



1st CALL
COM Ltd

Panasonic

Voice Processing System

Subscriber's Manual

KX-TVM50

Model KX-TVM200



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

KX-TVM50/KX-TVM200: Version 1.0

Introduction

Thank you for purchasing the Panasonic Voice Processing System KX-TVM50/KX-TVM200. We are confident that this product will provide you with many years of dependable service.

This Subscriber's Manual is designed to help you configure your mailbox, use common voice mail features, and introduce you to the many advanced features that will improve your productivity in countless ways.

The Structure of This Manual

This manual contains the following sections:

Section 1 Introduction to the VPS

This section provides you with a brief overview of what the VPS is and what it can help you do.

Section 2 Logging in to and Configuring Your Mailbox

This section will show you how to log in to your VPS mailbox and customise your mailbox to suit your needs.

Section 3 Message Playback and Related Features

This section will help you play back messages left in your mailbox and use other features related to message playback.

Section 4 Sending Messages

This section will show you how to send messages to other people in your office and to outside parties.

Section 5 Other Features

This section will introduce you to the many advanced features offered by the VPS.

Note

- This manual may refer to products not available in your country/area.
- Model number suffixes are omitted throughout this manual.

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Section 1

Introduction to the VPS

1.1 Introduction to the VPS

The Panasonic Voice Processing System (VPS) is a powerful tool that will help you manage your voice communications and thereby increase your productivity. As a subscriber (the owner of a VPS mailbox), you can:

- a)** Send a message to one or more people inside or outside your office.
- b)** Transfer messages to other subscribers and add your own comments.
- c)** Access your mailbox and listen to your messages, even when out of the office.
- d)** Have the VPS call, beep, or e-mail you when someone leaves you a message.
- e)** Be notified by the message waiting lamp on your extension when new messages have been recorded in your mailbox.
- f)** Screen your calls.
- g)** Create a set of options and functions exclusive to your mailbox (Personal Custom Service) that can be selected by your callers.
- h)** And more...

Before You Begin

In order to use the VPS as a subscriber, you need to know the following information. The VPS System Manager can help you if you do not know this information.

- a)** The extension number of the VPS that you should dial in order to access the VPS.
- b)** Your mailbox number and extension number (In many cases these are the same number, but it is possible they are not).
- c)** Your mailbox password (if set).
- d)** The System Manager's telephone number. The System Manager is the person you should refer to when you have any problems with the VPS.

Once you know this information, you are ready to use the VPS.

Using the VPS

There are two ways to use the VPS; you can be either a subscriber, or a caller.

A subscriber is a VPS user who has his or her own mailbox. Subscribers can play back their own messages, leave messages for other subscribers, record a message that is then sent to multiple parties (including outside parties), record greeting messages, etc. In order to use the VPS as a subscriber, you must first "log in" to your mailbox. This usually involves dialing your mailbox number and entering your password. Once you have logged in, you can use "Subscriber Services"; Subscriber Services are all the features and functions you can access or perform as a subscriber.

A caller can generally be thought of as an outside party. Callers can leave messages for VPS subscribers or use the VPS to be connected to specific extensions, but they do not log in to the VPS before using these features, and the number of features they can use is limited.

Prompts

One essential characteristic of the VPS is its use of "prompts". Prompts are recorded voice guidance messages that help you set and use VPS features. Prompts also help callers when the VPS is handing their calls. Depending on how your VPS is programmed, subscribers and callers can select the language they prefer for VPS prompts.

Prompt example:

Main Menu of Subscriber Services

"To receive the message, press [1]."

"To deliver a message, press [2]."

"For mailbox management, press [3]."

"For Automated Attendant status, press [4]."

"To set up Message Waiting Notification, press [5]."

"For other features, press [6]."

"To end this call, press [*]."

VM Menu

Certain PBXs (telephone systems) and telephones are compatible with "VM Menu"; this feature displays VPS prompts on the display of your telephone, prompting you visually instead of audibly. To select a VPS operation displayed on the display, press the soft button next to the desired prompt. Use the Navigator Key to scroll up or down to view additional prompts when available (When the Navigator Key is not used to scroll up or down through options, it can be used to adjust volume.).

Operations shown in this manual are for when operating the VPS by following audible prompts.

Operations necessary to operate the VPS using VM Menu will vary slightly from these instructions.

VM Menu example:

Main Menu of Subscriber Services

This feature is not available with certain PBXs and may be disabled by the System Administrator or System Manager for your mailbox.

```
Main Menu
Receive Msg.
Deliver Msg.
Mbx. Management
A.A. Status
EXIT
```

Note

- If too many subscribers are using VM Menu at the same time, VM Menu messages will not be displayed and prompts will be heard instead.
- This feature is only available with Panasonic KX-TDA series PBXs using DPT Integration. For more information, consult your System Administrator or System Manager.

Logging in to Your Mailbox for the First Time

The first time you log in to your mailbox, there are certain mailbox settings you should perform before using any other Subscriber Services. These settings identify you as the owner of your mailbox, and are described in "Section 2 Logging in to and Configuring Your Mailbox".

a) Password

b) Subscriber's Name

c) Personal Greeting Messages

Your VPS may be programmed to initiate a "Subscriber Tutorial" the first time you log in to your mailbox. If the Subscriber Tutorial is enabled, VPS prompts will

guide you through the mailbox configuration process.

Section 2

Logging in to and Configuring Your Mailbox

2.1 Logging in to Your Mailbox

In order to access Subscriber Services (to play messages, change mailbox settings, etc.), you must first log in to your mailbox. There are 2 ways to log in to your mailbox:

a) Automatic Log-in:

When logging in to your mailbox from your own extension, you do not need to enter any special commands or your mailbox number. This feature is not available with certain PBXs and may be disabled by the System Administrator or System Manager for your mailbox.

b) Manual Log-in:

You need to enter the Voice Mail Service Command [#6] followed by [*] and your mailbox number. Manual Log-in is necessary when logging in to your mailbox using someone else's extension, when Automatic Log-in is not available with your PBX, or when Automatic Log-in is not enabled for your mailbox.

