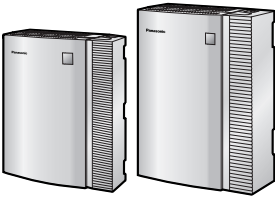


# Panasonic®

## Voice Processing System

### Subscriber's Manual

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KX-TVA50

Model KX-TVA200



Thank you for purchasing a Panasonic Voice Processing System.  
Please read this manual carefully before using this product and save this manual  
for future use.

**KX-TVA50/KX-TVA200: Version 1.0**

# Introduction

Thank you for purchasing the Panasonic Voice Processing System KX-TVA50/KX-TVA200. We are confident that this product will provide you with many years of dependable service.

This Subscriber's Manual is designed to help you configure your mailbox, use common voice mail features, and introduce you to the many advanced features that will improve your productivity in countless ways.

## The Structure of This Manual

This manual contains the following sections:

### **Section 1      Introduction to the VPS**

This section provides you with a brief overview of what the VPS is and what it can help you do.

### **Section 2      Logging in to and Configuring Your Mailbox**

This section will show you how to log in to your VPS mailbox and customize your mailbox to suit your needs.

### **Section 3      Message Playback and Related Features**

This section will help you play back messages left in your mailbox and use other features related to message playback.

### **Section 4      Sending Messages**

This section will show you how to send messages to other people in your office and to outside parties.

### **Section 5      Other Features**

This section will introduce you to the many advanced features offered by the VPS.

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for customers in the United States or Puerto Rico.

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## Section 1 Introduction to the VPS

### 1.1 Introduction to the VPS

The Panasonic Voice Processing System (VPS) is a powerful tool that will help you manage your voice communications and thereby increase your productivity. As a subscriber (the owner of a VPS mailbox), you can:

- a)** Send a message to one or more people inside or outside your office.
- b)** Transfer messages to other subscribers and add your own comments.
- c)** Access your mailbox and listen to your messages, even when out of the office.
- d)** Have the VPS call, beep, or e-mail you when someone leaves you a message.
- e)** Be notified by the message waiting lamp on your extension when new messages have been recorded in your mailbox.
- f)** Screen your calls.
- g)** Create a set of options and functions exclusive to your mailbox (Personal Custom Service) that can be selected by your callers.
- h)** And more...

#### Before You Begin

In order to use the VPS as a subscriber, you need to know the following information. The VPS System Manager can help you if you do not know this information.

- a)** The extension number of the VPS that you should dial in order to access the VPS.
- b)** Your mailbox number and extension number (In many cases these are the same number, but it is possible they are not).
- c)** Your mailbox password (if set).
- d)** The System Manager's telephone number. The System Manager is the person you should refer to when you have any problems with the VPS.

Once you know this information, you are ready to use the VPS.

#### Using the VPS

There are two ways to use the VPS; you can be either a subscriber, or a caller.

A subscriber is a VPS user who has his or her own mailbox. Subscribers can play back their own messages, leave messages for other subscribers, record a message that is then sent to multiple parties (including outside parties), record greeting messages, etc. In order to use the VPS as a subscriber, you must first "log in" to your mailbox. This usually involves dialing your mailbox number and entering your password. Once you have logged in, you can use "Subscriber Services"; Subscriber Services are all the features and functions you can access or perform as a subscriber.

A caller can generally be thought of as an outside party. Callers can leave messages for VPS subscribers or use the VPS to be connected to specific extensions, but they do not log in to the VPS before using these features, and the number of features they can use is limited.

## Prompts

One essential characteristic of the VPS is its use of "prompts". Prompts are recorded voice guidance messages that help you set and use VPS features. Prompts also help callers when the VPS is handing their calls. Depending on how your VPS is programmed, subscribers and callers can select the language they prefer for VPS prompts.

Prompt example:

Main Menu of Subscriber Services

"To receive the message, press [1]."

"To deliver a message, press [2]."

"For mailbox management, press [3]."

"For Automated Attendant status, press [4]."

"To set up Message Waiting Notification, press [5]."

"For other features, press [6]."

"To end this call, press [\*]."

## VM Menu

Certain PBXs (telephone systems) and telephones are compatible with "VM Menu"; this feature displays VPS prompts on the display of your telephone, prompting you visually instead of audibly. To select a VPS operation displayed on the display, press the soft button next to the desired prompt. Use the Navigator Key to scroll up or down to view additional prompts when available (When the Navigator Key is not used to scroll up or down through options, it can be used to adjust volume.).

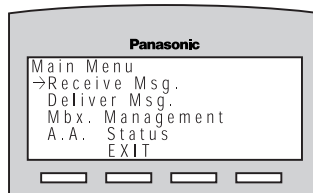
Operations shown in this manual are for when operating the VPS by following audible prompts.

Operations necessary to operate the VPS using VM Menu will vary slightly from these instructions.

VM Menu example:

Main Menu of Subscriber Services

This feature is not available with certain PBXs and may be disabled by the System Administrator or System Manager for your mailbox.



### Note

- If too many subscribers are using VM Menu at the same time, VM Menu messages will not be displayed and prompts will be heard instead.
- This feature is only available with Panasonic KX-TDA series PBXs using DPT Integration. For more information, consult your System Administrator or System Manager.
- For more information on VM Menu, see Appendix "A5 Using VM Menu".

## Logging in to Your Mailbox for the First Time

The first time you log in to your mailbox, there are certain mailbox settings you should perform before using any other Subscriber Services. These settings identify you as the owner of your mailbox, and are described in "Section 2 Logging in to and Configuring Your Mailbox".

### a) Password

### b) Subscriber's Name

### c) No Answer Greeting

Your VPS may be programmed to initiate a "Subscriber Tutorial" the first time you log in to your mailbox. If the Subscriber Tutorial is enabled, VPS prompts will



guide you through the mailbox configuration process.

## Section 2

# Logging in to and Configuring Your Mailbox

### 2.1 Logging in to Your Mailbox

In order to access Subscriber Services (to play messages, change mailbox settings, etc.), you must first log in to your mailbox. There are 2 ways to log in to your mailbox:

#### a) Automatic Log-in:

When logging in to your mailbox from your own extension, you do not need to enter any special commands or your mailbox number. This feature is not available with certain PBXs and may be disabled by the System Administrator or System Manager for your mailbox.

#### b) Manual Log-in:

You need to enter the Voice Mail Service Command [#6] followed by [\*] and your mailbox number. Manual Log-in is necessary when logging in to your mailbox using someone else's extension, when Automatic Log-in is not available with your PBX, or when Automatic Log-in is not enabled for your mailbox.

You will know that you have logged in successfully because the VPS will announce either the Main Menu of Subscriber Services or the number of new messages you have, or the VM Menu will be displayed.

### Automatic Log-in

1. Go off-hook.
2. Enter the extension number of the VPS.
3. **Password** **#**
  - You can skip this step if your mailbox has no password.

### Manual Log-in

1. Go off-hook.
2. Enter the extension number of the VPS.
3. **#** **6**
4. **\*** and your mailbox number.
5. **Password** **#**
  - You can skip this step if your mailbox has no password.

#### Note

- If Autoplay New Messages is enabled for your mailbox, new messages will be played back automatically each time you log in to your mailbox. New messages will be played back one after the other automatically (i.e., you do not need to press a button to play the next message). For more information, consult your System Administrator or System Manager.
- If Message Waiting Lamp is enabled for your mailbox, the message lamp on your telephone will light when you receive a new message. You can log in to your mailbox and play back a new message automatically simply by going off-hook and pressing the message button on your telephone. The VPS will play back the first new message only. To play back other

messages, press the appropriate button.

- If the Subscriber Tutorial is enabled for your mailbox, VPS prompts will guide you through the mailbox configuration process the first time you log in to your mailbox (see 2.2 Subscriber Tutorial (Easy Mailbox Configuration)).

## 2.2 Subscriber Tutorial (Easy Mailbox Configuration)

---

Your VPS may be programmed to present a "Subscriber Tutorial" to you the first time you log in to your mailbox. If the Subscriber Tutorial is enabled, VPS prompts will guide you through the mailbox configuration process. Simply by following the prompts, you can configure the following items. You can configure these items later manually if necessary, as explained later in this section. This feature may be disabled by the System Administrator or System Manager for your mailbox.

**Password:** If your mailbox has a password, you must enter it using the dial keys (0–9) whenever you log in to your mailbox. Your password can contain up to 16 digits.

**Subscriber's Name:** This is a recording of your name. Other subscribers will hear your name when they listen to messages you left for them. It may also be heard by callers when they use the Dialing by Name feature.

**No Answer Greeting:** Callers are directed to your mailbox when you do not answer their call will hear your No Answer greeting message. A common example might be, "This is (name). I can't take your call right now...". After the greeting is played, a tone will sound, and the caller can leave a message.

Other greeting messages can be recorded manually later. For details, see 2.3 Changing or Deleting Your Personal Greeting Messages.

### **Note**

- You may be asked to enter your password after logging in to your mailbox. If you do not know this

password, ask your System Administrator.

## Starting the Subscriber Tutorial

---

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. Confirm that the Subscriber Tutorial has begun.
  - The VPS will announce, "Welcome to the Panasonic Voice Mail System. This is the Subscriber Tutorial service.".
  - If the tutorial does not begin, it may be disabled for your mailbox. For more information, consult your System Administrator or System Manager.
3. Continue from "Setting Your Password for the First Time" or "Changing or Deleting Your Password" as necessary.

## Setting Your Password for the First Time

---

1. Set your password when prompted by entering the desired password then pressing **[#]**.
  - Press only [#] if you do not want to set a password.
  - To prevent unauthorized access, we strongly recommend selecting a long and random password. Please avoid using obvious number combinations for the password.
  - It is necessary to set a password equal to or longer than the specified number of digits by default. For more information, consult your

System Administrator or System Manager.

2. **[2]** to accept.
3. Continue from "Recording the Owner's Name (Your Subscriber Name)".

## Changing or Deleting Your Password

---

1. **[1]** to change your password.
2. Set your new password by entering the desired password then pressing **[#]**.
  - Press only [#] if you want to delete your password.
  - To prevent unauthorized access, we strongly recommend selecting a long and random password. Please avoid using obvious number combinations for the password.
3. **[2]** to accept.
4. Continue from "Recording the Owner's Name (Your Subscriber Name)".

## Recording the Owner's Name (Your Subscriber Name)

---

1. State your name after the tone.
2. **[1]** to end recording.
3. **[2]** to accept.
4. Continue from "Recording Your Greeting Messages".

## Recording Your Greeting Messages

The VPS will prompt you to record your No Answer greeting message. If you do not record a greeting message, a prerecorded greeting message will be used.

Other greeting messages can be recorded manually later. For details, see 2.3 Changing or Deleting Your Personal Greeting Messages.

- 
1. Record your greeting message, after the tone.
  2. **[1]** to end recording.
  3. Follow the prompts as necessary.
    - **[1]** to review.
    - **[2]** to accept.
    - **[3]** to record the message again.
    - **[4]** to add.
    - **[\*]** to delete and exit.

## Confirming Your Settings

- 
1. **[1]** to confirm your settings.
  2. Go on-hook.

## 2.3 Changing or Deleting Your Personal Greeting Messages

After callers reach your mailbox, they will hear your personal greeting message. You can record 4 kinds of Personal Greetings; the appropriate greeting will be played for callers. If you delete or do not record a greeting message, a prerecorded greeting message will be used.

### a) No Answer Greeting:

Heard by callers when you do not answer their calls. A common example might be, "This is (name). I can't take your call right now..."

### b) Busy Signal Greeting:

Heard by callers when you are on another call. A common example might be, "This is (name). I'm on another call right now..."

### c) After Hours Greeting:

Heard by callers when the VPS is in night mode. A common example might be, "This is (name). I've gone home for the day..."

### d) Temporary Greeting:

A special greeting that, if recorded, is heard by callers instead of the other greetings. A common example might be, "This is (name). I'm out of the office this week..."

Follow the steps below to record or delete your Personal Greeting Messages.

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **3** **1**
3. Select the desired greeting.
  - 1** No Answer Greeting.
  - 2** Busy Signal Greeting.
  - 3** After Hours Greeting.
  - 4** Caller ID Greeting (may not be available; see 5.10 Personal Greeting for Caller ID).
  - 5** Temporary Greeting.
4. Follow the prompts as necessary.
  - 1** to change the greeting.
  - 3** to delete the selected greeting.
    - The greeting will be deleted; go on-hook to finish.
5. Record your greeting message, after the tone.
  - We recommend stating your name in your greeting messages, so that callers will know they have reached the correct mailbox.
  - The maximum length of each greeting message is 1 minute by default.
6. **1** to end recording.
7. Follow the prompts as necessary, or continue from step 8.
  - **1** to review.
  - **3** to rerecord the greeting message (repeat the steps above as necessary).

- **4** to add to the greeting message you just recorded.
- **\*** to delete the greeting message and exit.

**8.** **2** to accept.

**9.** Record or delete other greeting messages as necessary by following the prompts, or continue from step 10.

**1** No Answer Greeting.

**2** Busy Signal Greeting.

**3** After Hours Greeting.

**4** Caller ID Greeting (may not be available; see 5.10 Personal Greeting for Caller ID).

**5** Temporary Greeting.

**10.** Go on-hook.

**Note**

- A Temporary Personal Greeting is played instead of all your other greetings until it is deleted. Each time you log in to your mailbox, the VPS will ask you if you want to turn off (delete) your Temporary Personal Greeting.
- Make sure you go on-hook only after you have accepted your new greeting in step 8. If you go on-hook without accepting your new greeting, it will not be saved.



## 2.4 Changing or Deleting Your Password

You can password protect your mailbox to prevent unauthorized access to your mailbox. If your mailbox has a password, you must enter it using the dial keys (0–9) whenever you log in to your mailbox. Your password can contain up to 16 digits.

You can change your password at any time. When choosing a password, avoid using obvious number combinations. If you forget your password, have your System Administrator or System Manager clear your password. You may then set a new one.

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **[3] [2] [1]**
3. Enter the desired password, then press **[#]**.
  - Press only [#] if you want to delete your password.
  - It is necessary to set a password equal to or longer than the specified number of digits by default. For more information, consult your System Administrator or System Manager.
4. **[2]** to accept.
5. Go on-hook.

## 2.5 Changing or Deleting Your Subscriber Name

---

You can record your name in the VPS. The VPS can then announce your name for callers to let them know that they have reached the correct mailbox. If a caller does not know your mailbox number, the caller can try to reach you by entering the first few letters of your first or last name (Dialing by Name feature). After entering the first few letters of your name, the VPS will announce the names of VPS subscribers whose names share those same letters, and the caller can select your name.

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **[3] [3] [1]**
  - Enter [3] [3] [3] to delete your subscriber name, then go on-hook to finish.
3. State your name after the tone.
4. **[1]** to end recording.
5. **[2]** to accept.
6. Go on-hook.

## 2.6 Common Service Commands and Navigation Commands

### Commands for Changing the Current VPS Service

After going off-hook and dialing an extension number of the VPS, you can enter a service command to access certain VPS features quickly. While VPS guidance is being provided, you can also use service commands to, for example, switch to a different VPS service mode. Some of the more commonly used commands are listed below. For a complete list, see Appendix.

|     |  |
|-----|--|
| # 2 | Activates Custom Service. You will be guided to enter a Custom Service number (1–100).   |
| # 6 | Activates Voice Mail Service. You can record a message for another subscriber by entering his or her mailbox number when guided. You can also log in to your mailbox by entering this command followed by your mailbox number. |

|     |  |
|-----|--|
| # 8 | Activates Automated Attendant Service. You can call an extension by dialing the desired extension number when guided. If the called party does not answer, the VPS can offer you other options, such as leaving a message, calling the operator, etc. Note that these options are available only when calling the extension via Automated Attendant Service, i.e. after you have entered this service command. |
|-----|--|

### Prompts—only Commands

The following commands can be used to help you navigate through VPS menus.

|     |                                      |
|-----|--------------------------------------|
| *   | Takes you back to the previous menu. |
| 0   | Repeats the current menu.            |
| # 7 | Takes you back to the Main Menu.     |

### VM Menu—only Command

|     |  |
|-----|--|
| # # | Switches you to the Main Menu (top menu) of the prompts. |
|-----|--|

# Section 3

## Message Playback and Related Features

### 3.1 Playing Messages

Callers and other subscribers can leave messages for you, and you can play them back later after you have logged in to your mailbox.

Messages in your mailbox are divided into 3 types:

**a) New Messages:**

Messages in your mailbox which you have not played back yet.

**b) Old Messages:**

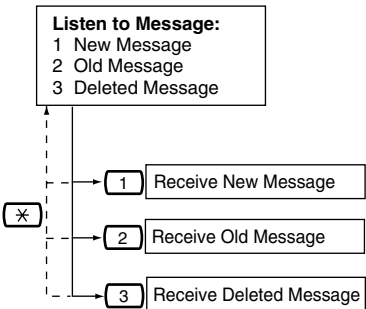
Messages in your mailbox which you have played back but have not yet deleted.

**c) Deleted Messages:**

Messages in your mailbox which you have deleted. You can "recover" your deleted messages, after which they will be treated as old messages (see 5.20 Recovering Deleted Messages). If you do not recover deleted messages, they will be permanently deleted at the end of the next day.

When playing back a message, the VPS can also announce the message's "envelope"—the date and time of the message, and the message sender's information.

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **[1]**
3. Follow the prompts as necessary.
  - [1]** to play new messages.
  - [2]** to play old messages.
  - [3]** to play deleted messages.
4. Listen to the message.
  - Pressing the **[\*]** during message playback will return you to the previous menu. You can then select another message type to listen to.



**Note**

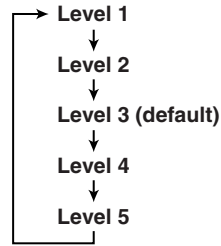
- Additional features are available during and/or after message playback. Refer to the table below and press the appropriate dialing key. Note that certain features are not available depending on the message type (new, old, deleted).

| Key         | Feature  | Message Type |     |         |
|-------------|--|--------------|-----|---------|
|             |  | New          | Old | Deleted |
| [1]         | Repeat the message                                       | ✓            | ✓   | ✓       |
| [1] [1]     | Replay the previous message                              | ✓            | ✓   | ✓       |
| [1] [2]     | Play the next message                                    | ✓            | ✓   | ✓       |
| [2]         | Pause/restart message playback<br>(during playback only) | ✓            | ✓   | ✓       |
| [2] [3]     | Play the message envelope                                | ✓            | ✓   | ✓       |
| [2] [4]     | Set Bookmark (during playback only)                      | ✓            | ✓   | —       |
| [2] [5]     | Start playback at the Bookmark                           | ✓            | ✓   | —       |
| [2] [6]     | Save this message as new                                 | ✓            | —   | —       |
| [3] (+ [1]) | Delete this message                                      | ✓            | ✓   | —       |
| [3]         | Recover this message                                     | —            | —   | ✓       |
| [4]         | Reply to this message                                    | ✓            | ✓   | —       |
| [5] *       | Rewind (during playback only)                            | ✓            | ✓   | ✓       |
| [6] *       | Fast-forward, skip envelope<br>(during playback only)    | ✓            | ✓   | ✓       |
| [7]         | Transfer this message                                    | ✓            | ✓   | —       |
| [8]         | Adjust playback volume<br>(during playback only)         | ✓            | ✓   | ✓       |
| [9] *       | Adjust playback speed<br>(during playback only)          | ✓            | ✓   | ✓       |
| [9] [0] *   | Play back at normal speed<br>(during playback only)      | ✓            | ✓   | ✓       |

\* These keys also function when using VM Menu.

**Note**

- VPS programming determines if the message envelope is played before each message, after each message, or only when you press [2] [3]. For more information, consult your System Administrator or System Manager.
- The VPS will automatically delete both new and old messages after a specified number of days have passed. Your System Administrator or System Manager controls how many days messages are retained for. Each time you play a new or old message, the message retention counter resets.
- When messages are deleted, they will be retained until the end of the next day. For example, if you delete a message Monday morning, it will be permanently deleted at the end of the day on Tuesday. Deleted messages can be recovered before then by pressing [3] during or after playback.
- A Bookmark allows you to set a point in a message that you can jump to quickly during playback (see 5.19 Bookmark). You can set one Bookmark for each message in your mailbox. If you set a second Bookmark in the same message, the previous one is deleted.
- During playback, you can adjust playback volume and speed by pressing [8] and [9] respectively. Press the desired key repeatedly to adjust the volume and speed as necessary. If volume or speed are at the highest setting, pressing the dialing key will select the lowest setting, as shown below.



## 3.2 Replying to Messages

You can reply to messages left in your mailbox by either calling back the caller or by leaving a message in the caller's mailbox.

Calling back is possible when the person who left you the message is another subscriber. Calling back outside callers is possible if their Caller ID information is received by the PBX and VPS, however, this feature is not available with certain PBXs and may be disabled by the System Administrator or System Manager for your mailbox.

Replying by leaving a message in the caller's mailbox is possible only if the caller is another subscriber (i.e., the person must have his or her own mailbox). When replying by leaving a message in the caller's mailbox, you can set any of the following:

### a) Urgent Status:

The message will be heard before other messages by the recipient.

### b) Private Status:

The recipient will not be able to forward the message, ensuring privacy.

### c) Auto Receipt:

You will receive notification (receipt message) once the recipient has played back the message.

Finally, you can send your reply immediately or set a message delivery time. However, please note that you cannot reply to receipt messages.

## Calling Back the Message Sender

1. Play back the desired message.
  - See 3.1 Playing Messages if necessary.
  - Only new and old messages can be replied to. To reply to a deleted message, recover the message first (see 5.20 Recovering Deleted Messages).
2. **[4]** during or after message playback.
3. **[1]** to call the sender.

### Note

- Calling back outside callers (Caller ID Callback) is only available with Panasonic KX-T series PBXs using APT or DPT Integration. For more information, consult your System Administrator or System Manager.

## Leaving a Message for the Sender

1. Play back the desired message.
  - See 3.1 Playing Messages if necessary.
  - Only new and old messages can be replied to. To reply to a deleted message, recover the message first (see 5.20 Recovering Deleted Messages).
2. **[4]** during or after message playback.
3. **[2]** to begin recording.
4. Speak after the tone.
  - You can pause and resume recording by pressing [2]. If you

pause for more than 20 seconds, recording will stop automatically.

5. **[1]** to end recording.
6. **[2]** to accept.
7. **[1]** **[1]** to set the delivery time of the message.

**[1]** **[2]** to send the message immediately (continue from step 12).

8. Enter the desired delivery time, then **[#]**.

For example:

- To enter 5:00, press [5] [#].
- To enter 5:15, press [5] [1] [5] [#].

9. **[1]** for AM.  
**[2]** for PM.

- This option may not be available if the VPS is programmed to use 24-hour time.

10. Enter the day of the month for delivery, then **[#]**.

For example:

- If today is February 16 and you enter [1] [7] [#], the message will be delivered tomorrow.
- If today is February 16 and you enter [5] [#], the message will be delivered on March 5.

11. **[2]** to accept.
12. **[1]** to make the message urgent.  
**[2]** to continue.

13. **[1]** to make the message private.  
**[2]** to continue.

14. **[1]** to request a receipt.  
**[2]** to continue.

15. Go on-hook.

#### **Note**

- Auto Receipt is not enabled by default. For more information, consult your System Administrator or System Manager.
- New urgent messages are played before any other messages. However, old urgent messages are played with other messages, in the original order.



### 3.3 Transferring Messages

---

You can transfer (forward) messages in your mailbox to other subscribers. However, please note that you cannot transfer receipt messages, or messages that were specified by the sender as "private".

When transferring a message, you can:

- a) Specify the recipient by entering another subscriber's mailbox number.
- b) Specify several recipients by entering a Personal Group Distribution List number (see 5.6 Personal Group Distribution Lists) or a Mailbox Group number.
- c) Record your own comments and send them along with the transferred message.

### Specifying the Recipients by Number

---

1. Play back the desired message.
  - See 3.1 Playing Messages if necessary.
  - Only new and old messages can be transferred. To transfer a deleted message, recover the message first (see 5.20 Recovering Deleted Messages).
2. **[7]** during or after message playback.
3. Enter one of the following:  
A mailbox number.  
A Personal Group Distribution List number, then **[#]**.  
A Mailbox Group number.
4. **[2]** to accept.
5. **[1]** to transfer the message without recording your comments (continue from step 8).  
**[2]** to record your comments.
6. Record your comments after the tone.
7. **[1]** to end recording.
8. **[2]** to accept.
9. Go on-hook.

