/DPT Integration only. The VPS automatically sends calls from preprogrammed Caller ID numbers to a specified extension, mailbox (including Mailbox Group) or Custom Service.

Caller Name Announcement (System/Personal)

Available with APT/DPT Integration only. The VPS announces prerecorded Caller ID caller names when:

(1) subscribers listen to messages received from preprogrammed telephone numbers left in their mailboxes.

(2) the VPS transfers calls from preprogrammed telephone numbers to subscribers (Caller ID Screening).

(3) the VPS pages subscribers by intercom (Intercom Paging).

Caller names can be recorded and played for all subscribers (system) or can be recorded by individual subscribers and played for their own calls only (personal). If the same Caller ID number is programmed for both System and Personal Caller Name Announcements, the VPS will use the caller name recorded by the subscriber.

Company Greeting

A maximum of 32 Company Greetings can be recorded to greet callers. One (or System Greeting or none) can be selected for each Day, Night, Lunch, Break, and Holiday service based on a port and trunk (CO line).

Company Name

This is played by the VPS to the intended receiver of an External Delivery Message when he or she is unable to enter correctly the password (if a password is required to listen to the message). This helps him or her to realize where the call came from and contact the message sender if necessary.

Covering Extension

Allows subscribers to set another extension as the destination for their calls. Callers can be directed to the covering extension either by the Incomplete Call Handling feature, or by pressing [0] while listening to a subscriber's personal greeting message or while leaving a message.

Custom Service Builder

Allows the System Administrator to create Custom Services visually, using KX-TVA Maintenance Console. Each Custom Service and its functions can be edited and arranged using a familiar drag-and-drop interface.

Custom Service

Allows callers to perform specific functions by pressing dial buttons on their telephones while listening to voice guidance (Custom Service Menus). Custom Services allow callers to connect themselves to an extension, mailbox, Mailbox Group, operator, fax machine, etc., without the assistance of an operator. The System Administrator can create a maximum of 100 Custom Services.

Default Mailbox Template

Is used as a template when the System Administrator creates consecutive mailboxes. It enables the System Administrator to apply basic settings (Mailbox Parameters, Message Waiting Notification, External Message Delivery, Auto Forwarding) to multiple mailboxes simultaneously.

Default Setting

A parameter defined for the VPS at the factory which can be changed through system programming by the System Administrator or the System Manager.

Delayed Ringing

There are 2 kinds of delayed ringing applications.

- (1) The VPS is used as the no-answer destination for the Intercept Routing feature of your PBX.
- (2) DIL 1:N (trunk [CO line] to several extensions) terminates on telephones and VPS ports. To give the telephone users a chance to answer calls, the VPS lines should be programmed for delayed ringing. Otherwise, the VPS will answer the calls immediately.

Delete Message Confirmation

The VPS requests confirmation from the subscriber before erasing a message left in his or her mailbox.

Delivery Time

The time specified by the subscriber for the VPS to deliver a prerecorded message. Subscribers can specify the delivery time when leaving messages for other subscribers or when sending a message via External Message Delivery.

DID Call Routing

Available with DPT Integration only. The VPS automatically sends calls from preprogrammed DID numbers to a specified extension, mailbox (including Mailbox Group) or Custom Service.

DPT Integration

Digital integration between the VPS and certain Panasonic PBXs. Requires upgraded software in the PBX. When the VPS and PBX use DPT Integration, voices and data are sent digitally. Depending on the model and/or the software version of the connected PBX, you may not be able to utilize certain features available only with DPT Integration. For more information, consult your dealer.

DTMF

Dual Tone Multi Frequency. Commonly referred to as touchtone.

E-mail Integration

Allows subscribers and the Message Manager to receive notification by e-mail when they receive new messages. Subscribers can also have the voice message attached to the e-mail notification if the System Administrator has enabled this feature for their mailboxes.

External Delivery Message

A message recorded by a subscriber and then delivered to outside parties and/or extensions. The VPS dials the outside telephone number or extension number and plays the message for the recipient. The message can be delivered immediately or at a specified time.

External Message Delivery List

A preprogrammed list of outside parties and extensions that can be used to deliver an External Delivery Message to several recipients in one operation. Each subscriber can create 2 External Message Delivery Lists. Each list can have 8 destinations.

External Message Delivery Retry

Determines how many times the VPS will attempt to deliver an External Delivery Message when the called line (recipient) is busy or does not answer.

Fast Forward

Allows a subscriber to fast forward through a message in 4 second intervals.