You will know that you have logged in successfully because the VPS will announce either the Main Menu of Subscriber Services or the number of new messages you have, or the VM Menu will be displayed.

Automatic Log-in

1. Go off-hook.
2. Enter the extension number of the VPS.
3.
 - You can skip this step if your mailbox has no password.

Manual Log-in

1. Go off-hook.
2. Enter the extension number of the VPS.
3.
4. and your mailbox number.
5.
 - You can skip this step if your mailbox has no password.

Note

- If Autoplay New Messages is enabled for your mailbox, new messages will be played back automatically each time you log in to your mailbox. For more information, consult your System Administrator or System Manager.
- If the Subscriber Tutorial is enabled for your mailbox, VPS prompts will guide you through the mailbox configuration process the first time you log in to your mailbox (see 2.2 Subscriber Tutorial (Easy Mailbox Configuration)).

2.2 Subscriber Tutorial (Easy Mailbox Configuration)

Your VPS may be programmed to present a "Subscriber Tutorial" to you the first time you log in to your mailbox. If the Subscriber Tutorial is enabled, VPS prompts will guide you through the mailbox configuration process. Simply by following the prompts, you can configure the following items. You can configure these items later manually if necessary, as explained later in this section. This feature may be disabled by the System Administrator or System Manager for your mailbox.

Password: If your mailbox has a password, you must enter it using the dial keys (0–9) whenever you log in to your mailbox. Your password can contain up to 16 digits.

Subscriber's Name: This is a recording of your name. Other subscribers will hear your name when they listen to messages you left for them. It may also be heard by callers when they use the Dialling by Name feature.

Personal Greetings: When callers are directed to your mailbox they will hear one of 3 Personal Greeting Messages. After the greeting is played, a tone will sound, and the caller can leave a message.

a) No Answer Greeting:

Heard by callers when you do not answer their calls. A common example might be, "This is (name). I can't take your call right now...".

b) Busy Signal Greeting:

Heard by callers when you are on another call. A common example might be, "This is (name). I'm on another call right now...".

c) After Hours Greeting:

Heard by callers when the VPS is in night mode. A common example might be, "This is (name). I've gone home for the day...".

Note

- You may be asked to enter your password after logging in to your mailbox. If you do not know this password, ask your System Administrator.

Starting the Subscriber Tutorial

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2. Confirm that the Subscriber Tutorial has begun.
 - The VPS will announce, "Welcome to the Panasonic Voice Mail System. This is the Subscriber Tutorial service."
 - If the tutorial does not begin, it may be disabled for your mailbox. For more information, consult your System Administrator or System Manager.
3. Continue from "Setting Your Password for the First Time" or "Changing or Deleting Your Password" as necessary.

Setting Your Password for the First Time

1. Set your password when prompted by entering the desired password then pressing **[#]**.
 - Press only [#] if you do not want to set a password.
 - To prevent unauthorised access, we strongly recommend selecting a long and random password. Please avoid using obvious number combinations for the password.
 - It is necessary to set a password equal to or longer than the specified number of digits by default. For more information, consult your

System Administrator or System Manager.

2. **[2]** to accept.
3. Continue from "Recording the Owner's Name (Your Subscriber Name)".

Changing or Deleting Your Password

1. **[1]** to change your password.
2. Set your new password by entering the desired password then pressing **[#]**.
 - Press only [#] if you want to delete your password.
 - To prevent unauthorised access, we strongly recommend selecting a long and random password. Please avoid using obvious number combinations for the password.
3. **[2]** to accept.
4. Continue from "Recording the Owner's Name (Your Subscriber Name)".

Recording the Owner's Name (Your Subscriber Name)

1. State your name after the tone.
2. **[1]** to end recording.
3. **[2]** to accept.
4. Continue from "Recording Your Greeting Messages".

Recording Your Greeting Messages

The VPS will prompt you to record your No Answer, Busy Signal, and After Hours greeting messages. If you do not record a greeting message, a prerecorded greeting message will be used.

-
1. Record your greeting message, after the tone.
 2. **[1]** to end recording.
 3. Follow the prompts as necessary.
 - **[1]** to review.
 - **[2]** to accept.
 - **[3]** to record the message again.
 - **[4]** to add.
 - **[*]** to delete and exit.

Confirming Your Settings

-
1. **[1]** to confirm your settings.
 2. Go on-hook.

2.3 Changing or Deleting Your Personal Greeting Messages

After callers reach your mailbox, they will hear your personal greeting message. You can record 4 kinds of Personal Greetings; the appropriate greeting will be played for callers. If you delete or do not record a greeting message, a prerecorded greeting message will be used.

a) No Answer Greeting:

Heard by callers when you do not answer their calls. A common example might be, "This is (name). I can't take your call right now..."

b) Busy Signal Greeting:

Heard by callers when you are on another call. A common example might be, "This is (name). I'm on another call right now..."

c) After Hours Greeting:

Heard by callers when the VPS is in night mode. A common example might be, "This is (name). I've gone home for the day..."

d) Temporary Greeting:

A special greeting that, if recorded, is heard by callers instead of the other greetings. A common example might be, " This is (name). I'm out of the office this week..."

Follow the steps below to record or delete your Personal Greeting Messages.

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Select the desired greeting.
 - No Answer Greeting.
 - Busy Signal Greeting.
 - After Hours Greeting.
 - Caller ID Greeting (may not be available; see 5.10 Personal Greeting for Caller ID).
 - Temporary Greeting.
4. Follow the prompts as necessary.
 - to change the greeting.
 - to delete the selected greeting.
 - The greeting will be deleted; go on-hook to finish.
5. Record your greeting message, after the tone.
 - We recommend stating your name in your greeting messages, so that callers will know they have reached the correct mailbox.
 - The maximum length of each greeting message is 1 minute by default.
6. to end recording.
7. Follow the prompts as necessary, or continue from step 8.
 - to review.
 - to rerecord the greeting message (repeat the steps above as necessary).

