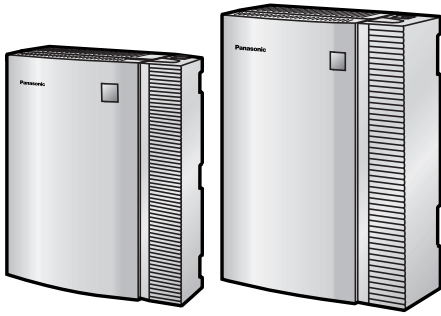


# Panasonic



## Voice Processing System

## Feature Manual

---

KX-TVM50

Model KX-TVM200



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-TVM50/KX-TVM200: Version 1.0**

---

# Introduction

## About this Manual

This Feature Manual is designed to serve as an overall reference describing the features of the Panasonic Voice Processing System. It explains what this VPS can do, and how to obtain the most of its many features.

The Feature Manual is divided into the following sections:

### Section 1, Voice Processing System Overview

Provides an introduction to the Voice Processing System.

### Section 2, Features

Describes the PBX integration features, system features, subscribers features, and system setting features.

### Section 3, Programming Instructions

Describes the programming that can be performed by the System Manager and Message Manager.

### Glossary

An alphabetical listing of features, terms, and abbreviations, as well as their definitions.

### Index

An alphabetical listing of features and terms, as well as the page numbers of related sections.

## About the Other Manuals

### Installation Manual

The Voice Processing System Installation Manual provides instructions for installing the VPS hardware, configuring the connected PBX for use with the VPS, and getting started with the KX-TVM Maintenance Console software. Relevant sections from the Installation Manual are listed throughout this manual for your reference.

### Programming Manual

The Voice Processing System Programming Manual is an overall reference for programming the VPS using KX-TVM Maintenance Console. It explains how to use KX-TVM Maintenance Console and obtain the most out of system administration. Sections from the Programming Manual are listed throughout this manual for your reference.

### Subscriber's Manual

The Voice Processing System Subscriber's Manual describes how subscribers can access commonly used VPS features and functions with their extensions and mailboxes. Relevant sections from the Subscriber's Manual are listed throughout this manual for your reference.

## Note

- This manual may refer to products not available in your country/area.
- Model number suffixes are omitted throughout this manual.

- 
- For KX-TD500, KX-TDA series PBXs, the term "trunk" used in this manual indicates a trunk group.
  - Depending on the model and/or the software version of the connected PBX, you may not be able to utilise some of APT/DPT Integration features described in this manual. For more information, consult your dealer.
  - Every system programming setting can be accessed using a PC and the Panasonic KX-TVM Maintenance Console software. For programming details, refer to the on-line help which is installed along with KX-TVM Maintenance Console.

---

# Table of Contents

<b>1</b>	<b>Voice Processing System Overview .....</b>	<b>7</b>
1.1	What is a VPS? .....	8
1.1.1	Introduction to VPS Features .....	8
1.1.2	Basic Features .....	8
1.2	System Administration, Management, and Use .....	9
1.2.1	System Administration .....	9
1.2.2	System Management .....	9
1.2.3	Subscriber Use.....	9
<b>2</b>	<b>Features .....</b>	<b>11</b>
2.1	PBX Integration Features .....	12
2.1.1	Integration Types .....	12
2.2	System Features .....	14
2.2.1	Alternate Extension Group .....	14
2.2.2	Auto Forwarding .....	14
2.2.3	Automated Attendant .....	15
2.2.4	Broadcasting Messages.....	15
2.2.5	Busy Coverage Mode.....	15
2.2.6	Call Services .....	17
2.2.7	Call Transfer to Outside .....	17
2.2.8	Caller ID Call Routing (APT/DPT Integration Only).....	18
2.2.9	Caller ID Screening (APT/DPT Integration Only) .....	18
2.2.10	Caller Name Announcement—Personal (APT/DPT Integration Only) .....	19
2.2.11	Caller Name Announcement—System (APT/DPT Integration Only) .....	19
2.2.12	Class of Service (COS) .....	20
2.2.13	Company Greeting .....	21
2.2.14	Company Name .....	21
2.2.15	Covering Extension .....	22
2.2.16	Custom Service.....	22
2.2.17	Daylight Saving Time Assignment.....	23
2.2.18	Dialling by Name .....	23
2.2.19	DID Call Routing (DPT Integration Only) .....	24
2.2.20	E-mail Integration .....	24
2.2.21	Extension Group .....	26
2.2.22	Fax Management .....	26
2.2.23	Hold.....	26
2.2.24	Holiday Service .....	27
2.2.25	Intercom Paging (APT/DPT Integration Only) .....	27
2.2.26	Interview Service.....	28
2.2.27	List All Names .....	28
2.2.28	Logical Extension (All Calls Transfer to Mailbox) .....	29
2.2.29	Message Delivery, Internal.....	29
2.2.30	Message Reception Mode .....	30
2.2.31	Message Waiting Notification—Device .....	30
2.2.32	Message Waiting Notification—Lamp .....	31
2.2.33	Multilingual Service .....	31
2.2.34	No Answer Coverage Mode .....	32

2.2.35	On Hold Announcement Menu .....	32
2.2.36	Operator Service .....	33
2.2.37	PIN Call Routing .....	33
2.2.38	Play System Prompt After Personal Greeting.....	34
2.2.39	Port Service .....	34
2.2.40	Rotary Telephone Service .....	35
2.2.41	Service Access Commands .....	35
2.2.42	Service Group .....	36
2.2.43	System Clock.....	36
2.2.44	System Prompts .....	37
2.2.45	Time Service .....	37
2.2.46	Trunk Service (Universal Port) (APT/DPT Integration Only).....	38
2.2.47	Voice Mail Service .....	38
<b>2.3</b>	<b>Subscribers Features .....</b>	<b>39</b>
2.3.1	Auto Receipt .....	39
2.3.2	Automatic Log-in (APT/DPT Integration Only) .....	40
2.3.3	Autoplay New Message .....	40
2.3.4	Bookmark .....	42
2.3.5	Call Transfer Status .....	43
2.3.6	Callback Number Entry.....	43
2.3.7	Caller ID Callback (APT/DPT Integration Only) .....	44
2.3.8	Calling a Beeper (Pager) .....	44
2.3.9	Delete Message Confirmation .....	45
2.3.10	External Message Delivery List .....	45
2.3.11	External Message Delivery Service.....	46
2.3.12	Group Distribution List—Personal .....	46
2.3.13	Group Distribution List—System .....	47
2.3.14	Incomplete Call Handling Service .....	47
2.3.15	Live Call Screening (APT/DPT Integration Only) .....	48
2.3.16	Mailbox .....	48
2.3.17	Mailbox Capacity Warning .....	50
2.3.18	Message Transfer .....	50
2.3.19	One-touch Two-way Transfer (DPT Integration Only) .....	51
2.3.20	Personal Custom Service .....	51
2.3.21	Personal Greeting for Caller ID (APT/DPT Integration Only) .....	52
2.3.22	Personal Greetings .....	52
2.3.23	Playback Volume/Speed Control .....	53
2.3.24	Private Message .....	53
2.3.25	Receive Message .....	54
2.3.26	Recovery Message .....	54
2.3.27	Remote Call Forwarding Set (DPT Integration Only) .....	55
2.3.28	Subscriber Tutorial.....	56
2.3.29	Temporary Personal Greeting.....	57
2.3.30	Timed Reminder Setting (DPT Integration Only) .....	57
2.3.31	Toll Saver (APT/DPT Integration Only) .....	58
2.3.32	Two-way Record (APT/DPT Integration Only) .....	59
2.3.33	Two-way Transfer (APT/DPT Integration Only) .....	59
2.3.34	Unlimited Message Length .....	60
2.3.35	Urgent Message .....	60
2.3.36	VM Menu (DPT Integration Only) .....	61



---

<b>2.4</b>	<b>System Setting Features .....</b>	<b>62</b>
2.4.1	Auto Configuration (APT/DPT Integration Only).....	62
2.4.2	Custom Service Builder .....	62
2.4.3	Default Mailbox Template .....	62
2.4.4	Password Administration .....	63
2.4.5	Recording by System Administrator.....	63
2.4.6	Service Mode .....	64
2.4.7	System Reports .....	64
2.4.8	System Security .....	65
2.4.9	System Backup/Restore.....	65
2.4.10	Time Synchronisation (DPT Integration Only).....	65
2.4.11	Utility .....	65
<b>3</b>	<b>Programming Instructions.....</b>	<b>67</b>
<b>3.1</b>	<b>System Manager's Guide.....</b>	<b>68</b>
3.1.1	Logging in to the System Manager's Mailbox.....	68
3.1.2	Setting Up Mailboxes .....	70
3.1.3	Setting Class of Service (COS) Parameters .....	73
3.1.4	Setting the System Clock .....	78
3.1.5	Changing the Service Mode Setting .....	79
3.1.6	Changing the Company Greeting and Incoming Call Service Setting.....	81
3.1.7	Delivering Messages.....	83
3.1.8	Changing the System Manager's Password.....	85
<b>3.2</b>	<b>Message Manager's Guide .....</b>	<b>86</b>
3.2.1	Logging in to the Message Manager's Mailbox .....	86
3.2.2	Managing the General Delivery Mailbox .....	88
3.2.3	Setting Up Message Waiting Notification .....	90
3.2.4	Customising the Message Manager's Mailbox .....	93
3.2.5	Setting the System Clock .....	95
3.2.6	Recording Messages .....	96
3.2.7	Remote Call Forwarding Set .....	100
3.2.8	Setting the Timed Reminder .....	102
3.2.9	List of Prompts for Voice Mail and AA Service.....	103
	<b>Glossary .....</b>	<b>105</b>
	<b>Index .....</b>	<b>117</b>

---

## ***Section 1***

# ***Voice Processing System Overview***

# 1.1 What is a VPS?

## 1.1.1 Introduction to VPS Features

### Description

The VPS handles incoming and outgoing calls. When a call comes in, it answers, forwards to appropriate extensions, takes and stores messages, and notifies subscribers when messages are left. Subscribers may send and transfer messages to other subscribers within the VPS. The VPS is easy to use, providing voice guidance (referred to as "system prompts") to callers, directing them to press certain buttons to access desired features.

Unlike handwritten messages or those left with answering services, VPS messages are confidential; they are stored in a mailbox and retrieved only with the subscriber's password. Other advantages of the VPS are clarity and accuracy, which are commonly lacking with written messages. The messages come directly from the caller, in the caller's own voice. To further ensure accuracy, the VPS allows the sender to correct or change messages before saving them. Messages can be erased or transferred by the recipient.

## 1.1.2 Basic Features

### Description

#### Greeting Callers

The VPS greets callers with a prerecorded message that includes directions for leaving and editing messages. The VPS can list single-digit numbers for each available extension or mailbox. Callers who know the extension of the person they wish to reach may dial the extension number at any time. Callers with rotary phones are transferred to a preprogrammed destination, which is normally an operator or the General Delivery Mailbox.

#### Sending Messages

Callers can review and edit messages before leaving them in a mailbox. Subscribers can send messages to an individual or to several mailboxes at once. Extension users can also receive verification when messages they send to other subscribers have been received.

#### Receiving Messages

Subscribers can receive messages from outside callers and other subscribers. The total amount of recording time for all messages, as well as the maximum length of each message may be limited by the subscriber's Class of Service (COS). The VPS can notify subscribers when they have new messages by sending a beeper (pager) page, an e-mail, and even by calling subscribers' home or mobile phones. For subscribers who are on premises, the VPS can also light the message waiting lamp on their extension telephones. Subscribers can choose their preferred notification method.

If the VPS is connected to the PBX using APT/DPT Integration, subscribers can press a preprogrammed button to record their telephone conversations into their own mailboxes or into other subscribers' mailboxes.



## 1.2 System Administration, Management, and Use

### 1.2.1 System Administration

#### Description

System administration (programming, diagnosis, system prompt administration, etc.) can be performed with a PC running the KX-TVM Maintenance Console software. For more information, refer to the Programming Manual.

### 1.2.2 System Management

#### Description

System management can be performed with an extension telephone by the system manager and the message manager. For more information, see Section 3 Programming Instructions.

An example of items which are programmed by the system manager include:

- Creating, editing, deleting, and resetting mailboxes
- Class of Service (COS) settings
- Service mode settings
- Changing the company greeting

An example of items which are programmed by the message manager include:

- General Delivery Mailbox maintenance
- Message notification settings
- Recording/deleting messages (system prompts, company greetings, custom service menus, system caller names, etc.)

### 1.2.3 Subscriber Use

#### Description

PBX users who are assigned a mailbox in the VPS are called subscribers. Subscribers can customise their mailboxes in the following ways:

- Sets their password
- Records their names
- Records Personal Greetings
- Enters Personal Group Distribution Lists
- Sets Personal Custom Service
- Sets Call Transfer Status
- Sets Covering Extensions
- Sets Message Reception Mode
- Sets Incomplete Call Handling Status
- Sets Message Waiting Notification
- Records questions for an interview mailbox



---

## ***Section 2***

### ***Features***

## 2.1 PBX Integration Features

### 2.1.1 Integration Types

#### Description

In order for the VPS to function, it must be integrated with the PBX it serves. The type of integration that is used determines how voice (caller messages, VPS prompts, etc.) and data (extension status, button presses, etc.) are sent between the VPS and the PBX.

Depending on the model and/or the software version of the connected PBX, you may not be able to utilise some of the features. For more information, consult your dealer.

