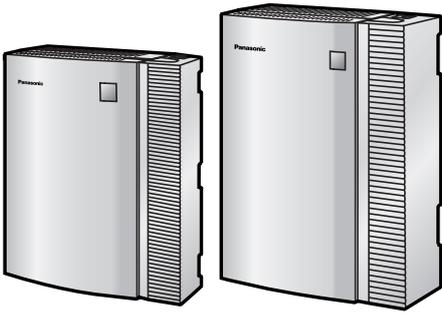


Panasonic



Voice Processing System
Model **KX-TVM50/KX-TVM200**

ACD Report Server
Model **KX-NCV200**

Programming Manual



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

Voice Processing System: Version 1.0

Introduction

About this Manual

This Programming Manual is designed to serve as an overall reference for programming the Panasonic Voice Processing System using KX-TVM/NCV Maintenance Console. It explains how to use KX-TVM/NCV Maintenance Console, and obtain the most out of system administration. The Programming Manual is divided into the following sections:

Section 1, Programming Instructions

Describes how to install, start, and operate KX-TVM/NCV Maintenance Console.

Section 2, KX-TVM/NCV Maintenance Console Operating Instructions

Describes in detail each parameter that can be programmed using KX-TVM/NCV Maintenance Console.

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

The following manuals are available:

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/NCV Maintenance Console software. Relevant sections from the Installation Manual are listed throughout this manual for your reference.

Feature Manual

The Voice Processing System Feature Manual is an overall reference describing VPS features. It explains what the VPS can do, and how to obtain the most of its many features. Sections from the Feature 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.

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Table of Contents

1	Programming Instructions	7
1.1	Introduction	8
1.1.1	System Administration	8
1.1.2	Password Security	8
1.2	Installing and Starting KX-TVM/NCV Maintenance Console	9
1.2.1	Installing KX-TVM/NCV Maintenance Console	9
1.2.2	Starting KX-TVM/NCV Maintenance Console	12
1.3	File	15
1.3.1	File—New	15
1.3.2	File—Open	15
1.3.3	File—Save	15
1.3.4	File—Save As	16
1.3.5	File—Exit	16
1.4	Connect	17
1.4.1	Connect—USB	17
1.4.2	Connect—LAN (Optional for KX-TVM50)	17
1.4.3	Connect—Modem (optional)	17
1.4.4	Connect—Disconnect	18
1.5	Edit	19
1.5.1	Edit—Undo	19
1.5.2	Edit—Cut	19
1.5.3	Edit—Copy	19
1.5.4	Edit—Paste	19
1.5.5	Edit—Select All	19
1.5.6	Edit—Delete	20
1.6	View	21
1.6.1	View—Tool Bar	21
1.6.2	View—Status Bar	21
1.6.3	View—Shortcut Bar	21
1.6.4	View—Utility Bar	21
1.7	Go To	22
1.7.1	Go To—Mailbox Settings	22
1.7.2	Go To—Class Of Service	22
1.7.3	Go To—PORT/TRUNK Service	22
1.7.4	Go To—Service Settings	22
1.7.5	Go To—System Parameters	22
1.7.6	Go To—H/W Settings	23
1.7.7	Go To—Reports	23
1.7.8	Go To—System Security	23
1.8	Utility	24
1.8.1	Utility—Quick Setup	24
1.8.2	Utility—System Back Up	25
1.8.3	Utility—System Prompts Customisation	26
1.8.4	Utility—Line Status	28
1.8.5	Utility—System Trace	28
1.8.6	Utility—System Maintenance	29
1.8.7	Utility—System Initialise/Restart	30

1.8.8	Utility—Diagnostic	31
1.8.9	Utility—Programmer Code.....	31
1.8.10	Utility—Commands.....	31
1.8.11	Utility—Software Version	32
1.8.12	Utility—LAN Settings	32
1.8.13	Utility—Default Parameters	33
1.8.14	Utility—Set Language.....	33

2 KX-TVM/NCV Maintenance Console Operating Instructions35

2.1	Mailbox Settings	36
2.1.1	Mailbox Settings Screen.....	36
2.1.2	Default Mailbox Template	36
2.1.3	Mailbox Parameters.....	38
2.1.4	Notification Parameters	44
2.1.5	External Message Delivery.....	49
2.1.6	Auto Forwarding	50
2.1.7	Personal Distribution List.....	52
2.1.8	Personal Custom Service	53
2.1.9	Remote Call FWD to CO	55
2.1.10	Automatic Log-in.....	56
2.1.11	E-mail Option.....	58
2.2	Class of Service.....	60
2.2.1	Class of Service	60
2.2.2	Personal Options	64
2.3	Port/Trunk Service.....	69
2.3.1	Service Group	70
2.4	Service Settings	74
2.4.1	Caller ID/DID/PIN Call Routing.....	75
2.4.2	Holiday Settings.....	77
2.4.3	Parameters	81
2.4.4	Custom Service	89
2.5	System Parameters	99
2.5.1	Mailbox Group	99
2.5.2	Extension Group.....	102
2.5.3	System Caller Name Announcement	104
2.5.4	Parameters	106
2.6	Hardware (H/W) Settings.....	138
2.6.1	Global Parameters.....	138
2.7	Reports.....	147
2.7.1	Mailbox Information Report	148
2.7.2	Call Account Report	151
2.7.3	Port Usage Report.....	152
2.7.4	HDD (Memory) Usage Report.....	153
2.7.5	Mailbox Usage Report	154
2.7.6	Fax Call Report.....	155
2.7.7	Call Handling Statistic Report.....	156
2.7.8	Custom Service Report	158
2.7.9	Message Status Report.....	159
2.7.10	Subscriber Setup Report.....	160
2.7.11	Security Information Report.....	161
2.7.12	Hourly Statistics Report.....	162

2.7.13	E-mail Report	163
2.8	System Security	164
2.8.1	Administrator	164
2.8.2	Subscriber	167
	Glossary	169
	Index	181

Section 1

Programming Instructions

This section describes how to install, start, and operate KX-TVM/NCV Maintenance Console.

1.1 Introduction

1.1.1 System Administration

VPS programming can be performed by the System Administrator, System Manager, and Message Manager. The type of programming performed by each is very different. While the System Manager and Message Manager can use their telephones to program the PBX, the System Administrator must use KX-TVM/NCV Maintenance Console and a PC.

VPS programming performed by the System Administrator is referred to as "system administration".

- System administration involves creating or changing VPS settings that control the manner in which VPS performs, and is usually done before any other programming. (The system manager can program some of these parameters with a telephone.)
- System administration can be performed by only one person at a time: a second person attempting to program the VPS will be denied access to system administration.

1.1.2 Password Security

To maintain system security, a password is required to perform system programming. When KX-TVM/NCV Maintenance Console is started for the first time, the Quick Setup needs to be set. Then, you will be asked to set the system password before the setup. To avoid unauthorised access and possible fraudulent dialling, do not disclose the password.

Warning to the Administrator regarding the system password

1. Please inform the customer of the importance of the password and the possible dangers if it becomes known to others.
2. To avoid unauthorised access and possible fraudulent dialling, maintain the secrecy of the password.
3. Please change the password periodically.
4. To prevent unauthorised access, we strongly recommend selecting a long and random password.
5. If the system password is forgotten, you have to reset the VPS to its factory defaults and reprogram it.

1.2 Installing and Starting KX-TVM/NCV Maintenance Console

1.2.1 Installing KX-TVM/NCV Maintenance Console

System programming, diagnosis, and data upload/download can be performed with a PC using the KX-TVM/NCV Maintenance Console software.

This section briefly describes how to install and start KX-TVM/NCV Maintenance Console on a PC that is connected to the VPS via USB.

System Requirements

Required Operating System

- Microsoft® Windows® 98 SE, Windows Me, Windows 2000, or Windows XP

Minimum Hardware Requirements

- CPU: 133 MHz Intel® Pentium® microprocessor
- HDD: 300 MB of available hard disk space
- RAM: 64 MB of available RAM (128 MB recommended)

Software Installation



1. Copy the KX-TVM/NCV Maintenance Console setup file to a local drive on the PC. (Its icon is shown here, on the left.)
2. Double-click the setup file to run the installer.
3. Follow the on-screen instructions provided by the installation wizard.
4. Click **Finish**.
5. Click **OK**.

Note

- To install or uninstall the software on a PC running Windows 2000 Professional or Windows XP Professional, you must be logged in as a user which is in either the "Administrators" or "Power Users" group.
- When the VPS is first connected to the PC via USB, a wizard should appear and ask you to select the appropriate USB driver. Browse for and select the KX-TVM USB driver, which is copied to the local drive during installation.

Updating other Panasonic Drivers

CAUTION

Installing the USB driver may prevent the USB driver for KX-TDA series or PC Console/Phone Software from functioning correctly. In this case, update the USB drivers as necessary from the following folders on the included CD-ROM:

KX-TDA Series: CD-ROM Drive:\TDA_USB Driver\TDA_USB Driver

PC Console/Phone Software: CD-ROM Drive:\TDA_USB Driver\T7601_USB Driver

Note

- Before installing or uninstalling the driver, be sure to close any open applications.

Windows 98SE

1. Connect the PC to the PBX with a USB cable.
The **Add New Hardware Wizard** will appear.
2. Click **Next**.
3. Select **Search for the best driver for your device. [Recommended]**, then click **Next**.
4. Select **Specify a location**, then click **Browse**.
5. Specify the folder containing the USB driver, **CD-ROM Drive:\USB driver\Win98**, then click **OK**.
6. Click **Next**.
7. Click **Next**.
8. Click **Finish**.

Note

- If a dialogue box appears asking you to restart your PC, restart the PC.

Windows Me

1. Connect the PC to the PBX with a USB cable.
The **Add New Hardware Wizard** will appear.
2. Select **Specify the location of the driver [Advanced]**, then click **Next**.
3. Select **Search for the best driver for your device. [Recommended]**.
4. Select **Specify a location**, then click **Browse**.
5. Specify the folder containing the USB driver, **CD-ROM Drive:\USB driver\WinMe**, then click **OK**.
6. Click **Next**.
7. Click **Next**.
8. Click **Finish**.

Note

- If a dialogue box appears asking you to restart your PC, restart the PC.

Windows 2000

1. Connect the PC to the PBX with a USB cable.
The **Found New Hardware Wizard** will appear.
2. Click **Next**.
3. Select **Search for a suitable driver for my device. [Recommended]**, then click **Next**.
4. Select **Specify a location**, then click **Next**.
5. Click **Browse**, and specify the folder containing the USB driver, **CD-ROM Drive:\USB driver\Win2000**, then click **Open**.
6. Click **OK**.
7. Click **Next**.
8. Click **Finish**.

Windows XP

1. Connect the PC to the PBX with a USB cable.
The **Found New Hardware Wizard** will appear.
2. Select **Install from a list or specific location [Advanced]**, then click **Next**.

3. Select **Search for the best driver in these locations**.
4. Select **Include this location in the search:**, then click **Browse**.
5. Specify the folder containing the USB driver, **CD-ROM Drive:\USB driver\WinXP**, then click **OK**.
6. Click **Next**.
7. Click **Continue Anyway**.
8. Click **Finish**.

1.2.2 Starting KX-TVM/NCV Maintenance Console

Note

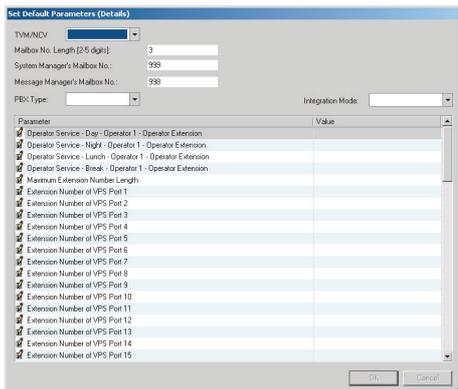
- The screenshots shown here are for reference only, and may differ from the screens displayed on your PC.
- KX-TVM/NCV Maintenance Console uses English as the default language. See step 4 to change the language.



1. Click the **KX-TVM/NCV Maintenance Console** shortcut icon. Its icon is shown here, on the left.



2. Select the appropriate VPS model.



3. The Set Default Parameters window is displayed the first time you start KX-TVM/NCV Maintenance Console. Select the TVM/NCV Type, PBX Type, and Integration Mode. Change the default parameters listed in the window if necessary, then click **OK**.

Note

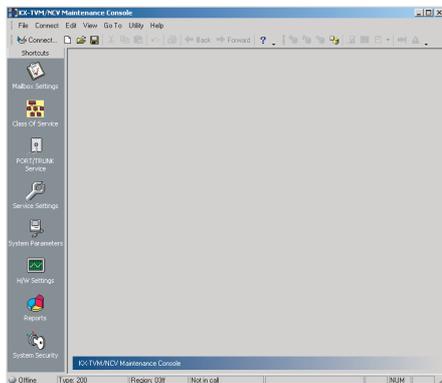
- If you have already used KX-TVM/NCV Maintenance Console to change the Programmer Code, the Enter Programmer Code dialogue box is displayed. Enter the previously set Programmer Code and click **OK**.

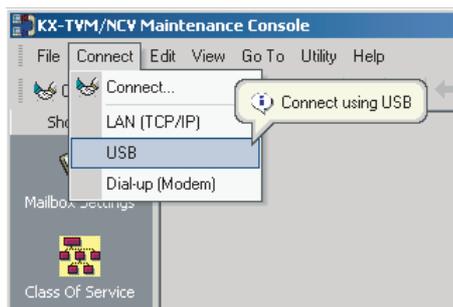


4. The main window is displayed.

Note

- You can change the display language by clicking **Utility**→**Set Language...**, then selecting the desired language and clicking **OK**.
- To confirm or change the parameters in the Set Default Parameters window after changing the display language, click **Utility**→**Default Parameters**→**Set Default**.

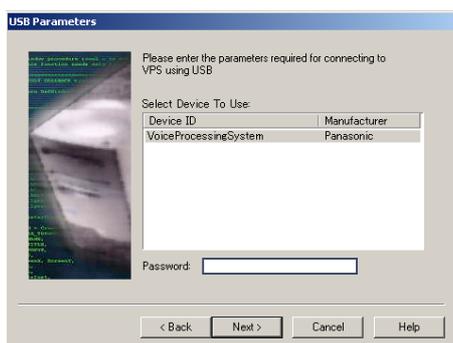




- Click **Connect** → **USB** from the menu bar, or click **Connect** on the shortcut bar, select **USB** in the **Connection Mode** dialogue box and click **Next**.

Note

- To connect to the VPS via USB, the KX-TVM USB driver must be installed on the PC, as explained above in "Installing KX-TVM/NCV Maintenance Console".



- Select the VPS as the desired USB device, enter the administrator password (default: 1234), then click **Next**.

- Click **Finish** when the message **Connected!** is displayed.

- You may now begin programming the VPS. To choose the area you would like to begin programming, click the desired icon in the Shortcuts menu.



Note

- If starting KX-TVM/NCV Maintenance Console for the first time, use the Quick Setup utility to set the administrator's password and other basic parameters (see 1.8.1 Utility—Quick Setup).
- Software features, design, and system requirements are subject to change.

Program Mode

When KX-TVM/NCV Maintenance Console is started, you can choose to program the VPS in either Batch mode or Interactive mode.

a) Batch mode

Batch mode allows you to create new system data files and make modifications to system data

1.2 Installing and Starting KX-TVM/NCV Maintenance Console

files saved on your PC without being connected to the VPS. Later, when you connect to the VPS, the system data stored in the PC can be uploaded to the VPS.

When you create a new system data file or open an existing data file stored in the PC, KX-TVM/NCV Maintenance Console enters Batch mode (see "1.3 File").

b) Interactive mode

Interactive mode allows you to directly modify the system data and settings saved in the VPS's memory from a PC that is connected to the VPS. This mode displays the system data that is currently being used by the VPS. Data can be modified and results displayed in real time. To enter Interactive mode, select an option from the **Connect** menu (see "1.4 Connect").

Standard Buttons

There are several standard buttons that are displayed on many screens within KX-TVM/NCV Maintenance Console.

The standard buttons are as follows:

Button	Function
OK	Accepts the settings that were made in the current screen and closes the screen.
Apply	Accepts the settings that were made in the current screen and leaves the screen open.
Cancel	Ignores any changes made in the current screen and returns to the previous screen.
Help	Displays the relevant help topic for the current screen.

1.3 File

The File menu allows you to create, open or save a data file. If "New" or "Open" are selected, KX-TVM/NCV Maintenance Console automatically enters Batch mode.

1.3.1 File—New

Creates a new system data file, and puts KX-TVM/NCV Maintenance Console in Batch mode. All settings are in their initial or default state. To upload the file created here to the VPS, see "1.8.2 Utility—System Back Up".

Note

- Since selecting this option creates a new system data file, uploading this new file to the VPS as is will overwrite any settings that are saved in the VPS's memory. Use with care.

To create a new system data file

1. From the **File** menu, select **New**.

1.3.2 File—Open

Opens a system data file saved on the PC, and puts KX-TVM/NCV Maintenance Console in Batch mode.

Using the data without converting may result in certain data being loaded to an incorrect destination, and is not recommended.

System data files for unsupported VPS models cannot be opened. Only files saved with KX-TVM/NCV Maintenance Console can be opened.

To upload the file modified here to the VPS, see "1.8.2 Utility—System Back Up".

To open a system data file

1. From the **File** menu, select **Open**.
The Open dialogue box will be displayed.
2. Navigate to the folder containing the system data file you want to open.
3. Select the file.
4. Click **Open**.
 - a) Click **Yes** to convert the data for use with the current version of KX-TVM/NCV Maintenance Console.
Enter a name for the new converted system data file.
 - b) Click **No** to open the file without converting it (not recommended).

1.3.3 File—Save

Overwrites the previously saved system data file with the system data currently being modified. To upload a file saved here to the VPS, see "1.8.2 Utility—System Back Up".

To save a system data file

- From the **File** menu, select **Save**.
If the data has never been saved, the Save dialogue box will be displayed. For more details, see "1.3.4 File—Save As".

1.3.4 File—Save As

Saves the system data file being modified with the name chosen by the user.
To upload a file saved here to the VPS, see "1.8.2 Utility—System Back Up".

To save a system data file with a new name

1. From the **File** menu, select **Save As**.
2. Navigate to the folder in which you want to save the file.
3. Enter a file name, or select a file to overwrite.
4. Click **Save**.
If choosing to overwrite another file, a warning message will be displayed.
 - a) Click **Yes** to overwrite.
 - b) Click **No** to return to the previous screen.

1.3.5 File—Exit

Closes KX-TVM/NCV Maintenance Console.

To exit KX-TVM/NCV Maintenance Console

- From the **File** menu, select **Exit**.
If the system data file being modified has not been saved, a warning message will be displayed, giving you the option to save the file.
 - a) Click **Yes** to save the file and exit KX-TVM/NCV Maintenance Console.
 - b) Click **No** to discard the changes and exit KX-TVM/NCV Maintenance Console.

1.4 Connect

The Connect menu allows you to directly program the VPS in Interactive mode. When connecting, you are required to enter the password corresponding to the administrator password entered when starting KX-TVM/NCV Maintenance Console.

1.4.1 Connect—USB

Connects to the VPS through the USB port on the VPS.

To connect using USB

1. From the **Connect** menu, select **USB**.
2. Enter the administrator password used to log on to KX-TVM/NCV Maintenance Console.
3. Click **Next**, and **Finish** when the connection is completed.

1.4.2 Connect—LAN (Optional for KX-TVM50)

Connects to the VPS through the LAN port of the VPS.

Note

- Before you connect to the VPS via LAN, you must first assign an IP address to the VPS. See "1.8.12 Utility—LAN Settings" to assign an IP address.

To connect using a LAN

1. From the **Connect** menu, select **LAN (TCP/IP)**.
2. Enter the administrator password used to log on to KX-TVM/NCV Maintenance Console and IP Address.
3. Click **Next**, and **Finish** when the connection is completed.

1.4.3 Connect—Modem (optional)

Connects to the VPS through the modem.

Note

- To access the VPS remotely using this feature, a remote modem card must be installed. For more details, see "2.7.5 Modem Card (KX-TVM296)" in Installation Manual.
- To connect to the VPS using a PC with an external modem, you need to upgrade the KX-TVM/NCV Maintenance Console software on the PC connected to the VPS.

The following settings must be entered to match the settings of the modem and/or PC.

Setting	Values	Description
Phone No.	–	Enter the phone number to dial into the VPS.
Port No.	–	Specify the number of ports.

1.4 Connect

Setting	Values	Description
Password	–	Enter the password used to log on to KX-TVM/NCV Maintenance Console.

To connect using a modem

1. From the **Connect** menu, select **Dial-up (Modem)**.
2. Enter the administrator password and the settings as required.
3. Click **Next**, and **Finish** when the connection is completed.

1.4.4 Connect—Disconnect

Closes the connection between KX-TVM/NCV Maintenance Console and the VPS.

To disconnect

1. From the **Connect** menu, select **Disconnect**.
2. Click **Yes**.

1.5 Edit

The Edit menu allows you to easily edit data in KX-TVM/NCV Maintenance Console.

1.5.1 Edit—Undo

Returns the last changed setting to its previous value.

To undo

- From the **Edit** menu, select **Undo**.

1.5.2 Edit—Cut

Cuts the selection and places it in the clipboard.

To cut

- Select an area of text.
- From the **Edit** menu, select **Cut**.

1.5.3 Edit—Copy

Copies the selection and places it in the clipboard.

To copy

- Select an area of text.
- From the **Edit** menu, select **Copy**.

1.5.4 Edit—Paste

Inserts the contents of the clipboard.

To paste

- Place the cursor in the desired location.
- From the **Edit** menu, select **Paste**.

1.5.5 Edit—Select All

Selects the entire document.

To select all

- From the **Edit** menu, select **Select All**.

1.5.6 Edit—Delete

Deletes selected items.

To delete

- Select an item to be highlighted.
- From the **Edit** menu, select **Delete**.

1.6 View

The View menu allows you to hide/show the Tool Bar, Status Bar, Shortcut Bar, and Utility Bar.

1.6.1 View—Tool Bar

Selects whether the tool bar, which provides icons allowing easy access to commonly used functions, is displayed or not.

To hide/show the tool bar

- From the **View** menu, select or deselect **Tool Bar**.

1.6.2 View—Status Bar

Selects whether the status bar, which shows the connection status at the bottom of the windows, is displayed or not.

To hide/show the status bar

- From the **View** menu, select or deselect **Status Bar**.

1.6.3 View—Shortcut Bar

Selects whether the shortcut bar, which provides icons allowing easy access to each setting window, is displayed or not.

To hide/show the shortcut bar

- From the **View** menu, select or deselect **Shortcut Bar**.

1.6.4 View—Utility Bar

Selects whether the utility bar, which provides icons allowing easy access to each utility command, is displayed or not.

To hide/show the utility bar

- From the **View** menu, select or deselect **Utility Bar**.

1.7 Go To

The Go to menu allows easy access to each setting window of KX-TVM/NCV Maintenance Console.

1.7.1 Go To—Mailbox Settings

Opens the Mailbox Settings screen.

To go to

- From the **Go To** menu, select **Mailbox Settings and a sub-section**.

1.7.2 Go To—Class Of Service

Opens the Class Of Service screen.

To go to

- From the **Go To** menu, select **Class Of Service and a sub-section**.

1.7.3 Go To—PORT/TRUNK Service

Opens the PORT/TRUNK Service screen.

To go to

- From the **Go To** menu, select **PORT/TRUNK Service**.

1.7.4 Go To—Service Settings

Opens the Service Settings Service screen.

To go to

- From the **Go To** menu, select **Service Settings and a sub-section**.

1.7.5 Go To—System Parameters

Opens the System Parameters screen.

To go to

- From the **Go To** menu, select **System Parameters and a sub-section**.

1.7.6 Go To—H/W Settings

Opens the H/W Settings screen.

To go to

- From the **Go To** menu, select **H/W Settings**.

1.7.7 Go To—Reports

Opens the Reports screen.

To go to

- From the **Go To** menu, select **Reports and a sub-section**.

1.7.8 Go To—System Security

Opens the System Security screen.

To go to

- From the **Go To** menu, select **System Security**.

1.8 Utility

The Utility menu provides access to the following functions and utilities:

- Quick Setup
- System Back Up
- System Prompts Customisation
- Line Status
- System Trace
- System Maintenance
- System Initialise/Restart
- Diagnostic
- Programmer Code
- Commands
- Software Version
- LAN Settings
- Default Parameters
- Set Language

To select an item from the Utility menu, click **Utility** in the menu bar, then select the desired function or utility.

Certain Utility menu items are also available from the Tool Bar (System Back Up, Line Status, System Trace, System Initialise/Restart and Commands).

1.8.1 Utility—Quick Setup

The Quick Setup utility allows you to set essential VPS parameters quickly and easily. It is particularly useful when connecting to the VPS for the first time or after initialising the VPS. The following settings can be programmed with the Quick Setup utility:

- System Security
- PBX Environment
- Mailbox Edit
- Port/Trunk Setting
- Time Setting

Note

- Set the desired parameters in each screen then click **Next** or **Back** to go to the desired screen.
- The Auto Configuration utility is available from the PBX Environment screen. This utility allows you to automatically create mailboxes for several extensions at once. When you click **Next** on the **PBX Environment** screen, **Auto Configuration** dialogue box appears. Click **OK** to start Auto configuration, or **Cancel** to skip Auto Configuration and go to the next setting screen. Auto Configuration is available only in Interactive Mode and with Panasonic KX-T series PBXs using APT/DPT integration.

- In the **Quick Setup-Finish** window, you can change system date and time. You can click **Finish** to save the parameters, and "Quick Setup Completed" dialogue box appears. Click **YES** to save the settings, or **NO** if you want to modify some settings.

1.8.2 Utility—System Back Up

The following system programming data, system parameters, and voice data can be backed up or restored as individual files.

The Backup History utility can be used to view a record of previous backups.

