



## **KX-TDA600 Hybrid IP Telecommunication Systems**

The intelligent business solution.

Panasonic KX-TDA600 is a highly reliable intelligent IP enabled communication solution for the Mid-size business. Modular and scalable in architecture - the system is designed to satisfy all your enterprise business communication needs.

## The IP-Enabled KX-TDA600 Telecommunication Platform



The Panasonic IP-Enabled KX-TDA600 business telephony solution combines advantages of traditional telecommunications together with the convergence of IP technology - offering maximum feature and flexibility to handle all your corporate communication needs.

### Business Communications Simplified

Investment in a telecommunication system requires business communication foresight. Businesses need to be able to effectively communicate today - yet want to make sure that they are properly equipped to handle the growing demands of their future communication needs.

Packed with a repertoire of advanced corporate telephony solutions, the IP-Enabled TDA600 PBX brings a wide range of benefits to help solve your company's communication needs.

Solutions - such as Wireless Mobility allows you freedom to roam within the corporate campus so you can respond to important calls from anywhere in your office, while the Voice Messaging solution adds value to virtually all your services.

Built-in advanced call centre functions improve communication efficiency and allow you to serve customers more effectively. The IP-Enabled TDA600 PBX makes it easy to distribute calls, manage agents handling calls, and controls office use of the phone system.

### Automatic Call Routing

Intelligent call routing allows incoming calls to be distributed directly to the desired destinations. This is made possible by using the CLIP information that is sent with the call. Calls can be distributed to a single extension, or group of extensions, or even held in a queue. Extension groups can also carry VIP status, so that calls that are distributed to these groups are automatically pushed to the front of the call queue regardless of when they enter the queue.

### Cost-Cutting Performance

Panasonic has leveraged leading edge PSTN and IP technologies in the IP-Enabled TDA600 PBX. Customers can reap the business benefits of the following supported technologies to achieve cost-effective, effortless, and reliable inter-office multi-site voice solutions based on most inexpensive programmed calling routes.

- QSIG\*
- Voice over Internet Protocol (VoIP) using H.323
- Least Cost Routing (LCR)

\* QSIG is an industry-standard digital networking protocol.

### Reliability

The reliability of Panasonic TDA600 Hybrid IP PBX system is assured by rigorous quality control and testing before it leaves the factory, guaranteeing you piece of mind. The system is designed for quick and easy maintenance to help keep any downtime to an absolute minimum. Supporting "hot-swap" - you can change or add most modules without even shutting down the system, while advanced PC based programming tools help installers with quick configuration changes from any networked computer.



## Built-in Call Centre Solutions - for perfect customer service

Whatever the size of your company, efficient and courteous handling of telephone calls is a major factor in a successful business. Panasonic provides multiple solutions for medium and small Call Centres, to help control and make use of the limited human resources that may be available. The following call centre features are integrated into the PBX and can be expanded to suit more sophisticated call centres in combination with optional Panasonic ACD Report Server (KX-NCV200) or with CTI software solutions available in the market:

- z Intelligent and Automatic Call Routing
- z Flexible Routing to distribution groups
- z VIP call routing
- z Automated Attendant
- z Call Queue with waiting message
- z Walking Extensions ('Hot Desking')
- z Supervisor call queue monitoring
- z Supervisor level monitoring and reporting z
- z Overflow Extensions
- z Agent Log-in / Log-out
- z Wrap-up

## Future-Ready Design

The IP-Enabled TDA600 PBX is a communications tool your business can grow with. The system comes ready for use with IP Trunks, IP Phones, IP based CTI, and a whole family of business communication applications.



# Extreme Functionality



For effective communication - Panasonic telecommunication systems allow you to have a wide range of services at your disposal. The TDA600 supports a wide range of Digital, Advanced IP, DECT Wireless and Analogue telephone terminals to suit all your business needs.

## Programmable Keys

One-touch function access programmable soft keys save time and effort. These keys can be used to store telephone numbers, or access frequently used phone system features. The dual colour Red/Green LEDs give visual indication of accessed feature status as well as the status of colleagues (Idle, Busy).

