Digital Proprietary Telephone Line-Up and Options

Panasonic
ideas for life

KX-TDE Series

KX-DT300 Series

■ Line-up

6-Line Backlit LCD

KX-DT346
- 6-Line Backlit LCD Display
- 24 Flexible CO Buttons
- Digital Speakerphone
- Bluetooth® Module (Option: KX-NT307)
- Add-On 12-Key Module (Option: KX-NT303)
- 60-DSS Console (Option: KX-DT390)
- USB Module (Option: KX-DT301)

3-Line Backlit LCD

KX-DT343
- 3-Line Backlit LCD Display
- 24 Flexible CO Buttons
- Digital Speakerphone
- Bluetooth® Module (Option: KX-NT307)
- Add-On 12-Key Module (Option: KX-NT303)
- 60-DSS Console (Option: KX-DT390)
- USB Module (Option: KX-DT301)

3-Line LCD

KX-DT333
- 3-Line LCD Display
- 24 Flexible CO Buttons
- Digital Speakerphone
- 60-DSS Console (Option: KX-DT390)

1-Line LCD

KX-DT321
- 1-Line LCD Display
- 8 Flexible CO Buttons
- Digital Speakerphone
- 60-DSS Console (Option: KX-DT390)

■ Options

▌Add-on Key Module

KX-NT303
- Add-on 12-Key Module
  (For KX-NT346/343/KX-DT346/343 only)

KX-DT390
- 60 DSS Console
  (For KX-DT346/343/333/321 only)

▌USB Module

KX-DT301
- USB Module
  (For KX-DT346/343 only)

▌Bluetooth® Module

KX-NT307
- Mounting the KX-NT307 lets you connect a commercially available Bluetooth headset for hands-free communication (answering calls/ending calls/voice communication). (For KX-NT400/366/346/343 and KX-DT346/343 only)

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-The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Panasonic Corporation is under licence. Other trademarks and trade names are those of their respective owners.

Important
-Safety Precaution: carefully read the operating instructions and installation manual before using these products.

• Some models will be available to limited countries.
• The images shown of base unit display and lamps are composite images.
• Weights and dimensions are approximate.
• Design and specification subject to change without notice.
• These products may be subject to export control regulations.

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Panasonic

KX-TDE 100
KX-TDE 200
KX-TDE 600

Wireless Solutions for True Business Mobility

Businesses can increase employee availability and enhance customer service by providing un-hindered access to wireless telephony.

Personal Station Line-up

Mobile/GSM Integration for One Number Solution

DID (Direct Inward Dialing) can be utilized to link extensions with mobiles. Customers can easily contact you using a single number, whether you are inside or outside of the office.

If you are outside of the office, the system can automatically transfer the call to your mobile. The system can also simultaneously ring both the Proprietary Telephone in your office and your mobile, so that you can receive calls from your customer whether you are inside or outside of the office.

If your mobile is turned off or is in an area where there is no mobile coverage, and you cannot answer the call, the voice mail system can automatically answer and record the caller's message.

If you are outside the office and make an outgoing call from your mobile via the PBX, the call's receiver will be notified with your office's telephone number and not your mobile's, so that you can manage the relationship with your customer through a "One Number".

Furthermore, conference calls can be made with mobiles, speeding up decision making processes since meetings can be easily joined outside the office. Also save running costs by no longer using charged conference services of telephone carriers.

Multi-Cell DECT Wireless for Office Mobility Solution

The Panasonic office mobility solution lets you carry on your conversation over lightweight, wireless DECT terminals while you are away from your desk or moving around the office. Using Wireless XDP (extra Device Port), users can set their DECT wireless handsets to have the same extension as their desk phone, and then receive calls even when away from their desk. The Multi-Cell DECT System provides automatic hand-over between installed wireless cells, thereby enhancing coverage and giving you true communication mobility even within large premises.

IP Cell Stations can be connected directly to the LAN network. It is possible to extend the wireless communication zone by connecting IP Cell Stations to the LAN. If a Branch office is connected via an IP-VPN, then the Branch office can build a wireless communication network without PBX equipment.

Conference calls can be conducted with a maximum of 32 people (32 DECT handsets), enabling work instructions to be sent to multiple people at once. Two-way calls can also be made with up to 8 people (8 DECT handsets), enabling information to be shared in realtime.

