

Panasonic Telephone Systems

Panasonic KX-NCP500

Panasonic KX-NCP1000



<http://www.voicesonic.com>
Phone: 877-289-2829



Panasonic NCP Features and Functions

Dealer Sales Training Program



Network Communication Platform

- Designed for installation into standard IT equipment racks.
- Supports a range of
 - IP Telephone devices (MGCP, SIP).
 - Digital, & Analog Telephone devices.
 - IP network .Digital, & Analog connections.
 - Integrated Applications.
- System Hardware includes:
 - Main Processor Card.
 - Power Supply (as standard).



Standard 19" Rack Installation

NCP500/1000 Main Processor Card

- Controls all features of the system:
 - Customer data and activation keys on SD card
 - Connections to all terminals and applications
- ESVM built-in
 - Voice Messaging, Auto attendant
- Music on hold, external paging



NCP500

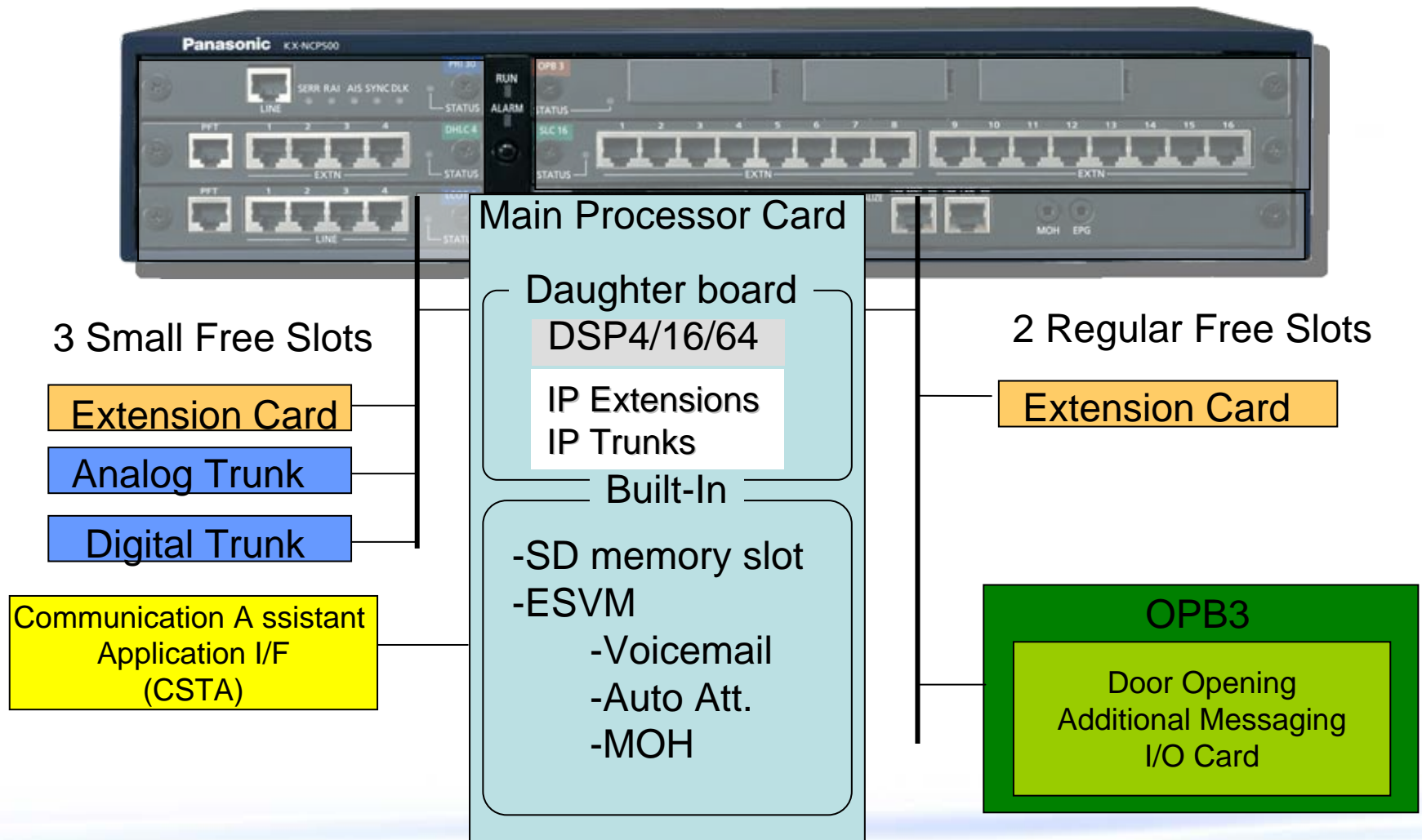
NCP500/1000 Main Processor Card

- Options
 - Analog modem for remote maintenance
 - DSP Cards for VoIP Channels:*
 - DSP4: Max 4 channels (SIP, GW, and IP-PT)
 - DSP16: Max 16 channels
 - DSP64: Max 64 channels
- Maintenance Interfaces
 - LAN, RS232