- **4** to add to the greeting message you just recorded.
 - ***** to delete the greeting message and exit.
- 8.** **2** to accept.
- 9.** Record or delete other greeting messages as necessary by following the prompts, or continue from step 10.
- 1** No Answer Greeting.
 - 2** Busy Signal Greeting.
 - 3** After Hours Greeting.
 - 4** Caller ID Greeting (may not be available; see 5.10 Personal Greeting for Caller ID).
 - 5** Temporary Greeting.
- 10.** Go on-hook.

Note

- A Temporary Personal Greeting is played instead of all your other greetings until it is deleted. Each time you log in to your mailbox, the VPS will ask you if you want to turn off (delete) your Temporary Personal Greeting.
- Make sure you go on-hook only after you have accepted your new greeting in step 8. If you go on-hook without accepting your new greeting, it will not be saved.

2.4 Changing or Deleting Your Password

You can password protect your mailbox to prevent unauthorised access to your mailbox. If your mailbox has a password, you must enter it using the dial keys (0–9) whenever you log in to your mailbox. Your password can contain up to 16 digits.

You can change your password at any time. When choosing a password, avoid using obvious number combinations. If you forget your password, have your System Administrator or System Manager clear your password. You may then set a new one.

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2. **3** **2** **1**
3. Enter the desired password, then press **#**.
 - Press only [#] if you want to delete your password.
 - It is necessary to set a password equal to or longer than the specified number of digits by default. For more information, consult your System Administrator or System Manager.
4. **2** to accept.
5. Go on-hook.

2.5 Changing or Deleting Your Subscriber Name

You can record your name in the VPS. The VPS can then announce your name for callers to let them know that they have reached the correct mailbox. If a caller does not know your mailbox number, the caller can try to reach you by entering the first few letters of your first or last name (Dialling by Name feature). After entering the first few letters of your name, the VPS will announce the names of VPS subscribers whose names share those same letters, and the caller can select your name.

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2. **[3] [3] [1]**
 - Enter [3] [3] [3] to delete your subscriber name, then go on-hook to finish.
3. State your name after the tone.
4. **[1]** to end recording.
5. **[2]** to accept.
6. Go on-hook.

2.6 Common Service Commands and Navigation Commands

Commands for Changing the Current VPS Service

After going off-hook and dialling an extension number of the VPS, you can enter a service command to access certain VPS features quickly. While VPS guidance is being provided, you can also use service commands to, for example, switch to a different VPS service mode. Some of the more commonly used commands are listed below. For a complete list, see Appendix.

| | |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| # 2 | Activates Custom Service. You will be guided to enter a Custom Service number (1–100). |
| # 6 | Activates Voice Mail Service. You can record a message for another subscriber by entering his or her mailbox number when guided. You can also log in to your mailbox by entering this command followed by your mailbox number. |

| | |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| # 8 | Activates Automated Attendant Service. You can call an extension by dialling the desired extension number when guided. If the called party does not answer, the VPS can offer you other options, such as leaving a message, calling the operator, etc. Note that these options are available only when calling the extension via Automated Attendant Service, i.e. after you have entered this service command. |
|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Prompts-only Commands

The following commands can be used to help you navigate through VPS menus.

| | |
|-----|--------------------------------------|
| * | Takes you back to the previous menu. |
| 0 | Repeats the current menu. |
| # 7 | Takes you back to the Main Menu. |

VM Menu-only Command

| | |
|-----|----------------------------------------------------------|
| # # | Switches you to the Main Menu (top menu) of the prompts. |
|-----|----------------------------------------------------------|

Section 3

Message Playback and Related Features

3.1 Playing Messages

Callers and other subscribers can leave messages for you, and you can play them back later after you have logged in to your mailbox.

Messages in your mailbox are divided into 3 types:

a) New Messages:

Messages in your mailbox which you have not played back yet.

b) Old Messages:

Messages in your mailbox which you have played back but have not yet deleted.

c) Deleted Messages:

Messages in your mailbox which you have deleted. You can "recover" your deleted messages, after which they will be treated as old messages (see 5.20 Recovering Deleted Messages). If you do not recover deleted messages, they will be permanently deleted at the end of the next day.

When playing back a message, the VPS can also announce the message's "envelope"—the date and time of the message, and the message sender's information.

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Follow the prompts as necessary.
 - to play new messages.
 - to play old messages.
 - to play deleted messages.
4. Listen to the message.

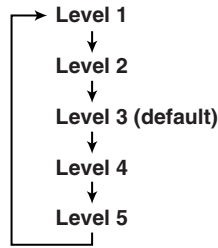
Additional features are available during and/or after message playback. Refer to the table below and press the appropriate dialling key. Note that certain features are not available depending on the message type (new, old, deleted).

| Key | Feature | Message Type | | |
|--------------|-------------------------------------------------------|--------------|-----|---------|
| | | New | Old | Deleted |
| [1] | Repeat the message | ✓ | ✓ | ✓ |
| [1] [1] | Replay the previous message | ✓ | ✓ | ✓ |
| [1] [2] | Play the next message | ✓ | ✓ | ✓ |
| [2] | Pause/restart message playback (during playback only) | ✓ | ✓ | ✓ |
| [2] [3] | Play the message envelope | ✓ | ✓ | ✓ |
| [2] [4] | Set Bookmark (during playback only) | ✓ | ✓ | — |
| [2] [5] | Start playback at the Bookmark | ✓ | ✓ | — |
| [2] [6] | Save this message as new | ✓ | — | — |
| [3] (+ [1]) | Delete this message | ✓ | ✓ | — |
| [3] | Recover this message | — | — | ✓ |
| [4] | Reply to this message | ✓ | ✓ | — |
| [5] * | Rewind (during playback only) | ✓ | ✓ | ✓ |
| [6] * | Fast-forward, skip envelope (during playback only) | ✓ | ✓ | ✓ |
| [7] | Transfer this message | ✓ | ✓ | — |
| [8] | Adjust playback volume (during playback only) | ✓ | ✓ | ✓ |
| [9] * | Adjust playback speed (during playback only) | ✓ | ✓ | ✓ |
| [9] [0] * | Play back at normal speed (during playback only) | ✓ | ✓ | ✓ |

*: These keys also function when using VM Menu.

