

# KX-TDE200AL PURE IP-PBX SYSTEM

the voice of business



## PANASONIC COMMUNICATION SOLUTIONS

Panasonic Australia is part of the Matsushita Group - a worldwide leader in the development and manufacture of products for a wide range of consumer, business and industrial needs.

The Matsushita Group was founded in 1918. Today, Matsushita Group with its flagship Panasonic brand has annual sales of approximately USD\$77 Billion\* with more than 300,000 employees.

Panasonic has been manufacturing telephone systems since 1986 with the launch of the world's first two hybrid port systems (KX-T308 and KX-T616). The cost savings and superior flexibility of these hybrids quickly made them the world's best-selling systems.

In Australia, we have built the business to be one of the flagship product areas within Panasonic Business Systems. Panasonic Australia has a strong national network of over 70 dealers, covering all States and Territories, both in metropolitan and regional areas.

Panasonic maintains an on-going programme of training and accreditation to ensure the highest standard of product experience and technical aptitude is maintained within our dealer network.

Panasonic has continued to demonstrate its commitment to providing future-ready products, developing new hardware and software as network services and customer needs evolve. This is clearly seen in the new Panasonic KX-TDE Pure IP-PBX systems.

The Panasonic KX-TDE Pure IP-PBX series are advanced communications platforms for IP networking environments,

supporting SIP connectivity for desktops and networks. The system supports a range of advanced IP telephones, as well as the standard digital and analogue extensions, IP, ISDN and analogue trunks. Couple this with a Business Application environment, and you have a system ready to take your business communication needs into the 21st century, at your own pace.

\* Year ending 31st March 2007

Panasonic has continued to demonstrate its commitment to providing future-ready products, developing new hardware and software as network services and customer needs evolve.

## PANASONIC KX-TDE PURE IP-PBX SYSTEMS



## New Panasonic IP-PBX. Exciting new benefits!

- SIP Telephony supporting both Trunks and IP Extensions
- Leveraging Open Standard Communications
- Desktop, Network, & Application Integration
- Business Productivity with Mobility Solutions
- Easy Migration (Upgrade from TDA to TDE)
- Reduced Total Cost of Ownership (Installation & Network call costs reduced)
- Centralised Management & Upgrades

## THE KX-TDE PURE IP-PBX PLATFORM



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. Highly modular and empowered with the latest SIP technology; the new KX-TDE Pure IP-PBXs are an ideal communication platform for customers to solve all their business telephony needs today as well as in the future as they embrace full IP telephony.

New or existing customers can benefit from the new KX-TDE Pure IP-PBX. Existing customers' KX-TDA systems can be easily upgraded to the KX-TDE systems by simply replacing the main processor card (IPCMPR) to take advantage of all the new features and benefit from true convergence.

With KX-TDE systems, customers can manage both stand-alone or networked systems connected via an IP network from any location and benefit from lower costs and increased business productivity.

Talk to your local Panasonic Authorised dealer for all your business communication needs.

## **KX-TDE200AL: MAIN FEATURES**

#### **FOR USERS**

#### **Enhance User Productivity**

- Hot Desking (Desktop Mobility)
- Choice of IP Telephony Solutions
- Easy Linking with Network Applications
- Integration with Desktop and Wireless Mobility

#### **Extension Scalability**

 Supports IP Phone, SIP Phone, Digital or Analogue Phone Extensions

#### **FOR BUSINESS**

#### **Enhance Business Productivity**

- Cost Effective SIP enabled IP Trunking
- Secure Remote/Branch Site Communications
- Built-in Call Centre & Messaging

#### FOR SYSTEM ADMINISTRATORS

## Reduce Operation, Installation, and Network Call Costs

- Easy extension moves, adds or changes
- Multi-site programming
- Centralised application deployment
- Flexible desk layout

#### **Easy IP & Network Maintenance**

- SNTP client, SNMP agent support
- Analogue, Digital and IP Peer Peer Interoperability
- Operates on any standards based 10/100Mbit/s network
- Easy system expansion







## DIGITAL, WIRELESS OR NEW IP TELEPHONE TERMINALS

With the new KX-TDE Pure IP PBXs - you can choose from any type of telephone terminals - digital, analogue, DECT wireless, IP Softphones or the

new stylish IP telephones. The KX-TDE gives you an extensive choice of telephone terminals to suit your specific business telephony needs.



Message/Ringer Lamp

24-Character LCD

#### NEW KX-NT300 IP PROPRIETARY TELEPHONES



#### **SIP Telephones**

With built-in support for the latest SIP technology, the KX-TDE IP PBX can support up to 128 SIP telephones as extensions. Companies can now use standard SIP phones and connect them to the KX-TDE IP PBX as IP extensions to support in-house office users, remote workers and even road warriors connecting back to the office over high-speed broadband IP network from virtually anywhere.