## Alphanumeric Display

Visual feedback on the user-friendly LCD display makes it easier to handle calls and perform other tasks. Use it to view a variety of information (see partial list below) or to access the IP-Enabled PBX system's many features. Users can also make calls by simply following the visual prompts shown on the display. The display can show items such as:

- Incoming caller's name and number
- Message waiting, absent messages, feature settings
- Log of incoming and outgoing calls (Call Log)
- System/personal speed dialling
- Extension lists
- Call Duration
- Menu of system features
- Time and date

## Navigation Keys

Easy to use navigation keys allow fast, one touch access to multiple phone system functions. The ergonomically designed navigation keys make it highly intuitive to go through phone system feature menus.

## Hands Free Convenience

Optional Bluetooth module for KX-NT300 series IP telephones provides wireless headset support. In addition, the built-in headset jack, with your choice of headset (optional), allows you to keep your hands free while taking important telephone calls, giving you the freedom and flexibility to work on your PC or take notes etc.

## Multi Step Tilt Angle

The IP and digital telephones have multiple points of adjustment for maximum visibility at any angle.

## Integration with Data Network

The NT300 Series IP terminals connect directly into your data network, and provide IP-Telephony features with enhanced levels of functionality and comfort. Users can easily connect their PCs and work laptops to the company Local Area Network (LAN) using the built-in 2-Port Ethernet switch on the back of the IP telephones - reducing desktop cable clutter.

"The Panasonic KX-TDA Hybrid IP PBX supports the entire range of Digital, IP, DECT Wireless and Analogue telephone extensions."



## Digital Telephones

Developed specifically to meet the needs of businesses of all sizes, the Panasonic digital telephones incorporate sleek design, improved ergonomics, flexibility and enterprise-class voice quality.



## IP Telephones

The TDA600 system support the newly released KX-NT300 Series IP telephones that are stylish, intuitive, user friendly, and comfortable to use. The NT300 series IP telephones take you to a new dimension in communications productivity, broadband network connectivity and customer care. The sleek, ultra-modern design, available in both black and white works well with any work environment and office decor.

Note: IP telephones require optional IP-EXT16 line card.



# Mobility Solution



Have an important customer call and need to walk away from your desk? Panasonic Wireless Mobility Solution is here to help.

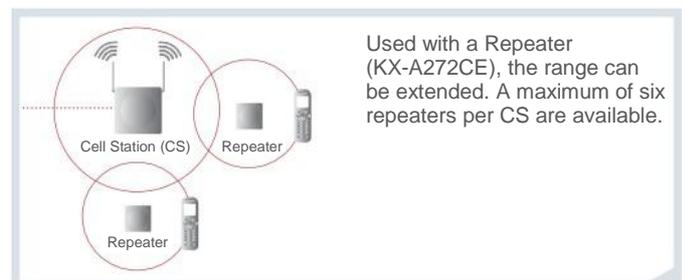
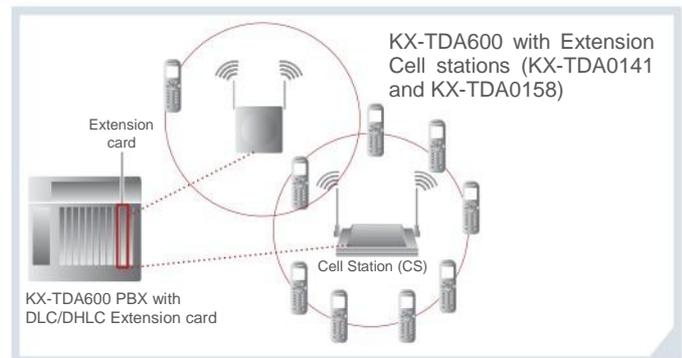
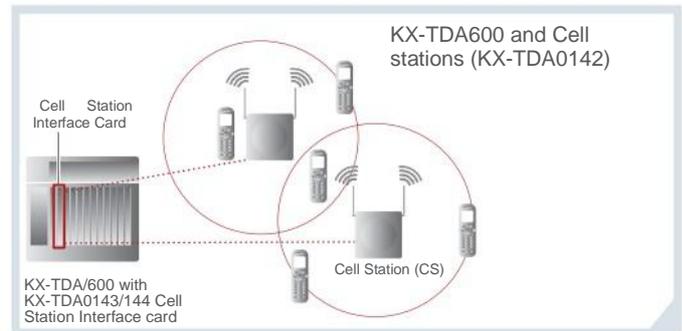
The Panasonic TDA600 Hybrid IP PBX system lets you simply continue your current conversation over a lightweight, business-smart wireless DECT telephone while you are away from your desk or moving around the office. Mobile telephones can also be integrated as office extensions - receiving and making calls using just one number - for anytime anywhere connectivity.

