Panasonic

ideas for life

# Voice Processing System

## KX-TVM50
## KX-TVM200

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

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

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

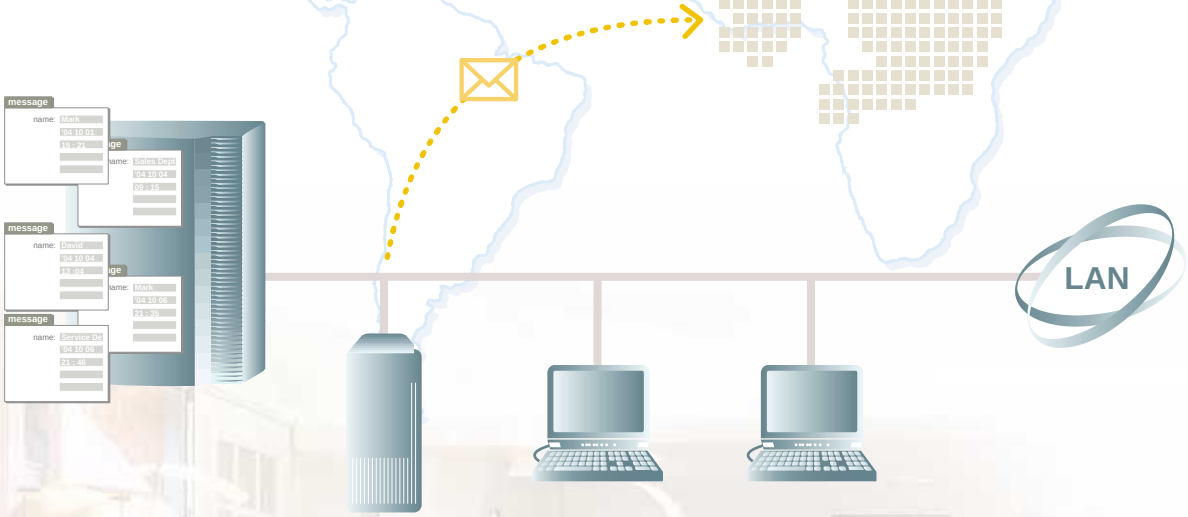
With the KX-TVM50 and KX-TVM200, Panasonic delivers new levels of communication ease and efficiency that can help any business be more productive.

# New Voice Mail Systems that Can Be Ta

## System Highlights

### e-message

Even while you're away from the office, the VPS will make sure you never miss a message. You can configure the VPS to notify you by e-mail when you've received new messages; you can then log in to your mailbox remotely and listen to your messages. Better yet, have the VPS send your new messages in telephone-quality WAV file format as e-mail attachments, and listen to your messages without even picking up the phone! You can easily forward them by e-mail to other parties, and keep backup copies of those messages on your PC.
Calling the office to check your messages is finally a thing of the past.




### System Expansion

When your business grows, you need a VPS that can grow with you. As your needs change with the times, the KX-TVM50 and KX-TVM200 can be expanded to keep up with your increased call traffic.
The KX-TVM50 comes equipped with 2 ports, capable of handling 2 calls at once, depending on the PBX system being used. This entry level system is ready to satisfy small-scale voice mail needs right out of the box, and can be expanded to 6 ports, handling 6 calls at once. Recording time can also be doubled by adding a KX-TVM524 4-Hour Recording Time Expansion Card.
The larger-scale KX-TVM200 can be expanded to 24 ports, handling 24 calls at once. Recording time is an incredible 128 hours.

# ailored to Your Needs

## Voice Mail (VM) Menu on the LCD

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

## Custom Service and Custom Service Builder

Using Custom Service, you can give callers 1-digit access to department extensions, special announcements, and other information. The caller listens to the first Custom Service Menu, then selects from the options available. You can create a variety of menus and make all necessary settings easily on a PC, with graphical icons to guide you.

Custom Service Builder

## Standard Functions

### Voice Mail Service

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

### Automated Attendant Service

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

### Interview Service

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

### Message Waiting Notification

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

### Multilingual Voice Prompts

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

### Direct Mailbox Access

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

### Automatic Message Forward / Copy Message

If messages have not been "picked up" after a specified period of time, the system can be programmed to automatically move or copy the message to another mailbox.

### Holiday Service

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

### Playback Volume / Speed Control

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

### Fax Detection

When a port receives a fax call and CNG tones are detected, the system will automatically transfer the call to the designated fax extension.

