

<b>Line Capacity:</b>	6 Ports DPITS 4 Ports In-band	12 Ports DPITS 6 Ports In-band
<b>Dialing Method:</b>	Tone/Pulse (10/20 pps)	Tone/Pulse (10/20 pps)
<b>Flash Time:</b>	100/300/600/900 msec (programmable)	100/300/600/900 msec (programmable)
<b>CPC Detection:</b>	None/6.5/150/300/450/600 msec (programmable)	None/6.5/150/300/450/600 msec (programmable)
<b>Type of Line:</b>	Loop Start	Loop Start
<b>Extension Numbering:</b>	2 to 5 digits (programmable)	2 to 5 digits (programmable)
<b>Pause Time:</b>	1 to 9 sec. (programmable)	1 to 9 sec. (programmable)
<b>Message Waiting Lamp:</b>	Programmable DTMF Sequence	Programmable DTMF Sequence
<b>Main CPU:</b>	16-bit Microprocessor	16-bit Microprocessor
<b>System Recording Time:</b>	Max. 32 Hours	Max. 64 Hours
<b>Number of Mailboxes:</b>	Max. 64 boxes	Max. 1024 boxes
<b>Number of Messages:</b>	Max. 100 messages/mailbox	Max. 100 messages/mailbox
<b>Personal Greeting Message Length:</b>	8 to 60 sec. (programmable)	8 to 60 sec. (programmable)
<b>System Message Retention Time:</b>	1 to 30 days, or unlimited (programmable)	1 to 30 days, or unlimited (programmable)
<b>Maximum Message Length:</b>	1 to 6 min. (programmable)	1 to 6 min. (programmable)
<b>Activity Reporting:</b>	Mailbox List, Class of Service List, System Service Report, Call Account Report, Port Usage Report, Mailbox Usage Report, Disk Usage Report, Fax Call Report, Custom Service Report	Mailbox List, Class of Service List, System Service Report, Call Account Report, Port Usage Report, Mailbox Usage Report, Disk Usage Report, Fax Call Report, Custom Service Report
<b>System Prompts Connections—Telephone Line:</b>	English/Spanish Modular Connector (RJ-11C) (2-conductor wire)	English/Spanish Modular Connector (RJ-11C) (2-conductor wire)
<b>Data Port:</b>	RS-232C Interface Port	RS-232C Interface Port
<b>Power Source:</b>	AC 120V, 60Hz	AC 120V, 60Hz
<b>Dimensions (H x W xD):</b>	18-7/16" x 12-7/8" x 4"	18-7/16" x 12-7/8" x 4"
<b>Weight:</b>	15.4 lbs.	16.5 lbs.

## ENHANCED VOICE PROCESSING SYSTEMS

### KX-TVS120 KX-TVS220

- ▶ Voice Mail Service
- ▶ Auto Attendant
- ▶ Bilingual Voice Prompts
- ▶ Live Call Screening\*
- ▶ Advanced Caller ID<sup>1</sup> Functions
- ▶ Two-Way Record



#### Mailbox Services

Greeting, After Hours  
Greeting, Busy  
Greeting, No Answer  
Internal Message Delivery  
Mailbox Name  
Mailbox Password  
Message Delivery Status  
Message Reception Mode  
Message, Erase  
Message, Fast Forward  
Message, Pause  
Message, Playback  
Message, Repeat  
Message, Rewind  
Message, Save  
Message, Scan  
Message, Skip  
New Message Notification  
Play Previous Message  
Private Messages  
Reply to Subscriber(s)  
Time and Date Stamp  
Transfer Message with Comments  
Transfer Message Without Comments