#### DPT Integration

When the VPS and PBX use DPT Integration, voices and data are sent digitally. DPT Integration provides certain VPS features which are not available with analogue integration (i.e., Inband Integration), including:

- Auto Configuration
- Automatic Log-in
- Caller ID Call Routing
- Caller ID Screening
- DID Call Routing \*
- Caller Name Announcement (System/Personal)
- Intercom Paging
- Live Call Screening
- Personal Greeting for Caller ID
- Service Mode (PBX Control Mode)
- Trunk Service (Universal Port)
- Remote Call Forwarding Set \*
- Time Synchronisation with PBX \*
- Timed Reminder Setting \*
- Two-way Record
- Two-way Transfer

\* available for DPT Integration only

#### APT Integration (KX-TVM50 only)

When the VPS and PBX use APT Integration, voices are sent using analogue technology, and data is sent digitally. APT Integration provides certain VPS features which are not available with analogue integration (i.e., Inband Integration), including:

- Auto Configuration
- Automatic Log-in (except DID setting)
- Caller ID Call Routing
- Caller ID Screening
- Caller Name Announcement (System/Personal)
- Intercom Paging
- Live Call Screening

- Personal Greeting for Caller ID
- Service Mode (PBX Control Mode)
- Trunk Service (Universal Port)
- Two-way Record
- Two-way Transfer
- Toll Saver

### **Inband Integration (KX-TVM50 only)**

When the VPS and PBX use Inband Integration, voices are sent using analogue technology and data is sent to the VPS through the use of standard audio signals, such as DTMF tones, busy signals, ringback tones, etc.

## 2.2 System Features

### 2.2.1 Alternate Extension Group

#### Description

A group of extensions that require a different call transfer sequence than other extensions and are therefore placed into a separate group.

#### Programming Manual References

"Alternate Extension" in 2.4.3 Parameters

### 2.2.2 Auto Forwarding

#### Description

Moves or copies unplayed messages from one mailbox to another after a specified period of time has passed. This feature is only available when "Yes" is set for "Active" in "2.1.6 Auto Forwarding" in Mailbox Settings. A message can be forwarded up to 9 times, and forwarding stops at the 9th designated mailbox. Note that you cannot auto forward messages to the Mailbox Group, and messages marked as "private" cannot be forwarded. Also, a message is never forwarded to the original sender of the message.

#### Programming Manual References

2.1.6 Auto Forwarding



## 2.2.3 Automated Attendant

### Description

Allows you to direct incoming calls without the use of an operator. Automated Attendant (AA) answers incoming calls and redirects them to the desired extension based on numbers dialed by callers. The service can be programmed for Day, Night, Lunch, and Break time modes, and is available for both Port and Trunk Services. When calls from extensions are transferred to other subscribers, "Transferring you to <name>" can be heard by callers before the calls are transferred. This feature is not available when the name of called party is not recorded. Also, a caller can listen to all subscriber names and select the desired extension when both name and extension number are stored/recorded in the VPS.

### Installation Manual References

6.2.2 Automated Attendant Service

### Programming Manual References

"Automated Attendant" in 2.4.3 Parameters

## 2.2.4 Broadcasting Messages

### Description

Allows the System Manager to deliver the same message to all VPS subscribers' mailboxes simultaneously. Broadcast Messages have priority over other regular or urgent messages during playback, but otherwise are treated like regular messages. They are not treated as "Urgent" messages; if "Only Urgent Messages" is selected as the Notification Type in the Notification Schedule setting, the Message Waiting Notification is not activated when a Broadcast Message is received.

### Conditions

- This feature is only available to the System Manager.

### Feature Manual References

"Delivering Messages to All Mailboxes (Broadcasting Messages)" in 3.1.7 Delivering Messages

## 2.2.5 Busy Coverage Mode

### Description

Specifies how the VPS will handle calls to an operator when the line is busy. The Busy Coverage options that are available include: Hold, No Answer Coverage, Call Waiting, and Disconnect Message.

### Programming Manual References

"Busy Coverage Mode" in 2.4.3 Parameters

## 2.2.6 Call Services

### Description

Include a series of both incoming and outgoing call services.

**Incoming Call Services:** Automated Attendant Service, Voice Mail Service, Interview Service, Custom Service.

**Outgoing Call Services:** Message Waiting Notification and External Message Delivery.

### Programming Manual References

"Call Service" in 2.3.1 Service Group

## 2.2.7 Call Transfer to Outside

### Description

Enables the VPS to transfer a call to a trunk from the following services:

- Custom Service
- Call Transfer Service
- Personal Custom Service
- Caller ID Callback

### Conditions

- This feature is not supported when the PBX cannot transfer incoming trunk calls to a trunk. The following PBXs do not support this feature:
  - KX-TA series
  - KX-TDA series (Version 1.1 or later is required.)

### Programming Manual References

"Call Transfer to Outside" in 2.2.2 Personal Options

"Transfer to Outside" in 2.5.4 Parameters

### Feature Manual References

3.1.3 Setting Class of Service (COS) Parameters

### Subscriber's Manual References

5.15 Assigning and Cancelling Telephone Numbers for Call Transfer to Outside Line

### 2.2.8 Caller ID Call Routing (APT/DPT Integration Only)

#### Description

Allows the System Administrator to store a maximum of 200 telephone numbers and assign a specific destination (extension, mailbox, Mailbox Group, or Custom Service) to each telephone number. When Caller ID information is received that matches one of the stored telephone numbers, the call is automatically directed to its destination. Calls that are "Private" (when the caller's number is not received) and "Out of Area" (when the caller is calling from an area that does not support Caller ID) can also be directed to a specific extension, mailbox or Custom Service.

#### Conditions

- The Company Greetings will not be played for callers when calls are routed by this feature.

#### Programming Manual References

2.4.1 Caller ID/DID/PIN Call Routing

### 2.2.9 Caller ID Screening (APT/DPT Integration Only)

#### Description

Allows the VPS to announce the name of the caller when transferring a call to an extension from a preprogrammed caller. (Ex. "You have a call from [name of caller].") Caller names must be recorded beforehand. Caller names can be recorded by each subscriber (Caller Name Announcement—Personal) and for the entire VPS (Caller Name Announcement—System).

#### Conditions

- This feature is only available when "Yes" is set for "Caller ID Screen" in the Class of Service (COS) settings.
- If the same telephone number is programmed for both the system and personal caller name announcement, the VPS will announce the personal caller name.

#### Programming Manual References

"Caller ID Screen" in 2.2.2 Personal Options

#### Feature Manual References

2.2.10 Caller Name Announcement—Personal (APT/DPT Integration Only)

2.2.11 Caller Name Announcement—System (APT/DPT Integration Only)

3.1.3 Setting Class of Service (COS) Parameters

## 2.2.10 Caller Name Announcement—Personal (APT/DPT Integration Only)

### Description

Allows subscribers to store a maximum of 30 telephone numbers and record a caller name for each telephone number. The caller name is announced when playing a message in their mailbox from one of the preprogrammed callers, when the VPS directs a call to the subscriber from one of the preprogrammed callers (Caller ID Screening), and when the VPS pages the subscriber by intercom (Intercom Paging).

### Conditions

- If the same telephone number is programmed for both the system and personal caller name announcement, the VPS will announce the personal caller name.

### Programming Manual References

"Number of CIDs for Caller Name Announcement" in 2.2.1 Class of Service

### Feature Manual References

3.1.3 Setting Class of Service (COS) Parameters

### Subscriber's Manual References

5.11 Personal Caller Name Announcement

## 2.2.11 Caller Name Announcement—System (APT/DPT Integration Only)

### Description

Allows the System Administrator to store a maximum of 200 telephone numbers and record a caller name for each telephone number. The caller name is announced when playing a message in their mailbox from one of the preprogrammed callers, when the VPS transfers a call to the subscriber from one of the preprogrammed callers (Caller ID Screening), and when the VPS pages the subscriber by intercom (Intercom Paging).

### Conditions

- If the same telephone number is programmed for both the system and personal caller name announcement, the VPS will announce the personal caller name.

### Programming Manual References

2.5.3 System Caller Name Announcement

### Feature Manual References

3.1.3 Setting Class of Service (COS) Parameters

"Recording System Caller Names" in 3.2.6 Recording Messages

## 2.2.12 Class of Service (COS)

### Description

Each mailbox is assigned a Class of Service (COS) that determines the set of services that are available to its subscriber.

There are 64 classes. Mailboxes can be assigned to their own or to the same COS as needed. COS No. 63 and 64 are assigned by default to the Message Manager and to the System Manager, respectively. No other mailboxes can be assigned to COS No. 63 and 64.

### Conditions

- The System Administrator (using a PC) and the System Manager (using a telephone) can change COS assignments.

### Programming Manual References

2.2 Class of Service

### Feature Manual References

"Creating and Editing a Mailbox" in 3.1.2 Setting Up Mailboxes

3.1.3 Setting Class of Service (COS) Parameters



## 2.2.13 Company Greeting

### Description

Is a prerecorded message designed to greet all incoming callers and provide relevant information. A maximum of 32 Company Greetings can be recorded, and a Company Greeting can be assigned for each time mode (day, night, lunch, and break) and holiday for each Service Group. The start time of morning greeting, afternoon greeting, and evening greeting can be set.

### Conditions

- The System Manager can change the Company Greeting setting remotely by simply calling the VPS (see 3.1.6 Changing the Company Greeting and Incoming Call Service Setting).
- The System Administrator can assign specific greetings for holidays.

### Programming Manual References

"Company Greeting No." in 2.3.1 Service Group

"Company Greeting No." in 2.4.2 Holiday Settings

"Daily Hours Setting" in 2.5.4 Parameters

### Feature Manual References

3.1.6 Changing the Company Greeting and Incoming Call Service Setting

3.2.6 Recording Messages

### Subscriber's Manual References

4.4 Receiving External Delivery Messages

## 2.2.14 Company Name

### Description

Is used by External Message Delivery Service when the intended receiver enters the password incorrectly 3 times. The VPS announces the Company Name so that the receiver realises what company placed the call to him or her.

### Feature Manual References

3.2.6 Recording Messages

### 2.2.15 Covering Extension

#### Description

Forwards calls to a second extension when the first extension's subscriber is not available to take the call. The caller can also access the Covering Extension by pressing [0] while a Personal Greeting is being played, or while leaving a message.

#### Programming Manual References

"Covering Extension" in 2.1.3 Mailbox Parameters

#### Subscriber's Manual References

5.3 Assigning Your Covering Extension

### 2.2.16 Custom Service

#### Description

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

Custom Service Messages ("Press 1 for Sales, press 2 for Service...", etc.) can be recorded by the System Administrator or the Message Manager, and can be recorded in several languages if needed. The System Administrator can create a maximum of 100 Custom Services.

Common uses for Custom Services include:

- callers press a button to connect themselves with the desired destination
- callers press buttons to navigate through a series of other Custom Services before being connected with the desired destination
- callers enter PIN numbers to connect themselves with the desired destination (PIN Call Routing)
- callers enter the first few letters of the desired parties (Dial by Name) to connect themselves with the desired destination

#### Programming Manual References

2.7.8 Custom Service Report

2.4.4 Custom Service

#### Feature Manual References

"Recording Menus and Voice Labels" in 3.2.6 Recording Messages

## 2.2.17 Daylight Saving Time Assignment

### Description

Adjusts the VPS's clock on the preprogrammed days for Daylight Saving Time. Both a start and end date for Daylight Saving Time must be programmed.

### Programming Manual References

"Daylight Saving Time" in 2.5.4 Parameters

## 2.2.18 Dialling by Name

### Description

Allows the caller to be connected to the desired subscriber's mailbox or extension by searching for the subscriber by name. Using the dialling keys, the caller can enter the first few letters of the subscriber's first and/or last name. The VPS searches for possible matches and offers to connect the caller with the subscriber. Subscriber names are included or excluded from the Directory Listing according to their Class of Service (COS).

### Conditions

- The System Administrator can change the Name Entry Mode (first, last, or full name entry) in Service Settings.

### Programming Manual References

"First Name" and "Last Name" in 2.1.3 Mailbox Parameters

"Directory Listing" in 2.2.2 Personal Options

### 2.2.19 DID Call Routing (DPT Integration Only)

#### Description

Allows the System Administrator to store a maximum of 200 DID numbers and assign a specific destination (extension, mailbox, Mailbox Group, or Custom Service) to each telephone number. When a DID number is received that matches one of the stored telephone numbers, the call is automatically directed to its destination.

#### Conditions

- The Company Greetings will not be played for callers when calls are routed by this feature.
- This feature is only available for the following PBXs using DPT Integration.
  - KX-TD500: Software production date code 040901 or later. (KX-TD500C: Q951AB or higher, KX-TD500RU: Q971AB or higher, all other: Q271AD or higher)
  - KX-TDA series (Version 1.1 or higher)

#### Programming Manual References

2.4.1 Caller ID/DID/PIN Call Routing

### 2.2.20 E-mail Integration

#### Description

Enables subscribers (including the message manager) to be notified by e-mail when they have new messages. The notification will contain the message sender's information, the length of the message, and the number of messages (new/old). Subscribers can choose to have the voice message attached to the e-mail notification, and can also select to have the voice message deleted after it has been sent by e-mail. Subscribers must designate their e-mail addresses (up to 3 addresses) and usernames beforehand.

