

Panasonic

ideas for life



Hybrid IP PBX System ver.1.1

KX-TDA100
KX-TDA200

- *The All You Need Networked System to maximise the performance of your business in the Convergence age*

Industry

Business

Government

Medical

Banking



Hybrid IP PBX

An Intelligent Solution to Your Business Communication Needs



■ Makes Communications Easy

Panasonic's digital telephones are stylish, easy to use, and efficient. They feature an ID display of up to 20 characters, a large, easy-to-read, 6-line back-lit display, an easy-to-view Message/Ringer Lamp, Navigator Keys for quick and easy operation, 4-step angle adjustment for greater flexibility, and a USB terminal that provides easy plug-n-play connection to a PC.

■ Efficiency That You Will Appreciate

Our versatile solutions will bring a wide range of benefits to your company. Wireless equipment allows you freedom of mobility so you can initiate or respond to important calls from anywhere in your office, and the messaging solution adds value to virtually all your services. Advanced call centre functions improve communication efficiency and allow you to serve customers more effectively. The Hybrid IP PBX makes it easy to distribute calls, manage your telephone agents, and control office use of the phone system. Compatible with CTI Standard Protocol, TAPI and CSTA, the Panasonic Hybrid IP PBX can serve as the core of a powerful, high-value-added CTI system.

Panasonic's Hybrid IP PBX system is a powerful communications tool designed to support businesses in today's Converged Networking age. Reflecting on Panasonic's 20 years as a leader in the field, the Hybrid IP PBX system merges PBX functions and reliability with IP technology. The result is a high-performance business communication system that provides advanced telephone and messaging solutions, efficient and flexible communications, DECT Wireless Mobility, Voice-Over-IP, and seamless integration with your PC through plug-n-play USB connection.

In line with Panasonic's commitment to user-friendly operation, the Hybrid IP PBX system is easy to use, even for people without a lot of IP experience.

The Internet and broadband technology have revolutionised the business world. Panasonic's Hybrid IP PBX system lets you keep pace with leading-edge technology and features that will completely transform the way your company communicates.



■ Cost-Cutting Performance

Any business could benefit from a low-cost, easy-to-use, and reliable inter-office networking system. Using a VoIP gateway, the Hybrid IP PBX converts telephone voice signals into IP packets, making it possible for you to use VoIP technology with your present telephone units. The Hybrid IP PBX also supports the QSIG* protocol, making it effective for building a company-wide voice network. Least Cost Routing (LCR) saves money by choosing the most inexpensive calling route. Plus, in addition to cutting costs, VoIP technology and networking give you easier access within networks.

*QSIG is an industry standard digital networking protocol.

■ Reliability

The reliability of Panasonic's Hybrid IP PBX system is assured by a rigorous quality control system and tests before it leaves the factory. The Hybrid IP PBX is also designed for quick, easy maintenance to keep system downtime to an absolute minimum. You can change or add modules without turning down the system.

■ Future-Ready Design

The Hybrid IP PBX is a communications tool your business can grow with. This highly upgradable unit comes ready for use with IP Phones, IP Cameras, and other new devices coming to market in the near future.

Features that Support Your Business



The Hybrid IP PBX system is designed to provide the advanced functions today's business environment demands, with a level of user-friendly operation that your staff members will appreciate.

Large Display

Variety of Information

By providing visual feedback, the user-friendly display makes it easier to handle calls and perform other tasks. Use the display to view a variety of information (see list below) or access the Hybrid IP PBX system's many features. You can also make calls by following the visual prompts shown on the display.



- Log of incoming and outgoing calls (Call Log)
- Incoming caller's name and number (ISDN, Caller ID)
- System/personal speed dialling
- Extension lists
- Menu of system features
- Call duration
- Message waiting, absent messages, feature settings
- Calling extension's number and name
- Time and date



Easy-to-Read Back-lit



PC Console and PC Phone

(KX-T7636 and KX-T7633)

The PC phone integrates an individual's Microsoft Outlook database with the phone system as standard. The PC console allows operator to manage calls more professionally and effectively.