#### **Digital Telephones**

The KX-TDE IP PBX continues to support KX-T7600 series 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.

The new Panasonic KX-NT300 series introduces new IP telephones that are stylish, intuitive, user friendly and follows universal design philosophy. This makes them highly appealing, easy and comfortable to use by all system telephone users - allowing quick access to the entire spectrum of phone system features and applications.

Self-Labelling Keys\*2

The IP telephones offer superb voice quality thanks to handsfree speakerphone and acoustic echo cancellation. The sleek, ultramodern design is available in black or white.

The KX-NT300 series IP telephones have large alphanumeric displays, electronic self-labelling keys, bluetooth module option providing wireless headset support, easy navigation key, a 2nd IP port to reduce desktop cable clutter and double tilt adjustment (separate control for phone base and LCD display) for enhanced desktop usability and comfort.

## DIGITAL, WIRELESS OR NEW IP TELEPHONE TERMINALS

#### KX-NT366X

- 6-Line Backlit Display
- 4 x 12 Self-labelling, Programmable Keys
- Full Duplex Speakerphone
- 2 Ethernet Ports (100Base-T)
- Power over Ethernet (PoE)
- Optional Bluetooth module
- Available in Black or White



- 6-Line Backlit Display
- 24 Programmable Keys
- Full Duplex Speakerphone
- 2 Ethernet Ports (100Base-T)
- Power over Ethernet (PoE)
- Optional 12 Key module (KX-NT303X)
- Optional 60 Key module (KX-NT305X)
- Optional Bluetooth module
- Available in Black or White



#### KX-NT343X

- 3-Line Backlit Display
- 24 Programmable Keys
- Full Duplex Speakerphone
- 2 Ethernet Ports (100Base-T)
- Power over Ethernet (PoE)
- Optional 12 Key module (KX-NT303X)
- Optional 60 Key module (KX-NT305X)
- Optional Bluetooth module
- Available in Black or White



#### KX-NT265X

- 1-Line Display
- 8 Programmable Keys
- Speakerphone
- One Ethernet Port
- Power over Ethernet (PoE)
- Available in Black or White



## INCREASED USER SATISFACTION

#### **Alphamumeric Display**



Visual feedback on the userfriendly 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-PBX system features. Users can also make calls by simply accessing their personal or system directories using clearly labelled soft keys and visual prompts shown on the LCD display. The display can show many items such as:

- Incoming caller's name and number (ISDN, CID)
- Message waiting, absent messages, feature settings
- Log of incoming and outgoing calls (Extension Call Log, Group Call Log)
- System/personal speed dial list
- Extension lists
- Call duration
- Menu of PBX system features
- Time and date

#### **Second Ethernet Port**

Reduce cable clutter on your desktop and reduce cost of cabling by using the built-in second Ethernet port to connect your personal computer (or other IP network device) to the IP network without the cost of additional cabling.

## Self Labelling Keys (KX-NT366X)



Electronic self labelling Programmable keys replaces the old paper

key labels with an LCD. Users can benefit from a 12 character LCD for each key, which is labelled as the keys are programmed.

There are 12 Programmable keys with a 4 page memory (Total 48) - allowing users to page through the 4 page LCD memory by pressing the next page key.

#### 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 LED give visual indication of accessed feature status, CO lines, as well as the status of colleagues (Idle, Busy).

#### **Navigation Keys**



The navigation key allows fast, one touch access to multiple phone system functions.

The ergonomically designed navigation key makes it easy to go through phone system feature menus.

#### Four Step Tilt Angle



The telephone base and LCD have independent multiple points of adjustment for

maximum visibility at any angle.

#### Optional Model Line-up

#### **KX-NT303X Optional Module**

 12 Additional Programmable key module (KX-NT346X and NT343X only).



#### **KX-NT305X Optional Module**

 60 Additional Programmable key module (KX-NT346X and NT343X only).



#### Bluetooth Module KX-NT307X



A Bluetooth Module is available for effortless wireless headset

communication. Available for all models - connects as an add-on module behind the LCD display.

Supports the following Bluetooth headset features:

- Answers a call
- End a call
- Voice communication

<sup>\*</sup>Bluetooth headset not included.

## **INCREASED OFFICE PRODUCTIVITY**

#### PHONE ASSISTANT

#### Higher Productivity, Greater Customer Satisfaction via Desktop PC Integration

Panasonic Phone Assistant is a suite of desktop productivity applications that integrates with the KX-TDE Pure IP-PBX to provide a variety of collaboration tools to simplify and enhance real time communications for business telephone users.