NCP1000

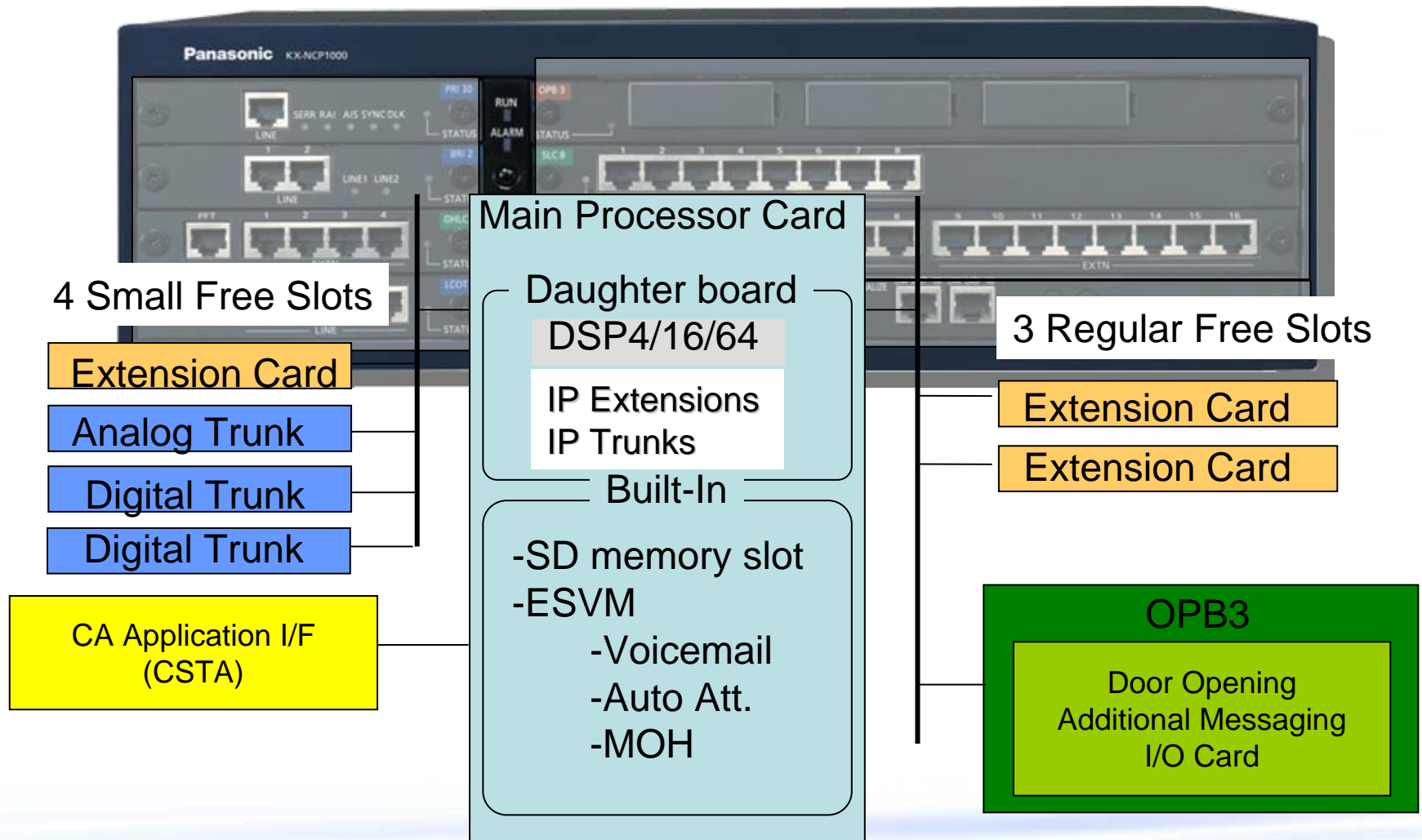
NCP500 – Block Diagram



NCP500 – Potential Users

Ideal Number of Users	4 ~ 60
Terminals	
•IP Phones (MGCP Based)	40
•Digital Proprietary Phones	24
•Standard SIP Phones	32
•Analog Phones	20
•DECT Wireless Phones	64
VoIP Trunks	
•SIP/H323 Trunks	8
Legacy Trunks	
•ISDN PRI	2 (23 x 2 = 46)
•Analog	12
Voice Mail (ESVM)	125 Messages (64 OGM). 120 Minutes
Communication Assistant Basic	5 User License Built-in. Limited by Max. Users
Communication Assistant Pro	24 Base/Trial, upgrade with additional licenses

NCP1000 – Block Diagram



NCP1000 – Potential Users

Ideal Number of Users	40 ~ 100
Terminals	
•IP Phones (MGCP Based)	64
•Digital Proprietary Phones	40
•Standard SIP Phones	64
•Analog Phones	36
•DECT Wireless Phones	64
VoIP Trunks	
•SIP/H323 Trunks	32
Legacy Trunks	
•ISDN PRI	2 (23 x 2 = 46)
•Analog	16