Follow-On ID

(see "Called Party ID")

General Delivery Mailbox

A special mailbox that is maintained by the Message Manager. If a caller does not have a DTMF-compatible telephone, the caller cannot dial numbers in order to connect himself or herself to an extension or mailbox. Callers who do not dial any numbers can be directed to the General Delivery Mailbox.

Periodically (daily is best), the Message Manager should transfer messages in the General Delivery Mailbox to the appropriate subscriber mailboxes.

Hash Sign

The [#] key on the telephone keypad. Also known as the "pound sign".

Immediate Reply

Allows the message recipient to reply to a message without specifying the extension number or the mailbox number of the sender.

Inband Integration

When the VPS and PBX use Inband Integration, voices are sent using analogue technology, and data is sent using analogue DTMF tones. The PBX informs the VPS of the status of extensions by sending DTMF tones and Call Progress tones to the VPS. Many features, such as Intercom Paging, Live Call Screening (LCS), etc., are not available with Inband Integration.

Incomplete Call Handling Service

Calls are considered incomplete when is the called extension does not answer, is busy, or has set Call Blocking.

Incomplete Call Handling can handle calls in 7 different ways. Each subscriber can specify the options available to callers when their calls are incomplete.

- (1) leave a message in the subscriber's mailbox
- (2) transfer to the subscriber's Covering Extension
- (3) Intercom Paging (notify the subscriber by paging the subscriber)
- (4) Beeper Access (notify the subscriber by paging the subscribers beeper)
- (5) transfer to Custom Service
- (6) transfer to operator
- (7) return the caller to the top menu, allowing the caller to call another extension

Intercept Routing—No Answer

A PBX feature that transfers an unanswered call to another extension or to the VPS.

Intercom Paging

Available with APT/DPT Integration only. If a subscriber has set Intercom Paging, the VPS will page the subscriber and announce that he or she is receiving a call. The VPS can announce prerecorded caller names using the Caller Name Announcement feature, or prompt the caller to record his or her name and announce the recorded name. Pages can be heard through PT speakers or through external speakers connected to the PBX.

Interview Service

Allows the VPS to "interview" a caller by playing a series of prerecorded questions and recording the caller's responses. Subscribers are able to record questions directly into their interview mailboxes. After a caller records his or her answers, the Message Waiting Lamp turns on at the subscriber's telephone. This feature is very useful for claims departments, order desks, job applications, etc.

Keypad

The dial keys ([0]–[9], [×], [#]) on a telephone.

LCD

Liquid crystal display

Live Call Screening (LCS)

Available with APT/DPT Integration only. Allows the subscriber to use his or her PT to monitor incoming calls as messages are being recorded. The subscriber has the option of answering calls while monitoring or allowing the message to be recorded without interruption.

Logical Extension (All Calls Transfer to Mailbox)

An extension that always receives calls directly into its mailbox. This feature is used by subscribers who are often unavailable or who do not have a telephone.

Mailbox Capacity (recording time)

The total length of time for all messages that can be recorded in a subscriber's mailbox. The System Administrator or System Manager can set each subscriber's maximum mailbox capacity. Each subscriber's mailbox capacity is determined by COS.

Mailbox Capacity Warning

Allows the VPS to alert subscribers when recording time for their mailboxes are running low. The warning announcement will be heard at the beginning of Subscriber's Service.

Mailbox Group

A preprogrammed list of subscriber mailboxes that can be used (by any subscriber) to deliver a message to several recipients in one operation. Up to 20 Mailbox Groups can be created.

Mailbox Number

Normally the same number as the corresponding subscriber's extension number.

Message Envelope Setting

Specifies when message envelopes (message date and time, name of the person who recorded or transferred the message, telephone number of the caller) are announced. Envelopes can be played back before or after messages automatically, or only when the subscriber presses [2] [3] during or after message playback.

Message Manager

Mailbox 998. The person who takes care of message-related maintenance, such as General Delivery Mailbox maintenance, and recording and deleting messages (System Prompts, Company Greetings, Custom Service Menus, System Caller Names, etc.)

Message Recovery

Allows a subscriber to change the status of a message from "deleted" to "old", preventing the message from being permanently deleted.

Message Retention Time

Determines the number of days before a message is automatically deleted.

New Message Retention Time: Determines when new (unplayed) messages are deleted.

Saved Message Retention Time: Determines when old (played) messages are deleted.

Message Retrieval Order

When a subscriber has several messages in his or her mailbox, determines whether messages are played back from newest to oldest (Last In First Out [LIFO] or from oldest to newest First In First Out [FIFO]).

Message Transfer

Allows a subscriber to reroute a message to another mailbox and add his or her comments to the message if necessary. Receipt messages and messages originally marked as "private" cannot be transferred.

Message Waiting Lamp

The lamp on a PT that lights when there are messages in the extension user's mailbox.