#### Conditions

- The System Administrator can enable or disable this feature for each mailbox, and can customise the time frame during which notifications are sent. For example, if the System Administrator sets the time frame for Monday to Friday between 9AM and 5PM, e-mail notifications will be sent only during those hours.
- When sending e-mails with long voice messages, note the followings, and confirm the e-mail settings (for setting of the length of the voice message, see "Maximum Message Length" in 2.5.4 Parameters in the Programming Manual).
  - a) If you attach a voice message that is longer than the "Maximum Message Length", the surplus parts of the message may be discarded when sending the e-mail.
  - b) E-mail with a voice message cannot be sent depending on e-mail settings of a sender and a receiver.
  - c) When it is selected to delete the original voice message after sending by e-mail, and the e-mail fails in being sent, the original message would be lost. For the setting of deleting the original message after sending, see "Time Frame" in E-mail Schedule in the Programming Manual.

- If there are any errors when the VPS tries to send e-mail messages, error messages will be sent to the preset e-mail address (see "Mail Address " in "2.5.4 Parameters" in the Programming Manual).

### Programming Manual References

2.1.11 E-mail Option

"E-mail Integration" in 2.5.4 Parameters

2.7.13 E-mail Report

### Subscriber's Manual References

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

### 2.2.21 Extension Group

#### Description

An Extension Group is a group of extensions that share a common mailbox. Extension Groups are created by the System Administrator. Each group has an Extension Group number. There are 20 group lists available, and each group list can have a maximum of 100 members.

#### Programming Manual References

2.5.2 Extension Group

### 2.2.22 Fax Management

#### Description

Allows the VPS to automatically direct incoming faxes to a specific destination (i.e., fax machine). A maximum of 2 fax destinations (main and alternate) can be assigned. Outside callers can also reach a fax machine via Custom Service selection, if programmed.

A mailbox can be assigned as the Fax Manager, allowing this person to receive notification when a fax is received.

#### Programming Manual References

"Fax Management" in 2.5.4 Parameters

2.7.6 Fax Call Report

### 2.2.23 Hold

#### Description

Provides the caller with the option of temporarily going on hold when the called extension is busy. The VPS automatically recalls the extension after a specified period of time. When several callers are holding for the same extension, callers are connected to the extension in the order in which they originally called.

#### Programming Manual References

"Call Hold Mode" in 2.4.3 Parameters



## 2.2.24 Holiday Service

### Description

Allows the VPS to override the normal settings assigned for the appropriate trunk/port service by playing a special holiday greeting. (Ex. "Happy New Year! Our office is closed today. If you wish to record a message, please press 1 now".) A maximum of 20 holidays can be programmed. A holiday can be a specific day or range of days.

### Conditions

- Holidays cannot overlap.

### Programming Manual References

2.4.2 Holiday Settings

## 2.2.25 Intercom Paging (APT/DPT Integration Only)

### Description

Allows callers to page subscribers by PBX paging (there are different kinds of PBX paging, and these can be specified by VPS programming) when the subscribers have set Intercom Paging for Call Transfer or when the subscribers have set Intercom Paging for Incomplete Call Handling. The caller is briefly placed on hold while the VPS announces the page and until the subscriber answers the page. The subscriber can answer the page from any extension using the paging answer code; this code is specified in the PBX User Manual. If Caller ID information is received and the caller's name has been recorded for the Caller Name Announcement feature, the name will be announced at the end of the page.

### Conditions

- If the same telephone number is programmed for both the system and personal caller name announcement, the VPS will announce the personal caller name.
- To utilise this feature, follow the procedure below.
  1. Open KX-TVM Maintenance Console. Click **Class of Service**, select a COS number to edit, and click **Edit COS....** In COS Parameters, select an Intercom Paging Group (1–32/All) in "Intercom Paging Group (1–32/All)". If set to "All", the Intercom Paging feature is activated for all.
  2. In KX-TVM Maintenance Console, click **System Parameters** and select **Parameters** in the bottom of the screen. In Intercom Paging Parameters, adjust "No Answer Time for Intercom Paging (1–30 s)" to your preference. For the Intercom Paging Group you selected in Step 1, set the "Paging Code" for All Groups or the selected group.

### Programming Manual References

"Intercom Paging Group" in 2.2.1 Class of Service

"Intercom Paging Parameters" in 2.5.4 Parameters

### 2.2.26 Interview Service

#### Description

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.

#### Installation Manual References

6.2.3 Interview Service

#### Programming Manual References

"Interview Mailbox" in 2.1.3 Mailbox Parameters

#### Feature Manual References

"Creating and Editing a Mailbox" in 3.1.2 Setting Up Mailboxes

#### Subscriber's Manual References

5.4 Interview Mailbox

### 2.2.27 List All Names

#### Description

Allows callers to listen to all of subscriber's name and their extension number in Automated Attendant Service or Custom Service.

#### Conditions

- This feature is only available in the following conditions:
  - a)** subscriber's name is recorded.
  - b)** subscriber's extension number is set.
  - c)** "Yes" is set for "Directory Listing" in the Class of Service (COS) settings.
- To return to previous menu in Automated Attendant Service or Custom Service, press ✖.

#### Programming Manual References

"Automated Attendant" in 2.4.3 Parameters

2.4.4 Custom Service

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

### Description

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

### Programming Manual References

"All Calls Transfer to Mailbox" in 2.1.3 Mailbox Parameters

### Feature Manual References

"Creating and Editing a Mailbox" in 3.1.2 Setting Up Mailboxes

## 2.2.29 Message Delivery, Internal

### Description

Allows the VPS to automatically deliver a single message to multiple mailboxes.

### Feature Manual References

2.3.12 Group Distribution List—Personal

2.3.13 Group Distribution List—System

### 2.2.30 Message Reception Mode

#### Description

Determines whether incoming calls are directed to the subscriber's regular mailbox or interview mailbox.

This mode is effective for: Incomplete Call Handling Service (when the subscriber's line is busy, when the subscriber cannot take the call, or when the subscriber has enabled Call Blocking), and when the transfer destination of calls is set to a Logical Extension.

#### Programming Manual References

"All Calls Transfer to Mailbox" in 2.1.3 Mailbox Parameters

#### Feature Manual References

2.2.26 Interview Service

2.2.28 Logical Extension (All Calls Transfer to Mailbox)

#### Subscriber's Manual References

5.5 Message Reception Mode

### 2.2.31 Message Waiting Notification—Device

#### Description

Automatically calls a preprogrammed telephone number or beeper (pager) number when subscribers have new messages. New messages will be automatically played back when the subscriber answers the call. When a beeper (pager) is called, the subscriber must call the VPS and log in to his or her mailbox to listen to the messages. Notification can be scheduled either for a maximum of 2 times during any 24 hour period.

#### Conditions

- Notification can be sent for all messages, or for only urgent messages depending on the preprogrammed "Notification Type". When set to "Only Urgent Messages", the device is called whenever an urgent message is recorded in the mailbox.
- Subscribers can programme a maximum of 3 telephones or beepers (pagers) for use with this feature. The VPS will recall the preprogrammed telephone a specified number of times if the call is not answered. If the first device cannot be called, the second (then third) device will be called.

#### Programming Manual References

2.1.4 Notification Parameters

"Message Waiting Notification" in 2.5.4 Parameters

## Feature Manual References

3.2.3 Setting Up Message Waiting Notification

## Subscriber's Manual References

5.8 Message Waiting Notification

## 2.2.32 Message Waiting Notification—Lamp

### Description

Automatically lights the message waiting lamp on the subscribers' telephones when subscribers have new messages. When a proprietary telephone with display is used, the number of unplayed messages will be displayed when the message waiting lamp is lit. The number will be "0" when the message waiting lamp is turned off.

### Conditions

- In order to display the number of unplayed messages on the display:
  - A compatible Panasonic Proprietary Telephone with 6-line display (such as the KX-T7636) must be used.
  - The VPS must be connected to a KX-TDA series PBX (MPR Version 2.1 or higher) using DPT Integration.
  - The subscriber must have his or her own extension.
  - The Message Manager's extension number must be assigned as Operator 1 in the Day Mode.
- Extensions assigned as operators can be called by dialling [0], however, when setting this feature the extension number (not "0") must be specified.

## Programming Manual References

"Message Waiting Notification" in 2.5.4 Parameters

## Feature Manual References

3.2.3 Setting Up Message Waiting Notification

## Subscriber's Manual References

5.8 Message Waiting Notification

## 2.2.33 Multilingual Service

### Description

Allows a maximum of 3 languages (KX-TVM50) or 10 languages (KX-TVM200) to be used for system prompts. The System Administrator can select 3 languages (KX-TVM50) or 5 languages (KX-

TVM200) for the multilingual selection menu, and assign a key for each language in the menu. Callers can select the desired language by pressing the assigned key. The language used for system prompts heard by subscribers is determined by Class of Service (COS).

### Programming Manual References

"Prompt Setting" in 2.5.4 Parameters

### Feature Manual References

"Recording Menus and Voice Labels" and "Recording System Prompts" in 3.2.6 Recording Messages

## 2.2.34 No Answer Coverage Mode

### Description

Determines how calls will be handled when Operators 1, 2 and/or 3 do not answer within the time specified for "Operator No Answer Time". There are 4 options:

**Caller Select**\*1: Callers may leave a message or call another extension.

**Leave Message**\*1: Callers may leave a message in the operator's mailbox.

**Disconnect Message**\*1: Callers are disconnected from the VPS after hearing "*Thank you for calling.*"

**Next Operator**\*2: Callers are transferred to the next operator (Operator 2 or 3).

\*1: Assignable for Operator 1, 2 and 3

\*2: Assignable for Operator 1 and 2

### Programming Manual References

"No Answer Coverage Mode" in 2.4.3 Parameters

## 2.2.35 On Hold Announcement Menu

### Description

Allows callers (other than the first caller) in a queue to listen to a prerecorded announcements or music. The On Hold Announcement Menu can be recorded by the System Administrator with a telephone while using KX-TVM Maintenance Console or by importing WAV files, and also by the Message Manager using a telephone. When the On Hold Announcement Menu is recorded, this feature is automatically enabled.

### Programming Manual References

1.8.3 Utility—System Prompts Customisation

### Feature Manual References

3.2.6 Recording Messages



## 2.2.36 Operator Service

### Description

Allows callers to request a live operator by pressing [0] on the telephone keypad. A maximum of 3 operators can be specified to receive calls in the Day, Night, Lunch, and Break Modes.

### Programming Manual References

"Operator Service" in 2.4.3 Parameters

### Feature Manual References

"Operator's Extensions" in 3.2.4 Customising the Message Manager's Mailbox

## 2.2.37 PIN Call Routing

### Description

Allows the System Administrator to store a maximum of 200 PIN (Personal Identification Number—max. 20 digits) numbers and assign a destination (extension, mailbox, or Custom Service) to each PIN for each time mode (day/night/lunch/break). In a Custom Service, callers can be required to enter a PIN number in order to be directed to a destination.

### Conditions

- This feature is available only when "PIN" is set as the value for "Call Transfer Anytime" in Custom Service Setting.

### Programming Manual References

2.4.1 Caller ID/DID/PIN Call Routing

"Call Transfer Anytime" in 2.4.4 Custom Service

### 2.2.38 Play System Prompt After Personal Greeting

#### Description

Allows the "Guidance for Recording" message to be played for the caller after the "Personal Greeting". The "Guidance for Recording" message instructs the caller how to terminate the call, access more features, and rerecord the message.

#### Programming Manual References

"Play System Prompt after Personal Greeting" in 2.2.2 Personal Options

#### Feature Manual References

3.1.3 Setting Class of Service (COS) Parameters

### 2.2.39 Port Service

#### Description

Allows assignment of call services to each port. The incoming call service determines which service is used when answering incoming calls. These services include: Voice Mail Service, Automated Attendant Service, Interview Service, and Custom Service.

#### Conditions

- The System Manager can change the Company Greeting setting remotely by simply calling the VPS (see 3.1.6 Changing the Company Greeting and Incoming Call Service Setting).

#### Programming Manual References

2.3 Port/Trunk Service

## 2.2.40 Rotary Telephone Service

### Description

Provides guidance to callers using rotary telephone systems or when several seconds pass without anything being entered by the caller.

### Programming Manual References

"Rotary Telephone Service" in 2.4.3 Parameters

## 2.2.41 Service Access Commands

### Description

Allow the caller to directly access several standard features.

(0) *to repeat the current menu or call an operator*

(\*) *to return to previous menu*

(#) (1) *to dial by name*

(#) (2) *Custom Service Menu*

(#) (5) *Login*

(#) (6) *Voice Mail Service*

(#) (7) *to restart (Subscriber's main menu)*

(#) (8) *to call transfer*

(#) (9) *to exit*

### Subscriber's Manual References

2.6 Common Service Commands and Navigation Commands

### 2.2.42 Service Group

#### Description

Is a group of parameters that determine how incoming calls will be handled by the VPS. 8 different Service Groups can be configured; one Service Group can be assigned to each VPS port and PBX trunk.

#### Programming Manual References

"Service Mode" and "Time Frame" in 2.3.1 Service Group  
2.3.1 Service Group

#### Feature Manual References

2.4.6 Service Mode  
2.2.45 Time Service  
3.1.5 Changing the Service Mode Setting

### 2.2.43 System Clock

#### Description

Controls how time and/or date related features function. Can be set independently or to be synchronised with the PBX clock (PBX Synchronisation is only available when the VPS is connected to a Panasonic KX-T series PBX using DPT Integration).

#### Programming Manual References

"System Clock" in 2.5.4 Parameters

#### Feature Manual References

3.1.4 Setting the System Clock  
3.2.5 Setting the System Clock

## 2.2.44 System Prompts

### Description

Are announcement that instruct a caller. A maximum of 10 (KX-TVM200) or 3 (KX-TVM50) languages can be stored as system prompts. The name of each language can be stored as well. When the System Administrator selects a language for the system settings, the desired language can be selected using this name label data. "Primary" can be specified by selecting one of the stored languages, and become the default setting unless other language is selected in the system setting.