PC-Console



PC-Phone

Ergonomic-Design, 4-Step, Tilt-Angle Adjustment





- KX-T7633**
- 3-Line Back-lit Display, 24-CO Keys, and a Speakerphone
 - Optional 12-CO Keys and USB port



- KX-T7630**
- 3-Line Display, 24-CO Keys, and a Speakerphone



- KX-T7625**
- Speakerphone and 24-CO Keys



- KX-T7640**
- Digital DSS Console (60 DSS)

■ **eXtra Device Port (XDP) and Digital XDP (DXDP)**

Use the XDP to add an analogue phone, cordless phone, or other single-line device to your system, without the cost of an additional line. This lets you send a fax while talking to a customer. Or, by connecting a modem to the XDP, you can download data from your PC or access the Internet while talking. The DXDP allows you to increase the number of digital telephones. It lets you put functional digital phones in the hands of more of your staff to boost overall office productivity.

■ **Message/Ringer Lamp (Red/Green)**

The large, easy-to-see lamp illuminates to indicate when a call comes in, so you can tell when the telephone is ringing even from a distance. The colour of the lamp indicates the status - green for an internal extension line, flashing red for an outside line, and constant red to indicate that a caller has left a message.

■ **Multi-language Capability**

The Hybrid IP PBX accommodates up to five different languages, for use in areas where more than one language is commonly spoken. The language can be set at the PBX for a specific telephone extension, to meet the needs of the person who uses that extension.

■ **Headset Jack for Hands-Free Convenience**



KX-T7636 with KX-T7603

- 6-Line Back-lit Display, 24-CO Keys, and a Speakerphone
- Optional 12-CO Keys and USB port

■ **Digital Duplex Speakerphone**

■ **Programmable Keys with Red/Green LED**

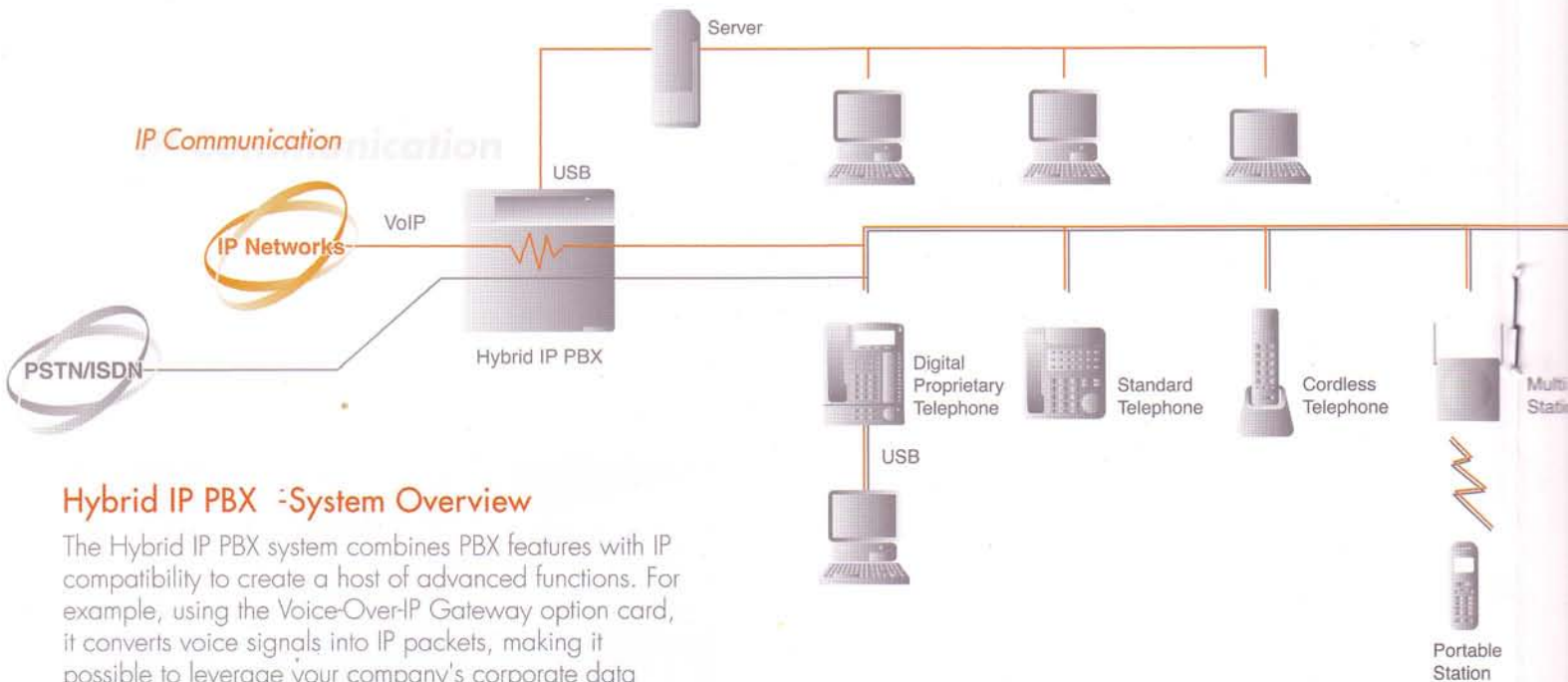
■ **Time-Saving, Easy-to-Use Navigator Keys**

