

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
 Built-In Modem Card for Remote Access
 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 Service Sync with PBX*
 Daylight Saving Time Assignment
 Department Dialing
 Dial by Name
 Direct Mailbox Access*
 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
 Night/Day/Lunch Sync with PBX*
 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.*

KX-TVS320 Specifications

Line Capacity:	**24 Ports DPITS, 12 Ports In-band
Dialing Method:	Tone/pulse (10/20 pps)
Flash Time:	100/300/600/900 msec (programmable)
CPC Detection:	None/6.5/150/300/450/600 msec
Type of Line:	Loop start
Extension Numbering:	2 to 5 digits (programmable)
Pause Time:	1 to 9 sec (programmable)
Message Waiting Lamp:	Programmable DTMF sequence
Main CPU:	16-bit microprocessor
System Recording Time:	128 hours
Number of Mailboxes:	Max. 1,024 boxes
Number of Messages:	Max. 100 per mailbox
Personal Greeting	
Message Length:	8 to 60 sec (programmable)

System Message

Retention Time:	1 to 30 days, or unlimited (programmable)
Maximum Message Length:	1-6 min. or more depending on available disk space
Activity Reporting:	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 Connections
Systems Prompts:	English/Spanish
Telephone Line:	Modular connector (RJ-11C) (4-conductor wire-DPT)
Data Port:	RS-232C interface port
Power Source:	AC 120V, 60Hz
Dimensions (H x W x D):	18 7/16" x 12 7/8" x 4"
Weight:	16.5 lbs.

**24 line capacity when digitally integrated with the KX-TD500. When connecting the KX-TVS320 to other model PBX system the maximum line capacity will be less. Please consult your Panasonic dealer for more information.



KX-TVS320

- ▶ Voice Mail Service
- ▶ Auto Attendant
- ▶ Bilingual Voice Prompts
- ▶ Live Call Screening*
- ▶ Advanced Caller ID* Functions
- ▶ Two-Way Record

All-In-One Communications System

The Panasonic KX-TVS320 Voice Processing System is the essential system for today's rapidly changing business communications needs. It's a terrific value, packed with a multitude of features to boost your business productivity. Your calls will be answered professionally by the auto attendant and retrieved easily through voicemail. And, integrating a Panasonic Digital Super Hybrid telephone system will provide you with even more useful features. Ask your Panasonic dealer to further explain how a Panasonic voice processing system can help boost your productivity through efficient communications management.*

Forward/Copy Message

If messages have not been "picked up" after a specified period of time, the system can be programmed to automatically move or copy the message to another mailbox.

Two-Way Record²

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.

Double Time Recording Technology

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

Two-Way Transfer²

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

Call Screening

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 this feature.

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.

Caller ID Name Announcement^{1, 2}

Now, you don't even have to look at your phone to identify certain callers. With Caller ID 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 Personal Greeting^{1, 2}

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

Caller ID Call Routing^{1, 2}

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.

Covering Extension

Each mailbox user can set a covering extension which can be used when he or she is not available to answer calls.

Custom Service

Custom Service allows callers 1-digit access to department extensions, information announcements or other system features.

Direct Mailbox Access

Mailbox owners can retrieve new messages simply by pressing the Message Waiting button.

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.

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 time, the call can be re-dialed up to 9 times. You can even program in a password to ensure that your message is delivered only to the appropriate party.

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.

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.

Intercom Paging²

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

Interview Service

Allows you to set up a mailbox which will deliver and record responses to up to ten questions.

Live Call Screening²

Allows you to monitor your incoming calls while they are being recorded into your mailbox, giving you the ability to intercept the call. You can choose to hear your calls either through your telephone's speaker or handset.

Remote Live Call Screening²

Gives you the freedom to monitor your calls from the handset of any cordless phone. Choose whether to pick up the call or let it go to your mailbox.

Remote Call Forwarding Set²

From a remote location set your station call forwarding to any phone number such as your cell phone or another internal extension number. It also allows you to pre-program two frequently dialed remote call forwarding numbers.

Voice Mail Service

The KX-TVS320 supports 1024 individual password protected mailboxes, which can hold up to 100 messages. Voice storage time is 128 hours, double the time of its predecessor. 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.

¹ Requires subscription to Caller ID service offered by certain telephone companies for a fee and an optional Caller ID card in PBX.

² Available only when the KX-TVS320 is connected to a Digital Super Hybrid Telephone System and to the KX-TD500.

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

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