Voice Mail (ESVM)	125 Messages (64 OGM). 120 minutes
Communication Assistant Basic	5 User License Built-in. Limited by Max. Users
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KX-NCP500 - 1000 – Shelf Capacity



NCP500

NCP500 w/DXDP

NCP1000

NCP1000 w/DXDP

	NCP500	NCP500 w/DXDP	NCP1000	NCP1000 w/DXDP
Max. Ext Ports	64	68	104	108
Initial Configuration	0	0	0	0
Free Slots Sm. / Reg.	3 Sm / 2 Reg	3 Sm / 2 Reg	4 Sm / 3Reg	4 Sm / 3 Reg
Virtual Slots CO/EXT	2 / 3	2 / 3	4 / 4	4 / 4

	NCP500	NCP500 w/DXDP	NCP1000	NCP1000 w/DXDP
Max. Trunk Ports	72	72	96	96
Max. CO (PSTN)	12	12	16	16
SIP Trunks	8	8	32	32
Max. PRI	2	2	2	2
Max. IP Gateway	8	8	32	32

KX-NCP500-1000 – Shelf Capacity



NCP500

NCP500 W/DXDP

NCP1000

NCP1000 W/DXDP

Max. Extensions	64	68	104	108
Max. Analog Ext.	20	20	36	36
Max. Digital Ext. (KX-T76xx Series)	20	24	36	40
SIP Ext.	32	32	64	64
IP Ext.	40	40	64	64
DSS Console	8	8	8	8