Revolutionary changes are occurring today in both telecommunications and information technology. Our business environments are also changing to focus more on solution-oriented applications. Panasonic business telephone systems are uniquely positioned to maximise the benefits to be afforded by such changes, with products that are always at the cutting edge and packaged in such a way as to offer customers a total solution approach.



CTI Integration

IP Communication



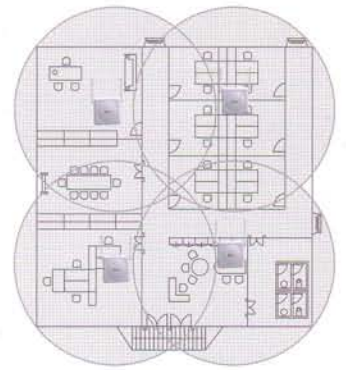
Hybrid IP PBX -System Overview

The Hybrid IP PBX system combines PBX features with IP compatibility to create a host of advanced functions. For example, using the Voice-Over-IP Gateway option card, it converts voice signals into IP packets, making it possible to leverage your company's corporate data network to connect multiple locations without the need for a separate, dedicated leased line. This function also allows you to link your company's internal phone system with personal computers and the Internet.

More Freedom, Greater Clarity

Have an important customer on the phone and need to walk away from your desk to attend a very important meeting as well? Panasonic Wireless DECT connectivity is here to help. The Panasonic Hybrid IP PBX system lets you simply continue your current conversation over a lightweight, smart-looking wireless telephone as you talk with an important customer while going to your desk or moving around the office. Because the system is digital, the voices come through loud and clear.

It allows wireless communication over an extended range by using multiple cell stations that boost the flexibility and mobility of your wireless handset. Using the Wireless XDP, you can set your wireless telephone to have the same extension as your desk telephone, and then receive calls even when away from the desk. You're always there, ready to receive your customers' calls, and make the most of every business opportunity that comes along.



▼ Actual Size

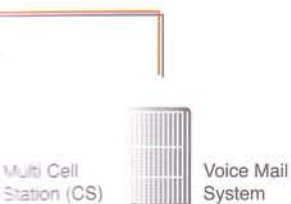
▼ Actual Size



KX-TCA255



KX-TCA155





■ Superior Call-Handling Efficiency

With its intelligent call-handling functions, the Panasonic Hybrid IP PBX system can serve as the core of an efficient small contact centre that provides outstanding customer service. Use the Hybrid IP PBX to automatically distribute incoming calls as desired. You can program the Hybrid IP PBX system to direct callers to the appropriate group for efficient call handling.