### Specifying the Recipients by Name (Dialing by Name)

---

1. Play back the desired message.
  - See 3.1 Playing Messages if necessary.

- Only new and old messages can be transferred. To transfer a deleted message, recover the message first (see 5.20 Recovering Deleted Messages).
2. **[7]** during or after message playback.
  3. **[#]** **[1]**
  4. Using the dialing keys, enter the first 3 or 4 letters of the desired recipient's name.
  5. **[1]** to select the announced name.  
**[2]** to hear the next name.  
**[3]** to repeat the current name.
  6. Enter one of the following:  
**[1]** to transfer the message without recording your comments (continue from step 10).  
**[2]** to record your comments.
  7. Record your comments after the tone.
  8. **[1]** to end recording.
  9. **[2]** to accept.
  10. Go on-hook.

**Note**

- No acknowledgement will be given to indicate the message has been transferred.

## 3.4 Remote Access

You can call the VPS while outside and log in to your mailbox in order to listen to your messages. There are 2 ways to log in to your mailbox remotely:

### a) Automatic Log-in:

When logging in to your mailbox remotely from a preprogrammed outside telephone, you do not need to enter any special commands or your mailbox number. The VPS can recognize the telephone number you are calling from and therefore determine you are the caller (see 5.16 Assigning Your Telephone Numbers for Remote Automatic Log-in and Toll Saver). This feature is not available with certain PBXs and may be disabled by the System Administrator or System Manager for your mailbox.

### b) Manual Log-in:

You need to enter the Voice Mail Service Command [#6] followed by [\*] and your mailbox number. Manual Log-in is necessary when logging in to your mailbox when Automatic Log-in is not available with your PBX, when your mailbox is not programmed for Automatic Log-in, or when you are calling from a telephone number not programmed for Automatic Log-in.

## Remote Automatic Log-in

1. Call the VPS from the preprogrammed outside telephone number.
  - Ask your System Administrator or System Manager what telephone number you should dial in order to access the VPS remotely.
2. **Password** 
  - You can skip this step if your mailbox has no password.
3.  to play back messages.
4. Follow the prompts or select one of the following as necessary.
  - to call an extension.
  - to call the operator.
5.   when finished.
6. Go on-hook.

### Note

- This feature is only available with Panasonic KX-T series PBXs using APT or DPT Integration. For more information, consult your System Administrator or System Manager.

## Remote Manual Log-in

1. Call the VPS from an outside telephone.
  - Ask your System Administrator or System Manager what telephone number you should dial in order to access the VPS remotely.
2.

3.  and your mailbox number.
4.  
  - You can skip this step if your mailbox has no password.
5.  to play back new messages.
6. Follow the prompts or select one of the following as necessary.
  - to call an extension.
  - to call the operator.
7.   when finished.
8. Go on-hook.

## Section 4

# Sending Messages

### 4.1 Sending Messages— Overview

---

You can record messages and send them to other subscribers, to PBX extension users who do not have VPS mailboxes, and even to outside parties. Messages can be sent using one of the following features:

**a) Message Delivery:**

Sending a message to other subscribers (see 4.2 Message Delivery).

**b) External Message Delivery:**

Sending a message to parties that do not have VPS mailboxes, i.e., PBX extension users and outside parties (see 4.3 External Message Delivery).

There are several ways to determine the recipients of your messages. You can specify recipients by:

**a)** Mailbox number or subscriber name (specifies an individual recipient for Message Delivery).

**b)** Personal Group Distribution List number or Mailbox Group number (specifies a group of recipients for Message Delivery).

**c)** Extension number or telephone number (specifies an individual recipient for External Message Delivery).

**d)** External Message Delivery List number (specifies a group of recipients for External Message Delivery).

## 4.2 Message Delivery

You can send messages to other subscribers. You can specify message recipients either by number or by subscriber name.

To specify the recipients by number:

- a) Enter the subscriber's mailbox number.
- b) Enter a Personal Group Distribution List number (see 5.6 Personal Group Distribution Lists for creating your own Personal Group Distribution Lists).
- c) Enter a Mailbox Group number (these must be created by the System Administrator or System Manager; For more information, consult your System Administrator or System Manager).

To specify the recipients by name:

- a) Enter the first few letters of the subscriber's name (Dialing by Name feature).

Once you have specified the recipients, you can record a message. Before sending your message, you can set any of the following:

### a) Urgent Status:

The message will be heard before other messages by the recipient.

### b) Private Status:

The recipient will not be able to forward the message, ensuring privacy.

### c) Auto Receipt:

You will receive notification once the recipient has played back the message.

Finally, you can send your message immediately or set a message delivery time.

## Sending a Message

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Continue from "Specifying the Recipients by Number" or "Specifying the Recipients by Name (Dialing by Name)".

## Specifying the Recipients by Number

1. Enter one of the following:  
A mailbox number.  
A Personal Group Distribution List number, then  .  
A Mailbox Group number.
2.  to accept.
3. Continue from "Recording Your Message".

## Specifying the Recipients by Name (Dialing by Name)

1.
2. Using the dialing keys, enter the first 3 or 4 letters of the desired recipient's name.
3.  to select the announced name.  
 to hear the next name.  
 to repeat the current name.
4. Continue from "Recording Your Message".

## Recording Your Message

1. **[1]** to record your message.
  - Press [2] to add another recipient (continue from "Specifying the Recipients by Number" or "Specifying the Recipients by Name (Dialing by Name)").
  - Press [3] to review the recipients.
2. Speak after the tone.
  - You can pause and resume recording by pressing [2]. If you pause for more than 20 seconds, recording will stop automatically.
3. **[1]** to end recording.
4. **[2]** to accept.
5. **[1]** **[1]** to set the delivery time of the message.  
**[1]** **[2]** to send the message immediately (continue from step 10).
6. Enter the desired delivery time, then **[#]**.  
 For example:
  - To enter 5:00, press [5] [#].
  - To enter 5:15, press [5] [1] [5] [#].
7. **[1]** for AM.  
**[2]** for PM.
  - This option may not be available if the VPS is programmed to use 24-hour time.

8. Enter the day of the month for delivery, then **[#]**.  
 For example:
  - If today is February 16 and you enter [1] [7] [#], the message will be delivered tomorrow.
  - If today is February 16 and you enter [5] [#], the message will be delivered on March 5.
9. **[2]** to accept.
10. **[1]** to make the message urgent.  
**[2]** to continue.
11. **[1]** to make the message private.  
**[2]** to continue.
12. **[1]** to request a receipt.  
**[2]** to continue.
13. Go on-hook.

### **Note**

- Auto Receipt is not enabled by default. For more information, consult your System Administrator or System Manager.
- New urgent messages are played before any other messages. However, old urgent messages are played with other messages, in the original order.

## 4.3 External Message Delivery

You can send messages to outside parties and to PBX extension users who do not have their own VPS mailboxes. After you record your message, the VPS will dial the appropriate telephone numbers and/or extension numbers, and once the party on the other end answers the call, the VPS can play back your recorded message. You can specify message recipients by:

- a) Extension number
- b) Outside telephone number
- c) External Message Delivery List number (see 5.7 External Message Delivery Lists)

Unlike recipients who have their own VPS mailboxes, you have no way of knowing who may answer the call when the VPS sends an External Delivery Message. To protect the privacy of your messages, you may assign a password that must be entered by the other party before your message is played back.

You can set Auto Receipt so that you will receive notification once the recipient has played back your message. You can also send your message immediately or set a message delivery time. Finally, recipients of an External Delivery Message can reply to your message, and can even set urgent and private message status.

### Note

- This feature must be enabled for your mailbox by the System Administrator or System Manager.
- If you have any difficulties using this feature, consult your System Administrator.

## Sending an External Delivery Message

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Continue from "Specifying a Single Recipient" or "Specifying Multiple Recipients (External Message Delivery List)".

## Specifying a Single Recipient

1.
2. Enter the outside line access number needed for making outside calls.
  - To specify a PBX extension instead of an outside telephone number, enter the extension number, then continue from step 4.
3. Enter the outside party's telephone number (including area code if needed).
  - To insert a pause or special command in the middle of the telephone number, pause momentarily while entering the telephone number. The VPS will announce a list of available options, for example, "To insert a pause, press [5]. Press [4] to continue entering the telephone number."
4.  to accept.
5. Enter a 4-digit password required for listening to the message.



- Press [#] if you do not want to set a password.
6. State the recipient's name after the tone.
  7. [1] to end recording.
  8. [#] for immediate delivery, then continue from "Recording Your Message".
    - To set message delivery time, continue from "Setting Message Delivery Time".

### Specifying Multiple Recipients (External Message Delivery List)

1. [2]
2. Enter the desired list number ([1] or [2]).
3. Enter a 4-digit password required for listening to the message.
  - Press [#] if you do not want to set a password.
4. [#] for immediate delivery, then continue from "Recording Your Message".
  - To set message delivery time, continue from "Setting Message Delivery Time".

### Setting Message Delivery Time

1. Enter the desired delivery time, then [#].  
For example:
  - To enter 5:00, press [5] [#].
  - To enter 5:15, press [5] [1] [5] [#].

2. [1] for AM.  
[2] for PM.
  - This option may not be available if the VPS is programmed to use 24-hour time.
3. Enter the day of the month for delivery, then [#].  
For example:
  - If today is February 16 and you enter [1] [7] [#], the message will be delivered tomorrow.
  - If today is February 16 and you enter [5] [#], the message will be delivered on March 5.

### Recording Your Message

1. [1] to request a receipt.  
[2] to continue.
2. [2] to accept.
3. Record your message after the tone.
  - You can pause and resume recording by pressing [2]. If you pause for more than 20 seconds, recording will stop automatically.
4. [1] to end recording.
5. [2] to accept.
6. Go on-hook.

#### Note

- If you set a password required for listening to the message, make sure you notify each recipient what the password is.

- If your PBX uses PRI lines, you may need to enter [#] at the end of outside telephone numbers. For more information, consult your System Administrator.
- Auto Receipt is not enabled by default. For more information, consult your System Administrator or System Manager.

## 4.4 Receiving External Delivery Messages

When you send an External Delivery Message, the VPS will call each of the specified recipients. When a recipient answers the call, the VPS will guide him or her through the following procedure. After a recipient has listened to an External Delivery Message, he or she can send you a reply to your message, and even set urgent or private message status.

1. **[1]** to receive the message.
2. Enter the 4-digit password, then **[#]**.
  - If you did not set a password, this step will be skipped.
3. The message is played back.
4. **[2]** to reply.
  - To end the call, press [ $\times$ ], then go on-hook to finish.
5. Record a reply.
6. **[1]** to end recording.
7. **[2]** to accept.
8. **[1]** to make the message urgent.
  - [2]** to continue.
9. **[1]** to make the message private.
  - [2]** to continue.
10. Go on-hook.

### **Note**

- If the recipient enters an incorrect password 3 times, the VPS will announce the following information if it has been programmed. This information can help the recipient track down the message or message sender (you).
  - Company name
  - Callback telephone number
  - Your subscriber name
- The VPS may be able to guide recipients using a different language. For more information, consult your System Administrator.

## Section 5 Other Features

### 5.1 Call Transfer

When a call reaches your extension via the Automated Attendant service, normally your extension will ring and you can answer the call. If you use the Call Transfer feature, however, the VPS can handle the call in a number of ways. The status you set for Call Transfer determines what happens to the call. You can set one of the following:

**Call Blocking:** The call will be handled by the Incomplete Call Handling feature (see 5.2 Incomplete Call Handling), which allows you to have your calls ring at another extension, transferred to your mailbox, transferred to the operator, etc. The call will not ring at your extension. The call will be handled according to the settings you have made for Incomplete Call Handling for No Answer.

**Call Screening:** The VPS will prompt the caller to record his or her name. If you are available to answer calls, the VPS will ring your extension and play back the name of the caller. You can then answer the call if you choose. If you do not or cannot answer the call, the call will be handled according to the settings you have made for Incomplete Call Handling for No Answer.

**Intercom Paging:** The VPS will page you using the Intercom Paging feature of the PBX. The call will not ring at your extension. Your name will be announced to alert you to the call. This feature is available with certain PBXs only. If you do not or cannot answer the call, the call will be handled according to the settings you have made for Incomplete Call Handling for No Answer.

**Beeper Access:** The VPS will prompt the caller to enter his or her telephone number, then will send the caller's telephone number to your beeper so you can return the call.

**Transfer to Mailbox:** The VPS will transfer the caller to your mailbox where he or she can leave a message for you. The call will not ring at your extension.

**Transfer to Custom Service:** The VPS will transfer the caller to the Custom Service you specify here. The call will not ring at your extension.

**Disable Call Transfer:** Turns the Call Transfer feature off. The call will ring at your extension.

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Select the desired Call Transfer status.
  - for Call Blocking.
  - for Call Screening.
  - for Intercom Paging.
  - for Beeper Access.
  - for Transfer to Mailbox.
  - for Transfer to Custom Service.
  - for Disable all Transfer.
4. Follow the prompts as necessary.
  - The prompts heard will vary depending on the feature you set in step 3.
5. Go on-hook.

**Note**

- Intercom Paging is only available with Panasonic KX-T series PBXs using APT or DPT Integration. For more information, consult your System Administrator or System Manager.

## 5.2 Incomplete Call Handling

When a call is directed to your extension via the Automated Attendant service, Incomplete Call Handling will handle the calls if:

- a)** You do not answer the call (These calls are considered "no answer" calls).
- b)** You are on another call (These calls are considered "busy" calls).
- c)** You have set Call Blocking (see 5.1 Call Transfer).

The status you set for Incomplete Call Handling determines what happens to these calls. You can set one or more of the following for no answer calls and for busy calls separately. If you select more than one option, the caller will be prompted to select his or her desired option.

**Leaving a Message:** The VPS will transfer the caller to your mailbox where he or she can leave a message for you.

**Transfer to Covering Extension:** The VPS will transfer the caller to your Covering Extension (see 5.3 Assigning Your Covering Extension). If you have not assigned your Covering Extension, this option is not available.

**Intercom Paging:** The VPS will page you using the Intercom Paging feature of the PBX. Your name will be announced to alert you to the call. This feature is available with certain PBXs only.

**Beeper Access:** The VPS will prompt the caller to enter his or her telephone number, then will send the caller's telephone number to your beeper so you can return the call.

**Transfer to Custom Service:** The VPS will transfer the caller to the Custom Service you specify here.

**Transfer to Operator:** The VPS will transfer the caller to the operator.

**Return to Top Menu:** The caller is returned to the top menu of the Automated Attendant service and can then choose to call a different extension.

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2.
3.  for no answer calls.  
 for busy calls.
4. Select the desired Incomplete Call Handling status.
  - for Leaving a Message.
  - for Transfer to Covering Extension.
  - for Intercom Paging.
  - for Beeper Access.
  - for Transfer to Custom Service.
  - for Transfer to Operator.
  - for Return to Top Menu.
5. Follow the prompts as necessary.
  - The prompts heard will vary depending on the feature you set in step 4.
6.  to change.  
 to accept.
7. Continue from step 4 to select additional options, or go on-hook if finished.
8. Go on-hook.

**Note**

- When Call Blocking is enabled, blocked calls are treated by Incomplete Call Handling for no answer calls.
- Intercom Paging is only available with Panasonic KX-T series PBXs using

APT or DPT Integration. For more information, consult your System Administrator or System Manager.

## 5.3 Assigning Your Covering Extension

A Covering Extension is an extension that receives your calls instead of you. Your calls can be transferred to your Covering Extension in 2 ways:

### a) By the Incomplete Call Handling Feature:

When the Incomplete Call Handling feature handles the call (i.e., if you do not answer, if you are on another call, or if you have set Call Blocking), it will transfer the call to your Covering Extension if you have set Incomplete Call Handling to "Transfer to Covering Extension" (see 5.2 Incomplete Call Handling).

### b) By Pressing [0]:

If the caller presses [0] during your greeting message or while recording a message for you, the call will be transferred to your Covering Extension.

### Note

- You can change the dialing key that transfers your callers to your Covering Extension. If you assign the "Transfer to Operator" option in your Personal Custom Service to a dialing key other than [0], callers who press that dialing key will be transferred to your Covering Extension (see 5.17 Personal Custom Service).
- If you do not assign your Covering Extension, callers will be transferred to the operator instead.

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **[4] [2]**
3. Enter the desired extension number.
  - If you have already assigned your Covering Extension and want to assign a different extension, press [1] before entering the desired extension number.
4. **[2]** to accept.
5. Go on-hook.

### Note

- Once you assign a Covering Extension, remember to tell callers in your greeting message that they can "press [0] to be transferred to (name of your Covering Extension)".



## 5.4 Interview Mailbox

An interview mailbox is a mailbox designed to ask questions to callers and record their answers. If you have an interview mailbox (not all subscribers do), you can record up to 10 questions and set the answer recording time individually for each question from 1 to 60 seconds.

Your interview mailbox can be used, for example, to allow callers to place orders or request information from your company. You can ask them to record their names, address, and order or request information, and then you can note their information later while playing back their messages. You can even ask your System Administrator to create a Custom Service, for example, to record customer information for callers who call after business hours when your staff have already gone home for the day.

## Recording Questions

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **[6]** **[1]** **[1]**
3. **[1]** to change (record or re-record) this question, then continue from step 4.
  - [2]** to skip to the next question, then repeat this step.
  - [3]** to skip to the previous question, then repeat this step.
  - [4]** to select a specific question.
    - Enter the question number and **[#]**, then repeat this step.
4. Record the question.
5. **[1]** to end recording.
6. **[2]** to accept.
7. Continue from step 3, or go on-hook if finished.

## Changing Answer Lengths

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **[6]** **[1]** **[2]**
3. **[1]** to change the answer length, then continue from step 4.
  - [2]** to skip to the next question, then repeat this step.
  - [3]** to skip to the previous question, then repeat this step.
  - [4]** to select a specific question.

- Enter the question number and [#], then repeat this step.
- 4. Enter the answer length (1–60) in seconds.
- 5. Continue from step 3, or go on-hook if finished.

## Deleting Questions

---

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2.
3.  to delete the current question.  
 to skip to the next question, then repeat this step.  
 to skip to the previous question, then repeat this step.  
 to select a specific question.
  - Enter the question number and [#], then repeat this step.
4. Go on-hook if finished.

### **Note**

- If you would like to use this feature, you must first be assigned an Interview Mailbox. For more information, consult your System Administrator.

## 5.5 Message Reception Mode

If you have an interview mailbox (see 5.4 Interview Mailbox) in addition to your regular mailbox, Message Reception Mode determines which mailbox is used when:

- a) Calls are directed to your mailbox by the "Leaving a Message" setting of the Incomplete Call Handling feature (see 5.2 Incomplete Call Handling).
- b) Your extension is a Logical Extension (i.e., your mailbox receives your calls automatically, perhaps because you do not have your own telephone for regular use).

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **4** **3**
3. **1** to toggle between Interview Mode (interview mailbox) and Message Recording Mode (regular mailbox).
4. Go on-hook.

### **Note**

- Not all subscribers have interview mailboxes. For more information, consult your System Administrator or System Manager.

## 5.6 Personal Group Distribution Lists

---

Personal Group Distribution Lists allow you to send messages to several subscribers at once (see 4.2 Message Delivery). You can create and edit 4 Personal Group Distribution Lists, and these lists can only be used by you. You can assign 40 group members (subscribers) to each list and record a name for each group (for example, "Sales Team", "Department Heads", etc.).

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Enter the desired Personal Group Distribution List number (1–4).
4.  to record a name for the group.
5. State the list name after the tone.
6.  to end recording.
7.  to accept.
8.  to add.
9. Enter the mailbox number of the subscriber you wish to add to the list.
10.  to add the subscriber to the list.
11.  to add more subscribers to the list, then continue from step 8.  
 to end.
12. Go on-hook.

### Deleting Members from Personal Group Distribution Lists

You can delete members of your Personal Group Distribution Lists one by one or all at once.

- 
1. Log in to your mailbox.
    - See 2.1 Logging in to Your Mailbox if necessary.
  2.
  3. Enter the desired Personal Group Distribution List number (1–4).

4. **[3]** to delete a group member.
5. **[1]** to delete all members, then go on-hook to finish.  
**[2]** to delete one member.
6. **[1]** to delete the announced member.  
**[2]** to keep the member and announce the next member.
  - Repeat this step to delete other members.
7. Go on-hook.

## Changing Personal Group Distribution List Names

You can change or delete Personal Group Distribution List names.

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **[3]** **[4]**
3. Enter the desired Personal Group Distribution List number (1–4).
4. **[1]** to change the list name.
5. **[1]** to change (record) the list name.  
**[3]** to delete the list name, then go on-hook to finish.
6. State the list name after the tone.
7. **[1]** to end recording.
8. **[2]** to accept.
9. Go on-hook.

### Note

- The System Administrator can create "Mailbox Groups", which are similar to Personal Group Distribution Lists except they can be used by other subscribers. For more information, consult your System Administrator or System Manager.

## 5.7 External Message Delivery Lists

Your External Message Delivery Lists allow you to send messages to several outside parties and PBX extension users who do not have their own VPS mailboxes at once (see 4.3 External Message Delivery). You can create and edit 2 External Message Delivery Lists, and these lists can only be used by you. You can assign up to 8 members to each list and record a name for each member.

### Creating or Adding to an External Message Delivery List

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **[6]** **[2]** **[2]**
3. **[1]** for list number 1.  
**[2]** for list number 2.
4. **[1]**
5. Enter the outside line access number needed for making outside calls.
  - To store an extension number, simply enter the extension number then continue from step 7.
6. Enter the outside telephone number (including area code if needed).
  - To insert a pause or special command in the middle of the telephone number, pause momentarily while entering the telephone number. The VPS will announce a list of available options, for example, "To insert a pause, press [5]. Press [4] to continue entering the telephone number."
7. **[2]** to accept.
8. State the member's name after the tone.
9. **[1]** to end recording.
10. **[2]** to add the member.

11. **1** to add another member, then continue from step 5.  
**2** to end.
12. Go on-hook.

### Deleting Members from an External Message Delivery List

---

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **6** **2** **2**
3. **1** for list number 1.  
**2** for list number 2.
4. **2**
5. **1** to delete all members, then continue from step 7.  
**2** to delete one member.
6. **1** to delete the announced member.  
**2** to keep the member and announce the next member.
  - Repeat this step to delete other members.
7. Go on-hook.

## 5.8 Message Waiting Notification

The Message Waiting Notification feature lets you know you have received new messages in your mailbox by:

**Message Waiting Lamp:** The message lamp on your telephone (if it has one) will light when you receive a new message. If you have a compatible PBX and Panasonic telephone with a 6-line display, you can also see the number of new messages you have on your display.

**Device Notification:** Notifying you via a "device", i.e., an outside telephone, another PBX extension, your mobile phone, beeper, etc. You can assign three different devices. For each device, you have the option of receiving notification for urgent messages only, or for all messages. You can also choose to receive notification during certain hours only (called "scheduling"), useful if you do not want to be disturbed at night, for example. For more information on scheduling, consult your System Administrator.

If you turn device notification on for more than one device, the lowest numbered device (1, 2, or 3) will be used first. If notification is not possible (for example, if your outside telephone is busy), the next device will be used.

Message notification by e-mail may also be available for your mailbox (see 5.9 E-mail Integration (Message Notification by E-mail)).

### Turning Message Waiting Lamp Notification On/Off

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2.
3.  to enable/disable lamp notification.
4. Go on-hook.

#### Note

- Displaying the number of new messages is only available with Panasonic KX-TDA series PBXs using DPT Integration. For more information, consult your System Administrator or System Manager.

### Turning Device Notification On/Off

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Enter the desired device number (1–3).
4.  to send notification for all messages.  
 to send notification for urgent messages only.
5.  to use a preprogrammed schedule.  
 to receive notification always (continuously).  
 to not receive notification at all (i.e. turn off).



6. Go on-hook.

## Changing Device Numbers

---

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **[5] [3]**
3. Enter the desired device number (1–3).
4. **[1]** to change the assigned number.
  - To delete the assigned number, press [3] then go on-hook to finish.
5. Enter the outside line access number needed for making outside calls.
  - To store an extension number, simply enter the extension number then continue from step 7.
6. Enter the outside telephone number (including area code if needed).
  - To insert a pause or special command in the middle of the telephone number, pause momentarily while entering the telephone number. The VPS will announce a list of available options, for example, "To insert a pause, press [5]. Press [4] to continue entering the telephone number."
  - If you insert a beeper display command here, the VPS will prompt callers to enter their telephone numbers. Caller telephone numbers can then be sent to your beeper. This

feature may be disabled for your mailbox.