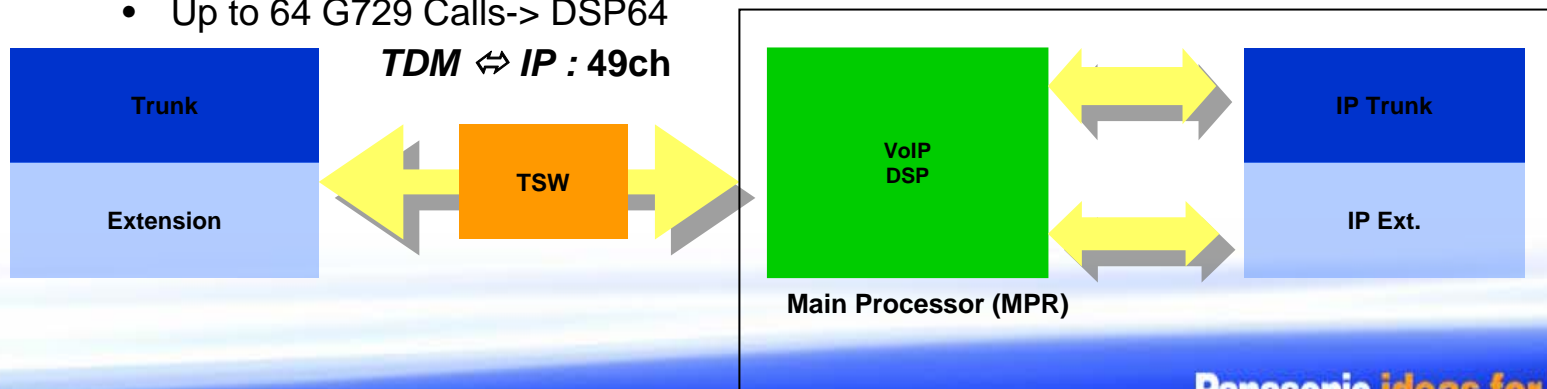
KX-NCP – Accessories



Other Accessories	NCP500		NCP1000	
Portable Station	64		64	
High Density CS	2		4	
Cell Station	4		8	
Max. Doorphone (4Port)	16		16	
Max. Door Opener	16		48	
Max. External Relay	16		48	
Max. External Sensor	16		48	
Max. BGM / MOH Input	1 each		1 each	
Max. External Paging	1		1	
Max. RS232C / SMDR	1		1	
Max. Doorphone (2 Port)	12		16	
CA Basic / Pro	128		128	
CA Supervisor	4		4	

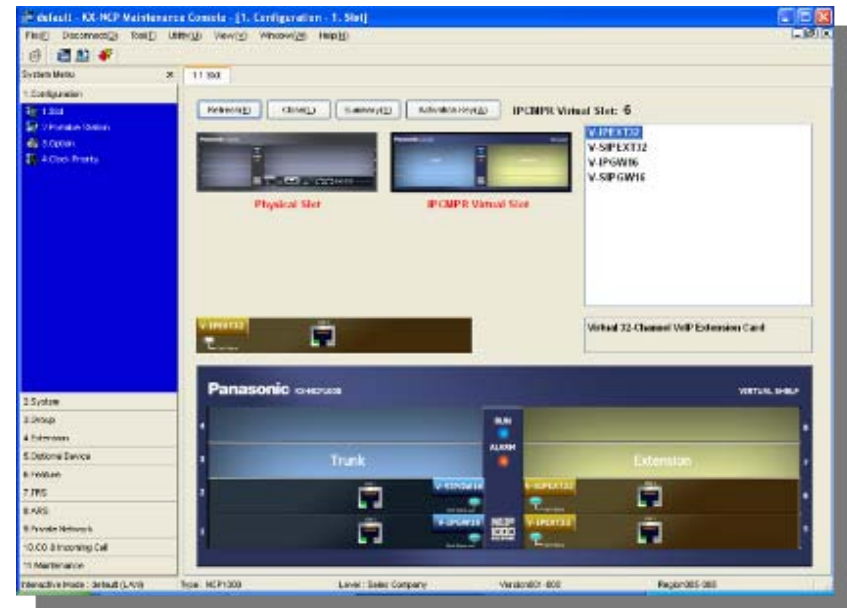
VoIP Digital Signal Processors

- Provides voice CODEC conversion when calling over IP via TDM.
 - Converts TDM <-> IP(G711, G729 etc), or Codec Conversion (G.711 <-> G.729)
 - One Slot for DSP
- Three Card Choices DSP4 (4 IP Trunk by X 8 IP-PT Activation Key), DSP16 (4 IP Trunk by X 8 IP-PT Activation Key) or DSP64 (16 IP Trunk by X 32 IP-PT Activation Key)
How to Choose? (Quick Guide)
 - Up to 4 G729 Calls-> DSP 4
 - Up to 16 G729 Calls-> DSP16
 - Up to 64 G729 Calls-> DSP64



NCP500/1000 Unified PCMC

- Simplify programming and installation.
- Installation of activation keys.
- Setup of common features and system programming.
- Supports TDA/TDE/NCP



Activation Key Management

- To obtain additional activation keys you have to purchase them from a distributor and then register them on our Key Management System.
- Key types include:
 - KX-NCS3102 – 2 Channel IP Trunk Key
 - KX-NCS3104 – 4 Channel IP Trunk Key
 - KX-NCS3201 – 1 Channel IP Softphone/IP-PT Key
 - KX-NCS3204 – 4 Channel IP Softphone/IP-PT Key
 - KX-NCS3208 - 8 Channel IP-PT and Soft-phone Key
 - KX-NCS3216 – 16 Channel IP Softphone/IP-PT