## Extending Wireless Communication

The IP-Enabled TDA600 PBX system allows wireless communication over an extended range by using multiple and High Density cell stations that boost the flexibility and mobility of your wireless handsets. The system provides automatic hand-over between installed wireless cells - enhancing coverage and giving you true communication mobility even within large premises.

## Enjoy superb mobility whatever your business demands.

Whether you work in an office, a factory, a warehouse, a supermarket, or other large facilities - the Panasonic Multi-Cell DECT System keeps you in constant touch with work colleagues and customers even when you are untethered and moving within your work environment - giving you freedom to roam.





## Mobility for Business Productivity

Using Wireless XDP, you can set your wireless telephones to have the same extension as your desk phone, and then receive calls even when away from the desk. You are always there, ready to receive your customers' calls, and make the most of every business opportunity that comes along.

And now with basic, business, or tough-type IP54 compliant DECT that is able to handle harsh environments - you can be rest assured that no matter what you need - with Panasonic; you have the DECT mobility solution of your choice.

## Mobile Telephone Integration

Mobile Telephones are a compelling way for doing business outside of the office. The KX-TDA600 PBX supports the latest Mobile Telephone integration technology - enabling calls directed to an office extension to be redirected to a Mobile telephone through the TDA600 PBX at a lower, fixed cost. Calls can then be transferred back to a PBX extension or even to an office Voice Mail system.

Mobile telephones can be integrated into ICD groups providing simultaneously ringing of both desk and mobile phone when a call comes in, allowing users to pick-up their calls on either their Desk phone or Mobile phone providing greater flexibility.



**KX-TCA155**

Basic



**KX-TCA256**

Compact Business



**KX-TCA355**

Tough Type

## KX-TCA155, KX-TCA256, and KX-TCA355 - Features

- z 6-line, Blue, backlit LCD display
- z Illuminated Keypad
- z Multiple Language Display
- z Speakerphone
- z Programmable Soft Keys
- z PBX functionality support
- z 200 entry Phonebook
- z Headset Compatible
- z 9 Ringer Melodies
- z 10 Programmable Hot Key Dialling
- z Vibrate Alert\*<sup>1</sup>
- z Meeting Mode\*<sup>1</sup>
- z IP54 Dust and Splash resistant\*<sup>2</sup>

\*<sup>1</sup> KX-TCA355 and KX-TCA256

\*<sup>2</sup> KX-TCA355 only

# Computer Telephony Applications

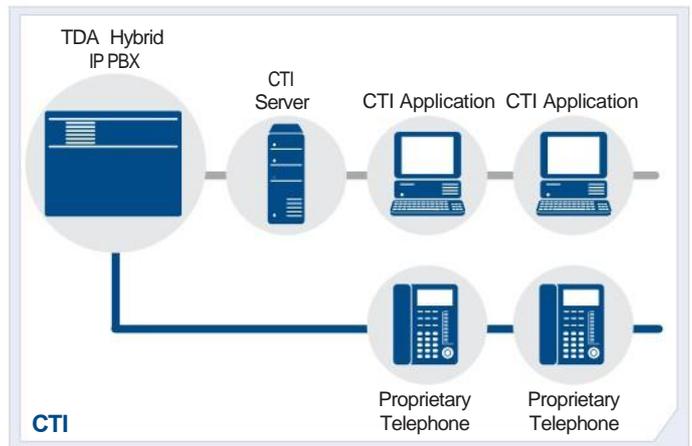


Supporting industry Standard CTI interfaces - the IP-Enabled Panasonic TDA600 PBX can support a large number of software applications ranging from standard "Screen Pops" to integrating Customer Relationship Management (CRM) systems and many more - all designed to intelligently and efficiently handle your business calls.