Highly intuitive Phone Assistant Graphical User Interface (GUI) allows users to simply use a mouse to more effectively utilise the telephony features and manage calls with a simple point-and-click.

Panasonic Phone Assistant application empowers you with business tools to provide superior customer service.

There are 3 variations of Panasonic Phone Assistant that are targeted at different users. Phone Assistant users are able to do more in less time, increasing productivity.



Phone Assistant applications help enhance business productivity

#### **Incoming Call Popup**

Phone Assistant unobtrusively informs you of incoming calls via a small pop-up window.

#### **Click To Dial Contacts**

To call someone, click the Contacts tab to visually check to see if they are available and simply click to dial.

#### **Click Access to Phone Directory**

TDE IP-PBX contact directory integration allows users to create

business or private contacts that show the presence and availability of all co-workers or can simply dial external business contacts by double clicking.

#### **Presence and Availability**

Availability and Presence is fully incorporated into the application allowing you to see other contacts' phone status (e.g. Idle, Busy, Ringing, etc.) and helps in determining who is available to handle calls before you decide to call or transfer a call to them, greatly reducing the number of missed calls and lost communications.

#### **Instant Messaging**

Instant messaging allows text messages to be sent to another Phone Assistant user's computer screen.

#### Never Miss an Important Call

The software informs you of the number of calls and chat invitations while away from your desk, enabling you to return their call even if they did not leave a message.

#### **Record Conversation with Ease**

PA Users can easily record conversations to Voice Mail at the press of a button. Conversation recordings can be listened to by accessing voicemail.

KX-TVM50/200 required.

#### **IP Softphone Option**

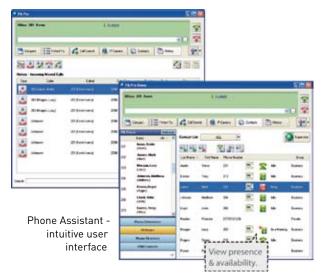
An optional Softphone plug-in module allows remote users, call centres and other roaming employees to connect and access the corporate telephony applications over an IP network even in a remote location.

#### **IP Camera Integration**

Panasonic IP Cameras can also be integrated, allowing users to answer a doorphone and open the door after viewing the IP camera video feed on screen.

#### PHONE ASSISTANT STATUS

Phone Assistant Status application allows supervisors and team leaders an easy way to keep an eye on all their team members' telephony communication activities. Each supervisor can manage up to 128 extensions – monitoring phone status, call details, presence and availability – perfect for managing a team or an entire organisation.



Features supported include:

- Drag and drop extensions to monitor
- Click to access call details
- Call monitoring

## PHONE ASSISTANT MANAGER

Phone Assistant Manager is an intuitive web browser-based application designed to make it easy for IT Administrators to administer Phone Assistant users and make typical Adds/Moves and configuration changes to their TDE IP-PBX right from their networked PC.

## WORKFORCE MOBILITY AND FLEXIBILITY



KX-TCA355AL Tough Type Model

Enjoy superb mobility no matter where you work, whether it is in an office, factory, warehouse, supermarket or other large facility. Panasonic Wireless DECT connectivity and Mobile Phone integration are here to help. The Panasonic KX-TDE Pure IP-PBX system lets you simply continue your current conversation over a lightweight, business-smart wireless telephone while you are away from your desk or moving around the office or across sites that are connected to a network of TDE IP-PBXs. Because the system is digital, the speech comes through loud and clear.



KX-TCA256AL Compact Business Model

The Multi-Cell DECT System is an integrated wireless system that is specifically designed for use with a Panasonic KX-TDE Pure IP-PBX.

#### **DECT Mobility**

The system allows wireless communication over an extended range by using multiple cell stations that boost the flexibility and mobility of your wireless handset. Using the Wireless XDP, you can set your wireless telephone to have the same extensions 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



KX-TCA155AL Basic Model

most of every business opportunity that comes along. This system provides automatic hand-over between cells, giving you true communication mobility even in large premises.

The KX-TCA256AL DECT handset combines small size and light weight with a host of powerful features. The KX-TCA155AL is a good choice for users who want good basic performance at a lower cost. And for users who require a ruggedised handset, the new Panasonic KX-TCA355AL meets strict dust and splash resistant IP54 standards.

\* The KX-TCA155AL, KX-TCA256AL and KX-TCA355AL must be connected to a Panasonic KX-TDE Pure IP-PBX System.