Note

- VPS programming determines if the message envelope is played before each message, after each message, or only when you press [2] [3]. For more information, consult your System Administrator or System Manager.
- The VPS will automatically delete both new and old messages after a specified number of days have passed. Your System Administrator or System Manager controls how many days messages are retained for. Each time you play a new or old message, the message retention counter resets.
- When messages are deleted, they will be retained until the end of the next day. For example, if you delete a message Monday morning, it will be permanently deleted at the end of the day on Tuesday. Deleted messages can be recovered before then by pressing [3] during or after playback.
- A Bookmark allows you to set a point in a message that you can jump to quickly during playback (see 5.19 Bookmark). You can set one Bookmark for each message in your mailbox. If you set a second Bookmark in the same message, the previous one is deleted.
- During playback, you can adjust playback volume and speed by pressing [8] and [9] respectively. Press the desired key repeatedly to adjust the volume and speed as necessary. If volume or speed are at the highest setting, pressing the dialling key will select the lowest setting, as shown below.



3.2 Replying to Messages

You can reply to messages left in your mailbox by either calling back the caller or by leaving a message in the caller's mailbox.

Calling back is possible when the person who left you the message is another subscriber. Calling back outside callers is possible if their Caller ID information is received by the PBX and VPS, however, this feature is not available with certain PBXs and may be disabled by the System Administrator or System Manager for your mailbox.

Replying by leaving a message in the caller's mailbox is possible only if the caller is another subscriber (i.e., the person must have his or her own mailbox). When replying by leaving a message in the caller's mailbox, you can set any of the following:

a) Urgent Status:

The message will be heard before other messages by the recipient.

b) Private Status:

The recipient will not be able to forward the message, ensuring privacy.

c) Auto Receipt:

You will receive notification (receipt message) once the recipient has played back the message.

Finally, you can send your reply immediately or set a message delivery time. However, please note that you cannot reply to receipt messages.

Calling Back the Message Sender

1. Play back the desired message.
 - See 3.1 Playing Messages if necessary.
 - Only new and old messages can be replied to. To reply to a deleted message, recover the message first (see 5.20 Recovering Deleted Messages).
2. **[4]** after message playback.
3. **[1]** to call the sender.

Note

- Calling back outside callers (Caller ID Callback) is only available with Panasonic KX-T series PBXs using APT or DPT Integration. For more information, consult your System Administrator or System Manager.

Leaving a Message for the Sender

1. Play back the desired message.
 - See 3.1 Playing Messages if necessary.
 - Only new and old messages can be replied to. To reply to a deleted message, recover the message first (see 5.20 Recovering Deleted Messages).
2. **[4]** during or after message playback.
3. **[2]** to begin recording.
4. Speak after the tone.
 - You can pause and resume recording by pressing [2]. If you pause for more than 20

seconds, recording will stop automatically.

5. **[1]** to end recording.
6. **[2]** to accept.
7. **[1]** **[1]** to set the delivery time of the message.
[1] **[2]** to send the message immediately (continue from step 12).
8. Enter the desired delivery time, then **[#]** .
For example:
 - To enter 5:00, press [5] [#].
 - To enter 5:15, press [5] [1] [5] [#].
9. **[1]** for AM.
[2] for PM.
 - This option may not be available if the VPS is programmed to use 24-hour time.
10. Enter the day of the month for delivery, then **[#]** .
For example:
 - If today is February 16 and you enter [1] [7] [#], the message will be delivered tomorrow.
 - If today is February 16 and you enter [5] [#], the message will be delivered on March 5.
11. **[2]** to accept.
12. **[1]** to make the message urgent.
[2] to continue.
13. **[1]** to make the message private.
[2] to continue.

14. **[1]** to request a receipt.

[2] to continue.

15. Go on-hook.

Note

- Auto Receipt is not enabled by default. For more information, consult your System Administrator or System Manager.
- New urgent messages are played before any other messages. However, old urgent messages are played with other messages, in the original order.

3.3 Transferring Messages

You can transfer (forward) messages in your mailbox to other subscribers. However, please note that you cannot transfer receipt messages, or messages that were specified by the sender as "private".

When transferring a message, you can:

- a) Specify the recipient by entering another subscriber's mailbox number.
- b) Specify several recipients by entering a Personal Group Distribution List number (see 5.6 Personal Group Distribution Lists) or a Mailbox Group number.
- c) Record your own comments and send them along with the transferred message.

Specifying the Recipients by Number

1. Play back the desired message.
 - See 3.1 Playing Messages if necessary.
 - Only new and old messages can be transferred. To transfer a deleted message, recover the message first (see 5.20 Recovering Deleted Messages).
2. **[7]** during or after message playback.
3. Enter one of the following:
 - A mailbox number.
 - A Personal Group Distribution List number, then **[#]**.
 - A Mailbox Group number.
4. **[2]** to accept.
5. **[1]** to transfer the message without recording your comments (continue from step 8).
 - [2]** to record your comments.
6. Record your comments after the tone.
7. **[1]** to end recording.
8. **[2]** to accept.
9. Go on-hook.