7. **[2]** to accept.
8. **[1]** if the assigned number is a telephone number.  
**[2]** if the assigned number is a beeper number.
9. Go on-hook.

### **Note**

- If your PBX uses PRI lines, you may need to enter [#] at the end of outside telephone numbers. Consult your System Administrator for more information.

## **5.9 E-mail Integration (Message Notification by E-mail)**

---

When you receive new messages in your mailbox, you can receive notification by e-mail. The recorded message can also be added to the e-mail as an attachment.

Consult your System Administrator for more information.

## 5.10 Personal Greeting for Caller ID

---

You can record personalized greetings for specific callers. If you have assigned their telephone numbers (Caller ID numbers) to a personalized greeting, they will hear the appropriate greeting when they call you, instead of your other greeting messages normally played for callers.

You can record 4 personalized greetings and assign 8 callers to each greeting. Record your personalized greetings before assigning Caller ID numbers.

This feature is not available with certain PBXs and may be disabled by the System Administrator or System Manager for your mailbox.

### Recording a Personalized Greeting for the First Time

---

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **[3] [1] [4]**
3. Enter the personalized greeting number (1–4).
4. Record your greeting message after the tone.
5. **[1]** to end recording.
6. **[2]** to accept.
7. Go on-hook.

### Changing a Personalized Greeting

---

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **[3] [1] [4]**
3. Enter the personalized greeting number (1–4).
4. **[1]** to change the greeting, then continue from step 4, "Recording a Personalized Greeting for the First Time".  
**[3]** to delete the greeting.
5. Go on-hook.

### Assigning Caller ID Numbers for the First Time

---

1. Log in to your mailbox.

- See 2.1 Logging in to Your Mailbox if necessary.
2. **[3] [1] [4]**
  3. Enter the personalized greeting number (1–4).
  4. **[2]** to accept.
  5. Enter the Caller ID number (caller's telephone number, 20 digits max.) then **[#]**.
    - While entering a Caller ID number, you can press **[\*]** to enter a "wild card". This allows several telephone numbers to match the Caller ID number that you assigned. For example, if you store the Caller ID number as "012[\*]"..."[\*]" (enter the number of **[\*]**s as required for telephone numbers in your area), any telephone number that begins with "012" (for example, all callers from the "012" area code) will hear your personalized greeting.
  6. **[2]** to accept.
  7. **[1]** to add more Caller ID numbers, then continue from step 5.
    - [2]** to end.
  8. Go on-hook.

## To Add, Delete, or Review Caller ID Numbers Later

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.

2. **[3] [1] [4]**
3. Enter the personalized greeting number (1–4).
4. **[2]** to accept.
5. **[1]** to add a Caller ID number, then continue from step 5, "Assigning Caller ID Numbers for the First Time".
  - [2]** to delete a Caller ID number.
  - [3]** to review all assigned Caller ID numbers, then go on-hook when finished.
6. **[1]** to delete all numbers, then go on-hook to finish.
  - [2]** to delete one number.
7. **[1]** to delete the announced number.
  - [2]** to keep the number and announce the next number, then repeat this step.
8. Go on-hook when finished.

### **Note**

- In order for this feature to function properly, your PBX must be able to receive Caller ID information. For more information, consult your System Administrator or System Manager.
- This feature is only available with Panasonic KX-T series PBXs using APT or DPT Integration. For more information, consult your System Administrator or System Manager.

## 5.11 Personal Caller Name Announcement

---

By storing caller telephone numbers and recording caller names, you can have the VPS announce the caller name to you when:

- a) You play back a message from one of the assigned callers.
- b) The VPS transfers a call to you from one of the assigned callers.
- c) The VPS pages you to inform you that you have a call from one of the assigned callers.

This feature utilizes Caller ID; telephone numbers assigned for this feature are referred to as "Caller ID numbers". This feature is not available with certain PBXs and may be disabled by the System Administrator or System Manager for your mailbox.

## Assigning Caller ID Numbers and Recording Names

---

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Enter the Caller ID number (caller's telephone number, 20 digits max.) then .
4.  to accept.
5. State the caller's name after the tone.
6.  to end recording.
7.  to accept.
8.  to add more Caller ID numbers, then continue from step 4.
  - to end.
9. Go on-hook.

## Changing Caller ID Numbers and Recorded Names

---

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2.
3.  to change the Caller ID number, then continue from step 4, "Assigning Caller ID Numbers and Recording Names".
  - to change the caller's name, then continue from step 6, "Assigning Caller ID Numbers and

Recording Names".

**3** to accept the current item as is and skip to the next item, then repeat this step.

4. Go on-hook when finished.

## Deleting Caller ID Numbers and Recorded Names

---

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **3** **5** **3**
3. **1** to delete all numbers, then go on-hook to finish.  
**2** to delete one number.
4. **1** to delete the announced number.  
**2** to keep the number and announce the next number, then repeat this step.
5. Go on-hook when finished.

### **Note**

- The number of callers you can assign for this feature is controlled by the System Administrator or System Manager.
- In order for this feature to function properly, your PBX must be able to receive Caller ID information. For more information, consult your System Administrator or System Manager.
- This feature is only available with Panasonic KX-T series PBXs using APT or DPT Integration. For more information, consult your System Administrator or System Manager.

## 5.12 Live Call Screening (LCS)

If you have a Panasonic telephone that is compatible with this feature, you can screen your calls. When you receive a call, you can listen to the caller as he or she leaves a message in your mailbox, then answer the call if you choose.

This feature is not available with certain PBXs and may be disabled by the System Administrator for your mailbox.

There are 2 modes for LCS:

**Hands-free Mode:** When a caller is leaving you a message, you will hear the caller's voice through your telephone's speaker. You can speak to the caller by going off-hook.

**Private Mode:** When a caller is leaving you a message, you will hear a notification tone. You can hear the caller's voice by lifting your telephone's handset. You can speak to the caller by pressing a customized button on your telephone.

### **Note**

- This feature is only available with Panasonic KX-T series PBXs using APT or DPT Integration. For more information, consult your System Administrator or System Manager.
- This feature is only available with Panasonic proprietary telephones and portable stations. To use Hands-free Mode, your telephone must have a speaker.
- For more information about this feature, refer to the User Manual of your PBX.

## 5.13 Recording Your Conversations

If you have a Panasonic telephone that is compatible with these features, you can record your telephone conversations.

This feature is not available with certain PBXs.

There are 3 features that allow you to record your conversations:

**Two-way Record (TWR):** By pressing the button on your telephone that is assigned as the TWR button, you can record the current conversation into your own mailbox.

**Two-way Transfer (TWT):** By pressing the button on your telephone that is assigned as the TWT button and then entering a subscriber's extension number, you can record the current conversation into that subscriber's mailbox.

**One-touch Two-way Transfer (One-touch TWT):** By pressing a button on your telephone previously assigned as a One-touch TWT button, you can record the current conversation into a specific subscriber's mailbox. Because you assign the extension number when you create the button on your telephone, you do not need to enter the extension number when using this feature.

### **Note**

- Many states have imposed regulations on the manner in which two-way telephone conversations may be recorded, so you should inform the other party that the conversation is being recorded. Consult your local telephone company for further information.
- Recording time when using these features may be limited. For more

information, consult your System Administrator.

- Two-way Record (TWR) and Two-way Transfer (TWT) are only available with Panasonic KX-T series PBXs using APT or DPT Integration. One-touch Two-way Transfer (One-touch TWT) is only available with Panasonic KX-TDA/KX-TAW series PBXs using DPT Integration. For more information, consult your System Administrator or System Manager.
- These features are only available with Panasonic proprietary telephones and portable stations.
- For more information about these features, refer to the User Manual of your PBX.
- If all VPS ports are busy when you try to use one of these features, you will hear a warning tone, dial tone, or busy tone, depending on the feature you are trying to use.



## 5.14 Remote Call Forwarding

You can program the VPS to forward your calls to another extension or to an outside telephone (if authorized). You can do this even when you are away from the office.

This feature is not available with certain PBXs and may be disabled by the System Administrator or System Manager for your mailbox.

When activating Remote Call Forwarding, you can select one of the following options:

**Forward All Calls:** All your calls will be forwarded to a specified extension.

**Forward Busy Calls:** Your calls are forwarded to a specified extension if you are already on another call.

**Forward No Answer Calls:** Your calls are forwarded to a specified extension if you do not answer your telephone.

**Forward Busy and No Answer Calls:** Your calls are forwarded to a specified extension if you are busy or do not answer your telephone.

**Forward to an Outside Line:** All your calls are forwarded to the specified outside telephone number if you are authorized to use this feature.

## Assigning Outside Telephone Numbers for Remote Call Forwarding

Before you can forward your calls to an outside telephone, you should first store the telephone numbers you plan on using with this feature. You can store 2 telephone numbers for use with Remote Call Forwarding.

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox or 3.4 Remote Access, if necessary.
2.
3.  to change telephone number 1.  
 to change telephone number 2.
  - If you have already set a telephone number and wish to change it, press [1] after selecting telephone number 1 or 2.
4. Enter the outside line access number needed for making outside calls.
5. Enter the outside party's telephone number (including area code if needed, 24 digits max.).
6.  to accept.
7. Go on-hook.

### Note

- If you change one of the outside telephone numbers for Remote Call Forwarding, you will need to set Remote Call Forwarding to "Forward to an outside line" once again before the new outside telephone number will be used as the forward destination. If

you do not do this, the old telephone number will continue to be used.

- The number of digits that can be stored for outside telephone numbers depends on the PBX being used. For more information, consult your System Administrator or System Manager.

## Setting and Canceling Remote Call Forwarding

You can set and cancel Remote Call Forwarding even when you are away from the office (see 3.4 Remote Access).

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox or 3.4 Remote Access, if necessary.
2. **[6]** **[3]**
3. **[1]** to forward all calls.  
**[2]** to forward busy calls only.  
**[3]** to forward no answer calls only.  
**[4]** to forward busy and no answer calls only.  
**[5]** to forward all to an outside line, then continue from step 5.
  - This option is announced only if you are authorized to use it. For more information, consult your System Administrator or System Manager.**[6]** to cancel call forwarding, then continue from step 8.
4. Enter the extension number of the transfer destination, then continue from step 8.
5. **[1]** to set telephone number 1, then continue from step 8.

**[2]** to set telephone number 2, then continue from step 8.

**[3]** to set another telephone number

6. Enter the outside line access number needed for making outside calls.
7. Enter the outside party's telephone number (including area code if needed, 24 digits max.).
8. **[2]** to accept.
9. Go on-hook.

### Note

- This feature is only available with Panasonic KX-T series PBXs using DPT Integration. For more information, consult your System Administrator or System Manager.
- The number of digits that can be stored for outside telephone numbers depends on the PBX being used. For more information, consult your System Administrator or System Manager.

## 5.15 Assigning and Canceling Telephone Numbers for Call Transfer to Outside Line

When you assign a telephone number for Call Transfer to Outside Line, your calls will be transferred to the assigned telephone number when:

- a) You have set Call Screening (see 5.1 Call Transfer).
- b) You have set Disable Call Transfer (see 5.1 Call Transfer).

### Assigning Telephone Numbers for Call Transfer to Outside Line

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2.  
  - If you have already stored a telephone number and wish to change it, press [1] before continuing.
3. Enter the outside line access number needed for making outside calls.
4. Enter the outside party's telephone number (32 digits max.) including area code if needed.
5.  to accept.
6. Go on-hook.

### Canceling Telephone Numbers for Call Transfer to Outside Line

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Go on-hook.

#### **Note**

- This feature must be enabled for your mailbox by the System Administrator or System Manager.
- If your PBX uses PRI lines, you may need to enter [#] at the end of outside telephone numbers. Consult your System Administrator for more information.

## 5.16 Assigning Your Telephone Numbers for Remote Automatic Log-in and Toll Saver

When logging in to your mailbox remotely (i.e., from an outside telephone) to listen to your messages, the Remote Automatic Log-in (see 3.4 Remote Access) and Toll Saver (see Glossary) features identify you by recognizing your telephone number. In order to use these features, you must first store the telephone numbers that you will use to access your mailbox remotely.

Automatic Log-in and Toll Saver are not available with certain PBXs and may be disabled by the System Administrator or System Manager for your mailbox.

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **[3]** **[7]**
3. **[1]** to change telephone number 1.  
**[2]** to change telephone number 2.
  - If you have already set a telephone number and wish to change it, press [1] after selecting telephone number 1 or 2.
4. Enter your outside telephone number (20 digits max.) including area code if needed.
5. **[2]** to accept.
6. Go on-hook.

### Note

- In order for Remote Automatic Log-in and Toll Saver to function properly, your PBX must be able to receive Caller ID information. For more information, consult your System Administrator or System Manager.
- Remote Automatic Log-in and Toll Saver are only available with Panasonic KX-T series PBXs using APT or DPT Integration. For more information, consult your System Administrator or System Manager.
- The System Administrator or the System Manager must enable Automatic Log-in and Toll Saver for your mailbox before it can be used.

## 5.17 Personal Custom Service

A Personal Custom Service is a set of options you can present to your callers, allowing them to press buttons on their telephones in order to access certain features. You should explain the options available to your callers in each of your personal greeting messages, for example, "This is (name). I can't take your call right now. Press [1] to leave me a message. Press [2] to speak with my assistant. Press [3] to dial another extension...". For details on recording your greeting messages, see 2.3 Changing or Deleting Your Personal Greeting Messages or 5.10 Personal Greeting for Caller ID.

You can create your own personal custom service and allow your callers to access the following features:

**Transfer to Mailbox:** The VPS will transfer the caller to your mailbox (or another mailbox you specify here) where he or she can leave a message.

**Transfer to Extension:** The VPS will transfer the caller to the extension you specify when creating the custom service.

**Transfer to Outside:** The VPS will transfer the caller to the outside telephone number you specify when creating the custom service. This feature must be enabled for your mailbox by the System Administrator or System Manager.

**Transfer to Custom Service:** The VPS will transfer the caller to the Custom Service you specify here.

**Voice Mail Service:** The VPS will prompt the caller to enter a mailbox number and leave a message.

**Automated Attendant Service:** The VPS will prompt the caller to dial an extension number in order to speak with someone else.

**Intercom Paging:** The VPS will page you using the Intercom Paging feature of the PBX. Your name will be announced to alert you to the call. This feature is available with certain PBXs only.

**Repeat Greeting:** The caller can play your greeting message back from the beginning in order to listen to your Personal Custom Service options once again.

**Transfer to Operator:** The VPS will transfer the caller to the operator, or to your Covering Extension if you have assigned one (see 5.3 Assigning Your Covering Extension).

You can also select what happens when a caller makes no selection (No DTMF Input Operation) while listening to your greeting, perhaps because the caller is using a rotary/pulse telephone. The caller can either be transferred to your mailbox or be disconnected.

## Creating Your Personal Custom Service

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **[3] [8] [1]**
3. Press the desired dialing key (0, 3–9) that you want to assign an option to.
4. **[1]** (skip this step if you are creating your Personal Custom Service for the first time.)
5. **[1]** to transfer to a mailbox, then enter the desired mailbox number.  
**[2]** to transfer to an extension, then enter the desired extension number.  
**[3]** to transfer to an outside telephone (may not be available).
  - Next enter the outside line access number and the desired outside telephone number (including area code if needed).**[4]** to transfer to a Custom Service, then enter the desired Custom Service number.  
**[5]** to activate Voice Mail Service.  
**[6]** to activate Automated Attendant Service (Call Transfer Service).  
**[7]** to activate paging.  
**[8]** to repeat the greeting.  
**[9]** to transfer to the operator.

6. **[2]** to accept.

7. Go on-hook.

## Deleting Options from Your Personal Custom Service

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **[3] [8] [1]**
3. Press the desired dialing key (0, 3–9) that you want to delete an option from.
4. **[3]**
5. Go on-hook.

## To Select the No DTMF Input Operation

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **[3] [8] [1]**
3. **[1]** to select the No DTMF Input Operation.
4. **[1]**
5. **[1]** for message recording.  
**[2]** to disconnect the caller.  
**[3]** for disconnect the caller after hours (message recording for all other times).
6. **[2]** to accept.
7. Go on-hook.

## To Confirm the Settings for Your Personal Custom Service

---

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **3** **8**
3. **2** to review.
4. Go on-hook.

### **Note**

- The System Administrator or the System Manager must enable Transfer to Outside for your mailbox before it can be used.
- The Transfer to Outside option can be used a maximum of 4 times in your Personal Custom Service.
- Intercom Paging is only available with Panasonic KX-T series PBXs using APT or DPT Integration. For more information, consult your System Administrator or System Manager.
- If your PBX uses PRI lines, you may need to enter [#] at the end of outside telephone numbers. For more information, consult your System Administrator.

## 5.18 Timed Reminder

Timed Reminder is a PBX feature that is similar to an alarm clock; you can set your telephone to ring at a set time once or daily. When you go off-hook to answer a Timed Reminder, a special dial tone or prerecorded message will be heard.

This feature is not available with certain PBXs.

1. Log in to your mailbox.
  - See 2.1 Logging in to Your Mailbox if necessary.
2. **[6]** **[4]**
3. **[1]** to change the setting.  
**[2]** to accept the current setting, then go on-hook to finish.  
**[3]** to cancel (turn off) the Timed Reminder, then go on-hook to finish.
4. Enter the desired time, then **[#]**.  
For example:
  - To enter 5:00, press **[5]** **[#]**.
  - To enter 5:15, press **[5]** **[1]** **[5]** **[#]**.
5. **[1]** for AM.  
**[2]** for PM.
  - This option may not be available if the VPS is programmed to use 24-hour time.
6. **[1]** to set once.  
**[2]** to set daily.
7. **[2]** to accept.
8. Go on-hook.

### **Note**

- This feature is only available with Panasonic KX-TDA series PBXs using DPT Integration. For more information, consult your System Administrator or System Manager.



## 5.19 Bookmark

---

While listening to a message in your mailbox (see 3.1 Playing Messages), you can set a "Bookmark". A Bookmark lets you easily resume playback from a specific point in a specific message later. You can set one Bookmark for each message in your mailbox; if you set a new Bookmark, the old one is deleted.

### **To Set the Bookmark**

press [2] [4] while listening to a message.

### **To Start Playback at the Bookmark**

press [2] [5].

Note that you cannot set or use Bookmarks for deleted messages.

## 5.20 Recovering Deleted Messages

---

You can delete messages in your mailbox (see 3.1 Playing Messages). Once a message has been deleted, it is retained until the end of the next day, then it will be permanently deleted. Deleted messages can be "recovered", after which they will be treated as old messages.

### **To Recover a Deleted Message**

press [3] while listening to the message.

## 5.21 Mailbox Capacity Warning

---

When your mailbox is almost full, you will receive a Mailbox Capacity Warning shortly after logging in to your mailbox. When you hear a Mailbox Capacity Warning, you should delete unnecessary messages to make more recording time in your mailbox available.

The amount of recording time that remains when you hear the Mailbox Capacity Warning depends on how your mailbox is configured.

This feature may be disabled by the System Administrator or System Manager for your mailbox.

For more information, consult your System Administrator or System Manager.

## Section 6

# System Manager's Guide

### 6.1 Logging in to the System Manager's Mailbox

The System Manager must log in before performing any System Manager task. To log in as the System Manager, 3 items of information must be known: the extension number of a port connected to the VPS, the System Manager's mailbox number, and the System Manager's mailbox password.

- The System Manager's mailbox number is 99, 999, 9999 or 99999 depending on the mailbox number length specified in System Programming.
- The System Manager's password can be assigned by the System Administrator using KX-TVA Maintenance Console or by the System Manager using his or her extension telephone (see 6.8 Changing the System Manager's Password).

#### **Note**

- Before the System Manager can perform System Manager task, "System Manager Access from Telephone" must be enabled and Password for System Manager must be set by the System Administrator using KX-TVA Maintenance Console.
- The VPS will announce the number of total messages, the number of new messages, or the length of new messages depending on the COS settings of the System Manager.

- If there are new messages in the mailbox, the messages will be played automatically. The System Manager can listen to them continuously without listening to the system prompts. This feature is only available when "Yes" is set for "Autoplay New Message" in the Class of Service (COS) settings.
- If the VPS is being programmed via KX-TVA Maintenance Console, the System Manager cannot create or edit mailboxes. The VPS will announce, "Sorry, this function is not available".

## Manual Log-in

---

1. Go off-hook.
2. Enter the extension number of the VPS.
3.
4.  and your mailbox number.
  - The System Manager's mailbox number is 99, 999, 9999 or 99999.
5.

### **Note**

- For more information on logging in, see 2.1 Logging in to Your Mailbox.

## 6.2 Setting Up Mailboxes

The System Manager's primary function is to create mailboxes for new subscribers and to maintain system organization by deleting unneeded passwords and mailboxes.

### **Note**

- If the VPS is being programmed via KX-TVA Maintenance Console, the System Manager cannot create or edit mailboxes. The VPS will announce, "Sorry, this function is not available".

### **Creating and Editing a Mailbox**

The System Manager can create and edit subscriber mailboxes by following the steps below.

While editing a mailbox's parameters, press [1] to save the current setting or press [2] to leave the setting unchanged.

When creating a new mailbox, the following parameters can be set:

- **Mailbox Number**
- **Subscriber's Spoken Name**—*The VPS allows a maximum of 10 s for each name. The name should be spoken slowly and clearly. (We recommend using the subscriber's last name.)*
- **Extension Number**
- **Initial 3 or 4 Letters of the Subscriber's Last Name**—*Enter only the first 3 or 4 letters of the owner's last name.*
- **Initial 3 or 4 Letters of the Subscriber's First Name**—*Enter only the first 3 or 4 letters of the subscriber's first name.*
- **Class of Service Number**—*Enter any COS number (1-62).*
- **Interview Mailbox Number**—*Interview Mailbox Numbers must*

*not be the same number as an existing mailbox.*

- **All Calls Transfer Mailbox**
- **Message Notification**
- **External Message Delivery**
- **Auto Forwarding Status**

Follow the steps listed below to create, edit or delete any mailbox parameter.

1. Log in to the Main Menu.
  - See 6.1 Logging in to the System Manager's Mailbox.

2. **[4]** **[1]**

3. **[1]** to assign or edit.

4. Enter the mailbox number.

5. **[2]** to accept.

**a) Subscriber's Spoken Name**

1. **[1]** to change the current setting.
2. Record the subscriber's name.
3. **[2]** to accept.

**b) Extension Number**

1. **[1]** to change the current setting.
2. Enter the subscriber's extension number.
3. **[2]** to accept.

**c) Initial 3 or 4 Letters of the Subscriber's Last Name**

1. **[1]** to change the current setting.
2. Enter the first 3 or 4 letters of subscriber's last name.
3. **[2]** to accept.

**d) Initial 3 or 4 Letters of the Subscriber's First**

1. **[1]** to change the current setting.
2. Enter the first 3 or 4 letters of subscriber's first.
3. **[2]** to accept.

**e) Class of Service Number**

1. **[1]** to change the current setting.

2. Enter the Class of Service Number (1-62).

3. **[2]** to accept.

**f) Interview Mailbox Number**

1. **[1]** to change the current setting.

2. Enter the Interview Mailbox Number.

3. **[2]** to accept.

**g) All Calls Transfer Mailbox**

1. **[1]** to change the current setting (enable or disable).

**h) Message Waiting Lamp Notification for Unreceived Message**

1. **[1]** to change the current setting (enable or disable).

2. **[2]** to accept.

**i) Device Notification for Unreceived Message**

1. **[1]** to change the current setting (enable or disable).

2. **[2]** to accept.

**j) External Message Delivery**

1. **[1]** to change the current setting (enable or disable).

- If set to "Disable", continue from l).

**k) Prompt Mode**

1. **[1]** for Primary.

**[2]** for System.

- Enter System Prompt number (1-10).

**3** for Caller Select.

2. **4** to accept the current setting, then continue from j).
  - To change the current setting, continue from step 1.

#### **l) Auto Forwarding Status**

1. **1** to change the current setting (enable or disable).
  - If set to "Disable", continue from Step 6.

#### **m) Forwarding Mailbox Number**

1. **1** to change the current setting.
  - If there's no mailbox number is assigned, continue from Step 2.
2. Enter the forwarding mailbox number.

3. **2** to accept.

#### **n) Forwarding Delay Time**

1. **1** to change the current setting.
2. Enter the delay time, and #.
3. **2** to accept.

