### Panasonic Puts You in Command

#### Voice KX-TVA50 and KX-TVA200

#### System Features

- **Alternate Extension Group**
  - Auto Forwarding
  - Automated Attendant
  - Broadcasting Messages
  - Busy Coverage Mode
  - Call Transfer to Outside Line
  - Caller ID: Call Routing (APT/DPT Integration Only)
  - Caller ID: Screening (APT/DPT Integration Only)
  - Caller Name/Announcement – Personal (APT/DPT Integration Only)
  - Caller Name/Announcement – System (APT/DPT Integration Only)
  - Class of Service (COS)
  - Company Greeting
  - Company Name
  - Covering Extension
  - Custom Service
  - Day/tNight Saving Time Assignment
  - Did by Name
  - DID Call Routing (APT/DPT Integration Only)
  - Email Integration
  - Extension Group
  - Fax Management
  - Hold
  - Holiday Service
  - Intercom Paging (APT/DPT Integration Only)
  - Interview Service
  - List All Names
  - Logical Extension (All Calls Transfer to Mailbox)
  - Message Delivery, Internal
  - Message Reception Mode
  - Message Waiting Notification–Device
  - Message Waiting Notification–Lamp
  - Multilingual Service
  - No Answer Coverage Mode
  - On Hold Menu Announcement
  - Operator Service
  - PIN Call Routing
  - Play System Prompt After Personal Greeting
  - Port Service
  - Rotary Telephone Service
  - Service Access Commands
  - Service Groups
  - System Clock
  - System Prompts
  - Time Service (day, night, lunch, and break)
  - Trunk Service (Universal Port)
  - [APT/DPT Integration Only]
  - Voice Mail Service

#### System Setting Features

- **Auto Configuration (APT/DPT Integration Only)**
- **Custom Service Builder**
- **Default Mailbox Template**
- **Password Administration**
- **Recording by System Administrator**
- **Service Mode**
- **System Integration**
- **System Management**
- **System Reports**
- **System Security**
- **Time Synchronization (APT/DPT Integration Only)**

#### Specifications

- **Voice Mail Service**
  - Complete Customization
  - **Voice KX-TVA50 and KX-TVA200 Maximum Capacities and Specifications**

<table>
<thead>
<tr>
<th>Feature</th>
<th>KX-TVA50</th>
<th>KX-TVA200</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>No. of Ports</strong></td>
<td>2</td>
<td>4</td>
</tr>
<tr>
<td><strong>Recording Time</strong></td>
<td>4 hours</td>
<td>24 hours</td>
</tr>
<tr>
<td><strong>Mailboxes (All Calls Transfer)</strong></td>
<td>1 to 600 minutes</td>
<td>(programmable)</td>
</tr>
<tr>
<td><strong>Message Delivery, Internal</strong></td>
<td>1 to 60 minutes</td>
<td>(programmable)</td>
</tr>
<tr>
<td><strong>Maximum Combined Length of Message</strong></td>
<td>1 to 600 minutes</td>
<td>(programmable)</td>
</tr>
</tbody>
</table>

**Notes:**

- Limited by Storage Time
- Up to 360s (programmable)
- Up to 360s (programmable)
- Up to 100
- Up to 360s (programmable)
- Up to 360s (programmable)
- Up to 360s (programmable)
- Up to 360s (programmable)
- Up to 360s (programmable)
- Up to 360s (programmable)
- Up to 360s (programmable)

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**Home and Business Communications**
Flexible, versatile, customized business communications.

Panasonic KX-TVA Voice Processing Systems offer more than voice mail and automated attendant service. With features such as email integration and bilingual capability they can be customized to meet your specific needs. Used in conjunction with a Panasonic KX-NCP or KX-TDE System they become one of the most advanced digitally integrated phone systems in the world.

**Voice Mail Service**

Depending on the model, you can support from 64 to 1,024 individual, pass-word protected mailboxes. Each mailbox allows for an “after-hours” and “a busy” greeting. Once messages are received, the system has several ways of notifying you. (See enhanced message notification.)

**Automated Attendant Service**

The auto-attendant answers incoming calls and routes the caller to the appropriate extensions or departments. Individual extensions can be set up with options for call screening, call blocking, or intercom paging.

**Interview Service**

Now you can set up a mail box to ask customer-friendly questions and record the caller’s responses. (See auto interview.)

**Custom Service**

When used with the automated attendant service, custom service gives you 1-digit access to department extensions, special announcements, or other features such as customized menus.