Message Waiting Notification

Notifies subscribers and the Message Manager when they have received messages, by lighting the Message Waiting Lamp on their PTs, by calling a preprogrammed telephone number, or by paging a beeper.

Multilingual Selection Menu

Allows callers to select the language they would like to hear for voice guidance (system prompts). 3 languages can be selected for the Multilingual Selection Menu of the KX-TVA50; 5 languages for the KX-TVA200.

Non-Subscriber

A caller to the VPS who does not own a mailbox.

Notification Method

(see "Message Waiting Notification")

On Hold Announcement Menu

Allows callers in a queue to listen to the prerecorded announcement or music while they are on hold.

One-touch Two-way Transfer (One-touch TWT)

Available with KX-TDA series and KX-TAW series PBXs using DPT Integration only. Allows a subscriber to record his or her telephone conversations into another subscriber's mailbox with a one-touch operation.

Operator

3 different extensions can be assigned as operators for each time mode. Callers can be directed to an operator when they dial [0], when they have rotary or pulse telephones (and thus cannot dial while listening to VPS prompts), or when certain VPS features are programmed to direct callers to an operator.

Owner's Name

Each mailbox has an owner's name (subscriber name), and there are 2 ways that these names are stored in the VPS.

First, subscribers can record their own names; the VPS can announce this recorded name during transfers, Intercom Paging, and when callers use the Dialing by Name feature.

Second, the System Administrator can assign a text name for each subscriber. This allows callers to dial subscribers extension's by name (Dialing by Name) rather than by number. For example, a caller can dial "S-M-I-T" (Smith) rather than Smith's mailbox number, which can be hard to remember.

Password

A combination of numbers that protects a subscriber's mailbox from unauthorized access. If forgotten, the System Administrator or the System Manager can clear it so that the subscriber can select a new password.

Personal Custom Service

Similar to a Custom Service, allows callers to perform specific functions by pressing dial buttons on their telephones while listening to the subscriber's Personal Greeting Message. A subscriber's Personal Custom Service can allow callers to connect themselves to another extension, mailbox, outside telephone (such as the subscriber's mobile phone), etc., without the assistance of an operator. Each subscriber can create his or her own Personal Custom Service.

Personal Greetings

Subscribers can record 3 greeting messages that greet callers who are directed to their mailboxes. The Personal Greeting heard by callers depends on the status of the subscriber or VPS.

No Answer Greeting: Heard by callers when the subscriber does not answer.

Busy Signal Greeting: Heard by callers when the subscriber is busy.

After Hours Greeting: Heard by callers when the VPS is in night mode.

Personal Greeting for Caller ID

Available with APT/DPT Integration only. A subscriber can record a maximum of 4 Personal Greeting messages that are played for callers whose telephone numbers (Caller ID numbers) have been assigned to a Personal Greeting for Caller ID. A maximum of 8 Caller ID numbers can be assigned to each greeting.

Personal Group Distribution List

A preprogrammed list of subscriber mailboxes that can be used (by the subscriber who created the list) to deliver a message to several recipients in one operation. Each subscriber can create 4 Personal Group Distribution Lists. Each list can have 40 members.

Personal Programming

Also known as Station Programming. PBX programming that is performed by an extension user to customize his or her extension's settings. In order to use certain VPS features, such as Live Call Screening (LCS), personal programming may be required.

PIN Call Routing

Allows preferred callers to be directed to a specific extension, mailbox, or Custom Service when they enter their assigned PIN.

Playback Volume/Speed Control

Allows subscribers to control playback volume and speed while listening to messages.

Port

The point of connection between the PBX and the VPS.

Pound Sign

The [#] key on the telephone keypad. Also known as the "hash sign".

Private Message

A message designated by the sender as private. Private messages cannot be forwarded by the recipient.

Remote Call Forwarding Set

Available with DPT Integration only. Allows subscribers and the Message Manager to program their extensions from a remote location to forward various types of calls (all calls, no answer, busy, etc.) to a desired extension, or to an outside telephone (Remote Call Forward to CO).

Remote Call Forward to CO

Available with DPT Integration only. Allows subscribers and the Message Manager to program their extensions from a remote location to forward their calls to an outside telephone, if authorized.

Rewind

Allows a subscriber to replay the last 4 seconds of a message.

Rotary Telephone

A telephone that is not capable of emitting DTMF (touchtone) signals. Callers using rotary telephones will be automatically forwarded to an operator or the General Delivery Mailbox because they cannot dial numbers as directed by the VPS prompts.

Service Group

A group of settings which determine how incoming calls are handled by the VPS. One of 8 call service groups is assigned to each VPS port or PBX trunk (CO line).