## WORKFORCE MOBILITY AND FLEXIBILITY

## KX-TCA155AL, KX-TCA256AL and KX-TCA355AL

#### **FEATURES**

- 6-line, Blue LCD Backlight
- Illuminated Keypad
- Multiple Language Display
- Speakerphone
- Programmable Soft Keys
- PBX Functionality Support
- 200 Entry Phonebook
- Headset Compatible
- 9 Polyphonic Ringer
   Melodies and 6 Ringing
   Patterns
- Vibrate Alert\*
- Meeting Mode\*
- \* KX-TCA256AL and KX-TCA355AL Only

## PANASONIC MULTI-CELL DECT SYSTEM FEATURES

#### **Easy Operation**

- Graphical Icon Menu
- Dynamic Operation Guidance with Soft Keys

#### **Easy Access to PBX Features**

Flexible Programmable Keys let you register PBX features and handset functions for quick, convenient access. A graphical PBX Feature Menu is also available to further improve operating ease.

#### **Blue LCD Backlight**

Whenever you get a call or touch a key, the LCD lights up in blue so you can see who's calling and easily operate the phone - even in the dark.

## Seamless Connection – Automatic Hand-Over

There is no change in the connection quality as you move from one cell station area to the next while conversing with a colleague in the same building or with a customer outside.

#### 200-Station Phonebook

The built-in telephone directory lets you store 200 station names and numbers.

## Automatic Answer / Optional Headset for Hands-Free Conversation

Plug in an optional headset and enjoy the ease and unrestricted freedom of hands-free communication.

With an optional headset, you can answer incoming calls without even touching the handset.

#### Greater Flexibility with Mobile Phone Integration

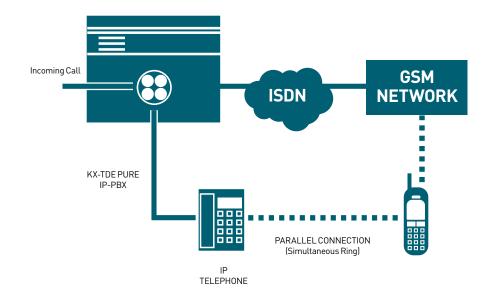
Panasonic KX-TDE Pure IP-PBX system allows for seamless integration of the office PBX network and mobile telephones. The system can be programmed to ring the fixed PBX extension and the mobile telephone simultaneously when receiving an incoming call. Calls to the mobile telephone can then be transferred back to another PBX extension if necessary.

With Panasonic KX-TDE Pure IP-PBX system and mobile phone integration feature, your staff can stay connected on the same phone number they use in the office while away from their desk, increasing staff productivity and customer satisfaction. Your key customers never have to be kept waiting again.

#### Hot-Desking for Roaming Employees

Hot-Desking, enabled via 'Walking Extension' feature on Panasonic KX-TDE Pure IP-PBX, empowers your staff who work from different locations or departments within your office to move between different desks themselves – reducing the cost of moves, adds and changes.

Users can move desks or offices and be reached on their same number as well as transfer their own profiles and access to such features as access to voicemail, speed dials and pre-programmed functions by logging in to any unused desk phone with a pre-programmed ID number. Hot-Desking is a simple and effective solution that keeps all your staff in touch and in control of their communications.



## INTELLIGENT CALL HANDLING

With its intelligent call-handling functions, the Panasonic KX-TDE Pure IP-PBX can serve as the core of an efficient contact centre that provides outstanding customer service. Use the system to automatically distribute incoming calls as desired. You can also program the system to direct callers to the appropriate group for efficient call handling.

## Call Centre Efficiency You Can Appreciate

Advanced call centre functions improve communication efficiency and allow you to serve customers more effectively. The system makes it easy to distribute calls, manage your telephone agents and control office use of the telephone system. Compatible with the CTI standard protocols, TAPI and CSTA, the Panasonic KX-TDE Pure IP-PBX can serve as the core of a powerful, high value added CTI.

#### **Superior Call-Handling Efficiency**

You can assign a backup extension as an overflow destination for calls not answered within a specified period of time. You may designate any extension you want as the overflow destination—a company message box, for example—and you can designate different overflow

destinations for when the PBX is in day, lunch, break or night mode.

Designated member extensions can "log in" to join their group and begin handling calls, or "log out" to exit the group temporarily, such as when taking a break. An extension can also be allocated for use by the supervisor, who can access information about incoming calls to each group (the number of queued calls, the longest queuing time, etc.), change the log-in/log-out status and monitor the status of group members.

Other features, listed below, help ensure greater customer satisfaction and prevent missed business opportunities.

- VIP Call, which provides special handling for key customers
- Automated Attendant, which answers calls automatically
- Queuing, which puts the caller on hold and plays messages and music when no one is available.

The Panasonic KX-TDE Pure IP-PBX provides a variety of call distribution patterns. Effective use of the different patterns – Automatic Call Distribution (ACD), Uniform Call Distribution (UCD), Priority Hunting and Simultaneous Ring – can help you manage calls more efficiently.