- a) Program
 - System Program
 - DSP Program
- b) System Parameters
- c) System Prompts
 - Installed Prompt
 - Custom Service Menu
 - Company Name
 - Company Greeting
 - System Mailbox Group Voice Label
 - System Caller Name
 - Prompt Selection
 - Hold Announce Menu
 - Extension Group Voice Label
- d) Mailbox Prompts
 - Owner Name
 - Personal Greetings
 - Personal Caller ID Name
 - Interview
 - Personal Group List Name
 - EMD List Member Name
- e) Mailbox Messages

Follow the steps below to use the System Back Up utility:

[Creation of Backup]

1. Click **Utility** in the menu bar.
2. Select **System Back Up** and **Make Backup....**
(You can click the icon in the tool bar instead of step 1 and 2.)
3. Check the desired item(s) to backup.
4. Click "Folder" icon.
The **Save** dialogue box appears.
5. Navigate to the folder where to wish to save the system backup file.
6. Click **Click to edit...** next to **Mailbox Prompts**.
7. Check either **All Mailboxes** or select the mailboxes you wish to backup.

8. Click **OK**.
9. Click **Click to edit...** next to **Mailbox Messages**.
10. Check either **All Mailboxes** or select the mailboxes you wish to backup.
11. Click **OK**.

Note

- The system will prepare the data to be backed up, and the backup will begin about 30 seconds later. The time needed to backup the data will vary depending on the connection method, communication speed, and the amount of data that is being backed up.
- Deleted messages will not be backed up by the backup of the Mailbox Messages.

[Restoration of Backup Data]

1. Click **Utility** in the menu bar.
2. Select **System Back Up** and **Restore the backup data**.
(You can click the icon in the tool bar instead of step 1 and 2.)
3. Check the desired item to restore.
4. Click "Folder" icon.
The **Open** dialogue box appears.
5. Navigate to the folder containing the desired backup file and select the file.
6. Click **Open**, then click **Restore**.

Note

- For KX-TVM50: The built-in flash memory must have space available to accommodate the restored data. If the backed up data is larger than the space available in the flash memory, the data cannot be restored.

[Backup History]

1. Click **Utility** in the menu bar.
2. Select **System Back Up** and **Backup History**.
(You can click the icon in the tool bar instead of step 1 and 2.)
The following status of backup history can be checked in the **Backup History** dialogue box:
 - Description
 - Parameters
 - Completion Status (Completed/No Data/Error)
 - Date & Time
 - Total Elapsed Time (MM:SS)
3. Click **Close**.

1.8.3 Utility—System Prompts Customisation

The System Prompts Customisation screen is used to view, play, add, or delete system prompts. The System Administrator can also check the prompt number and text for these prompts. The following categories of system prompts can be customised from the System Prompts Customisation screen:

- a) System Guidance
- b) Custom Service Menus
- c) Company Greetings
- d) Others
 - Company Name

- Language Select Menu
- Hold Announce Menu
- Mailbox Group List Label
- Extension Group List Label
- System Caller ID Name

Follow the steps to customise System Prompts:

1. Click **Utility** in the menu bar.
2. Select **System Prompts Customisation**.
3. Select a tab in the **System Prompts Customisation** dialogue box.

[Deletion]

The System Administrator is able to delete the specific System Prompt or the installed language used for System Prompts.

To delete the specific system prompt:

1. Select the desired prompt number.
2. Click **Delete**.
3. Click **OK**.

To delete the installed language for system prompt:

1. Select the desired language, Guidance No.
2. Click **Delete**.
3. Click **OK**.

[Record of System Prompt]

1. Select the desired System Prompt to record, and click **Play/Record**.
2. Select "Record from extension" or "Import from recorded file".

When "Record from extension" is selected

1. Specify the extension number of the telephone used for recording, then click **Connect**.
2. When the specified extension rings, go off-hook.
3. Click  (record),  (stop), or  (play) to record or play a system prompt.
4. Click **Disconnect**.
5. Click **OK**.

When "Import from recorded file" is selected

1. Click
The **Open** dialogue box appears.
2. Navigate to the folder containing the WAV files you wish to import. (WAV files must meet the following specifications: IMA ADPCM codec, 8.000 kHz, 4-bit, mono.)
3. Select the desired WAV file.
4. Click **Open** to import the file.
5. Click **OK**.

[Start/Stop Playback of System Prompt]

1. Select the desired system prompts.
2. Click **Play/Record**.
3. Click **Play** or **Stop**.

1.8.4 Utility—Line Status

The System Administrator can confirm the condition of each port and turn on/off VPS Call Progression Mode.

Follow the steps below to use the Line Status utility:

1. Click **Utility** in the menu bar.
2. Select **Line Status**.

(You can click the icon in the tool bar instead of step 1 and 2.)

The **Line Status** screen includes the **Port Activity List** which displays each port's status and number, as well as the current setting of Port Parameters. The screen will be updated every 2 seconds. Each port's status will be displayed as follows:

- "Ready": The port is ready to be used.
- "Incoming Call": The port is handling an incoming call.
- "Outgoing Call": processing sending service
- "DSP Reset": processing DSP reset disposition
- "PT Connect": processing PT connect disposition
- "Offline": Off Line Mode
- "No Card": Available card is not installed.

[Turning on VPS Call Progression Mode]

1. Select the desired port and click **Open Line**.
2. Select **Selected Lines** to turn on the selected port, or select **All Lines** to turn on the all ports.

[Turning off VPS Call Progression Mode]

1. Select the desired port and click **Close Line**.
2. Select **Selected Lines** to turn off the selected port, or select **All Lines** to turn off the all ports.

3. Click **Close**.

1.8.5 Utility—System Trace

The System Administrator can monitor VPS activities and log the activities into a separate file. The following data can be logged for each port or all ports:

- DTMF/Dial: DTMF signals sent and received by the VPS.
- Guidance: guidance data that the VPS played.
- Message: the VPS activity on messages such as creating, playing and deleting.
- Process Event: events occurred between the VPS processes such as Application, Call Processor and DSP.
- Caller ID: Caller ID received from the PBX.
- Error: system errors.
- DID: DID number received from the connected PBX.
- PIN: PIN received by the VPS.

There are 2 methods for System Trace.

- a) **Real Time Trace:** monitors the trace data of the selected port. Also, it is possible to log the monitoring data as a file.
 - b) **Internal Trace:** logs the trace data of the selected port automatically in the system.
- Follow the steps below to monitor or log the system trace data.

1. Click **Utility** in the menu bar.
2. Select **System Trace**.
(You can click the icon in the tool bar instead of step 1 and 2.)

Real Time Trace

1. Select **Real Time Trace**.
2. Check **Enable/Disable Trace Data**.
3. Check the data and port you wish to monitor.
4. Click ..., navigate the folder to save the monitored data as a file.
5. Click **Apply**.

Note

- During the "Real Time Trace", following features cannot be used:
 - Other features in the Utility menu
 - Recording features on a PC connected to the VPS (for Mailbox Group, Extension Group, System Caller Name, and Custom Service)

Internal Trace

1. Select **Internal Trace**.
2. Select **Setting, Display, or Trace Clear**.
 - **Setting:** Disables or enables the Internal Trace feature, and specifies the data and port you wish to log.
 - **Display:** Displays the trace data.
 - **Trace Clear:** Clears saved trace data.

1.8.6 Utility—System Maintenance

The System Administrator can maintain the VPS using System Maintenance. Follow the steps below for System Maintenance:

1. Click **Utility** in the menu bar.
2. Select **System Maintenance**.
3. Edit parameters in the **System Maintenance** dialogue box.
4. Click **OK**.

◆ **System Maintenance Mode**

Specifies whether to enable or disable System Maintenance Mode.

Value Range

Disable, Enable

◆ System Maintenance Start Time

Specifies the System Maintenance start time.

Value Range

HH:MM (HH: Hour, MM: Minute)

◆ HDD Auto Stand-by Mode

Specifies whether to enable or disable HDD Auto Stand-by Mode.

Value Range

Disable, Enable

◆ HDD Auto Stand-by Delay Time

Specifies the length of time that the VPS waits before activating HDD Auto Stand-by Mode. If the time period expires without the access to HDD, the VPS will function HDD Auto Stand-by Mode.

Value Range

0 min–21 min, 30 min/60 min

1.8.7 Utility—System Initialise/Restart

The System Initialise/Restart is used to restart the VPS. There are 2 methods as follows:

- a) Initialise System: clears all voice data except the installed system guidance, and returns all system parameters to their default settings. The System Administrator has to specify the following parameters before initialising the system:
 - Mailbox No. Length
 - System Manager's Mailbox No.
 - Message Manager's Mailbox No.
- b) Restart System: restarts the system. The VPS is not initialised.

Follow the steps below to initialise or restart the VPS:

1. Click **Utility** in the menu bar.
2. Select **System Initialise/Restart**.

Initialise System

1. Select "Initialise System".
(You can click the icon in the tool bar instead of step 1 and 2.)
2. Specify "Mailbox No. Length (2–5 digits)", "System Manager's Mailbox No." and "Message Manager's Mailbox No."
3. Click **Next**.
4. If there are active ports, the System Administrator will be asked to either to continue or to cancel.
Select **OK** to continue, or **Cancel** to close the ports.
5. Click **OK**.

Restart System

1. Select "Restart System".
(You can click the icon in the tool bar instead of step 1 and 2.)
2. If there are active ports, the System Administrator will be asked to either to continue or to cancel.
Select **OK** to continue, or **Cancel** to close the ports.
3. Click **OK**.

1.8.8 Utility—Diagnostic

Diagnostic is used to diagnose the following hardware of VPS.

- Codec/DSP Voice Path: diagnoses whether the voice path between Codec and DSP functions properly.
- Play/Record Voice Path: diagnoses whether the voice path in the playing/recording unit functions properly.

Follow the steps below for System Diagnostic:

1. Click **Utility** in the menu bar.
2. Select **Diagnostic**.
3. If there are active ports, the System Administrator will be asked to either to continue or to cancel.
Select **OK** to continue, or **Cancel** to close the ports.
4. Select **Codec/DSP Voice Path** or **Play/Record Voice Path**.
5. Diagnosis starts.

1.8.9 Utility—Programmer Code

The System Administrator can change the programmer code that is needed to use KX-TVM/NCV Maintenance Console.

Follow the steps below to change the programmer code:

1. Click **Utility** in the menu bar.
2. Select **Programmer Code**.
3. If the programmer code is already set, enter the old programmer code in **Enter old programmer code:**.
4. Enter a new programmer code in **Enter new programmer code:**.
5. Enter the new programmer code in **Confirm new programmer code:**.
6. Click **OK**.

1.8.10 Utility—Commands

The System Administrator can enter commands to maintain the system without closing KX-TVM/NCV Maintenance Console.

Follow the steps below for Commands:

1. Click **Utility** in the menu bar.

2. Select **Commands**.
(You can click the icon in the tool bar instead of step 1 and 2.)
3. Enter commands.
4. Click **File** or **Close**.
(Click **Log...** to save the command sessions in text file as your needs.)

1.8.11 Utility—Software Version

Software Version is used to display the version of main software and DSP software for reference.

Follow the steps below to display the software version:

1. Click **Utility** in the menu bar.
2. Select **Software Version**.
3. Click **OK**.

1.8.12 Utility—LAN Settings

The System Administrator can set the IP address and Port Number for the VPS. After you changed the Port Number or Default Gateway, you need to restart the VPS in order for them to take effect.

Follow the steps below for LAN Settings:

Note

- Consult the LAN administrator for the appropriate settings.
1. Click **Utility** in the menu bar.
 2. Select **LAN Settings**.
 3. Edit parameters in the **LAN Settings** dialogue box.
 4. Click **OK**.

◆ IP Address

Specifies the IP Address for VPS.

◆ Subnet Mask

Specifies the Subnet Mask for IP Address.

◆ Default Gateway

Specifies the IP Address for Default Gateway.

◆ Port No.

Specifies the Port No. for VPS.

Value Range

1–65535

1.8.13 Utility—Default Parameters

Specifies TVM/NCV Type, Mailbox No. Length, System Manager's Mailbox No., Message Manager's Mailbox No., PBX Type, Integration Mode, and some parameters as the default settings.

Follow the steps below for Default Parameters:

1. Click **Utility** in the menu bar.
2. Select **Default Parameters**.

Set Default

1. Select "Set Default".
2. Specify TVM/NCV Type, PBX Type, Integration Mode, and set parameters.
3. Click **OK**.

Load Default: Loads the parameters programmed in "Set default" to the VPS.

1. Select "Load Default".

1.8.14 Utility—Set Language

Allows you to change the display language of KX-TVM/NCV Maintenance Console.

Note

- In order to use this feature, you need to upgrade the KX-TVM/NCV Maintenance Console software on a PC connected to the VPS.

Follow the steps below for Set Language:

1. Click **Utility** in the menu bar.
2. Select **Set Language**.
3. Select the language.
4. Click **OK**.

Section 2

KX-TVM/NCV Maintenance Console Operating Instructions

This section describes how to program the VPS using the KX-TVM/NCV Maintenance Console software.

2.1 Mailbox Settings

A maximum of 62 (KX-TVM50) or 1022 (KX-TVM200/KX-NCV200) subscriber mailboxes can be created. Although the System Manager can use a telephone to create or edit mailboxes, the System Administrator can create several mailboxes at once using KX-TVM/NCV Maintenance Console.

Mailbox parameters are divided into the following categories:

- Mailbox Parameters
- Notification Parameters
- External Message Delivery settings
- Auto Forwarding settings
- Personal Distribution Lists
- Personal Custom Services
- Remote Call FWD to CO settings
- Automatic Log-in settings
- E-mail Option

Click each tab at the bottom of **Mailbox Settings** screen to specify the desired parameters.

There are 2 methods to edit the parameters:

- a) Double-click a cell on the screen and edit the selected parameter.
- b) Select the desired mailbox, then click **Edit Mailbox....** Edit each parameter in the Mailbox Parameters tab of the **Mailbox** dialogue box. Parameter settings made in the Mailbox Parameters tab dialogue box can be used as the default mailbox settings for subsequently created mailboxes by clicking **Save As Default Mailbox**.

2.1.1 Mailbox Settings Screen

This screen provides a list of all mailboxes. **Mailboxes** can be sorted in ascending or descending order by parameter (mailbox number, first name, last name, etc.) by clicking the parameter name. This screen allows the System Administrator to visually browse and edit all mailboxes in the VPS. To edit a mailbox, select the desired mailbox and click **Edit Mailbox....** Adding new mailboxes and deleting existing mailboxes can be also performed from this screen.

2.1.2 Default Mailbox Template

The default mailbox template is applied to new mailboxes when they are created with the **Add Range...** button. This allows you to create similar mailboxes easily, with one command.

Follow the steps below to edit the default mailbox:

1. Click **Add Range....**
2. Specify a range of mailbox (From:/To:).
(Check "Use the same number for Mailbox and Extension" as your needs.)
3. Enter the number of mailboxes to create in the "Number of Mailboxes".
4. Click **Edit Default Mailbox....**
5. Edit parameters in the **Default Mailbox** dialogue box.
6. Click **OK** to return to the **Add Range Of Mailboxes** dialogue box.
7. Click **OK**.

Installation Manual References

6.3.1 Creating the Default Mailbox Template

Feature Manual References

2.4.3 Default Mailbox Template

2.1.3 Mailbox Parameters

Each mailbox can be edited based upon the needs of the subscriber.

◆ Mailbox Number

Specifies the subscriber's mailbox number. Mailbox number length is set by using the Set Default Parameters utility or when Initialise System is selected. Mailbox numbers cannot begin with "0". If the length of the mailbox number has been defined as 4 digits, for example, the valid range for all mailbox numbers would be 1000 through 9997 (9998 and 9999 would be reserved for the Message Manager and the System Manager). The length of the mailbox number cannot be changed through the **Mailbox Setting** screen once it has been specified.

Note

- Mailbox number is only set when adding mailbox: when editing mailbox, you cannot change the assigned mailbox number.

Value Range

2–5 digits

Feature Manual References

2.3.16 Mailbox

◆ Extension

Specifies the extension number of the mailbox's subscriber. Any valid extension number including an Extension Group List number can be assigned.

Note

- If an Extension Group List number is assigned to a mailbox, all group members are able to share the information stored in the mailbox.

Value Range

2–5 digits

Feature Manual References

2.3.16 Mailbox

◆ First Name

Specifies the first name of the subscriber.

If there are non-alphabetical characters in the first 4 letters of the first name, the mailbox is not included in the directory.

Value Range

Max. 20 characters ("\", "^", "`" and "~" cannot be used.)

Programming Manual References

"Directory Listing" in 2.2.2 Personal Options

Feature Manual References

2.2.18 Dialling by Name

◆ Last Name

Specifies the last name of the subscriber.

If there are non-alphabetical characters in the first 4 letters of the last name, the mailbox is not included in the directory.

Value Range

Max. 20 characters ("\", "^", "`" and "~" cannot be used.)

Programming Manual References

"Directory Listing" in 2.2.2 Personal Options

Feature Manual References

2.2.18 Dialling by Name

◆ Password

Specifies the password needed to access the mailbox. If a default password is programmed by the System Administrator, that password will be assigned automatically when creating all mailboxes. The System Administrator can change and delete the password.

Note

- Each subscriber can change his or her mailbox password.

Value Range

Max. 16 digits

Programming Manual References

2.8.2 Subscriber

Subscriber's Manual References

2.4 Changing or Deleting Your Password

◆ Class of Service

Determines the set of services available to the subscriber.

Note

- We recommend that parameters for each COS number be defined before assigning a Class of Service (COS) to each mailbox or creating new mailboxes.
- 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.

Value Range

COS No. 1–62

Programming Manual References

2.2 Class of Service

Feature Manual References

2.2.12 Class of Service (COS)

◆ Covering Extension

Forwards calls to a second extension when the first extension's subscriber is not available to take the call. The Covering Extension is one of the Incomplete Call Handling options that can be enabled or disabled by the subscriber. The caller can also be transferred the Covering Extension by pressing [0] while a Personal Greeting is being played, or while leaving a message.

Note

- Extension Group Lists or Logical Extensions (extensions whose calls are set to always be directed their mailboxes) cannot be assigned as covering extensions.

Value Range

2–5 digits

Feature Manual References

2.2.15 Covering Extension

Subscriber's Manual References

5.3 Assigning Your Covering Extension

◆ Interview Mailbox

Assigns an interview mailbox to the subscriber's mailbox. In order for it to function properly, the interview mailbox number must not be the same number as an existing mailbox and an existing mailbox group.

Note

- Each caller's replies to an interview session are saved as one message.

Value Range

2–5 digits

Installation Manual References

6.2.3 Interview Service

Feature Manual References

2.2.26 Interview Service

Subscriber's Manual References

5.4 Interview Mailbox

◆ All Calls Transfer to Mailbox

If this parameter is set to "Yes", the extension is considered to be a "Logical Extension" and therefore calls directed to the extension via Automated Attendant service are automatically forwarded to the extension mailbox. The extension does not ring when a call is received.

Note

- When this feature has been set to "Yes", the mailbox subscriber's extension does not necessarily need to exist as an extension of the PBX.

Value Range

No, Yes

Feature Manual References

2.2.3 Automated Attendant

◆ Call Transfer Sequence

Specifies the Call Transfer Sequence used by the mailbox. Allows each mailbox to be assigned its own Call Transfer Sequence (Personal Transfer Sequence).

Note

- When "System" is selected, the VPS follows the "Extension Transfer Sequence" preprogrammed for the VPS in the "System Parameters→Parameters→PBX Parameters→PBX Environment".
- This sequence has higher priority than "Alternate Extension Transfer Sequence" in 2.5.4 Parameters.

Value Range

System

Max. 16 characters consisting of 0–9, *, # and special codes:

D: Disconnecting

F: Flash (Recall)

R: Ringback Tone Detection

T: Dial Tone Detection

, : Dial Pause (default 1 s)

; : Dial Pause (default 3 s)

X: Extension Dialling

0–9, *, #: Dial Code

Programming Manual References

"Extension Transfer Sequence" in 2.5.4 Parameters

Feature Manual References

2.3.5 Call Transfer Status

◆ No Answer Time

Specifies the length of time that the VPS waits before handling unanswered calls to the extension.

Note

- When "System" is selected, the VPS follows the "Call Transfer No Answer Time" preprogrammed for the VPS in the "System Parameters→ Parameters→ Dialling Parameters".

Value Range

System, 10 s – 60 s

Programming Manual References

"Call Transfer No Answer Time" in 2.5.4 Parameters

◆ **Call Transfer Status**

Determines how the VPS handles a call when it reaches the subscriber's extension.

Note

- This setting can be changed by subscribers.

Value Range

Select:

None: rings the subscriber's extension

Call blocking: connects the caller to the Incomplete Call Handling Service without ringing the subscriber's extension.

Call screening: the caller is prompted to record his or her name. The VPS then calls the subscriber and plays back the caller name. The subscriber can choose whether to answer the call.

Intercom paging: pages the subscriber by intercom.

Calling a beeper (pager): notifies the subscriber via a beeper (pager).

Transfer to mailbox: transfers the caller to the mailbox.

Transfer to specified custom service menu: transfers the caller to the specified Custom Service.

Transfer to specified telephone number: transfers the caller to the specified telephone number.

Feature Manual References

2.3.5 Call Transfer Status

Subscriber's Manual References

5.1 Call Transfer

◆ **Incomplete Call Handling for No Answer**

Specifies how the VPS handles a call when there is no answer.

Note

- This setting can be changed by subscribers.
- More than one option can be selected.

Value Range

Leave a message: allows the caller to record a message.

Transfer to a covering extension: transfers the caller to a covering extension.

Page the mailbox owner by Intercom Paging: pages the subscriber by intercom.

Notify the mailbox owner via a beeper (pager): notifies the subscriber via a beeper (pager).

Transfer to operator: transfers the caller to an operator.

Return to top menu: lets the caller return to top menu and try another extension.

Transfer to specified Custom Service menu: transfers the caller to the specified Custom Service.

Feature Manual References

2.3.14 Incomplete Call Handling Service

Subscriber's Manual References

5.2 Incomplete Call Handling

◆ Incomplete Call Handling for Busy

Specifies how the VPS handles a call when the extension is busy.

Note

- This setting can be changed by subscribers.
- More than one option can be selected.

Value Range

Leave a message: allows the caller to record a message.

Transfer to a covering extension: transfers the caller to a covering extension.

Page the mailbox owner by Intercom Paging: pages the subscriber by intercom.

Notify the mailbox owner via a beeper (pager): notifies the subscriber via a beeper (pager).

Transfer to operator: transfers the caller to an operator.

Return to top menu: lets the caller return to top menu and try another extension.

Transfer to specified Custom Service menu: transfers the caller to the specified Custom Service.

Feature Manual References

2.3.14 Incomplete Call Handling Service

Subscriber's Manual References

5.2 Incomplete Call Handling

2.1.4 Notification Parameters

The VPS is able to notify a subscriber when a new message is recorded in his or her mailbox. There are 2 methods that the VPS can use for Message Waiting Notification: (1) by lighting the Message Waiting Lamp on the subscriber's extension telephone and (2) by calling a preprogrammed device (i.e., external telephone or pager). A maximum of 3 devices (Device 1,2,3) can be programmed per mailbox.

◆ Message Waiting Lamp

If set to "Enable", the Message Waiting Lamp of the subscriber's telephone turns on when a new message is recorded.

Value Range

Disable, Enable

Feature Manual References

2.2.32 Message Waiting Notification—Lamp

◆ Beeper (Pager) Callback No. Entry Mode

This feature allows a caller to dial his or her own telephone number, which the VPS then sends to the subscriber's beeper (pager).

Note

- To use this feature, the callback number entry code "X" must be programmed along with the subscriber's beeper (pager) number. If the caller does not enter a callback number, or if this feature is set to "Disable", the "System Callback No." (set in "System Parameters→Parameters→Message Waiting Notification") will be displayed on the beeper's (pager's) display instead. In either of these cases, if a caller's telephone number is received through the telephone company's Caller ID service, the VPS will send the caller's number to the beeper (pager) instead of the "System Callback No."

Value Range

Caller Select: After recording a message, the caller is asked whether or not he or she wishes to enter a callback number.

Without: Without recording a message, the caller is asked to enter a callback number.

Before: Before recording a message, the VPS asks the caller to enter a callback number.

After: After recording a message, the VPS asks the caller to enter a callback number.

Disable: Disables the Callback Number Entry feature. Either the caller's telephone number received by through the telephone company's Caller ID service or the "System Callback No." will be sent to the beeper (pager).

Programming Manual References

"System Callback No." in 2.5.4 Parameters

Feature Manual References

2.3.8 Calling a Beeper (Pager)

◆ Device Notification for Unreceived Message

If set to "Yes", the VPS calls the appropriate device beginning with the lowest numbered device programmed for the mailbox, until unplayed messages are received.

Value Range

No, Yes

Feature Manual References

2.2.31 Message Waiting Notification—Device

Notification Schedule

Specifies the Message Waiting Notification schedule for each device. The following parameters can be specified per device.

Follow the steps below to edit **Notification Schedule**:

1. Click **Click to edit...**
2. Select a device (**Device No. 1**, **Device No. 2**, **Device No. 3**) tab.
3. Edit parameters.
4. Click **OK**.

◆ Notification Type

Specifies the type of message for which notification is sent. Notification can be sent for all messages, or urgent messages only.

Value Range

All Messages, Only Urgent Messages

Feature Manual References

2.2.31 Message Waiting Notification—Device

◆ Dial Number

Assigns a telephone or beeper (pager) number to Device 1, 2, or 3. The subscriber can also specify the number to be dialed by entering it from his or her telephone, allowing the subscriber to set this feature on a case by case basis.