## Computer Telephony Integration (CTI)

Computer Telephony Integration (CTI) is the technology that brings the best of telephony and computers together - providing powerful and simple productivity enhancements. Panasonic KX-TDA600 PBX supports CTI integration via the two mature industry standards:

- Telephony Application Programming Interface (TAPI), and
- Computer Supported Telecommunications Applications (CSTA)



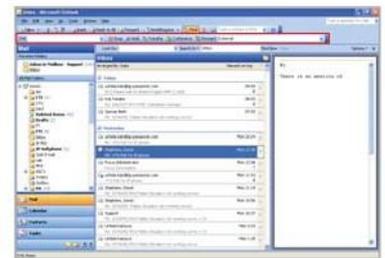
## Benefits of CTI

Multiple telephony applications can be implemented leveraging TAPI and CSTA interfaces to augment business communication capabilities and provide software productivity applications for your businesses. The KX-TDA600 PBX can support a myriad of productivity applications that cover all aspects of business requirements. These include among others:

- Offices - Incoming call display (Screen Pop), Busy caller display, Dial from MS Outlook, Call accounting etc.
- Contact Centre - Incoming call display, CRM database integration, Agent Log-in/Log out, ACD reporting etc.
- Hotels - Room availability, check-in/check out, Billing etc.

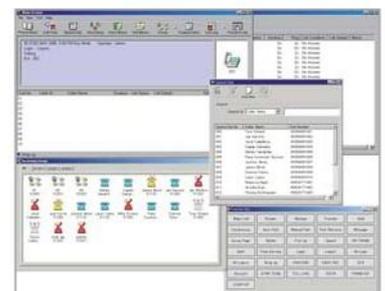
## PC Phone Software Add-in for Microsoft® Outlook®

An easy to use CTI application for customers using Microsoft® Outlook®. The software allows users to easily dial contact phone numbers and receive incoming call pop-up alerts. (Requires digital proprietary phones with optional USB module to interface with the PC)



## PC Console

PC Console provides company operators with a powerful tool for improving call-handling, efficiency, and customer service. PC Console displays information about a caller on the PC screen even before the operator takes the call making it easier for operators to prioritise incoming calls, so important customers are never kept waiting. Operators can quickly see which extensions are busy and which are free, and can transfer calls and perform other duties using simple drag-and-drop and point-and-click operations.



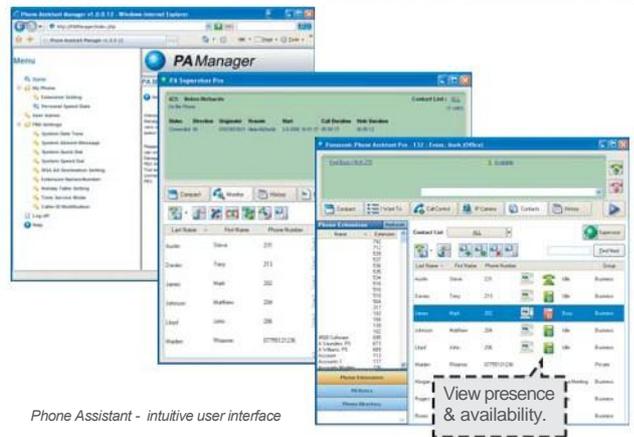
# Productivity Application Solution

KX-TDA600 system users can leverage highly intuitive PC based software applications that blend powerful point and click telephony together with screen based presence, availability, Microsoft® Outlook® and Exchange® integration, IP camera integration, and a variety of collaboration tools to simplify and enhance real-time communications for business telephony users.