#### System Features

All Calls Transferred to Mailbox  
Alternate Extension Transfer Sequence  
Auto Message Move/Copy  
Bilingual Voice Prompts  
Broadcast Message  
Call Blocking  
Call Screening  
Call Transfer Status  
Caller ID, Name Announcement\*  
Caller ID, Personal Greeting\*  
Caller ID, Call Routing\*  
Callback Number Entry  
Class of Service  
Clock Synchronization with PBX\*  
Coverage Mode, Busy  
Coverage Mode, No Answer  
Covering Extensions  
Day/Night Service  
Day/Night/Lunch Service Sync with PBX\*  
Daylight Saving Time Assignment  
Department Dialing  
Dial by Name  
Direct Mailbox Access\*  
External Message Delivery  
External Message Delivery Status

Fax Management  
Fax Transfer  
Group Distribution Lists, Personal  
Group Distribution Lists, System Groups Mailbox  
Hold Call  
Holiday Service  
Intercom Paging Notification\*  
Live Call Screening\*  
Live Call Screening, Remote\*  
Mailbox, General Delivery  
Mailbox, Guest  
Mailbox, Interview  
Mailbox, Message Manager  
Mailbox, Subscriber  
Mailbox, System Manager  
Message Waiting Notification, Continuous  
Message Waiting Notification, Lamp  
Message Waiting Notification, Outdial  
Message Waiting Notification, Pager  
Message Waiting Notification, Scheduled  
Multiple Company Greetings  
Operator Service, Day/Night  
Recordable System Prompts  
Remote Call Forwarding Set\*

Rotary Telephone Service  
Service Access Commands  
Service, Automated Attendant Service, Custom  
Service, Interview  
Service, Voice Mail  
System Clock  
System Clock Sync with PBX\*  
System Prompts After Personal Greeting  
System Reports  
Two-Way Record\*  
Two-Way Transfer\*  
Trunk Group Based Routing\*  
Unlimited Message Length

#### System Administration

Auto Configuration\*  
Integration, Digital  
Integration, In-Band  
PC-Based Programming  
Quick Setup  
System Manager Administration  
Utility Commands  
Remote Change of Company Greeting

*\*Only available with DPITS integration.*

**Panasonic offers this unique combination of features when a Panasonic Super Hybrid System is digitally integrated with a Panasonic Voice Processing System.**

## Panasonic Puts You In Command

*Panasonic KX-TVS Series voice processing systems offer much more than voice mail and automated attendant service. You also get versatile features and options, such as multi-lingual service and custom service that let you custom-design your system to meet your specific needs. Digitally integrating a Panasonic voice processing system with one of the Panasonic Digital Super Hybrid telephone systems\* will provide additional advanced features that are only available from Panasonic.*

Panasonic KX-TVS Series voice processing systems help keep the lines of communications open and flowing with innovative features and flexibility to support today's rapidly changing communications needs. There are two systems from which to choose:

System	Maximum Line Capacity	System Recording Time	Number of Mailboxes
KX-TVS120	6 Ports DPITS ***4 Ports In-band	32 hours	64
KX-TVS220	12 Ports DPITS ***6 Ports In-band	64 hours	1024

### Live Call Screening\*

Monitor your incoming calls while they are being recorded into your mailbox and, if desired, intercept the call. You can choose to hear your calls either through your telephone's speaker or, for privacy, through the handset.

### Remote Live Call Screening\*

Gives you the freedom to monitor your calls from the handset of any cordless phone whenever you must leave your workstation. You choose whether to pick up the call or let it go to your mailbox.

### Two-Way Record\*

Allows the recording of a conversation (or any part of a conversation) simply by pressing a button on your telephone. This feature is ideal for quickly and accurately capturing important or highly detailed information from a caller. Once recorded, you can transfer the content to your secretary or another mailbox. Convenient fast-forward and rewind functions make it easy to listen to and transcribe the recording.

### Bilingual Voice Prompts

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

### Two-Way Transfer\*

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

### Double Time Recording Technology

New double time recording technology allows up to twice the total message storage time over previous models.

### Intercom Paging\*

Notifies you of an incoming call even if your extension is unanswered. The system will put the caller on hold, and use an internal or exter-

nal paging function to announce "I have a call for..." You can answer the call from anywhere in your facility by just dialing a pick-up code from any system phone.