#### **o) Forwarding Mode**

1. **1** to change the current setting (Copy or Move).
  2. **2** to accept, then continue from l).
6. The Auto Forwarding Status parameter is the last parameter to be entered. When this entry is completed, the prompt at step 3 will appear. Continue assigning or editing other mailboxes by repeating from step 4.

7. **\*** **\*** to return to the Main Menu.

### **Deleting a Mailbox**

The System Manager should delete mailboxes that are no longer needed. When another person accesses the VPS, the action is automatically canceled.

1. Log in to the Main Menu.
  - See 6.1 Logging in to the System Manager's Mailbox.
2. **4** **1** **2**
3. Enter the mailbox number.
4. **1** to delete the mailbox.

### **Resetting a Mailbox Password**

When a password is forgotten, the System Manager must reset the password before it can be reassigned by the subscriber.

1. Log in to the Main Menu.
  - See 6.1 Logging in to the System Manager's Mailbox.
2. **4** **1** **3**
3. Enter the mailbox number.
4. **1** to delete the password.

#### **Note**

- The password for System Manager cannot be deleted here. The System Administrator needs to reset their password using KX-TVA Maintenance Console.
- After the password is reset, the conditions will be as follows:  
<Subscribers' mailboxes>



If the System Administrator has set "Default Password For New Mailbox" to "Enable", the password will be set to the default password. If set to "Disable", the mailbox will have no password.

## 6.3 Setting Class of Service (COS) Parameters

A Class of Service (COS) defines the set of VPS services available to the mailboxes assigned to it. There are 64 Classes of Service;

they can be assigned to mailboxes by the System Administrator using KX-TVA Maintenance Console or by the System Manager using a telephone. COS No. 63 and No. 64 are assigned by default to the Message Manager and the System Manager respectively.

### Class of Service

Follow the steps detailed below to set the following Class of Service parameters:

- *Personal Greeting Length*—1-360 s\*<sup>1</sup>
- *New Message Retention Time*—1-30 days/0: Unlimited
- *Saved Message Retention Time*—1-30 days/0: Unlimited
- *Message Length*—1-60 min/0: Unlimited
- *Mailbox Capacity Maximum Message Time*—(KX-TVA200) 1-600 min/0: Unlimited, (KX-TVA50) 1-120 min/0: Unlimited
- *Message Retrieval Order*—Settings are LIFO (Last In First Out) or FIFO (First In First Out)
- *Prompt Mode*—Settings is one of installed languages.
- *Delete Message Confirmation*—Enable/Disable
- *Message Envelope Setting*—Settings are Before, After, or Require.
- *Caller ID Callback*—Enable/Disable
- *Remote Call Forward to Outside*\*<sup>2</sup>—Enable/Disable
- *Play System Prompt after Personal Greeting*\*<sup>1</sup>—Enable/Disable
- *Use Call Waiting on Busy*\*<sup>1</sup>—Enable/Disable
- *Message Cancel for Live Call Screening*\*<sup>1</sup>—Enable/Disable
- *Intercom Paging Group*—1-32/All\*<sup>1</sup>
- *Number of Caller IDs for Caller Name Announcement*—1-30/0: None\*<sup>1</sup>
- *Number of New Messages Announcement*—Settings are Subscriber Service, Receiving Message, or None.
- *Total Number of Message Announcement*—Settings are Subscriber Service, Receiving Message, or None.
- *Mailbox Capacity Warning*—1-60 min/0: None
- *VM Menu*\*<sup>1</sup>—Enable/Disable
- *Personal Greeting for Caller ID*\*<sup>1</sup>—Enable/Disable
- *Caller ID Screen*\*<sup>1</sup>—Enable/Disable
- *Call Transfer to Outside*\*<sup>1</sup>—Enable/Disable
- *Subscriber Tutorial*\*<sup>1</sup>—Enable/Disable
- *Notify of Transfer*—Enable/Disable
- *Directory Listing*\*<sup>1</sup>—Enable/Disable
- *Auto Receipt*—Enable/Disable
- *Autoplay New Message*—Enable/Disable
- *First Playback Urgent Messages*—Enable/Disable

- *Announce Message Transferred Information—Enable/Disable*
- *Caller ID Number Announcement—Enable/Disable*
- *Announce Option Menu After Erasing Messages—Enable/Disable*
- *New Message Length Announcement—Enable/Disable*

\*<sub>1</sub> Not available for COS No. 63 (Message Manager) and COS No. 64 (System Manager)

\*<sub>2</sub> Not available for COS No. 64 (System Manager)

#### **Note**

- If the VPS is being programmed via KX-TVA Maintenance Console, the System Manager cannot set COS parameters. The VPS will announce, "Sorry, this function is not available".

1. Log in to the Main Menu.
  - See 6.1 Logging in to the System Manager's Mailbox.
2.
3. Enter the Class of Service Number (1-64).
4. Continue from "Personal Greeting Length".

### **Personal Greeting Length**

1.  to change the greeting length.  
 to accept the current setting, then continue from "New Message Retention Time".
2. Enter the greeting length (1-360 s).
3.  to accept.

### **New Message Retention Time**

1.  to change the retention time.  
 to accept the current setting, then continue from "Saved Message Retention Time".
2. Enter the retention time (a maximum of 30 days or 0: Unlimited).
3.  to accept.

### **Saved Message Retention Time**

1.  to change the retention time.  
 to accept the current setting,

then continue from "Message Length".

2. Enter the retention time (a maximum of 30 days or 0: Unlimited).
3. **[2]** to accept.

## Message Length

---

1. **[1]** to change the message length.  
**[2]** to accept the current setting, then continue from "Mailbox Capacity Maximum Message Time".
2. Enter the message length (1-60 min or 0: Unlimited).
3. **[2]** to accept.

## Mailbox Capacity Maximum Message Time

---

1. **[1]** to change the total message time.  
**[2]** to accept the current setting, then continue from "Message Retrieval Order".
2. Enter the total message time ([KX-TVA200] 1-600 min or 0: Unlimited, [KX-TVA50] 1-120 min or 0: Unlimited).
3. **[2]** to accept.

## Message Retrieval Order

---

1. **[1]** to change the current setting (LIFO or FIFO).  
**[2]** to accept the current setting, then continue from "Prompt Mode".
2. **[2]** to accept.

## Prompt Mode

---

1. **[1]** for Primary.  
**[2]** for System.
  - If set to "Primary", continue from Step 2.
2. Press [1] to [10] (KX-TVA200) or press [1] to [3] (KX-TVA50) to change the desired mode.

### KX-TVA200

- [1]** for System 1 Prompt.
- [2]** for System 2 Prompt.
- [3]** for System 3 Prompt.
- [4]** for System 4 Prompt.
- [5]** for System 5 Prompt.
- [6]** for System 6 Prompt.
- [7]** for System 7 Prompt.
- [8]** for System 8 Prompt.
- [9]** for System 9 Prompt.
- [10]** for System 10 Prompt.

### KX-TVA50

- [1]** for System 1 Prompt.
- [2]** for System 2 Prompt.
- [3]** for System 3 Prompt.

3. **[ 3 ]** to accept.

---

### Delete Message Confirmation

1. **[ 1 ]** to change the current setting (enable or disable).
2. **[ 2 ]** to accept.

---

### Message Envelope Setting

1. **[ 1 ]** for Before.  
**[ 2 ]** for After.  
**[ 3 ]** for Require.  
**[ 4 ]** to accept the current setting, then continue from "Caller ID Callback".
2. **[ 4 ]** to accept.

---

### Caller ID Callback

1. **[ 1 ]** to change the current setting (enable or disable).
2. **[ 2 ]** to accept.

---

### Remote Call Forward to Outside

1. **[ 1 ]** to change the current setting (enable or disable).
2. **[ 2 ]** to accept.

---

### Play System Prompt after Personal Greeting

1. **[ 1 ]** to change the current setting (enable or disable).
2. **[ 2 ]** to accept.

---

### Use Call Waiting on Busy

1. **[ 1 ]** to change the current setting (enable or disable).
2. **[ 2 ]** to accept.

---

### Message Cancel for Live Call Screening

1. **[ 1 ]** to change the current setting (enable or disable).
2. **[ 2 ]** to accept.

---

### Intercom Paging Group

1. **[ 1 ]** to change the paging group.  
**[ 2 ]** to accept the current setting, then continue from "Number of Caller IDs for Personal Caller Name Announcement".
2. Enter the group number (1-33).
3. **[ 2 ]** to accept.
  - If set to "33 (Group 33)", the Intercom Paging feature is activated for all groups.

## Number of Caller IDs for Personal Caller Name Announcement

---

1.  to change the current setting.  
 to accept the current setting, then continue from "Number of New Message Announcement".
2. Enter the number of announcements that can be programmed by subscribers (1-30/0: None).
3.  to accept.

## Number of New Message Announcement

---

1.  for Subscriber Service.  
 for Receiving Message.  
 for None.  
 to accept the current setting, then continue from "Total Number of Message Announcement".
2.  to accept.

## Total Number of Message Announcement

---

1.  for Subscriber Service.  
 for Receiving Message.  
 for None.  
 to accept the current setting, then continue from "Mailbox Capacity Warning".
2.  to accept.

## Mailbox Capacity Warning

---

1.  to change the current setting.  
 to accept the current setting.
2. Enter the warning threshold (1-60 min or 0: None).
3.  to accept.

## VM Menu

---

1.  to change the current setting (enable or disable).
2.  to accept.

## Personal Greeting for Caller ID

---

1.  to change the current setting (enable or disable).
2.  to accept.

## Caller ID Screen

---

1.  to change the current setting (enable or disable).
2.  to accept.

## Call Transfer to Outside

---

1.  to change the current setting (enable or disable).
2.  to accept.

---

## Subscriber Tutorial

---

1. **[1]** to change the current setting (enable or disable).
2. **[2]** to accept.

---

## Notify of Transfer

---

1. **[1]** to change the current setting (enable or disable).
2. **[2]** to accept.

---

## Directory Listing

---

1. **[1]** to change the current setting (enable or disable).
2. **[2]** to accept.

---

## Auto Receipt

---

1. **[1]** to change the current setting (enable or disable).
2. **[2]** to accept.

---

## Autoplay New Message

---

1. **[1]** to change the current setting (enable or disable).
2. **[2]** to accept.

---

## First Playback Urgent Messages

---

1. **[1]** to change the current setting (enable or disable).
2. **[2]** to accept.

---

## Announce Message Transferred Information

---

1. **[1]** to change the current setting (enable or disable).
2. **[2]** to accept.

---

## Caller ID Number Announcement

---

1. **[1]** to change the current setting (enable or disable).
2. **[2]** to accept.

---

## Announce Option Menu After Erasing Messages

---

1. **[1]** to change the current setting (enable or disable).
2. **[2]** to accept.

---

## New Message Length Announcement

---

1. **[1]** to change the current setting (enable or disable).
2. **[2]** to accept.

## 6.4 Setting the System Clock

The system clock can be set directly from the telephone. It is important to set the clock accurately because Message Waiting Notification, External Message Delivery, redialing and rescheduling of External Message Delivery, and Automatic Message Deletion are all scheduled using this setting. The System Administrator and Message Manager are also able to set the clock.

If the start and end dates for daylight saving time are programmed, the VPS automatically adjusts the time for daylight saving time.

### Note

- The System Manager cannot set the system clock while:
  - the VPS is being programmed via KX-TVA Maintenance Console.
  - the Message Manager is setting the system clock, recording Voice Labels and System Caller Names, or customizing the Message Manager's Mailbox.

The VPS will announce, "Sorry, this function is not available".

1. Log in to the Main Menu.
  - See 6.1 Logging in to the System Manager's Mailbox.
2.
3.  to change the current setting.
4. Enter the current time, then  .  
For example:
  - To enter 5:00, press [5] [#].
  - To enter 5:15, press [5] [1] [5] [#].
5.  for AM.  
 for PM.
  - This option may not be available if the VPS is programmed to use 24-hour time.
6.  to accept.
7.  to change.
8. Enter the current month, then  .  
For example:
  - To enter January, press [1] [#].
9. Enter the day, then  .
10. Enter the last 2 digits of the year, then  .
11.  to accept.



## 6.5 Changing the Service Mode Setting

When an incoming call is received by a Service Group, the way the call is handled is determined by the Service Mode assigned to the Service Group which received the call.

- If the Service Mode is set to "Automatic", the call will be handled by the Call Service assigned to the current time mode.
- If the Service Mode is set to one of the manual modes (day, night, lunch, or break), the Call Service assigned to that time mode will always handle the call.
- If the Service Mode is set to "PBX Control Mode", the VPS will switch time modes when the PBX does, and the call will be handled by the Call Service assigned to the current time mode (available with APT/DPT Integration only).

Only the System Manager or System Administrator can change the Service Mode. Once it is changed, the setting is retained even after if the VPS is shutdown.

### **Note**

- If the VPS is being programmed via KX-TVA Maintenance Console, the System Manager cannot change the Service Mode. The VPS will announce, "Sorry, this function is not available".

### **Assigning the Service Mode**

There are following Service Modes available:

- *Automatic Mode: Incoming calls will be handled by the Call Service*

*assigned to the current time mode.*

- *Manual Day Mode: Incoming calls will be handled by the Call Service assigned to the day mode, regardless of the time of day.*
- *Manual Night Mode: Incoming calls will be handled by the Call Service assigned to the night mode, regardless of the time of day.*
- *Manual Lunch Mode: Incoming calls will be handled by the Call Service assigned to the lunch mode, regardless of the time of day.*
- *Manual Break Mode: Incoming calls will be handled by the Call Service assigned to the break mode, regardless of the time of day.*
- *PBX Control Mode: The VPS will switch time modes according to when the PBX changes time modes, and incoming calls handled by the Call Service assigned to the current time mode. This mode is available only with APT/DPT Integration. If this mode is selected when using other integration types, the VPS will operate in Automatic Mode.*

### **Note**

- Depending on the model and/or the software version of the connected PBX, PBX Control Mode may not function properly. For more information, consult your dealer.

In the Automatic Mode, services have the following order of priority:

**Automatic Log-in (Toll Saver) >  
Holiday Service > Caller ID Call**

**Routing > DID Call Routing > Trunk Service > Port Service**

(Automatic Log-in [Toll Saver] has the highest priority.)

In the Manual Modes (Day, Night, Lunch, or Break), services have the following order of priority:

**Automatic Log-in (Toll Saver) > Caller ID Call Routing > DID Call Routing > Trunk Service > Port Service**

(Holiday Service are disregarded.)

Follow the steps below to assign a Service Mode to each Service Group 1-8.

- 
1. Log in to the Main Menu.
    - See 6.1 Logging in to the System Manager's Mailbox.
  2.
  3. Enter the Service Group number (1-8).
  4.  to change.
  5. Select the desired Service Mode.
    - for Automatic Mode.
    - for Manual Day Mode.
    - for Manual Night Mode.
    - for Manual Lunch Mode.
    - for Manual Break Mode.
    - for PBX Control Mode.
  6.  to accept.

## 6.6 Changing the Company Greeting and Incoming Call Service Setting

When the VPS answers calls, it greets the callers with a Company Greeting and then activates an Incoming Call Service. The System Manager or System Administrator can choose:

- The appropriate company greeting for each time mode (Day, Night, Lunch, and Break) of each call service. The default company greeting is the System Greeting.
- The desired Incoming Call Service for each time mode of each call service. The default service is Automated Attendant service.
- The assignment of the Service Group for each Port/Trunk.

### **Note**

- If the VPS is being programmed via KX-TVA Maintenance Console, the System Manager cannot change the Company Greeting and Incoming Call Service Setting. The VPS will announce, "Sorry, this function is not available".

## Changing Service Group Setting

1. Log in to the Main Menu.
  - See 6.1 Logging in to the System Manager's Mailbox.
2.
3.  to change Service Group setting.
4. Enter the Service Group Number (1-8).
5. Select the desired Time Service period entry.
  - for Day Time service.
  - for Night Time service.
  - for Lunch Time service.
  - for Break Time service.
6.  to change the Company Greeting.
  - to change the Incoming Call Service.
7.  to change the setting, then continue from step 8 for the Company Greeting setting, or step 10 for the Incoming Call Service setting.
  - to accept.
8. Select the desired setting entry.
  - to select a Company Greeting number.
  - to select the System Greeting, then continue from step 12.
  - to disable, then continue from step 12.

9. Enter a Company Greeting number (1-32), then continue from step 12.
10. Select the desired setting entry.
  - 1 to set Voice Mail Service, then continue from step 12.
  - 2 to set Automated Attendant Service, then continue from step 12.
  - 3 to set Custom Service.
  - 4 to set Interview Service.
11. Enter the Custom Service number (1-100), or the Interview Mailbox number.
12. 2 to accept.

## Changing Service Group Assignment

---

1. Log in to the Main Menu.
  - See 6.1 Logging in to the System Manager's Mailbox.
2. 4 5
3. 1 to change Service Group Assignment.
4. 1 for Port setting.  
2 for Trunk setting.
5. Enter the Port/Trunk number.
6. 1 to change the service group, then continue from step 7.  
2 to accept.
7. Enter the Service Group Number (1-8).  
(1-8, or 9: to disable [for Trunk setting only])

8. 2 to accept.

## 6.7 Delivering Messages

The System Manager can deliver a message to multiple subscribers with one operation. Messages can be sent to all subscribers (Broadcasting Message feature) or to specified subscribers only. When delivering a message to specified subscribers, the System Manager can receive verification when the recipients listen to the message.

### Delivering Messages to All Mailboxes (Broadcasting Messages)

The Broadcasting Messages feature allows the System Manager to deliver the same message to all subscribers' mailbox at the same time. The message has top priority to other regular message to be heard, other than that, it is treated like a regular message. This feature is useful when informing subscribers about the current VPS status such as remaining hard disk capacity, requesting that unnecessary messages be erased, etc.

1. Log in to the Main Menu.
  - See 6.1 Logging in to the System Manager's Mailbox.
2.
3.  to record a broadcast message.
4.  to end recording.
5.  to accept.

### Delivering Messages to Specified Mailboxes

Use this feature to deliver the same message to one or more subscribers by specifying their mailbox numbers.

1. Log in to the Main Menu.
  - See 6.1 Logging in to the System Manager's Mailbox.
2.
3. Enter the mailbox number of the intended recipient.
  - Enter by name by pressing [#] [1] first.

- Use a Mailbox Group by specifying its number.
4. **[2]** to accept.
  5. **[1]** to record a message.
    - Press [2] to add mailbox numbers. Press [3] to review the mailing list. Press [\*] to cancel message transfer.
  6. **[1]** to end recording.
  7. **[2]** to accept.
  8. **[1] [1]** to specify the delivery time.
    - Press [1] [2] to send the message immediately, then continue from step 14.
  9. Enter the desired delivery time, then **[#]**.
  10. **[1]** for AM.  
**[2]** for PM.
    - This option may not be available if the VPS is programmed to use 24-hour time.
  11. Enter the day of the month for delivery, then **[#]**.  
For example:
    - If today is February 16 and you enter [1] [7] [#], the message will be delivered tomorrow.
    - If today is February 16 and you enter [5] [#], the message will be delivered on March 5.
  12. **[2]** to accept.
  13. **[1]** to make the message urgent.  
**[2]** to continue.
  14. **[1]** to make the message private.  
**[2]** to continue.
  15. **[1]** to request a receipt.  
**[2]** to continue.

## 6.8 Changing the System Manager's Password

The System Manager must enter the System Manager password in order to log in before performing any System Manager task. In order to ensure system security, we recommend selecting a long (maximum 16 digits) password that can not be easily guessed.

### **Note**

- If the VPS is being programmed via KX-TVA Maintenance Console, the System Manager cannot change the System Manager password. The VPS will announce, "Sorry, this function is not available".

1. Log in to the Main Menu.
  - See 6.1 Logging in to the System Manager's Mailbox.
2.
3.  to change the mailbox password.  
 to accept the current setting.
4. Enter the desired password, then .
5.  to accept.

## Section 7

# Message Manager's Guide

### 7.1 Logging in to the Message Manager's Mailbox

The Message Manager must log in before performing any Message Manager task. To log in as the Message Manager, 3 items of information must be known: the extension number of a port connected to the VPS, the Message Manager's mailbox number, and the Message Manager's mailbox password.

- The Message Manager's mailbox number is 98, 998, 9998 or 99998 depending on the mailbox number length specified in System Programming.
- The Message Manager's password can be assigned by the System Administrator using KX-TVA Maintenance Console or by the Message Manager using his or her extension telephone.

#### **Note**

- Before the Message Manager can perform Message Management (recording Custom Service Menus, messages, etc.), "Message Manager Access from Telephone" must be enabled and Password for Message Manager must be set by the System Administrator using KX-TVA Maintenance Console.
- The VPS will announce the number of total messages, the number of new messages, or the length of new messages depending on the COS settings of the Message Manager.

- If there are new messages in the mailbox, the messages will be played automatically. The Message Manager can listen to them continuously without listening to the system prompts. This feature is only available when "Yes" is set for "Autoplay New Message" in the Class of Service (COS) settings.
- While listening to messages, playback volume and speed can be adjusted by pressing [8] for volume and [9] for speed.



## Automatic Log-in

---

1. Go off-hook.
2. Enter the extension number of the VPS.
3.

## Manual Log-in

---

1. Go off-hook.
2. Enter the extension number of the VPS.
3.
4.  and your mailbox number.
  - The System Manager's mailbox number is 98, 998, 9998 or 99998.
5.

### **Note**

- For more information on logging in, see 2.1 Logging in to Your Mailbox.

## 7.2 Managing the General Delivery Mailbox

One of the Message Manager's functions is to check the General Delivery Mailbox for messages and transfer them to the appropriate mailbox or mailboxes (Mailbox Groups may be used). This can be done at any time using the telephone.

### Listening to Messages

The Message Manager can monitor the status of the General Delivery Mailbox through his or her mailbox. He or she can listen to the messages stored in the General Delivery Mailbox and, if necessary, transfer them to their intended recipients.

1. Log in to the Main Menu.
  - See 7.1 Logging in to the Message Manager's Mailbox.
2. **[1]** to listen to new messages.  
**[2]** to listen to old messages.  
**[3]** to listen to deleted messages.
3. The VPS plays each message, identifying the sender and indicating when the message was recorded.
  - [1]** to repeat this message.
  - [1] [1]** to replay the previous message.
  - [1] [2]** to play the next message.
  - [2] [3]** to listen to the message envelope.
    - VPS programming determines if the message envelope is played before each message, after each message, or only when you press [2] [3].
  - [2] [5]** to resume Bookmark (when Bookmark is set).
  - [2] [6]** to save as new (when the new message is listened).
  - [3]** to erase this message.
  - [4]** to reply.

- 5** to rewind.
- 6** to fast forward.
- 7** to transfer.
- 0** to listen to the entire menu.

## Transferring Messages

Messages left in the General Delivery Mailbox should be transferred to their intended recipients on a regular basis. The Message Manager can add his or her own voice comments when necessary. When a message is transferred, the original message is not deleted from the General Delivery Mailbox; it must be deleted manually.

- 
1. Log in to the Main Menu.
    - See 7.1 Logging in to the Message Manager's Mailbox.
  2. **1** to transfer new messages.  
**2** to transfer old messages.  
**3** to transfer deleted messages from General Delivery Mailbox.
  3. The VPS plays the first (next/last) message.  
**7** to transfer the message.
  4. Enter the destination mailbox number.
  5. **2** to accept.
  6. **2** to record a comment.
    - Press [1] to transfer messages without comment. Press [3] to add a mailbox number. Press [4] to review the Mailing List.
  7. **1** to end recording.
  8. **2** to accept.

## 7.3 Setting Up Message Waiting Notification

The VPS can notify the Message Manager when unplayed messages are waiting in his or her mailbox by turning on the message waiting lamp and/or calling a external device (i.e., telephone or beeper).

The VPS can also send notification via e-mail if the System Administrator has enabled this feature.

### Setting Notification by Message Waiting Lamp

The VPS lights the message waiting lamp on the Message Manager's extension when a new message is recorded in the Message Manager's mailbox.

#### Note

- Extensions assigned as operators can be called by dialing [0], however, when setting this feature the extension number (not "0") must be specified.
- When a proprietary telephone with 6-line display is used, the number of new (unplayed) messages will be displayed while the message waiting lamp is lit. This feature is only available when the VPS is connected to a Panasonic KX-T series PBX using DPT Integration (see "DPT Integration" in the Glossary).