Activation Key Management

- KX-NCS3501 – 1 Channel IP-PT Key
- KX-NCS3504 – 4 Channel IP-PT Key
- KX-NCS3508 - 8 Channel IP-PT Key
- KX-NCS3516 – 16 Channel IP-PT Key
- KX-NCS3701 – 1 Channel SIP Extension Key
- KX-NCS3704 – 4 Channel SIP Extension Key
- KX-NCS3708 – 8 Channel SIP Extension Key
- KX-NCS3716 – 16 Channel SIP Extension Key
- KX-NCS3910 – Activation Key for Software Upgrade to Enhanced Version (advanced Network and other features)

Activation Keys for C. A.

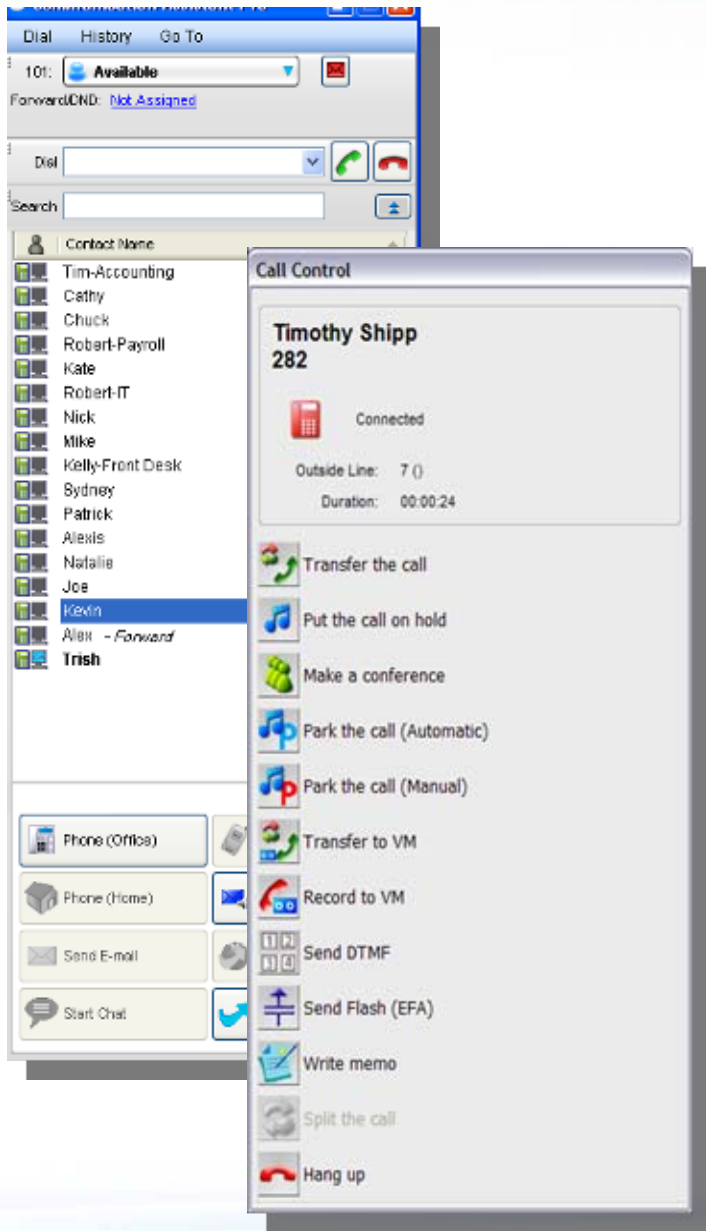
- KX-NCS2101 – 1 CA Basic User Key
- KX-NCS2105 – 5 CA Basic User Key
- KX-NCS2110 - 10 CA Basic User Key
- KX-NCS2201– 1 CA PRO User Key
- KX-NCS2205 – 5 CA PRO User Key
- KX-NCS2210 – 10 CA PRO User Key
- KX-NCS2301 – 1 CA ACD Monitor /
Supervisor

C.A. – Communication Assistant

NCP System Summary



- Rack mounted extension to the TDE family of products.
 - Great for the IT focused SMB customer.
 - NCP 500 enables lower entry point than TDE100
- Moves customer into IP centric environment.
 - Customer can leverage benefits of Enhanced Communications.
 - Preserve investment in current technologies.