# Useful Panasonic Functions

## Caller ID Call Routing

This feature automatically sends calls from pre-assigned Caller ID numbers , ("wild card" digits can be used) to a designated mailbox, extension, or Custom Service.
Routing can help your company provide better service in countless ways. For example, when an important customer rings, you can forward his call directly to your company's key contact. Have calls from your client in Paris forwarded to a mailbox with a greeting message in French. Or have calls from family members or friends sent to a private Custom Service menu just for them. You can even use Message Waiting Notification to call your beeper or mobile phone when someone has called and left a message in your mailbox.

## Caller Name Announcement

Now , you don't even have to look at your phone to identify certain callers. With this feature, you can store pre-recorded audio messages that will be played through the telephone's handset, matching a Caller ID number that is programmed with a pre-recorded message.

## Personal Greeting for Caller ID

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

## Intercom Paging

Notifies you of an incoming call, even if your extension is unanswered. The system will put the caller on hold, and use an internal or external paging function to announce, "I have a call for..." You can answer the call from anywhere in your facility by dialling a pick-up code from any system phone.

## Live Call Screening

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

## Two-Way Recording

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

## Two-Way Transfer

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

# KX-TVM50/200 Features List

### PBX Integration Features

- APT Integration (KX-TVM50 only)
- Auto Configuration*
- DPT Integration
- Direct Mailbox Access*
- Display the Number of New Messages on PT
- Inband Integration (KX-TVM50 only)
- Intercom Paging*
- Live Call Screening*
- Timed Reminder Setting
- Voice Mail Menu (English only)

### Client Application

- Custom Service Builder
- Windows-based Administration

### LAN Features

- E-mail Integration (e-message)

### Subscriber's Features

- Auto Play Message
- Auto Receipt
- Bookmark
- Call Transfer Status
- Caller ID Screening*
- Caller Name Announcement
  - Personal*
- Covering Extension
- Deleted Messages Recovery
- External Message Delivery List
- External Message Delivery Service
- Group Distribution List
  - Personal
- Incomplete Call Handling Service
- Mailbox Capacity Warning
- Message Delivery, Internal
- Message Reception Mode
- Message Transfer
- Message Waiting Notification
  - Lamp
- Message Waiting Notification
  - Phone or Beeper
- Multilingual Voice Prompts
- Password Protection for Subscribers
- Personal Greeting for Caller ID*
- Personal Greetings
- Play Message Envelop
- Playback Pause
- Playback Volume / Speed Control
- Private Message
- Reply to Message Sender
- Temporary Personal Greeting
- Urgent Message