1. Log in to the Main Menu.
  - See 7.1 Logging in to the Message Manager's Mailbox.
2.
3.  to change the Message Waiting Lamp Notification Status.
4.  to change.  
 to accept.

### Setting Notification by External Device

The VPS calls the preprogrammed telephone number or beeper when a new message is recorded in the Message Manager's mailbox. Set the following parameters as needed.

### Setting Device Status

For each device, the notification is enabled or disabled according to a preset schedule. The Message Manager can **enable** a device according to a schedule. The System Administrator must accomplish this task.

1. Log in to the Main Menu.
  - See 7.1 Logging in to the Message Manager's Mailbox.
2.
3. Enter the device number (1-3).
  - If a telephone number has not been assigned to the selected device number, you cannot set the device status. See "Assigning Notification Numbers" to assign a telephone number.

4. Select the desired message type.
  - 1** to notify all messages.
  - 2** to notify urgent messages.
5. Select when the device will be used for message notification.
  - 1** for schedule (notification is sent each time a message is received, but only during the times programmed by the System Administrator).
  - 2** for continuously.
  - 3** for not use (notification is never sent).

### Assigning Notification Numbers

A maximum of 3 telephone or beeper numbers can be set for message notification. Use the number keys 0 to 9, and the Beeper Callback Number Display Entry Code [X] to make these assignments.

When the Beeper Callback No. Entry Code is added at the end of a beeper number, the VPS will ask the caller to enter the callback number that will be displayed on the beeper. System Programming determines if the Callback Number Entry is to be entered before, after, or without the message.

It is also possible to have the caller select whether or not he or she wishes to enter a callback number. The System Manager must authorize the use of the Beeper Callback No. Entry Code.

3. **3** to assign a telephone/beeper number.
4. **1** to change the first telephone number.
  - 2** to change the second telephone number.
  - 3** to change the third telephone number.
5. **1** to accept.
6. Enter the telephone number.
7. **2** to accept.
8. **1** to change the telephone number.
  - 2** to accept.
  - 3** to review.
  - 4** to add more digits.
  - 5** to insert a pause.
  - 6** to insert a wait for dial tone.
  - 7** to insert a beeper display command.
9. **1** to be notified by telephone.
  - 2** to be notified by beeper.

- 
1. Log in to the Main Menu.
    - See 7.1 Logging in to the Message Manager's Mailbox.
  2. **2**

## 7.4 Customizing the Message Manager's Mailbox

The Message Manager is able to customize the Message Manager's mailbox by specifying: (1) the password; (2) the extension numbers of Operator 1, 2, and 3; or (3) Telephone numbers 1 and 2 as the call forwarding destinations when Remote Call Forwarding is set to an outside line.

### Note

- If the VPS is being programmed via KX-TVA Maintenance Console, the Message Manager cannot customize his or her mailbox. The VPS will announce, "Sorry, this function is not available".

### Message Manager's Password

The Message Manager can change the password at any time using the telephone. The password contains a maximum of 10 numeric characters. It must be entered to execute the message management operation.

### Operator's Extensions

When callers require help, they can dial [0] to be transferred to an operator. A maximum of 3 operators can be programmed for each time mode; these operators are not necessarily the same as the operator extensions programmed for the PBX. The extension assigned as Operator 1 for the day mode is designated as the Message Manager.

## Telephone Numbers 1 and 2 for Remote Call Forward to Outside

After programming/changing the telephone numbers used for Remote Call Forward to Outside, the Message Manager must reset the remote call forwarding setting (see 7.7 Remote Call Forwarding Set), even if it was already enabled. Telephone numbers set here will not be effective until remote call forwarding is reset. If you do not reset remote call forwarding, calls will be forwarded to the old telephone numbers.

1. Log in to the Main Menu.
  - See 7.1 Logging in to the Message Manager's Mailbox.
2.
3.  to change the password.  
 to accept.
4. Enter the password, then .
5.  to accept.
6.  to change or assign the operator's extension.  
 to accept.  
 to delete, then continue from step 9.
  - Operator 1's extension number cannot be deleted.
7. Enter the extension number.
8.  to accept.
9. Repeat steps 6-8 to assign or to delete the extension number for the Day, Night, Lunch and Break Modes for each operator.
10.  to change or assign the telephone number 1 setting.

**2** to accept the current setting,  
then continue from step 13.

**11.** Enter the telephone number using  
(0-9, \*).

- Please make sure you begin the telephone number with an Outside Line Access number (to seize an Outside Line).
- When connected to the KX-TD500 or the KX-TDA series, the maximum number of characters allowed to be entered is 24; when connected to any other KX-T series PBX, 16.

**12.** **2** to accept.

**13.** **1** to change or assign the  
telephone number 2 setting.

**2** to accept the current setting.

**14.** Enter the telephone number using  
(0-9, \*).

**15.** **2** to accept.

## 7.5 Setting the System Clock

The system clock can be set directly from the telephone. It is important to set the clock accurately because Message Waiting Notification, External Message Delivery, redialing and rescheduling of External Message Delivery, and Automatic Message Deletion are all scheduled using this setting. The System Administrator and System Manager are also able to set the clock.

If the start and end dates for daylight saving time are programmed, the VPS automatically adjusts the time for daylight saving time.

### **Note**

- The Message Manager cannot set the system clock while:
  - the VPS is being programmed via KX-TVA Maintenance Console.
  - the System Manager is configuring mailboxes, Classes of Service (COS), or customizing the System Manager's Mailbox.

**The VPS will announce, "Sorry, this function is not available".**

1. Log in to the Main Menu.
    - See 7.1 Logging in to the Message Manager's Mailbox.
  2.
  3. Enter the current time, then .
  4.  for AM.  
 for PM.
    - This option may not be available if the VPS is programmed to use 24-hour time.
  5.  to accept.
  6.  to change current setting.
  7. Enter the current month, then .
- For example:
- To enter January, press [1] [#].
8. Enter the day, then .
  9. Enter the last 2 digits of the year, then .
  10.  to accept.



## 7.6 Recording Messages

The Message Manager is responsible for recording various system messages (menus, voice labels, system prompts, and system caller names) and is also responsible for maintaining the following:

- *Company Greetings*—A maximum of 32 company greetings for business/non-business and lunch/break hours as well as holidays can be selected, recorded, or deleted as necessary.
- *Company Name*
- *Custom Service Menus* (maximum length: 6 min each)—A maximum of 100 custom service menus can be recorded. These menus guide callers to the services they require without the need for a human operator.
- *Voice Labels* (maximum length: 6 min each)—A maximum of 20 Mailbox Groups can be created by the System Administrator. Each list can have a voice label.
- *System Prompts* (maximum length: 6 min each)—The Message Manager can change system prompts by recording new prompts and restoring them.
- *Multilingual Selection Menu* (maximum length: 6 min)—With this menu, callers can select the language they prefer for voice guidance). For example, the Message Manager can record a menu that announces:  
     For English, press (7).  
     For French, press (8).  
     For Chinese, press (9).
- *The System Caller Names* (maximum length: 10 s each)—A maximum of 200 Caller ID numbers can be registered by the System Administrator. The Message Manager

is responsible for recording a name for each Caller ID number.

- *On Hold Announcement Menu* (maximum length: 6 min)—With this menu, callers in a queue can listen to the announcement or music while they are on hold.

### **Note**

If the VPS is being programmed via KX-TVA Maintenance Console, the Message Manager cannot record any messages.

## Recording Menus and Voice Labels

1. Log in to the Main Menu.
  - See 7.1 Logging in to the Message Manager's Mailbox.
2. **[5]** to record messages.
3. Select the desired number to record.
  - [1]** for Company Greetings.
  - [2]** for Company Name.
  - [3]** for Custom Service Menus.
  - [4]** for Voice Labels for Mailbox Groups.
  - [6]** for the Multilingual Selection Menu.
  - [8]** for the On Hold Announcement Menu.
4. For the item selected in step 3, follow these steps:
  - a) **For the Company Greetings**—Enter the Company Greeting Number (1-32).
  - b) **For the Company Name**—Continue from step 5.
  - c) **For the Custom Service Menus**—Enter a Custom Service Number (1-100).
    - Enter [0] to record the Custom Service exit prompt.
  - d) **For the Voice Labels**—Enter a Mailbox Groups number to labeled. (The System Administrator assigns list numbers.)

e) **For the Multilingual Selection Menu**—Continue from step 5.

f) **For the On Hold Announcement Menu**—Continue from step 5.

5. **[1]** to change the message.
  - If a message has not yet been recorded, continue from step 7.
6. **[1]** to record a message.
  - [2]** to erase the current message, then continue from step 3 or 4.
7. **[1]** to end recording.
8. **[2]** to accept.
9. Repeat steps 4-8 to record other Company Greetings, Custom Service Menus, and/or Voice Labels.

## Recording System Prompts

1. Log in to the Main Menu.
  - See 7.1 Logging in to the Message Manager's Mailbox.
2. **[5]** **[5]**
3. Enter the System Prompt Number you want to change.
4. To change specific prompts, continue from step 5.  
To change all prompts one after another without reviewing the current recording, continue from step 6.
5. To change specific prompts:
  - a) **[1]**

- b) Enter the prompt number you want to change.
  - c) The VPS plays the prompt number and its prompt. If a prompt has not yet been recorded, the VPS plays the system prompt. If a prompt is turned off, "The prompt is now turned off" will play before the prompt.
  - d) **[1]** to record.  
For KX-TVA50: You can restore the original system prompts included with the KX-TVA50 using the included CD-ROM.  
For KX-TVA200: The original system prompts included with the KX-TVA200 are retained in the hard disk drive and are restored automatically when the current prompt is erased.
  - e) **[1]** to end recording.
  - f) **[2]** to accept.
  - g) Repeat steps 5b to 5f to record other prompts.
6. To change all prompts one after another.
- a) **[2]**
  - b) Enter the prompt number you want to change.
  - c) **[1]** to change.
  - d) **[1]** to end recording.
  - e) **[2]** to accept.
  - f) The VPS plays the next prompt number.
  - g) Repeat steps 6b to 6f to record other prompts.

## Recording System Caller Names

Before recording System Caller Names, the associated telephone numbers must first be programmed.

1. Log in to the Main Menu.
  - See 7.1 Logging in to the Message Manager's Mailbox.
2. **[5]**
3. **[7]** to modify system caller names.
4. Enter the Caller ID List Number\*<sub>1</sub> (1-200).
  - Enter [**\***] to continue from step 3.
5. **[1]** to change the name.
  - If a name has not yet been recorded for this Caller ID number, continue from step 6.
  - Press [**2**] to accept or [**3**] to erase the current name, then continue from step 4.
6. **[1]** to end recording.
7. **[2]** to accept.
8. Repeat steps 4-7 to record names for other Caller ID List numbers.

\*<sub>1</sub> Guidance is "Caller Name Announcement number".

## 7.7 Remote Call Forwarding Set

The Message Manager can program his or her extension from a remote location to forward various types of calls to the desired extension or an outside telephone. There are 6 forwarding settings available:

- *FWD All*—Forwards all incoming calls to a specified extension number.
- *FWD Busy*—Forwards all incoming calls to a specified extension number when the line is busy.
- *FWD No Answer*—Forwards all incoming calls to a specified extension number when there is no answer.
- *FWD Busy or No Answer*—Forwards all incoming calls to a specified extension number when the line is busy or there is no answer.
- *FWD to Outside*—Forwards all incoming calls to telephone number 1 or 2 (preprogrammed in the Mailbox Setting), or to any other telephone number.
- *FWD Cancel*—Cancels the forwarding setting.

### **Note**

- The Remote Call Forwarding Set feature is only available when the VPS is connected to a Panasonic KX-T series PBX using DPT Integration.
- By default, the extension number for the Message Manager's extension (assigned for Operator 1 in the Day Mode) is "0". However, the default setting cannot be used with this feature.
- FWD to Outside must be enabled for the Class of Service (COS) assigned to the Message Manager.

- FWD to Outside must also be enabled in the COS setting in the PBX for the Message Manager.

## Assigning Remote Call Forwarding Set

1. Log in to the Main Menu.
  - See 7.1 Logging in to the Message Manager's Mailbox.
2. **[6]**
3. Select the desired forwarding setting.
  - [1]** for FWD All.
  - [2]** for FWD Busy.
  - [3]** for FWD No Answer.
  - [4]** for FWD Busy or No Answer.
  - [5]** for FWD to Outside (continue from step 6).
  - [6]** for FWD Cancel (continue from step 9).
4. Enter the extension number.
5. **[2]** to accept the extension number, then continue from step 10.
  - Press [1] to change the extension number, then continue from step 4.
6. **[1]** for telephone number 1 (continue from step 8).
  - [2]** for telephone number 2 (continue from step 8).
  - [3]** for another telephone number.
7. Enter the telephone number (0-9, \*).

- When connected to the KX-TD500 or the KX-TDA series, the maximum number of characters allowed to be entered is 24; when connected to any other KX-T series PBX, 16.

8. **[2]** to accept, then continue from step 10.
  - Press [1] to change the telephone number, then continue from step 6.
9. **[2]** to accept.
10. The new settings are transmitted to the PBX. If the forwarding setting or canceling has been completed properly, you will hear: "Call forwarding accepted" or "Call forwarding is canceled".

### Note

- If the VPS announces, "Call Forwarding not accepted. Please check the destination number", the forwarding setting has not been completed properly at the PBX, possibly because a nonexistent extension number has been entered as the destination. It is also possible that the model of the connected PBX does not support the Remote Call Forwarding Set feature, or its software version is lower than required. For more information, consult your dealer.

## 7.8 Setting the Timed Reminder

The Message Manager can set or cancel the Timed Reminder. The telephone will ring at the set time according to the set mode (Once/Daily).

### Note

- This setting is only available when the VPS is connected to a KX-TDA series PBX (MPR Version 2.0 or higher) using DPT Integration.

1. Log in to the Main Menu.
  - See 7.1 Logging in to the Message Manager's Mailbox.
2.
3.  to change the setting.  
 to accept, then go on-hook to finish.  
 to cancel (turn off), then go on-hook to finish.
4. Enter the desired time, then .
5.  for AM.  
 for PM.
  - This option may not be available if the VPS is programmed to use 24-hour time.

**When setting via VM Menu feature:** the time format (12 or 24 hour) is determined by the System Clock.

**When setting via System Guidance:** the time format is determined by the setting of "Position of "AM/PM" in Time Stamp".
6.  to set once.  
 to set daily.
7.  to accept.

## 7.9 List of Prompts for Voice Mail and AA Service

There are over 1000 system prompts in the VPS. These prompts can be customized by re-recording them to change their content, or can be recorded in various languages (KX-TVA50: 3 languages; KX-TVA200: 10 languages). The maximum length of a prompt is fixed at 6 min.

When recording prompts in other languages, most often it is not necessary to record all prompts contained in the VPS; recording over 1000 system prompts is a big undertaking. When a caller is connected to AA service or VM service, most likely he or she will only hear a small selection of the following prompts. Therefore, it is necessary only to record (or modify) the prompts that callers will hear.

Please change prompts to suit the application. For example, prompt no. [1068] could be re-recorded to announce, "Thank you for calling ABCD Travel", instead of "Welcome to the Voice Processing System".

## Prompts Common to VM and AA Services

| Prompt No. | Modifiable Prompts                                       |
|------------|--|
| 324        | Good afternoon   |
| 325        | Good evening   |
| 326        | Good morning   |
| 1068       | Welcome to the Voice Processing System                   |
| 876        | To enter by name, press the pound sign and 1             |
| 196        | Enter the first 3 or 4 letters of the person's last name |
| 272        | For 'Q', press 7   |
| 273        | For 'Z', press 9   |
| 639        | Sorry, there are no more matching names                  |
| 647        | Sorry, this name cannot be found                         |
| 350        | Incorrect entry  |
| 346        | If you are using a rotary telephone, stay on the line    |
| 785        | To call the operator, press 0                            |
| 82         | Calling the operator                                     |
| 548        | Please wait a moment                                     |
| 1066       | Welcome to the general delivery mailbox                  |
| 545        | Please leave a message at the tone                       |
| 869        | To end recording, hang up or press 1 for more features   |
| 918        | To pause and restart recording, press 2                  |
| 943        | To review, press 1                                       |
| 761        | To accept, press 2                                       |
| 881        | To erase and try again, press 3                          |
| 772        | To add, press 4  |
| 880        | To erase and exit, press ✕                               |



| Prompt No. | Modifiable Prompts                    |
|------------|---------------------------------------|
| 911        | To make this message private, press 1 |
| 508        | Otherwise, press 2                    |
| 679        | Thank you for calling                 |

## VM Prompts

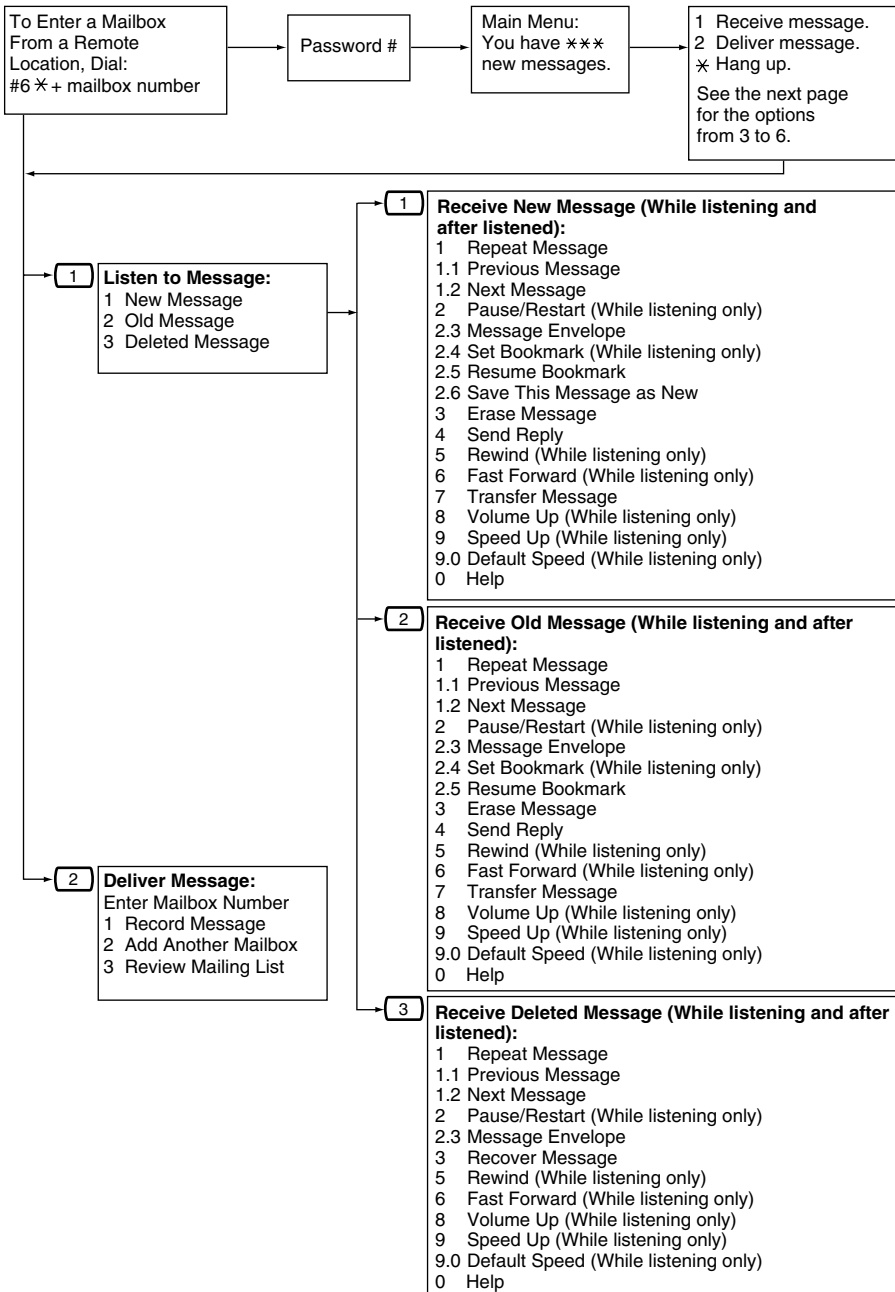
| Prompt No. | Modifiable Prompts                       |
|------------|--|
| 542        | Please enter your party's mailbox number |
| 194        | _____ of the person's first name         |
| 195        | _____ of the person's first or last name |
| 912        | To make the message urgent, press 1      |

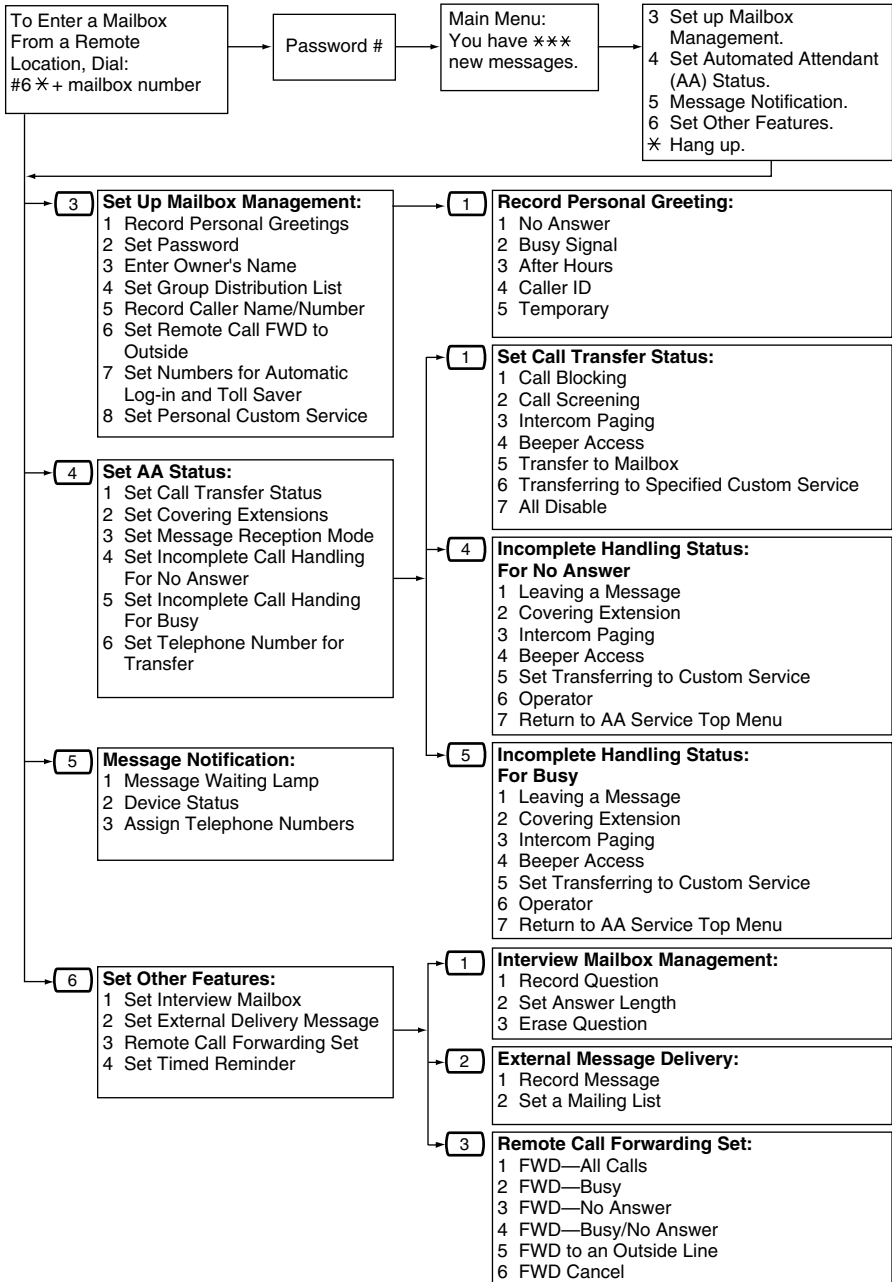
## AA Prompts

| Prompt No. | Modifiable Prompts   |
|------------|--|
| 541        | Please enter your party's extension                                    |
| 1078       | You have a call  |
| 636        | Sorry, no one is available to answer the call                          |
| 906        | To leave a message, press 1  |
| 873        | To enter another extension, press ✕                                    |
| 644        | Sorry, this line is busy   |
| 349        | If you would like to hold, press 1                                     |
| 790        | To cancel holding, press 2 now<br>Otherwise, I'll try your party again |

# Appendix

## A1 Quick Reference





### Service Access Commands

Dial the following commands any time to get a different mailbox, extension, or menu.

|                                    |                                    |                                       |
|------------------------------------|------------------------------------|---------------------------------------|
| <b>1</b>                           | <b>2</b> *                         | <b>3</b>                              |
| #1<br>Dialing by<br>Name           | #2<br>Custom<br>Service            |                                       |
| <b>4</b>                           | <b>5</b>                           | <b>6</b> *                            |
|                                    | #5 (#L)<br>Log-in                  | #6 (#M)<br>Voice Mail                 |
| <b>7</b>                           | <b>8</b> *                         | <b>9</b>                              |
| #7 (#R)<br>Restart<br>(Main Menu)  | #8 (#T)<br>Transfer to<br>an Extn. | #9 (#X)<br>Exit                       |
| <b>*</b>                           | <b>0</b>                           | <b>#</b> **                           |
| *<br>Return to<br>Previous<br>Menu | 0<br>Help                          | #<br>Switch to Prompts<br>(Main Menu) |

\* These commands are also available with VM Menu.