You can also assign a backup extension as an overflow destination for calls not answered within a specified period of time. You can designate any extension you want as the overflow destination – for example, it can be a company message box – and you can designate different overflow destinations for when the PBX is in day, lunch break, or night mode.

Other features – such as VIP Call, which provides special handling for key customers; Automated Attendant, which answers calls automatically; and queuing, which puts the caller on hold and plays messages and music when no one is available – help ensure greater customer satisfaction and prevent missed business opportunities.

The system provides a variety of call distribution patterns. Effective use of the different patterns – Uniform Call Distribution (UCD), Priority Hunting, and Simultaneous Ring – can help you manage calls more efficiently.

Designated member extensions can "log in" to join the group and begin handling calls, or "log out" to exit the group temporarily, such as when taking a break. An extension can also be designated for use by the supervisor, who can access information about incoming calls to each group (the number of queuing calls, the longest queuing time, etc.), check the log-in/log-out status, and monitor the status of group members.



■ An Affordable System that Adds Value to Your Business

The new Messaging Features offer greater flexibility. If short of staff, you can handle calls with the Automated Attendant Service. You can upgrade to Unified Messaging using CTI technology that can combine e-mail, fax and voice mail, giving you multi-media communication capabilities. You can even customise the system to meet the needs of different callers. If you combine the system with a Panasonic Voice Mail System, you can get additional features that are available only from Panasonic, such as Live Call Screening, Two-Way Recording, and Two-Way Transfer.



Higher Productivity, Greater Customer Satisfaction

Desktop PC Integration Improves Call Handling and Provides Added Functionality.

A built-in USB port makes it easy to connect a Panasonic digital telephone to a personal computer. Using PC Phone software, you can integrate your phone system with a database, giving you a powerful Customer Relationship Management (CRM) support tool.

Selective or automatic Call Recording, Intelligent TAM, as well as Microsoft Outlook integration are just a few of the exceptional features that can provide enhanced added functionality to telephony power-users in your company. Productivity is further improved by the PC Console software application, which gives operator attendants the ability to answer and transfer calls and perform other routine call-handling duties by simple, visual drag-and-drop operations using a standard PC mouse or other similar pointing device.



Keeping Telephone Costs Down

Access to VoIP Technology and Networking

The Hybrid IP PBX can serve as the core of an inexpensive, easy-to-use interoffice networking system. In addition, facilities available with the KX-TDA system – such as E&M leased lines, QSIG, and Voice-over Internet Protocol (VoIP) – can help reduce costs while providing reliable networking both within the company and outside.

VoIP digitally compresses voice data and converts it into IP packets, sends the packets over the Internet, and converts the data back into voice at the destination. This means that spending more time on the phone does not translate into higher costs. And VoIP allows simultaneous voice and data transmission.

The KX-TDA Hybrid IP PBX system also supports QSIG protocol, allowing you to interconnect multiple PBX locations to build a large, effectively seamless virtual telephone system, as well as giving you access to more advanced communication functions. As an example, for customers with a legacy PBX in the corporate office, QSIG can be used to implement Panasonic Hybrid IP PBXs in all the branch offices. Using the network numbering plan, you can assign a telephone number to each extension in a branch or head office, reducing communication costs.



System Capacity

Maximum Trunk and Extension Cards

The following number of trunk and extension cards can be installed in the Hybrid IP-PBX for expansion.

Card Type	KX-TDA100	KX-TDA200
Trunk Card ^{*1}	4	8
Extension Card	4	8
Total	5	10

*1 One T1, E1, PRI30, PRI23, or IP-GW4 card counts as 2 cards.

Maximum Terminal Equipment

Terminal Equipment Type	KX-TDA100 ^{*3}		KX-TDA200 ^{*4}	
	Without MEC	With MEC	Without MEC	With MEC
Telephone ^{*2}	88	152	176	304
SLT and PT	64	128	128	256
SLT	64	64	128	128
PT	64	128	128	256
CS		16		32
PS		128		128
Voice Processing System (VPS)		2		2
Doorphone		8		16
Door Opener		8		16
Add-on Key Module	64	128	128	256
USB Module		64		128

*2 A single "T1-OPX (Off Premise Extension) port" or "BRI/PRI extension port" is counted as a wired telephone.