## Phone Assistant Productivity Application Suite

The Panasonic Phone Assistant productivity software suite is a highly intuitive PC based application suite that blends powerful point and click telephony together with screen based presence, availability, integration with Microsoft Outlook®, integration with popular TAPI enabled CRM desktop tools (e.g. ACT, Goldmine, TwixTel), and a variety of collaboration tools to simplify and enhance real-time communications for business telephony users.



Phone Assistant - intuitive user interface

### Targeting all areas for enhancements - Phone Assistant productivity suite includes:

Products	Targeted Solution	Benefits
<b>Phone Assistant Pro</b>	Point and click telephony for desk based or remote workers	Helps you visually control all your communications from your PC.
<b>Phone Assistant Status Pro</b>	Team supervisors to monitor employees' call activities, or Operators to handle call traffic	Helps you to visually manage all your team member's telephony activities or for operators to handle business call traffic
<b>Phone Assistant Manager</b>	Web based system administration	Helps quickly administer your PBX from any networked PC with a

All applications - when used together can significantly enhance enterprise business productivity and help propel your business to the next level.

## Empower Remote Workers using IP Softphone

The Panasonic KX-NCS810X IP Softphone allows road warriors, sales and support staff, or any other power user to use their computer as an IP Phone for access to anytime, anywhere enterprise IP telephony. The user simply needs to connect to the corporate IP network over a managed broadband connection to enable the IP Softphone. All employees can now be centrally connected to the corporate KX-TDA600 Hybrid IP PBX - providing simple yet highly cost effective VoIP communication.



## Flexible Messaging



Advanced voice messaging applications provide enhanced call handling flexibility. Voice guidance provides a user friendly interface to simplify and streamline business communications by efficiently routing customer calls to the proper department or agents. Further, voice mail storage facility can be used for graceful offline call handling during busy hours - increasing overall productivity and providing better customer service.

### An Affordable System that Adds Value to Your Business

The KX-TDA600 PBX system offers two types of messaging solutions:

**Optional Solution:** ESVM2 (Option: KX-TDA0192) or ESVM4 (Option: KX-TDA0194) Enhanced SVM cards provide added message recording and outgoing message handling capabilities that help ensure calls from your customers are routed through properly and are always answered or processed gracefully. These optional cards can be configured to run in three modes for complete flexibility:

- **SVM Mode:** For Simple Voice Mail only features.
- **MSG Mode:** For DISA functionality leveraging Outgoing Message recordings. The MSG mode can also support mobile telephone extension integration allowing for mobile telephones to be used as PBX extensions.
- **SVM + MSG Mode:** Allowing customers to have both a simple voice mail as well as DISA functionality. Companies can even upload from PC high-quality sound files (8kHz, 16 bit .wav file) that can be played as OGM recordings - for various outgoing message applications.

**External Solution:** Companies requiring enhanced voice messaging capabilities beyond the functions found on the optional ESVM cards can upgrade to the external KX-TVM50 or KX-TVM200 messaging solutions providing enhanced message applications and customer service. These external optional voice processing systems come fully packed with business class voice messaging features, designed to help businesses handle every call in a courteous and efficient manner.

Voice Messaging	Option	Connection	Channels	Capacity
ESVM2 (KX-TDA0192)	Optional	OPB3	2ch SVM, 2ch DISA	250 messages, 120 Minutes
ESVM4 (KX-TDA0194)	Optional	OPB3	2 x 2ch SVM, 4ch DISA	2 x 250 messages, 120
TVM50	External	DPT/LAN	2 - 6	4 hours - 8 hours
TVM200	External	DPT/LAN	0 - 24	1000 hours

### Enhanced Simple Voice Mail (ESVM)

Key applications that can be implemented using the optional ESVM cards include: user as well as group voice mail services, voice guidance based call routing, transfer out from voice mailbox to MSG functions, multi-level auto-attendant with OGM recordings, queue messages, CO-to-CO end of call detection, mobile phone extension support and many more. Depending on the mode of the ESVM cards, the following shared message recording facilities are available:

ESVM Option(s)	DISA Channels	SVM Channels	Modes	Recordings	
				Messages	OGM
ESVM2 (KX-TDA0192)	2	2	SVM*	250	-
			MSG	-	64
			SVM + MSG	186	64
ESVM4 (KX-TDA0194)	4	2 x 2	SVM*	2 x 250	-
			MSG	-	64
			SVM + MSG	2 x 186	64

\* Out of the installed ESVM cards only 2 cards can be set to be in SVM mode

## Intelligent Message Handling

If a call is not answered, or processed gracefully - it reflects badly on your business. That is why Panasonic TDA600 Hybrid IP PBX systems are integrated with multiple call handling features as standard.



### KX-TVM Key Features:

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

- Voice Messaging Service
- Automated Attendant Service
- E-Messaging (email notification with voice message attachment)
- Interview Service
- Voice Mail Menu on LCD of system phones for Easier Operation
- Caller Name Announcement
- Caller ID / CLIP based Greetings
- Call Screening
- Call Recording
- Holiday Service
- Multi-Lingual Voice Prompts
- Fax Detection / Routing



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

### An Affordable System that Adds Value to Your Business

The new Messaging Features offer greater flexibility. If short of staff, you can handle calls with the Automated Attendant Service. By combining the system with a Panasonic Voice Mail System, you can upgrade to Unified Messaging: combining e-mail and voice mail, and giving you multi-media communication capabilities. You can even customise the system to meet the needs of different callers and get additional features that are available only from Panasonic, such as Live Call Screening, Two-Way Recording, and Two-Way Transfer.

### Queue Handling with Messaging

If a call cannot be answered it can be sent to a call queue and greeted with a friendly welcoming message. The messages are pre-recorded and can inform the caller that their call will be handled in the order it has been received by an agent as soon as one becomes available, or the messages can be used as a way to generate additional business opportunities by alerting the caller of a service the company offers, or a forthcoming sales promotion.

### Voice Mail and advanced Messaging

Using the advanced TVM Messaging solution - each extension can be assigned its own personal mailbox that can be contacted any time of day or night. If a caller leaves a voice message for a user, the extension user is notified by a message-waiting lamp available on proprietary telephones or can be additionally notified via an e-mail with voice message attached. Incoming call information is also recorded with the message and is displayed on a Proprietary telephone. This includes Caller's telephone number, time of call, and length of call.

### Centralised Voice Mail

For networked multi-site deployments - centralised voice mail is possible for up to 8 networked TDA600 Hybrid IP PBX systems. Extension users from each branch site can set their phone terminals to forward calls when in busy or no-answer state to the central voice messaging system and access messages using VM access codes.

## Integrating Voice and Data networks



Corporate IP Network infrastructures can now carry both voice along with data. Designed to support Convergence via modular architecture, the IP-Enabled Panasonic TDA 600 Hybrid IP PBX system allows a harmonious migration towards Voice over Internet Protocol (VoIP), allowing voice and data communication to work within the same network - increasing network utilisation and reducing infrastructure cost.

### Multi Site Networking

Multi-site networking helps enterprises with multiple branch sites to benefit from lower costs for branch-to-branch communication by either leveraging ISDN network connectivity, corporate Wide-Area-Networks (WANs), or using Managed VPN services available from network service providers. Supporting the industry standard QSIG protocol, the KX-TDA600 Hybrid IP PBX allows you to interconnect multiple PBX locations to help modularly build a large, effectively seamless, virtual telephone system. The system supports QSIG over both ISDN as well as VoIP (H.323) giving businesses access to more advanced networking features like direct extension to extension dialling between PBXs, CID of PSTN calls and ICD group call handling across the QSIG network.

For companies with large legacy PBX in the Head-office, customers can add the KX-TDA600 Hybrid IP PBX as the new advanced corporate PBX while still maintaining links back to the main legacy PBX via QSIG connection.