\*\* This command is available with VM Menu only.

#### Note

- Commands [#5] and [#7] are available only when you have accessed Subscriber Service.

#### [#5]: Log-in

If you press [#5] while in Subscriber Service, you will hear:  
"Please enter your party's mailbox number".

#### [#7]: Restart

If you press [#7] while in Subscriber Service, you will return to the Main Menu (top menu) of Subscriber Service.

## A2 KX-TDA and KX-TAW Series Feature Programming for DPT Integration

The following VPS features are functional on any KX-T7xxx proprietary telephone that is connected to the PBX.

**Programming procedures and availability may vary by PBX model, software version, etc. Refer to the documentation included with the PBX or consult your dealer for more information.**

### A2.1 Live Call Screening (LCS) Programming

LCS notifies subscribers when messages are being recorded in their mailboxes. 2 notification methods are available: hands-free or private. Hands-free allows the user to monitor the message as it is being recorded through the speakerphone and, if desired, intercept the call by lifting the handset. Private mode notifies the user (by sounding a tone) when a message is being recorded. By pressing the LCS button, the user can monitor the message and intercept the call by going off-hook. System Programming also determines whether the VPS continues to record after the user intercepts the call.

### A2.2 Live Call Screening Password Assignment

To allow the Live Call Screening feature to work at an extension, the extension must have the LCS button lit. To light this button, press the LCS button, then enter the password. This password prevents others from activating the LCS feature and listening to the messages as they are being left. (It is not necessary to enter Personal Programming to activate this feature.) PC programming may also be used to program this feature (see A2.6 Live Call Screening Assignment via PC Programming).

#### **Note**

- For KX-TDA and KX-TAW series PBXs, the term "Live Call Screening Password" used in this section indicates the Extension PIN (Personal Identification Number).

1. **Lift** the handset or **press** the **SP-PHONE** button.
2. Enter [**\*799**].
3. Enter [**1**].  
*Screen output: Enter PIN*
4. **Enter** a password (max. 10 digits), then press [**#**].  
*Screen output: Enter PIN Again*
5. **Re-enter** the password, then press [**#**].  
You will hear a confirmation tone, then a dial tone.  
*Screen output: PIN set*
6. **Hang up** or **press** the **SP-PHONE** button.

## A2.3 Live Call Screening Password Canceling

To cancel the password, follow the procedure below. (It is not necessary to enter Personal Programming to activate this feature). PC programming is also available (see A2.6 Live Call Screening Assignment via PC Programming).

### **Note**

- For KX-TDA and KX-TAW series PBXs, the term "Live Call Screening Password" used in this section indicates the Extension PIN (Personal Identification Number).

- 1. Lift** the handset or **press** the **SP-PHONE** button.
- Enter [**✖799**].
- Enter [**0**].  
*Screen output: Enter PIN*
- Enter** the extension's password.  
You will hear a confirmation tone, then a dial tone.  
*Screen output: PIN cleared*
- Hang up** or **press** the **SP-PHONE** button.

## A2.4 Live Call Screening Recording Mode Assignment

This program allows the VPS to continue recording the conversation in the mailbox after the extension intercepts the call during the Live Call Screening. (This is station level programming and should be done at each individual telephone.)

- Enter Personal Programming:  
While on-hook, **press** the **PROGRAM** button.  
(Display changes to PT-PGM Mode.)
- Enter [**26**].  
*Screen output: Rec. after LCS*
- Press** the **ENTER** button.
- Press** the **SELECT** button (AUTO ANSWER) until the desired selection is displayed.  
*Screen output: Stop Record/Keep Record*
- Press** the **STORE** button.
- Press** the **PROGRAM** button or lift the handset to exit the Personal Programming mode.
- Repeat these steps for each telephone.

## A2.5 Live Call Screening Private/Hands-Free Mode Assignment

This program assigns a VPS response for when a message is being left in a mailbox. It determines whether an alarm tone is sent and whether the recorded message is played through the built-in speaker of the extension. The default mode is hands-free. (This is station level programming and should be done at each individual telephone.) PC programming is also available (see A2.6 Live Call Screening Assignment via PC Programming).

1. Enter Personal Programming:  
While on-hook, **press** the **PROGRAM** button.  
(Display changes to PT-PGM Mode.)
2. Enter [25].  
*Screen output: LCS Private*
3. **Press** the **ENTER** button.
4. **Press** the **SELECT** button until the desired selection is displayed.  
*Screen output: Hands-Free/Private*
5. **Press** the **STORE** button.
6. **Press** the **PROGRAM** button or lift the handset to exit the Personal Programming mode.
7. Repeat these steps for each telephone.

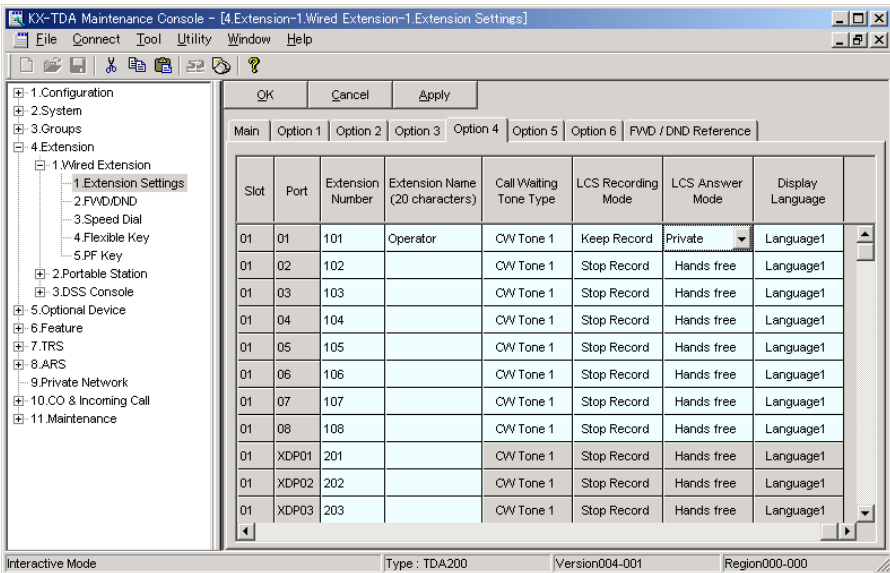
A single line telephone that is connected to the same extension as a proprietary telephone can also be used to monitor an incoming message. Be sure that Live Call Screening on the connected proprietary telephone has been activated. This feature is useful when you are using a cordless telephone. The handset sounds an alarm tone to let you know that a message is being recorded. To intercept the call, hang up and go off-hook.



## A2.6 Live Call Screening Assignment via PC Programming

KX-TDA and KX-TAW series PBX users can program Live Call Screening features via PC programming. Follow the procedure below to assign each feature.

### 1. Go to "Extension-Wired Extension-Extension Settings" screen.



2. Select "Option 4" window of the extension for which you want to program.
3. Assign LCS Recording Mode to "Keep Record" or "Stop Record".
4. Assign LCS Answer Mode to "Hands free" or "Private".
5. Click "Apply" to save the changed data.

## A2.7 Live Call Screening Button Assignment

For the Live Call Screening feature to work at an extension, the extension must have an LCS button lit at the time of the message reception. This button must either be a DSS/BLF or CO button with a lamp. Follow the procedure below to assign an LCS button on an extension. (This is station level programming and should be done at each individual telephone.) PC programming is also available (see A2.12 Button Assignment via PC Programming).

1. Enter Personal Programming:  
While on-hook, **press** the **PROGRAM** button.  
(Display changes to PT-PGM Mode.)
2. **Press** the desired **Flexible (CO or DSS/BLF)** button you want to assign as the LCS button.
3. Enter [92].  
*Screen output: LCS*
4. **Press** the **STORE** button.
5. **Press** the **PROGRAM** button or lift the handset to exit the Personal Programming mode.
6. Repeat these steps for each telephone.

**Conditions:**     ***This button must be assigned and lit for LCS to operate. To light this button, press the button and enter the LCS password (see A2.2 Live Call Screening Password Assignment).***

## A2.8 Two-way Recording (TWR) Button Assignment

For the Two-way Recording feature to work at an extension, the extension must have a TWR button. This button must either be a DSS/BLF or CO button with a lamp. Follow the procedure below to assign a TWR button on an extension. (This is station level programming and should be done at each individual telephone.) PC programming is also available (see A2.12 Button Assignment via PC Programming).

1. Enter Personal Programming:  
While on-hook, **press** the **PROGRAM** button.  
(Display changes to PT-PGM Mode.)
2. **Press** the desired **Flexible (CO or DSS/BLF)** button that you want to assign as the TWR button.
3. **Press [90]**.  
*Screen output: 2WAY-REC-*
4. **Enter** a Voice Mail floating extension number.  
*Screen output: 2WAY-REC- \_ \_ \_*  
( \_ \_ \_ = The Voice Mail floating extension number you entered).
5. **Press** the **STORE** button.
6. **Press** the **PROGRAM** button or lift the handset to exit the Personal Programming mode.
7. Repeat these steps for each telephone.

**Conditions:**      ***This button must be a flexible (CO or DSS/BLF) button to be programmed as a TWR button. When all Voice Mail ports are busy and this key is pressed, the user will hear a warning tone.***

## A2.9 Two-way Transfer (TWT) Button Assignment

For the Two-way Transfer feature to work at an extension, the extension must have a TWT button on it. This button must either be a DSS/BLF or CO button with a lamp. Follow the procedure below to assign a TWT button on an extension. (This is station level programming and should be done at each individual telephone.) PC programming is also available (see A2.12 Button Assignment via PC Programming).

1. Enter Personal Programming:  
While on-hook, **press** the **PROGRAM** button.  
(Display changes to PT-PGM Mode.)
2. **Press** the desired **Flexible (CO or DSS/BLF)** button that you want to assign as the TWT button.
3. **Press [91]**.  
*Screen output: 2WAY-Xfr-*
4. **Enter** a Voice Mail floating extension number.  
*Screen output: 2WAY-Xfr- \_ \_ \_*  
( \_ \_ \_ = The Voice Mail floating extension number you entered).
5. **Press** the **STORE** button.
6. **Press** the **PROGRAM** button or lift the handset to exit the Personal Programming mode.
7. Repeat these steps for each telephone.

**Conditions:**      ***This button must be a flexible (CO or DSS/BLF) button to be programmed as a TWT button. When all Voice Mail ports are busy and this key is pressed followed by an extension number, the user will hear a warning tone.***

## A2.10 One-touch Two-way Transfer (One-touch TWT) Button Assignment

For the One-touch Two-way Transfer feature to work at an extension, the extension must have a One-touch TWT button on it. This button must either be a DSS/BLF or CO button with a lamp. Follow the procedure below to assign a One-touch TWT button on an extension. (This is station level programming and should be done at each individual telephone.) PC programming is also available (see A2.12 Button Assignment via PC Programming).

1. Enter Personal Programming:  
While on-hook, **press** the **PROGRAM** button.  
(Display changes to PT-PGM Mode.)
2. **Press** the desired **Flexible (CO or DSS/BLF)** button you want to assign as the One-Touch TWT button.
3. **Press** [91].  
*Screen output: 2WAY-Xfr-*
4. **Enter** a Voice Mail floating extension number.  
*Screen output: 2WAY-Xfr- \_ \_ \_*  
( \_ \_ \_ = The Voice Mail floating extension number you entered).
5. **Press** [#].
6. **Enter** a Transferred extension number.  
*Screen output: 2WAY-Xfr- \_ \_ \_ # \_ \_ \_*  
(# \_ \_ \_ = The Transferred extension number you entered).
7. **Press** the **STORE** button.
8. **Press** the **PROGRAM** button or lift the handset to exit the Personal Programming mode.
9. Repeat these steps for each telephone.

**Conditions:** *This button must be a flexible (CO or DSS/BLF) button to be programmed as a One-touch TWT button. When all Voice Mail ports are busy and this key is pressed, the user will hear a warning tone.*

## A2.11 Voice Mail Transfer (VTR) Button Assignment

For the Voice Mail Transfer feature to work at an extension, the extension must have the VTR button. This button must either be a DSS/BLF or CO button with a lamp. Follow the procedure below to assign a VTR button on an extension. (This is station level programming and should be done at each individual telephone.) PC programming is also available (see A2.12 Button Assignment via PC Programming).

1. Enter Personal Programming:  
While on-hook, **press** the **PROGRAM** button.  
(Display changes to PT-PGM Mode.)
2. **Press** the desired **Flexible (CO or DSS/BLF)** button that you want to assign as the VTR button.
3. **Press [94]**.  
*Screen output: VTR-*
4. **Enter** a Voice Mail floating extension number.  
*Screen output: VTR- \_ \_ \_*  
( \_ \_ \_ = The Voice Mail floating extension number you entered).
5. **Press** the **STORE** button.
6. **Press** the **PROGRAM** button or lift the handset to exit the Personal Programming mode.
7. Repeat these steps for each telephone.

**Conditions:**      ***This button must be a flexible (CO or DSS/BLF) button to be programmed as a VTR button. When all Voice Mail ports are busy and this key is pressed followed by an extension number, the user will hear either a dial tone or a busy tone, depending on the Call Waiting on VM Group setting on the PBX.***

## A2.12 Button Assignment via PC Programming

KX-TDA and KX-TAW series PBX users can assign buttons for Live Call Screening (LCS), Two-way Recording (TWR), Two-way Transfer (TWT), and Voice Mail Transfer (VTR) via PC Programming. Follow the procedure below to assign each button.

### 1. Go to "Extension-Wired Extension-Flexible Key" screen.

| Key Location | Type                | Parameter Selection | Ext No. or Floating Ext No. | Dial (Max. 32 digits) | Optional parameter (or Ringing Tone Type Number) | Extension Number of Mailbox |
|--------------|---------------------|---------------------|-----------------------------|-----------------------|--|-----------------------------|
| 1            | Single CO           | 1                   |                             |                       | 1  |                             |
| 2            | Single CO           | 2                   |                             |                       | 1  |                             |
| 3            | Two-way Record      |                     | 200                         |                       |  |                             |
| 4            | Two-way Transfer    |                     | 200                         |                       |  |                             |
| 5            | Two-way Transfer    |                     | 200                         |                       |  | 102                         |
| 6            | LCS                 |                     |                             |                       |  |                             |
| 7            | Voice Mail Transfer |                     | 200                         |                       |  |                             |
| 8            | Single CO           | 8                   |                             |                       | 1  |                             |
| 9            | Single CO           | 9                   |                             |                       | 1  |                             |

Interactive Mode      Type : TDA200      Version 004-001      Region 000-000

2. Select "Extension Number / Name" for which you want to program.
3. Assign the desired Key Type to the Key Location you wish to program. When "Two-way Record", "Two-way Transfer" or "Voice Mail Transfer" is selected, enter the VM Port floating extension number in "Ext No. or Floating Ext No.". When "Two-way Transfer" is selected, you can enter the extension number of a desired destination under "Extension Number of Mailbox". If no extension number is assigned, you will have to enter an extension number each time you use the Two-way Transfer feature.
4. Repeat these steps for each extension.
5. Click "Apply" to save the changed data.

## A2.13 Live Call Screening Activation

To activate Live Call Screening, follow the steps below. PC programming is also available (see A2.7 Live Call Screening Button Assignment and A2.12 Button Assignment via PC Programming).

- 1. Press** the assigned **LCS Button**.
- 2. Enter** the assigned **LCS Password**.
- 3.** Confirm that the assigned **LCS Button** is red-on.
- 4.** Repeat these steps for each telephone.

**Conditions:**      *To activate Live Call Screening, it is necessary to light the LCS button after assigning the LCS password and LCS button.*



## **A2.14 Two-way Recording (TWR) into Mailbox**

This feature allows extension users to record conversations into their own mailboxes by pressing the Two-way Recording (TWR) button.

## **A2.15 Two-way Transfer (TWT) into Mailbox**

This feature allows an extension user to record a conversation into another person's mailbox by pressing the Two-way Transfer (TWT) button and dialing the extension number. This is commonly used by a person who is taking a detailed message for someone else and wants the message recorded in the other person's mailbox at the same time.

## **A2.16 One-touch Two-way Transfer (One-touch TWT) into Mailbox**

This feature allows an extension user to record a conversation into another person's mailbox by pressing the One-touch Two-way Transfer (One-touch TWT) button. This is commonly used by a person who is taking a detailed message for someone else and wants the message recorded in the mailbox at the same time.

## **A2.17 Voice Mail Transfer (VTR) Programming**

This feature allows extension users to transfer calls directly to a mailbox. This is available with APT/DPT and Inband Integration.

## **A3 KX-TA and KX-TD Series PBX Feature Programming for APT/DPT Integration**

The following VPS features are functional on any KX-T7xxx proprietary telephone that is connected to the PBX.

**Programming procedures and availability may vary by PBX model, software version, etc. Refer to the documentation included with the PBX or consult your dealer for more information.**

## **A3.1 Live Call Screening (LCS) Programming**

LCS notifies subscribers when messages are being recorded in their mailboxes. 2 notification methods are available: hands-free or private. Hands-free allows the user to monitor the message as it is being recorded through the speakerphone and, if desired, intercept the call by lifting the handset. Private mode notifies the user (by sounding a tone) when a message is being recorded. By pressing the LCS button, the user can monitor the message and intercept the call by going off-hook. System Programming also determines whether the VPS continues to record after the user intercepts the call.

## A3.2 Live Call Screening Password Assignment

To allow the Live Call Screening feature to work at an extension, the extension must have the LCS button lit. To light this button, press the LCS button, then enter the password. This password prevents others from activating the LCS feature and listening to the messages as they are being recorded. (It is not necessary to enter PITS Programming to activate this feature.)

PC programming is also available for KX-TD500 and KX-TA824 users (see A3.6 Live Call Screening Assignment via PC Programming).

1. **Lift** the handset or **press** the **SP-PHONE** button.
2. Enter the feature number.  
KX-TD: [799]  
KX-TA1232: [799]  
KX-TA: [77✖]
3. **Enter** a 3-digit password ([000]-[999]) 2 times. KX-TA users must then enter [#].  
You will hear a confirmation tone, then a dial tone.  
*Screen output: The 3-digit password you entered is displayed.*
4. **Hang up** or **press** the **SP-PHONE** button.
5. Repeat these steps for each telephone.

### A3.3 Live Call Screening Password Canceling

To cancel the password, follow the procedure below. (It is not necessary to enter PITS Programming to activate this feature).

PC programming is also available for KX-TD500 and KX-TA824 users (see A3.6 Live Call Screening Assignment via PC Programming).

1. **Lift** the handset or **press** the **SP-PHONE** button.
2. Enter the feature number.  
KX-TD: [799]  
KX-TA1232: [799]  
KX-TA: [77\*]
3. **Enter** the password ([000]-[999]). KX-TA users must then enter #.  
You will hear a confirmation tone, then a dial tone.  
*Screen output: Password Cancel*
4. **Hang up** or **press** the **SP-PHONE** button.
5. Repeat these steps for each telephone.



## A3.4 Live Call Screening Recording Mode Assignment

This program allows the VPS to continue recording the conversation in the mailbox after the extension intercepts the call during the Live Call Screening.

PC programming is available for KX-TD500 and KX-TA824 users (see A3.6 Live Call Screening Assignment via PC Programming).

1. Enter system programming, then enter the programming number.

KX-TD500: Programmable through PC Programming only.

KX-TD: [610]

KX-TA1232: [610]

KX-TA: [620]

2. Press the **NEXT** button (SP-PHONE).

*Screen output: Jack No.? →*

3. Enter the **jack number**.

*Screen output: # \_ \_ :Stop Rec*

*( \_ \_ = the jack number you entered)*

4. Press the **SELECT** button (AUTO-ANSWER) until the desired selection is displayed.

5. Press the **STORE** button.

6. Press the **NEXT** button (SP-PHONE).

7. Repeat the steps 4 to 6 until all jacks are programmed.

## A3.5 Live Call Screening Private/Hands-Free Mode Assignment

This program assigns a VPS response for when a message is being left in a mailbox. It determines whether an alert tone is sent or whether the recorded message is played through the built-in speaker of the extension. The default mode is hands-free. (This item should be programmed by each extension user through Personal Programming.) PC programming is also available for KX-TD500 and KX-TA824 users (see A3.6 Live Call Screening Assignment via PC Programming).

1. Enter Personal Programming:
  - a. While on-hook, **press** the **PROGRAM** button or set the MEMORY switch to "PROGRAM".
  - b. **Enter [99]**. (This step is not needed for KX-TA624 and KX-TA824.) The display changes to PT-PGM Mode.
2. Enter the code that corresponds to the mode you want this telephone to have.

For Hands-free mode:

KX-TD: [71]

KX-TA1232: [71]

KX-TA: [#11]

For Private mode:

KX-TD: [72]

KX-TA1232: [72]

KX-TA: [#12]

*Screen output: Hands-Free or Private*

3. **Press** the **STORE** button.
4. To exit the Personal Programming mode, **press** the **PROGRAM** button or set the MEMORY switch to "SET".
5. Repeat these steps for each telephone.

A single line telephone that is connected to the same extension as a proprietary telephone can also be used to monitor an incoming message (not available for KX-TA). Be sure that Live Call Screening on the connected proprietary telephone has been activated. This feature is useful when you are using a cordless telephone. A tone sounds to alert the subscriber that a message is being recorded. To intercept the call, flash the hook.

## A3.6 Live Call Screening Assignment via PC Programming

KX-TD500 and KX-TA824 users can program Live Call Screening features via PC programming. Follow the procedure below to assign each feature.

### KX-TD500

1. Go to "4-2 Extension Line" screen.

The screenshot shows the '4-2 Extension Line' programming screen. Key fields include:

- Card No.:** 104:DHL
- Port No.:** 6
- DN:** 1014
- Group No.:** 1
- Name:** ALICE
- Mailbox No.:** 1014
- Initial Display Selection:** Caller ID
- Preferred Line:** Outgoing: Prime Line-ICM/PDN, Incoming: Ringing Line
- LCS Setting:**
  - Status: ☒ Active
  - Operation Mode: ☒ Hands-free
  - Recording Mode: ☒ Stop Rec
  - LCS Password: 123
- JOG Dial Speed:** Normal
- CLIP Number:** Public, Private
- Call Log Incoming:** Overwrite Mode: ☒ Yes

2. Select the "Card No." and "Port No." which you are going to program.
3. In "LCS Settings":
  - a) To set LCS Password, **Enter** a 3-digit number (using "0-9") in "LCS Password".

#### Note

- To cancel the password, erase the 3-digit number
- b) To assign LCS Recording Mode, **Set** "Recording Mode" to "**Keep Rec**" or "**Stop Rec**".
  - c) To assign LCS Private/Hands-free Mode, **Set** "Operation Mode" to "**Private**" or "**Hands-free**".
  - d) To activate the LCS status, **Set** "Status" to "**Active**".

**Note**

- To utilize the Live Call Screening features, it is necessary to first assign the LCS Password and LCS Button (see A3.12 Button Assignment via PC Programming), and then activate the LCS status.