Note

- The callback number entry code "X" must be included in the number to be called if the "Beeper Callback No. Entry Mode" is set to any values other than "Disable" (see "Beeper (Pager) Callback No. Entry Mode") and "Type of Device" is set to "Beeper". The proper "Dial Pauses" must be inserted before the callback entry code.
- When the VPS calls a Trunk via a PRI (ISDN Primary Rate Access Interface) card of a Panasonic PBX, please be sure to add "#" after the telephone number (1112223333 in the example here):
Example: 9P1112223333#PP123PP456PPX# (P: Dial Pause)

Value Range

Max. 32 digits consisting of 0–9, *, # and special codes:

2.1 Mailbox Settings

- , : Dial Pause (default 1 s)
- ; : Dial Pause (default 3 s)
- T: Dial Tone Detection
- X: Callback Number Entry Code
- 0–9, *, #: Dial Codes

Feature Manual References

2.2.31 Message Waiting Notification—Device

◆ Type of Device

Specifies the type of device telephone or beeper (pager) that will receive message notification. The subscriber can also specify the type of device from his or her telephone.

Value Range

Telephone, Beeper

Feature Manual References

2.2.31 Message Waiting Notification—Device

◆ No. of Retries

Specifies the number of times the VPS will try to send notification if the device is busy or if there is no answer.

Value Range

0–3 times (E/NE: 0–4 times, NZ: 0–5 times, C: 0–9 times, Singapore/Malaysia: 0–2 times)

Feature Manual References

2.2.31 Message Waiting Notification—Device

◆ Busy Delay Time

Specifies the time (in minutes) the VPS waits before retrying message notification when the called device is busy.

Value Range

0 min–120 min (E/NE/Singapore/Malaysia: 2 min–120 min)

Feature Manual References

2.2.31 Message Waiting Notification—Device

◆ No Answer Delay Time

Specifies the time (in minutes) the VPS waits before retrying message notification when the called device does not answer.

Value Range

0 min–120 min (E/NE/Singapore/Malaysia: 2 min–120 min, C: 60 min–120 min)

Feature Manual References

2.2.31 Message Waiting Notification—Device

◆ Use Mode

Specifies if and how each device is used for message notification. The subscriber can also specify the use mode from his or her telephone.

Value Range

Not Use: The selected device is not used for message notification.

Continuously: The device is called whenever a message is recorded in the mailbox. If "Notification Type" is set to "Only Urgent Messages", the device is called whenever an urgent message is recorded in the mailbox.

Scheduled: The selected device is called only during the selected times.

Feature Manual References

2.2.31 Message Waiting Notification—Device

◆ Time Frame 1, 2 (MON–SUN)

Specifies the schedule (time frame) of Message Waiting Notification by the selected device for each day of the week when "Scheduled" is set in "Use Mode". Notification will be sent for messages received during the time frame set here. For messages received during times outside of the time frame, notification will be sent at the beginning of the next time frame.

Follow the steps below to edit **Time Frame**:

1. Click a day (**Sunday – Saturday**) tab.
2. Click "Time Frame 1" or "Time Frame 2".
3. Enter the start and end times in the "Start At:" and "End At:" fields, or drag the edges of the time frame to mark the start and end times.

To copy the schedule of one day to another day

1. Select a time frame in the desired "copy from" day.
 2. Click **Copy**.
 3. Select a time frame in the desired "copy to" day.
 4. Click **Paste**.
4. Click **OK**.

Value Range

00:00–23:59

Feature Manual References

2.2.31 Message Waiting Notification—Device

Device Notification Timer

Specifies the delay time for Message Waiting Notification per device.

◆ Device Start Delay Time

Specifies the length of time the VPS waits after a new message is received before sending message waiting notification.

Value Range

0 min–120 min

Feature Manual References

2.2.31 Message Waiting Notification—Device

◆ Device Interval Time between Device 1 and Next Device

Specifies how long the PBX waits after sending Message Waiting Notification to Device 1 before sending notification to the next device.

Value Range

0 min–120 min

Feature Manual References

2.2.31 Message Waiting Notification—Device

◆ Device Interval Time between Device 2 and Next Device

Specifies how long the PBX waits after sending Message Waiting Notification to Device 2 before sending notification to the next device.

Value Range

0 min–120 min

Feature Manual References

2.2.31 Message Waiting Notification—Device

◆ Device Interval Time between Device 3 and Next Device

Specifies how long the PBX waits after sending Message Waiting Notification to Device 3 before sending notification to the next device.

Value Range

0 min–120 min

Feature Manual References

2.2.31 Message Waiting Notification—Device

2.1.5 External Message Delivery

Allows a subscriber to send a message to several subscribers and non-subscribers (including outside parties) immediately or at a specified time.

◆ Active

If set to "Yes", subscribers are able to utilise the External Message Delivery feature.

Value Range

No, Yes

Feature Manual References

2.3.11 External Message Delivery Service

Subscriber's Manual References

5.7 External Message Delivery Lists

◆ Prompt Mode

When an external message is delivered, the receiver will be greeted by the VPS in the specified language (prompt). If set to "Primary", the default language will be used, then, If set to "Selective", the receiver has a choice of prompts. See related explanation in "Incoming Call Service Prompt" in 2.3.1 Service Group.

Note

- If set to "Selective" and the receiver uses a rotary telephone, the no-entry selection is specified by "Prompt for Rotary Callers" in 2.3.1 Service Group.

Value Range

Primary, Selective, Selection from all installed languages (KX-TVM50: 3 languages, KX-TVM200/KX-NCV200: 10 languages)

Programming Manual References

"Incoming Call Service Prompt" in 2.3.1 Service Group

Feature Manual References

2.2.44 System Prompts

2.1.6 Auto Forwarding

Moves or copies unplayed messages from one mailbox to another, after a specified period of time. This service is only available to subscribers (you cannot auto forward messages to a Mailbox Group).

◆ Active

If set to "Yes", the VPS automatically forwards messages that have not been played for a specified length of time to another mailbox.

Value Range

No, Yes

Feature Manual References

2.2.2 Auto Forwarding

◆ Mailbox Number

Specifies the mailbox to which the messages will be forwarded.

Note

- A Mailbox Group number cannot be specified as a destination.

Value Range

2–5 digits

Feature Manual References

2.2.2 Auto Forwarding

◆ Delay Time

Specifies the length of time in hours and minutes that the VPS waits before forwarding unplayed messages. The maximum delay time is 99 h, 59 min.

Note

- The delay time must be shorter than the New Message Retention Time, or else messages will be deleted before being forwarded.

Value Range

00:05–99:59

Feature Manual References

2.2.2 Auto Forwarding

◆ Forwarding Mode

Specifies if forwarded messages are to be retained in the original mailbox. When set to "Copy", copies of the messages are retained in the original mailbox after forwarding. When set to "Move", messages are forwarded to the receiving mailbox and are not retained in the original mailbox.

Value Range

Copy, Move

Feature Manual References

2.2.2 Auto Forwarding

2.1.7 Personal Distribution List

Personal Distribution Lists are used to send the same messages to several mailboxes in a single operation. A maximum of 4 lists can be maintained with each list containing a maximum of 40 mailboxes.

List No. 1–List No. 4

◆ List Name

Specifies a list name.

Value Range

Max. 32 characters

Feature Manual References

2.3.12 Group Distribution List—Personal

◆ List Members

Specifies the mailbox numbers that belong to the list.

Follow the steps below to edit **List Members**:

1. Click **Click to edit...**

[Addition]

1. Enter a mailbox number in **Quick Search Mailbox**: or select the mailbox number in the **Subscribers to add** table.
2. Click **Add>>**.

[Deletion]

1. Enter a mailbox number in **Quick Search Mailbox**: or select the mailbox number in the **Distribution** table.
2. Click **Delete<<**.

[Searching]

1. Click **Search Subscribers...**
2. Enter the Mailbox No., Extension No., First Name, or Last Name of the desired subscriber.
3. Click **OK**.

Value Range

Max. 40 mailboxes

Feature Manual References

2.3.12 Group Distribution List—Personal

Subscriber's Manual References

5.6 Personal Group Distribution Lists

2.1.8 Personal Custom Service

◆ Personal Custom Service

Specifies the Personal Custom Service. The System Administrator can assign an operation to each key.

Note

- These settings can be changed by subscribers.
- Make sure to add a Trunk Access number when you store an outside telephone number.
- When the VPS calls a Trunk via a PRI (ISDN Primary Rate Access Interface) card of a Panasonic PBX, please be sure to add "#" after the telephone number (1112223333 in the example here):
Example: 9P1112223333#PP123PP456PPX# (P: Dial Pause)

Follow the steps below to edit **Personal Custom Service**:

1. Click **Click to Edit...**

Key Assignment

1. Select the desired key.
2. Assign the operation in **Assigned Operation** and enter the setting in **Value** according to the operation.

Outside Numbers

1. Enter outside numbers to be transferred.
2. Select "Recording", "Disconnect (All Day)", or "Disconnect (Only After Hours)" for **No DTMF Input Operation**.

2. Click **OK**.

Value Range

<Key Assignment>

Key: 3–9, 0

Assigned Operation:

Transfer to specified mailbox: Allow the caller to leave messages in a specified mailbox.

Transfer to specified extension: Transfers the caller to a specified extension.

Transfer to Voice Mail Service: Allows the caller to access Voice Mail Service.

Transfer to Automated Attendant Service: Allows the caller to access Automated Attendant Service.

Transfer to specified Custom Service menu: Transfers the caller to the Custom Service specified here.

Transfer to operator: Connects the caller to an operator.

Transfer to outside (specified number): Transfers the caller to a specified outside telephone number. Enter the PBX Trunk Access Number such as 9.

Page the party: Pages the subscriber.

Repeat greeting: Repeats the greeting.

None: No operation assigned

<Outside Numbers>

Outside Number #1–#4: Max. 32 digits consisting of 0–9, *, #, and special codes

2.1 Mailbox Settings

T: Dial Tone Detection

, : Dial Pause (default 1 s)

; : Dial Pause (default 3 s)

0–9, *, #: Dial Code

No DTMF Input Operation: Recording, Disconnect (All Day), Disconnect (Only After Hours)

Feature Manual References

2.3.20 Personal Custom Service

Subscriber's Manual References

5.17 Personal Custom Service

2.1.9 Remote Call FWD to CO

Specifies the telephone numbers of destinations to which callers are forwarded when the subscriber sets "Remote Call Forwarding to a Trunk". 2 telephone numbers can be specified per mailbox.

Note

- Class of Service programming determines if the subscriber is able to use this feature.
- The Remote Call FWD to CO is only available when the VPS is connected to a Panasonic KX-T series PBX using DPT Integration.

◆ Telephone Number 1, 2

Specifies the telephone numbers of destinations to which callers are forwarded when the subscriber sets "Remote Call Forwarding to a Trunk". Telephone numbers can contain the digits "0-9" and "×". These telephone numbers should begin with a Trunk Access number.

Value Range

Max. 24 digits (With the KX-TD500 and KX-TDA series)

Max. 16 digits (With other KX-T series PBXs)

Programming Manual References

"Remote Call Forward to CO" in 2.2.2 Personal Options

Feature Manual References

2.3.27 Remote Call Forwarding Set (DPT Integration Only)

Subscriber's Manual References

5.14 Remote Call Forwarding

2.1.10 Automatic Log-in

Allows subscribers to access their mailbox directly without entering the mailbox number. Subscribers can automatically log in either from their extensions, or from outside phones by dialling a preprogrammed Caller ID number, DID number, or by dialling a telephone number specified to a preprogrammed trunk. When logging in from outside phones, the Toll Saver feature is also available.

◆ Extension

If set to "Enable", subscribers are able to access their mailbox directly without entering the mailbox number.

Value Range

Disable, Enable

Feature Manual References

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

◆ Caller ID 1, 2

Specifies the telephone number from which the subscriber can automatically be logged in from. When Caller ID information is received that matches one of these numbers, the caller (subscriber) is automatically logged in to the mailbox. Note that this telephone number must be unique for each mailbox.

Value Range

Max. 20 digits

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

◆ DID

Specifies the DID number for Automatic Log-in. When the VPS receives this DID number from the PBX, the caller (subscriber) is automatically logged in to the mailbox. Note that this number must be unique for each mailbox.

Note

- Automatic Log-in via DID number is only available when the VPS is connected to one of 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)

Value Range

Max. 20 digits

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

◆ Trunk

Specifies the trunk number for Automatic Log-in. When the VPS receives a call on this trunk, the caller (subscriber) is automatically logged in to the mailbox. Note that this number must be unique for each mailbox.

Value Range

1–64

Feature Manual References

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

◆ Toll Saver

Allows a subscriber to check his or her mailbox from preprogrammed Caller ID numbers specified for Automatic Log-in, by dialling a preprogrammed DID Number specified for Automatic Log-in, or the telephone number assigned to the specified trunk specified for Automatic Log-in without incurring telephone charges.

Value Range

Disable: Disables the Toll Saver feature.

DID: Toll Saver functions when the VPS receives the preprogrammed DID number from the PBX.

Caller ID: Toll Saver functions when Caller ID information is received that matches one of the preprogrammed numbers (Caller ID 1 or 2)

Trunk: Toll Saver functions when the VPS receives a call on the preprogrammed Trunk.

Feature Manual References

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

2.1.11 E-mail Option

Enables subscribers to receive Message Waiting Notifications by e-mail when they receive new messages.

◆ Username

Specifies a subscriber's user name for e-mail option.

Value Range

Max. 64 characters

Feature Manual References

2.2.20 E-mail Integration

◆ E-mail Address

Specifies the subscriber's e-mail address. Up to 3 addresses can be set (with a comma inserted between addresses).

Value Range

Max. 128 characters

Feature Manual References

2.2.20 E-mail Integration

◆ Send E-mail with New Messages

If set to "Enable", the subscriber is able to receive notification by e-mail.

Value Range

Disable, Enable

Feature Manual References

2.2.20 E-mail Integration

◆ Attach Voice File

If set to "Enable", the subscriber is able to receive voice messages by e-mail (messages are sent as file attachments).

Value Range

Disable, Enable

Feature Manual References

2.2.20 E-mail Integration

◆ E-mail Schedule

Specifies the schedule (time frame) of Message Waiting Notification by e-mail for each day of the week, and specifies whether to delete the original message in a mailbox after the message attached to an e-mail is sent. Notification will be sent for messages received during the time frame set here. For messages received during times outside of the time frame, notification will be sent at the beginning of the next time frame.

You can also set Notification schedule to "All Day" or "No Use".

Follow the steps below to edit **Time Frame**:

1. Click a day (**Sunday – Saturday**) tab.
2. Uncheck "All Day" or "No Use" if checked.
3. Click "Time Frame".
4. Enter the start and end times in the "Start At:" and "End At:" fields, or drag the edges of the time frame to mark the start and end times.

To copy the schedule of one day to another day

1. Select a time frame in the desired "copy from" day.
2. Click **Copy**.
3. Select a time frame in the desired "copy to" day.
4. Click **Paste**.
5. Check "Delete After Send" if needed.
6. Click **OK**.

Value Range

00:00–23:59

Feature Manual References

2.2.20 E-mail Integration

2.2 Class of Service

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.

The Class of Service screen is divided into 2 sets of parameters.

- Class of Service
- Personal Options

Click each tab at the bottom of **Class of Service** screen to specify the desired parameters.

There are 2 methods to edit the parameters:

- Double-click a cell in the table of the screen, and edit the selected parameter.
- Click the desired COS, then, click **Edit COS...** and edit each parameter in the **COS No. Parameters** dialogue box.

Classes of Service can be sorted in ascending or descending order by parameter by clicking the parameter name.

2.2.1 Class of Service

Specifies the parameters for each Class of Service.

◆ Class of Service Name

Specifies the Class of Service's name.

Value Range

Max. 32 characters

Feature Manual References

2.2.12 Class of Service (COS)

◆ Personal Greeting Length

Defines the maximum length (in seconds) of the Personal Greeting.

Value Range

1 s–360 s (Singapore/Malaysia: 1 s–120 s)

Feature Manual References

2.3.22 Personal Greetings

◆ Message Length

Defines the maximum recording time for messages. If set to "Unlimited", the maximum recording time is 60 minutes, and the maximum recording time for two-way conversations (Two-way Record and Two-way Transfer) is unlimited.

Value Range

1 min–60 min, Unlimited (Singapore/Malaysia: 1 min–30 min, Unlimited)

Feature Manual References

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

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

Subscriber's Manual References

5.13 Recording Your Conversations

◆ **Mailbox Capacity Maximum Message Time**

Specifies the total number of available minutes for storing messages (both new and saved) in each mailbox.

Value Range

For KX-TVM50: 1 min–120 min, Unlimited

For KX-TVM200/KX-NCV200: 1 min–600 min, Unlimited

◆ **New Message Retention Time**

Defines the number of days that a new message will remain in the mailbox. The storage period begins the day after the message reception. If "Unlimited" is selected, the saved message will remain in the mailbox until erased by the subscriber.

Value Range

1–30 days, Unlimited

◆ **Saved Message Retention Time**

Defines the number of days that a played message will remain in the mailbox. The timing is "refreshed" whenever the message is played back. If "Unlimited" is selected, the saved message will remain in the mailbox until erased by the subscriber.

Value Range

1–30 days, Unlimited

◆ **Message Retrieval Order**

Specifies the order in which messages will be retrieved (played back for listening).

Value Range

LIFO: Messages are retrieved starting with the most recent (Last In First Out).

FIFO: Messages are retrieved starting with the oldest (First In First Out).

◆ **Intercom Paging Group**

Specifies the Intercom Paging group number available to the subscriber.

Note

- The Intercom Paging feature is only available when the VPS is connected to a Panasonic KX-T series PBX using APT/DPT Integration.
- "Intercom paging Parameters" can be edited by clicking **Edit System Parameters/Parameters/Intercom Paging Parameters** at the bottom of **COS Parameters** window.

Value Range

1–32, All

Feature Manual References

2.2.25 Intercom Paging (APT/DPT Integration Only)

◆ **Prompt Mode**

Specifies the language used for system prompts played for the subscriber during Subscriber Service. If set to "Primary", the default language which is selected from all installed languages will be used.

Note

- If a certain prompt is not recorded in the language selected by the subscriber, the English version of that prompt will be used.

Value Range

Primary, Guidance No. (KX-TVM50: No. 1-3, KX-TVM200/KX-NCV200: No. 1-10)

Feature Manual References

2.2.33 Multilingual Service

2.2.44 System Prompts

◆ **Number of CIDs for Caller Name Announcement**

Specifies the maximum number of Caller IDs which subscribers can assign for the Personal Caller Name Announcement.

Value Range

None, 1–30

Feature Manual References

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

Subscriber's Manual References

5.11 Personal Caller Name Announcement

◆ **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.

Note

- If you want to skip this information, press [6] while listening to it.

Value Range

Before: The VPS announces Message Envelope before playing the recorded message.

After: The VPS announces Message Envelope after playing the recorded message.

Require: The VPS announces Message Envelope when it is required by DTMF command.

◆ **Number of New Messages Announcement**

Specifies the position of the Number of New Messages Announcement.

Value Range

None: Not announced

Subscriber Service: The VPS announces the number of new messages at the beginning of Subscriber Service (i.e., after the subscriber has logged in to his or her mailbox).

Receiving Messages: The VPS announces the number of new messages after the subscriber has selected to listen to messages while accessing his or her mailbox.

◆ **Total Number of Message Announcement**

Specifies the position of the Total Number of Messages Announcement.

Note

- When the same position is set for the Number of New Messages Announcement and the Total Number of Message Announcement, the VPS announces the number of new messages then the total number of messages.

Value Range

None: Not announced

Subscriber Service: The VPS announces the number of new messages at the beginning of Subscriber Service.

Receiving Messages: The VPS announces the number of new messages at the beginning of Receive Message Service.

◆ **Mailbox Capacity Warning**

Specifies if and when the VPS alerts subscribers when recording time for their mailboxes is running low. If set to "None", the warning will not be announced. All other settings indicate the remaining recording time capacity threshold for when the announcement is heard.

Value Range

None, 1–60 min

Feature Manual References

2.3.17 Mailbox Capacity Warning

Subscriber's Manual References

5.21 Mailbox Capacity Warning

2.2.2 Personal Options

The following parameters determine the utilisation of features in each mailbox based on the COS.

◆ VM Menu

If set to "Yes", the subscriber can use the VM Menu feature.

Value Range

No, Yes

Feature Manual References

2.3.36 VM Menu (DPT Integration Only)

Subscriber's Manual References

1.1 Introduction to the VPS

◆ Play System Prompt after Personal Greeting

If set to "Yes", directions for recording a message are given to the caller immediately after the personal greeting has been played.

Value Range

No, Yes

◆ Use Call Waiting on Busy

If set to "Yes", the VPS signals the subscriber when he or she is on a call and another call is received.

Note

- "Call Waiting Sequence" can be edited by clicking **Edit System Parameters/Parameters/Call Waiting Sequence** at the bottom of the dialogue box.

Value Range

No, Yes

◆ Message Cancel for Live Call Screening

If set to "Yes", the caller's message will be deleted when the subscriber answers a call via Live Call Screening while the caller is leaving a message.

Note

- The Live Call Screening feature is only available when the VPS is connected to a Panasonic KX-T series PBX using APT/DPT Integration.

Value Range

No, Yes

Feature Manual References

2.3.15 Live Call Screening (APT/DPT Integration Only)

Subscriber's Manual References

5.12 Live Call Screening (LCS)

◆ Remote Call Forward to CO

If set to "Yes", the subscriber can use the Remote Call Forwarding feature. This feature allows the subscriber to program his or her extension remotely to forward calls to an outside telephone number. This telephone number can be "Telephone No. 1" or "Telephone No. 2" (in 2.1.9 Remote Call FWD to CO), or any other telephone number.

Note

- The Remote Call FWD to CO feature is only available when the VPS is connected to a Panasonic KX-T series PBX using DPT Integration.
- The FWD to CO feature may be prohibited by the PBX; PBX programming may also be necessary to enable this feature for the COS of the extensions who will use this feature.

Value Range

No, Yes

Programming Manual References

2.1.9 Remote Call FWD to CO

Feature Manual References

2.3.27 Remote Call Forwarding Set (DPT Integration Only)

Subscriber's Manual References

5.14 Remote Call Forwarding

◆ Delete Message Confirmation

If set to "Yes", the VPS requests confirmation from the subscriber before erasing a message in the mailbox. If set to "No", the message is erased immediately.

Value Range

No, Yes

Feature Manual References

2.3.9 Delete Message Confirmation

◆ Personal Greeting for Caller ID

If set to "Yes", subscribers can record personal greetings that are played for specific callers only (Personal Greeting for Caller ID).

Value Range

No, Yes

Feature Manual References

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

Subscriber's Manual References

5.10 Personal Greeting for Caller ID

◆ Caller ID Screen

If set to "Yes", subscribers can hear the prerecorded names of callers when they receive calls (Caller ID Screening).

Value Range

No, Yes

Feature Manual References

2.2.9 Caller ID Screening (APT/DPT Integration Only)

◆ Caller ID Callback

If set to "Yes", the subscriber can call the caller back while listening to the caller's message (Caller ID Callback).

Value Range

No, Yes

Feature Manual References

2.3.7 Caller ID Callback (APT/DPT Integration Only)

◆ Notify of Transfer

If set to "Yes", subscribers will hear "You have a call." when they answer transferred calls.

Value Range

No, Yes

◆ Directory Listing

If set to "Yes", the subscriber's name and extension number will be listed in the directory (Dialling by Name).

Value Range

No, Yes

Feature Manual References

2.2.18 Dialling by Name

◆ Tutorial

If set to "Yes", subscribers are guided to set the following basic mailbox settings when they access their mailboxes for the first time:

- Password
- Owner's Name
- Personal Greetings—No Answer
- Personal Greetings—Busy
- Personal Greetings—After Hours

Value Range

No, Yes

Feature Manual References

2.3.28 Subscriber Tutorial

Subscriber's Manual References

2.2 Subscriber Tutorial (Easy Mailbox Configuration)

◆ Auto Receipt

If set to "Yes", the subscriber can request to receive confirmation when his or her message has been listened to by the message recipient.

Value Range

No, Yes

Feature Manual References

2.3.1 Auto Receipt

◆ Autoplay New Message

If set to "Yes", the VPS plays new messages automatically when the subscriber logs into his or her mailbox.

Value Range

No, Yes

Feature Manual References

2.3.3 Autoplay New Message

◆ First Playback Urgent Messages

If set to "Yes", the VPS plays urgent messages before regular messages.

Value Range

No, Yes

Feature Manual References

2.3.35 Urgent Message

◆ **Announce Message Transferred Information**

If set to "Yes", the VPS plays the information of transferred messages to a subscriber before playing the messages.

Value Range

No, Yes

◆ **Caller ID Number Announcement**

Specifies whether or not the VPS announces the Caller ID number when the subscriber plays a message left by a caller whose name has not been recorded for the Caller Name Announcement feature. If the name has been recorded, it will be announced regardless of this setting.

Value Range

No, Yes

◆ **Announce Option Menu After Erasing Messages**

If set to "Yes", the VPS plays the option menu after erasing a message. If set to "No", the VPS plays the next message automatically without playing the option menu.

Value Range

No, Yes

◆ **Call Transfer to Outside**

If set to "Yes", the VPS allows calls to be transferred to a Trunk via the following features: Caller ID Callback, Call Transfer Service, and Personal Custom Service.

Value Range

No, Yes

Feature Manual References

2.2.7 Call Transfer to Outside

◆ **New Message Length Announcement**

If set to "Yes", the VPS announces the total length of new messages when the number of new messages is announced.

Value Range

No, Yes

2.3 Port/Trunk Service

When a call is received from an outside party, the following call services can determine how the call is handled:

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

The service with the highest priority will handle the call. The order of priority is:

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

2.3.1 Service Group

A Service Group 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, and each Service Group can be applied to more than one Trunk group or port as needed.

Follow the steps below to configure each Service Group:

[Parameters Edit]

1. Select the desired Service Group Number (1–8) in **Service Groups** table.
2. Edit each parameter in **Group Parameters** table.