#### Virtual 24 Hour Receptionist Automated Attendant

Using the Message Card, you can easily set up an auto attendant to professionally handle all incoming customer calls to your business. An Auto Attendant can drastically reduce the amount of call traffic handled by the operator - allowing the operator to spend more time with your new or important customers.

The Auto Attendant can also answer multiple calls simultaneously, providing different greetings for different departments.

## Advanced Messaging for Improved Customer Service

Using the advanced KX-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 email with
Voice Message attached sent to the
user's personal computer.

Incoming call information is also recorded with the message and is displayed on the telephone. This information includes the caller's telephone number, time of call and length of call.

With the advanced KX-TVM messaging solution, an incoming message that arrives while someone is out of the office will generate a notice automatically to her or his GSM phone and users can check their messages at appropriate times. The advanced KX-TVM messaging solution also supports 2-Way recording. It lets you confirm the contents of the phone call later, so messages are accurately relayed. or record conversations in their entirety for use as examples of proper telephone communication by experienced staff when training new employees.



## INTELLIGENT CALL REPORTING

INTELLIGENT CALL
REPORTING WITH
KX-NCV200 ACD REPORT
SERVER



ACD Report Server is designed to bring advanced call centre functions to users of Panasonic KX-TDE Pure IP-PBX systems. This provides useful functions such as real-time monitoring and call centre performance reports, and agent log-in.

#### **REAL TIME MONITOR**

## ACD (Automatic Call Distribution) Monitoring

Clearly knowing actual operating performance is vital to optimising informal call centre management.

The Panasonic ACD Report Server lets supervisors monitor parameters, such as the number of active calls, agent status, queue status and agent/group performance.

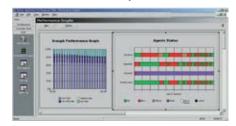
#### **REAL TIME ANALYSIS**

The number of incoming/outgoing calls and accumulated call data that are monitored by the ACD Report Client can be viewed in graph form. The user can also customise the format and select the data for producing graphs. These performance graphs are capable of changing to reflect changes in the ongoing status.

The following performance graph shows: -

- 1. Status of the ICD Group
- 2. Status of each agent

#### **Performance Graphs**



#### **BUILT-IN VOICE MAIL**

KX-NCV200 also offers useful Voice Mail function, as it is built on the same platform as TVM200 - providing a cost effective call centre reportingvoicemail solution to small medium enterprises

#### LOG REPORT

Panasonic's informal call centre solution also provides a reporting function for the detailed analysis needed to improve call centre performance. This function allows users to create reports on call information. The following reports are provided.

#### Trunk Call Report

Managers obtain call information on trunks accumulated over a given period.

#### **System Report**

A system report shows a summary of the whole system accumulated over a given time.

#### **Group Report**

A group report shows a summary of selected ICD groups. Supervisors can use it to obtain statistics for each group.

#### **Agent Report**

An agent report shows a summary of selected agents in the informal call centre. Supervisors can use it to obtain statistics for each agent and to allocate resources.

#### Agent ID based Report

An agent ID based report shows a summary of selected agents. Agents are selected by Agent ID. Supervisors can use the report to obtain statistics for each agent ID.



#### **ACD Monitor**



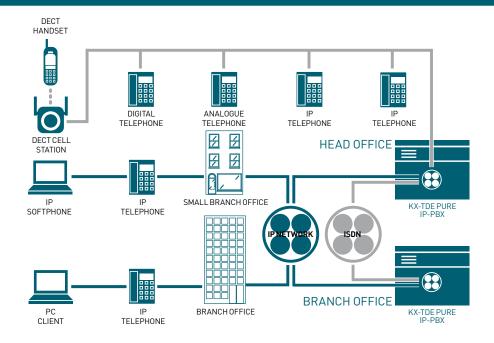


Counter shows each status



Example: Incoming Calls, Waiting Calls in Queue, Lost alls, Total Calls, Answered Calls, Logged-in Agents, etc...

#### **VOICE AND DATA CONVERGENCE**



IP network infrastructure, which already exists in the majority of companies, can now carry voice along with data. Designed to support convergence through a modular structure, the system allows a harmonious migration towards VoIP, allowing voice and data communication to work within the same network.

#### Voice Over IP (VoIP)

VoIP is the latest proven technology for voice communications where packets of digitally compressed voice are sent over IP data networks. These packets are converted back to voice once they reach the destination.

By utilising existing data networks, VoIP can bypass PSTN and therefore avoid all costs associated with PSTN calls no matter how far the distance and how long the conversation. In addition, VoIP also allows for more advanced telephony solutions and applications.