### Note

- System prompts can be changed or turned on/off, system prompts data in each language can be imported as WAV files, and each imported system prompt can be recorded in the System Administrator's own voice (see 1.8.3 Utility—System Prompts Customisation in Programming Manual).
- For KX-TVM50 only: In order to leave more time for recording, the System Administrator is also able to delete the specific System Prompt or the installed language used for System Prompts (see 1.8.3 Utility—System Prompts Customisation in Programming Manual).

### Programming Manual References

"Prompt Mode" in 2.2.1 Class of Service  
 "Prompt Setting" in 2.5.4 Parameters  
 1.8.3 Utility—System Prompts Customisation

### Feature Manual References

3.1.3 Setting Class of Service (COS) Parameters  
 "Recording System Prompts" in 3.2.6 Recording Messages

## 2.2.45 Time Service

### Description

Allows VPS features and call handling to behave differently during different times of day. 4 time modes (day, night, lunch, and break) can be programmed for each Service Group.

### Programming Manual References

"Service Mode" and "Time Frame" in 2.3.1 Service Group

### Feature Manual References

2.4.6 Service Mode

### 2.2.46 Trunk Service (Universal Port) (APT/DPT Integration Only)

#### Description

Allows VPS call handling features to behave differently depending on the PBX trunk that the calls are received on.

A VPS service can be assigned to each trunk, including: Voice Mail Service, Automated Attendant Service, Interview Service, and Custom Service.

#### Programming Manual References

2.3 Port/Trunk Service

### 2.2.47 Voice Mail Service

#### Description

Allows a caller/non-subscriber to leave a message in a mailbox.

#### Installation Manual References

6.2.1 Voice Mail Service

#### Programming Manual References

2.3 Port/Trunk Service

## 2.3 Subscribers Features

### 2.3.1 Auto Receipt

#### Description

Allows a subscriber or the System Manager to receive a message to confirm the reception of sent messages to other subscribers. When the sent messages are received, a subscriber will receive a message as follows: "<Mailbox Name/Number> has received your message". Subscribers need to request the Auto Receipt when they send messages.

#### Conditions

- This feature is only available when "Yes" is set for "Auto Receipt" in the Class of Service (COS) settings.
- This feature is not available when the System Manager sends a Broadcasting Message.
- The reception of the External Delivery Message can be confirmed using this feature as well. Subscribers can request the Auto Receipt per the External Delivery Message List, and confirm the reception of each member in the list.

#### Programming Manual References

"Auto Receipt" in 2.2.2 Personal Options

### 2.3.2 Automatic Log-in (APT/DPT Integration Only)

#### Description

Allows subscribers to log in to their mailbox directly without entering the mailbox number. A subscriber can log in to his or her mailbox directly by:

- dialling an extension number of the VPS from his or her extension
- dialling (from an outside telephone) the DID number assigned to log him or her into the mailbox
- calling the VPS from a telephone number that is assigned to log him or her into the mailbox
- calling the VPS so that the call is received on the trunk assigned to log him or her into the mailbox

#### Conditions

- This feature can be enabled or disabled for each mailbox by the System Administrator.
- The access from outside phones will be enabled automatically after Caller ID numbers, DID number or trunk number are assigned. The trunk numbers and DID number can be assigned by the System Administrator only.
- When this feature is activated, "Toll Saver" is also available.
- DID number setting for this feature is only available for the following PBXs using DPT Integration.
  - KX-TD500: Software production date code 040901 or later. (KX-TD500C: Q951AB or higher, KX-TD500RU: Q971AB or higher, all other: Q271AD or higher)
  - KX-TDA series (Version 1.1 or higher)

#### Programming Manual References

2.1.10 Automatic Log-in  
"Toll Saver" in 2.4.3 Parameters

#### Feature Manual References

2.3.31 Toll Saver (APT/DPT Integration Only)

#### Subscriber's Manual References

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

### 2.3.3 Autoplay New Message

#### Description

Enables the VPS to play new messages automatically when a subscriber or the System Manager/ Message Manager logs into his or her mailbox. There is no need to press [1] to receive the new messages. If there is more than one new message in the mailbox, they will be played continuously without system prompts. The Subscriber's Service Top Menu will be heard after all of the messages are played.



### Conditions

- If one of the assigned keys as a selection key for the Message Receive Option Menu is pressed, the selected option will be activated, after that, the regular operation will be required after each message is played. This feature is only available when "Yes" is set for "Autoplay New Message" in the Class of Service (COS) settings.

### Programming Manual References

"Autoplay New Message" in 2.2.2 Personal Options

### 2.3.4 Bookmark

#### Description

Enables a subscriber to set one Bookmark per message while pausing a message. After setting a Bookmark, a subscriber can listen to the message from that Bookmark by pressing the specified key while pausing the message or after the message was played.

#### Conditions

- Only one Bookmark can be set per message. If the second bookmark is set, the first bookmark will be deleted automatically.

#### Subscriber's Manual References

5.19 Bookmark

## 2.3.5 Call Transfer Status

### Description

Allows subscribers to specify how the VPS will handle calls to their individual extensions. Call Transfer Status options include: Call Screening, Call Blocking, Intercom Paging, Calling a Beeper (Pager), Transfer to Mailbox, and Custom Service.

### Programming Manual References

"Call Transfer Status" in 2.1.3 Mailbox Parameters

### Feature Manual References

2.3.8 Calling a Beeper (Pager)

2.2.25 Intercom Paging (APT/DPT Integration Only)

## 2.3.6 Callback Number Entry

### Description

Enables the caller to leave a callback number in several different ways depending upon which option is programmed into the VPS. The VPS can forward the callback number to a beeper (pager).

### Programming Manual References

2.1.4 Notification Parameters

"Message Waiting Notification" in 2.5.4 Parameters

### Feature Manual References

3.2.3 Setting Up Message Waiting Notification

### 2.3.7 Caller ID Callback (APT/DPT Integration Only)

#### Description

Enables a subscriber to call back a message sender with the Caller ID number attached to the message.

#### Installation Manual References

"Transfer to Outside Parameters" in 5.2.3 PBX Interface Parameters

#### Programming Manual References

"Caller ID Callback" in 2.2.2 Personal Options

"Caller ID Callback" in 2.5.4 Parameters

#### Feature Manual References

2.2.7 Call Transfer to Outside

### 2.3.8 Calling a Beeper (Pager)

#### Description

Allows a subscriber to be notified by a beeper (pager) when he or she has messages. If the beeper (pager) has a display, it is possible to send it a callback number. The callback number can be recorded when a caller leaves a message. If the caller does not leave a callback number, the System Callback No., or the caller's number if it is received through a telephone company's Caller ID service, will be sent instead.

#### Conditions

- To utilise this feature, follow the procedure below.
  1. Open KX-TVM Maintenance Console. Click **Mailbox Setting**, select a mailbox to edit, and click **Edit Mailbox....** In Notification Parameter, make one selection from the available options in "Beeper Callback No. Entry Mode".
  2. In Notification Parameters, edit "Notification Schedule": click **Click to edit...**, then enter the beeper (pager) number under "Dial Number" (make sure to enter the connected PBX's Trunk Access number before the beeper number for dialling outward, then, enter an X after the beeper number. — the X is for the caller to enter his or her number as the callback number which will appear on your beeper later.). Finally, select "Beeper" in "Type of Device".

#### Programming Manual References

2.1.4 Notification Parameters

"System Callback No." in 2.5.4 Parameters

## 2.3.9 Delete Message Confirmation

### Description

Requests confirmation from the subscriber before erasing a message left in the mailbox.

### Conditions

- When messages are deleted, they will be retained until the end of the next day.
- This feature is only available when "Yes" is set for "Delete Message Confirmation" in the Class of Service (COS) settings.

### Programming Manual References

"Delete Message Confirmation" in 2.2.2 Personal Options

### Feature Manual References

3.1.3 Setting Class of Service (COS) Parameters

## 2.3.10 External Message Delivery List

### Description

Allows a subscriber to send a message to outside parties and/or extensions with a single operation. One subscriber can maintain up to 2 lists with a maximum of 8 entries on each.

### Feature Manual References

2.3.11 External Message Delivery Service

### Subscriber's Manual References

5.7 External Message Delivery Lists

### 2.3.11 External Message Delivery Service

#### Description

Allows a subscriber to send a message to several subscribers and non-subscribers (including outside parties) at a specified time (or immediately). This feature also allows the receiver to reply to the message without having to specify the mailbox number.

#### **Note**

- If the sender wishes, he or she can require the receiver to enter a 4-digit password to receive the sender's message.  
If the receiver enters the password incorrectly 3 times, the VPS plays: the Company Name (if it has been recorded), the Company's Telephone Number (if registered), and the sender's extension (if both the Company's Telephone Number and the Extension of the Owner have been registered).  
With this information, the receiver can possibly track down the message even if he or she does not remember the password.

#### Conditions

- This feature is only available when "Yes" is set for "Active" in "2.1.5 External Message Delivery" in Mailbox Settings (see "2.1.5 External Message Delivery" in Programming Manual).

#### Programming Manual References

"Extension" in 2.1.3 Mailbox Parameters  
2.1.5 External Message Delivery  
"External Message Delivery" in 2.5.4 Parameters

#### Subscriber's Manual References

4.3 External Message Delivery  
4.4 Receiving External Delivery Messages

### 2.3.12 Group Distribution List—Personal

#### Description

Allows a subscriber to simultaneously send a message to several mailboxes using a Group Distribution List. This list is established by the subscriber. Each subscriber can maintain a maximum of 4 lists with up to 40 entries on each list.

#### Feature Manual References

2.3.13 Group Distribution List—System

#### Subscriber's Manual References

5.6 Personal Group Distribution Lists

## 2.3.13 Group Distribution List—System

### Description

Allows subscribers and callers to send messages to all mailboxes that belong to the list at once. Group Distribution Lists are created by the System Administrator. There are 20 group lists available, and each group list can have a maximum of 62 members for KX-TVM50 or 100 members for KX-TVM200.

### Programming Manual References

2.5.1 Mailbox Group

### Feature Manual References

3.1.7 Delivering Messages

## 2.3.14 Incomplete Call Handling Service

### Description

Allows the subscriber to offer callers several service options when the extension is busy or there is no answer. Options available for Incomplete Call Handling for Busy or No Answer are:

- Leaving a Message
- Transfer to Covering Extension
- Returning to the Automated Attendant Top Menu
- Intercom Paging (APT/DPT Integration only)
- Calling a Beeper (Pager)
- Custom Service
- Calling Operators

### Programming Manual References

"Incomplete Call Handling for No Answer", "Incomplete Call Handling for Busy" in 2.1.3 Mailbox Parameters

### Feature Manual References

2.3.8 Calling a Beeper (Pager)

2.2.25 Intercom Paging (APT/DPT Integration Only)

### Subscriber's Manual References

5.2 Incomplete Call Handling

### 2.3.15 Live Call Screening (APT/DPT Integration Only)

#### Description

Allows the subscriber 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. There are 2 modes in this feature: Hands-free and Private. Hands-free mode allows the subscriber to hear the caller through the telephone's speaker and answer the call by lifting the handset. Private mode alerts with a tone and requires the telephone handset to be lifted before the message can be monitored. Two-way communication is established by pressing the feature button.

#### Installation Manual References

4.3 KX-TDA Series Feature Programming for DPT Integration

4.9 KX-TA, KX-TD, and KX-TE Series PBX Feature Programming for APT/DPT Integration

#### Programming Manual References

"Message Cancel for Live Call Screening" in 2.2.2 Personal Options

#### Feature Manual References

3.1.3 Setting Class of Service (COS) Parameters

#### Subscriber's Manual References

5.12 Live Call Screening (LCS)

### 2.3.16 Mailbox

#### Description

Is a place where all messages left for a subscriber are stored. Several mailbox options exist: Subscriber mailbox, Interview Mailbox, System Manager's mailbox, and Message Manager's mailbox (General Delivery Mailbox).

#### Installation Manual References

6.3 Setting Mailboxes and Groups

#### Programming Manual References

2.1 Mailbox Settings

2.7.5 Mailbox Usage Report

#### Feature Manual References

3.1.2 Setting Up Mailboxes



## Subscriber's Manual References

2 Logging in to and Configuring Your Mailbox

### 2.3.17 Mailbox Capacity Warning

#### Description

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

#### Conditions

- The warning threshold (in minutes) is determined by Class of Service (COS). If the setting is longer than the Mailbox Capacity Maximum Message Time, this feature is not available.

#### Programming Manual References

"Mailbox Capacity Maximum Message Time" and "Mailbox Capacity Warning" in 2.2.1 Class of Service

#### Subscriber's Manual References

5.21 Mailbox Capacity Warning

### 2.3.18 Message Transfer

#### Description

Allows the subscriber to transfer messages to other mailboxes after listening to them. The subscriber can also add a personal comment at the beginning of the message before transferring it. One or more individual mailboxes can be specified for message transfer. Messages can also be transferred using either the System or Personal Group Distribution Lists.

#### Feature Manual References

"Transferring Messages" in 3.2.2 Managing the General Delivery Mailbox

#### Subscriber's Manual References

3.3 Transferring Messages

## 2.3.19 One-touch Two-way Transfer (DPT Integration Only)

### Description

Allows a subscriber to record two-way conversations into another person's mailbox with one touch. Available only with KX-TDA series PBXs.