[Assignment of Service Group]

1. Select a Service Group Number (1–8) in **Assign Group To**.

To assign to a single port or a range of ports

1. Click **Port**.
2. Check **Single Port** or **Range of Ports**.
3. Specify the desired port number or a range of port numbers (From:/To:).

(Click ... to edit the port's parameters. The **H/W Settings** screen is automatically opened to the "Port Parameters" section.)

To assign to a single trunk or a range of trunks

1. Click **Trunk**.
2. Check **Single Trunk** or **Range of Trunks**.
3. Specify the desired trunk number or a range of trunk numbers (From:/To:).

2. Click **Assign**.

◆ Service Mode

Assigns one of 6 Service Modes to the Service Group.

Note

- 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.
- PBX Control Mode is only available when the VPS is connected to a Panasonic KX-T series PBX using APT/DPT Integration. If PBX Control Mode is selected but cannot be used, the VPS will operate in Automatic Mode.
- In Automatic Mode, services have this order of priority:
Automatic Log-in (Toll Saver) > Holiday Service > Caller ID Call Routing > DID Call Routing > Trunk Service > Port Service
- In Manual Modes (Day, Night, Lunch, or Break), services have this order of priority:
Automatic Log-in (Toll Saver) > Caller ID Call Routing > DID Call Routing > Trunk Service > Port Service
(Holiday Service is disregarded.)

Value Range

Automatic: 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: The Call Service programmed for day mode is used, regardless of the current time mode.

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

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

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

PBX Control: 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).

Feature Manual References

2.4.6 Service Mode

Call Service

Call Service For Day, Night, Lunch, and Break

A call service is a group of parameters that determine how calls are handled throughout the day. Each Service Group (therefore each port and trunk) can have a different call service for each time mode (day, night, lunch, break). One of 4 incoming call services (Voice Mail, Automated Attendant, Interview, or Custom Service) can be assigned to each call service.

◆ Company Greeting No.

Specifies the company greeting to be heard by callers. The System Greeting is "Good Morning/ Afternoon/Evening. Welcome to the Voice Processing System". Each call service can have its own setting.

Value Range

None, 1–32, System

Feature Manual References

2.2.13 Company Greeting

◆ Incoming Call Service

Specifies the incoming call service used to handle calls.

Note

- When you select Interview Service, an Interview Mailbox number should also be specified.
- When you select Custom Service, a Custom Service number should also be specified.
- The System Manager can change the "Incoming Call Service" after logging in to his or her mailbox (see 3.1.6 Changing the Company Greeting and Incoming Call Service Setting in Feature Manual).

Value Range

Voice Mail, Auto. Atten., Interview, Custom

Feature Manual References

2.2.6 Call Services

2.2.39 Port Service

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

3.1.6 Changing the Company Greeting and Incoming Call Service Setting

◆ Incoming Call Service Prompt

Specifies the language of system prompts used by this call service. If set to "Primary", the default language which is selected from all installed languages will be used. When set to "Selective", the caller can select the language of his or her choice, provided the System Administrator or the Message Manager has recorded the Multilingual Selection Menu. To specify Prompt Selection Number, see "Prompt Setting" in 2.5.4 Parameters.

Note

- If "Selective" is specified, you will need to select a prompt available for rotary callers. See "Prompt for Rotary Callers" below.

Value Range

Primary, Selective, Guidance No. (KX-TVM50: No. 1-3, KX-TVM200/KX-NCV200: 1-10)

Programming Manual References

"Prompt Setting" in 2.5 System Parameters

Feature Manual References

2.2.44 System Prompts

◆ Prompt for Rotary Callers

Specifies which language a rotary caller or an External Delivery Message receiver hears when he or she cannot enter any digits (Prompt Selection Number) after the Multilingual Selection Menu has been played. If set to "Primary", the default language which is selected from all installed languages will be used.

Note

- "Prompt for Rotary Callers" is only available when "Incoming Call Service Prompt" is set to "Selective".

Value Range

Primary, Selective, Guidance No. (KX-TVM50: No. 1-3, KX-TVM200/KX-NCV200: No. 1-10)

Feature Manual References

2.2.44 System Prompts

◆ Delayed Answer Time

Specifies whether the port or trunk answers immediately (0) or with delay (1 s – 60 s).

Value Range

0 s–60 s

◆ Time Frame

Specifies the start and end times for each time mode for each day of the week. Each day of the week can have 1 lunch mode, up to 2 night modes (1 at the beginning and end of the day) and up to 3 break modes. Lunch and break modes cannot be inserted into a night mode.

Follow the steps below to edit **Time Frame**:

1. Click **Click to Edit...**
2. Select a time mode, then enter the start and end times in the "Start At:" and "End At:" fields or drag the edges of the time mode to mark the start and end times.

To copy the time mode schedule of one day to another day

1. Select a time mode in the desired "copy from" day, and click **Copy**.
2. Select a time mode in the desired "copy to" day, then click **Paste**.

To insert a break or lunch mode

1. Right-click the desired time mode.
 2. Select "Insert Break" or "Insert Lunch".
3. Click **OK**.

Note

- This setting is only available when "Automatic" is selected in "Service Mode".

Value Range

00:00–23:59

Feature Manual References

2.2.45 Time Service

◆ Caller ID/DID Call Routing

Enables or disables the Caller ID/DID Call Routing feature.

Value Range

Disable, Enable

Feature Manual References

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

2.2.19 DID Call Routing (DPT Integration Only)

2.4 Service Settings

Service settings are divided into the following screens:

- Caller ID/DID/PIN Call Routing
- Holiday Settings
- Parameters
- Custom Service

Click each tab at the bottom of **Service Settings** screen to edit the parameters.

There are 2 methods to edit the parameters for "Caller ID/DID/PIN Call Routing" and "Holiday Settings":

- a) Double-click a cell in the table of the screen, and edit the selected parameter.
- b) Click the desired Caller ID/DID/PIN number or Holiday Service number, then, click **Edit...** and edit each parameter in the **Edit Parameters** dialogue box.

Each parameter setting can be sorted in either ascending or descending order by clicking the header in "Caller ID/DID/PIN Call Routing" table and "Holiday Settings" table.

2.4.1 Caller ID/DID/PIN Call Routing

A maximum of 200 Caller ID/DID/PIN numbers can be assigned so that callers are automatically forwarded to a preprogrammed destination. A different destination can be set for each time mode (day, night, lunch, break). PIN Call Routing is only available when the "Call Transfer Anytime" of a Custom Service is set to "PIN".

The service with the highest priority will handle the call. The order of priority is:
Holiday Service > Caller ID Call Routing > DID Call Routing > Trunk Service > Port Service.

Follow the steps below to edit **Caller ID/DID/PIN Call Routing** screen:

1. Select the desired mode (Caller-ID Mode, DID Mode, PIN Mode) in **Mode:**.

[Addition]

1. Click **Add...**
2. Edit parameters in the **Edit Parameters** dialogue box.
3. Click **OK**.

[Deletion]

1. Select the desired Caller ID/DID/PIN number.
2. Click **Delete**.
3. Click **Yes**.

[Edit]

1. Select the desired Caller ID/DID/PIN number.
2. Click **Edit...**
3. Edit parameters in the **Edit Parameters** dialogue box.
4. Click **OK**.

Note

- DID setting is only available when the VPS is connected to one of 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)

Caller ID/DID/PIN Number

◆ Caller ID/DID/PIN Number

Specifies Caller ID/DID/PIN numbers so that callers are automatically forwarded to a preprogrammed destination. For Caller ID/DID numbers, "*" substitutes for any number (*= wild card). For example, to route all calls from Area Code 201, enter "201 ** * * * *". Also, "Private" or "Out of Area" callers can be specified by entering "P" for "Private" and "O" for "Out of Area" callers.

Value Range

Max. 20 digits consisting of 0–9, * (P and O for Caller ID number only)

Feature Manual References

- 2.2.8 Caller ID Call Routing (APT/DPT Integration Only)
- 2.2.19 DID Call Routing (DPT Integration Only)
- 2.2.37 PIN Call Routing

◆ Description

Specifies a name and/or description of the Caller ID/DID/PIN number.

Note

- When no data is specified in this parameter, the caller's name will be automatically entered here if the caller's name is received from the telephone company.

Value Range

Max. 20 characters

Feature Manual References

- 2.2.8 Caller ID Call Routing (APT/DPT Integration Only)
- 2.2.19 DID Call Routing (DPT Integration Only)
- 2.2.37 PIN Call Routing

◆ Call Transfer for Day, Night, Lunch, and Break service

Specifies the destination to which the call from an assigned Caller ID/DID/PIN number is automatically forwarded. A destination can be set for each time mode. To disable the setting, select "None". A Mailbox Group number can be entered here instead of a mailbox number.

Value Range

None: disables this feature.

Custom: forwards callers to the specified Custom Service menu.

Extn: forwards callers to the specified extension.

Mbx: forwards callers to the specified mailbox.

Feature Manual References

- 2.2.8 Caller ID Call Routing (APT/DPT Integration Only)
- 2.2.19 DID Call Routing (DPT Integration Only)
- 2.2.37 PIN Call Routing

2.4.2 Holiday Settings

You can program a maximum of 20 Holiday Services. On days specified as holidays, the holiday settings have priority over Service Group settings and Caller ID/DID/PIN Call Routing.

The service with the highest priority will handle the call. The order of priority is:
Holiday Service > Caller ID Call Routing > DID Call Routing > Trunk Service > Port Service

Follow the steps below to edit **Holiday Settings** screen:

[Addition]

1. Click **Add...**
2. Edit parameters in the **Edit Parameters** dialogue box.
3. Click **OK**.

[Deletion]

1. Select the desired Holiday Service number.
2. Click **Delete**.
3. Click **Yes**.

[Edit]

1. Select the desired Holiday Service number.
2. Click **Edit...**
3. Edit parameters in the **Edit Parameters** dialogue box.
4. Click **OK**.

Note

- Holidays cannot overlap. For example, if you have set Dec. 22nd to Jan. 6th as a holiday, you cannot set Jan. 1st as a holiday.
- To provide a special message to callers on a holiday (for example, "Today is New Year's Day and our office is closed. If you wish to record a message, please press 1 now."), you can create a Custom Service menu. Use this setting to direct calls to this Custom Service on Jan. 1st. Use foreign languages where appropriate.

Holiday Service No.

◆ Name of Holiday

Specify a name or description for the holiday.

Value Range

Max. 32 characters

Feature Manual References

2.2.24 Holiday Service

◆ Start Date

Specifies the start date of the holiday.

Value Range

MM/DD (MM: Month, DD: Day)

Feature Manual References

2.2.24 Holiday Service

◆ **Start Time**

Specifies the start time of the holiday.

Value Range

HH:MM (HH: Hour, MM: Minute)

Feature Manual References

2.2.24 Holiday Service

◆ **End Date**

Specifies the end date of the holiday.

Note

- When the start date and time are specified and the end date and time are "Not Set", the Holiday will be automatically ended at "00:00".

Value Range

MM/DD (MM: Month, DD: Day)

Feature Manual References

2.2.24 Holiday Service

◆ **End Time**

Specifies the end time of the holiday.

Note

- When the start date and time are specified and the end date and time are "Not Set", the Holiday will be automatically ended at "00:00".

Value Range

HH:MM (HH: Hour, MM: Minute)

Feature Manual References

2.2.24 Holiday Service

◆ **Retain Holiday**

Stores the Holiday Service setting for future use. If set to "Yes", the same setting will function automatically on the same day every year. If set to "No", the setting will be cancelled automatically after the holiday is over.

Value Range

Yes, No

Feature Manual References

2.2.24 Holiday Service

◆ Company Greeting No.

Specifies the Company Greeting to be played on the holiday. The System Greeting is: "Good Morning/ Afternoon/Evening. Welcome to the Voice Processing System." (However, the System Administrator and the Message Manager can change this.)

Value Range

None, 1–32, System

Feature Manual References

2.2.13 Company Greeting

2.2.24 Holiday Service

◆ Service

Specifies which incoming call service handles calls on the holiday.

Note

- When Interview Service is selected, a subscriber's Interview Mailbox number should also be specified. When Custom Service is selected, a Custom Service number (1-100) should also be specified.

Value Range

Voice Mail, Auto. Atten. Interview, Custom

Feature Manual References

2.2.6 Call Services

2.2.24 Holiday Service

◆ Port Affected

Specifies the port numbers for which the Holiday Service setting is activated. Ports not specified here are handled by the incoming call service assigned to those ports in the PORT/TRUNK Service screen. The maximum number of ports depends on the VPS model.

Value Range

1–6 (KX-TVM50)

1–24 (KX-TVM200/KX-NCV200)

Feature Manual References

2.2.24 Holiday Service

◆ **Trunk Affected**

Specifies the trunks for which the Holiday Service setting is activated. Trunks not specified here are handled by the incoming call service assigned to those trunks in the PORT/TRUNK Service screen.

Value Range

1–64

Feature Manual References

2.2.24 Holiday Service

2.4.3 Parameters

The following parameters can be specified in **Parameters** screen.

- Automated Attendant
- Rotary Telephone Service
- Name Entry
- Toll Saver

Automated Attendant

Specifies the parameters of functions for Automated Attendant Service.

◆ Wait Time for First Digit

Specifies the length of time the VPS waits for the caller to dial a digit before assuming the caller is using a rotary telephone and therefore activates Rotary Telephone Service.

Value Range

0 s–20 s

Feature Manual References

2.2.3 Automated Attendant

◆ Menu Repeat Cycle

Specifies the number of times the VPS will play the Automated Attendant top menu if the caller does not make a selection.

Value Range

1–5 times

◆ Play Owner's Name during Transfer

Determines whether "Transferring you to <name>." is announced to the caller before transferring the caller to an extension.

Value Range

Disable, Enable

Feature Manual References

2.2.3 Automated Attendant

Operator Service

These parameters specify the extension numbers and mailbox numbers for operators 1, 2, and 3, as well as calls are treated when they are directed to and operator. Operator parameters can be set individually for day, night, lunch, and break modes.

Note

- All non-touch input calls in Automated Attendant Service will be transferred to the General Delivery Mailbox when the Operator Service is disabled.

◆ **Operator Service For Day, Night, Lunch, and Break**

Determines the settings for each operator in each time mode. Note that the extension assigned as Operator 1 for day mode is automatically designated as the Message Manager. When operator calls are made, calls are connected to the lowest-numbered operator that is available. To enable/disable the operator setting for each time mode, check/uncheck it.

Note

- Because the extension number assigned for Operator Service No. 1 in the Day Mode is for the Message Manager, you cannot assign this extension to any other mailbox.
- Extensions assigned as operators can be called by dialling [0], however, when setting features such as Message Waiting Notification and Remote Call Forwarding, the extension number (not "0") must be specified.

Value Range

Disable (unchecked), Enable (checked)

Feature Manual References

2.2.36 Operator Service

Operator Service No. 1, 2, and 3

◆ **Operator's Extension**

Specifies the extension number for Operator 1, 2, and 3.

Note

- The default extension number of Operator 1 in day mode cannot be used with the Message Waiting Notification Lamp feature.
- Because the extension number assigned as Day Mode Operator 1 is automatically designated as the Message Manager, do not assign this extension number to a mailbox. This extension number is automatically assigned to mailbox number 998.

Value Range

1–5 digits

Feature Manual References

2.2.36 Operator Service

◆ **Operator's Mailbox No.**

Specifies the mailbox number for Operator 1, 2, and 3. Callers to Operator 1, 2, or 3 are prompted to leave a message in this mailbox depending upon how the Busy Coverage or No Answer Coverage modes are set.

Value Range

2–5 digits

Feature Manual References

2.2.36 Operator Service

◆ Busy Coverage Mode

Specifies how to handle calls when the operator is busy.

Value Range

Hold: Automatically places the caller on hold and the operator is called again.

No Answer Coverage: Offers the option specified by the No Answer Coverage Mode to the caller.

Call Waiting: Signals the operator when another call is waiting using the Call Waiting feature of PBX.

Disconnect Message: Disconnects the caller after playing "Thank you for calling".

Feature Manual References

2.2.5 Busy Coverage Mode

◆ No Answer Coverage Mode

Specifies how to handle operator calls when they are not answered within the time period set in "Operator No Answer Time".

Value Range

Caller Select: Allows the caller to leave a message or call another extension. In the following cases, the caller cannot call another extension.

- a) No input to Automated Attendant.
- b) No input to Custom Service menu when "No DTMF Input Operation" is set to "Operator" in "Service Settings→ Custom Service→ Menu & Transfer".

Leave Message: Instructs the caller to leave a message in the operator's mailbox.

Disconnect Message: Disconnects the caller after playing "Thank you for calling".

Next Operator: Transfers the caller to the next operator.

Feature Manual References

2.2.34 No Answer Coverage Mode

◆ Operator No Answer Time

When a call to an operator is not answered within the time set, the VPS will offer other options as defined by the "No Answer Coverage Mode".

Note

- This time applies to Operator 1, 2, and 3
- If more than one operator is assigned, we recommend to reducing the "Operator No Answer Time" to 15 s.

Value Range

10 s–60 s

Feature Manual References

2.2.34 No Answer Coverage Mode

Call Hold Mode

◆ Call Hold Mode

If set to "Enable", the VPS gives callers the option of either holding for a specific extension or selecting one of several Incomplete Call Handling Service options. While on hold, the VPS periodically gives callers the choice to either continue to hold or select one of the Incomplete Call Handling Service options. If set to "Disable", the VPS immediately offers callers the Incomplete Call Handling Service and callers are not put on hold. To enable/disable this feature, check/uncheck it.

Value Range

Disable (unchecked), Enable (checked)

Feature Manual References

2.2.23 Hold

◆ Call Queuing Announcement Mode

If set to "Enable", callers on hold are informed of their current position in the call hold queue.

Example: "One other person is waiting to connect."

Value Range

Disable, Enable

Feature Manual References

2.2.23 Hold

◆ Call Retrieval Announcement Timing

Specifies the interval between the voice guidance message that asks whether or not calls are to be retrieved during call holding.

Example: "To cancel holding, press 2 now. Otherwise, I'll try your party again."

Value Range

1s–30 s

Feature Manual References

2.2.23 Hold

◆ Redial Cancel Timing

Specifies the interval between the voice guidance messages that ask if continuous redials are to be attempted during call holding.

Example: "To continue holding, press 1. Otherwise, press 2."

Value Range

15 s, 30 s, 45 s, 60 s

Feature Manual References

2.2.23 Hold

◆ Hold Recall Mode

Specifies how the VPS handles a call when the call transfer sequence is Call Transfer without Announcement and the transferred call is not answered.

Value Range

Return to Top Menu, Message Recording

Feature Manual References

2.2.23 Hold

◆ Alternate Extension

Specifies an extension, which requires a different transfer sequence than normal. Calls to these extensions will be transferred according with the setting in "Alternate Extension Transfer Sequence" in 2.5.4 Parameters. Follow the steps below to edit **Alternate Extension**:

1. Click **Click to edit...**

[Addition]

1. Click the icon **[New]**.
2. Enter an extension number.
3. Click **OK**.

[Edit]

1. Select the desired alternate extension.
2. Click the icon **[Edit]**.
3. Edit the extension number.
4. Click **OK**.

[Deletion]

1. Select the desired alternate extension.
2. Click the icon **[Delete]**.
3. Click **Yes**.

Note

- The Extension Group List or Logical Extension Numbers cannot be assigned.

Value Range

Max. 32 extensions (max. 5 digits per extension)

Feature Manual References

2.2.1 Alternate Extension Group

◆ List All Names

If set to "Enable", callers can listen to all subscribers' name and extension number in Automated Attendant Service or Custom Service.

Value Range

Disable, Enable

Feature Manual References

2.2.27 List All Names

Rotary Telephone Service

Determines how calls are handled when callers do not dial any numbers in response to VPS guidance (often because they are rotary telephone users).

◆ Rotary Telephone Call Coverage for Day, Night, Lunch, and Break service

Determines how calls are handled when callers do not dial any numbers in response to VPS guidance (often because they are rotary telephone users). Callers can be transferred to a preprogrammed extension or mailbox, including an operator or the General Delivery Mailbox.

Value Range

G.D.M: The caller is transferred to the General Delivery Mailbox.

Operator: The caller is transferred to an operator.

Mbx: The caller is transferred to the mailbox specified here.

Extn: The caller is transferred to the extension specified here.

Feature Manual References

2.2.40 Rotary Telephone Service

Name Entry

Specifies the parameters relating to the Dial by Name feature, which allows to connect themselves with the desired party by entering the first 3 or 4 letters of the party's name.

◆ Number of Digits to Entry Name

Specifies the number of digits (letters) that must be entered when using the Dial by Name feature.

Value Range

3–4 digits

Feature Manual References

2.2.18 Dialling by Name

◆ Name Entry Time Out

Specifies the length of time that the VPS waits for the caller to enter the first 3 digits (letters) of the desired party's name. If the required number of digits are not dialled within this time, the previous menu will be played again for the caller.

Value Range

1 s–10 s

Feature Manual References

2.2.18 Dialling by Name

◆ Key Mode

Specifies the standard used for keypad text entry. If set to use the North American Standard, press [7] for "Q" and [9] for "Z", If set to use the Australasian Standard, press [1] for "Q" and "Z".

Value Range

North American Standard, Australasian Standard

Feature Manual References

2.2.18 Dialling by Name

◆ Name Directory Mode

Specifies one of Last Name, First Name, or Both to be used when entering the name.

Value Range

Last, First, Both

Toll Saver

◆ Delayed Answer Time for New Message

Specifies the time period before the VPS answers the call when there are new messages.

Value Range

5 s–60 s

Programming Manual References

2.1.10 Automatic Log-in

Feature Manual References

2.3.31 Toll Saver (APT/DPT Integration Only)

◆ **Delayed Answer Time for No New Messages**

Specifies the time period before the VPS answers the call when there is no new messages.

Value Range

5 s–60 s

Programming Manual References

2.1.10 Automatic Log-in

Feature Manual References

2.3.31 Toll Saver (APT/DPT Integration Only)

2.4.4 Custom Service

Allows callers to perform specific functions by pressing dial buttons on their telephones while listening to voice guidance (Custom Service Menu). 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 Menu ("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

Follow the steps below to edit **Custom Service** screen:

[Creation]

1. Click **the desired Custom Service Type** under **Custom Service Type**.
2. Click on an area within the grid to the right to place the Custom Service (it can be moved later).
3. Double-click **the Custom Service** icon you placed in the grid.
4. Edit parameters in the **CS No.** dialogue box.
5. Click **OK**.

Custom Services parameters can be connected to other Custom Services. To connect a parameter to another Custom Service, click and hold the parameter's blue handle, drag it to the desired Custom Service, then release the mouse button.

[Edit]

1. Enter **the desired Custom Service number** under **Quick Search**., and click **Edit...**, or double-click **the desired Custom Service** icon.
2. Edit parameters in the **CS No.** dialogue box.
3. Click **OK**.

Custom Service Builder

The Custom Service Builder is a utility that allows the System Administrator to create Custom Services visually. Each Custom Service and its functions can be edited, arranged using a familiar drag-and-drop interface.

There are following types of Custom Services:

- Menu & Transfer
- Date Control
- Time Control
- Day Control
- Password

Feature Manual References

2.4.2 Custom Service Builder

Menu & Transfer

This Custom Service type guides callers to press certain buttons to connect themselves with the designated party. The prompt for this service can be recorded in the CS No. dialogue box.

[Recording a prompt]

1. Click "Record A Prompt For This Custom Service...".
2. Select "Record from extension" or "Import from recorded file".

When "Record from extension" is selected

1. Specify the extension number of the telephone used for recording, then click **Connect**.
2. When the specified extension rings, go off-hook.
3. Click  (record),  (stop), or  (play) to record or play a voice label through the extension.
4. Click **Disconnect**.
5. Click **OK**.

When "Import from recorded file" is selected

1. Click
The **Open** dialogue box appears.
2. Navigate to the folder containing the WAV files you want to open.
(WAV files must meet the following specifications: IMA ADPCM codec, 8.000 kHz, 4 bit, mono.)
3. Select the desired WAV file.
4. Click **Open** to import the file.

Note

- The Message Manager can also use his or her telephone to record a prompt for this Custom Service (see 3.2.6 Recording Messages in Feature Manual).

◆ **Description**

The information typed in this field is for reference only.

Value Range

Max. 32 characters

Feature Manual References

2.2.16 Custom Service

◆ **Prompt Mode**

Specifies the language for prompts used by this Custom Service.

Note

- This parameter overrides "Incoming Call Service Prompt".
- If "Primary" is selected, the default language which is selected from all installed languages will be used.

- If "None" is selected, the prompt mode of previous process will be continued, or "Primary" language will be selected.

Value Range

None, Primary, Guidance No. (KX-TVM50: No. 1-3, KX-TVM200/KX-NCV200: No. 1-10)

Programming Manual References

"Incoming Call Service Prompt" in 2.3.1 Service Group

Feature Manual References

2.2.16 Custom Service

◆ Menu Repeat Cycle

Specifies the number of times the Custom Service menu message will be repeated for the caller.

Value Range

1–3 times

Feature Manual References

2.2.16 Custom Service

◆ Call Transfer Anytime

Specifies the type of dialling that the VPS accepts during the Custom Service in addition to the single-digit Custom Service options. This setting allows callers to dial numbers to connect themselves to an extension or mailbox or enter a PIN.

Note

- If you only need to allow callers to dial single-digit Custom Service option numbers, set this parameter to "No". When set to a value other than "No", the VPS always waits for the amount determined by the "Wait for Second Digit" setting before handling the call. This will cause a delay between the time the caller dials a single-digit Custom Service option number and when the call is actually handled.

Value Range

Extn: enables callers to be transferred directly to their intended party by dialling the extension number.

Mbx: enables callers to leave messages in a mailbox by entering the mailbox number.