### System Features

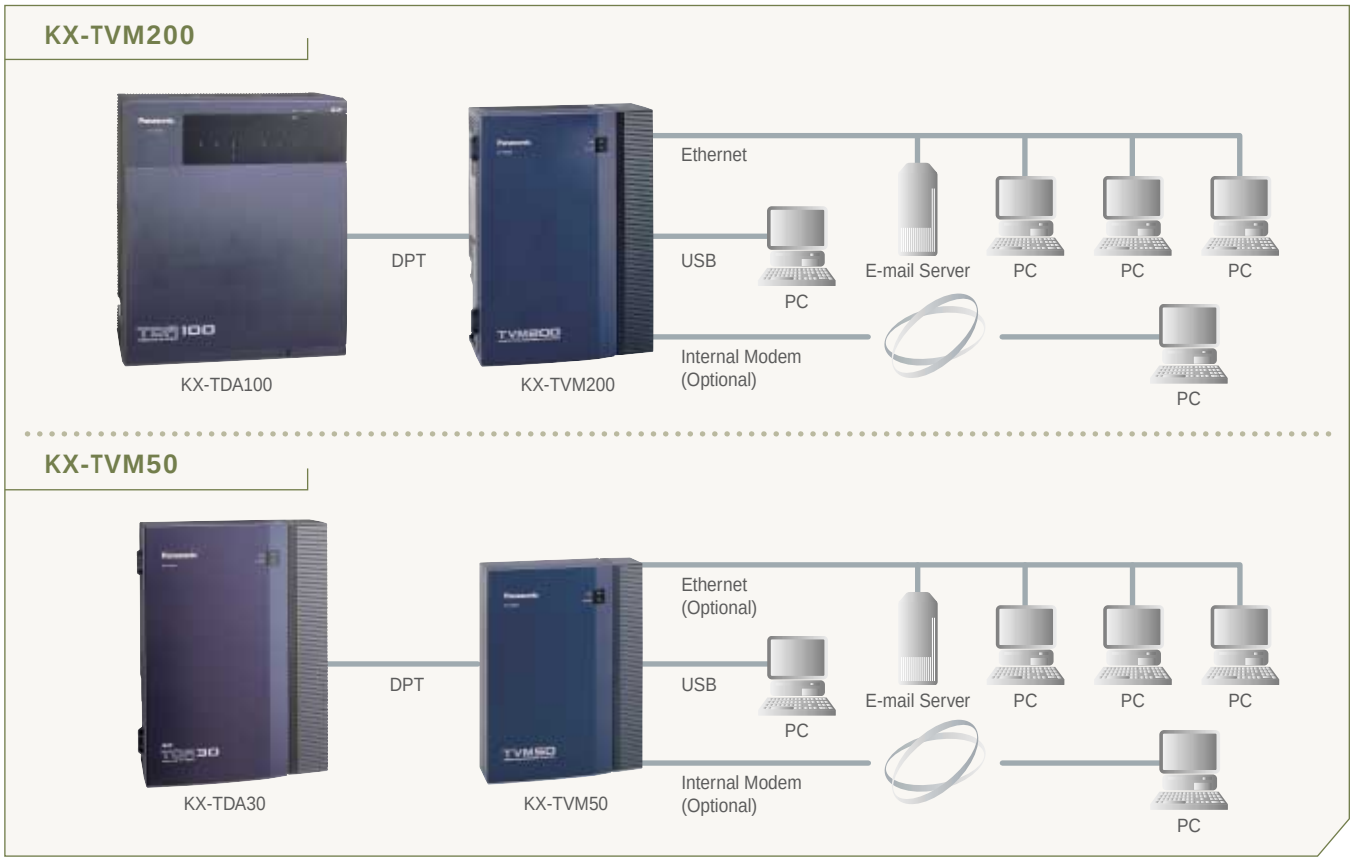
- Alternate Extension Group
- Announcement on Hold
- Auto Forwarding
- Automated Attendant Service
- Backup and Restore Messages in Mailboxes
- Broadcasting Messages (System Manager Only)
- Busy Coverage Mode
- Call Hold
- Call Routing (Caller ID / Direct Inward Dialling / Personal Identification Number)*
- Call Services
- Callback Number Entry
- Caller Name Announcement over Intercom Paging
- Caller Name Announcement
  - System*
- Calling a Wireless Beeper
- Class of Service (64 levels)
- Custom Service
- Day Service
- Daylight Saving Time (auto switching)
- Dialling by Name
- Extension Group
- Fax Management
- Fax Transfer, Automatic
- General Delivery Mailbox
- Group Distribution List
  - System
- Holiday Service
- Incoming Call Services
  - Custom Service, Automated Attendant Service,
  - Voice Mail Service, Interview Service,
- Interview Service
- Logical Extension (All Calls Transfer to Mailbox)
- Mailbox
- Multilingual Voice Prompts
- Name Entry Parameters
- Night Service
- No Answer Coverage Mode
- On Hold Announcement Menu
- Operator Service
- Outgoing Call Services
  - Message Waiting Notification, External Message Delivery
- PIN Call Routing
- Play Owner's Name during Transfer
- Play System Prompt After Personal Greetings
- Rotary Telephone Service
- Service Access Commands
- Special Feature Authorisation
- System Clock
- System Prompt / Multi Language
- Time and Date Stamp
- Voice Mail Service

### System Administration Features

- Auto Configuration*
- System Reports

* APT / DPT Only
APT : Analogue Proprietary Telephone
DPT : Digital Proprietary Telephone
SLT : Single Line Telephone