*3 For the maximum capacity, Memory Expansion Card (MEC) and / or M-Type Power Supply Unit may be required.

*4 For the maximum capacity, Memory Expansion Card (MEC) and / or L-Type Power Supply Unit may be required.

Note: Please ask your dealer for maximum capacity, and configuration.

System Feature Capacity

System		KX-TDA100	KX-TDA200	
System	Tenant		8	
	Class of Service		64	
	Trunk Group		64	
	User Group		32	
	Paging Group		32	
	Call Pickup Group		64	
	Incoming Call Distribution Group		64 (32 extensions / group)	
	VM (Digital / Analogue Integration) Group		2 units x 24 ch	
	VM (DTMF) Group		2 groups x 32 ch	
	Queuing Time Table		64 (16 steps / table)	
	Idle Extension Hunting Group		64 (16 extensions / table)	
	Absent Message (System / Extension)		8 message x 16 digits / 1 message x 16 digits	
	Message Waiting		512	
	Number of characters for Display ID		20	
	Extension Number Digit		1-4	
	Call Park Area		100	
	Conference		3x10 - 6x4	
	Verified Code		4 digits (1000 entries)	
	Verified Code's Password		10 digits (1000 entries)	
	Special Carrier Code		16 digits (20 entries)	
	Host PBX Access Code		10 digits (10 entries / Trunk Group)	
	DDI / DID Table		32 digits (1000 entries)	
	Dialling	Emergency Call		32 digits (10 entries)
Quick Dialling			1-4 digits (80 entries)	
System Speed Dialling			32 digits (1000 entries)	
Personal Speed Dialling			32 digits (10 entry / extension)	
One-Touch Dialling			32 digits	
Hot Line			32 digits	
ISDN Service Access			32 digits	
Redial			32 digits	
ARS		Routing Plan		16
		Leading Digits		16 digits (1000 entries)
	Leading Digit Exception		200 entries	
	ARS Carrier		10	
	Itemised Billing Code		10 digits	
	Authorisation Code		10 digits	
Networking	TIE Routing Table		32 entries	
	Leading Digits		3 digits	
	PBX Code		7 digits	
Toll Restriction	Toll Restriction Level		7 levels	
	Toll Restriction Denied Code		16 digits (100 entries / level)	
	Toll Restriction Exception Code		16 digits (100 entries / level)	
Charge Management	Charge Rate		8 digits	
	Charge Denomination		3 characters	
Call Log	Outgoing Call Log		0-100 log / Extension	
	Incoming Call Log		0-100 log / Extension	



Feature List

System Features

- Automatic ISDN Setting (BRI)
- Automatic Route Selection (ARS)/Least Cost Routing (LCR)
- Background Music (BGM)
- Budget Management
- Busy on Busy
- CTI (CSTA, TAPI)
- Call Park with Indication
- Call Pickup Group
- Calling Line Identification Distribution (CLID)
- Class of Service (COS)
- Data Line Security
- Delayed Ringing
- Direct In Lines (DIL)
- Direct Inward Dialling (DID)
- Direct Inward System Access (DISA)
- DoorPhone/Door Opener
- Echo Cancellation
- Extension Lock
- Emergency Call
- Existing APT/DPT Compatibility
- External BGM
- Flexible Numbering Plan (4-digits)
- Floating Extension
- Greeting Message
- Host PBX Access Code
- Hunting Group
- Hurry-Up Transfer
- Incoming Group (Hunting Group)
- Intercept Routing - Busy/DND
- Intercept Routing - No Answer
- Intercept to Trunk
- Main Processing (MPR), Card/CS Software Download
- Manager Functions
- Multiple Language Support
- Online Diagnostics
- Operator Functions
- PC Console/PC Phone
- PC Programming
- Paging Group
- Quick Setup
- Remote Alarm Notification
- Remote Extension Status Control through DISA
- Remote Extension Lock
- Ring Group
- Special Carrier Access
- Station Message Detail Recording (SMDR)
- System Memory Expansion
- Tenant Service
- Timed Reminder
- Time Service (Day/Night/Lunch/Break)
- Toll Restriction
- Trunk Group
- Uniform Call Distribution (UCD)
- User Group
- VIP-Call
- Visual Caller ID