PIN: enables callers to be transferred directly to the specified party according to the setting for PIN Call Routing Service by dialling PIN.

No: disables extension transfer and mailbox transfer; only 1-digit entries will function (following the Custom Service menu)

Feature Manual References

2.2.16 Custom Service

◆ Wait for First Digit

Specifies the length of time that the VPS waits for the caller to dial the first digit after a Custom Service menu is played for the caller. If this time expires, the No DTMF Operation settings determines how the call is then handled. If this parameter is set to "0", No DTMF Input Operation handles the call immediately after the menu is played for the caller.

Value Range

0 s–10 s

Feature Manual References

2.2.16 Custom Service

◆ Wait for Second Digit

This parameter is only valid when "Call Transfer Anytime" is set to a value other than "No". After the caller dials a digit (the first digit) after listening to a Custom Service menu, the VPS waits for a second digit to be dialled. This gives the caller time to continue dialling a mailbox number, extension number, or PIN. If this time expires without a second digit being entered, the VPS assumes the caller has selected a Custom Service menu option and handles the call according to the digit dialled by the caller.

Value Range

1 s–5 s

Feature Manual References

2.2.16 Custom Service

◆ No DTMF Input Operation

Determines how calls are handled when callers do not dial any numbers after listening to the menu message (most likely because they are using rotary telephones) The default setting is "Operator", which allows the caller to be automatically connected to an operator after the menu message plays back ("...or stay on the line to be connected to an operator.").

Value Range

Tr to Mbx: Allows the caller to leave messages in a specified mailbox.

Tr to Ext: Transfers the caller to a specified extension.

Operator: Connects the caller to an operator.

Tr to Out: Transfers the caller to a specified outside telephone number. Enter the Trunk Access number of the PBX then the destination telephone number.

Exit: Plays the Custom Service exit prompt and disconnects the caller.

Prev Menu: Returns the caller to the previous menu (if there was a previous menu).

CS : Transfers the caller to the Custom Service specified here.

Feature Manual References

2.2.16 Custom Service

◆ Keypad Assignment 0–9, *,

Any of the 16 operations listed below can be assigned to the 0 through 9, *, and # keys on the telephone keypad. Callers are able to access these operations by pressing the corresponding keys on their telephones.

Value Range

Tr to Mbx: Allows the caller to leave messages in a specified mailbox.

Tr to Ext: Transfers the caller to a specified extension.

Operator: Connects the caller to an operator.

Tr to Out: Transfers the caller to a specified outside telephone number. Enter the Trunk Access number of the PBX then the destination telephone number.

Exit: Plays the Custom Service exit prompt and disconnects the caller.

Prev Menu: Returns the caller to the previous menu (not available if there was no previous menu).

CS: Transfers the caller to the Custom Service specified here.

VM Serv: Allows the caller to access Voice Mail Service.

Call Tr Serv: Allows the caller to access Automated Attendant Service.

Subscriber Serv: Allows the caller to access Subscriber Service. If this option is enabled, it is strongly recommended that each subscriber establish a password; this will prevent unauthorised callers from accidentally or intentionally accessing subscribers' mailboxes.

Dial by Name: Requests the caller to enter the first 3 or 4 letters of a first or last name of the person the caller wishes to reach, then transfers the caller to the corresponding extension.

Repeat Menu: Repeats the Custom Service menu.

Main Menu: Returns the caller to the Custom Service top menu.

Fax Tr: Allows the caller to send fax messages to an extension specified as the fax extension.

List All Names: The VPS will announce the names and extensions numbers of all subscribers (except those whose Class of Service "Directory Listing" parameter is set to "No").

None: No operation assigned.

Feature Manual References

2.2.16 Custom Service

Date Control

This service allows you to assign a different operation for up to 5 time periods. The caller makes no selection and no menu is announced.

◆ Description

The information typed in this field is for reference only.

Value Range

Max. 32 characters

Feature Manual References

2.2.16 Custom Service

◆ Date Period 1–5, Outside

<Period 1–5>

Specifies the name of date period for reference, start and end date, and an operation.

<Outside>

Allows you to specify an operation that is enabled on all other dates not included in the set periods.

Value Range

<Period 1–5>

Name: Max. 16 characters

Date: MM/DD (MM: Month, DD: Day)

Operation: Tr to Mbx, Tr to Ext, Operator, Tr to Out, Exit, Prev Menu, CS, VM Serv, Call Tr Serv, Subscriber Serv, Dial by Name, Repeat Menu, Main Menu, Fax Tr, List All Names, None (see "Keypad Assignment 0–9, *, #")

<Outside>

Name: Max. 16 characters

Operation: Tr to Mbx, Tr to Ext, Operator, Tr to Out, Exit, Prev Menu, CS, VM Serv, Call Tr Serv, Subscriber Serv, Dial by Name, Repeat Menu, Main Menu, Fax Tr, List All Names, None (see "Keypad Assignment 0–9, *, #")

Feature Manual References

2.2.16 Custom Service

Time Control

This service allows you to assign a different operation for up to 5 blocks of time during the day. The caller makes no selection and no menu is announced.

◆ Description

The information typed in this field is for reference only.

Value Range

Max. 32 characters

Feature Manual References

2.2.16 Custom Service

◆ Time Period 1–5, Outside

<Period 1–5>

Specifies the name of time period for reference, start and end time, and an operation.

Note

- When the start time is specified and the end time is "Not Set", the period will be automatically ended at "00:00".
- If several time periods overlap each other, the time period beginning with the lowest number has a priority: the operation assigned to the lowest numbered time period is activated for the overlapped time period.

<Outside>

Allows you to specify an operation that is enabled for all other times not included in the set time periods.

Value Range

<Period 1–5>

Name: Max. 16 characters

Time: HH:MM (HH: Hour, MM: Minute)

Operation: Tr to Mbx, Tr to Ext, Operator, Tr to Out, Exit, Prev Menu, CS, VM Serv, Call Tr Serv, Subscriber Serv, Dial by Name, Repeat Menu, Main Menu, Fax Tr, List All Names, None (see "Keypad Assignment 0–9, *, #")

<Outside>

Name: Max. 16 characters

Operation: Tr to Mbx, Tr to Ext, Operator, Tr to Out, Exit, Prev Menu, CS, VM Serv, Call Tr Serv, Subscriber Serv, Dial by Name, Repeat Menu, Main Menu, Fax Tr, List All Names, None (see "Keypad Assignment 0–9, *, #")

Feature Manual References

2.2.16 Custom Service

Day Control

This service allows you to assign a different operation for each day of the week, and for all holidays. The caller makes no selection and no menu is announced.

◆ Description

The information typed in this field is for reference only.

Value Range

Max. 32 characters

Feature Manual References

2.2.16 Custom Service

◆ Monday–Sunday, and Holiday

Specifies a service for each day of the week and for all holidays.

Note

- If an operation is assigned to "Holiday" here, either one of the following settings is required in order to activate the operation for "Holiday" Custom Service:
 - a. In "Service Settings"→ "Holiday Settings"→ the desired "Holiday Service"→ "Service", select "Custom" and specify the number of this Date Control-"Holiday" Custom Service, or the number of its higher layered Custom Service.
 - b. Assign the desired Date Control-"Holiday" Custom Service or its higher layered Custom Service to the desired Port/Trunk (see 2.3.1 Service Group). In "Service Settings"→ "Holiday Settings"→ the desired "Holiday Service"→ "Port/Trunk Affected", exclude the Port/Trunk numbers that are assigned to the Date Control-"Holiday" Custom Service or the number of its higher layered Custom Service.

Value Range

Tr to Mbx, Tr to Ext, Operator, Tr to Out, Exit, Prev Menu, CS, VM Serv, Call Tr Serv, Subscriber Serv, Dial by Name, Repeat Menu, Main Menu, Fax Tr, List All Names, None (see "Keypad Assignment 0–9, *, #")

Feature Manual References

2.2.16 Custom Service

Password

This service requires that callers enter a password. Each password is assigned an operation. If a password is entered correctly, the caller is handled by the password's preprogrammed operation. The prompt for this service can be recorded in the CS No. dialogue box.

[Recording a prompt]

1. Click "Record A Prompt For This Custom Service...".
2. Select "Record from extension" or "Import from recorded file".

When "Record from extension" is selected

1. Specify the extension number of the telephone used for recording, then click **Connect**.
2. When the specified extension rings, go off-hook.

3. Click  (record),  (stop), or  (play) to record or play a voice label through the extension.

4. Click **Disconnect**.

5. Click **OK**.

When "Import from recorded file" is selected

1. Click
The **Open** dialogue box appears.
2. Navigate to the folder containing the WAV files you want to open.
(WAV files must meet the following specifications: IMA ADPCM codec, 8.000 kHz, 4 bit, mono.)
3. Select the desired WAV file.
4. Click **Open** to import the file.

Note

- The Message Manager can also use his or her telephone to record a prompt for this Custom Service (see 3.2.6 Recording Messages in Feature Manual).

◆ Description

The information typed in this field is for reference only.

Value Range

Max. 32 characters

Feature Manual References

2.2.16 Custom Service

◆ Menu Repeat Cycle

Specifies the number of times the Custom Service menu message will be repeated to the caller.

Value Range

1–3 times

Feature Manual References

2.2.16 Custom Service

◆ Wait for First Digit

Specifies the length of time that the VPS waits for the caller to dial the first digit after a Custom Service menu is played for the caller. If this time expires, the No DTMF Operation setting determines how the call is then handled. If this parameter is set to "0", No DTMF Input Operation handles the call immediately after the menu is played for the caller.

Value Range

0 s–10 s

Feature Manual References

2.2.16 Custom Service

◆ Maximum Number of Invalid Entry

Specifies the times an invalid password is entered before following "Entry Failure" setting.

Value Range

1–10 times

Feature Manual References

2.2.16 Custom Service

◆ No DTMF Input Operation

Determines how calls are handled when callers do not dial any numbers in response to VPS guidance (often because they are rotary telephone users). The default setting is "Operator", which allows the caller to be automatically connected to an operator after the message is played.

Value Range

Tr to Mbx, Tr to Ext, Operator, Tr to Out, Exit, Prev Menu, CS (see "No DTMF Input Operation" in "Menu & Transfer")

Feature Manual References

2.2.16 Custom Service

◆ Entry Failure

Determines what operation is activated when a caller enters an invalid password X times. (X= the value set for "Maximum Number of Invalid Entry")

Value Range

Tr to Mbx, Tr to Ext, Operator, Tr to Out, Exit, Prev Menu, CS, VM Serv, Call Tr Serv, Subscriber Serv, Dial by Name, Repeat Menu, Main Menu, Fax Tr, List All Names (see "Keypad Assignment 0–9, *, #")

Feature Manual References

2.2.16 Custom Service

◆ Password 1–5, Cancel

<Password 1–5>

Specifies a password and an operation for the specified password.

<Cancel>

Determines the operation that is activated when a caller presses "#" to cancel password entry.

Value Range

<Password 1–5>

Password: Max. 12 digits

Operation: Tr to Mbx, Tr to Ext, Operator, Tr to Out, Exit, Prev Menu, CS, VM Serv, Call Tr Serv, Subscriber Serv, Dial by Name, Repeat Menu, Main Menu, Fax Tr, List All Names, None (see "Keypad Assignment 0–9, *, #")

<Cancel>

Operation: Tr to Mbx, Tr to Ext, Operator, Tr to Out, Exit, Prev Menu, CS, VM Serv, Call Tr Serv, Subscriber Serv, Dial by Name, Repeat Menu, Main Menu, Fax Tr, List All Names, None (see "Keypad Assignment 0–9, *, #")

Feature Manual References

2.2.16 Custom Service

2.5 System Parameters

System Parameters are divided into the following screens:

- Mailbox Group
- Extension Group
- System Caller Name Announcement
- Parameters

Click each tab at the bottom of **System Parameters** screen to edit the parameters.

Each parameter setting can be sorted in either ascending or descending by clicking the header except in "Parameters" table.

2.5.1 Mailbox Group

Mailbox Groups allow a caller or subscriber to leave a message that is placed in the mailbox of each subscriber in the list. The message is recorded once and sent to all subscribers. This parameters allows a caller to send a message at the same time to several mailboxes. The VPS can maintain a maximum of 20 Mailbox Groups. Each group can have a maximum of 62 members for KX-TVM50 or 100 members for KX-TVM200/KX-NCV200. Only the System Administrator can create or edit Mailbox Groups. (Each subscriber can create and edit his or her own Personal Group Distribution Lists.)

Follow the steps below to edit **Mailbox Group** screen:

[Addition of Group List No.]

1. Click **Add...**
2. Enter a group list number and a group name.
3. Click **OK**.

[Deletion of Group List No.]

1. Select the desired group list number.
2. Click **Delete**.
3. Click **Yes**.

[Edit of Group List No.]

1. Select the desired group list number.
2. Click **Edit...**
3. Edit parameters in the **Edit Mailbox Group** dialogue box.
4. Click **OK**.

[Recording of Group List Name in the Edit Mailbox Group dialogue box]

1. Select "Record from extension" or "Import from recorded file".

When "Record from extension" is selected

1. Specify the extension number of the telephone used for recording, then click **Connect**.
2. When the specified extension rings, go off-hook.
3. Click  (record),  (stop), or  (play) to record or play a voice label through the extension.
4. Click **Disconnect**.
5. Click **OK**.

When "Import from recorded file" is selected

1. Click
The **Open** dialogue box appears.
2. Navigate to the folder containing the WAV files you want to open.
(WAV files must meet the following specifications: IMA ADPCM codec, 8.000 kHz, 4 bit, mono.)
3. Select the desired WAV file.
4. Click **Open** to import the file.

[Add Subscribers to Group List]

1. Select the desired group list number.
2. Click **Add....**
3. Enter a mailbox number in **Quick Search Mailbox:** or select the mailbox number in **Subscribers to add** table.
4. Click **Add >>**.
5. Click **OK**.

[Delete Subscribers from Group List]

1. Select the desired mailbox number.
2. Click **Delete**.
3. Click **Yes**.

[Search for Subscriber]

1. Click **Search Subscribers....**
2. Enter the Mailbox No., Extension No., First Name, or Last Name of the desired subscriber.
3. Click **OK**.

◆ Group List No.

Specifies the Group List number. This number is similar to a mailbox number and is used to send a message to all subscribers of the group. It must be a unique number; no other group or mailbox can be assigned this number.

Value Range

2–5 digits

Installation Manual References

6.3.6 Mailbox Groups

Feature Manual References

2.3.13 Group Distribution List—System

◆ Group Name

Specifies the group name.

Value Range

Max. 32 characters

Installation Manual References

6.3.6 Mailbox Groups

Feature Manual References

2.3.13 Group Distribution List—System

2.5.2 Extension Group

An Extension Group is a group of extensions that share a common mailbox. Each group has an Extension Group number. If the group number is assigned as the owner of a mailbox, then all members cannot be assigned their own personal mailboxes.

Up to 20 Extension Groups can be created, and each group can consist of 100 extensions (members).

You can add, delete, and review the extensions. Members of an Extension Group are able to share the same mailbox and be notified by the Message Waiting Notification–Lamp feature when a message is received.

Follow the steps below to edit **Extension Group** screen:

[Addition of Group List No.]

1. Click **Add....**
2. Enter a group list number and a group name.
3. Click **OK**.

[Deletion of Group List No.]

1. Select the desired group list number.
2. Click **Delete**.
3. Click **Yes**.

[Edit of Group List No.]

1. Select the desired group list number.
2. Click **Edit....**
3. Edit parameters in the **Edit Extension Group** dialogue box.
4. Click **OK**.

[Recording of Group List Name in the Edit Extension Group dialogue box]

1. Select "Record from extension" or "Import from recorded file".

When "Record from extension" is selected

1. Specify the extension number of the telephone used for recording, then click **Connect**.
2. When the specified extension rings, go off-hook.
3. Click  (record),  (stop), or  (play) to record or play a voice label through the extension.
4. Click **Disconnect**.
5. Click **OK**.

When "Import from recorded file" is selected

1. Click
The **Open** dialogue box appears.
2. Navigate to the folder containing the WAV files you want to open.
(WAV files must meet the following specifications: IMA ADPCM codec, 8.000 kHz, 4 bit, mono.)
3. Select the desired WAV file.
4. Click **Open** to import the file.

[Add Extension to Group List]

1. Select the desired group list number.
2. Click **Add....**

3. Enter an extension number in **Extension Number:**.
4. Click **OK**.

[Delete Extension from Group List]

1. Select the desired extension number.
2. Click **Delete**.
3. Click **Yes**.

◆ Group List No.

Specifies any vacant extension number.

Note

- In order to configure an Extension Group, set a group number here, then assign the group number as the owner of a mailbox. The Extension Group List number is effectively the extension number that is the owner of the group's mailbox.

Value Range

2–5 digits

Installation Manual References

6.3.7 Extension Groups

Feature Manual References

2.2.21 Extension Group

◆ Group Name

Specify the group name.

Value Range

Max. 32 characters

Installation Manual References

6.3.7 Extension Groups

Feature Manual References

2.2.21 Extension Group

2.5.3 System Caller Name Announcement

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).

Caller ID Screening feature is only available when "Yes" is set for "Caller ID Screen" in the Class of Service (COS) settings. This feature is also enabled by selecting "Call Screening" in 5.1 Call Transfer in the Subscriber's Manual.

The Intercom Paging feature is enabled by selecting "Intercom Paging" in 5.1 Call Transfer, and/or in 5.2 Incomplete Call Handling in the Subscriber's Manual.

Follow the steps below to edit **System Caller Name Announcement** screen:

[Addition of Caller-ID No.]

1. Click **Add...**
2. Enter a Caller ID number and description.
3. Click **OK**.

[Deletion of Caller-ID No.]

1. Select the desired group list number.
2. Click **Delete**.
3. Click **Yes**.

[Edit of Caller-ID No.]

1. Select the desired Caller ID number.
2. Click **Edit...**
3. Edit parameters in the **Call Information** dialogue box.
4. Click **OK**.

[Recording of Caller Name in the Caller Information dialogue box]

1. Select "Record from extension" or "Import from recorded file".

When "Record from extension" is selected

1. Specify the extension number of the telephone used for recording, then click **Connect**.
2. When the specified extension rings, go off-hook.
3. Click  (record),  (stop), or  (play) to record or play a voice label through the extension.
4. Click **Disconnect**.
5. Click **OK**.

When "Import from recorded file" is selected

1. Click
The **Open** dialogue box appears.
2. Navigate to the folder containing the WAV files you want to open.
(WAV files must meet the following specifications: IMA ADPCM codec, 8.000 kHz, 4 bit, mono.)
3. Select a file to import.
4. Click **Open** to import the file.

◆ Caller ID No.

Assigns the telephone number for which the VPS announces the prerecorded caller name to extension users.

Value Range

Max. 20 digits consisting of 0–9

Feature Manual References

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

◆ Description

Enters a name and/or description of the Caller ID number.

Value Range

Max. 20 characters

Feature Manual References

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

2.5.4 Parameters

The following settings can be made in the Parameter tab of the System Parameters screen:

- Time Setting
- Prompt Setting
- PBX Parameters
- Dialling Parameters
- Message Waiting Notification
- External Message Delivery
- Intercom Paging Parameters
- Fax Management
- Disconnect Parameters
- Transfer to Outside
- VM Menu
- E-mail Integration

Time Setting

Adjusts the internal clock of the VPS.

System Clock

◆ System Date/Time

Specifies the system date and time.

Value Range

Date: YYYY/MM/DD (YYYY: Year, MM: Month, DD: Day)
Time: HH:MM (HH: Hour, MM: Minute)

Feature Manual References

2.2.43 System Clock

◆ Format

Specifies the time format (12-hour or 24-hour).

Note

- The selected time format (12-hour or 24-hour) affects the time format of reports, the VM Menu feature, as well as the time that appears in e-mail notifications for new messages.

Value Range

12 H, 24 H

◆ PBX Synchronisation

Specifies whether to synchronise the VPS clock with the clock of the PBX.

Note

- Time Synchronisation is only available when the VPS is connected to a Panasonic KX-T series PBX using DPT Integration.

Value Range

Synchronise, Not synchronise

Feature Manual References

2.4.10 Time Synchronisation (DPT Integration Only)

Daily Hours Setting

Specifies the starting time of the morning, afternoon and evening greetings used for the Company Greeting.

◆ Morning Hours Start Time

Specifies the starting time of the morning greeting.

Value Range

HH:MM (HH: Hour, MM: Minute)

Feature Manual References

2.2.13 Company Greeting

◆ Afternoon Hours Start Time

Specifies the starting time of the afternoon greeting.

Value Range

HH:MM (HH: Hour, MM: Minute)

Feature Manual References

2.2.13 Company Greeting

◆ Evening Hours Start Time

Specifies the starting time of the evening greeting.

Value Range

HH:MM (HH: Hour, MM: Minute)

Feature Manual References

2.2.13 Company Greeting

◆ Daylight Saving Time

Specifies whether to use daylight saving time. If "Enter Time Frame" is selected, both the starting date and ending date must be set. The same date cannot be used for both settings. The clock adjusts itself from 2 am to 3 am on the starting date, and adjusts itself from 2 am to 1 am on the ending date.

WARNING

If the VPS clock is synchronised with the PBX clock (see "2.4.10 Time Synchronisation (DPT Integration Only)" in the Feature Manual), the daylight saving time setting of the VPS is not used. Adjust the PBX for daylight saving time as necessary.

Note

- The VPS changes to and from DST at 2:00 AM. In most of the United States, DST begins at 2:00 AM on the first Sunday in April and ends at 2:00 AM on the last Sunday in October.

Value Range

None

Enter Time Frame (Start Date, End Date): MM/DD (MM: Month, DD: Day)

Feature Manual References

2.2.17 Daylight Saving Time Assignment

Prompt Setting

This setting is required when Multilingual Service is enabled.

◆ Primary Language

Specifies the default language to be used when another language is not selected in the Multilingual Selection Menu.

Value Range

Guidance No. (KX-TVM50: No. 1-3, KX-TVM200/KX-NCV200: No. 1-10)

Feature Manual References

2.2.33 Multilingual Service

2.2.44 System Prompts

Language 1–5 (KX-TVM200/KX-NCV200), 1–3 (KX-TVM50)

Assign a selection number (1–9) to each language. Callers use the numbers to select the desired languages for their message prompts. This setting is required when either one or both of the following parameters are set to "Selective":

- a) "Prompt Mode" in 2.1.5 External Message Delivery
- b) "Incoming Call Service Prompt", "Prompt for Rotary Callers" in 2.3.1 Service Group

◆ Language

Specifies a language.

Value Range

Selection from all installed languages (KX-TVM50: 3 languages, KX-TVM200/KX-NCV200: 10 languages)

Feature Manual References

2.2.44 System Prompts

◆ DTMF

Specifies a selection number.

Value Range

1–9/None

◆ Selection Menu Wait Time

Specifies the length of time that the VPS waits for the caller to select a language by pressing the appropriate dial key. If this time period expires without the selection number being entered, the VPS uses the Primary Language.

Value Range

0 s–20 s

Feature Manual References

2.2.44 System Prompts

◆ Selection Menu Repeat Cycle

Specifies the number of times the VPS will play the Multilingual Selection Menu.

Value Range

1–3 times

Feature Manual References

2.2.33 Multilingual Service

◆ Delay Time After Connected Received for Incoming

Specifies the length of time (in seconds) that the VPS waits after the line is connected for incoming calls before playing the prompt.

Value Range

0 s–10 s

Feature Manual References

2.2.44 System Prompts

◆ Delay Time After Connected Received for Outgoing

Specifies the length of time (in seconds) that the VPS waits after the line is connected for outgoing calls before playing the prompt.

Value Range

0 s–10 s

Feature Manual References

2.2.44 System Prompts

System Guidance

Specifies the parameters which vary depending on the language assigned as the System Guidance language.

Follow the steps below to edit **System Guidance**.

1. Click **Click to edit...**
2. Select the desired Guidance No.
3. Edit each parameter.
4. Click **OK**.

Select Language

◆ Position of "AM/PM" in Time Stamp

Specifies the position of the "AM/PM" announcement.

Value Range

Before: the VPS announces "AM/PM" before the time, such as P.M. 3:42.

After: the VPS announces "AM/PM" after the time, such as 3:42 P.M..

24-h: the VPS announces the time in 24-h format, such as 15:42.

◆ O'clock Prompt

Specifies when and if "O'clock" is announced.

Value Range

When 0 min: the VPS announces "O'clock" only on the hour, such "one o'clock".

Always: the VPS announces "O'clock" always.

None: No announcement

◆ Month/Day Prompt

Specifies the order of the month and day for date announcements.

Value Range

MM:DD: Month and Day

DD:MM: Day and Month

◆ # Announcement Mode

Specifies the way of announcement for the "#" character when "English (US)" or "English (UK)" is selected as System Guidance.

Value Range

POUND, HASH

PBX Parameters

Specifies the parameters used to program the VPS for optimal signalling and performance with the PBX.

PBX Environment

Specifies how the VPS will initiate and control call transfers, setup outgoing calls, and control message waiting lamps on extensions. For KX-TVM50, the procedure for verifying the correct code sequences for non-Panasonic KX-T series PBX is to manually execute the sequences from a single line telephone (SLT) with the PBX.

◆ PBX Type

Specifies the type of PBX connected to the VPS.

Value Range

TDA, TD816/TD1232, TD500, TD308, TD612, TA/TE series, Other*¹

◆ Integration Mode

Specifies the method of integrating the VPS with the PBX.

Value Range

Inband: The PBX sends DTMF signals to the VPS to indicate the status of calls (busy, answered, disconnect, etc.). The DTMF code for each status must be set in the Inband Signalling Parameters; the settings of the PBX and VPS must match. If the PBX type is set to a KX-T series PBX, the Inband Signalling Parameters will automatically default to the proper codes. This is available with any of the following Panasonic KX-T series PBXs: TA/TE series, TD816, TD1232, TD500, TD612, and TDA series.