Communications Assistant Phone Assistant

Easy Entry Into Enhanced Communications!

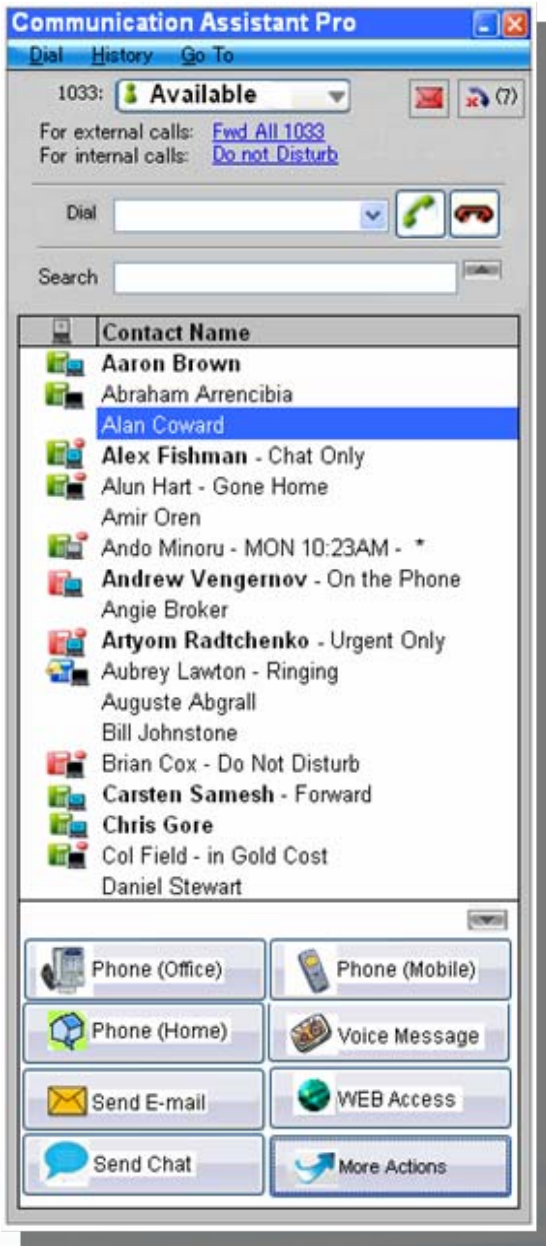
- Phone Assistant and Communications Assistant offer easy and inexpensive ways for your customer to step into implementing enhanced communications solutions.
- PA is the most robust set of solutions and offer the most complete set of functions.
- CA is an entry level embedded solution for the NCP.
 - Ideal for dealers with limited computer/networking skills.
- Combine with Net Cameras, for a robust Enhanced Communications solution -- almost out of the box!