### Installation Manual References

4.3.10 One-Touch Two-way Transfer (One-Touch TWT) Button Assignment

4.3.16 One-Touch Two-way Transfer (One-Touch TWT) into Mailbox

## 2.3.20 Personal Custom Service

### Description

Allows a subscriber to use the following Custom Services in his or her Personal Greeting (Personal Custom Service):

- Transfer to Mailbox
- Transfer to Extension
- VM Service (Voice Mail Service)
- AA Service (Call Transfer Service)
- Custom Service
- Transfer to Operator
- Transfer to Outside
- Page the Party
- Repeat Greeting

A caller can select the desired service from those above while listening to the Personal Greeting or recording a message.

You can also choose what happens if a caller does not dial anything after the Personal Greeting (No DTMF Input Operation) as follows:

- Message Recording: The caller will be guided to leave a message.
- Disconnect (All Day): The line will be disconnected all day.
- Disconnect (Only After Hours): The line will be disconnected only after hours.

### Programming Manual References

2.1.8 Personal Custom Service

### Subscriber's Manual References

5.17 Personal Custom Service

### 2.3.21 Personal Greeting for Caller ID (APT/DPT Integration Only)

#### Description

Allows subscribers to record a maximum of 4 personal greetings that are played for calls received from preprogrammed telephone numbers. Each greeting can be assigned to a maximum of 8 telephone numbers.

#### Conditions

- This feature is only available when "Yes" is set for "Personal Greeting for Caller ID" in the Class of Service (COS) settings.

#### Programming Manual References

"Personal Greeting for Caller ID" in 2.2.2 Personal Options

#### Feature Manual References

3.1.3 Setting Class of Service (COS) Parameters

#### Subscriber's Manual References

5.10 Personal Greeting for Caller ID

### 2.3.22 Personal Greetings

#### Description

Are the greetings heard when a caller reaches a subscriber's mailbox. Subscribers can record 3 types of personal greetings.

**No Answer:** Played during business hours (day, lunch, and break modes) when:

- the caller is connected to the subscriber's extension but the call is not answered
- the caller logs in to the mailbox directly
- the Busy Signal greeting or the After Hours greeting has not been recorded

**Busy Signal:** Played whenever the subscriber's extension is busy.

**After Hours:** Played when the VPS is in night mode.

#### Programming Manual References

2.2 Class of Service

#### Subscriber's Manual References

2.3 Changing or Deleting Your Personal Greeting Messages

## 2.3.23 Playback Volume/Speed Control

### Description

Enables subscribers to adjust the volume and playback speed of messages by pressing [8] for volume and [9] for speed. The setting applies to the current message only. There are 5 levels, as shown below.

### Conditions

- Pressing [9] [0] continuously, the changed level for speed returns the default setting (level 3).



### Subscriber's Manual References

3.1 Playing Messages

## 2.3.24 Private Message

### Description

Allows a subscriber and the System Manager to mark a message as "Private" when sending it to other subscribers, the Message Manager and/or the System Manager. A "Private" message cannot be transferred. It is also possible to mark messages recorded in the Voice Mail Service as "Private".

### Feature Manual References

"Delivering Messages to Specified Mailboxes" in 3.1.7 Delivering Messages

### Subscriber's Manual References

4.2 Message Delivery

### 2.3.25 Receive Message

#### Description

Allows subscribers to listen to messages left in their mailboxes. After listening to messages, 2 options are available to subscribers:

**Reply to Message Sender**—allows subscribers to reply to the message sender without specifying the extension.

**Message Transfer**—allows subscribers to transfer their messages to other mailboxes.

#### Feature Manual References

2.3.18 Message Transfer

#### Subscriber's Manual References

3.1 Playing Messages

3.2 Replying to Messages

### 2.3.26 Recovery Message

#### Description

Enables a subscriber to recover deleted messages. After deleting messages, they will remain in the Deleted Message Box until the end of the following day. Until then, the subscriber can retrieve the deleted messages from the Deleted Message Box and move them to the Old Message Box. Message retention time is reset when a message is recovered.

#### Subscriber's Manual References

5.20 Recovering Deleted Messages

## 2.3.27 Remote Call Forwarding Set (DPT Integration Only)

### Description

Allows subscribers and the Message Manager to programme their extensions from a remote location in order to forward calls to another extension or to an outside telephone.

There are 6 forwarding settings available:

**FWD All**—Forwards all incoming calls to the desired extension number.

**FWD Busy**—Forwards all incoming calls to the desired extension number when the line is busy.

**FWD No Answer**—Forwards all incoming calls to the desired extension number when there is no answer.

**FWD Busy or No Answer**—Forwards all incoming calls to the desired extension number when the line is busy or there is no answer.

**FWD to CO**—Forwards all incoming calls to the Telephone number 1 or 2 (programmed in the Mailbox Setting), or to any other number. This feature is only available when "Yes" is set for "Remote Call Forward to CO" in the Class of Service (COS) settings (see "Remote Call Forward to CO" in 2.2.2 Personal Options in Programming Manual).

**FWD Cancel**—Cancels the forwarding setting.

### Conditions

- With respect to PBX programming, it is possible that "Call Forward to CO" is disabled. To enable VPS Remote Call Forwarding, the KX-TDA100, for example, must be programmed properly. For the COS of the extensions whose calls are to be forwarded to a trunk, enable the following: [504] Call Forward to Outside Line.
- Extensions assigned as operators can be called by dialling [0], however, when setting this feature the extension number (not "0") must be specified.

### Programming Manual References

2.1.9 Remote Call FWD to CO

"Remote Call Forward to CO" in 2.2.2 Personal Options

### Feature Manual References

3.1.3 Setting Class of Service (COS) Parameters

3.2.7 Remote Call Forwarding Set

### Subscriber's Manual References

5.14 Remote Call Forwarding

### 2.3.28 Subscriber Tutorial

#### Description

Provides voice guidance to subscribers when they log in to their mailboxes for the first time. By following the guidance, subscribers can configure the following items:

- Password
- Owner's Name
- Personal Greetings (No Answer Greeting/Busy Signal Greeting/After Hours Greeting)

#### Installation Manual References

6.3.5 Subscriber Tutorial

#### Programming Manual References

"Tutorial" in 2.2.2 Personal Options

#### Feature Manual References

3.1.3 Setting Class of Service (COS) Parameters

#### Subscriber's Manual References

2.2 Subscriber Tutorial (Easy Mailbox Configuration)



## 2.3.29 Temporary Personal Greeting

### Description

Is a greeting message often used to inform callers of the subscriber's absence ("I'm out of the office today...", "I'm on vacation this week...", etc.). The Temporary Personal Greeting overrides other Personal Greetings; it is always played regardless of the time mode, whether or not the line is busy, etc. This feature is activated automatically the subscriber records it, and the subscriber will be asked whether or not it should be turned off each time the subscriber logs into his or her mailbox. When the Temporary Personal Greeting is turned off, it will be deleted automatically and other Personal Greetings will be played as normal.

### Subscriber's Manual References

2.3 Changing or Deleting Your Personal Greeting Messages

## 2.3.30 Timed Reminder Setting (DPT Integration Only)

### Description

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.

A special dial tone or prerecorded message will be heard by the subscriber when going off-hook to answer the Timed Reminder.

### Conditions

- The time format (12 or 24 hour) used when setting the Timed Reminder is determined by the following settings:  
**when setting via VM Menu feature:** the time format is determined by the System Clock (see "System Date/Time" in 2.5.4 Parameters in the Programming Manual).  
**when setting via System Guidance:** the time format is determined by the setting of "Position of "AM/PM" in Time Stamp" (see "2.5.4 Parameters" in Programming Manual).
- A subscriber must have his or her own extension in order to use this feature.
- Extensions assigned as operators can be called by dialling [0], however, when setting this feature the extension number (not "0") must be specified.
- This feature is only available when the VPS is connected to a KX-TDA series PBX (MPR Version 2.1 or higher) using DPT Integration.

### Programming Manual References

2.5.4 Parameters

### Feature Manual References

3.2.8 Setting the Timed Reminder

### Subscriber's Manual References

5.18 Timed Reminder

## 2.3.31 Toll Saver (APT/DPT Integration Only)

### Description

Allows a subscriber to check his or her mailbox from preprogrammed Caller ID numbers, DID number or the telephone number specified to the preprogrammed trunk number without incurring telephone charges.

### Conditions

- DID number setting for this feature is only available for the following PBXs using DPT Integration.
  - KX-TD500: Software production date code 040901 or later. (KX-TD500C: Q951AB or higher, KX-TD500RU: Q971AB or higher, all other: Q271AD or higher)
  - KX-TDA series (Version 1.1 or higher)

### Programming Manual References

2.1.10 Automatic Log-in

"Toll Saver" in 2.4.3 Parameters

### Feature Manual References

2.3.2 Automatic Log-in (APT/DPT Integration Only)

### Subscriber's Manual References

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

## 2.3.32 Two-way Record (APT/DPT Integration Only)

### Description

Allows a subscriber to record the conversation that he or she is having with a caller. The recording is stored in the subscriber's mailbox.

#### **Note**

- You should inform the other party that the conversation will be recorded before beginning to record any telephone conversation.

### Installation Manual References

- 4.3.8 Two-way Recording (TWR) Button Assignment
- 4.3.14 Two-way Recording (TWR) into Mailbox
- 4.9.9 Two-way Recording Button Assignment
- 4.9.15 Two-way Recording into Mailbox

### Subscriber's Manual References

- 5.13 Recording Your Conversations

## 2.3.33 Two-way Transfer (APT/DPT Integration Only)

### Description

Allows a subscriber to record the conversation that he or she is having with a caller. The recording is stored into another subscriber's mailbox.

#### **Note**

- You should inform the other party that the conversation will be recorded before beginning to record any telephone conversation.

### Installation Manual References

- 4.3.9 Two-way Transfer (TWT) Button Assignment
- 4.3.15 Two-way Transfer (TWT) into Mailbox
- 4.9.10 Two-way Transfer Button Assignment
- 4.9.16 Two-way Transfer into Mailbox

### Subscriber's Manual References

- 5.13 Recording Your Conversations

### 2.3.34 Unlimited Message Length

#### Description

Allows subscribers to record for an unlimited length of time when recording two-way conversations into their own or another subscriber's mailbox (Two-way Record or Two-way Transfer). The maximum recording time for other messages will automatically be set to 60 min. To allow unlimited recording time, the "Message Length" parameter must be set to "Unlimited" for the subscriber's Class of Service (COS).

#### Programming Manual References

"Message Length" in 2.2.1 Class of Service

#### Feature Manual References

2.3.32 Two-way Record (APT/DPT Integration Only)

2.3.33 Two-way Transfer (APT/DPT Integration Only)

3.1.3 Setting Class of Service (COS) Parameters

### 2.3.35 Urgent Message

#### Description

Allows subscribers, callers, and the System Manager to specify a message as "Urgent". When a subscriber listens to messages, urgent messages will be given priority over other messages in a mailbox (i.e., they will be played first) if "First Playback Urgent Messages" is set to "Yes" for the subscriber's Class of Service (COS). If "Only Urgent Messages" is set as the Notification Type for the subscriber's mailbox, Message Waiting Notification will be activated only when an urgent message is received. When a message is sent using a Group Distribution List, the message can be specified as "Urgent" for all group members (but not for individual members only).

#### Programming Manual References

"Notification Schedule" in 2.1.4 Notification Parameters

"First Playback Urgent Messages" in 2.2.2 Personal Options

## 2.3.36 VM Menu (DPT Integration Only)

### Description

Allows a subscriber to access subscriber services (retrieving messages, changing mailbox settings, etc.) by following visual prompts (guidance) on the display of a proprietary telephone (PT). The subscriber can access and operate each item by using the PT's Navigator Key or soft buttons. When using VM Menu, only the guidance will be displayed; system prompts will not be heard unless playing a message or confirming a recorded message.

### Conditions

- This feature is only available when "Yes" is set for "VM Menu" in the Class of Service (COS) settings.
- This feature is only available when:
  - the VPS is connected to a KX-TDA series PBX (MPR Version 2.2) using DPT Integration.
  - the subscriber is using a Panasonic KX-T7630\*/KX-T7633\*/KX-T7636/KX-NT136.  
\* Requires upgrade of the KX-TDA series PBX. For more information, consult your dealer.
- The Service Access Command can not be used while using VM Menu.
- The number of subscribers that can access VM Menu at the same time is limited. If too many subscribers try to access VM Menu, it will not operate properly: lower the number of ports to be able to access VM menu (see "Number of Ports for VM Menu Service" in Programming Manual).
- Some features during message playback may not be available while using VM Menu. In order to use these features, you need to set "No" for "VM Menu" in the Class of Service (COS) settings, and use in the Voice Prompt mode.

### Programming Manual References

"VM Menu" in 2.2.2 Personal Options

"VM Menu" in 2.5.4 Parameters

### Subscriber's Manual References

1.1 Introduction to the VPS

# 2.4 System Setting Features

## 2.4.1 Auto Configuration (APT/DPT Integration Only)

### Description

Simplifies initial system setup by automatically creating mailboxes in the VPS to correspond to the extensions connected to the PBX. Also sets the time and date to match the time and date set for the PBX.

## 2.4.2 Custom Service Builder

### Description

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

### Installation Manual References

6.2.4 Custom Services

### Programming Manual References

"Custom Service Builder" in 2.4.4 Custom Service

## 2.4.3 Default Mailbox Template

### Description

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.

### Installation Manual References

6.3.1 Creating the Default Mailbox Template

### Programming Manual References

2.1.2 Default Mailbox Template

## 2.4.4 Password Administration

### Description

Allows the System Administrator or System Manager to clear a subscriber password (so that a new one can be assigned).