Headquarters
KX-NCP/TDE Series

Branch Office
IP Cell Station

LAN

・The functions that can be used depend on the MPR version of the PBX.

・The number of DECT handsets that can join a conference call depends on the number of cell stations (number of channels).
・KX-WT115 cannot be used.

Cell Station Line-up

IP Cell Station

KX-NCP0158
8ch IP Cell Station
LAN/IF

Cell Station

KX-TDA0158
8ch Cell Station
DPT/IF

KX-TDA0156
4ch Cell Station
CS/IF

KX-TDA0155
2ch Cell Station
DPT/IF

Repeater

Used with a repeater, the cell station range can be extended.

KX-A405   **KX-A272**

Office Communication Systems

KX-TDE100／200／600

Computer Telephony Solution

As personal computers have become an essential business tool, Panasonic has developed the TDE Series to seamlessly integrate with advanced desktop productivity applications for improved business efficiency.

Communication Assistant is a unified communication productivity software suite that provides office staff with business tools to improve user and team productivity.
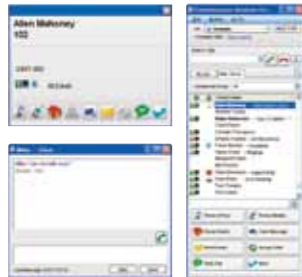
■ Communication Assistant Basic-Express/Pro For Personal Productivity

Communication Assistant productivity software is a highly intuitive PC based application suite that blends powerful point and click telephony together with screen based presence, availability and variety of collaboration tools to simplify and enhance real-time communications for business telephony users.
Designed for easy installation and maintenance, Communication Assistant can be deployed without the need of any additional 3rd party server, making it an ideal solution for small to medium size businesses with limited IT knowledge and staff.

■ Point and Click Unified Communications

You can easily make calls using a customisable contact list that is displayed on your PC, and search for a desired contact simply and quickly. You can also see the phone status, PC status, and the absent message of your extensions from the contact list before you make a call.

■ IP Softphone

Software that enables the IP proprietary functions to be used on a laptop computer can be used to make calls with a headset. This means that these functions can be conveniently utilized using less space when on business trips or working from home, because hardware such as a telephone is not required.

■ Voice Mail Assistant (VMA)

Companies using the optional advanced KX-TVM Voice Messaging solution can allow Communication Assistant users to visually manage their voice mails with Voice Mail Assistant.
It can be launched directly from Communication Assistant via the Message icon.

■ Teleconferences with Easy and Simple Operations

Members that join a teleconference can be registered in a group using a PC drag-and-drop operation, so that teleconferences can be easily started.

■ Integration with Microsoft® Outlook®

Communication Assistant seamlessly integrates with Microsoft® Outlook® allowing users to easily dial contact phone numbers and receive incoming call pop-up alerts.

■ Communication Assistant (CA Version 3) Specification

		CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
Maximum Users (PBX Only/With CA Server)		240/1022	240/1022	128/128	4/128
Built-in Licence	TDE100/200	10 (free additional licence)	4*		N/A
	TDE600	20 (free additional licence)	8*		N/A
Call Contact		10	1000		
Call History		10	1000		
Multi site communication (Networking)		N/A	Yes		
CRM Integration by TAPI		N/A	Yes		
Thin Client Support		Yes	Yes		

*60 day trial installations

■ Communication Assistant Operator Console
For Operator or Receptionist

You can manage and redirect multiple calls simultaneously.
Call parking and extension management features are available for managing a large volume of call traffic.
Parked calls are put on hold and pooled into a common parking zone, and can be retrieved by any extension user.
You can also easily forward calls using the drag and drop function displayed on your PC.

■ Communication Assistant Supervisor
For Team or Executive User

The supervisor can monitor each agent's phone status and also remotely log-in a currently logged out agent's extension, or log-out an agent phone with simple mouse operation using CA Supervisor.
CA Supervisor can also monitor various important call centre statistics.

■ Multi site Communication

From a branch office you can check the presence of people in charge at your company's head office through a network which connects the separate hubs.
A single CA server on an IP network can be shared between multiple offices (a maximum of 8 PBXs, 4 recommended).