Communications Assistant

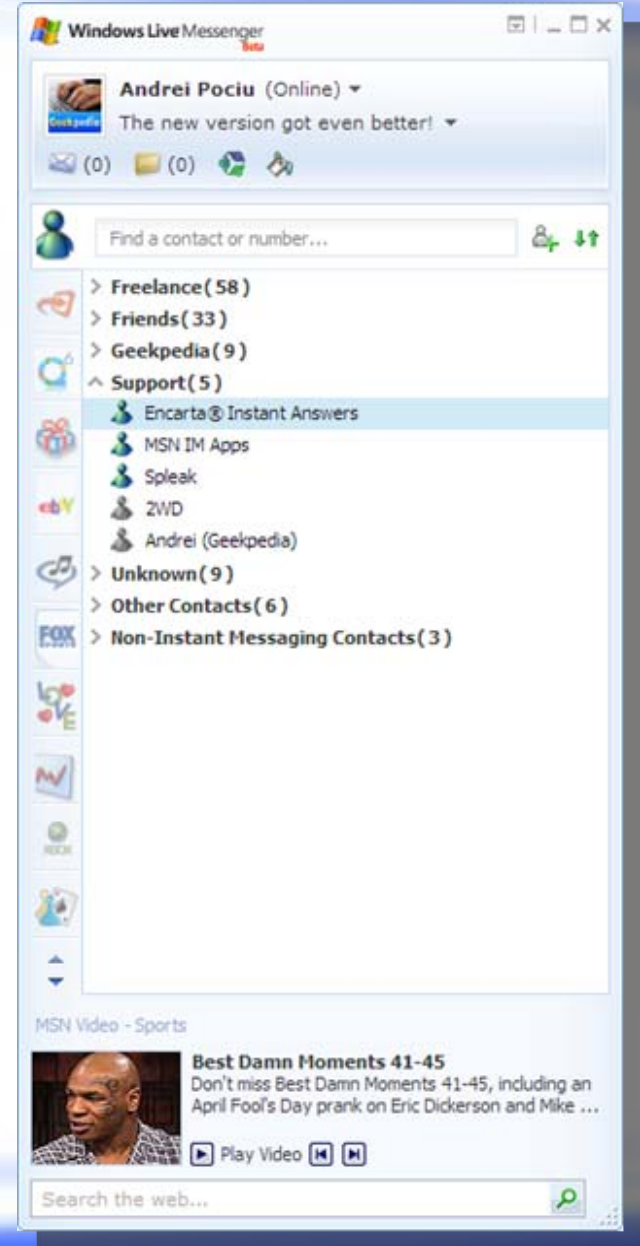
- Embedded SMB productivity tool:
 - End users, business professionals.
 - Management reporting and monitoring.
- Preinstalled in NCP
- New, attractive user interface
- Complement to Phone Assistant
 - Enhancements to extend user benefits
- Free license for 5 users of the basic version
- Pro versions offer extended usage and function
- Communications Assistant is an important application to get your customers to begin to see the benefits of Enhanced Communications!

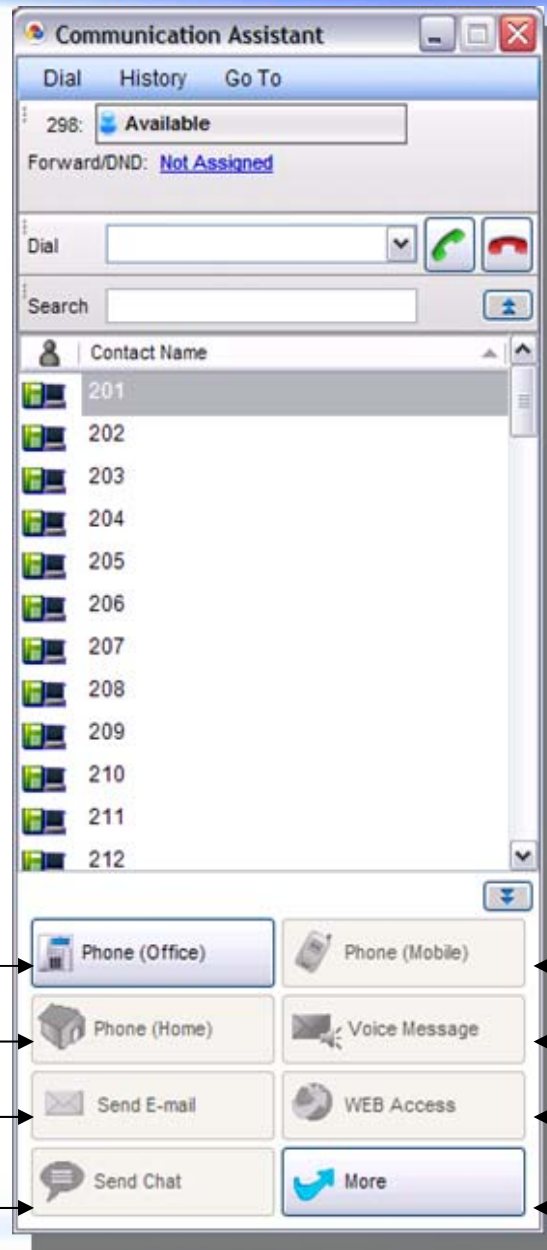
NCP Features – Communication Asst

- Communication Assistant
 - Software comes preinstalled on IPCMPR
 - 5 Licenses for CA Basic are available for use when the system is set up. Additional licenses can be purchased for Basic/Pro and Supervisor



The CA main screen is similar to many mainstream messenger applications making it very user friendly