**Visually Manage Voice Mail with VM Assistant**

Integrate VM Assistant, part of the Communication Assistant Suite, to your KX-TVA voice messaging solution and visually manage voice mail. Users can play, pause, skip and share messages right from a PC. You can also save the message as a WAV file and transfer it as an email attachment.

**External Message Delivery**

Special messages can be recorded and programmed to be sent to specific phone numbers at specified times. The call can be programmed to re-dial up to 15 times. A custom password to ensure it’s delivered only to the appropriate party.

**Enhanced Message Notification**

Each mailbox user can be notified of new messages in several different ways:
- The message lamp on your extension will light.
- Your pager will alert you to your mailbox.
- Your pager will display the telephone/intercom number of the caller.
- The system will call a predetermined telephone number to reach you.

**Email Integration**

The KX-TVA Voice Processing system can be connected to your Local Area Network (LAN) or Wide Area Network (WAN) providing integration with your email. When a message is left in your voice mailbox, the system automatically sends an email to your computer indicating the time and date of the voice message. Then, when you open your email, you can listen to the message, save it, or forward it.

**Call Screening**

This system records the caller’s name and announces it to the extension user before transferring the call. Each individual mailbox can activate or deactivate the feature.

**Live Call Screening**

Monitor your incoming calls while they’re being recorded into your mailbox and, if desired, intercept the call. Listen through speaker or, for privacy, through handset.

**Two-Way Record**

Record a conversation simply by pressing a button so you can capture all or part of it to be transferred for transcribing and filing. Convenient fast-forward and rewind functions make it convenient and easy.

**Two-Way Transfer**

Allows you to record a live conversation into another person’s mailbox.

**Callback Number Entry**

This system allows you to collect incoming numbers and include them in your beeper notification so you can call back without having to retrieve the entire message.

**Caller ID Callback**

When an incoming call to your extension is unanswered, the system will put the caller on hold and use an internal or external paging system to alert you to the call. You can then answer the call by just picking up any system phone and dialing a pick-up code.

**FAX Detection**

If an incoming fax to your extension is unanswered, the system will automatically transfer the call to the designated fax extension. This eliminates the need for a dedicated fax line. A second fax extension is supported when the first fax extension is not available.

**Caller ID**

**Personal Greeting**

Up to four personal greetings can be recorded and assigned to specific telephone numbers. The recording is then played when that specific number calls.

**Caller ID** / DND Call Routing

The system administrator can assign up to 200 Caller ID numbers and program them to route the call to the desired extension, mailbox or custom service.

**Caller ID** Name Announcement

Now, you don’t even have to look at your phone to identify certain callers. With Caller ID Name Announcement, you can store up to 200 pre-recorded audio messages that will be played through the telephone’s hands-free mode, matching a Caller ID number that is programmed with a pre-recorded message.

**Covering Extension**

As an alternative to routing calls to the voice mail system, each mailbox user can set a covering extension that can be used when he or she is not available to answer calls.

**Intercom Paging**

If an incoming call to your extension is unanswered, the system will put the caller on hold and use an internal or external paging system to alert you to the call. You can then answer the call by just picking up any system phone and dialing a pick-up code.

**FAX Detection**

If an incoming fax to your extension is unanswered, the system will automatically transfer the call to the designated fax extension. This eliminates the need for a dedicated fax line. A second fax extension is supported when the first fax extension is not available.

**Enhanced User Display with KX-TDA Interactive LCD Voice Mail Menus**

Use the display on a Panasonic KX-DT300 series telephones to view, select and access the messages in your voicemail box.

When the KX-TVA Voice Processing System is added to a KX-NCP or KX-TDE System, the KX-DT300 telephone displays interactive voice mail menus. As a unified platform, these products work together to share information including routing information and telephone key and display operations. No longer do you need to remember all the key codes to handle voice messages. When a user calls the voice mail to retrieve messages, the appropriate screen is displayed for the user to select a function.

In voicemail message screen one, you can receive and deliver messages, check message distribution, or check automated attendant status.

Use the navigation key to scroll and select messages. Menu options let you display caller ID information, so there’s no need to play an entire message to get a call back number. Or record custom greetings with the push of a button, then quickly scroll and select the message that best fits the day’s busy schedule.

**Holiday Service**

The system can accommodate up to 20 custom greetings for holidays and can be programmed to play the special greetings on those days.