Headquarters　　　　**Remote Workers**
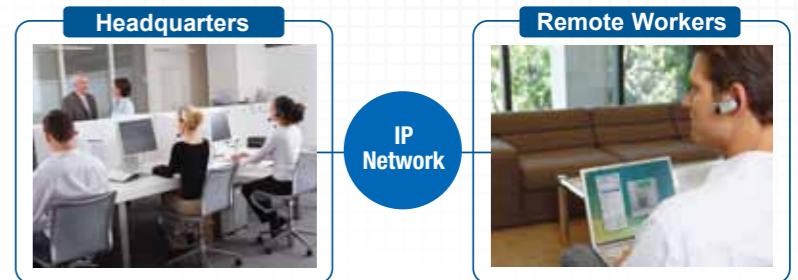
IP Network

■ Network Camera Integration

Panasonic Network Cameras can also be integrated, allowing users to answer a Doorphone and open the door after viewing the Network Camera video feed on screen.

Entrance　　　　Reception
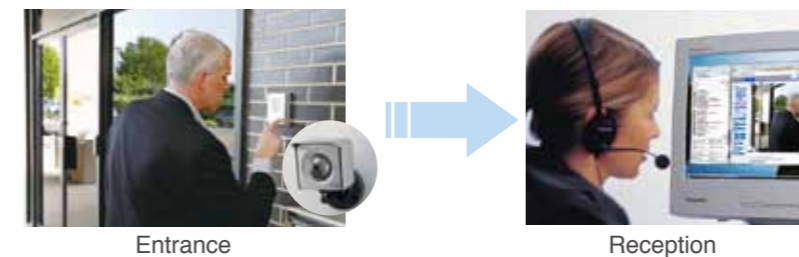
■ Integrating with Business Applications

The KX-TDE supports Computer Telephony Integration (CTI) enabling telephony and computers to work in sync thus providing powerful PC-based productivity tools.
The system supports IP based CTI integration via industry standard TAPI/CSTA.

Office Communication Systems
KX-TDE100／200／600

Voice Messaging Solution

Voice guidance provides a user-friendly interface to simplify and streamline business communications by efficiently routing customer calls to the proper department or agents. Furthermore, a voice mail storage facility can be used for graceful offline call handling during busy hours, thus increasing overall productivity and providing better customer service.

▪️ Enhanced Simple Voice Message (ESVM)

ESVM provides added message recording and outgoing message handling capabilities that ensure calls from your customers are routed through properly and are always answered or processed smoothly.
ESVM also allows you to record your favourite music which is then played to callers on hold. Each tenant can record and play a maximum of 6 pieces of music.
2 channel Enhanced Simple Voice Message is built-in.

- User as well as Group Voice Mail Services
- Voice Guidance-based Call Routing
- Transfer Out from Voice Mailbox to MSG Functions
- Multi-level Auto-Attendant with OGM Recordings
- Queue Messages
- CO-to-CO End of Call Detection
- Mobile Phone Extension Support

▪️ External Solution

Companies requiring enhanced voice messaging capabilities beyond the functions found on the optional ESVM cards can upgrade to the external KX-TVM50 or KX-TVM200 messaging solutions that provide enhanced message applications and customer service opportunities. These external optional voice processing systems come fully packed with business class voice messaging features designed to help businesses handle every call in a courteous and efficient manner.

- Single or Multi-Site Central Voice Messaging Service
- Advanced Automated Attendant Service
- E-Messaging (email notification with voice message attachment)
- Interview Service
- Voice Mail Menu on LCD of System Phones for Easier Operation
- Caller Name Announcement
- Caller ID/CLIP-based Greetings
- Call Screening
- Call Recording
- Holiday Service
- Multilingual Voice Prompts
- Fax Detection/Routing

KX-TVM50

KX-TVM200

	Enhanced Simple Voice Mail (ESVM)			External Solution	
	Built-in	Optional		KX-TVM50	KX-TVM200
		KX-TDA0192	KX-TDA0194		
Number of Ports	2	2	4	2 to 6	0 to 24
Voice Storage	Max: 2 hours	Max: 2 hours	Max: 2 hours	Max: 8 hours	Max: 1000 hours
Number of Mailboxes	—	—	—	Max: 64	Max: 1024
Number of Messages	125	250	2 × 250	Unlimited	Unlimited

Call Centre Solution

The KX-TDE comes with a built-in sophisticated call centre solution flexible enough for most customer needs. It allows businesses to increase agent productivity, improve team communication visibility, efficiently route customer calls to appropriate departments, and help desks or sales teams.