Phone Office

Phone Home

Send Email

Send Chat

Phone Mobile


Voice Message

Web Access













More

Call Control

Timothy Shipp
282

 Connected

Outside Line: 7 ()
Duration: 00:00:24

-  Transfer the call
-  Put the call on hold
-  Make a conference
-  Park the call (Automatic)
-  Park the call (Manual)
-  Transfer to VM
-  Record to VM
-  Send DTMF
-  Send Flash (EFA)
-  Write memo
-  Split the call
-  Hang up

Transfer to another Extension

Place call on hold

Start Conference

Automatic Park

Manual Park

Transfer to Voice Mail

Record to Voice Mail

Send DTMF

Send Flash

Write Memo

Split call

Hang Up

NCP Features- Communication Asst.

- Communication Supervisor Features
 - Up to 4 Supervisors can be licensed in the system
 - CA can be used to monitor Group and Individual performance on the GUI
 - Totals calls handled
 - Average Wait Time
 - Lost Calls
 - Group Monitor
 - Group Call Report
 - Longest Wait Time
 - Remote Agent Log in
 - Listen In, Take Over

CA (ICD Group) Supervisor

The screenshot displays the 'Communication Assistant Supervisor' interface. At the top, there are navigation tabs for 'Dial', 'History', and 'Go To'. Below this, a 'Group' dropdown menu is set to '500:Tech Support' with a 'Utility' button next to it. The main area is divided into several sections:

- Group Call Report:** This section contains two large boxes: 'Current Waiting Call' showing '0' and 'Longest Waiting Time' showing '00'00'.
- Current Member Status:** A table with columns for 'ICD Group', 'Log-in', and 'Log-out'. The rows represent different phone statuses: 'Wrap Up', 'On the phone', 'Ringing', and 'Idle'. The 'Idle' row shows a count of 6.
- Group Call Report (Secondary):** This section shows 'Report Start Date: 1/1/2001' and 'Report Start Time: 12:00'. It contains four more large boxes: 'Total Incoming Calls' (233), 'Average Answer Call' (00'00), 'Overflow call' (0), and 'Lost Call' (60).
- Member List:** A list of contacts on the right side, including '502', '513', '514', '515', '516', '517', '518', 'CA Softphone', 'James Darrell', 'JD IP SP', 'Keith Evans', 'Marcin Cedzidio', and 'Mike Lazenby'. A search bar is located above the list.
- Control Panel:** A set of buttons at the bottom right for managing the selected member (505), including 'Phone (Office)', 'Redirect', 'Log-in', 'Log-out', 'Listen-In', 'Busy Override', 'Take Over', and 'More'.

Overview of Proprietary Telephones

- Panasonic's latest release of the new IP telephone, conference room phone, and SIP device to provide solutions to the marketplace
 - NT321
 - NT700
 - HGT100 Sip Phone

NT321 – IP 8 Button Telephone

- NT321 8 Button IP phone
- Vlan Support
- POE Ready



KX-NT700 IP Conferencing

- Connect to both IP and PSTN
- True Full Duplex
- Background Noise Reduction
- Wideband High Quality Voice
- Real Time Slow-Talk
- Optional External Microphone (2)
- Telephone call recording to SD
- Connect to PC with USB and the main unit can be operated by the application program (bundled) on the PC screen



KX-HGT100 SIP-Phone



- HGT100

- SIP Speakerphone
- 2 Line x 16 Character LCD with 4-level Contrast
- 2 Ethernet Ports (10/100 Base-T) for PC and LAN
 - Optional AC Adaptor or POE
- Headset Jack
- Buttons includes: Mute, Speaker Phone, Program , Info. Hold , Transfer , Message Key , Speed dial , and Redial

KX-HGT100 SIP-Phone Features

- HGT100 Features
 - Caller ID Last 50 Calls
 - 10 Location Speed Dial
 - Redial – last 10 calls
 - Ringer
 - Volume – High/Med/Low/Off
 - Patterns – 3
 - Key Tone – High/ Low/ Off

NCP Features – Caller ID

- Caller ID
 - Built into Analog CO cards
 - Built into SLT boards
- Power Supply
 - Built in – No need to purchase a separate power supply for the system



See More
Panasonic Manuals

For more information call 877-289-2829 or visit...
www.voicesonic.com