Specifying the Recipients by Name (Dialling by Name)

1. Play back the desired message.
 - See 3.1 Playing Messages if necessary.

- Only new and old messages can be transferred. To transfer a deleted message, recover the message first (see 5.20 Recovering Deleted Messages).
2. **[7]** during or after message playback.
 3. **[#]** **[1]**
 4. Using the dialling keys, enter the first 3 or 4 letters of the desired recipient's name.
 5. **[1]** to select the announced name.
[2] to hear the next name.
[3] to repeat the current name.
 6. Enter one of the following:
[1] to transfer the message without recording your comments (continue from step 10).
[2] to record your comments.
 7. Record your comments after the tone.
 8. **[1]** to end recording.
 9. **[2]** to accept.
 10. Go on-hook.

Note

- No acknowledgement will be given to indicate the message has been transferred.

3.4 Remote Access

You can call the VPS while outside and log in to your mailbox in order to listen to your messages. There are 2 ways to log in to your mailbox remotely:

a) Automatic Log-in:

When logging in to your mailbox remotely from a preprogrammed outside telephone, you do not need to enter any special commands or your mailbox number. The VPS can recognise the telephone number you are calling from and therefore determine you are the caller (see 5.16 Assigning Your Telephone Numbers for Remote Automatic Log-in and Toll Saver). This feature is not available with certain PBXs and may be disabled by the System Administrator or System Manager for your mailbox.

b) Manual Log-in:

You need to enter the Voice Mail Service Command [#6] followed by [*] and your mailbox number. Manual Log-in is necessary when logging in to your mailbox when Automatic Log-in is not available with your PBX, when your mailbox is not programmed for Automatic Log-in, or when you are calling from a telephone number not programmed for Automatic Log-in.

Remote Automatic Log-in

1. Call the VPS from the preprogrammed outside telephone number.
 - Ask your System Administrator or System Manager what telephone number you should dial in order to access the VPS remotely.
2.
 - You can skip this step if your mailbox has no password.
3. to play back messages.
4. Follow the prompts or select one of the following as necessary.
 - to call an extension.
 - to call the operator.
5. when finished.
6. Go on-hook.

Note

- This feature is only available with Panasonic KX-T series PBXs using APT or DPT Integration. For more information, consult your System Administrator or System Manager.

Remote Manual Log-in

1. Call the VPS from an outside telephone.
 - Ask your System Administrator or System Manager what telephone number you should dial in order to access the VPS remotely.
2.

3. ***** and your mailbox number.
4. **Password** **#**
 - You can skip this step if your mailbox has no password.
5. **1** to play back new messages.
6. Follow the prompts or select one of the following as necessary.
 - #** **8** to call an extension.
 - #** **8** **0** to call the operator.
7. **#** **9** when finished.
8. Go on-hook.

Section 4 Sending Messages

4.1 Sending Messages— Overview

You can record messages and send them to other subscribers, to PBX extension users who do not have VPS mailboxes, and even to outside parties. Messages can be sent using one of the following features:

a) Message Delivery:

Sending a message to other subscribers (see 4.2 Message Delivery).

b) External Message Delivery:

Sending a message to parties that do not have VPS mailboxes, i.e., PBX extension users and outside parties (see 4.3 External Message Delivery).

There are several ways to determine the recipients of your messages. You can specify recipients by:

a) Mailbox number or subscriber name (specifies an individual recipient for Message Delivery).

b) Personal Group Distribution List number or Mailbox Group number (specifies a group of recipients for Message Delivery).

c) Extension number or telephone number (specifies an individual recipient for External Message Delivery).

d) External Message Delivery List number (specifies a group of recipients for External Message Delivery).

4.2 Message Delivery

You can send messages to other subscribers. You can specify message recipients either by number or by subscriber name.

To specify the recipients by number:

- a) Enter the subscriber's mailbox number.
- b) Enter a Personal Group Distribution List number (see 5.6 Personal Group Distribution Lists for creating your own Personal Group Distribution Lists).
- c) Enter a Mailbox Group number (these must be created by the System Administrator or System Manager; For more information, consult your System Administrator or System Manager).

To specify the recipients by name:

- a) Enter the first few letters of the subscriber's name (Dialling by Name feature).

Once you have specified the recipients, you can record a message. Before sending your message, you can set any of the following:

a) Urgent Status:

The message will be heard before other messages by the recipient.

b) Private Status:

The recipient will not be able to forward the message, ensuring privacy.

c) Auto Receipt:

You will receive notification once the recipient has played back the message.

Finally, you can send your message immediately or set a message delivery time.

Sending a Message

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Continue from "Specifying the Recipients by Number" or "Specifying the Recipients by Name (Dialling by Name)".

Specifying the Recipients by Number

1. Enter one of the following:
A mailbox number.
A Personal Group Distribution List number, then .
A Mailbox Group number.
2. to accept.
3. Continue from "Recording Your Message".

Specifying the Recipients by Name (Dialling by Name)

1.
2. Using the dialling keys, enter the first 3 or 4 letters of the desired recipient's name.
3. to select the announced name.
 to hear the next name.
 to repeat the current name.
4. Continue from "Recording Your Message".

Recording Your Message

1. **[1]** to record your message.
 - Press [2] to add another recipient (continue from "Specifying the Recipients by Number" or "Specifying the Recipients by Name (Dialling by Name)").
 - Press [3] to review the recipients.
2. Speak after the tone.
 - You can pause and resume recording by pressing [2]. If you pause for more than 20 seconds, recording will stop automatically.
3. **[1]** to end recording.
4. **[2]** to accept.
5. **[1] [1]** to set the delivery time of the message.

[1] [2] to send the message immediately (continue from step 10).
6. Enter the desired delivery time, then **[#]** .
For example:
 - To enter 5:00, press [5] [#].
 - To enter 5:15, press [5] [1] [5] [#].
7. **[1]** for AM.

[2] for PM.