**4. Click "Apply".****5. Repeat steps 2 to 4 for each extension.****KX-TA824****1. Go to "2.Extension - 2.Feature Settings".****2. Under "LCS Password":**

- To set the LCS Password, enter a 3-digit number (using "0-9").
- To cancel the LCS Password, delete the 3-digit number.
- Click "Apply" to save the changed data.

| Jack | Extension | Data Line Security                  | Remote Extension Lock    | Busy Override Deny       | Log-in / Log-out | MW for Another Ext. Lock | Paging Deny              | Monitored PT set         | LCS Password |
|------|-----------|-------------------------------------|--------------------------|--------------------------|------------------|--------------------------|--------------------------|--------------------------|--------------|
| 01   | 101       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 123          |
| 02   | 102       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 123          |
| 03   | 103       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 123          |
| 04   | 104       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 05   | 105       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 456          |
| 06   | 106       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 07   | 107       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 08   | 108       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 09   | 109       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 10   | 110       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 11   | 111       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 12   | 112       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 13   | 113       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 14   | 114       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 15   | 115       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 16   | 116       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 17   | 117       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 18   | 118       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 19   | 119       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 20   | 120       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 21   | 121       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 22   | 122       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 23   | 123       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |
| 24   | 124       | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | Log-in           | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |              |

**3. Go to "2.Extension - 1.Main".****4. Under "LCS Recording Mode", select "Stop Recording" or "Keep Recording".****5. Click "Apply" to save the changed data.**

2.Extension - 1.Main

OK Cancel Apply Help

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| Jack | Extension | MW for Another Extension            | SLT MW                   | LCS Recording Mode | FWD Selection                       | BGM |
|------|-----------|-------------------------------------|--------------------------|--------------------|-------------------------------------|-----|
| 02   | 102       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Keep Recording     | <input checked="" type="checkbox"/> |     |
| 03   | 103       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Keep Recording     | <input checked="" type="checkbox"/> |     |
| 04   | 104       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Keep Recording     | <input checked="" type="checkbox"/> |     |
| 05   | 105       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Keep Recording     | <input checked="" type="checkbox"/> |     |
| 06   | 106       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Stop Recording     | <input checked="" type="checkbox"/> |     |
| 07   | 107       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Stop Recording     | <input checked="" type="checkbox"/> |     |
| 08   | 108       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Stop Recording     | <input checked="" type="checkbox"/> |     |
| 09   | 109       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Keep Recording     | <input checked="" type="checkbox"/> |     |
| 10   | 110       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Keep Recording     | <input checked="" type="checkbox"/> |     |
| 11   | 111       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Keep Recording     | <input checked="" type="checkbox"/> |     |
| 12   | 112       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Keep Recording     | <input checked="" type="checkbox"/> |     |
| 13   | 113       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Stop Recording     | <input checked="" type="checkbox"/> |     |
| 14   | 114       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Stop Recording     | <input checked="" type="checkbox"/> |     |
| 15   | 115       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Keep Recording     | <input checked="" type="checkbox"/> |     |
| 16   | 116       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Stop Recording     | <input checked="" type="checkbox"/> |     |
| 17   | 117       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Stop Recording     | <input checked="" type="checkbox"/> |     |
| 18   | 118       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Stop Recording     | <input checked="" type="checkbox"/> |     |
| 19   | 119       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Stop Recording     | <input checked="" type="checkbox"/> |     |
| 20   | 120       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Keep Recording     | <input checked="" type="checkbox"/> |     |
| 21   | 121       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Stop Recording     | <input checked="" type="checkbox"/> |     |
| 22   | 122       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Stop Recording     | <input checked="" type="checkbox"/> |     |
| 23   | 123       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Stop Recording     | <input checked="" type="checkbox"/> |     |
| 24   | 124       | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Stop Recording     | <input checked="" type="checkbox"/> |     |

6. Go to "2.Extension - 3.PT personal settings".
7. Under "LCS Mode", select "Private" or "Hands-free".
8. Click "Apply" to save the changed data.

2.Extension - 3.PT personal settings

OK Cancel Apply Help

Page 1 Page 2

| Jack | Extension | Extension Password | Alternate Receiving | Call Waiting Tone Type | LCS Mode   |
|------|-----------|--------------------|---------------------|------------------------|------------|
| 01   | 101       |                    | Tone Call           | Tone 1                 | Hands-free |
| 02   | 102       |                    | Tone Call           | Tone 1                 | Hands-free |
| 03   | 103       |                    | Tone Call           | Tone 1                 | Hands-free |
| 04   | 104       |                    | Tone Call           | Tone 1                 | Hands-free |
| 05   | 105       |                    | Tone Call           | Tone 1                 | Hands-free |
| 06   | 106       |                    | Tone Call           | Tone 1                 | Hands-free |
| 07   | 107       |                    | Tone Call           | Tone 1                 | Hands-free |
| 08   | 108       |                    | Tone Call           | Tone 1                 | Hands-free |
| 09   | 109       |                    | Tone Call           | Tone 1                 | Hands-free |
| 10   | 110       |                    | Tone Call           | Tone 1                 | Hands-free |
| 11   | 111       |                    | Tone Call           | Tone 1                 | Hands-free |
| 12   | 112       |                    | Tone Call           | Tone 1                 | Hands-free |
| 13   | 113       |                    | Tone Call           | Tone 1                 | Hands-free |
| 14   | 114       |                    | Tone Call           | Tone 1                 | Hands-free |
| 15   | 115       |                    | Tone Call           | Tone 1                 | Hands-free |
| 16   | 116       |                    | Tone Call           | Tone 1                 | Hands-free |
| 17   | 117       |                    | Tone Call           | Tone 1                 | Hands-free |
| 18   | 118       |                    | Tone Call           | Tone 1                 | Hands-free |
| 19   | 119       |                    | Tone Call           | Tone 1                 | Hands-free |
| 20   | 120       |                    | Tone Call           | Tone 1                 | Hands-free |
| 21   | 121       |                    | Tone Call           | Tone 1                 | Hands-free |
| 22   | 122       |                    | Tone Call           | Tone 1                 | Hands-free |
| 23   | 123       |                    | Tone Call           | Tone 1                 | Hands-free |
| 24   | 124       |                    | Tone Call           | Tone 1                 | Hands-free |

## A3.7 Live Call Screening Button Assignment

For the Live Call Screening feature to work at an extension, the extension must have an LCS button lit at the time of the message reception. This key must either be a DSS/BLF or CO key with a lamp. Follow the procedure below to assign an LCS button on an extension. (This item should be programmed by each extension user through Personal Programming.)

PC programming is also available for KX-TD500 and KX-TA824 users (see A3.12 Button Assignment via PC Programming).

1. Enter PITS Programming:
  - a. While on-hook, **press** the **PROGRAM** button or set the MEMORY switch to "PROGRAM".
  - b. **Enter [99]**. (This step is not needed for KX-TA624 and KX-TA824.) The display changes to PT-PGM Mode.
2. **Press** the desired **FLEXIBLE (CO or DSS/BLF)** button you want to assign as the LCS button.
3. Enter: [92].  
*Screen output: LCS*
4. **Press** the **STORE** button.
5. To exit the Personal Programming mode, **press** the **PROGRAM** button or set the MEMORY switch to "SET".
6. Repeat these steps for each telephone.

## A3.8 Live Call Screening Cancel Button Assignment

This button assignment allows you to assign a Flexible (CO, DSS) button as a Live Call Screening Cancel button.

PC programming is also available for KX-TD500 and KX-TA824 users (see A3.12 Button Assignment via PC Programming).

1. Enter PITS Programming:
  - a. While on-hook, **press** the **PROGRAM** button or set the MEMORY switch to "PROGRAM".
  - b. **Enter [99]**. (This step is not needed for KX-TA624 and KX-TA824.) The display changes to PT-PGM Mode.
2. **Press** the **Flexible (CO, DSS)** button that you wish to assign as a Live Call Screening Cancel button.
3. Enter: [93].  
*Screen output: LCS Cancel*
4. **Press** the **STORE** button. The STORE indicator lights.  
The display shows the initial programming mode.
5. To exit the Personal Programming mode, **press** the **PROGRAM** button or set the MEMORY switch to "SET".
6. Repeat these steps for each telephone.

The Live Call Screening Cancel Button Assignment is optional; Live Call Screening can also be cancelled by pressing the **FLASH** button.



## A3.9 Two-way Recording Button Assignment

For the Two-way Recording feature to work at an extension, the extension must have a TWR button on it. This key must either be a DSS/BLF or CO key with a lamp. Follow the procedure below to assign a TWR button on an extension. (This item should be programmed by each extension user through Personal Programming.)

PC programming is also available for KX-TD500 and KX-TA824 users (see A3.12 Button Assignment via PC Programming).

1. Enter PITS Programming:
  - a. While on-hook, **press** the **PROGRAM** button or set the MEMORY switch to "PROGRAM".
  - b. **Enter [99]**. (This step is not needed for KX-TA624 and KX-TA824.) The display changes to PT-PGM Mode.
2. **Press** the **Flexible** button (**CO** or **DSS/BLF**) that you want to assign as the TWR button.
3. Enter: [90].  
*Screen output: 2Way-Rec:*
4. **Dial the Voice Mail extension number.**  
*Screen output: 2Way-Rec: \_ \_ \_*  
*( \_ \_ \_ = The extension number you entered).*
5. **Press Store.**
6. To exit the Personal Programming mode, **press** the **PROGRAM** button or set the MEMORY switch to "SET".
7. Repeat these steps for each telephone.

**Conditions:**      ***This button must be a CO or DSS/BLF key to be programmed as a TWR button. If this key is pressed when all Voice Mail ports are busy, the user will hear a reorder tone.***

## A3.10 Two-way Transfer Button Assignment

For the Two-way Transfer feature to work at an extension, the extension must have a TWT button on it. This key must either be a DSS/BLF or CO key with a lamp. Follow the procedure below to assign a TWT button on an extension. (This item should be programmed by each extension user through Personal Programming.)

PC programming is also available for KX-TD500 and KX-TA824 users (see A3.12 Button Assignment via PC Programming).

1. Enter PITS Programming:
  - a. While on-hook, **press** the **PROGRAM** button or set the MEMORY switch to "PROGRAM".
  - b. **Enter [99]**. (This step is not needed for KX-TA624 and KX-TA824.) The display changes to PT-PGM Mode.
2. **Press** the desired **FLEXIBLE (CO or DSS/BLF)** button that you want to assign as the TWT button.
3. Enter: [91].  
*Screen output: 2Way-Trans:*
4. **Dial the Voice Mail extension number.**  
*Screen output: 2Way-Trans: \_ \_ \_*  
(*\_ \_ \_ = The extension number you entered*).
5. **Press** the **STORE** button.
6. To exit the Personal Programming mode, **press** the **PROGRAM** button or set the MEMORY switch to "SET".
7. Repeat these steps for each telephone.

**Conditions:**      ***This button must be a CO or DSS/BLF key to be programmed as a TWT button. When all Voice Mail ports are busy and this key is pressed followed by an extension number, the user will hear a warning tone.***

## A3.11 Voice Mail Transfer Button Assignment

This feature allows an extension user to transfer calls directly to a mailbox. This is available with both DPT and Inband Integration.

PC programming is also available for KX-TD500 and KX-TA824 users (see A3.12 Button Assignment via PC Programming).

1. Enter PITS Programming:
  - a. While on-hook, **press** the **PROGRAM** button or set the MEMORY switch to "PROGRAM".
  - b. **Enter [99]**. (This step is not needed for KX-TA624 and KX-TA824.) The display changes to PT-PGM Mode.
2. **Press** the desired **Flexible (CO or DSS/BLF)** button that you wish to assign as the VTR button.
3. Enter the programming number.
 

KX-TD: [8]  
 KX-TA1232: [8]  
 KX-TA: [94]  
*Screen output: VTR*
4. **Dial the Voice Mail extension number.**  
*Screen output: VTR- \_ \_ \_*  
 (\_ \_ \_ = The extension number you entered).
5. **Press** the **STORE** button.
6. To exit the Personal Programming mode, **press** the **PROGRAM** button or set the MEMORY switch to "SET".
7. Repeat these steps for each telephone.

**Conditions:** *This button must be a CO or DSS/BLF key to be programmed as a VTR button. When all Voice Mail ports are busy and this key is pressed followed by an extension number, the user will hear either a dial tone or a busy tone, depending on the Call Waiting on VM Group setting on the PBX.*

## A3.12 Button Assignment via PC Programming

KX-TD500 and KX-TA824 users can assign buttons via PC programming. Follow the procedure below to assign each button.

### KX-TD500

1. Go to "4-2 Extension Line" screen (refer to the screen image in A3.6 Live Call Screening Assignment via PC Programming).
2. Select the "Card No." and "Port No." which you are going to program.
3. Click "CO Key" in the upper right corner. "Flexible CO Key" screen (for all CO Keys) displays.

| CO 19      | CO 20      | CO 21      | CO 22      | CO 23      | CO 24      |
|------------|------------|------------|------------|------------|------------|
| -          | -          | -          | -          | -          | -          |
| Not Stored | Not Stored | Not Stored | Not Stored | Not Stored | Not Stored |
| CO 13      | CO 14      | CO 15      | CO 16      | CO 17      | CO 18      |
| -          | -          | -          | -          | -          | -          |
| Not Stored | Not Stored | Not Stored | Not Stored | Not Stored | Not Stored |
| CO 07      | CO 08      | CO 09      | CO 10      | CO 11      | CO 12      |
| -          | -          | -          | -          | -          | -          |
| Not Stored | Not Stored | Not Stored | Not Stored | Not Stored | Not Stored |
| CO 01      | CO 02      | CO 03      | CO 04      | CO 05      | CO 06      |
| -          | -          | -          | -          | -          | -          |
| LOOP-CO    | Not Stored | Not Stored | Not Stored | Not Stored | Not Stored |

OK Cancel Help

4. Click the **Key Number** to which a button will be assigned.  
"Flexible CO Key" screen displays.

The screenshot shows the 'Flexible CO Key' window. The 'Key Type' dropdown is set to 'Not Stored'. Below it, the 'EXT.' field is empty. The 'Trunk Line No.' field is empty. The 'Dial' field is empty. The 'Tone' dropdown is set to '2'. The 'Ringing Type' dropdown is set to 'Immediate'.

5. Select the desired **Key Type**. When 2WAY-REC, 2WAY-TRN, or VTR is selected, enter the **extension number** in "DN".

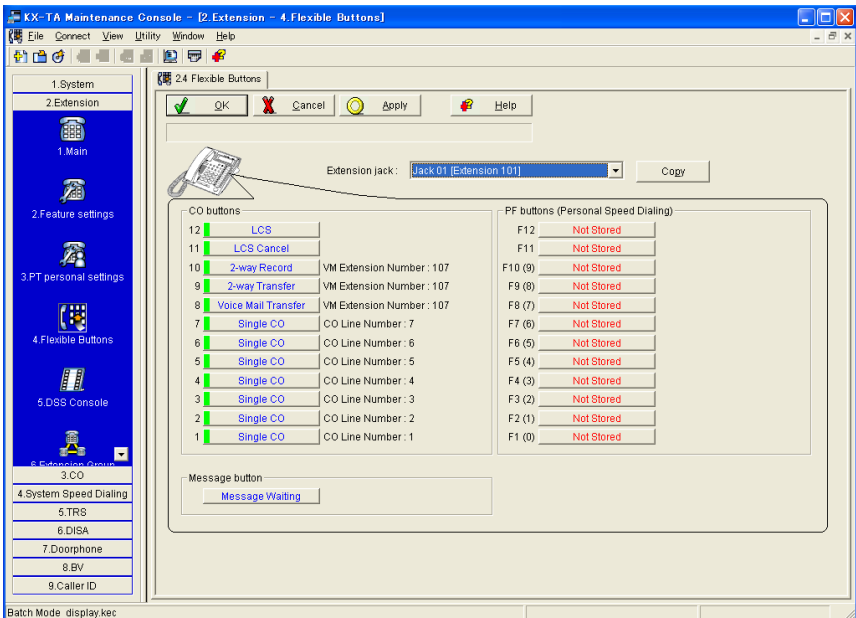
The screenshot shows the 'Flexible CO Key' window after selecting '2WAY-TRN' from the 'Key Type' dropdown. The 'DN' field is now present and empty. The 'Trunk Line No.' field is empty. The 'Dial' field is empty. The 'Tone' dropdown is set to '2'. The 'Ringing Type' dropdown is set to 'Immediate'.

6. Click "OK". "Flexible CO Key" screen (for all CO Keys) displays again.  
 7. Click "OK". "4-2 Extension Line" screen displays again.  
 8. Click "OK" or "Apply".  
 9. Repeat these steps for each extension.

## KX-TA824

1. Go to "2.Extension - 4.Flexible Buttons".
2. Select the desired CO button.
  - a) Select "Live Call Screening (LCS)" from the menu.

- b) Click "OK" to save the button.
3. Select the desired CO button.
  - a) Select "LCS Cancel" from the menu.
  - b) Click "OK" to save the button.
4. Select the desired CO button.
  - a) Select "2-way Record" from the menu.
  - b) Enter the extension number of the VPS.
  - c) Click "OK" to save the button.
5. Select the desired CO button.
  - a) Select "2-way Transfer" from the menu.
  - b) Enter the extension number of the VPS.
  - c) Click "OK" to save the button.
6. Select the desired CO button.
  - a) Select "Voice Mail Transfer" from the menu.
  - b) Enter the extension number of the VPS.
  - c) Click "OK" to save the button.



### A3.13 Live Call Screening Activation

To activate the Live Call Screening status, follow the steps below.

PC programming is also available for KX-TD500 users (see A3.6 Live Call Screening Assignment via PC Programming).

- 1. Press** the assigned **LCS Button**.
- 2. Press** the assigned **LCS Password**.
- 3.** Confirm that the assigned **LCS Button** is red-on.
- 4.** Repeat these steps for each telephone.

**Conditions:**     *To activate the Live Call Screening features, it is necessary to light the LCS button after assigning the LCS password and LCS button.*

## A3.14 Live Call Screening Password Control

This feature allows operators and the Manager of the PBX to cancel the password for LCS at any extension. If a user forgets the preprogrammed password, Operator(s) and the Manager of the PBX can cancel the LCS password.

1. Enter PITS Programming:
  - a. While on-hook, **press** the **PROGRAM** button or set the MEMORY switch to "PROGRAM".
  - b. **Enter [99]**. (This step is not needed for KX-TA624 and KX-TA824.) The display changes to PT-PGM Mode.
2. Enter the programming number.  
KX-TD: [03]  
KX-TA1232: [03]  
KX-TA: [#2]  
*Screen output: Ext NO?*
3. **Dial** the desired **Extension Number**, or **press** [**\***] to remove all passwords (available for KX-TD and KX-TA1232 only).
4. **Press** the **STORE** button.
5. To exit the Personal Programming mode, **press** the **PROGRAM** button or set the MEMORY switch to "SET".
6. Repeat these steps for each telephone.



## **A3.15 Two-way Recording into Mailbox**

This feature allows extension users to record conversations into their mailboxes by pressing the Two-way Recording (TWR) button.

## **A3.16 Two-way Transfer into Mailbox**

This feature allows an extension user to record a conversation into another person's mailbox by pressing the Two-way Transfer (TWT) button and dialing the extension number. This is commonly used by a person who is taking a detailed message for someone else and wants the message recorded in the mailbox at the same time.

### **A3.17 A Restriction on TWR/TWT Activation (KX-TD500 Only)**

The KX-TD500 supports a maximum of 8 simultaneous Two-way Recording or Two-way Transfer operations. If the KX-TD50104 TSW-CONF (TSW Conference Expansion) Card is installed, the KX-TD500 supports a maximum of 64 Two-way Recording or Two-way Transfer operations.

## A4 Training the Subscriber

The System Administrator should explain the basic functions of the VPS to all subscribers. The System Administrator should explain which service (Voice Mail Service, Automated Attendant Service, Interview Service, or a Custom Service) will play during the day, and what services will play during night, lunch, and breaks. The System Administrator should explain that outside callers are called "non-subscribers" because they do not have mailboxes. VPS guidance prompts will assist non-subscribers in reaching the extension or mailbox they wish to reach. The System Administrator should explain the responsibilities of the System Administrator, the Message Manager, and the System Manager—and how each can be contacted (telephone number and/or mailbox number).

The System Administrator should also explain the special privileges of VPS subscribers. Subscribers can call from any touchtone telephone in the world and get their messages. To check messages (or change mailbox parameters) from an outside telephone, do the following:

As soon as the VPS plays a guidance message, **press** code [# 6 \*] and then **the mailbox number**. For example, a subscriber who has extension 1015 and mailbox 1015 would press code [# 6 \* 1015]. If the subscriber has a password enabled, the password must be entered.

With Toll Saver enabled, the subscriber can call the VPS from anywhere in the world and find out if there are any new messages in his or her mailbox without incurring telephone charges. (Note however that Toll Saver features are available only with certain integration types. For more information, refer to 4.1.3 APT/DPT Integration Features.)

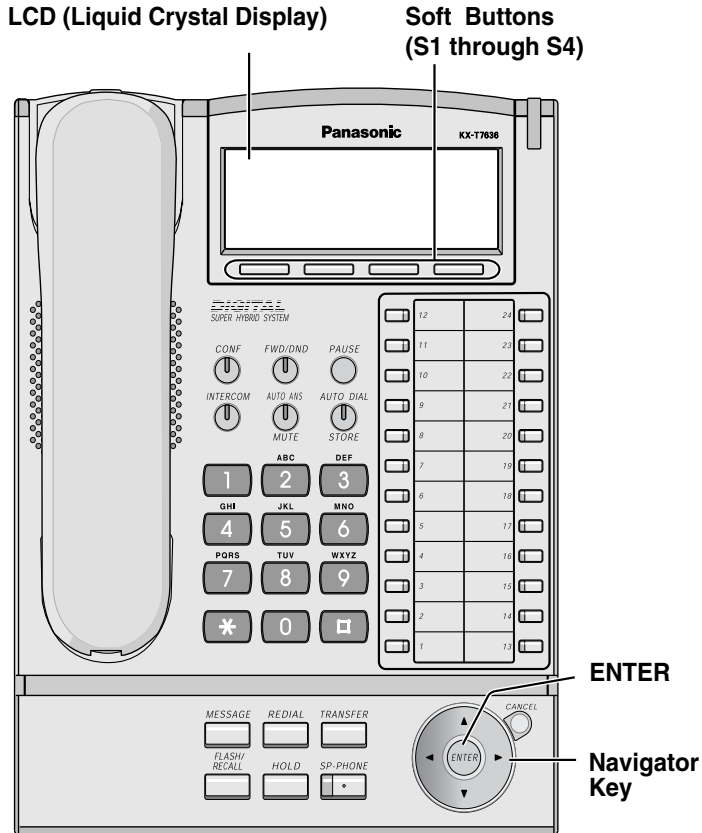
If the subscriber forgets his or her password, the System Administrator or the System Manager can clear the password so that the subscriber can establish a new password.

Explain the purpose of the General Delivery Mailbox. The Message Manager will periodically check it, and forward the contents to the appropriate subscriber.

Explain the purpose of Mailbox Groups. They can be created by the System Administrator to facilitate the distribution of messages to several subscribers. In particular, senior staff members ought to know how to take advantage of Mailbox Groups. 20 lists can be created, with up to 62 mailboxes (KX-TVA50) or up to 100 mailboxes (KX-TVA200) in each list.

Finally, if Custom Service menus are used, subscribers should be encouraged to listen to these menus often and make suggestions for improvement. Custom Service is a very powerful feature of the Panasonic VPS. Make the most out of this feature.

## A5 Using VM Menu



- **LCD (Liquid Crystal Display):** Displays menus or options.
- **Soft Buttons (S1 through S4):** Used to select the item displayed on the bottom line on the display.
- **Navigator Key:**

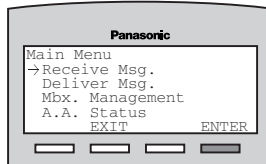
- **Right or left key** Used to skip between messages.
- **Up or down key\*** Used to scroll up or down to view additional menus when available.

\* When the Navigator Key is not used to select options, it can be used to adjust volume.

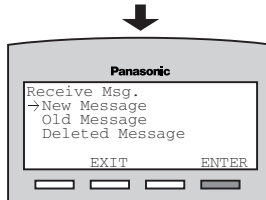
## VM Menu Examples

### <Playing Messages>

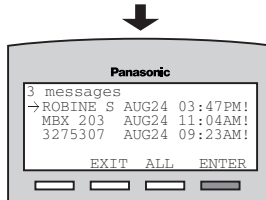
Follow the audible prompts  
to log in to your mailbox.



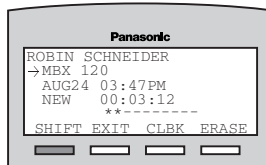
Select "Receive Msg.",  
then press "ENTER" using  
the soft button.