### Feature Manual References

"Resetting a Mailbox Password" in 3.1.2 Setting Up Mailboxes

## 2.4.5 Recording by System Administrator

### Description

Allows the System Administrator to record the following prompts:

- a)** Group names (can be recorded when creating Extension Groups, Group Distribution Lists, etc.)
- b)** Names of callers (System Caller Name Announcement)
- c)** System Guidance
- d)** Custom Service Menu
- e)** Company Name
- f)** Company Greetings
- g)** Language Selection Menu
- h)** On Hold Announcement Menu

All items other than b) can be recorded through the "Utility" menu in KX-TVM Maintenance Console, and can also be recorded with a telephone by the Message Manager.

There are 2 ways to add or change prompts: by recording them through a telephone, or by importing as WAV files. When recording using a telephone, the extension number of the telephone to be used for recording must first be specified, then the System Administrator can start and stop recording using the PC.

### Programming Manual References

"List No. 1–List No. 4" in 2.1.7 Personal Distribution List

2.5.2 Extension Group

2.5.3 System Caller Name Announcement

1.8.3 Utility—System Prompts Customisation

2.5.1 Mailbox Group

### 2.4.6 Service Mode

#### Description

Allows the System Administrator or the System Manager to change the call handling method that is programmed for each Service Group 1-8.

Once the Service Mode has been changed, it is retained unless the System Manager or System Administrator changes it again, even after the power is turned off.

There are 6 Service Modes available:

**Automatic Mode**—The current Call Service used by the Service Group is determined by the settings made for the current time mode (day, night, lunch, break).

**Manual Day Mode**—The Call Service programmed for day mode is used, regardless of the current time mode.

**Manual Night Mode**—The Call Service programmed for night mode is used, regardless of the current time mode.

**Manual Lunch Mode**—The Call Service programmed for lunch mode is used, regardless of the current time mode.

**Manual Break Mode**—The Call Service programmed for break mode is used, regardless of the current time mode.

**PBX Control Mode**—The current Call Service used by the Service Group is determined by the settings made for the current time mode (day, night, lunch, break). The VPS will change time modes according to when the PBX changes time modes (APT/DPT Integration only).

#### Programming Manual References

"Service Mode" in 2.3.1 Service Group

#### Feature Manual References

2.2.42 Service Group

2.2.45 Time Service

3.1.5 Changing the Service Mode Setting

### 2.4.7 System Reports

#### Description

There are several System Reports available to the System Administrator to monitor VPS operating status. These reports include: Mailbox Information, Call Account, Port Usage, HDD (Memory) Usage, Mailbox Usage, Fax Call, Call Handling Statistic, Custom Service, Message Status, Subscriber Setup, Security Information, Hourly Statistic, E-mail. The System Administrator can print, or export the System Reports. The System Reports such as Call Account, Port Usage, Disk Usage, Mailbox Usage and Call Handling Statistic can be printed in tabular form or graph form.

#### Installation Manual References

7.5 Reports



## Programming Manual References

2.7 Reports

### 2.4.8 System Security

#### Description

Protects the VPS from unauthorised programming and/or use. By default, the System Manager and Message Manager cannot access the VPS from their telephones until the System Administrator enables the relevant settings and sets a password. The System Manager and Message Manager always need to enter this password to access the VPS. The System Administrator can also choose to set a default password for subscribers' mailboxes. If this setting is enabled, a default password is automatically assigned when mailboxes are created.

## Programming Manual References

2.8 System Security

### 2.4.9 System Backup/Restore

#### Description

Allows the System Administrator to back up or restore the following data as individual files: Program, System Parameters, System Prompts, Mailbox Prompts, and Mailbox Messages.

**Manual Backup:** performs the backup of the specified data. Backup data can be saved as a file.

**Backup History:** displays the backup record (Description, Completion Status, Date & Time, and Total Elapsed Time).

**Restoration of Backup Data:** restores the backup data as a specified type of file.

## Programming Manual References

1.8.2 Utility—System Back Up

### 2.4.10 Time Synchronisation (DPT Integration Only)

#### Description

Allows the PBX to set the time and date of the VPS automatically. Time Synchronisation occurs during Auto Configuration and each time the PBX time and date setting is updated.

### 2.4.11 Utility

#### Description

Allows the System Administrator to access essential VPS functions.

### Installation Manual References

7.4 Utility

### Programming Manual References

1.8 Utility

---

## ***Section 3***

# ***Programming Instructions***

## 3.1 System Manager's Guide

### 3.1.1 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-TVM Maintenance Console or by the System Manager using his or her extension telephone (refer to 3.1.8 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-TVM Maintenance Console. Refer to 2.8.1 Administrator in Programming Manual.
- 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 (see "Autoplay New Message" in Programming Manual).
- If the VPS is being programmed via KX-TVM Maintenance Console, the System Manager cannot create or edit mailboxes. The VPS will announce, "Sorry, this function is not available".

### To Log in to the System Manager's Mailbox

1. Either **dial** the **extension number** for a port connected to the VPS that is set to Voice Mail service, or **dial** the **extension number of any port connected to the VPS** and **enter** **[#] [6]** to change the port to Voice Mail service.

*Please enter your party's mailbox number.  
To enter by name, press [#] and [1].  
If you are using a rotary telephone, stay on the line.  
To call the operator, press [0].*

2. **Press** **[\*]**, then **enter** the **System Manager's mailbox Number** (99, 999, 9999 or 99999).

*Enter your password, followed by [#].*

3. Enter the **Password** followed by [#]. The System Manager Service main menu will be played:

*To receive the message, press [1].*  
*To deliver a message, press [2].*  
*To customise your mailbox, press [3].*  
*For other features, press [4].*  
*To end this call, press [\*].*

### 3.1.2 Setting Up Mailboxes

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

#### **Note**

- If the VPS is being programmed via KX-TVM 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 First Name—Enter only the first 3 or 4 letters of the owner's first name.*
- *Initial 3 or 4 Letters of the Subscriber's Last Name—Enter only the first 3 or 4 letters of the subscriber's last 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 System Manager's mailbox.
2. **Press [4]** for Other Features.
3. **Press [1]** for Mailbox Setup.
4. **Press [1]** to Assign or Edit.
5. **Enter the mailbox number.**

6. **Press [2]** to accept the entry.
7. As each parameter is announced:
  - a) **Press [1]** to enter the new parameter or **[2]** to leave the parameter unchanged.
  - b) Enter the parameter.
  - c) Confirm the new parameter is correct, then **press [2]** to accept it.
8. The Auto Forwarding Status parameter is the last parameter to be entered. When this entry is completed, the prompt at Step 4 will appear. Continue assigning or editing other mailboxes by repeating Steps 5-7.
9. To return to the Main Menu, **press [\*]** twice.

## Deleting a Mailbox

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

1. **Log in** to the System Manager's mailbox.
2. **Press [4]** for Other Features.
3. **Press [1]** for Mailbox Setup.
4. **Press [2]** for Delete.
5. **Enter the mailbox number.**
6. **Press [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 System Manager's mailbox.
2. **Press [4]** for Other Features.
3. **Press [1]** for the Mailbox Setup.
4. **Press [3]** for Password Reset.
5. **Enter the mailbox number.**
6. **Press [1]** to delete the password.

#### **Note**

- The password for System Manager/Message Manger cannot be deleted here. The System Administrator needs to reset their password using KX-TVM Maintenance Console (see "Password for System Manager" and "Password for Message Manager" in Programming Manual).
- 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.



### 3.1.3 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-TVM 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.

For a complete explanation of COS parameters, please see 2.2 Class of Service in the Programming Manual.

#### Class of Service

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

- *Personal Greeting Length—1-360 s\**
- *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-TVM200) 1-600 min/0: Unlimited, (KX-TVM50) 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.*
- *Message Envelope Setting—Settings are Before, After, or Require.*
- *Intercom Paging Group—1-32/All\**
- *Number of Caller IDs for Caller Name Announcement—1-30/0: None\**
- *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*

\* Not available for COS No. 63 (Message Manager) and COS No. 64 (System Manager)

#### **Note**

- If the VPS is being programmed via KX-TVM 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.
2. **Press [4]** for Other Features.
3. **Press [2]** to set Class of Service.
4. **Enter the Class of Service Number (1-64).**

### Personal Greeting Length

5.
  - a) The current setting is announced. **Press [1]** to change the current setting.
  - b) Enter the **retention time (1-360 s)**.
  - c) Confirm the entry is correct, then **press [2]** to accept it.

### New Message Retention Time

6.
  - a) The current setting is announced. **Press [1]** to change the current setting.
  - b) Enter the **retention time (a maximum of 30 days or 0: Unlimited)**.
  - c) Confirm the entry is correct, then **press [2]** to accept it.

### Saved Message Retention Time

7.
  - a) The current setting is announced. **Press [1]** to change the current setting.
  - b) Enter the **retention time (a maximum of 30 days or 0: Unlimited)**.
  - c) Confirm the entry is correct, then **press [2]** to accept it.

### Message Length

8.
  - a) The current setting is announced. **Press [1]** to change the current setting.
  - b) Enter the **message length (1-60 min or 0: Unlimited)**.
  - c) Confirm the entry is correct, then **press [2]** to accept it.

### Mailbox Capacity Maximum Message Time

9.
  - a) The current setting is announced. **Press [1]** to change the current setting.
  - b) Enter the **total message time ([KX-TVM200] 1-600 min or 0: Unlimited, [KX-TVM50] 1-120 min or 0: Unlimited)**.
  - c) Confirm the entry is correct, then **press [2]** to accept it.

### Message Retrieval Order

10.
  - a) The current setting is announced. **Press [1]** to change the current setting (LIFO or FIFO).
  - b) Confirm the entry is correct, then **press [2]** to accept it.

## Prompt Mode

11. a) The current setting is announced. **Press [1] to [10] (KX-TVM200) or press [1] to [3] (KX-TVM50)** to change the desired mode.

### KX-TVM200

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

### KX-TVM50

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

- b) Confirm the entry is correct, then **press [3]** to accept it.

## Message Envelope Setting

12. a) The current setting is announced. **Press [1], [2], or [3]** to change the current setting (Before, After, or Require).
- *[1] Before*
  - *[2] After*
  - *[3] Require*

- b) Confirm the entry is correct, then **press [4]** to accept it.

## Intercom Paging Group

13. a) The current setting is announced. **Press [1]** to change the current setting.
- b) **Enter the group number (1-33).**
- c) Confirm the entry is correct, then **press [2]** to accept it.

### Note

- If set to "33 (Group 33)", the Intercom Paging feature is activated for all groups.

#### Number of Caller IDs for Personal Caller Name Announcement

14.
  - a) The current setting is announced. **Press [1]** to change the current setting.
  - b) Enter the **number of announcements that can be programmed by subscribers (1-30/0: None)**.
  - c) Confirm the entry is correct, then **press [2]** to accept it.

#### Number of New Message Announcement

15.
  - a) The current setting is announced. **Press [1], [2], or [3]** to change the current setting (Subscriber Service, Receiving Message, or None).
    - *[1] Subscriber Service*
    - *[2] Receiving Message*
    - *[3] None*
  - b) Confirm the entry is correct, then **press [4]** to accept it.

#### Total Number of Message Announcement

16.
  - a) The current setting is announced. **Press [1], [2], or [3]** to change the current setting (Subscriber Service, Receiving Message, or None).
  - b) Confirm the entry is correct, then **press [4]** to accept it.

#### Mailbox Capacity Warning

17.
  - a) The current setting is announced. **Press [1]** to change the current setting.
  - b) Enter the **warning threshold (1-60 min or 0: None)**.
  - c) Confirm the entry is correct, then **press [2]** to accept it.

### Personal Options

These are settings which enable or disable certain features by COS. Follow the steps detailed below to set the following parameters:

- *Delete Message Confirmation*
- *Caller ID Callback*
- *Remote Call Forward to CO\*2*
- *Play System Prompt after Personal Greeting\*1*
- *Use Call Waiting on Busy\*1*
- *Message Cancel for Live Call Screening\*1*
- *VM Menu\*1*
- *Personal Greeting for Caller ID\*1*
- *Caller ID Screen\*1*
- *Call Transfer to Outside\*1*

- *Subscriber Tutorial*\*<sup>1</sup>
- *Notify of Transfer*
- *Directory Listing*\*<sup>1</sup>
- *Auto Receipt*
- *Autoplay New Message*
- *First Playback Urgent Messages*
- *Announce Message Transferred Information*
- *Caller ID Number Announcement*
- *Announce Option Menu After Erasing Messages*
- *New Message Length Announcement*

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

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

**Note**

- If the VPS is being programmed via KX-TVM 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.
2. **Press [4]** for Other Features.
3. **Press [2]** to set Class of Service.
4. **Enter the Class of Service Number (1-64).**
5. The current setting is announced. **Press [1]** to change the setting (enable or disable).
6. Confirm the entry is correct, then **press [2]** to accept it.

### 3.1.4 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, redialling 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-TVM Maintenance Console.
  - the Message Manager is setting the system clock, recording Voice Labels and System Caller Names, or customising the Message Manager's Mailbox.

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

1. **Log in to** the Main Menu.
2. **Press [4]** for Other Features.
3. **Press [3]** to set the time and date.
4. **Press [1]** to change the current setting.
5. **Enter the current time** and **press [#]**. ("For example, to enter 5 o'clock, press 5 and # or to enter 5:15, press 5, 1, 5, and #".)
6. **Press [1]** for **AM** or **[2]** for **PM**.