### Benefits of Voice-over IP (VoIP)

VoIP, where packets of digitally compressed voice are sent over IP data networks, leveraging existing data networks can bypass PSTN and therefore avoid all costs associated with PSTN calls. In addition, VoIP also allows for more advanced telephony solutions and applications.

VoIP is an ideal solution for site-to-site communications between multi-site offices and retail chains - as well as for networking branch office and remote office employees, small office/home office (SOHO) workers, and home sales personnel, allowing for flexible working environment and lowering cost.

### Remote Administration over IP Network

With KX-TDA600 Hybrid IP systems, installers and administrators can remotely manage any deployment scenario - whether a stand-alone system or a networked multi-site system connected via an IP network. All they need is a networked PC with the necessary PC Maintenance Console application and they can access and administer systems from any location reducing extra administration overhead and resulting in quick system handling.



## Network Busy Lamp Field

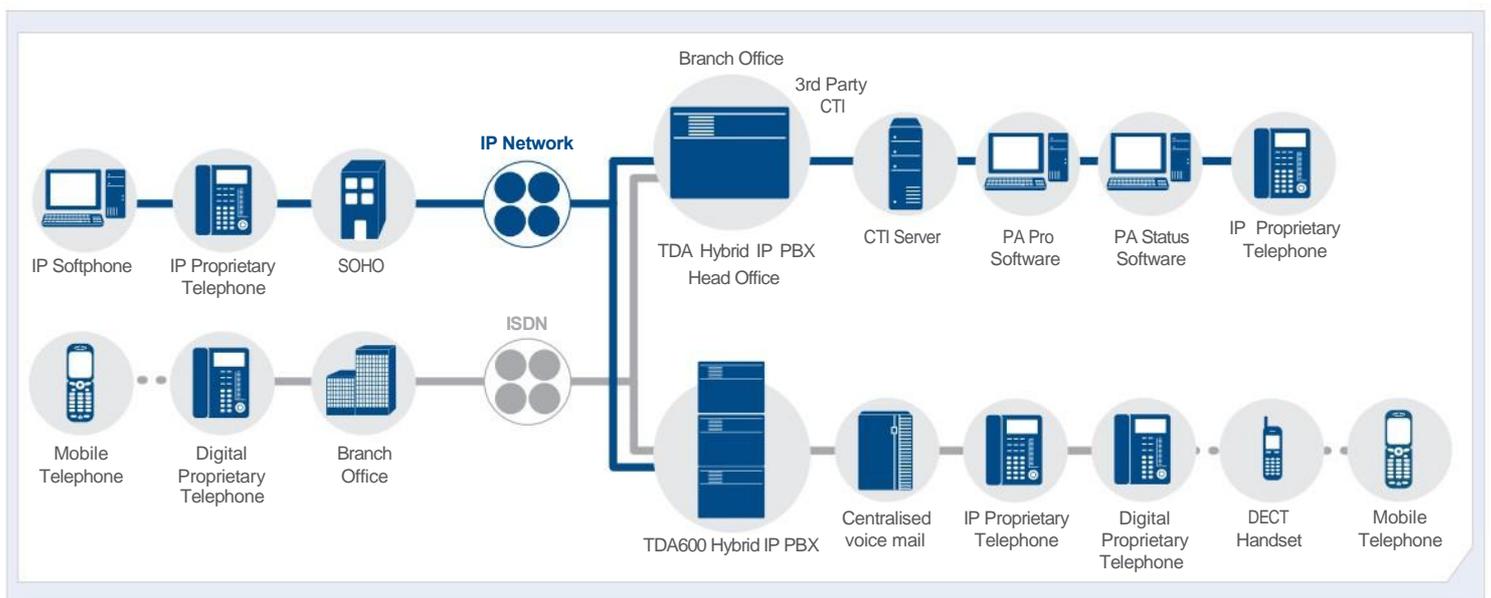
Network Busy Lamp Field (Network - BLF) or Network Direct Station Selection (NDSS), allows unique extensions across networked TDA600 Hybrid IP PBX systems to be monitored by a single centralised Network Operator. These extensions can be part of a global PBX QSIG network connected over both ISDN or Voice-over-IP (H.323).