# Network Diagram




# KX-TVM50 / 200 Specifications

| | KX-TVM50 | KX-TVM200 |
|---|---|---|
| Number of Ports | 2 to 6 | 0 to 24 |
| Connectable PBX | Panasonic KX series PBX* | Panasonic KX series PBX |
| Dialling Method | DTMF | |
| Flash Time | 100/300/600/900 ms (programmable) | - |
| CPC Detection | None/6.5/150/300/450/600 msec (programmable) | - |
| Type of Line | Loop start | - |
| Extension Numbering | 2 to 5 digits (programmable) | |
| Pause | 100 to 9900msec (every 100 msec per unit) | |
| Message Waiting Lamp | Programmable DTMF sequence.<br>Data line of APT/DPT interface | |
| Voice Storage | Initial : 4h Max.:8h | Max. 1000 h |
| Number of Mailboxes (including System Manager and Message Manager mailboxes) | Max. 64 | Max. 1024 |
| Number of Messages | Unlimited | |
| Personal Greeting Messages | 1 to 360 sec (programmable) | |
| Message Retention Time | 1 to 30 days, or unlimited (programmable) | |
| Maximum Message Length | 1 to 60 min. or unlimited (programmable) | |
| Activity Reporting | Mailbox List, Class of Service List, System Service Report, Call Account Report, Port Usage Report, Disk Usage Report, Mailbox Usage Report, Fax Call Report, Mailbox Information Report, Call Handling Statistic Report, Message Status Report, Subscriber Setup Report, Security Information Report, Hourly Statistics Report | |
| Connections<br>Telephone Line: | Modular connectors<br>(2-conductor wire; 4-conductor in the case of DPT/APT integration) | Modular connectors<br>(4-conductor wire) |
| Data Port: | USB Interface, LAN Interface | |
| Power Source | 100V AC to 240V AC, 0.25A, 50/60Hz | 100V AC to 240V AC, 1.5A, 50/60Hz |
| DC Input | 9V, 0.75A (6.75W) | 40V, 1.38A (55.2W) |
| Power Consumption (Approx.) | 25W | 40W |
| Dimensions | 249 x 316 x 74 mm | 275 x 376 x 117 mm |
| Weight | 2.0 Kg | 4.4 Kg |
| Memory Media | Flash Memory | HDD |
| Remote Modem | Internal Modem Card (Max. 33 600 bps) | |

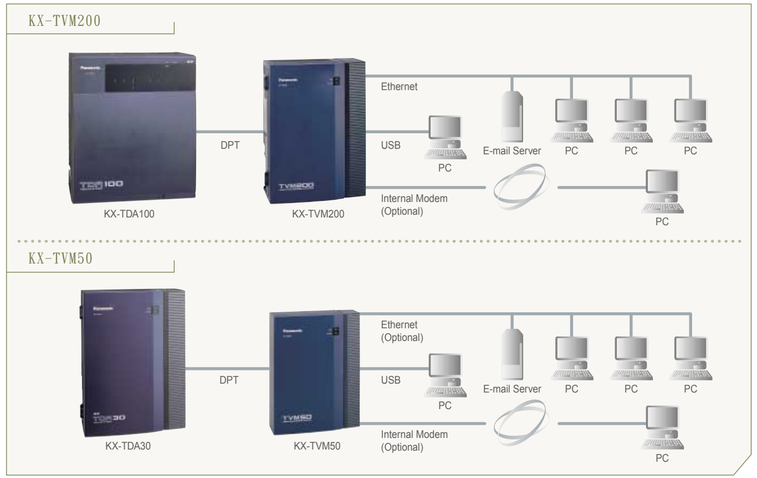
* With a SLT interface, the VPS is connected to other PBXs.

# Optional Accessories

| KX-TVM50 | |
|---|---|
| KX-TVM502 | 2 Port Expansion Card (2ch) |
| KX-TVM524 | Expansion Memory Card (4h) |
| KX-TVM503 | 2 Port Digital Interface Card (4ch) |
| KX-TVM594 | LAN Interface Card |
| KX-TVM296 | Internal Modem Card |

| KX-TVM200 | |
|---|---|
| KX-TVM204 | 4 Port Digital Interface Card (4ch) |
| KX-TVM214 | 4 Port DSP Card |
| KX-TVM296 | Internal Modem Card |

## Network Diagram

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| Personal Greeting Messages | 1 to 360 sec (programmable) | |
| Message Retention Time | 1 to 30 days, or unlimited (programmable) | |
| Maximum Message Length | 1 to 60 min. or unlimited (programmable) | |
| Activity Reporting | Mailbox List, Class of Service List, System Service Report, Call Account Report, Port Usage Report, Disk Usage Report, Mailbox Usage Report, Fax Call Report, Mailbox Information Report, Call Handling Statistic Report, Message Status Report, Subscriber Setup Report, Security Information Report, Hourly Statistics Report | |
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| KX-TVM296 | Internal Modem Card |

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