DPT: The VPS communicates with the PBX via the DPT interface. This is available with any of the following Panasonic KX-T series PBXs: TD816, TD1232, TD500, TD308, TD612, and TDA series.

APT: The VPS communicates with the PBX via the APT Interface. This is available with any of the following Panasonic KX-T series PBXs: KX-TA/TE series.

Feature Manual References

APT Integration (KX-TVM50 only)

DPT Integration

Inband Integration (KX-TVM50 only)

*¹ The value range varies depending upon Country/Area and VPS model (KX-TVM50/KX-TVM200/KX-NCV200). Consult your dealer for more details.

◆ Maximum Extension Number Length

Set this parameter to match the maximum number of digits which the connected PBX recognises as an extension number.

Value Range

2–5 digits

◆ Extension Number of VPS Port 1–6 (KX-TVM50), 1–24 (KX-TVM200/KX-NCV200)

Specifies the PBX extension number of the port connected to the VPS. When configuring the VPS via the Auto Configuration feature, this parameter is set automatically.

Value Range

2–5 digits

Feature Manual References

2.4.1 Auto Configuration (APT/DPT Integration Only)

◆ Operator Transfer Sequence

Specifies the sequence for transferring calls to an operator's extension.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes

D: Disconnecting

F: Flash (Recall)

R: Ringback Tone Detection

T: Dial Tone Detection

,: Dial Pause (default 1 s)

;; Dial Pause (default 3 s)

X: Extension Dialling

0–9, *, #: Dial Code

◆ Extension Transfer Sequence

Specifies the sequence for transferring calls to any extension except an operator's extension.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes

D: Disconnecting

F: Flash (Recall)

R: Ringback Tone Detection

T: Dial Tone Detection

,: Dial Pause (default 1 s)

;; Dial Pause (default 3 s)

X: Extension Dialling

0–9, *, #: Dial Code

◆ Alternate Extension Transfer Sequence

Specifies the sequence for transferring calls to extensions in the Alternate Extension Group.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes

D: Disconnecting

F: Flash (Recall)

R: Ringback Tone Detection

T: Dial Tone Detection

,: Dial Pause (default 1 s)

;; Dial Pause (default 3 s)

X: Extension Dialling

0–9, *, #: Dial Code

Feature Manual References

2.2.1 Alternate Extension Group

◆ Reconnect Sequence on Busy

Specifies the sequence for reconnecting to the caller if the called extension is busy.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes

D: Disconnecting

F: Flash (Recall)

R: Ringback Tone Detection

T: Dial Tone Detection

,: Dial Pause (default 1 s)

;; Dial Pause (default 3 s)

X: Extension Dialling

0–9, *, #: Dial Code

◆ Reconnect Sequence on No Answer

Specifies the sequence for reconnecting to the caller if the called extension does not answer.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes

D: Disconnecting

F: Flash (Recall)

R: Ringback Tone Detection

T: Dial Tone Detection

,: Dial Pause (default 1 s)
;: Dial Pause (default 3 s)
X: Extension Dialling
0–9, *, #: Dial Code

◆ Reconnect Sequence on Refuse Call

Specifies the sequence for retrieving a call placed on hold after the extension (in Call Screening mode) has refused to accept it.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes

D: Disconnecting
F: Flash (Recall)
R: Ringback Tone Detection
T: Dial Tone Detection
,: Dial Pause (default 1 s)
;: Dial Pause (default 3 s)
X: Extension Dialling
0–9, *, #: Dial Code

◆ Light-On Sequence for Message Waiting Lamp

Specifies the sequence for turning on the Message Waiting Lamp at an extension.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes

D: Disconnecting
F: Flash (Recall)
R: Ringback Tone Detection
T: Dial Tone Detection
,: Dial Pause (default 1 s)
;: Dial Pause (default 3 s)
X: Extension Dialling
0–9, *, #: Dial Code

Feature Manual References

2.2.32 Message Waiting Notification—Lamp

◆ Light-Off Sequence for Message Waiting Lamp

Specifies the sequence for turning off the Message Waiting Lamp at an extension.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes
D: Disconnecting

F: Flash (Recall)
R: Ringback Tone Detection
T: Dial Tone Detection
 ,: Dial Pause (default 1 s)
 ;: Dial Pause (default 3 s)
X: Extension Dialling
0–9, *, #: Dial Code

Feature Manual References

2.2.32 Message Waiting Notification—Lamp

◆ Message Waiting Lamp Retry Time

Specifies the number of times the VPS will retry turning on/off the Message Waiting Lamp of an extension. This parameter is enabled only when the integration mode is None or Inband mode.

Value Range

0–5 times

Feature Manual References

2.2.32 Message Waiting Notification—Lamp

◆ Message Waiting Lamp Interval Time

Specifies the time between retries when the VPS retires turning on/off the Message Waiting Lamp of an extension. This parameter is enabled only when the integration mode is None or Inband mode.

Value Range

1 min–60 min

Feature Manual References

2.2.32 Message Waiting Notification—Lamp

◆ Call Waiting Sequence

Specifies the sequence for performing Call Waiting if the called extension is busy.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes

D: Disconnecting
F: Flash (Recall)
R: Ringback Tone Detection
T: Dial Tone Detection
 ,: Dial Pause (default 1 s)
 ;: Dial Pause (default 3 s)
X: Extension Dialling
0–9, *, #: Dial Code

◆ Release Sequence for Call Waiting

Specifies the sequence for releasing Call Waiting.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes

D: Disconnecting

F: Flash (Recall)

R: Ringback Tone Detection

T: Dial Tone Detection

,: Dial Pause (default 1 s)

;;: Dial Pause (default 3 s)

X: Extension Dialling

0–9, *, #: Dial Code

◆ Receiving Caller ID

Enables or disables the VPS to receive Caller ID from the PBX while receiving a call.

Value Range

Disable, Enable

◆ Waiting Time for Receiving Caller ID

Specifies the length of time that the VPS waits before receiving Caller ID from the PBX. This parameter is needed only when "Enable" is selected in "Receiving Caller ID".

Value Range

0 s–10 s

Inband Signalling

Set these parameters only if the Integration Mode is set to "Inband" under "PBX Environment". If the PBX type is set to a KX-T series PBX, the Inband Signalling parameters will be automatically set to the default codes for the KX-T series PBX.

Note

- Default values below vary depending on the setting of "PBX type" in "PBX Environment".

◆ Ringback

Specifies the DTMF signal used to indicate a ringback tone. Sent to the VPS when the extension dialled is ringing.

Value Range

Max. 16 digits consisting of 0–9, *, #, and A–D

◆ Busy

Specifies the DTMF signal used to indicate a busy tone. Sent to the VPS when the called extension is busy.

Value Range

Max. 16 digits consisting of 0–9, *, #, and A–D

◆ Reorder

Specifies the DTMF signal used to indicate a reorder tone. Sent to the VPS when the VPS dials an invalid extension number or when the VPS dials a port number of the PBX that is connected to the VPS (i.e., the VPS calls itself).

Value Range

Max. 16 digits consisting of 0–9, *, #, and A–D

◆ DND

Specifies the DTMF signal used to indicate a Do Not Disturb tone. Sent to the VPS when the dialled extension is in Do Not Disturb mode.

Value Range

Max. 16 digits consisting of 0–9, *, #, and A–D

◆ Answer

Sent to the VPS when the called extension answers the call.

Value Range

Max. 16 digits consisting of 0–9, *, #, and A–D

◆ Forward to VM Ringing

Specifies the DTMF signal used to indicate a Forward to VM Ring tone. Sent to the VPS when the dialled extension has set calls to be forwarded to the VPS and a VPS port is available to handle the call.

Value Range

Max. 16 digits consisting of 0–9, *, #, and A–D

◆ Forward to VM Busy

Specifies the DTMF signal used to indicate a Forward to VM Busy tone. Sent to the VPS when the dialled extension has set calls to be forwarded to the VPS but no VPS ports are available to handle the call.

Value Range

Max. 16 digits consisting of 0–9, *, #, and A–D

◆ Forward to Other Extension

Specifies the DTMF signal used to indicate a Forward to Other Extension tone. Sent to the VPS when the dialled extension has set calls to be forwarded to another extension.

Value Range

Max. 16 digits consisting of 0–9, *, #, and A–D

◆ Confirmation

Specifies the DTMF signal used to indicate a confirmation tone. Sent to the VPS when the Message Waiting Lamp was successfully turned on or off.

Value Range

Max. 16 digits consisting of 0–9, *, #, and A–D

◆ Disconnect

Specifies the DTMF signal used to indicate a disconnect tone. Sent to the VPS when the other party goes on-hook.

Value Range

Max. 16 digits consisting of 0–9, *, #, and A–D

Digit Translation Table

Use the Digit Translation Table to translate Follow On ID Signals received from the PBX into the codes needed by the VPS. This translation table is only effective for incoming signals. Settings made here should correspond to the Follow On ID settings of the PBX.

◆ Inter-Digit Timeout

Defines the maximum length between the digits of a Follow On ID signal. If this time expires, the VPS will stop detecting Follow On ID for the call.

Value Range

1 s–4 s

Translation Table (Table 1–Table 8)

Follow the steps below to edit the **Translation Table**

1. Click **Click to edit...**
2. Enter the digits sent from the PBX under "Input Digit" and the corresponding digits received by the VPS under "Output Digit" in the **Translation Table** dialogue box.
3. Click **OK**.

◆ Input/Output digit

Defines the input and output digits that are translated by the Digit Translation Table. Do not assign the same sequence of Input digits more than once; if this occurs, the VPS will use the first assignment.

Note

- The number of "K" signals assigned for a sequence of Input digits must be the same as the number entered in the sequence of Output digits.

Value Range

Max. 20 digits consisting of 0–9, *, #, A–D, S (Input digit only), and K

S: Skip (ignore) the code.

K: Keep the code as it is.

Dialling Parameters**◆ Number of Digits to Access Outside Line**

This parameter should match the number of digits of the Line Access Code required by the PBX when making outside calls.

Example:

If the PBX requires callers to dial "9" to access a Trunk, this parameter should be set as "1". This enables the VPS to recognise that an outgoing call setup sequence is completed once the initial "9" has been dialled (9-123-4567).

Value Range

0–8 digits

◆ Call Transfer No Answer Time

Specifies the length of time that the VPS waits before retrieving the transferred call when there is no answer at the destination extension.

Note

- Make sure that the duration of Call Transfer No Answer Time is longer than the duration of Call Forwarding No Answer Time at the PBX. Otherwise, the PBX may forward the call immediately to the extension's Intercept Routing destination according to PBX programming, rather than return the call to the VPS.

Value Range

10 s–60 s

◆ Outgoing Call No Answer Time

Specifies the length of time that the VPS waits before concluding that there is no answer at the outside number called.

Value Range

10 s–90 s

◆ Pause Time for ", "

Specifies the pause time for ", " used in call sequences.

Value Range

100 ms–9900 ms, units 100 ms

◆ Pause Time for ";"

Specifies the pause time for ";" used in call sequences.

Value Range

100 ms–9900 ms, units 100 ms

◆ Outside Call Setup Sequence

Specifies the sequence of codes used by the VPS when calling a Trunk. You can set a maximum of 16 digits. The default value is "T". "T" indicates that the VPS will dial the telephone number only after detecting a dial tone.

Example:

9, = (9) – 1 s wait – dial telephone number. "9" is the Trunk Access number.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes

D: Disconnecting

F: Flash (Recall)

R: Ringback Tone Detection

T: Dial Tone Detection

,: Dial Pause for 1 s (default)

:: Dial Pause for 3 s (default)

0–9, *, #: Dial Codes

Message Waiting Notification

Determines how essential Message Waiting Notification features are carried out.

◆ Outgoing Call Ports

Specifies the port numbers used for Message Waiting Notification Device feature. The VPS makes outgoing calls using the port specified in this parameter. At least 1 port must be specified.

Note

- The maximum number of ports depends on the VPS model.

Value Range

1–6 (KX-TVM50), 1–24 (KX-TVM200/KX-NCV200)

Feature Manual References

2.2.31 Message Waiting Notification—Device

◆ Message Waiting Lamp Ports

Specifies the port numbers used for Message Waiting Notification Lamp feature. The VPS turns on the Message Waiting Lamp of the extension using the port specified in this parameter. At least 1 port must be specified.

Note

- The maximum number of ports depends on the VPS model.

Value Range

1–6 (KX-TVM50), 1–24 (KX-TVM200/KX-NCV200)

Feature Manual References

2.2.32 Message Waiting Notification—Lamp

◆ Message Waiting Lamp for Every Message

If set to "Yes", the VPS will turn on the Message Waiting Lamp of the extension each time a new message is recorded in the mailbox. This will occur even if the Message Waiting Lamp was not turned off from a previous message. This setting is useful when the first attempt is unsuccessful. If set to "No", the VPS will turn on the Message Waiting Lamp for the first message only. The VPS will not turn on the lamp for subsequent messages until the subscriber has accessed the VPS to retrieve the messages stored there.

Value Range

No, Yes

Feature Manual References

2.2.32 Message Waiting Notification—Lamp

◆ Max. Digits for Callback No.

Specifies the maximum number of digits the caller can enter as a callback number. This callback number will be displayed on beepers if "Beeper Callback No. Entry Mode" set to any values other than "Disable" (see "Beeper (Pager) Callback No. Entry Mode" in 2.1.4 Notification Parameters).

Value Range

1–48 digits

Feature Manual References

2.2.31 Message Waiting Notification—Device

◆ Callback No. Entry Interdigit Time-out

Specifies the length of time the VPS will wait for the caller to press another dial key during Beeper Callback No. Entry. If the caller does not enter any digits within the specified time, the VPS will accept the digits already dialed by the caller as the Beeper Callback Number, then announce the dialed digits to the caller for confirmation.

Value Range

1 s–10 s

Feature Manual References

2.2.31 Message Waiting Notification—Device

◆ System Callback No.

Specifies the telephone number that will be displayed on the subscriber's beeper (pager) to indicate the phone number the subscriber should call back. The system callback number is displayed when "Beeper Callback No. Entry Mode" is set to "Disable", or when the caller does not enter his or her phone number when prompted to by the VPS. In order to use this feature, the callback number entry code "X" must be added to the end of the subscriber's beeper (pager) number when stored in the VPS.

Note

- If "Beeper Callback No. Entry Mode" is set to any values other than "Disable" (see "Beeper (Pager) Callback No. Entry Mode" in 2.1.4 Notification Parameters), the callback number entered by the caller will display on the destination beeper (pager). However, if the caller fails to enter a callback number, the System Callback No. will display instead.

Value Range

Max. 32 digits

Programming Manual References

2.1.4 Notification Parameters

Feature Manual References

2.2.31 Message Waiting Notification—Device

External Message Delivery

Determines how essential External Message Delivery features are carried out.

◆ Retry Times

Specifies the number of times the VPS will attempt to deliver an external message when the destination is busy or does not answer.

Value Range

0–3 times (E/NE: 0–4 times, C: 0–9 times, NZ: 0–5 times, Singapore/Malaysia: 0–2 times)

Feature Manual References

2.3.11 External Message Delivery Service

◆ Busy Delay

Specifies the length of time (in minutes) the VPS waits to try to deliver an external message again when the destination is busy.

Value Range

1 min–60 min (Singapore/Malaysia: 2 min–60 min)

Feature Manual References

2.3.11 External Message Delivery Service

◆ No Answer Delay

Specifies the length of time (in minutes) the VPS waits to try to deliver an external message again when the destination is not answering.

Value Range

60 min–120 min

Feature Manual References

2.3.11 External Message Delivery Service

◆ Outgoing Call Ports

Specifies the VPS ports used for the External Message Delivery feature.

Note

- The maximum number of ports depends on the VPS model.

Value Range

1–6 (KX-TVM50), 1–24 (KX-TVM200/KX-NCV200)

Feature Manual References

2.3.11 External Message Delivery Service

◆ Message Length

Specifies the maximum length (in minutes) messages recorded for the External Delivery Message.

Value Range

1 min–6 min

Feature Manual References

2.3.11 External Message Delivery Service

◆ Max. Messages for Mailboxes

Specifies the maximum number of External Delivery Messages that can be stored in one mailbox.

Value Range

1–100 msgs

Feature Manual References

2.3.11 External Message Delivery Service

◆ System External Message Delivery Duration Time

Specifies the maximum length of External Message Delivery calls. The timer begins counting when the called party answers the call, and if the caller has not pressed the appropriate dial key to initiate message playback, the VPS terminates the call when this timer expires.

Value Range

1 min–9 min

Feature Manual References

2.3.11 External Message Delivery Service

◆ Company Telephone No.

Specifies the company's telephone number. When the recipient has failed to retrieve the sender's message because of he or she did not enter the correct password, the VPS announces the company's telephone number to the caller. The caller can later call the company for assistance or to speak to the message sender.

Value Range

Max. 32 digits

Intercom Paging Parameters

VPS Intercom Paging functions in conjunction with the Intercom Paging feature of the PBX. It allows the VPS to page the called party (announce the caller's name, line number, etc.) while the caller is placed on hold. To utilise this feature, Intercom Paging must be available for the PBX, and the VPS must be properly programmed. This feature is available for APT/DPT Integration only.

◆ Intercom Paging Sequence

Specifies the intercom paging sequence used to activate the Intercom Paging feature of the PBX. The settings made here must match the settings of the PBX. The sequence can be a combination of 7 letters and 12 dial codes.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes

D: Disconnecting

F: Flash (Recall)

R: Ringback Tone Detection

T: Dial Tone Detection

,: Dial Pause for 1 s (default)

;; Dial Pause for 3 s (default)

X: Pager Dialling

0–9, *, #: Dial Codes

Feature Manual References

2.2.25 Intercom Paging (APT/DPT Integration Only)

◆ Release for Intercom Paging

Specifies the intercom paging release sequence. The settings made here must match the settings of the PBX. The sequence can be a combination of 7 letters and 12 dial codes.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes

D: Disconnecting

F: Flash (Recall)

R: Ringback Tone Detection

T: Dial Tone Detection

,: Dial Pause for 1 s (default)

;; Dial Pause for 3 s (default)

X: Pager Dialling

0–9, *, #: Dial Codes

Feature Manual References

2.2.25 Intercom Paging (APT/DPT Integration Only)

◆ No Answer Time for Intercom Paging

Specifies the length of time (in seconds) the VPS waits before concluding Intercom Paging when there is no answer. The VPS will return to the caller if the paged party does not respond before this timer expires.

Value Range

1 s–30 s

Feature Manual References

2.2.25 Intercom Paging (APT/DPT Integration Only)

◆ Announcement Repeat Cycle

Specifies the number of times the VPS announces the page.

Example:

"I have a call for (subscriber's name)".

Value Range

1–3 times

Feature Manual References

2.2.25 Intercom Paging (APT/DPT Integration Only)

◆ Intercom Paging Retry

Specifies the number of times to retry paging when the called subscriber has set Incomplete Call Handling to "Intercom Paging" and the subscriber is busy or if there is no answer.

Note

- This setting applies only when the subscriber has enabled "Intercom Paging" in Incomplete Call Handling Status.

Value Range

1–10 times

Feature Manual References

2.2.25 Intercom Paging (APT/DPT Integration Only)

◆ **Caller Recorded Name Announcement Mode**

Determines whether or not the VPS announces the caller's name during paging. (In order for the name to be announced, it must be recorded beforehand.)

Value Range

Disable, Enable

Feature Manual References

2.2.25 Intercom Paging (APT/DPT Integration Only)

◆ **Paging Code**

Specifies the intercom paging code. The settings made here must match the settings of the PBX.

Note

- Each subscriber's Intercom Paging Group Number is determined based on his or her COS.

Value Range

Max. 16 digits consisting of 0–9, *, # for all/each group

Feature Manual References

2.2.25 Intercom Paging (APT/DPT Integration Only)

Fax Management

You can program the VPS to automatically detect incoming fax calls and forward those calls to a fax extension. You can specify a maximum of 2 fax extensions as the destination for faxes; if the main fax extension is not available to receive a fax, the VPS will forward the fax call to the alternate fax extension.

◆ **Automatic Transfer of Incoming Fax Call**

Enables or disables the detection of incoming fax calls.

Note

- The VPS can detect incoming fax signals during the first 30 seconds after it answers incoming calls.

Value Range

Disable, Enable

Feature Manual References

2.2.22 Fax Management

◆ Main Fax Extension No.

Specifies the extension number of the main fax machine.

Value Range

2–5 digits

Feature Manual References

2.2.22 Fax Management

◆ Alternate Fax Extension No.

Specifies the extension number of the alternate fax machine. When the main fax extension is busy or does not answer within the time specified under "Fax No Answer Time", the VPS forwards the fax call to the alternate fax extension.

Value Range

2–5 digits

Feature Manual References

2.2.22 Fax Management

◆ Fax No Answer Time

Specifies the length of time (in seconds) that the VPS waits for the main or alternate fax extension to answer a fax call before taking other action, such as notifying the fax manager that the fax could not be received.

Value Range

5 s–60 s

Feature Manual References

2.2.22 Fax Management

◆ Fax Manager Mailbox No.

Specifies the mailbox number of the Fax Manager. The VPS will notify the Fax Manager of the status of fax calls depending upon the settings of the "Fax No Answer Coverage Mode" and "Fax Notification Mode" parameters.

Value Range

2–5 digits

Feature Manual References

2.2.22 Fax Management

◆ Fax No Answer Coverage Mode

Determines what action the VPS takes when an incoming fax call could not be answered by the main or alternate fax extension. The VPS can announce to the Fax Manager the number of unanswered fax calls. The number announced is the number of unanswered fax calls since the last time the VPS notified the Fax Manager. This announcement is heard when the Fax Manager logs in to his or her mailbox.

Value Range

No: The VPS will not notify the Fax Manager when fax calls were not answered.

Mbx: The VPS will announce the number of unanswered fax calls to the Fax Manager when the Fax Manager logs in to his or her mailbox.

Extn: The VPS will announce the number of unanswered fax calls to the Fax Manager by calling the Fax Manager's extension.

Feature Manual References

2.2.22 Fax Management

◆ Fax Notification Mode

Determines what action the VPS takes when an incoming fax call is successfully received by the main or alternate fax extension. The VPS can announce to the Fax Manager the number of received fax calls. The number announced is the number of received fax calls since the last time the VPS notified the Fax Manager.

Value Range

No: The VPS will not notify the Fax Manager when fax calls are answered.

Mbx: The VPS will announce the number of successfully received fax calls to the Fax Manager when the Fax Manager logs in to his or her mailbox.

Extn: The VPS will announce the number of successfully received fax calls to the Fax Manager by calling the Fax Manager's extension.

Feature Manual References

2.2.22 Fax Management

Disconnect Parameters

◆ Maximum Silence Time

Specifies the length of silence detected by the VPS before the VPS disconnects the call.

Value Range

0 s–60 s

◆ Maximum Continuous Tone Time

Specifies the length of time the VPS waits when a continuous tone is detected before it disconnects the call.

Value Range

0 s–60 s

◆ Maximum Cyclic Tone Time

Specifies the length of time the VPS waits when a cyclic tone is detected before it disconnects the call.

Value Range

0 s–60 s

◆ Maximum Call Duration

Specifies the maximum duration of calls. If the VPS detects no DTMF signals for the specified amount of time, it terminates the call.

Value Range

0 min–60 min

Transfer to Outside

These parameters determine how the VPS will transfer calls to Trunk via the following features: Call Transfer Service, Custom Service, Personal Custom Service, Caller ID Callback.

Outside Transfer Sequence

◆ Call Transfer to Outside Sequence

Specifies the sequence the VPS uses to transfer calls to Trunks.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes

D: Disconnecting

F: Flash (Recall)

R: Ringback Tone Detection

T: Dial Tone Detection

,: Dial Pause for 1 s (default)

;;: Dial Pause for 3 s (default)

N: Telephone Number Dialling

0–9, *, #: Dial Codes

Feature Manual References

2.2.7 Call Transfer to Outside

◆ Call Transfer to Outside Reconnect Sequence on Busy

Specifies the sequence the VPS uses to reconnect the line when the transferred party is busy.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes

D: Disconnecting

F: Flash (Recall)

R: Ringback Tone Detection

T: Dial Tone Detection

,: Dial Pause for 1 s (default)

;;: Dial Pause for 3 s (default)

N: Telephone Number Dialling

0–9, *, #: Dial Codes

Feature Manual References

2.2.7 Call Transfer to Outside

◆ Call Transfer to Outside Reconnect Sequence on No Answer

Specifies the sequence the VPS uses to reconnect the line when the transferred party does not answer.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes

D: Disconnecting

F: Flash (Recall)

R: Ringback Tone Detection

T: Dial Tone Detection

,: Dial Pause for 1 s (default)

;;: Dial Pause for 3 s (default)

N: Telephone Number Dialling

0–9, *, #: Dial Codes

Feature Manual References

2.2.7 Call Transfer to Outside

◆ EFA Transfer Sequence

Specifies the sequence the VPS uses to transfer calls to Trunks using EFA (External Feature Access). This setting should match the setting of the PBX.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes

D: Disconnecting

F: Flash (Recall)

R: Ringback Tone Detection

T: Dial Tone Detection
 ,: Dial Pause for 1 s (default)
 ;: Dial Pause for 3 s (default)
 N: Telephone Number Dialling
 0–9, *, #: Dial Codes

◆ EFA Transfer Reconnect Sequence on Busy

Specifies the sequence the VPS uses to reconnect the line when the party transferred with EFA (External Feature Access) is busy. This setting should match the settings of the PBX.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes
 D: Disconnecting
 F: Flash (Recall)
 R: Ringback Tone Detection
 T: Dial Tone Detection
 ,: Dial Pause for 1 s (default)
 ;: Dial Pause for 3 s (default)
 N: Telephone Number Dialling
 0–9, *, #: Dial Codes

◆ EFA Transfer Reconnect Sequence on No Answer

Specifies the sequence the VPS uses to reconnect the line when the party transferred with EFA (External Feature Access) does not answer. This setting should match the settings of the PBX.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes
 D: Disconnecting
 F: Flash (Recall)
 R: Ringback Tone Detection
 T: Dial Tone Detection
 ,: Dial Pause for 1 s (default)
 ;: Dial Pause for 3 s (default)
 N: Telephone Number Dialling
 0–9, *, #: Dial Codes

◆ Call Transfer to Outside Answer Mode

Specifies the answering method the VPS uses to detect whether the destination party has answered the transferred CO call.