### Direct Mailbox Access\*

Mailbox owners can retrieve new messages simply by pressing the Message Waiting button; no confusing log-in codes are required.

### Automatic Configuration\*

Installation and interconnection are fast, easy, and cost-efficient. Upon start-up, a Panasonic Digital Super Hybrid System will automatically exchange information with the voice-processing unit to automate most of the programming parameters.

### Callback Number Entry

The system can collect the telephone numbers of your callers before, after, or instead of recording a message, and include it in your beeper notification. The caller's number will be displayed on your pager, allowing you to contact that person without first having to retrieve his/her message.

### Call Screening

When this feature is utilized, the system records the caller's name and announces it to the extension user before transferring the call. Each individual mailbox can activate or deactivate the feature.

### Covering Extension

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

### Dial By Name

Allows the caller to reach the intended extension or mailbox simply by dialing the first three or four letters of the extension owner's last name.

### External Message Delivery

Allows you to pre-record a message and specify the phone number to be called and the time and date for the message to be delivered. If the destination number is busy at the specified

**Panasonic lets you create a system to fit your business requirements with customizable service options.**

time, the call can be re-dialed up to 15 times. You can even program in a password to ensure that your message is delivered only to the appropriate party.

### Enhanced Message Notification

Each mailbox user can be notified of new messages in several different ways:

- ▶ The message lamp\*\* on your extension will light.
- ▶ Your pager will alert you to call your mailbox.
- ▶ Your pager will display the telephone/intercom number of the caller.
- ▶ The system will call a predetermined telephone number to reach you.

These notification methods can also be combined and programmed to operate in a specified sequence, so that the system can find you and alert you to important messages wherever you may roam.

## Customizable Service Options:

### Automated Attendant Service

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

### Custom Service

Often used in conjunction with automated attendant service, custom service allows callers 1-digit access to department extensions, information announcements or other system features. For example, a caller could hear a menu as follows, "To hear our daily specials, press one... for directions, press two..."

### Fax Detection

When a port receives a fax call (and CNG tones are detected), the system will automatically transfer the call to the designated fax extension. This eliminates the need for a dedicated fax line.

### Voice Mail Service

The KX-TVS120 supports 64 and the KX-TVS220 supports 1024 individual, password-protected mailboxes that can hold up to 100 messages each. Each mailbox owner may record a general message, a message for "after-hours" use, and a "busy" greeting that lets the caller know if you're on the phone or away from your desk. After receiving messages, the system can notify you in several different ways (see ENHANCED MESSAGE NOTIFICATION.)

### Interview Service

Allows you to set up a mailbox that will deliver and record responses to up to ten questions. Use this customer-friendly service to take orders, conduct surveys, collect suggestions, or to record requests for appointments.

### Holiday Service

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

### Caller ID<sup>1</sup>\* Name Announcement

Now, you don't even have to look at your phone to identify certain callers. With Caller ID<sup>1</sup> Name Announcement, you can store up to 120 pre-recorded audio messages that will be played through the telephone's handset, matching a Caller ID number that is programmed with a pre-recorded message.

### Caller ID<sup>1</sup>\* Personal Greeting

Up to four personal greetings can be recorded and assigned to specific telephone numbers. The recording is then played when that specific number calls.<sup>1</sup>

### Caller ID<sup>1</sup>\* Call Routing

The System Administrator can assign up to 120 Caller ID numbers and program them to route the call to the desired extension, mailbox or custom service.

<sup>1</sup> Requires subscription to caller ID service offered by certain telephone companies for a fee. Requires optional Caller ID card in PBX.

\*This brochure describes features that are available when a Panasonic voice processing system is digitally integrated with a Panasonic Digital Super Hybrid telephone system. Some features may be available only when the systems are digitally integrated and digital telephones are utilized. See your dealer for details.

\*\*Must be connected to a PBX that supports Message Waiting Lamp.

\*\*\*The pre-installed KX-TVS204 card must be removed to achieve the maximum capacity ports Inband.