#### **VoIP Gateway**

The VoIP Gateway functionality makes it possible for you to use VoIP technology with your present telephone handsets and utilise your company's corporate data network without the need for separate, dedicated leased lines.

It is an ideal solution for site-to-site communications between multi-site offices and retail chains - as well as for networking branch offices allowing for a flexible working environment and lower costs.

## KX-TDE Pure IP-PBX and Desktop PC Integration

With the Phone Assistant software, you can also integrate your Panasonic KX-TDE Pure IP-PBX system with the database on your desktop PC, giving you a powerful Customer Relationship Management (CRM) support tool and improved call handling.

Selective or Automatic Call Recording, Intelligent TAM, as well as Microsoft Outlook Synchronisation are just a few of the exceptional features that can provide enhanced added functionality to telephony powerusers in your company.

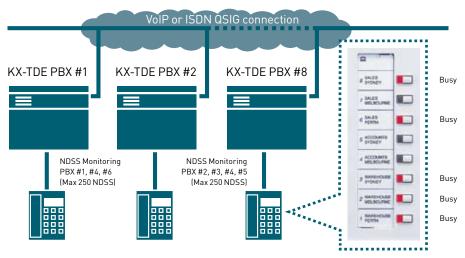
#### Advanced Networking

The Panasonic KX-TDE Pure IP-PBX system provides users with the ability to monitor the status of extensions connected to other systems in the network (maximum of 8) when they are networked together using ISDN or IP.

Up to a maximum of 250 extensions across the network can be monitored through the flexible buttons on the Panasonic telephones which are assigned as Network Direct Station Selection (NDSS) buttons. If the monitored extension is busy, the red lamp on the NDSS button will light up and if the extension is idle, the lamp will remain off.

The Panasonic KX-TDE Pure IP-PBX system also supports other networking features such as:

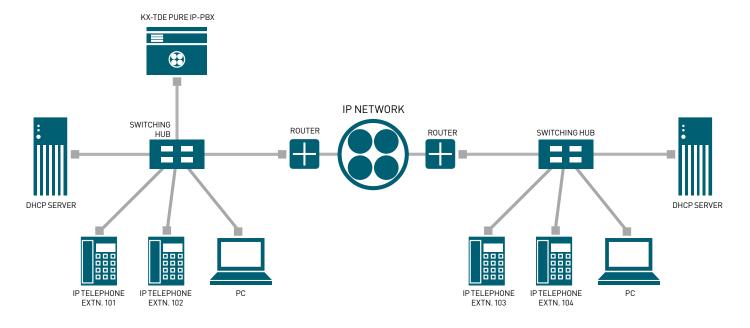
- Centralised Voice Mail which allows a network of systems to share the Voice Processing System (KX-TVM50/200AL) connected to a system in the network.
- Network Incoming Call
   Distribution (ICD) Group, in
   which calls can be distributed
   to extensions that are grouped
   across 5 different locations.



## **VOICE AND DATA CONVERGENCE**

#### CORPORATE HEAD OFFICE LAN

#### REMOTE BRANCH OFFICE



#### **IP Telephony**

Customers interested in gradually evolving their businesses using IP telephony can benefit from the introduction of new Panasonic KX-NT300 IP telephones.

Using standard data-network cabling and supporting Power over Ethernet (PoE), Panasonic IP Telephony can reduce your installation cost as well as make telephony available wherever there is a data network available.

The diagram above shows how the Panasonic IP telephones can be used as extensions of the Pure IP-PBX at the local office by connecting the local office LAN to the remote office LAN - avoiding the expense of an additional Pure IP-PBX and the installation cost.

Panasonic IP telephones are the perfect solution for both office employees or remote workers/home workers.

## IP SoftPhone Connectivity for Mobile Professionals

Panasonic's new KX-NCS8102X IP SoftPhone provides mobile business professionals with access to the full functionality of the Panasonic Hybrid IP-PBX from any location with a laptop or PC and a broadband connection. With IP SoftPhone, your laptop becomes an extension of the Panasonic IP-PBX system enabling you to initiate or receive calls from home or wherever business takes you.

The IP SoftPhone also allows you to speed dial work colleagues from any location - saving time and money. Other features include:

- Recording of conversations including conference calls onto your PC
- Dial Paste from Microsoft Outlook, Excel or other applications for quick and easy dialling
- IP Network Status indicator



## **CUSTOMISED SOLUTION FOR YOUR BUSINESS**

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 – no matter 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 a wide variety of solutions to cover any individual requirements.