Value Range

Analyse: the VPS monitors the status of the Trunk, recognises that the destination party goes off-hook, and connects the line.

Guidance: the VPS plays the following guidance before connecting the line to the destination party: "You have a call. To answer the call, press 1. Otherwise, press 2 and hang up." If the destination party presses "1", he or she will be able to answer the transferred CO call. The VPS continues playing this guidance for the time specified in "Outgoing Call No Answer Time" in "Dialling Parameters". If the transferred party does not answer the call within this time, the VPS considers it as a No Answer call.

Feature Manual References

2.2.7 Call Transfer to Outside

◆ Ignore Received First DTMF

If the PBX sends a DTMF signal to the VPS when the VPS attempts to transfer a call to an outside telephone, set this parameter to "Enable".

Value Range

Disable, Enable

Trunk Group

Specifies the parameters for each Trunk Group No.

Follow the steps below to edit the **Trunk Group**:

1. Click **Click to edit...**
2. Select the desired Trunk Group No. (1–64).
3. Edit each parameter in the **Trunk Group** dialogue box.
4. Click **OK**.

◆ EFA Transfer

Effective for DPT Integration only. Specifies whether or not the VPS uses EFA (External Feature Access) when transferring incoming CO calls to a trunk. If set to "Enable", the VPS transfers incoming CO calls to a trunk according to "EFA Transfer Sequence" specified in "Transfer to Outside". If set to "Disable", the VPS transfers incoming CO calls to a trunk according to "Call Transfer to Outside Sequence" specified in "Transfer to Outside".

Value Range

Disable, Enable

◆ Caller ID Callback

Specifies whether or not the VPS allows a subscriber to call back the party who left a message in his or her mailbox by using the caller ID information sent from the PBX. This setting applies to the trunk number used when the message with Caller ID information was left in his or her mailbox.

Value Range

Disable, Enable

◆ Outside Line Access Sequence for Caller ID Callback

Specifies the sequence of Trunk Access numbers for Caller ID Callback. This parameter is available when the VPS executes Caller ID Callback without using EFA.

Value Range

Max. 16 digits consisting of 0–9, *, # and special codes

D: Disconnecting

F: Flash (Recall)

R: Ringback Tone Detection

T: Dial Tone Detection

,: Dial Pause for 1 s (default)

;; Dial Pause for 3 s (default)

0–9, *, #: Dial Codes

◆ **Use Caller-ID Modify Table No.**

Specifies which Caller ID Modify Table is used when the VPS converts the Caller ID Number sent from the PBX to the VPS.

Value Range

1–4

◆ **Number of Digits in Telephone Number**

Specifies the number of digits for Local Area Telephone Numbers. According to this parameter, a call number sent from the VPS is determined whether the local call or long distance call.

Value Range

1–20

Caller-ID Modify Table No.1–No.4

A maximum of 4 Caller ID Modify tables can be assigned.

Local Area/International Call Code

Specifies the parameters for each Local Area/International Call Code.

Follow the steps below to edit **Local Area/International Call Code**:

1. Click **Click to edit...**
2. Select the desired Local Area/International Call Code No. (1–10).
3. Edit each parameter in the **Local Area/International Call Code** dialogue box.
4. Click **OK**.

◆ **Local Area Code/International Code**

Specifies the local area/international codes that are used when the VPS converts the Caller ID Number sent from the PBX to the VPS.

Value Range

Max. 6 digits consisting of 0–9

◆ Remove Digits

Specifies the number of digits to be deleted from the telephone number (sent from the PBX) to make up a telephone number for a local area/international call. Digits are removed from the beginning of the received digits.

Value Range

0–9

◆ Additional Digits

Specifies the number to be added to the telephone number (sent from the PBX) to make up a telephone number for a local area/international call. The number is added to the beginning of the received digits.

Value Range

Max. 4 digits consisting of 0–9, *, #

Long Distance Call

◆ Remove Digits (0–9)

Specifies the number of digits to be deleted from the telephone number (sent from the PBX) to make up a telephone number for a long distance call. Digits are removed from the beginning of the received digits.

Value Range

0–9

◆ Additional Digit

Specifies the number to be added to the telephone number (sent from the PBX) to make up a telephone number for a long distance call. The number is added to the beginning of the received digits.

Value Range

Max. 4 digits consisting of 0–9, *, #

VM Menu

◆ Number of Ports for VM Menu Service

Specifies the total number of ports that can be used simultaneously to provide VM Menu service for subscribers.

Note

- If too many subscribers try to access VM Menu at the same time, it will not operate properly. In order to prevent it, lower the number of ports to be able to access VM menu.

Value Range

0–24

Feature Manual References

2.3.36 VM Menu (DPT Integration Only)

E-mail Integration

E-mail Integration allows the VPS to send new message notification or to send recorded voice messages as file attachments to subscribers via e-mail.

Note

When sending e-mails, the sent date is stamped to e-mails at the SMTP server connected to the VPS, otherwise, depending on the setting of the e-mail application the receiver uses.

◆ E-mail Integration

If set to "Enable", subscribers are able to utilise E-mail Integration features.

Value Range

Disable, Enable

Feature Manual References

2.2.20 E-mail Integration

◆ Mail Address

Specifies the mail address of VPS. We recommend entering an administrator's e-mail address here. If there are any errors when the VPS tries to send e-mail messages, error messages will be sent to this address.

Value Range

Max. 128 characters

Feature Manual References

2.2.20 E-mail Integration

◆ Full Name

Specifies the full name that will appear in e-mail messages sent from the VPS.

Value Range

Max. 64 characters

Feature Manual References

2.2.20 E-mail Integration

◆ SMTP Server Address

Enter the IP address of the outgoing e-mail server used by the VPS.

Value Range

X.X.X.X (X=0–255)

Feature Manual References

2.2.20 E-mail Integration

◆ Maximum Message Length

Specifies the maximum length of voice messages sent as e-mail attachment.

Note

- If you attach a voice message that is longer than this setting, surplus parts of the message may be discarded when sending the e-mail.

Value Range

1 min–30 min

Feature Manual References

2.2.20 E-mail Integration

Advanced Settings

◆ SMTP Server Port No.

Specifies the port number for the outgoing mail server.

Value Range

1-65535

◆ POP Server Port No.

Specifies the port number for the incoming mail server.

Value Range

1-65535

◆ POP Before SMTP

If set to "Enable", POP Before SMTP authentication is used for outgoing mail server. For authentication, username and password are required.

Value Range

Disable, Enable

◆ POP Before SMTP Username

Specifies the user name for POP Before SMTP authentication.

Value Range

Max. 64 characters

◆ POP Before SMTP Password

Specifies the password for POP Before SMTP authentication.

Value Range

Max. 64 characters

◆ SMTP Authentication

If set to "Enable", SMTP Authentication is used for outgoing mail server. For authentication, username and password are required.

Value Range

Disable, Enable

◆ SMTP Authentication Username

Specifies the user name for SMTP Authentication.

Value Range

Max. 64 characters

◆ SMTP Authentication Password

Specifies the password for SMTP Authentication.

Value Range

Max. 64 characters

◆ SMTP Over SSL

Determines whether or not to use the SSL connection for encryption when sending e-mails.

Value Range

Disable, Enable

◆ POP Over SSL

Determines whether or not to use the SSL connection for encryption when receiving e-mails.

Value Range

Disable, Enable

2.6 Hardware (H/W) Settings

Hardware settings are divided into the following categories:

- Global Parameters
- Port Parameters

2.6.1 Global Parameters

Global parameters define the settings that affect integration with the PBX.

◆ Flash Time

For Inband and No Integration only. Specifies the length of time the hook switch must be pressed before the PBX will recognise it as a flash hook signal. The settings made here should match the settings of the PBX.

Value Range

100 ms, 300 ms, 600 ms, and 900 ms

◆ CPC Signal

For Inband and No Integration only. Specifies the minimum time necessary to detect an interruption in the CPC (Calling Party Control) signal received from the PBX. The VPS is able to determine that the line has been disconnected when it detects an interruption of the CPC signal. The settings made here should match the settings of the PBX.

Value Range

None, 6.5 ms, 150 ms, 300 ms, 450 ms, 600 ms, and 900 ms

◆ Disconnect Time

Specifies the length of time the line will be unavailable after a call has ended.

Value Range

1 s–8 s

◆ Delay After Dialling Before Analysis

Specifies the length of time between the end of call and the start of "Call Progress Tone" detection when an outgoing call is dialled.

Value Range

0 ms–20000 ms, units 100 ms

◆ Maximum Time to Wait for Dial Tone

Specifies the length of time that the VPS waits for dial tone detection.

Value Range

500 ms–20000 ms, units 100 ms

◆ Dial Start Mode

Specifies whether dialling starts after a dial tone is detected or after the time specified in "Off-hook Delay" has passed.

Value Range

Dial Tone Mode, Delay Mode

◆ Off-hook Delay

Specifies the length of time that passes before dialling starts. This setting is only needed when "Dial Start Mode" is set to "Delay Mode".

Value Range

500 ms–20000 ms, units 100 ms

◆ Delay After Dialling Before On-hook

Specifies the length of time that the VPS waits for an answer when making an outside call. If no answer is detected, the VPS disconnects the call.

Value Range

0 s–250 s

Record Start Beep Tone

Defines the beep tone that is heard when recording starts.

If "None" is selected, beep tones will not be heard.

◆ Frequency

Specifies the frequency (pitch) of the beep tone.

Value Range

None, 400 Hz, 666 Hz, 1000 Hz, 1400 Hz, and 2000 Hz

◆ Amplitude

Specifies the amplitude (volume) of the beep tone.

Value Range

-24 dBm – +6 dBm

◆ Duration

Specifies the duration (length) of the beep tone.

Value Range

200 ms–2800 ms, units 200 ms

2-way Record Start Beep Tone

Defines the beep tone that is heard when 2-way recording starts.

If "None" is selected, beep tones will not be heard.

◆ **Frequency**

Specifies the frequency (pitch) of the beep tone.

Value Range

None, 400 Hz, 666 Hz, 1000 Hz, 1400 Hz, and 2000 Hz

◆ **Amplitude**

Specifies the amplitude (volume) of the beep tone.

Value Range

-24 dBm – +6 dBm

◆ **Duration**

Specifies the duration (length) of the beep tone.

Value Range

200 ms–2800 ms, units 200 ms

2-way Beep Tone

Defines the beep tone that is heard during 2-way recording.

If "None" is selected, beep tones will not be heard.

◆ **Frequency**

Specifies the frequency (pitch) of the beep tone.

Value Range

None, 400 Hz, 666 Hz, 1000 Hz, 1400 Hz, and 2000 Hz

◆ **Amplitude**

Specifies the amplitude (volume) of the beep tone.

Value Range

-24 dBm – +6 dBm

◆ Duration

Specifies the duration (length) of the beep tone.

Value Range

200 ms–2800 ms, units 200 ms

◆ Interval

Specifies the length of time between beep tones heard during 2–way recording.

Value Range

0 s–60 s

◆ DTMF Cut Length

Specifies the length of time for DTMF to be deleted when it is detected while recording.

Value Range

0 ms–500 ms

◆ Minimum Message Length

Specifies the minimum message recording length. Messages shorter than the specified minimum recording length are discarded from the mailbox.

Value Range

0 s–9 s

◆ Call Progress Tone Detection for Inband Mode

This setting determines whether the VPS detects Call Progress Tones during Inband Integration. If set to "Enable", Call Progress Tones are detected in addition to DTMF signals.

Value Range

Disable, Enable

Port Parameters

Port parameters determine the hardware settings for each VPS port. Parameter can be edited for each port individually or for multiple port simultaneously.

Follow the steps below to edit multiple ports simultaneously:

- 1 Click **Click to Edit...**
- 2 Check desired ports in the left table in the **Edit Multiple Ports** dialogue box. (Click **Select All** or **Clear All** as needed, then select/deselect the desired ports.)
- 3 Edit parameters in the right table in the **Edit Multiple Ports** dialogue box.
- 4 Click **OK**.

Port #01 – #24

Specifies the parameters for each port.

◆ Compression Mode

Specifies the algorithm used to convert analogue and digital signals.

Value Range

Mu-Law, A-Law

◆ Gain for Input Signal

Specifies the input signal gain.

Value Range

-8 dB – +2 dB

◆ Gain for Output Signal

Specifies the output signal gain.

Value Range

-2 dB – +8 dB

◆ DTMF Detection Sensitivity

Specifies the DTMF detection sensitivity.

Value Range

-50 dBm – -20 dBm

◆ DTMF Detection Standard Twist Level

Specifies the DTMF detection standard twist level.

Value Range

0 dB–9.0 dB, units 0.1 dB

◆ DTMF Detection Reverse Twist Level

Specifies the DTMF detection reverse twist level.

Value Range

0 dB–9.0 dB, units 0.1 dB

◆ DTMF Detection Guard Time

Specifies the minimum length of each DTMF signal. Signals shorter than this setting will not be recognised as DTMF signals; signals longer than this setting will be recognised as DTMF signals.

Value Range

40 ms–200 ms, units 20 ms

◆ DTMF Detection Interdigit Pause

Specifies the minimum length of time that must pass between 2 DTMF signals in order for the second signal to be recognised.

Value Range

40 ms–200 ms, units 20 ms

◆ Call Progress Tone Detection Sensitivity

Specifies Call Progress Tone Detection Sensitivity.

Value Range

-50 dBm – -20 dBm

◆ Use First Tone for Ringback Tone Detection

Specifies whether to use the first tone for ringback tone detection. If the ringback tone does not start from the beginning, "Disable" should be selected, otherwise, Off-hook detection will be detected by mistake.

Value Range

Disable, Enable

◆ Dial Tone Detection Time

Specifies the length of time to recognise Dial Tone detection. Dial Tone detection longer than the specified time is recognised as Dial Tone.

Value Range

500 ms–3000 ms, units 10 ms

◆ Busy/Reorder Threshold Time

Determines how the VPS differentiates between busy tones and reorder tones. Tones that are shorter than this setting are detected as reorder tones; tones that are longer than this setting are detected as busy tones. If "None" is selected, the VPS does not differentiate between busy tones and reorder tones.

Value Range

None, 100 ms–1000 ms, units 50 ms

◆ Number of Glitch

Specifies the number of glitches that must be detected before Off-hook detection occurs.

Value Range

0–5 times

◆ **Glitch Time**

Specifies the minimum length of a glitch before it is recognised by the VPS as a glitch.

Value Range

40 ms–100 ms

◆ **Unique Cyclic Tone Detection**

Specifies whether the VPS detects unique cyclic tones and interprets them as the end of a call.

Value Range

Disable, Enable

◆ **Silence Detection for Off-hook Detection**

Specifies whether the VPS interprets silence detection as off-hook detection. If there is a long period of silence after a call is dialled, select "Disable" to prevent the VPS from detecting the silence as an off-hook signal.

Value Range

Disable, Enable

◆ **CNG Detection Sensitivity**

Specifies CNG detection sensitivity.

Value Range

-53 dBm – -43 dBm

◆ **VOX Detection Sensitivity**

Specifies VOX detection sensitivity.

Value Range

-55 dBm – -25 dBm

◆ **VOX Undetected Length**

Specifies the length of time during which the VPS can detect VOX. If VOX is not detected within the specified time, the VPS will not detect VOX for the call.

Value Range

1000 ms–60000 ms, units 500 ms

◆ AGC

Enables or disables AGC (Automatic Gain Control).

Value Range

Disable, Enable

◆ AGC Optimum Level

Specifies the optimum level for AGC.

Value Range

-245 dBm–10 dBm

◆ AGC Minimum Level

Specifies the minimum level for AGC.

Value Range

-245 dBm–10 dBm

◆ AGC Noise Suppression Gain

Specifies the level for AGC Noise Suppression.

Value Range

0–4

◆ AGC N Coefficient for Gain Down

Specifies the AGC Attack coefficient.

Value Range

1–3

◆ AGC N Coefficient for Gain Up

Specifies the AGC Decay coefficient.

Value Range

1–5

◆ Echo Canceller

Enables or disables echo cancelling.

Value Range

Disable, Enable

◆ DTMF Output Amplitude

Specifies DTMF output amplitude.

Value Range

-24 dBm – +6 dBm

◆ DTMF Output Twist Level

Specifies DTMF output twist level.

Value Range

0 dB–4.0 dB, units 0.1 dB

2.7 Reports

The System Administrator can generate various system reports in order to monitor VPS operations. Reports can be displayed on a PC, printed, or exported.

- Mailbox Information Report
- Call Account Report
- Port Usage Report
- HDD (Memory) Usage Report
- Mailbox Usage Report
- Fax Call Report
- Call Handling Statistic Report
- Custom Service Report
- Message Status Report
- Subscriber Setup Report
- Security Information Report
- Hourly Statistic Report
- E-mail Report

Follow the steps below for **Reports** screen:

[View]

1. Select the desired report in **Reports** screen.
2. Click **View Report**.

[Switching Between Graph and Table View]

Select either "Table" or "Graph" in **View as**:

The following reports can be viewed as either of Table or Graph format:

- a) Call Account Report
- b) Port Usage Report
- c) HDD (Memory) Usage Report
- d) Mailbox Usage Report
- e) Call Handling Statistics Report

[Print]

1. Click **Print...**
2. Navigate to the printer to print a report

[Export]

1. Click **Export...**
2. Specify or navigate to the folder where to export a report.

Report Data Clear

For each report, all data can be cleared. Follow the steps below for Report Data Clear.

1. Click **Reports Data Clear** tab at the bottom of **Report** screen.
2. Select the desired report from **Report Parameters**.
3. Click **Report Data Clear**.

2.7.1 Mailbox Information Report

The mailbox information report displays configuration parameters (from owner's extension to e-mail options) for a specified mailbox or a range of mailboxes.

Mailbox Information Report		JUL-28-2004 11:30 AM
For Mailbox Range: 210 to 215		
Mailbox 210		
Extension:	210	
First Name:	JOHN	
Last Name:	WILIAMS	
Password:	*****	
Class of Service:	1	
Covering Extension:	230	
Interview Mailbox:	777	
Call Transfer Sequence:	FTXD	
No Answer Time (sec)	30	
Call Transfer Status:	Call Screening	
Incomplete Call Handling for No Answer:		
Leave a message		Disable
Transfer to a covering extension		Disable
Page the mailbox owner by intercom paging		Disable
Notify the mailbox owner via a beeper		Enable
Transfer to operator		Disable
Return to top menu		Disable
Transfer to specified custom service menu		Disable
Incomplete Call Handling for Busy		
Leave a message		Disable
Transfer to a covering extension		Disable
Page the mailbox owner by intercom paging		Disable
Notify the mailbox owner via a beeper		Enable
Transfer to operator		Disable
Return to top menu		Disable
Transfer to specified custom service menu		Disable
Notification Parametes		
Message Waiting Lamp:		Enable
Beeper Callback No. Entry Mode:		Before Message Recording
Device Notification for Unreceived Message:		Yes
Notification Schedule		
[Device 1]		
Notification Type:		Only Urgent Messages
Dial Number:		96127494
Type of Device:		Telephone
No. of Retries (times):		3
Busy Delay Time (min):		2
No Answer Delay Time (min):		60
Use Mode:		Continuously

[Device 2]
 Notification Type: Only Urgent Messages
 Dial Number: 96127494
 Type of Device: Telephone
 No. of Retries (times): 3
 Busy Delay Time (min): 2
 No Answer Delay Time (min): 60
 Use Mode: Scheduled
 [Mon] 02:00AM-11:00AM 01:00PM-10:00PM
 [Tue] 02:00AM-11:00AM 01:00PM-10:00PM
 [Wed] 02:00AM-11:00AM 01:00PM-10:00PM
 [Thu] 02:00AM-11:00AM 01:00PM-10:00PM
 [Fri] 02:00AM-11:00AM 01:00PM-10:00PM
 [Sat] 02:00AM-11:00AM
 [Sun]

[Device 3]
 Notification Type: Only Urgent Messages
 Dial Number: 96127494
 Type of Device: Telephone
 No. of Retries (times): 3
 Busy Delay Time (min): 2
 No Answer Delay Time (min): 60
 Use Mode: Continuously

Device Notification Timer
 Device Start Delay Time (min): 60
 Device Interval Time between Device1 and Next Device (min): 60
 Device Interval Time between Device2 and Next Device (min): 60
 Device Interval Time between Device3 and Next Device (min): 60

External Message Delivery

Active: Yes
 Prompt Mode: System

Auto Forwarding Status

Active: Yes
 Mailbox Number: 120
 Delay Time: 00:30
 Forward Mode: Move

Personal Distribution List

[List 1]
 Description: ABCDEFGHI
 Personal Distribution List Name: Recorded
 Members:
 101 PAUL WILLER
 102 STEAVY PERRY

[List 2]
 Description:

:

2.7 Reports

Programming Manual References

2.1 Mailbox Settings

Feature Manual References

2.4.7 System Reports

2.7.2 Call Account Report

The call account report displays information about outgoing call activity. Information can be shown by port or by mailbox. The report includes date, starting time, used port, connection time, called telephone number, call type, exit status of each callout, total callouts number and the connection time for local or long distance call, and total number of outgoing calls.

Call Account Report (Group calls by Mailbox)						JUL-28-2004 11:30 AM	
For Mailbox Range: 200 to 210							
From: JUL-01-2004 09:30 AM							
MAILBOX 200							
Date	Time	Port	Connect Time	Number	Type	Exit Status	
JUL-01-02	06:04 PM	12	00:01:12	7893435678	Local	Called Out	
JUL-06-02	11:45 PM	18	00:00:47	18007597243	Long	Called Out	
JUL-12-02	09:32 AM	3	00:02:03	7039783232	Local	Transferred	
Total Local Calls:			2	00:03:15			
Total Long Distance Calls:			1	00:00:47			
Total Calls From Mailbox 200:			3	00:04:02			
MAILBOX 201							
:							

Feature Manual References

2.4.7 System Reports

2.7.3 Port Usage Report

The port usage report displays information about each port, such as connection time and percentage of time which each port was busy.

Port Usage Report						JUL-28-2004 11:30 AM
From: JUL-01-2004 09:30 AM						
Port No.	External Message Delivery	Message Device Notification	Receive	Connect Time	Percentage of Connect Time (%)	
1	8	4	84	00:05:19	47.20	
2	4	1	21	00:01:35	14.05	
3	1	0	13	00:03:02	26.92	
4	0	0	4	00:01:20	11.83	
:	:	:	:	:	:	
:	:	:	:	:	:	
Total	28	42	359	00:11:16	100.00	
Full-line Time	00:00:00					

Feature Manual References

2.4.7 System Reports

2.7.4 HDD (Memory) Usage Report

The HDD (memory) usage report indicates the amount of disk storage used and the amount of available disk space. Disk space is expressed in minutes. The following statistics are also displayed:

- The number of messages that were recorded by callers and were copied since the last clearing of this report.
- The number of messages that were copied since the last clearing of this report.
- The number of messages that were deleted by subscribers since the last clearing of this report.
- The number of messages that expired and were removed by the VPS since the last clearing of this report.

HDD Usage Report		JUL-28-2004 11:30 AM		
Drive Number	Available Recording Time (min)	Used Recording Time (min)	Percentage of Disk Usage (%)	
1	120	6	5.00	
From:		JUL-01-2004 10:00 AM		
	Total New Message	Total Copy Message	Total Delete Message	Total Expired Message
Messages	10	0	10	0

Feature Manual References

2.4.7 System Reports

2.7.5 Mailbox Usage Report

The mailbox usage report displays information for a specified mailbox or range of mailboxes, including the number of recorded messages, the total time of outgoing calls, external messages, message notification, and group message delivery.

Note

- Specify the range or the mailbox number. For example, to obtain information on mailboxes 200 to 209, Type [200] and press RETURN, or [200] [,] [209] and press RETURN.
- New MSGs, Received MSGs, and ED MSGs are current status indications. All else are accumulated indications since the last clearing of this report.

Mailbox Usage Report		JUL-28-2004 11:30 AM			
MAILBOX 200		JONE BLUE			
Current New Message Counts		4			
Current Received Message Counts		6			
Current EMD Message Counts		0			
From: JUL-01-2004 09:30 AM					
Subscriber Access Time		00:00:40			
Date	Time	Port No.	Connect Time	Exit Status	
JUL-01-04	10:12 AM	12	00:00:08	Disconnect	
JUL-05-04	04:32 PM	3	00:00:15	Logoff	
JUL-09-04	01:23 PM	5	00:00:07	Logoff	
JUL-10-04	07:03 PM	12	00:00:10	Cyclic Tone	
MAILBOX Used Time		00:00:12 of 01:40:00 (0.2% Used)			
Feature Usage	External Message Delivery	Message Notification	Interview Message	Group Message	Auto Forward
	11	31	20	14	22
Outgoing Call (Time)	Long Distance	Local	Beeper	Extension	
	6 00:05:10	13 00:10:45	0 00:00:00	28 00:31:21	
Message Received	Received Message	Deleted Message	Expired Message		
	42	30	11		

Feature Manual References

2.4.7 System Reports

2.7.6 Fax Call Report

The fax call report displays information about faxes received by the VPS and transferred to a fax extension. It includes the fax reception date, the port number used, and the fax transfer status for a maximum of 64 fax messages.