<Voice Mail (VM) Features>

- Automatic Configuration - Quick Setup
- Call Forwarding to VM
- Caller's Identification Notification to VM
- Intercept Routing to VM
- Live Call Screening (LCS)
- Remote PBX Data Control by VM
- VM Data Control by PBX
- VM Transfer Recall (VM Queuing Function)
- VM (Digital/DTMF) Integration
- VM Group
- VM Mail Transfer

Extension Features

- 4-Party Conference with Broadcasting up to 32-Party
- Absent Message
- Account Code Entry (Forced)
- Automatic Redial
- Boss - Secretary
- Broadcasting
- Call Forwarding (All Calls, Busy, Busy/No Answer, No Answer, Follow Me, From Incoming Group)
- Call Hold
- Call Pickup (Directed, Group, DSS, Deny)
- Call Transfer (Screened, Unscreened, One-Touch Transfer, Transfer Recall)
- Conference (3-Party Conference, Multi Party Conference, Unattended Conference)
- Dial Type Selection
- Digital eXtra Device Port (DXDP) (2DPTs in One Extension Port)
- Direct One-Touch Answering
- Do Not Disturb (DND)
- DSS Console
- Executive Busy Override
- Extension Directory
- Extension-to-Trunk Call Duration Time
- External Feature Access
- Flexible Buttons
- Full Duplex SP-phone
- Hands-free Operation
- Handset/Headset Selection
- Large LCD Features with Backlit
- Log-In/Log-Out
- Message Waiting
- Message Waiting with Text Message
- Multi-Lingual Display
- Multiple Hop Call Forwarding (4 steps)
- Music on Hold
- Off-Hook Call Announcement (OHCA)
- Off-Hook Monitor
- One-Touch Dialling
- Paging (Deny, Paging Transfer)
- Paralleled Telephone (APT/DPT+SLT, DPT/SLT+PS)
- Redial, Last Number
- Remote Station Control
- Special Carrier Access
- Speed Dialling - Personal/System
- Time and Date Display
- Tone-Pulse Conversion
- Trunk Answer from Any Station (TAFAS)
- Walking COS
- Whisper OHCA (Off-Hook Call Announcement)
- Wrap-Up
- eXtra Device Port (XDP)

<DECT Features>

- Automatic Handover
- DECT CS on DPT Port
- Headset Compatibility
- Incoming & Outgoing Call Log
- Wireless XDP Parallel Mode
- Vibrator Ring (KX-TCA255 only)

ISDN Service Features

- Advice Of Charge (AOC)
- Call Hold (HOLD)
- Calling Line Identification Restriction (CLIR)
- Calling Line Identification Presentation (CLIP)
- Completion of Calls to Busy Subscriber (CCBS)
- Connected Line Identification Presentation (COLP)
- Connected Line Identification Restriction (COLR)
- Direct Dialling Inward (DDI)
- ISDN 3 Party Conference
- ISDN Call Forward (CFU/CFNR/CFB)
- ISDN Call Transfer (CT)
- ISDN Extension
- Malicious Call Identification (MCID)
- Multiple Subscriber Numbers (MSN)

Networking Features

- Alternated Routing
- ARS with VoIP
- Closed Numbering
- DISA Call to the Network
- Private Network to Public Network
- Public Network to Private Network
- QSIG Connection
- Tandem Connection
- Transfer to Network PBX
- Virtual Private Network (VPN)
- VoIP Network (Built-in IP-GW)

DPT: Digital Proprietary Telephone
APT: Analogue Proprietary Telephone
SLT: Single Line Telephone