**Timed Reminder Setting**

Subscribers can set a timed reminder and confirm the setting with the subscriber service. This allows you to:
- Set the time and Mode Hour: 1-12, Min: 00-59
- Cancel the time reminder
- Review current setting

**Windows-Based Administration**

The system comes with an easy-to-use Windows®-based programming tool that makes it easy to set up and maintain the KX-TVA Voice Processing System using a PC. The PC can be connected via a USB port or internal modem. Access to the system can be through your local or wide area network. Administration can also be maintained via the web.

**Bilingual Voice Prompts**

All the necessary system recordings are factory programmed in seven languages, but three other languages may also be recorded. The option greeting can be set to allow the caller to choose a language, and you can even program different incoming phone lines to be answered in different languages—a great feature for businesses operating in multi-cultural communities.
Flexible, versatile, customized business communications.

Panasonic KX-TVA Voice Processing Systems offer more than voice mail and automated attendant service. With features such as email integration and bilingual capability they can be customized to meet your specific needs. Used in conjunction with a Panasonic KX-NCP or KX-TDE System they become one of the most advanced digitally integrated phone systems in the world.

Voice Mail Service

Depending on the model, you can support from 64 to 1,024 individual, pass-word protected mailboxes. Each mailbox allows for an “after-hours” and a “busy” greeting. Once messages are received, the system has several ways of notifying you. (See enhanced message notification.)

Automated Attendant Service

The auto-attendant answers incoming calls and routes the caller to the appropriate extensions or departments. Individual extensions can be set up with options for call screening, call blocking, or intercom paging.

Interview Service

Now you can set up a mailbox to ask customer-friendly questions and record responses at a time. Perfect for recording surveys, suggestions—even appointment requests.

Custom Cervice

When used with the automated attendant service, custom service gives you 1-digit access to department extensions, special announcements or other features such as customized menus.

Visually Manage Voice Mail with VM Assistant

Integrate VM Assistant, part of the Communication Assistant Suite, to your KX-TVA voice messaging solution and visually manage voice mail. Users can play, pause, skip and share messages right from a PC. You can also save the message as a WAV file and transfer it as an email attachment.

Subscriber Tutorial

The KX-TVA is easy to set up. Access your voice mail for the first time and it provides easy-to-follow instructions for “normal”, “busy” and “after-hours” greetings, passwords, and setup options.

Bilingual Voice Prompts

All the necessary system recordings are factory programmed in seven languages, but these other languages may also be recorded. The opening greeting can be set to allow the caller to choose a language, and you can even program different incoming phone lines to be answered in different languages—a great feature for businesses operating in multi-cultural communities.

External Message Delivery

Special messages can be recorded and programmed to be sent to specific phone numbers at specified times. The call can be programmed to re-dial up to 15 times with a custom password to ensure it’s delivered only to the appropriate party.

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- The message lamp on your extension will light.
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Call Screening

This system records the caller’s name and announces it to the extension user before transferring the call. Each individual mailbox can activate or deactivate the feature.

Live Call Screening

Monitor your incoming calls while they’re being recorded into your mailbox and, if desired, interpret the call. Listen through speaker or, for privacy, through handset.

Two-Way Record

Record a conversation simply by pressing a button so you can capture all or part of it to be transferred for transcribing and filing. Convenient fast-forward and rewind functions make it convenient and easy.

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Callback Number Entry

This system allows you to collect incoming numbers and include them in your beeper filing. Convenient fast-forward and rewind functions make it convenient and easy.

Caller ID Announcement

The system Administrator can assign up to 200 Caller ID numbers and program them to route the call to the desired extension, mailbox or custom service.

Caller ID Name Announcement

Now, you don’t even have to look at your phone to identify certain callers. With Caller ID Name Announcement, you can store up to 200 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.

Covering Extension

As an alternative to routing calls to the voice mail system, each mailbox user can set a covering extension that can be used when he or she is not available to answer calls.

Intercom Paging

If an incoming call to your extension is unanswered, the system will put the caller on hold and use an internal or external paging system to alert you to the call. You can then answer the call by just picking up any system phone and dialing a pick-up code.

Fax Detection

When a port receives a fax call (and a CNG tone is detected), the system will automatically transfer the call to the designated fax extension. This eliminates the need for a dedicated fax line. A second fax extension is supported when the first fax extension is not available.

