

Voice Processing Features

System Features		Subscriber's Features	
Alternate Extension Group	Interview Service	Auto Receipt Confirmation	Receive Message
Auto Forwarding	List All Names	Automatic Log-In	Message Recovery
Automated Attendant	Logical Extension (All Calls Transfer to Mailbox)	Autoplay New Message	Remote Call Forwarding Set
Broadcasting Messages	Message Delivery, Internal	Bookmark	Subscriber Tutorial
Busy Coverage Mode	Message Reception Mode	Call Transfer Status	Temporary Personal Greeting
Call Transfer to Outside Line	Message Waiting Notification—Device	Callback Number Entry	Timed Reminder Setting
Caller ID Call Routing	Message Waiting Notification—Lamp	Caller ID Callback	Toll Saver
Caller ID Screening	Multilingual Service	Calling a Beeper (Pager)	Two-way Record
Caller Name Announcement (Personal)	No Answer Coverage Mode	Delete Message Confirmation	Two-way Transfer (Integration Only)
Caller Name Announcement (System)	On Hold Announcement Menu	External Message Delivery Service	Unlimited Message Length
Class of Service (COS)	Operator Service	Group Distribution List – Personal	Urgent Message
Company Greeting	PIN Call Routing	Group Distribution List – System	VM Menu
Company Name	Play System Prompt After Personal Greeting	Incomplete Call Handling Service	
Covering Extension	Port Service	Live Call Screening	System Setting Features
Custom Service	Rotary Telephone Service		Auto Configuration (APT/DPT Integration Only)
Daylight Saving Time Assignment	Service Access Commands	Mailbox Capacity Warning	Custom Service Builder
Dial by Name	Service Groups	Message Transfer	Default Mailbox Template
DID Call Routing	System Clock	One-touch Two-way Transfer	Password Administration
E-mail Integration	System Prompts	Personal Custom Service	Recording by System Administrator
Extension Group	Time Service (day, night, lunch, and break)	Personal Greeting for Caller ID	Service Mode
Fax Management	Trunk Service (Universal Port)	Personal Greetings	System Backup/Restore
Hold	Voice Mail Service	Playback Volume/Speed Control	System Reports
Holiday Service		Private Message	System Security
Intercom Paging			Time Synchronization (DPT Integration Only)

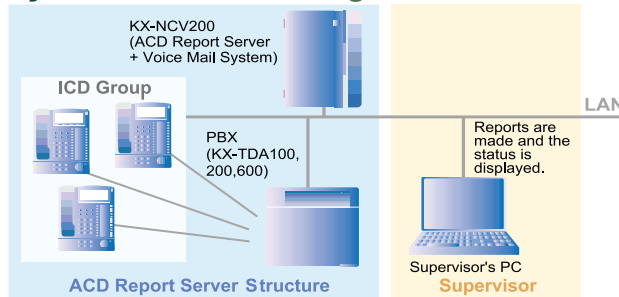
ACD REPORT SERVER

ACD Monitor
Performance Graphs
Reports
• CO Call
• Lost Calls
• System
• Group
• Agent
• Agent (operator code)
Logs
• Call
• Agent
Agent Log-in

Voice Processing System Maximum Capacities and Specifications

KX-TVA296	Modem Card	1
KX-TVA204	4-Port Digital Expansion Card	6
Initial Configuration and Expansion Capabilities		
No. of Ports	Initial Configuration	4
	Maximum	24
Recording Time	Initial Configuration	1000 hours
	Maximum	
Specifications		
Custom Services		Up to 100
Number of Messages		Limited by Storage Time
Length of Personal Greeting Message		Up to 360s (programmable)
Message Retention Time		1 to 30 days (programmable)
Maximum Message Length		1 to 60 minutes (programmable)
Maximum Combined Length of Message per Mailbox		1 to 600 minutes (programmable)
Number of Mailboxes		1022 Subscriber + 2 Manager
Power Source		100 V AC to 240 V AC, 1.5A, 50 Hz/60 Hz
DC Input		40 V, 1.38 A (55.2 W)
Dimensions (W x H x D)		10 7/8" (W) x 14 7/8" (H) x 4 5/8" (D)
Weight		9.7 lbs
PBX Hardware		
Applicable PBX		KX-TDA 100/200 (V2.02) KX-TDA600 (V2.03)
Connection		LAN (CTI Link Card is required for LAN)

System Connection Diagram



System Requirements for ACD Report Client

Item	Minimum	Recommendation
CPU	Celeron 1.0 GHz	Pentium4 1.6 GHz or greater
RAM (Memory)	256-MB RAM	512-MB RAM or greater
OS	Windows 2000 Professional SP4 Window XP Home Edition SP2 Windows XP Professional SP2	Windows XP Home Edition SP2 Windows XP Professional SP2
HDD	2-GB hard drive space	5-GB hard drive space
Video	1024 x 768	1280 x 1024
Communication port (LAN)	10BaseT	100BaseT or greater

1 – Requires subscription to Caller ID service offered by certain telephone companies for a fee.

2 – This brochure describes features that are available when a Panasonic KX-TVA voice processing system is digitally integrated with a Panasonic Digital Hybrid IP-PBX system. Some features may be available only when the systems are digitally integrated and digital telephones are utilized. See your dealer for details.

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