If any of the pre-programmed extensions are busy, receiving an incoming call (ringing) or in 'Do not Disturb' (DND) mode, the operator's DSS key for that extension will illuminate, showing the operator the status of that particular extension providing instant - across the network status visibility.

## Network Distribution Groups

Incoming Call Distribution (ICD) groups can be set-up across multiple networked TDA PBX systems. Extensions can be grouped together from different PBX systems, creating globally diverse departments with the same ICD group number - e.g. in distributed call centres.

Simultaneous or delayed ringing can be programmed for all Network ICD (NICD) groups for efficient call handling.



## With digital communication...



For the majority of businesses, personal contact with the customer is a significant factor for success. The telephone system is at the heart of all communications - without any concern as to how the communication is conveyed: via IP, by traditional telephony or by employing wireless technology. What is crucial for businesses is quality and reliability. Panasonic provides applications and solutions that address all these crucial business needs.

### Hospitality

The Hospitality market requires the communications system to be flexible, economical, and easy to use, with maximum reliability and adaptability for the individual needs. The possibility of PC integration to allow guest room billing and system management has also become a requirement of this sector. Panasonic TDA600 PBX Systems are perfectly equipped with all these necessary hospitality features and solutions.



### Medical

To be able to work effectively and comfortably in a medical environment, it is necessary that the telecommunication system is adapted perfectly to fit the needs of this type of activity. In the field of health, Panasonic alleviates the continual increase in costs and allows easy integration with life saving technologies.



### Health service

A telecommunication system in nursing facilities and resident housing must have a high level of reliability to meet the requirements of staff. Panasonic TDA600 PBX systems meet these requirements and offers custom-made solutions that can be integrated with computers to support administrative tools and emergency call systems. The investment ensures security by flexible, future-safe technology.



### Customer Services

We all would like to offer our customers the best service we possibly can, and while you might be the best today, what about tomorrow? Panasonic Telecommunication systems offer service-orientated solutions, which can be expanded to meet your customer's needs now and for days to come.



### Administration

Public administrations see themselves today more than ever as service providers. Their services must be carried out in spite of the increasing pressure of cost management for government, council and municipal authorities. Panasonic offers such establishments a telecommunications solution which helps them maintain and keep their costs in check.



...the possibilities are endless



## Sales

In today's competitive world, personal contact becomes ever more important to the customer. Customer satisfaction, maximum flexibility and accessibility provide the crucial lead in this sector. With a solution from Panasonic, everything that you need is already built in as standard.



## Logistics

Logistics requires smooth and reliable transport of information. This is why logistics companies have particular requirements when it comes to telecommunications systems. With possibility for integration into modern EDP systems and mobile accessibility, Panasonic systems can become the driving force for your business today, tomorrow and in the future.



## Construction

Customers like to only invest in well built products, displaying them attractively and place them within a delightful environment. These same guidelines should also be followed by your telecommunication systems. When it comes from Panasonic - you are sure that all these important points have been meticulously followed - so customers can be proud to own a Panasonic system.



## Legal

The legal industry of law firms, notaries, attorneys, solicitors etc have specific requirements when it comes to business communication.

Attorney client conversation may need to be recorded - or clients may need to be billed for calls. Law firms may prefer to have secure entrances monitored via IP cameras. The Panasonic TDA600 PBX addresses all these unique communication needs of the legal industry - yet provides all these and more solutions in a cost effective manner.



## Production enterprises

High flexibility, economy and maximum reliability as well as adjustment to individual needs are important criteria, which telecommunication systems must fulfil. The Panasonic TDA600 PBX outshines here as it was developed with manufacturing plants and production departments in mind. With its ultramodern design and future ready solutions, experience a new dimension of efficient communication.



With Panasonic the possibilities are endless.

**Panasonic**  
ideas for life

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