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Timed Reminder Setting

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Panasonic Puts You in Command

Voice Processing Systems

KX-TVA50 and KX-TVA200

System Features

Alternate Extension Group
Auto Forwarding
Automated Attendant
Broadcasting Messages
Busy Coverage Mode
Call Transfer to Outside Line
Caller ID Call Routing (APT/DPT Integration Only)
Caller ID Screening (APT/DPT Integration Only)
Caller Name Announcement – Personal (APT/DPT Integration Only)
Caller Name Announcement – System (APT/DPT Integration Only)
Class of Service (COS)
Company Greeting
Company Name
Covering Extension
Custom Service
Daylight Saving Time Assignment
Did by Name
DID Call Routing (APT/DPT Integration Only)
Email Integration
Extension Group
Fax Management
Hold
Holiday Service
Intercom Paging (APT/DPT Integration Only)
Interoffice Service
List All Names
Logical Extension (All Calls Transfer to Mailbox)
Message Delivery, Internal
Message Reception Mode
Message Waiting Notification – Device
Message Waiting Notification – Lamp
Multilingual Service
No Answer Coverage Mode
On Hold Announcement Menu
Operator Service
PIN Call Routing
Play System Prompt After Personal Greeting
Port Service
Rotary Telephone Service
Service Access Commands
Service Groups
System Clock
System Prompts
Time Service (day, night, lunch, and break)
Unhook Service (Universal Port)
APT/DPT Integration Only
Voice Mail Service

System Setting Features

Auto Configuration (APT/DPT Integration Only)
Custom Service Builder
Default Mailbox Template
Password Administration
Recording by System Administrator
Service Mode
System Backup/Restore
System Reports
System Security
Time Synchronization (APT/DPT Integration Only)

Voice KX-TVA50 and KX-TVA200 Maximum Capacities and Specifications

<table>
<thead>
<tr>
<th>Feature</th>
<th>KX-TVA50</th>
<th>KX-TVA200</th>
</tr>
</thead>
<tbody>
<tr>
<td>No. of Ports</td>
<td>Initial Configuration: 2</td>
<td>Initial Configuration: 6</td>
</tr>
<tr>
<td>Recording Time</td>
<td>Initial Configuration: 4 hours</td>
<td>Initial Configuration: 9 hours</td>
</tr>
<tr>
<td>Specifications</td>
<td>Up to 100</td>
<td>Up to 1000 hours</td>
</tr>
<tr>
<td>Custom Services</td>
<td>Up to 100</td>
<td>Limited by Storage Time</td>
</tr>
<tr>
<td>Number of Messages</td>
<td>Up to 300 (programmable)</td>
<td>Up to 300 (programmable)</td>
</tr>
<tr>
<td>Length of Personal Greeting Message</td>
<td>1 to 30 minutes (programmable)</td>
<td>1 to 60 minutes (programmable)</td>
</tr>
<tr>
<td>Message Retention Time</td>
<td>1 to 600 minutes (programmable)</td>
<td>1 to 600 minutes (programmable)</td>
</tr>
<tr>
<td>Maximum Message Length</td>
<td>1 to 600 minutes (programmable)</td>
<td>Up to 600 minutes (programmable)</td>
</tr>
<tr>
<td>Maximum Combined Length of Message per Mailbox</td>
<td>Up to 600 minutes (programmable)</td>
<td>Up to 600 minutes (programmable)</td>
</tr>
<tr>
<td>Number of Mailboxes</td>
<td>62 (Subscriber) + 2 (Manager)</td>
<td>1022 (Subscriber) + 2 (Manager)</td>
</tr>
<tr>
<td>Power Source</td>
<td>100 V AC to 240 V AC: 0.75 A, 50/60 Hz</td>
<td>40 V AC to 90 V AC: 0.75 A, 50/60 Hz</td>
</tr>
<tr>
<td>DC Input</td>
<td>9 V C.O. 7.5 A (65 W)</td>
<td>40 V C.O. 1.3 A (52 W)</td>
</tr>
<tr>
<td>Dimensions (W x H x D)</td>
<td>2.23 x 12.24 x 12.71”</td>
<td>5.58 x 365 x 143 mm</td>
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<tr>
<td>Weight</td>
<td>5.01 lb (2.3 kg)</td>
<td>9.94 lb (4.5 kg)</td>
</tr>
</tbody>
</table>

1. This brochure describes features that are available when Panasonic KX-TVA voice processing systems are 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 dealer for details.
2. Must be connected to a PBX that supports Message Waiting Lamp.
3. Requires subscription to Caller ID service offered by certain telephone companies for a fee.

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