Fax Call Report		JUL-28-2004 11:30 AM		
From: JUL-01-2004 09:30 AM				
Date	Time	Port	Fax-1	Fax-2
JUL-01-04	11:15AM	1	Connect	-
JUL-04-04	07:58PM	12	Busy	No Answer
JUL-15-04	10:23AM	1	Busy	Connect

Feature Manual References

2.4.7 System Reports

2.7.7 Call Handling Statistic Report

The call handling statistic report displays both a summary of and details of VPS activity over a specified period of time for the Automated Attendant service. This report includes the total number of incoming calls, transferred calls, held calls, calls which left a message, the result of transferred calls, etc.

Call Handling Statistics Report		JUL-28-2004 11:30 AM
From: JUL-01-2004 09:30 AM		
		Percentage (%)
Total Calls Answered:	23083	
Caller Dialed During Greeting	20797	90.10
Caller Hung Up During Greeting	1529	6.62
Greeting Complete	757	3.28
Total Transfers:	19047	
Transfer by Timeout	168	0.88
"0" key for Operator	2106	11.06
Single Key Requests (except "0")	1302	6.84
Full Extension Requests	10546	55.37
Left a Message for a Subscriber	0	0.00
Logon Sessions	4761	25.00
Fax Call Answering	164	0.86
Result of Transfers:	8943	
Line Busy	631	7.06
Ring No Answer	2876	32.16
Call Blocking	443	4.95
Rejected	10	0.11
Illegal Number	91	1.02
Call Connected	4892	54.70
Hold Initiated:	77	
Call Connected	69	89.61
Hold Abandoned	8	10.39
Diverted Calls:	8196	
Message Taken	7287	88.91
External Transfer	156	1.90
Intercom Paging	23	0.28
Call a Beeper	4	0.05
Transfer to Custom Service	0	0.00
Disconnected	726	8.86
Total Usage in Minutes	59346	

Feature Manual References

2.4.7 System Reports

2.7.8 Custom Service Report

The Custom Service report displays information such as Custom Service settings, message recording status, number of access, time of access, and number of access to each key.

Custom Service Report	JUL-28-2004 11:30 AM	
From: JUL-01-2004 09:30 AM		
Custom 1		
Description :		
Type : Menu&Transfer		
Prompt : Recorded	Language : English	
Access : 34	Abandon : 6	Average : 00:32:27
[Access Counts]		
[Key 1] : 8	[Key 2] : 11	[Key 3] : 0
[Key 4] : 0	[Key 5] : 0	[Key 6] : 0
[Key 7] : 0	[Key 8] : 0	[Key 9] : 0
[Key ✕] : 0	[Key 0] : 12	[Key #] : 0
[No Input] : 3		
Custom 2		

Programming Manual References

2.4.4 Custom Service

Feature Manual References

2.4.7 System Reports

2.7.9 Message Status Report

The message status report provides the status of all messages of specified subscribers.

Message Status Report		JUL-28-2004 11:30 AM		
For Mailbox Range: 245 to 245				
MAILBOX 245		Lisa Ruiz		
New Messages				
Message Recording Date	Message Recording Time	Caller ID Number or Mailbox Number	Caller ID Name or Mailbox Last name	Message Length (sec)
JUL-27-04	11:15 AM	345		00:00:23
JUL-27-04	03:23 PM	4457896091	CHRIS JONES	00:01:09
Total New Messages:		2		
Saved Messages				
Message Recording Date	Message Recording Time	Caller ID Number or Mailbox Number	Caller ID Name or Mailbox Last name	Message Length (sec)
JUL-12-04	09:42 AM	7986213456	JEFF CHIN	00:00:26
JUL-19-04	10:24 PM	211		00:00:15
Total Saved Messages:		2		

Feature Manual References

2.4.7 System Reports

2.7.10 Subscriber Setup Report

The subscriber setup report displays the basic settings (owner's name, password, personal greeting, etc.) for a specified mailbox or range of mailboxes.

Subscriber Setup Report					JUL-28-2004 11:30 AM
For Mailbox Range: 300 to 310					
Mailbox	Name	Greetings	Owner Name	Password	Last Access
300	ANNE MINOR	---	Recorded	Default	JUL-23-04 10:10 AM
301	CHRIS JONES	---	-	Default	JUL-21-04 02:24 PM
302	LISA RUIZ	---	Recorded	Changed	JUL-28-04 08:00 AM

Feature Manual References

2.4.7 System Reports

2.7.11 Security Information Report

The security information report displays information about mailbox accesses. The report includes the date of the last change and last access, number of total accesses, login, and failed accesses.

Security Information Report			JUL-28-2004 11:30 AM			
For Mailbox Range: 300 to 310						
Mailbox	Last Change	Last Access	Total Access	Number of Login	Access Failure	Percentage of Failure (%)
300	FEB-23-04	JUL-12-04	8	7	1	12.50
301	MAR-12-04	JUL-21-04	21	18	3	14.29
302	JUL-01-04	JUL-27-04	32	22	10	31.25
:	:	:	:	:	:	:
310	JUL-16-04	JUL-04-04	123	103	20	16.26

Feature Manual References

2.4.7 System Reports

2.7.12 Hourly Statistics Report

The hourly statistics report displays information about the number of incoming or outgoing calls, the connected time per hour, etc.

Hourly Statistics Report		JUL-28-2004 11:30 AM			
From : JUL-01-2004 09:30 AM					
Date	Time Periods	External Message Delivery	Message Notification Device	Receive	Connect Time
JUL-01-04	09:00 PM	0	1	23	02:10:19
	10:00 PM	1	5	32	03:22:32
	11:00 PM	0	13	28	02:40:03
	12:00 AM	0	3	13	01:56:39
	01:00 AM	1	9	24	02:19:26
	02:00 AM	0	17	22	02:24:41
:					
JUL-02-04	09:00 AM	0	1	23	02:10:19
	10:00 AM	1	5	32	03:22:32
	11:00 AM	0	13	28	02:40:03
:					

Feature Manual References

2.4.7 System Reports

2.7.13 E-mail Report

The e-mail report displays mailbox numbers, dates, times, message status and addresses to which the VPS sent message waiting notification by e-mail.

Email Report		JUL-01-2004 11:30 AM			
From: JUL-01-2004 09:30 AM					
Mailbox	Date	Time	Message Status	Address	
310	JUL-01-04	11:15 AM	Move	johnsmith@abcdefg.com	
138	JUL-04-04	07:58 PM	Move	paulparker@abcdefg.com	
120	JUL-15-04	10:23 AM	Copy	sarah1205@12345.com	

Programming Manual References

2.1.11 E-mail Option

Feature Manual References

2.4.7 System Reports

2.8 System Security

System security settings are divided into the following categories:

- Administrator
- Subscriber

2.8.1 Administrator

◆ Password

Assigns the password required when connecting to the VPS using KX-TVM/NCV Maintenance Console.

Follow the steps below to change the password:

1. Click **Click to change password...**
2. Enter a new password in **Enter new password:**.
3. Enter the new password in **Confirm new password:**.
4. Click **OK**.

Note

- Programming Code has to be entered when the System Administrator start KX-TVM/NCV Maintenance Console.

Value Range

Max. 16 digits.

Feature Manual References

2.4.8 System Security

◆ Login Failure before Disconnection

Specifies the times of invalid password entry for the System Administrator to login the VPS. If the invalid password is entered over this parameter's setting, the VPS disconnects a call. This parameter is applied to login by the System Manager or the Message Manager from their telephone.

Value Range

1–99 times

◆ System Manager Access from Telephone

Enables or disables access to the VPS from the System Manager's telephone.

Note

- The System Administrator will be asked to set the System Manager's password if both of the following conditions are met:
 - a) The System Administrator changes this parameter from "Disable" to "Enable".
 - b) The System Manager's password has not been set previously.
- The password must be entered 2 times for verification.

Value Range

Disable, Enable

Feature Manual References

2.4.8 System Security

◆ Password for System Manager

If "Enable" is selected in "System Manager Access from Telephone", assign here a password for the System Manager to login the VPS. A combination of numbers can be used.

Follow the steps below to change the password:

1. Click **Click to change password....**
2. Enter a new password in **Enter new password:.**
3. Enter the new password in **Confirm new password:.**
4. Click **OK.**

Value Range

Max. 16 digits

Feature Manual References

2.4.8 System Security

◆ Message Manager Access from Telephone

Enables or disables access to the VPS from the Message Manager's telephone.

Note

- The System Administrator will be asked to set the Message Manager's password if both of the following conditions are met:
 - a) The System Administrator changes this parameter from "Disable" to "Enable".
 - b) The Message Manager's password has not been set previously.
- The password must be entered twice for verification.

Value Range

Disable, Enable

Feature Manual References

2.4.8 System Security

◆ Password for Message Manager

If "Enable" is selected in "Message Manager Access from Telephone", assign here a password for the Message Manager to login the VPS. A combination of numbers can be used.

Follow the steps below to change the password:

1. Click **Click to change password....**
2. Enter a new password in **Enter new password:.**
3. Enter the new password in **Confirm new password:.**

4. Click **OK**.

Value Range

Max. 16 digits

Feature Manual References

2.4.8 System Security

2.8.2 Subscriber

◆ Minimum Password Length

Specifies the minimum length (number of digits) of mailbox passwords.

Value Range

0-16 digits

◆ Enable Login Failure Disconnection

Specifies whether the VPS disconnects a call when the subscriber enters an invalid password n times. (n=the value specified under "Login Failures before Disconnection")

Value Range

Disable, Enable

◆ Login Failures before Disconnection

Specifies the number of times an invalid password can be entered before the VPS disconnects the call. In order to use this feature, "Enable Login Failure Disconnection" must be set to "Enable".

Value Range

1–99 times

◆ Default Password for New Mailboxes

Specifies whether the default password is assigned to new mailboxes automatically when they are created.

Value Range

Disable, Enable

Feature Manual References

2.4.8 System Security

Default Password

Specifies the default password assigned to new mailboxes when "Default Password for New Mailboxes" is set to "Enable". There are 2 types of default passwords: select either "Fix digit" or "Prefix + Mailbox No.".

◆ Fix digit (which length is minimum password length)

Specifies the fixed password, which digit is minimum length. A combination of numbers can be used.

Value Range

Max. 16 digits

◆ Prefix (1 or 2 digits) + Mailbox No.

Specifies the default password for new mailboxes as a combination of fixed digits (1 or 2 digits) and the mailbox number.

Value Range

1 digit: 0–9 + Mailbox No.

2 digits: 00–99 + Mailbox No.

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/NCV 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/KX-NCV200.

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/NCV 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/NCV 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

Voice Processing System

Index

Symbols

Announcement Mode 111

Numerics

2-way Beep Tone 140
2-way Record Start Beep Tone 140

A

About the Other Manuals 2
About this Manual 2
Active 49, 50
Additional Digit 134
Additional Digits 134
Administrator 164
Advanced Settings 136
Afternoon Hours Start Time 107
AGC 145
AGC Minimum Level 145
AGC N Coefficient for Gain Down 145
AGC N Coefficient for Gain Up 145
AGC Noise Suppression Gain 145
AGC Optimum Level 145
All Calls Transfer to Mailbox 41
Alternate Extension 85
Alternate Extension Transfer Sequence 113
Alternate Fax Extension No. 127
Amplitude 139, 140
Announce Message Transferred Information 68
Announce Option Menu After Erasing Messages 68
Announcement Repeat Cycle 125
Answer 117
Attach Voice File 58
Auto Forwarding 50
Auto Receipt 67
Automated Attendant 81
Automatic Log-in 56
Automatic Transfer of Incoming Fax Call 126
Autoplay New Message 67

B

Beeper (Pager) Callback No. Entry Mode 44
Busy 117
Busy Coverage Mode 83
Busy Delay 122
Busy Delay Time 46
Busy/Reorder Threshold Time 143

C

Call Account Report 151
Call Handling Statistic Report 156
Call Hold Mode 84
Call Progress Tone Detection for Inband Mode 141
Call Progress Tone Detection Sensitivity 143
Call Queuing Announcement Mode 84
Call Retrieval Announcement Timing 84
Call Service 71
Call Service For Day, Night, Lunch, and Break 71
Call Transfer Anytime 91

Call Transfer for Day, Night, Lunch, and Break service 76
Call Transfer No Answer Time 119
Call Transfer Sequence 41
Call Transfer Status 42
Call Transfer to Outside 68
Call Transfer to Outside Answer Mode 131
Call Transfer to Outside Reconnect Sequence on Busy 130
Call Transfer to Outside Reconnect Sequence on No Answer 130
Call Transfer to Outside Sequence 129
Call Waiting Sequence 115
Callback No. Entry Interdigit Time-out 121
Caller ID 1, 2 56
Caller ID Callback 66, 132
Caller ID No. 105
Caller ID Number Announcement 68
Caller ID Screen 66
Caller ID/DID Call Routing 73
Caller ID/DID/PIN Call Routing 75
Caller ID/DID/PIN Number 75
Caller Recorded Name Announcement Mode 126
Caller-ID Modify Table No.1–No.4 133
Class of Service 39, 60
Class of Service Name 60
CNG Detection Sensitivity 144
Company Greeting No. 71, 79
Company Telephone No. 124
Compression Mode 142
Confirmation 118
Connect 17
Connect—Disconnect 18
Connect—LAN (Optional for KX-TVM50) 17
Connect—Modem (optional) 17
Connect—USB 17
Covering Extension 40
CPC Signal 138
Custom Service 89
Custom Service Builder 89
Custom Service Report 158

D

Daily Hours Setting 107
Date Control 93
Date Period 1–5, Outside 94
Day Control 95
Daylight Saving Time 108
Default Gateway 32
Default Mailbox Template 36
Default Password 167
Default Password for New Mailboxes 167
Delay After Dialling Before Analysis 138
Delay After Dialling Before On-hook 139
Delay Time 50
Delay Time After Connected Received for Incoming 109
Delay Time After Connected Received for Outgoing 110
Delayed Answer Time 72
Delayed Answer Time for New Message 87
Delayed Answer Time for No New Messages 88
Delete Message Confirmation 65
Description 76, 90, 93, 94, 95, 96, 105

- Device Interval Time between Device 1 and Next Device 48
 Device Interval Time between Device 2 and Next Device 48
 Device Interval Time between Device 3 and Next Device 48
 Device Notification for Unreceived Message 45
 Device Notification Timer 47
 Device Start Delay Time 48
 Dial Number 45
 Dial Start Mode 139
 Dial Tone Detection Time 143
 Dialling Parameters 119
 DID 56
 Digit Translation Table 118
 Directory Listing 66
 Disconnect 118
 Disconnect Parameters 128
 Disconnect Time 138
 DND 117
 DTMF 109
 DTMF Cut Length 141
 DTMF Detection Guard Time 142
 DTMF Detection Interdigit Pause 143
 DTMF Detection Reverse Twist Level 142
 DTMF Detection Sensitivity 142
 DTMF Detection Standard Twist Level 142
 DTMF Output Amplitude 146
 DTMF Output Twist Level 146
 Duration 139, 140, 141
- E**
- Echo Cancellor 145
 Edit 19
 Edit—Copy 19
 Edit—Cut 19
 Edit—Delete 20
 Edit—Paste 19
 Edit—Select All 19
 Edit—Undo 19
 EFA Transfer 132
 EFA Transfer Reconnect Sequence on Busy 131
 EFA Transfer Reconnect Sequence on No Answer 131
 EFA Transfer Sequence 130
 E-mail Address 58
 E-mail Integration 135
 E-mail Option 58
 E-mail Report 163
 E-mail Schedule 59
 Enable Login Failure Disconnection 167
 End Date 78
 End Time 78
 Entry Failure 97
 Evening Hours Start Time 107
 Extension 38, 56
 Extension Group 102
 Extension Number of VPS Port 1-6 (KX-TVM50), 1-24 (KX-TVM200/KX-NCV200) 112
 Extension Transfer Sequence 112
 External Message Delivery 49, 122
- F**
- Fax Call Report 155
 Fax Management 126
 Fax Manager Mailbox No. 127
 Fax No Answer Coverage Mode 128
 Fax No Answer Time 127
 Fax Notification Mode 128
 File 15
 File—Exit 16
 File—New 15
 File—Open 15
 File—Save 15
 File—Save As 16
 First Name 38
 First Playback Urgent Messages 67
 Fix digit (which length is minimum password length) 167
 Flash Time 138
 Format 106
 Forward to Other Extension 118
 Forward to VM Busy 117
 Forward to VM Ringing 117
 Forwarding Mode 50
 Frequency 139, 140
 Full Name 135
- G**
- Gain for Input Signal 142
 Gain for Output Signal 142
 Glitch Time 144
 Global Parameters 138
 Glossary 169
 Go To 22
 Go To—Class Of Service 22
 Go To—H/W Settings 23
 Go To—Mailbox Settings 22
 Go To—PORT/TRUNK Service 22
 Go To—Reports 23
 Go To—Service Settings 22
 Go To—System Parameters 22
 Go To—System Security 23
 Group List No. 100, 103
 Group Name 100, 103
- H**
- Hardware (H/W) Settings 138
 HDD (Memory) Usage Report 153
 HDD Auto Stand-by Delay Time 30
 HDD Auto Stand-by Mode 30
 Hold Recall Mode 85
 Holiday Service No. 77
 Holiday Settings 77
 Hourly Statistics Report 162
- I**
- Ignore Received First DTMF 132
 Inband Signalling 116
 Incoming Call Service 71
 Incoming Call Service Prompt 72

Index

Incomplete Call Handling for Busy 43
Incomplete Call Handling for No Answer 42
Input/Output digit 118
Installing and Starting KX-TVM/NCV Maintenance Console 9
Installing KX-TVM/NCV Maintenance Console 9
Integration Mode 111
Intercom Paging Group 61
Intercom Paging Parameters 124
Intercom Paging Retry 125
Intercom Paging Sequence 124
Inter-Digit Timeout 118
Interval 141
Interview Mailbox 40
Introduction 8
IP Address 32

K

Key Mode 87
Keypad Assignment 0-9, *, # 93
KX-TVM/NCV Maintenance Console Operating Instructions 35

L

Language 108
Language 1-5 (KX-TVM200/KX-NCV200), 1-3 (KX-TVM50) 108
Last Name 39
Light-Off Sequence for Message Waiting Lamp 114
Light-On Sequence for Message Waiting Lamp 114
List All Names 86
List Members 52
List Name 52
List No. 1-List No. 4 52
Local Area Code/International Code 133
Local Area/International Call Code 133
Login Failure before Disconnection 164
Login Failures before Disconnection 167
Long Distance Call 134

M

Mail Address 135
Mailbox Capacity Maximum Message Time 61
Mailbox Capacity Warning 63
Mailbox Group 99
Mailbox Information Report 148
Mailbox Number 38, 50
Mailbox Parameters 38
Mailbox Settings 36
Mailbox Settings Screen 36
Mailbox Usage Report 154
Main Fax Extension No. 127
Max. Digits for Callback No. 121
Max. Messages for Mailboxes 123
Maximum Call Duration 129
Maximum Continuous Tone Time 129
Maximum Cyclic Tone Time 129
Maximum Extension Number Length 112
Maximum Message Length 136
Maximum Number of Invalid Entry 97
Maximum Silence Time 128
Maximum Time to Wait for Dial Tone 138

Menu & Transfer 90
Menu Repeat Cycle 81, 91, 97
Message Cancel for Live Call Screening 64
Message Envelope Setting 62
Message Length 60, 123
Message Manager Access from Telephone 165
Message Retrieval Order 61
Message Status Report 159
Message Waiting Lamp 44
Message Waiting Lamp for Every Message 121
Message Waiting Lamp Interval Time 115
Message Waiting Lamp Ports 121
Message Waiting Lamp Retry Time 115
Message Waiting Notification 120
Minimum Message Length 141
Minimum Password Length 167
Monday-Sunday, and Holiday 95
Month/Day Prompt 110
Morning Hours Start Time 107

N

Name Directory Mode 87
Name Entry 86
Name Entry Time Out 87
Name of Holiday 77
New Message Length Announcement 68
New Message Retention Time 61
No Answer Coverage Mode 83
No Answer Delay 123
No Answer Delay Time 46
No Answer Time 41
No Answer Time for Intercom Paging 125
No DTMF Input Operation 92, 97
No. of Retries 46
Note 2
Notification Parameters 44
Notification Schedule 45
Notification Type 45
Notify of Transfer 66
Number of CIDs for Caller Name Announcement 62
Number of Digits in Telephone Number 133
Number of Digits to Access Outside Line 119
Number of Digits to Entry Name 86
Number of Glitch 143
Number of New Messages Announcement 63
Number of Ports for VM Menu Service 134

O

O'clock Prompt 110
Off-hook Delay 139
Operator No Answer Time 83
Operator Service 81
Operator Service For Day, Night, Lunch, and Break 82
Operator Service No. 1, 2, and 3 82
Operator Transfer Sequence 112
Operator's Extension 82
Operator's Mailbox No. 82
Outgoing Call No Answer Time 119
Outgoing Call Ports 120, 123

Outside Call Setup Sequence 120
 Outside Line Access Sequence for Caller ID Callback 132
 Outside Transfer Sequence 129

P

Paging Code 126
 Parameters 81, 106
 Password 39, 96, 164
 Password 1–5, Cancel 98
 Password for Message Manager 165
 Password for System Manager 165
 Password Security 8
 Pause Time for ", " 119
 Pause Time for ",;" 120
 PBX Environment 111
 PBX Parameters 111
 PBX Synchronisation 106
 PBX Type 111
 Personal Custom Service 53
 Personal Distribution List 52
 Personal Greeting for Caller ID 65
 Personal Greeting Length 60
 Personal Options 64
 Play Owner's Name during Transfer 81
 Play System Prompt after Personal Greeting 64
 POP Before SMTP 136
 POP Before SMTP Password 137
 POP Before SMTP Username 136
 POP Over SSL 137
 POP Server Port No. 136
 Port #01 – #24 142
 Port Affected 79
 Port No. 32
 Port Parameters 141
 Port Usage Report 152
 Port/Trunk Service 69
 Position of "AM/PM" in Time Stamp 110
 Prefix (1 or 2 digits) + Mailbox No. 168
 Primary Language 108
 Program Mode 13
 Programming Instructions 7
 Prompt for Rotary Callers 72
 Prompt Mode 49, 62, 90
 Prompt Setting 108

R

Receiving Caller ID 116
 Reconnect Sequence on Busy 113
 Reconnect Sequence on No Answer 113
 Reconnect Sequence on Refuse Call 114
 Record Start Beep Tone 139
 Redial Cancel Timing 85
 Release for Intercom Paging 125
 Release Sequence for Call Waiting 116
 Remote Call Forward to CO 65
 Remote Call FWD to CO 55
 Remove Digits 134
 Remove Digits (0–9) 134
 Reorder 117

Report Data Clear 147
 Reports 147
 Retain Holiday 78
 Retry Times 122
 Ringback 116
 Rotary Telephone Call Coverage for Day, Night, Lunch, and Break service 86
 Rotary Telephone Service 86

S

Saved Message Retention Time 61
 Security Information Report 161
 Select Language 110
 Selection Menu Repeat Cycle 109
 Selection Menu Wait Time 109
 Send E-mail with New Messages 58
 Service 79
 Service Group 70
 Service Mode 70
 Service Settings 74
 Silence Detection for Off-hook Detection 144
 SMTP Authentication 137
 SMTP Authentication Password 137
 SMTP Authentication Username 137
 SMTP Over SSL 137
 SMTP Server Address 135
 SMTP Server Port No. 136
 Software Installation 9
 Standard Buttons 14
 Start Date 77
 Start Time 78
 Starting KX-TVM/NCV Maintenance Console 12
 Subnet Mask 32
 Subscriber 167
 Subscriber Setup Report 160
 System Administration 8
 System Callback No. 122
 System Caller Name Announcement 104
 System Clock 106
 System Date/Time 106
 System External Message Delivery Duration Time 124
 System Guidance 110
 System Maintenance Mode 29
 System Maintenance Start Time 30
 System Manager Access from Telephone 164
 System Parameters 99
 System Requirements 9
 System Security 164

T

Telephone Number 1, 2 55
 Time Control 94
 Time Frame 73
 Time Frame 1, 2 (MON–SUN) 47
 Time Period 1–5, Outside 94
 Time Setting 106
 To connect using a LAN 17
 To connect using a modem 18
 To connect using USB 17

Index

To copy 19
To create a new system data file 15
To cut 19
To delete 20
To disconnect 18
To exit KX-TVM/NCV Maintenance Console 16
To go to 22, 23
To hide/show the shortcut bar 21
To hide/show the status bar 21
To hide/show the tool bar 21
To hide/show the utility bar 21
To open a system data file 15
To paste 19
To save a system data file 16
To save a system data file with a new name 16
To select all 19
To undo 19
Toll Saver 57, 87
Total Number of Message Announcement 63
Trademarks 3
Transfer to Outside 129
Translation Table (Table 1–Table 8) 118
Trunk 57
Trunk Affected 80
Trunk Group 132
Tutorial 67
Type of Device 46

U

Unique Cyclic Tone Detection 144
Updating other Panasonic Drivers 9
Use Call Waiting on Busy 64
Use Caller-ID Modify Table No. 133
Use First Tone for Ringback Tone Detection 143
Use Mode 47
Username 58
Utility 24
Utility—Commands 31
Utility—Default Parameters 33
Utility—Diagnostic 31
Utility—LAN Settings 32
Utility—Line Status 28
Utility—Programmer Code 31
Utility—Quick Setup 24
Utility—Set Language 33
Utility—Software Version 32
Utility—System Back Up 25
Utility—System Initialise/Restart 30
Utility—System Maintenance 29
Utility—System Prompts Customisation 26
Utility—System Trace 28

V

View 21
View—Shortcut Bar 21
View—Status Bar 21
View—Tool Bar 21
View—Utility Bar 21
VM Menu 64, 134

VOX Detection Sensitivity 144
VOX Undetected Length 144

W

Wait for First Digit 92, 97
Wait for Second Digit 92
Wait Time for First Digit 81
Waiting Time for Receiving Caller ID 116

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