#### **Note**

- This selection is not available if "24-h" is set as the time format for time stamps (see "Position of "AM/PM" in Time Stamp" in 2.5.4 Parameters in Programming Manual).

7. **Press [2]** to accept the time.
8. **Press [1]** to change the current setting.
9. **Enter the current month** and **press [#]**. ("For example, to enter January, press 1 and #".)
10. **Enter the day** and **press [#]**.
11. **Enter the last 2 digits of the year** and **press [#]**.
12. **Press [2]** to accept the date.

### 3.1.5 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-TVM 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.
- 2. Press [4]** for other features.
- 3. Press [4]** to change Service Mode setting.
- 4. Enter the Service Group number (1-8).**
- 5.** The VPS announces the current setting. **Press [1]** to change the setting.
- 6. Press [1], [2], [3], [4], [5], or [6]** to choose the desired Service Mode entry.
  - *[1] Automatic Mode*
  - *[2] Manual Day Mode*
  - *[3] Manual Night Mode*
  - *[4] Manual Lunch Mode*
  - *[5] Manual Break Mode*
  - *[6] PBX Control Mode*
- 7.** Confirm the entry is correct, then **press [2]** to accept it.



### 3.1.6 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-TVM 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.
2. **Press [4]** for Other Features.
3. **Press [5]** to change Port/Trunk setting.
4. **Press [2]** to change Service Group setting.
5. **Enter** the Service Group Number (1-8).
6. **Press [1], [2], [3], or [4]** to choose the desired Time Service period entry.
  - *[1] Day Time service*
  - *[2] Night Time service*
  - *[3] Lunch Time service*
  - *[4] Break Time service*
7. **Press [1]** to change the Company Greeting, **or [2]** to change the Incoming Call Service.
8. The current setting is announced. **Press [1]** to change the setting, **or [2]** to accept it.  
If you press [1], **go to Step 9** for the Company Greeting setting, or **go to Step 11** for the Incoming Call Service setting.
9. **Press [1], [2], or [3]** to choose the desired setting entry.
  - *[1] To select a Company Greeting number*

- [2] To select the System Greeting—**Go to Step 13**
- [3] To disable—**Go to Step 13**

**10. Enter** a Company Greeting number 1-32—**Go to Step 13**.

**11. Press** [1], [2], [3], [4], or [5] to choose the desired setting entry.

- [1] To set Voice Mail Service—**Go to Step 13**
- [2] To set Automated Attendant Service—**Go to Step 13**
- [3] To set Custom Service
- [4] To set Interview Service

**12. Enter** the Custom Service number 1 through 100, or the Interview Mailbox number.

**13. Confirm** the entry is correct, then **press** [2] to accept it.

## Changing Service Group Assignment

1. **Log in to** the Main Menu.
2. **Press** [4] for Other Features.
3. **Press** [5] to change Port/Trunk setting.
4. **Press** [1] to change Service Group Assignment.
5. **Press** [1] for Port setting, or **Press** [2] for Trunk setting.
6. **Enter** the **Port/Trunk number**.
7. The current port/trunk number and assigned service group number are announced. **Press** [1] to change the service group, or [2] to accept it.  
If you press [1], **go to Step 8**.
8. **Enter** the Service Group Number (1-8).
9. Confirm the entry is correct, then **press** [2] to accept it.

### 3.1.7 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.
2. **Press [2]** to deliver a message.
3. **Press [1]** to record a broadcast message.
4. Record a broadcast message and **press [1]**.
5. **Press [2]** to accept the message recorded.

#### 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.
2. **Press [2]** to deliver a message.
3. **Press [2]** to deliver a message.
4. **Enter the mailbox number** of the intended recipient.

**Note**

- Enter by name by Pressing [#] [1] first.  
Use a Mailbox Group by specifying its number.

5. **Press [2]** to accept the number if it is correct.

**Note**

- Press [2] to add mailbox numbers. Press [3] to review the mailing list. Press [\*] to cancel message transfer.

6. **Press [1]** to record a message.
7. **Record** the **message** after the tone and **press [1]**.
8. **Press [2]** to accept the entry.
9. **Press [1]** to specify the delivery time.

**Note**

- Press [2] to send the message immediately and go to step 15.

10. **Press [1]** to specify the delivery time.
11. **Enter the time** and **press [#]**.
12. **Press [1]** for **AM** or **[2]** for **PM**.

**Note**

- This selection is not available if "24-h" is set as the time format for time stamps (see "Position of "AM/PM" in Time Stamp" in 2.5.4 Parameters in Programming Manual).

13. **Enter the day of the month** and **press [#]**.

**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.

14. **Press [2]** to accept the entry.
15. **Press [1]** to make this message urgent; otherwise, **press [2]**.
16. **Press [1]** to make this message private; otherwise, **press [2]**.
17. **Press [1]** to request an auto receipt; otherwise, **press [2]**.

### 3.1.8 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-TVM 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.
2. **Press [3]** to customise the mailbox.
3. The VPS announces the current password setting. **Press [1]** to change the mailbox password. If a password has not yet been assigned, go to Step 4. **Press [2]** to accept the current setting.
4. **Enter the password** and **press [#]**.
5. The VPS announces the current password setting. **Press [2]** to accept it.

## 3.2 Message Manager's Guide

### 3.2.1 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-TVM Maintenance Console or by the Message Manager using his or her extension telephone (refer to 3.2.4 Customising the Message Manager's Mailbox).

#### **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-TVM Maintenance Console. Refer to 2.8.1 Administrator.
- 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 (see "Autoplay New Message" in Programming Manual).
- While listening to messages, playback volume and speed can be adjusted by pressing [8] for volume and [9] for speed.

### To Log in to the Message Manager's Mailbox

1. Either **dial** the **extension number** for a port connected to the VPS that is set to Voice Mail service, or **dial** the **extension number of any port connected to the VPS** and **enter** [#] [6] to change the port to Voice Mail service.

*Please enter your party's mailbox number.  
To enter by name, press [#] and [1].  
If you are using a rotary telephone, stay on the line.  
To call the operator, press [0].*

2. Press [\*], then enter the **Message Manager's mailbox Number** (98, 998, 9998 or 99998).

*Enter your password, followed by [#].*

- 3. Enter the Password** followed by [#]. The Message Manager Service main menu will be played.

*To transfer General Delivery Mailbox messages, press [1].*  
*To set up message waiting notification, press [2].*  
*To customise your mailbox, press [3].*  
*To set the clock, press [4].*  
*To modify message, press [5].*  
*To set station call forwarding, press [6]\*.*  
*To set Timed Reminder, press [7].*  
*To end this call, press [\*].*

\* Played only when the VPS communicates with the PBX via DPT integration.

## 3.2.2 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.
2. **Press [1]** to listen to new messages, **press [2]** to listen to old messages, or **press [3]** to listen to deleted messages.
3. The VPS plays each message, identifying the sender and indicating when the message was recorded. **Press [0]** to listen to the entire menu.
  - *[1] Repeat this Message*
  - *[1] [1] Replay the Previous Message*
  - *[1] [2] Play the Next Message*
  - *[2] [3] Listen to the Message Envelope*
  - *[2] [5] Resume Bookmark (when Bookmark is set.)*
  - *[2] [6] Save as new (when the new message is listened.)*
  - *[3] Erase this Message*
  - *[4] Reply*
  - *[5] Rewind*
  - *[6] Fast Forward*
  - *[7] Transfer*

### 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.
2. **Press [1]** to transfer new messages, **press [2]** to transfer old messages, or **press [3]** to transfer deleted messages from the General Delivery Mailbox.
3. The VPS plays the first (next/last) message. **Press [7]** to transfer the message.



4. **Enter the destination mailbox number.**

5. **Press [2]** to accept the number.

6. **Press [2]** to record a comment.

**Note**

- Press [1] to transfer messages without comment. Press [3] to add a mailbox number. Press [4] to review the Mailing List.

7. **Record comments and press [1].**

8. **Press [2]** to accept the recorded comments.

### 3.2.3 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 (pager)].

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 dialling [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.
2. **Press [2]** to set Message Waiting Notification.
3. **Press [1]** to change the Message Waiting Lamp Notification Status.
4. **Press [1]** to change the Message Waiting Lamp Notification Status, or **[2]** to accept it.

#### Setting Notification by External Device

The VPS calls the preprogrammed telephone number or beeper (pager) 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 (see "Time Frame 1, 2 (MON–SUN)" in 2.1.4 Notification Parameters in Programming Manual).

1. **Log in to** the Main Menu.
2. **Press [2]** to set Message Waiting Notification.
3. **Press [2]** to change the Device Status.
4. **Enter the device number (1-3).**

**Note**

- 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.

5. **Press [1] or [2]** to select the message type.

- *[1] Notify of all messages*
- *[2] Notify of urgent messages*

6. **Press [1], [2], or [3]** to select when the device will be used for message notification.

- *[1] Schedule (notification is sent each time a message is received, but only during the times programmed by the System Administrator)*
- *[2] Continuously (notification is sent each time a message is received)*
- *[3] 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 authorise the use of the Beeper Callback No. Entry Code.

1. **Log in to** the Main Menu.

2. **Press [2]** to set Message Waiting Notification

3. **Press [3]** to assign a telephone/beeper (pager) number.

4. **Press [1]** to change the first telephone number, **[2]** to change the second telephone number, or **[3]** to change the third telephone number.

5. **Press [1]** to set the telephone number.

6. **Enter the telephone number.**

7. **Press [2]** to accept the entry.

- *[1] Change the telephone number*

### 3.2 Message Manager's Guide

---

- *[2] Accept*
- *[3] Review*
- *[4] Add more digits*
- *[5] Insert a pause*
- *[6] Insert a wait for dial tone*
- *[7] Insert a beeper display command*

**8. Press [1] to be notified by telephone or [2] by beeper (pager).**

## 3.2.4 Customising the Message Manager's Mailbox

The Message Manager is able to customise 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 a trunk.

### **Note**

- If the VPS is being programmed via KX-TVM Maintenance Console, the Message Manager cannot customise 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 CO

After programming/changing the telephone numbers used for Remote Call Forward to CO, the Message Manager must reset the remote call forwarding setting (see 3.2.7 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 Message Manager's mailbox.
2. **Press [3]** to customise Mailbox.
3. The VPS announces the current password setting. **Press [1]** to change the password. **Press [2]** to accept the current setting—**Go to Step 6**.
4. **Enter** the password and **press [#]**.
5. The VPS announces the current password setting. **Press [2]** to accept it.
6. The VPS announces the current operator's extension setting. **Press [1]** to change or assign the operator's extension. **Press [2]** to accept the current setting, or **press [3]** to delete the current setting—**Go to Step 9**.

### **Note**

- Operator 1's extension number cannot be deleted.

7. Enter the **extension number**.
8. The VPS announces the current extension setting. **Press [2]** to accept it.
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. The VPS announces the current Telephone number 1 setting. **Press [1]** to change or assign the telephone number. **Press [2]** to accept the current setting—**Go to Step 13**.
11. Enter the **telephone number** using "0-9" and "×".  
**Note**
  - Please make sure you begin the telephone number with a Trunk Access number (to seize a trunk).
  - 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. The VPS announces the current telephone number 1 setting. **Press [2]** to accept it.
13. The VPS announces the current telephone number 2 setting. **Press [1]** to change or assign the telephone number. **Press [2]** to accept the current setting.
14. Enter the **telephone number** using "0-9" and "×".
15. The VPS announces the current telephone number 2 setting. **Press [2]** to accept it.

## 3.2.5 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, redialling 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-TVM Maintenance Console.
  - the System Manager is configuring mailboxes, Classes of Service (COS), or customising the System Manager's Mailbox.

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

1. **Log in to** the Main Menu.
2. **Press [4]** to set the time and date.
3. **Press [1]** to change the current setting.
4. **Enter the current time** and **press [#]**. ("For example, to enter 5 o'clock, press 5 and # or to enter 5:15, press 5, 1, 5, and #".)
5. **Press [1]** for **AM** or **[2]** for **PM**.

### **Note**

- This selection is not available if "24-h" is set as the time format for time stamps (see "Position of "AM/PM" in Time Stamp" in 2.5.4 Parameters in Programming Manual).

6. **Press [2]** to accept the time.
7. **Press [1]** to change the current setting.
8. **Enter the current month** and **press [#]**. ("For example, to enter January, press 1 and #".)
9. **Enter the day** and **press [#]**.
10. **Enter the last 2 digits of the year** and **press [#]**.
11. **Press [2]** to accept the date.

### 3.2.6 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.\*

\* If the VPS is being programmed via KX-TVM Maintenance Console, the Message Manager cannot record all system messages (menus, voice labels, system prompts, and system caller names). The VPS will announce, "Sorry, this function is not available".

- *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.

### Recording Menus and Voice Labels

1. **Log in to** the Main Menu.
2. **Press [5]** to modify messages.
3. Select the desired number to be recorded.
  - *[1] Record the Company Greetings.*



- *[2] Record the Company Name.*
  - *[3] Record the Custom Service Menus.*
  - *[4] Record the Voice Labels for Mailbox Groups.*
  - *[6] Record the Multilingual Selection Menu.*
  - *[8] Record the On Hold Announcement Menu.*
4. For the item selected in Step 3, follow these steps:
    - For the Company Greetings—**Enter the Company Greeting Number (1-32).**
    - For the Company Name—**Go to Step 5.**
    - For the Custom Service Menus—**Enter a Custom Service Number (1-100).** Enter [0] to record the Custom Service exit prompt.
    - For the Voice Labels—**Enter a Mailbox Groups number to be labelled.** (The System Administrator assigns list numbers.)
    - For the Multilingual Selection Menu—**Go to Step 5.**
    - For the On Hold Announcement Menu—**Go to Step 5.**
  5. The VPS plays the current message. **Press [1]** to change the message. If a message has not yet been recorded, go to Step 7.
  6. **Press [1]** to record the message. **Press [2]** to erase the current message and return to Step 3 or 4.
  7. **Record the message** after the tone and **press [1].**
  8. **Press [2]** to accept the message.
    - Press [1] to review the recorded message.
    - Press [3] to erase the recorded message and try again—Return to Step 7.
    - Press [4] to add a message.
    - Press [×] to erase the recorded message and exit—Return to Step 3.
  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.
2. **Press [5]** to modify messages.
3. **Press [5]** to modify system prompts.
4. **Enter the System Prompt Number** you want to change.