Service Mode

Determines if incoming calls are handled by the VPS according to settings made for day mode, night mode, lunch mode, or break mode. The current mode can be changed automatically (either by the VPS or by the time mode settings of the PBX) or can be changed manually by the System Administrator and System Manager. Each Service Group is assigned a Service Mode.

Subscriber

A person who has an assigned mailbox.

Subscriber Tutorial

Guides subscribers through the mailbox configuration process the first time they access their mailboxes. The subscriber's password, owner's name, and No Answer Greeting can be configured using the Subscriber Tutorial.

System Administration

Includes system programming, diagnosis, system prompt administration, etc. They are performed by the System Administrator, using a PC running the KX-TVA Maintenance Console software. System Administration can be performed locally (on-site) by connecting to the VPS via USB or LAN, or remotely (off-site) by connecting to the VPS via the optional modem card.

System Administrator

Is the person responsible for programming the most essential VPS settings. Unlike the Message Manager and the System Manager, who use a telephone to perform their duties, the System Administrator uses a PC running the KX-TVA Maintenance Console software to program the VPS. The System Administrator's handbook is the Programming Manual. Only one programming session is possible at a time.

System External Message Delivery Duration Time

Specifies the maximum telephone connection time allowed for External Message Delivery. Prevents excessive telephone charges.

System Manager

Mailbox 999. The person who can perform a subset of the items that can be programmed by the System Administrator. The System Manager, using a telephone connected to the VPS, can create/delete mailboxes, clear subscriber passwords when they are forgotten, set Class of Service parameters, set the System Clock, etc.

System Prompt

Recorded voice guidance messages that help subscribers and callers use VPS features. Over 1000 prompts are prerecorded in the VPS.

The System Administrator and Message Manager can rerecord prompts as necessary.

The System Administrator and the Message Manager can turn system prompts on and off as needed. Each system prompt has a unique number.

System Report

The System Administrator or the System Manager can generate various System Reports to monitor the status of the VPS.

System Security

By default, the System Manager and Message Manager cannot access the VPS from their telephones until the System Administrator sets their passwords and allows them to access the VPS via their telephones. The System Manager and Message Manager must always enter their passwords in order to access the VPS.

The System Administrator can also choose to set a default password for subscriber's mailboxes. If this setting is enabled, a default password is automatically assigned when mailboxes are created.

Temporary Personal Greeting

A special greeting that, if recorded by a subscriber, is heard by callers instead of the subscribers other Personal Greetings. Often used to inform callers of a temporary absence. A common example might be, "This is (name). I'm out of the office this week...".

Time Synchronization

Available with DPT Integration only. When the date and time is set for the PBX or when DPT Integration is established, date and time data is sent from the PBX to the VPS.

Timed Reminder Setting

Available with DPT Integration only. Allows a subscriber to set a Timed Reminder by following system prompts provided by the VPS. Timed Reminder is a PBX feature that is similar to an alarm clock; the telephone will ring at the set time (once or daily) as set by the subscriber or Message Manager.

Toll Saver

Allows a subscriber to check his or her mailbox for new messages by calling the VPS from a preprogrammed Caller ID number, by dialing a preprogrammed DID number, or by dialing a telephone number that connects the call to a preprogrammed trunk (CO line) of the PBX. Toll Saver is a cost-saving feature that lets the subscriber know if he or she has new messages by the number of rings heard before the VPS answers the outside call from the subscriber. If the VPS does not answer the call within a preprogrammed time period, the subscriber can disconnect the call and thus avoid telephone charges.

Two-way Record

Available with APT/DPT Integration only. Allows a subscriber to record his or her telephone conversations into his or her mailbox.

Two-way Transfer

Available with APT/DPT Integration only. Allows a subscriber to record his or her telephone conversations into another subscriber's mailbox. The subscriber must specify the desired extension number when using this feature.

Unlimited Message Length

Allows a subscriber to record telephone conversations of an unlimited length of time when using Two-way Record and Two-way Transfer. The maximum recording time for other messages will be automatically set to 60 minutes.

Urgent Message

A message designated by the sender as urgent. Urgent messages are played back before other messages when the recipient listen to his or her messages.

VM Menu

Available with KX-TDA series PBXs using DPT Integration only. Displays VPS text prompts on the display of a compatible PT, allowing the subscriber to operate the VPS by following text prompts and pressing soft buttons and the Navigator Key. Voice prompts are not used.

Voice Mail

A general term used for messages recorded by the VPS and stored in subscriber mailboxes.

VPS

A Voice Processing System, such as the Panasonic KX-TVA50, and KX-TVA200.



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