Retail



Medical



**Customer Services** 



Hospitality



Legal



Sales



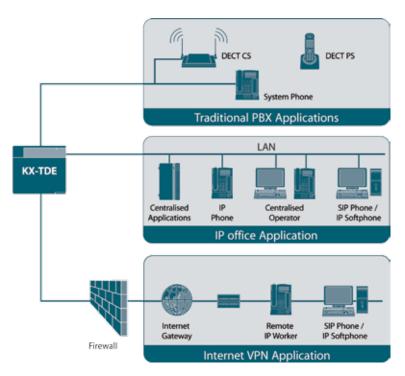
**Health Services** 



Logistics

## SYSTEM SPECIFICATIONS

#### SYSTEM CONNECTION DIAGRAM



#### SYSTEM CAPACITY

			KX-TDE200
Extension	System Total		256
	Built-in	IP Proprietary Telephone (IP-PT)	64
		SIP (RFC 3261) IP Telephone (Basic) <sup>#1</sup>	128
		Total	128
	Additional	IP Proprietary Telephone (IP-PT)	128
		Single Line (a/b) Telephone (SLT)	128
		Digital Proprietary Telephone (DPT) - DXDP	256
		Analogue Proprietary Telephone (APT)	64
		Direct Station Select (DSS) Console	8
		Voice Processing System (VPS)	2
		Total	256
	System Total		128
Trunk	Optional	VoIP Channel Card - DSP16 #2	16ch
		VoIP Channel Card - DSP64 #2	32ch
		Total	32
	Additional	Analogue Trunk	128
		ISDN Trunk - BRI	128 (64BRI)
		ISDN Trunk - PRI	120 (4PRI)
		IP Trunk	64
		Total	128
	Portable Station (PS)		
	Cell Station (CS)		
Extension Total #3			304

- \*1 Only tested SIP telephones are guaranteed to work.
  Please contact your local Panasonic dealer for list of tested SIP telephones
  \*2 One card per system. Connects to IPCMPR card.
- #3 SLT + PT + IP Ext. + ISDN-Ext.

#### **FEATURE LIST**

#### System Features

- Automatic Call Distribution (ACD)
  Automatic ISDN Setting (BRI)
- Automatic Route Selection (ARS) / Least Cost Routing (LCR) Background Music (BGM)
- Budget Management
- Busy on Busy
  Call Park with Indication
- Call Pickup Group
  Call distribution by Caller ID
- Class of Service (COS)
  CTI (CSTA, TAPI)

- Data Line Security
  Delayed Ringing
  Direct In Lines (DIL)
- Direct Inward Dialling (DID)
- Direct Inward System Access (DISA)
- Door-Phone / Door Opener
- Echo Cancellation Extension Lock
- External Sensor/Relay for Alarm Notification **Emergency Call**
- Existing APT / DPT Compatibility External BGM
- Flexible Numbering Plan (4-digits) Floating Extension
- Greeting Message Host PBX Access Code
- Hunting Group Hurry-Up Transfer

- Incoming Group (Hunting Group)
  Intercept Routing Busy / DND
  Intercept Routing No Answer
- Intercept to Trunk
- Line Monitor (CO)
  Main Processing (MPR), Card / CS software download Manager Functions
- Mobile Phone Integration
- Multiple Language Support
- Online Diagnostics Operator Functions
- PC Console / PC Phone PC Programming
- Paging Group Quick Setup
- Remote Alarm Notification
- Remote Extension Status Control
- through DISA Remote Extension Lock

- Ring Group Special Carrier Access Station Message Detail Recording (SMDR)

- SMDR 24 Hour and 12 Hour Time Format
- SMDR Caller ID Printing
- System Memory Expansion
- Tenant Service Timed Reminder
- Time Service (Day / Night / Lunch / Break)
- Toll Restriction
- Trunk Group
  Uniform Call Distribution (UCD)

- User Group VIP-Call
- Visual Caller ID

#### Voice Mail (VM) Features

- Automatic Configuration Quick Setup
- Call Forwarding to VM
- Caller's Identification Notification to VM
- Email Integration\*1
- Intercept Routing to VM
- Telephone Display, Menu driven VM operation
- Live Call Screening (LCS)
  Remote PBX Data Control by VM
- VM Data Control by PBX VM (Digital / DTMF) Integration
- VM Group
- VM Mail Transfer
- VM Menu on the LCD\*1 (KX-T7636AL only)

#### **Extension Features**

- 4-Party Conference with Broadcasting up to 32-Party
- Absent Message Account Code Entry (Forced)
- Automatic Redial Boss Secretary
- Broadcasting Caller ID to Single Line Telephone
- Call Forwarding (All Calls, Busy, Busy / No Answer, No Answer, Follow Me, From Incoming Group)
- Call Hold
- Call Pickup (Directed, Group, DSS, Deny)
  Call Transfer (Screened, Unscreened,
- One-Touch Transfer, Transfer Recall)
  Conference (3-Party Conference, Multi Party Conference, Unattended Conference) Dial Type Selection