5. To change specific prompts, **go to Step 6.**  
To change all prompts one after another without reviewing the current recording, **go to Step 7.**
6. To change specific prompts:
  - a) **Press [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) **Press [1]** to record a new prompt.
    - Press [2] to erase the current recording—Return to Step 6b.  
(This is not available when the selected prompt is currently turned on and not recorded, or when the selected prompt has never been recorded and is currently turned off in Utility by the System Administrator.)
    - Press [3] to turn off the specified prompt—Return to Step 6b.
    - Press [4] to accept—Return to Step 6b.

**Note**

  - Erased prompts can be restored if they were backed up using KX-TVM Maintenance Console (refer to 1.8.2 Utility—System Back Up in Programming Manual).

For KX-TVM50: You can restore the original system prompts included with the KX-TVM50 using the included CD-ROM.

For KX-TVM200: The original system prompts included with the KX-TVM200 are retained in the hard disk drive and are restored automatically when the current prompt is erased.

  - e) **Record a prompt** after the tone and **press [1]** to end recording.
  - f) **Press [2]** to accept the recorded prompt.
    - Press [1] to review the recorded prompt.
    - Press [3] to erase the recorded prompt and try again—Return to Step 6e.
    - Press [×] to erase the recorded prompt and exit—Return to Step 6b.
  - g) Repeat steps 6b to 6f to record other prompts.
7. To change all prompts one after another:
  - a) **Press [2]**
  - b) **Enter the prompt number** you want to change.
  - c) The VPS announces the prompt number.
  - d) **Press [1]** to change the prompt.
    - Press [2] to go to Step 7g.
    - Press [3] to turn off the prompt.
  - e) **Record a prompt** after the tone and **press [1]** to end recording.
  - f) **Press [2]** to accept the recorded prompt.
    - Press [1] to review the recorded prompt.
    - Press [3] to erase the recorded prompt and try again—Return to Step 7e.
    - Press [×] to erase the recorded prompt and exit—Go to Step 7g.

- g) The VPS plays the next prompt number.
- h) Repeat Steps 7d to 7g to record other prompts.

## Recording System Caller Names

Before recording System Caller Names, the associated telephone numbers must first be programmed (See 2.5.3 System Caller Name Announcement in the Programming Manual.)

1. **Log in to** the Main Menu.
2. **Press [5]** to modify messages.
3. **Press [7]** to modify system caller names.
4. **Enter the Caller ID List Number<sup>\*1</sup> (1-200)** to be modified.
  - Enter [**×**] to return to Step 3.
5. The VPS announces the Caller ID number and its name. To change the name, **press [1]**. If a name has not yet been recorded for this Caller ID number, go to Step 6.
  - Press [2] to accept the current name—Return to Step 4.
  - Press [3] to erase the current name—Return to Step 4.
6. **Record the name** after the tone and **press [1]**.
7. The VPS announces the recorded name. **Press [2]** to accept it.
  - Press [1] to change the recorded name—Return to Step 6.
  - Press [3] to erase the recorded name—Return to Step 4.
8. Repeat Steps 4-7 to record names for other Caller ID List numbers.

---

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

### 3.2.7 Remote Call Forwarding Set

The Message Manager can programme 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 CO—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 CO must be enabled for the Class of Service (COS) assigned to the Message Manager (see "Remote Call Forward to CO" in 2.2.2 Personal Options in Programming Manual).
- FWD to CO 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.
2. **Press [6]** to set Remote Call Forwarding.
3. **Press [1], [2], [3], [4], [5], or [6]** to select the desired forwarding setting.
  - *[1] FWD All*
  - *[2] FWD Busy*
  - *[3] FWD No Answer*
  - *[4] FWD Busy or No Answer*
  - *[5] FWD to CO—Go to Step 6.*
  - *[6] FWD Cancel—Go to Step 9.*

4. Enter the **extension number**.

5. Confirm the entry is correct, then **press [2]** to accept it. **Go to Step 10.**

**Note**

- Press [1] to change the extension number—Return to Step 4.

6. **Press [1] or [2]** to select telephone number 1 or telephone number 2 (**go to Step 8**), or **press [3]** to select another telephone number.

7. Enter the **telephone number** using "0-9" and "×".

**Note**

- Please make sure you begin the telephone number with a Trunk Access number (to seize a trunk).
- 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. Confirm the entry is correct, then **press [2]** to accept it. **Go to Step 10.**

**Note**

- Press [1] to change the telephone number. Return to Step 6.

9. Call Forwarding is cancelled. **Press [2]** to accept it.

10. The new settings are transmitted to the PBX. If the forwarding setting or cancelling has been completed properly, you will hear: *"Call forwarding accepted"* or *"Call forwarding is cancelled"*.

**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.

### 3.2.8 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 2.1 or higher) using DPT Integration.

1. **Log in to** the Main Menu.
2. **Press [7]** to set Timed Reminder.
3. **Press [1]** to change the setting.

**Press [2]** to accept the current setting, then go on-hook to finish.

**Press [3]** to cancel (turn off) the Timed Reminder, then go on-hook to finish.

4. **Enter** the desired time, then **[#]**.
5. **Press [1]** for **AM**, or **[2]** for **PM**.

**Note**

- This selection is not available if "24-h" is set as the time format.

**When setting via VM Menu feature:** the time format (12 or 24 hour) is determined by the System Clock (see "System Date/Time" in 2.5.4 Parameters in Programming Manual).

**When setting via System Guidance:** the time format is determined by the setting of "Position of "AM/PM" in Time Stamp" (see "2.5.4 Parameters" in Programming Manual).

6. **Press [1]** to set **Once**, or **[2]** to set **Daily**.
7. **Press [2]** to accept the setting.

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

There are over 1000 system prompts in the VPS. These prompts can be customised by re-recording them to change their content, or can be recorded in various languages (KX-TVM50: 3 languages; KX-TVM200: 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

Prompt No.	Modifiable Prompts
772	To add, press 4
880	To erase and exit, press ✕
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 Otherwise, I'll try your party again



## 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 KX-T series PBXs. Requires upgraded software in the PBX. When the VPS and PBX use APT Integration, voices are sent using analogue 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 utilise 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 dialling a preprogrammed telephone number (either a DID number or a telephone number that reaches the PBX via a preprogrammed trunk) 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 dialling 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 trunk.

## 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 realise 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-TVM 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 (trunk 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 KX-T series 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 utilise 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 (Pager) Access (notify the subscriber by paging the subscribers beeper [pager])
- (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 (pager).

---

## 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-TVM50; 5 languages for the KX-TVM200.

## 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 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 Dialling 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 (Dialling 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 unauthorised 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 customise 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 CO).

## Remote Call Forward to CO

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 authorised.

## 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 trunk.

## 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 Personal Greetings 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-TVM 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-TVM 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 Synchronisation

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 dialling a preprogrammed DID number, or by dialling a telephone number that connects the call to a preprogrammed trunk 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 time period, 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-TVM50, and KX-TVM200.

---

# ***Index***

## A

Alternate Extension Group 14  
 APT Integration (KX-TVM50 only) 12  
 Assigning Notification Numbers 91  
 Auto Configuration (APT/DPT Integration Only) 62  
 Auto Forwarding 14  
 Auto Receipt 39  
 Automated Attendant 15  
 Automatic Log-in (APT/DPT Integration Only) 40  
 Autoplay New Message 40

## B

Basic Features 8  
 Bookmark 42  
 Broadcasting Messages 15  
 Busy Coverage Mode 15

## C

Call Services 17  
 Call Transfer Status 43  
 Call Transfer to Outside 17  
 Callback Number Entry 43  
 Caller ID Call Routing (APT/DPT Integration Only) 18  
 Caller ID Callback (APT/DPT Integration Only) 44  
 Caller ID Screening (APT/DPT Integration Only) 18  
 Caller Name Announcement—Personal (APT/DPT Integration Only) 19  
 Caller Name Announcement—System (APT/DPT Integration Only) 19  
 Calling a Beeper (Pager) 44  
 Changing Service Group Assignment 82  
 Changing Service Group Setting 81  
 Changing the Company Greeting and Incoming Call Service Setting 81  
 Changing the Service Mode Setting 79  
 Changing the System Manager's Password 85  
 Class of Service (COS) 20  
 Company Greeting 21, 81  
 Company Name 21  
 Covering Extension 22  
 Creating and Editing a Mailbox 70  
 Custom Service 22  
 Custom Service Builder 62  
 Customising the Message Manager's Mailbox 93

## D

Daylight Saving Time Assignment 23  
 Default Mailbox Template 62  
 Delete Message Confirmation 45  
 Delivering Messages 83  
 Delivering Messages to All Mailboxes (Broadcasting Messages) 83  
 Delivering Messages to Specified Mailboxes 83  
 Dialling by Name 23  
 DID Call Routing (DPT Integration Only) 24  
 DPT Integration 12

## E

E-mail Integration 24  
 Extension Group 26  
 External Message Delivery List 45  
 External Message Delivery Service 46

## F

Fax Management 26  
 Features 11

## G

Glossary 105  
 Group Distribution List—Personal 46  
 Group Distribution List—System 47

## H

Hold 26  
 Holiday Service 27

## I

Inband Integration (KX-TVM50 only) 13  
 Incomplete Call Handling Service 47  
 Integration Types 12  
 Intercom Paging (APT/DPT Integration Only) 27  
 Interview Service 28  
 Introduction to VPS Features 8

## L

List All Names 28  
 List of Prompts for Voice Mail and AA Service 103  
 Live Call Screening (APT/DPT Integration Only) 48  
 Logging in to the Message Manager's Mailbox 86  
 Logging in to the System Manager's Mailbox 68  
 Logical Extension (All Calls Transfer to Mailbox) 29

## M

Mailbox 48  
 Mailbox Capacity Warning 50  
 Managing the General Delivery Mailbox 88  
 Message Delivery, Internal 29  
 Message Manager's Guide 86  
 Message Reception Mode 30  
 Message Transfer 50  
 Message Waiting Notification—Device 30  
 Message Waiting Notification—Lamp 31  
 Multilingual Service 31

## N

No Answer Coverage Mode 32

## O

On Hold Announcement Menu 32  
 One-touch Two-way Transfer (DPT Integration Only) 51  
 Operator Service 33  
 Operator's Extensions 93

## P

Password Administration 63  
 PBX Integration Features 12  
 Personal Custom Service 51  
 Personal Greeting for Caller ID (APT/DPT Integration Only) 52  
 Personal Greetings 52

PIN Call Routing 33  
 Play System Prompt After Personal Greeting 34  
 Playback Volume/Speed Control 53  
 Port Service 34  
 Private Message 53  
 Programming Instructions 67

## R

Receive Message 54  
 Recording by System Administrator 63  
 Recording Menus and Voice Labels 96  
 Recording Messages 96  
 Recording System Caller Names 99  
 Recording System Prompts 97  
 Recovery Message 54  
 Remote Call Forwarding Set 100  
 Remote Call Forwarding Set (DPT Integration Only) 55  
 Resetting a Mailbox Password 72  
 Rotary Telephone Service 35

## S

Service Access Commands 35  
 Service Group 36  
 Service Mode 64, 79  
 Setting Class of Service (COS) Parameters 73  
 Setting the System Clock 78, 95  
 Setting the Timed Reminder 102  
 Setting Up Mailboxes 70  
 Setting Up Message Waiting Notification 90  
 Subscriber Tutorial 56  
 Subscriber Use 9  
 Subscribers Features 39  
 System Administration 9  
 System Administration, Management, and Use 9  
 System Backup/Restore 65  
 System Clock 36, 78  
 System Features 14  
 System Management 9  
 System Manager's Guide 68  
 System Prompts 37  
 System Reports 64  
 System Security 65  
 System Setting Features 62

## T

Temporary Personal Greeting 57  
 Time Service 37  
 Time Synchronisation (DPT Integration Only) 65  
 Timed Reminder Setting (DPT Integration Only) 57  
 Toll Saver (APT/DPT Integration Only) 58  
 Transferring Messages 88  
 Trunk Service (Universal Port) (APT/DPT Integration Only) 38  
 Two-way Record (APT/DPT Integration Only) 59  
 Two-way Transfer (APT/DPT Integration Only) 59

## U

Unlimited Message Length 60  
 Urgent Message 60

Utility 65

## V

VM Menu (DPT Integration Only) 61  
 Voice Mail Service 38  
 Voice Processing System Overview 7

## W

What is a VPS? 8

**Panasonic Communications Co., Ltd.**

1-62, 4-chome, Minoshima, Hakata-ku, Fukuoka 812-8531, Japan

**Copyright:**

This material is copyrighted by Panasonic Communications Co., Ltd., and may be reproduced for internal use only. All other reproduction, in whole or in part, is prohibited without the written consent of Panasonic Communications Co., Ltd.

© 2005 Panasonic Communications Co., Ltd. All Rights Reserved.