To play new messages,  
select "New Message",  
then press "ENTER" to  
accept.

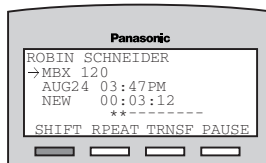
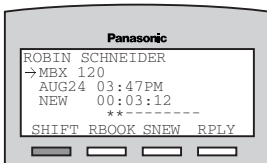


Select the desired  
message to play, then  
press "ENTER" to accept.  
• Press "EXIT" to go back  
to the previous menu or  
"ALL" to play all  
messages.



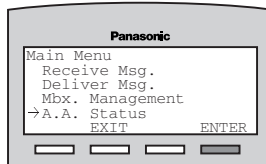
The message will start  
playing.

- Press "EXIT" to go back  
to the previous menu,  
"CLBK" to call the  
message sender, or  
"ERASE" to erase the  
message.
- Press "SHIFT" to toggle  
the three menus. The  
items displayed on the  
bottom line will change.

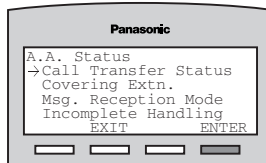


## &lt;Setting Automated Attendant Status&gt;

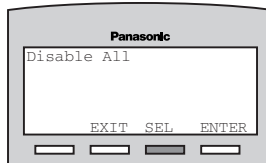
Follow the audible prompts  
to log in to your mailbox.



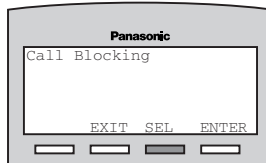
Select "A.A. Status",  
then press "ENTER" using  
the soft button.



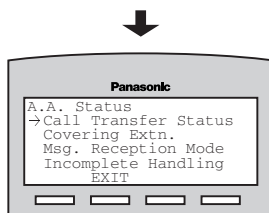
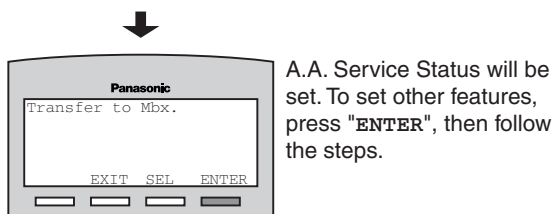
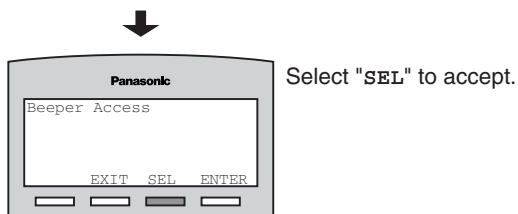
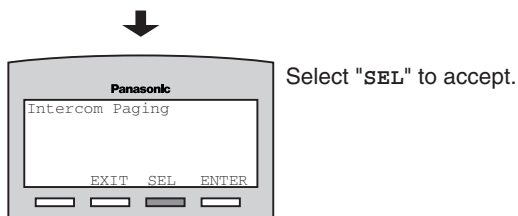
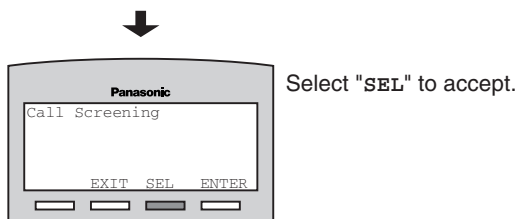
Select "Call Transfer  
Status", then press  
"ENTER" to accept.



Select "SEL" to accept.



Select "SEL" to accept.





# Glossary

## Alternate Extension Group

The extensions assigned to an Alternate Extension Group receive transferred calls via the sequence specified as the group's "Alternate Extension Transfer Sequence".

## APT Integration

Digital integration between the VPS and certain Panasonic PBXs. Requires upgraded software in the PBX. When the VPS and PBX use APT Integration, voices are sent using analog technology, and data is sent digitally.

Depending on the model and/or the software version of the connected PBX, you may not be able to utilize certain features available only with APT Integration. For more information, consult your dealer.

## Auto Configuration

Available with APT/DPT Integration only. Simplifies initial system setup by reading information from the PBX and automatically creating mailboxes in the VPS to correspond to the extensions connected to the PBX. Auto Configuration can be initiated with the appropriate Mode Switch setting or by System Administration (Quick Setup).

## Auto Forwarding

Allows unplayed messages to be copied or moved to another mailbox.

## Auto Receipt

Allows a subscriber or the System Manager to receive a message to confirm the reception of sent messages to other subscribers.

## Automated Attendant

The Automated Attendant feature of the VPS requests the caller to enter an extension number and then the VPS dials the number. If there is no answer or the line is busy, the caller is given certain options, including the option to leave a message in a mailbox. This is the advantage of calling an extension indirectly through the Automated Attendant rather than calling it directly.

## Automatic Log-in

Available with APT/DPT Integration only. Allows subscribers to access their mailboxes directly without entering their mailbox numbers. Subscribers can access their mailboxes directly from their extensions or from outside phones by dialing a preprogrammed telephone number (either a DID number or a telephone number that reaches the PBX via a preprogrammed outside line) or by calling the VPS from a preprogrammed telephone number (Caller ID number).

## Autoplay New Message

The VPS plays new messages automatically when a subscriber, the System Manager, or the Message Manager logs in to his or her mailbox.

## **Bookmark**

Enables a subscriber, the System Manager, or the Message Manager to set a specific point (Bookmark) in a message and easily resume playback later from that point.

## **Call Blocking**

Allows subscribers to have their calls handled by the Incomplete Call Handling Service without ringing at their extensions.

## **Call Screening**

Allows subscribers to screen calls. The VPS prompts the caller with the message "Record your name at the tone", and records the caller's name. The caller is put on hold while the VPS calls the subscriber and plays back the caller's name. The subscriber can then decide whether to take the call or not.

## **Called Party ID**

(Sometimes referred to as Follow-On ID) Allows the PBX to dial extra digits to bring the caller directly to a specified mailbox, rather than to the General Delivery Mailbox.

## **Caller ID Callback**

Available with APT/DPT Integration only. Enables a subscriber to use the Caller ID number information included with a message to call back the message sender without dialing the caller's telephone number.

## **Caller ID Call Routing**

Available with APT/DPT Integration only. The VPS automatically sends calls from preprogrammed Caller ID numbers to a specified extension, mailbox (including Mailbox Group) or Custom Service.

## **Caller Name Announcement (System/Personal)**

Available with APT/DPT Integration only. The VPS announces prerecorded Caller ID caller names when:

- (1) subscribers listen to messages received from preprogrammed telephone numbers left in their mailboxes.
- (2) the VPS transfers calls from preprogrammed telephone numbers to subscribers (Caller ID Screening).
- (3) the VPS pages subscribers by intercom (Intercom Paging).

Caller names can be recorded and played for all subscribers (system) or can be recorded by individual subscribers and played for their own calls only (personal). If the same Caller ID number is programmed for both System and Personal Caller Name Announcements, the VPS will use the caller name recorded by the subscriber.

## **Company Greeting**

A maximum of 32 Company Greetings can be recorded to greet callers. One (or System Greeting or none) can be selected for each Day, Night, Lunch, Break, and Holiday service based on a port and outside line.

## Company Name

This is played by the VPS to the intended receiver of an External Delivery Message when he or she is unable to enter correctly the password (if a password is required to listen to the message). This helps him or her to realize where the call came from and contact the message sender if necessary.

## Covering Extension

Allows subscribers to set another extension as the destination for their calls. Callers can be directed to the covering extension either by the Incomplete Call Handling feature, or by pressing [0] while listening to a subscriber's personal greeting message or while leaving a message.

## Custom Service Builder

Allows the System Administrator to create Custom Services visually, using KX-TVA Maintenance Console. Each Custom Service and its functions can be edited and arranged using a familiar drag-and-drop interface.

## Custom Service

Allows callers to perform specific functions by pressing dial buttons on their telephones while listening to voice guidance (Custom Service Menus). Custom Services allow callers to connect themselves to an extension, mailbox, Mailbox Group, operator, fax machine, etc., without the assistance of an operator. The System Administrator can create a maximum of 100 Custom Services.

## Default Mailbox Template

Is used as a template when the System Administrator creates consecutive mailboxes. It enables the System Administrator to apply basic settings (Mailbox Parameters, Message Waiting Notification, External Message Delivery, Auto Forwarding) to multiple mailboxes simultaneously.

## Default Setting

A parameter defined for the VPS at the factory which can be changed through system programming by the System Administrator or the System Manager.

## Delayed Ringing

There are 2 kinds of delayed ringing applications.

- (1) The VPS is used as the no-answer destination for the Intercept Routing feature of your PBX.
- (2) DIL 1:N (outside line to several extensions) terminates on telephones and VPS ports. To give the telephone users a chance to answer calls, the VPS lines should be programmed for delayed ringing. Otherwise, the VPS will answer the calls immediately.

## Delete Message Confirmation

The VPS requests confirmation from the subscriber before erasing a message left in his or her mailbox.

## **Delivery Time**

The time specified by the subscriber for the VPS to deliver a prerecorded message. Subscribers can specify the delivery time when leaving messages for other subscribers or when sending a message via External Message Delivery.

## **DID Call Routing**

Available with DPT Integration only. The VPS automatically sends calls from preprogrammed DID numbers to a specified extension, mailbox (including Mailbox Group) or Custom Service.

## **DPT Integration**

Digital integration between the VPS and certain Panasonic PBXs. Requires upgraded software in the PBX. When the VPS and PBX use DPT Integration, voices and data are sent digitally.

Depending on the model and/or the software version of the connected PBX, you may not be able to utilize certain features available only with DPT Integration. For more information, consult your dealer.

## **DTMF**

Dual Tone Multi Frequency. Commonly referred to as touchtone.

## **E-mail Integration**

Allows subscribers and the Message Manager to receive notification by e-mail when they receive new messages. Subscribers can also have the voice message attached to the e-mail notification if the System Administrator has enabled this feature for their mailboxes.

## **External Delivery Message**

A message recorded by a subscriber and then delivered to outside parties and/or extensions. The VPS dials the outside telephone number or extension number and plays the message for the recipient. The message can be delivered immediately or at a specified time.

## **External Message Delivery List**

A preprogrammed list of outside parties and extensions that can be used to deliver an External Delivery Message to several recipients in one operation. Each subscriber can create 2 External Message Delivery Lists. Each list can have 8 destinations.

## **External Message Delivery Retry**

Determines how many times the VPS will attempt to deliver an External Delivery Message when the called line (recipient) is busy or does not answer.

## **Fast Forward**

Allows a subscriber to fast forward through a message in 4 second intervals.

## **Follow-On ID**

(see "Called Party ID")

## General Delivery Mailbox

A special mailbox that is maintained by the Message Manager. If a caller does not have a DTMF-compatible telephone, the caller cannot dial numbers in order to connect himself or herself to an extension or mailbox. Callers who do not dial any numbers can be directed to the General Delivery Mailbox.

Periodically (daily is best), the Message Manager should transfer messages in the General Delivery Mailbox to the appropriate subscriber mailboxes.

## Hash Sign

The [#] key on the telephone keypad. Also known as the "pound sign".

## Immediate Reply

Allows the message recipient to reply to a message without specifying the extension number or the mailbox number of the sender.

## Inband Integration

When the VPS and PBX use Inband Integration, voices are sent using analogue technology, and data is sent using analogue DTMF tones. The PBX informs the VPS of the status of extensions by sending DTMF tones and Call Progress tones to the VPS. Many features, such as Intercom Paging, Live Call Screening (LCS), etc., are not available with Inband Integration.

## Incomplete Call Handling Service

Calls are considered incomplete when the called extension does not answer, is busy, or has set Call Blocking.

Incomplete Call Handling can handle calls in 7 different ways. Each subscriber can specify the options available to callers when their calls are incomplete.

- (1) leave a message in the subscriber's mailbox
- (2) transfer to the subscriber's Covering Extension
- (3) Intercom Paging (notify the subscriber by paging the subscriber)
- (4) Beeper Access (notify the subscriber by paging the subscriber's beeper)
- (5) transfer to Custom Service
- (6) transfer to operator
- (7) return the caller to the top menu, allowing the caller to call another extension

## Intercept Routing—No Answer

A PBX feature that transfers an unanswered call to another extension or to the VPS.

## Intercom Paging

Available with APT/DPT Integration only. If a subscriber has set Intercom Paging, the VPS will page the subscriber and announce that he or she is receiving a call. The VPS can announce prerecorded caller names using the Caller Name Announcement feature, or prompt the caller to record his or her name and announce the recorded name. Pages can be heard through PT speakers or through external speakers connected to the PBX.

## **Interview Service**

Allows the VPS to "interview" a caller by playing a series of prerecorded questions and recording the caller's responses. Subscribers are able to record questions directly into their interview mailboxes. After a caller records his or her answers, the Message Waiting Lamp turns on at the subscriber's telephone. This feature is very useful for claims departments, order desks, job applications, etc.

## **Keypad**

The dial keys ([0]–[9], [\*], [#]) on a telephone.

## **LCD**

Liquid crystal display

## **Live Call Screening (LCS)**

Available with APT/DPT Integration only. Allows the subscriber to use his or her PT to monitor incoming calls as messages are being recorded. The subscriber has the option of answering calls while monitoring or allowing the message to be recorded without interruption.

## **Logical Extension (All Calls Transfer to Mailbox)**

An extension that always receives calls directly into its mailbox. This feature is used by subscribers who are often unavailable or who do not have a telephone.

## **Mailbox Capacity (recording time)**

The total length of time for all messages that can be recorded in a subscriber's mailbox. The System Administrator or System Manager can set each subscriber's maximum mailbox capacity. Each subscriber's mailbox capacity is determined by COS.

## **Mailbox Capacity Warning**

Allows the VPS to alert subscribers when recording time for their mailboxes are running low. The warning announcement will be heard at the beginning of Subscriber's Service.

## **Mailbox Group**

A preprogrammed list of subscriber mailboxes that can be used (by any subscriber) to deliver a message to several recipients in one operation.  
Up to 20 Mailbox Groups can be created.

## **Mailbox Number**

Normally the same number as the corresponding subscriber's extension number.

## **Message Envelope Setting**

Specifies when message envelopes (message date and time, name of the person who recorded or transferred the message, telephone number of the caller) are announced. Envelopes can be played back before or after messages automatically, or only when the subscriber presses [2] [3] during or after message playback.

## Message Manager

Mailbox 998. The person who takes care of message-related maintenance, such as General Delivery Mailbox maintenance, and recording and deleting messages (System Prompts, Company Greetings, Custom Service Menus, System Caller Names, etc.)

## Message Recovery

Allows a subscriber to change the status of a message from "deleted" to "old", preventing the message from being permanently deleted.

## Message Retention Time

Determines the number of days before a message is automatically deleted.

New Message Retention Time: Determines when new (unplayed) messages are deleted.

Saved Message Retention Time: Determines when old (played) messages are deleted.

## Message Retrieval Order

When a subscriber has several messages in his or her mailbox, determines whether messages are played back from newest to oldest (Last In First Out [LIFO] or from oldest to newest First In First Out [FIFO]).

## Message Transfer

Allows a subscriber to reroute a message to another mailbox and add his or her comments to the message if necessary. Receipt messages and messages originally marked as "private" cannot be transferred.

## Message Waiting Lamp

The lamp on a PT that lights when there are messages in the extension user's mailbox.

## Message Waiting Notification

Notifies subscribers and the Message Manager when they have received messages, by lighting the Message Waiting Lamp on their PTs, by calling a preprogrammed telephone number, or by paging a beeper.

## Multilingual Selection Menu

Allows callers to select the language they would like to hear for voice guidance (system prompts). 3 languages can be selected for the Multilingual Selection Menu of the KX-TVA50; 5 languages for the KX-TVA200.

## Non-Subscriber

A caller to the VPS who does not own a mailbox.

## Notification Method

(see "Message Waiting Notification")

## On Hold Announcement Menu

Allows callers in a queue to listen to the prerecorded announcement or music while they are on hold.

## **One-touch Two-way Transfer (One-touch TWT)**

Available with KX-TDA series and KX-TAW series PBXs using DPT Integration only. Allows a subscriber to record his or her telephone conversations into another subscriber's mailbox with a one-touch operation.

## **Operator**

3 different extensions can be assigned as operators for each time mode. Callers can be directed to an operator when they dial [0], when they have rotary or pulse telephones (and thus cannot dial while listening to VPS prompts), or when certain VPS features are programmed to direct callers to an operator.

## **Owner's Name**

Each mailbox has an owner's name (subscriber name), and there are 2 ways that these names are stored in the VPS.

First, subscribers can record their own names; the VPS can announce this recorded name during transfers, Intercom Paging, and when callers use the Dialing by Name feature.

Second, the System Administrator can assign a text name for each subscriber. This allows callers to dial subscribers extension's by name (Dialing by Name) rather than by number. For example, a caller can dial "S-M-I-T" (Smith) rather than Smith's mailbox number, which can be hard to remember.

## **Password**

A combination of numbers that protects a subscriber's mailbox from unauthorized access. If forgotten, the System Administrator or the System Manager can clear it so that the subscriber can select a new password.

## **Personal Custom Service**

Similar to a Custom Service, allows callers to perform specific functions by pressing dial buttons on their telephones while listening to the subscriber's Personal Greeting Message. A subscriber's Personal Custom Service can allow callers to connect themselves to another extension, mailbox, outside telephone (such as the subscriber's mobile phone), etc., without the assistance of an operator. Each subscriber can create his or her own Personal Custom Service.

## **Personal Greetings**

Subscribers can record 3 greeting messages that greet callers who are directed to their mailboxes. The Personal Greeting heard by callers depends on the status of the subscriber or VPS.

No Answer Greeting: Heard by callers when the subscriber does not answer.

Busy Signal Greeting: Heard by callers when the subscriber is busy.

After Hours Greeting: Heard by callers when the VPS is in night mode.

## **Personal Greeting for Caller ID**

Available with APT/DPT Integration only. A subscriber can record a maximum of 4 Personal Greeting messages that are played for callers whose telephone numbers (Caller ID numbers) have been assigned to a Personal Greeting for Caller ID. A maximum of 8 Caller ID numbers can be assigned to each greeting.



## **Personal Group Distribution List**

A preprogrammed list of subscriber mailboxes that can be used (by the subscriber who created the list) to deliver a message to several recipients in one operation. Each subscriber can create 4 Personal Group Distribution Lists. Each list can have 40 members.

## **Personal Programming**

Also known as Station Programming. PBX programming that is performed by an extension user to customize his or her extension's settings. In order to use certain VPS features, such as Live Call Screening (LCS), personal programming may be required.

## **PIN Call Routing**

Allows preferred callers to be directed to a specific extension, mailbox, or Custom Service when they enter their assigned PIN.

## **Playback Volume/Speed Control**

Allows subscribers to control playback volume and speed while listening to messages.

## **Port**

The point of connection between the PBX and the VPS.

## **Pound Sign**

The [#] key on the telephone keypad. Also known as the "hash sign".

## **Private Message**

A message designated by the sender as private. Private messages cannot be forwarded by the recipient.

## **Remote Call Forwarding Set**

Available with DPT Integration only. Allows subscribers and the Message Manager to program their extensions from a remote location to forward various types of calls (all calls, no answer, busy, etc.) to a desired extension, or to an outside telephone (Remote Call Forward to Outside).

## **Remote Call Forward to Outside**

Available with DPT Integration only. Allows subscribers and the Message Manager to program their extensions from a remote location to forward their calls to an outside telephone, if authorized.

## **Rewind**

Allows a subscriber to replay the last 4 seconds of a message.

## **Rotary Telephone**

A telephone that is not capable of emitting DTMF (touchtone) signals. Callers using rotary telephones will be automatically forwarded to an operator or the General Delivery Mailbox because they cannot dial numbers as directed by the VPS prompts.

## **Service Group**

A group of settings which determine how incoming calls are handled by the VPS. One of 8 call service groups is assigned to each VPS port or PBX outside line.

## **Service Mode**

Determines if incoming calls are handled by the VPS according to settings made for day mode, night mode, lunch mode, or break mode. The current mode can be changed automatically (either by the VPS or by the time mode settings of the PBX) or can be changed manually by the System Administrator and System Manager. Each Service Group is assigned a Service Mode.

## **Subscriber**

A person who has an assigned mailbox.

## **Subscriber Tutorial**

Guides subscribers through the mailbox configuration process the first time they access their mailboxes. The subscriber's password, owner's name, and No Answer Greeting can be configured using the Subscriber Tutorial.

## **System Administration**

Includes system programming, diagnosis, system prompt administration, etc. They are performed by the System Administrator, using a PC running the KX-TVA Maintenance Console software. System Administration can be performed locally (on-site) by connecting to the VPS via USB or LAN, or remotely (off-site) by connecting to the VPS via the optional modem card.

## **System Administrator**

Is the person responsible for programming the most essential VPS settings. Unlike the Message Manager and the System Manager, who use a telephone to perform their duties, the System Administrator uses a PC running the KX-TVA Maintenance Console software to program the VPS. The System Administrator's handbook is the Programming Manual. Only one programming session is possible at a time.

## **System External Message Delivery Duration Time**

Specifies the maximum telephone connection time allowed for External Message Delivery. Prevents excessive telephone charges.

## **System Manager**

Mailbox 999. The person who can perform a subset of the items that can be programmed by the System Administrator. The System Manager, using a telephone connected to the VPS, can create/delete mailboxes, clear subscriber passwords when they are forgotten, set Class of Service parameters, set the System Clock, etc.

## System Prompt

Recorded voice guidance messages that help subscribers and callers use VPS features. Over 1000 prompts are prerecorded in the VPS.

The System Administrator and Message Manager can rerecord prompts as necessary.

The System Administrator and the Message Manager can turn system prompts on and off as needed. Each system prompt has a unique number.

## System Report

The System Administrator or the System Manager can generate various System Reports to monitor the status of the VPS.

## System Security

By default, the System Manager and Message Manager cannot access the VPS from their telephones until the System Administrator sets their passwords and allows them to access the VPS via their telephones. The System Manager and Message Manager must always enter their passwords in order to access the VPS.

The System Administrator can also choose to set a default password for subscriber's mailboxes. If this setting is enabled, a default password is automatically assigned when mailboxes are created.

## Temporary Personal Greeting

A special greeting that, if recorded by a subscriber, is heard by callers instead of the subscribers other Personal Greetings. Often used to inform callers of a temporary absence. A common example might be, "This is (name). I'm out of the office this week...".

## Time Synchronization

Available with DPT Integration only. When the date and time is set for the PBX or when DPT Integration is established, date and time data is sent from the PBX to the VPS.

## Timed Reminder Setting

Available with DPT Integration only. Allows a subscriber to set a Timed Reminder by following system prompts provided by the VPS. Timed Reminder is a PBX feature that is similar to an alarm clock; the telephone will ring at the set time (once or daily) as set by the subscriber or Message Manager.

## Toll Saver

Allows a subscriber to check his or her mailbox for new messages by calling the VPS from a preprogrammed Caller ID number, by dialing a preprogrammed DID number, or by dialing a telephone number that connects the call to a preprogrammed outside line of the PBX. Toll Saver is a cost-saving feature that lets the subscriber know if he or she has new messages by the number of rings heard before the VPS answers the outside call from the subscriber. If the VPS does not answer the call within a preprogrammed number of rings, the subscriber can disconnect the call and thus avoid telephone charges.

### **Two-way Record**

Available with APT/DPT Integration only. Allows a subscriber to record his or her telephone conversations into his or her mailbox.

### **Two-way Transfer**

Available with APT/DPT Integration only. Allows a subscriber to record his or her telephone conversations into another subscriber's mailbox. The subscriber must specify the desired extension number when using this feature.

### **Unlimited Message Length**

Allows a subscriber to record telephone conversations of an unlimited length of time when using Two-way Record and Two-way Transfer. The maximum recording time for other messages will be automatically set to 60 minutes.

### **Urgent Message**

A message designated by the sender as urgent. Urgent messages are played back before other messages when the recipient listen to his or her messages.

### **VM Menu**

Available with KX-TDA series PBXs using DPT Integration only. Displays VPS text prompts on the display of a compatible PT, allowing the subscriber to operate the VPS by following text prompts and pressing soft buttons and the Navigator Key. Voice prompts are not used.

### **Voice Mail**

A general term used for messages recorded by the VPS and stored in subscriber mailboxes.

### **VPS**

A Voice Processing System, such as the Panasonic KX-TVA50, and KX-TVA200.

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