- Digital Duplex SP-phone
  Digital eXtra Device Port (DXDP) \*2 (2DPTs on One Extension Port) Direct One-Touch Answering
- . Do Not Disturb (DND)

- DSS Console
- Executive Busy Override
- Extension Directory
  Extension-to-Trunk Call Duration Time
- External Feature Access
- Flexible Buttons
- Hands-free Operation
- Handset / Headset Selection Large Telephone Display Features
- with Back-lit
- LED control for CTI Log-In / Log-Out
- Message Waiting Multi-Lingual Display Multiple Hop Call Forwarding (4 steps)
- Music on Hold
  Off-Hook Call Announcement (OHCA)\*2
- Off-Hook Monitor
- One-Touch Dialling
- Paging (Deny, Paging Transfer)
  Paralleled Telephone (APT / DPT+SLT, DPT /
- SLT+PS) Redial, Last Number
- Remote Station Control Special Carrier Access
- Speed Dialling Personal / System Time and Date Display

- Tone-Pulse Conversion
  Trunk Answer from Any Station (TAFAS)
- Walking Class Of Service (COS) Whisper OHCA (Off-Hook Call
- Announcement) Wrap-Up
- eXtra Device Port (XDP)

- **DECT Features** Automatic Handover
- DECT CS on Digital Extension Port Headset Compatibility
- Incoming and Outgoing Call Log Telephone Display control via CTI\*3
- Wireless XDP Parallel Mode Vibrator Ring (KX-TCA256AL and
- KX-TCA355AL only)

#### ISDN Service Features

- Advice Of Charge (AOC)
- Call Hold (HOLD) Calling Line Identification Restriction (CLIR)
- Calling Line Identification Presentation (CLIP) Completion of Calls to Busy Subscriber (CCBS)
- Connected Line Identification

- Presentation (COLP)
- Connected Line Identification Restriction (COLR)
- Direct Dialling Inward (DDI) ISDN 3 Party Conference (3PTY)
- ISDN Call Forward (CFU / CFNR / CFB)
- ISDN Call Transfer (CT)
- ISDN Extension
  Malicious Call Identification (MCID)

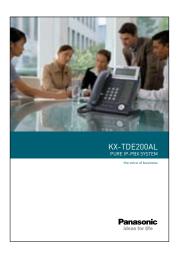
## Multiple Subscriber Numbers (MSN)

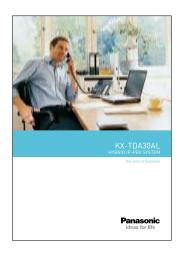
- Networking Features
- Alternate Routing ARS with VoIP
  Call Log (Public Call through
- Private Network)
  Caller ID to SLT (Public Call through
- Private Network)
- Centralised Voicemail
- DISA Call to the Network Network Busy Lamp Field (BLF)\*3
- Network Closed Numbering
  Network Direct Station Selection (NDSS)
- Network ICD Group Private Network to Public Network
- Public Network to Private Network QSIG Connection
- Speed Dial Name (Public Call through Private Network)
- Tandem Connection
- Tie Line Transfer to Network PBX Virtual Private Network (VPN)

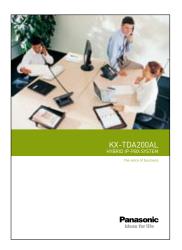
#### VolP Network (Built-in IP-GW)

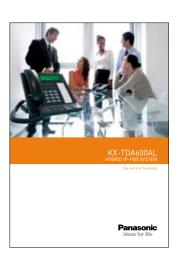
- Built-in Hotel Features
   Call Billing for Guest Room
- Remote Wake-Up Call
- Room Status Control SMDR for External Hotel Applications
- DPT: Digital Proprietary Telephone APT: Analogue Proprietary Telephone SLT: Single Line Telephone PS: Portable Station
- \*1 When the KX-TDE Pure IP-PBX is integrated with a

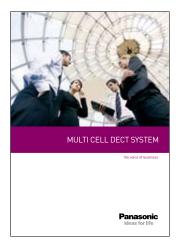
- When the KX-TUE Pure IP-PBX is integrated with a KX-TUM50 or KX-TWM200 Voice Processing System. This feature is unavailable on IP-PTs. Optional software required Note: All these features in this feature list are supported on MPR Version 3.x

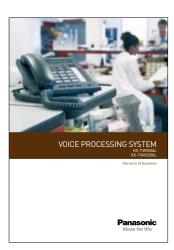














#### **Head Office NSW**

Austlink Corporate Park 1 Garigal Road BELROSE 2085 PH: (02) 9986-7400 FAX: (02) 9986-7450



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