▪️ Packed with Call Centre Features

Whatever the size of your company, efficient and courteous handling of telephone calls is a major factor for successful business. The KX-TDE series includes an advanced call routing function for small to medium size call centres. This function can be used without an external CTI server. More efficient call reception enables you to effectively utilize limited resources to assist in improving customer service.

- ・Longest Idle Distribution
- ・Uniform Call Distribution
- ・1 : N Ringing (Group Ringing) / Delayed Ringing
- ・Automated Attendant
- ・Call Queue with Waiting Message
- ・Priority Routing for VIP Call
- ・Busy on Busy
- ・Intercept to VM
- ・Walking Extensions ('Hot Desking')
- ・Log-in/Log-out by Agent
- ・Ready / Not Ready / Wrap-up
- ・Call Queue Monitoring by Supervisor
- ・Call Queue Reporting
- ・Log-in/Log-out control by Supervisor
- ・Listen-in by Supervisor
- ・Busy override by Supervisor

Furthermore, the solutions can be expanded to suit more sophisticated call centres in combination with Panasonic's Communication Assistant and third party CTI applications.

Office Communication Systems

KX-TDE100／200／600

Solutions for All Industries

For businesses, personal contact with customers is a significant factor for success. The telephone system is at the heart of all communications regardless of how the communication is conveyed: via IP, by traditional telephony or by employing wireless technology. What is crucial for businesses is quality and reliability. Panasonic provides applications and solutions that address all these crucial business needs.

Construction

Customers like to only invest in well built products, display them attractively and place them within a delightful environment. These same guidelines should also be followed by your telecommunication systems. When it comes from Panasonic, you are sure that all these important points have been meticulously followed, so customers can be proud to own a Panasonic system.

Logistics

Logistics require the smooth and reliable transfer of information. This is why logistics companies have particular requirements when it comes to telecommunication systems. With the possibility of integration into CRM solutions and mobile accessibility, the KX-TDE can become the driving force for your business.

Hospitality

The hospitality market requires the communications system to be flexible, economical, and easy to use, with maximum reliability and adaptability for the individual needs. PC integration to allow guest room billing and system management has also become a requirement of this sector. The KX-TDE is equipped with all these necessary hospitality features and solutions.

Health Service

A telecommunication system in a nursing facility and resident housing must have a high level of reliability to meet the requirements of staff. The KX-TDE meet these requirements and offers custom-made solutions that can be integrated to support administrative tools and emergency call systems. The investment ensures security by flexible future-safe technology.

Legal

The legal industry of law firms, notaries, attorneys and solicitors etc have specific requirements when it comes to business communication. Attorney-Client conversation may need to be recorded. Or, clients may need to be billed for calls. Law firms may prefer to have secure entrances monitored via IP cameras. Panasonic's TDE addresses all these unique communication needs of the legal industry, yet provides them in a cost effective way.

Sales

In today's competitive world, personal contact becomes ever more important to the customer. Customer satisfaction, maximum flexibility and accessibility provide the crucial lead in this sector. With a solution from Panasonic, everything that you need is already built-in as standard equipment.

Medical

To be able to work effectively and comfortably in a medical environment, it is necessary that the communication platform adapt to fit the needs of the health industry. With safe wireless mobility, advanced call distribution and flexible CTI, Panasonic provides an effective solution and allows easy integration with life-saving technologies.

Customer Services

We all would like to offer our customers the best service we possibly can, and while you might be the best today, what about tomorrow? The KX-TDE offers service-orientated solutions that can be expanded to meet your customer's needs now and well into the future.

Administration

Public administrators see themselves today more than ever as service providers. Their services must be carried out in spite of the increasing pressure placed on governments, councils and municipal authorities to manage costs. Panasonic offers such establishments telecommunication solutions that help them maintain and keep their costs in check.

Production Enterprises

High flexibility, cost-performance and reliability as well as adjustment to individual needs are important criteria that communication platforms must fulfil. The KX-TDE outshines here as it was developed with manufacturing plants and production departments in mind. With its ultramodern design and future-ready solutions, experience a new dimension of efficient communication.

Office Communication Systems

KX-TDE100／200／600