 - This option may not be available if the VPS is programmed to use 24-hour time.

8. Enter the day of the month for delivery, then **[#]** .
For example:
 - If today is February 16 and you enter [1] [7] [#], the message will be delivered tomorrow.
 - If today is February 16 and you enter [5] [#], the message will be delivered on March 5.
9. **[2]** to accept.
10. **[1]** to make the message urgent.

[2] to continue.
11. **[1]** to make the message private.

[2] to continue.
12. **[1]** to request a receipt.

[2] to continue.
13. Go on-hook.

Note

- Auto Receipt is not enabled by default. For more information, consult your System Administrator or System Manager.
- New urgent messages are played before any other messages. However, old urgent messages are played with other messages, in the original order.

4.3 External Message Delivery

You can send messages to outside parties and to PBX extension users who do not have their own VPS mailboxes. After you record your message, the VPS will dial the appropriate telephone numbers and/or extension numbers, and once the party on the other end answers the call, the VPS can play back your recorded message. You can specify message recipients by:

- a) Extension number
- b) Outside telephone number
- c) External Message Delivery List number (see 5.7 External Message Delivery Lists)

Unlike recipients who have their own VPS mailboxes, you have no way of knowing who may answer the call when the VPS sends an External Delivery Message. To protect the privacy of your messages, you may assign a password that must be entered by the other party before your message is played back.

You can set Auto Receipt so that you will receive notification once the recipient has played back your message. You can also send your message immediately or set a message delivery time. Finally, recipients of an External Delivery Message can reply to your message, and can even set urgent and private message status.

Note

- This feature must be enabled for your mailbox by the System Administrator or System Manager.
- If you have any difficulties using this feature, consult your System Administrator.

Sending an External Delivery Message

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Continue from "Specifying a Single Recipient" or "Specifying Multiple Recipients (External Message Delivery List)".

Specifying a Single Recipient

1.
2. Enter the outside line access number needed for making outside calls.
 - To specify a PBX extension instead of an outside telephone number, enter the extension number, then continue from step 4.
3. Enter the outside party's telephone number (including area code if needed).
 - To insert a pause or special command in the middle of the telephone number, pause momentarily while entering the telephone number. The VPS will announce a list of available options, for example, "To insert a pause, press [5]. Press [4] to continue entering the telephone number."
4. to accept.
5. Enter a 4-digit password required for listening to the message.

- Press [#] if you do not want to set a password.
6. State the recipient's name after the tone.
 7. **[1]** to end recording.
 8. **[#]** for immediate delivery, then continue from "Recording Your Message".
 - To set message delivery time, continue from "Setting Message Delivery Time".

Specifying Multiple Recipients (External Message Delivery List)

1. **[2]**
2. Enter the desired list number (**[1]** or **[2]**).
3. Enter a 4-digit password required for listening to the message.
 - Press [#] if you do not want to set a password.
4. **[#]** for immediate delivery, then continue from "Recording Your Message".
 - To set message delivery time, continue from "Setting Message Delivery Time".

Setting Message Delivery Time

1. Enter the desired delivery time, then **[#]**.
For example:
 - To enter 5:00, press [5] [#].
 - To enter 5:15, press [5] [1] [5] [#].

2. **[1]** for AM.
[2] for PM.
 - This option may not be available if the VPS is programmed to use 24-hour time.
3. Enter the day of the month for delivery, then **[#]**.
For example:
 - If today is February 16 and you enter [1] [7] [#], the message will be delivered tomorrow.
 - If today is February 16 and you enter [5] [#], the message will be delivered on March 5.

Recording Your Message

1. **[1]** to request a receipt.
[2] to continue.
2. **[2]** to accept.
3. Record your message after the tone.
 - You can pause and resume recording by pressing [2]. If you pause for more than 20 seconds, recording will stop automatically.
4. **[1]** to end recording.
5. **[2]** to accept.
6. Go on-hook.

Note

- If you set a password required for listening to the message, make sure you notify each recipient what the password is.

- If your PBX uses PRI lines, you may need to enter [#] at the end of outside telephone numbers. For more information, consult your System Administrator.
- Auto Receipt is not enabled by default. For more information, consult your System Administrator or System Manager.

4.4 Receiving External Delivery Messages

When you send an External Delivery Message, the VPS will call each of the specified recipients. When a recipient answers the call, the VPS will guide him or her through the following procedure. After a recipient has listened to an External Delivery Message, he or she can send you a reply to your message, and even set urgent or private message status.

1. **[1]** to receive the message.
2. Enter the 4-digit password, then **[#]**.
 - If you did not set a password, this step will be skipped.
3. The message is played back.
4. **[2]** to reply.
 - To end the call, press [~~X~~], then go on-hook to finish.
5. Record a reply.
6. **[1]** to end recording.
7. **[2]** to accept.
8. **[1]** to make the message urgent.
[2] to continue.
9. **[1]** to make the message private.
[2] to continue.
10. Go on-hook.

Note

- If the recipient enters an incorrect password 3 times, the VPS will announce the following information if it has been programmed. This information can help the recipient track down the message or message sender (you).
 - Company name
 - Callback telephone number
 - Your subscriber name
- The VPS may be able to guide recipients using a different language. For more information, consult your System Administrator.

Section 5 Other Features

5.1 Call Transfer

When a call reaches your extension via the Automated Attendant service, normally your extension will ring and you can answer the call. If you use the Call Transfer feature, however, the VPS can handle the call in a number of ways. The status you set for Call Transfer determines what happens to the call. You can set one of the following:

Call Blocking: The call will be handled by the Incomplete Call Handling feature (see 5.2 Incomplete Call Handling), which allows you to have your calls ring at another extension, transferred to your mailbox, transferred to the operator, etc. The call will not ring at your extension. The call will be handled according to the settings you have made for Incomplete Call Handling for No Answer.

Call Screening: The VPS will prompt the caller to record his or her name. If you are available to answer calls, the VPS will ring your extension and play back the name of the caller. You can then answer the call if you choose. If you do not or cannot answer the call, the call will be handled according to the settings you have made for Incomplete Call Handling for No Answer.

Intercom Paging: The VPS will page you using the Intercom Paging feature of the PBX. The call will not ring at your extension. Your name will be announced to alert you to the call. This feature is available with certain PBXs only. If you do not or cannot answer the call, the call will be handled according to the settings you have made for Incomplete Call Handling for No Answer.

Beeper (Pager) Access: The VPS will prompt the caller to enter his or her telephone number, then will send the caller's telephone number to your beeper (pager) so you can return the call.

Transfer to Mailbox: The VPS will transfer the caller to your mailbox where he or she can leave a message for you. The call will not ring at your extension.

Transfer to Custom Service: The VPS will transfer the caller to the Custom Service you specify here. The call will not ring at your extension.

Disable Call Transfer: Turns the Call Transfer feature off. The call will ring at your extension.

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Select the desired Call Transfer status.
 - for Call Blocking.
 - for Call Screening.
 - for Intercom Paging.
 - for Beeper (Pager) Access.
 - for Transfer to Mailbox.
 - for Transfer to Custom Service.
 - for Disable all Transfer.
4. Follow the prompts as necessary.
 - The prompts heard will vary depending on the feature you set in step 3.
5. Go on-hook.

Note

- Intercom Paging is only available with Panasonic KX-T series PBXs using APT or DPT Integration. For more information, consult your System Administrator or System Manager.

5.2 Incomplete Call Handling

When a call is directed to your extension via the Automated Attendant service, Incomplete Call Handling will handle the calls if:

- a) You do not answer the call (These calls are considered "no answer" calls).
- b) You are on another call (These calls are considered "busy" calls).
- c) You have set Call Blocking (see 5.1 Call Transfer).

The status you set for Incomplete Call Handling determines what happens to these calls. You can set one or more of the following for no answer calls and for busy calls separately. If you select more than one option, the caller will be prompted to select his or her desired option.

Leaving a Message: The VPS will transfer the caller to your mailbox where he or she can leave a message for you.

Transfer to Covering Extension: The VPS will transfer the caller to your Covering Extension (see 5.3 Assigning Your Covering Extension). If you have not assigned your Covering Extension, this option is not available.

Intercom Paging: The VPS will page you using the Intercom Paging feature of the PBX. Your name will be announced to alert you to the call. This feature is available with certain PBXs only.

Beeper (Pager) Access: The VPS will prompt the caller to enter his or her telephone number, then will send the caller's telephone number to your beeper (pager) so you can return the call.

Transfer to Custom Service: The VPS will transfer the caller to the Custom Service you specify here.

Transfer to Operator: The VPS will transfer the caller to the operator.

Return to Top Menu: The caller is returned to the top menu of the Automated Attendant service and can then choose to call a different extension.

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. for no answer calls.
 for busy calls.
4. Select the desired Incomplete Call Handling status.
 - for Leaving a Message.
 - for Transfer to Covering Extension.
 - for Intercom Paging.
 - for Beeper (Pager) Access.
 - for Transfer to Custom Service.
 - for Transfer to Operator.
 - for Return to Top Menu.
5. Follow the prompts as necessary.
 - The prompts heard will vary depending on the feature you set in step 4.
6. to change.
 to accept.
7. Continue from step 4 to select additional options, or go on-hook if finished.
8. Go on-hook.

Note

- When Call Blocking is enabled, blocked calls are treated by Incomplete Call Handling for no answer calls.
- Intercom Paging is only available with Panasonic KX-T series PBXs using

APT or DPT Integration. For more information, consult your System Administrator or System Manager.

5.3 Assigning Your Covering Extension

A Covering Extension is an extension that receives your calls instead of you. Your calls can be transferred to your Covering Extension in 2 ways:

a) By the Incomplete Call Handling Feature:

When the Incomplete Call Handling feature handles the call (i.e., if you do not answer, if you are on another call, or if you have set Call Blocking), it will transfer to your Covering Extension if you have set Incomplete Call Handling to "Transfer to Covering Extension" (see 5.2 Incomplete Call Handling).

b) By Pressing [0]:

If the caller presses [0] during your greeting message or while recording a message for you, the call will be transferred to your Covering Extension.

Note

- You can change the dialling key that transfers your callers to your Covering Extension. If you assign the "Transfer to Operator" option in your Personal Custom Service to a dialling key other than [0], callers who press that dialling key will be transferred to your Covering Extension (see 5.17 Personal Custom Service).
- If you do not assign your Covering Extension, callers will be transferred to the operator instead.

- Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
- [4]** **[2]**
- Enter the desired extension number.
 - If you have already assigned your Covering Extension and want to assign a different extension, press [1] before entering the desired extension number.
- [2]** to accept.
- Go on-hook.

Note

- Once you assign a Covering Extension, remember to tell callers in your greeting message that they can "press [0] to be transferred to (name of your Covering Extension)".

5.4 Interview Mailbox

An interview mailbox is a mailbox designed to ask questions to callers and record their answers. If you have an interview mailbox (not all subscribers do), you can record up to 10 questions and set the answer recording time individually for each question from 1 to 60 seconds.

Your interview mailbox can be used, for example, to allow callers to place orders or request information from your company. You can ask them to record their names, address, and order or request information, and then you can note their information later while playing back their messages. You can even ask your System Administrator to create a Custom Service, for example, to record customer information for callers who call after business hours when your staff have already gone home for the day.

Recording Questions

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2. **6** **1** **1**
3. **1** to change (record or re-record) this question, then continue from step 4.
2 to skip to the next question, then repeat this step.
3 to skip to the previous question, then repeat this step.
4 to select a specific question.
 - Enter the question number and [#], then repeat this step.
4. Record the question.
5. **1** to end recording.
6. **2** to accept.
7. Continue from step 3, or go on-hook if finished.

Changing Answer Lengths

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2. **6** **1** **2**
3. **1** to change the answer length, then continue from step 4.
2 to skip to the next question, then repeat this step.
3 to skip to the previous question, then repeat this step.
4 to select a specific question.

- Enter the question number and [#], then repeat this step.
4. Enter the answer length (1–60) in seconds.
 5. Continue from step 3, or go on-hook if finished.

Deleting Questions

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. to delete the current question.
 to skip to the next question, then repeat this step.
 to skip to the previous question, then repeat this step.
 to select a specific question.
 - Enter the question number and [#], then repeat this step.
4. Go on-hook if finished.

Note

- If you would like to use this feature, you must first be assigned an Interview Mailbox. For more information, consult your System Administrator.

5.5 Message Reception Mode

If you have an interview mailbox (see 5.4 Interview Mailbox) in addition to your regular mailbox, Message Reception Mode determines which mailbox is used when:

- a) Calls are directed to your mailbox by the "Leaving a Message" setting of the Incomplete Call Handling feature (see 5.2 Incomplete Call Handling).
- b) Your extension is a Logical Extension (i.e., your mailbox receives your calls automatically, perhaps because you do not have your own telephone for regular use).

-
1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
 2. 4 3
 3. 1 to toggle between Interview Mode (interview mailbox) and Message Recording Mode (regular mailbox).
 4. Go on-hook.

Note

- Not all subscribers have interview mailboxes. For more information, consult your System Administrator or System Manager.

5.6 Personal Group Distribution Lists

Personal Group Distribution Lists allow you to send messages to several subscribers at once (see 4.2 Message Delivery). You can create and edit 4 Personal Group Distribution Lists, and these lists can only be used by you. You can assign 40 group members (subscribers) to each list and record a name for each group (for example, "Sales Team", "Department Heads", etc.).

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Enter the desired Personal Group Distribution List number (1–4).
4. to record a name for the group.
5. State the list name after the tone.
6. to end recording.
7. to accept.
8. to add.
9. Enter the mailbox number of the subscriber you wish to add to the list.
10. to add the subscriber to the list.
11. to add more subscribers to the list, then continue from step 8.
 - to end.
12. Go on-hook.

Deleting Members from Personal Group Distribution Lists

You can delete members of your Personal Group Distribution Lists one by one or all at once.

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Enter the desired Personal Group Distribution List number (1–4).

4. **[3]** to delete a group member.
5. **[1]** to delete all members, then go on-hook to finish.
[2] to delete one member.
6. **[1]** to delete the announced member.
[2] to keep the member and announce the next member.
 - Repeat this step to delete other members.
7. Go on-hook.

Changing Personal Group Distribution List Names

You can change or delete Personal Group Distribution List names.

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2. **[3]** **[4]**
3. Enter the desired Personal Group Distribution List number (1–4).
4. **[1]** to change the list name.
5. **[1]** to change (record) the list name.
[3] to delete the list name, then go on-hook to finish.
6. State the list name after the tone.
7. **[1]** to end recording.
8. **[2]** to accept.
9. Go on-hook.

Note

- The System Administrator can create "Mailbox Groups", which are similar to Personal Group Distribution Lists except they can be used by other subscribers. For more information, consult your System Administrator or System Manager.

5.7 External Message Delivery Lists

Your External Message Delivery Lists allow you to send messages to several outside parties and PBX extension users who do not have their own VPS mailboxes at once (see 4.3 External Message Delivery). You can create and edit 2 External Message Delivery Lists, and these lists can only be used by you. You can assign up to 8 members to each list and record a name for each member.

Creating or Adding to an External Message Delivery List

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2. **[6]** **[2]** **[2]**
3. **[1]** for list number 1.
[2] for list number 2.
4. **[1]**
5. Enter the outside line access number needed for making outside calls.
 - To store an extension number, simply enter the extension number then continue from step 7.
6. Enter the outside telephone number (including area code if needed).
 - To insert a pause or special command in the middle of the telephone number, pause momentarily while entering the telephone number. The VPS will announce a list of available options, for example, "To insert a pause, press [5]. Press [4] to continue entering the telephone number."
7. **[2]** to accept.
8. State the member's name after the tone.
9. **[1]** to end recording.
10. **[2]** to add the member.

11. **1** to add another member, then continue from step 5.
2 to end.
12. Go on-hook.

Deleting Members from an External Message Delivery List

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2. **6** **2** **2**
3. **1** for list number 1.
2 for list number 2.
4. **2**
5. **1** to delete all members, then continue from step 7.
2 to delete one member.
6. **1** to delete the announced member.
2 to keep the member and announce the next member.
 - Repeat this step to delete other members.
7. Go on-hook.

5.8 Message Waiting Notification

The Message Waiting Notification feature lets you know you have received new messages in your mailbox by:

Message Waiting Lamp: The message lamp on your telephone (if it has one) will light when you receive a new message. If you have a compatible PBX and Panasonic telephone with a 6-line display, you can also see the number of new messages you have on your display.

Device Notification: Notifying you via a "device", i.e., an outside telephone, another PBX extension, your mobile phone, beeper (pager), etc. You can assign three different devices. For each device, you have the option of receiving notification for urgent messages only, or for all messages. You can also choose to receive notification during certain hours only (called "scheduling"), useful if you do not want to be disturbed at night, for example. For more information on scheduling, consult your System Administrator.

If you turn device notification on for more than one device, the lowest numbered device (1, 2, or 3) will be used first. If notification is not possible (for example, if your outside telephone is busy), the next device will be used.

Message notification by e-mail may also be available for your mailbox (see 5.9 E-mail Integration (Message Notification by E-mail)).

Turning Message Waiting Lamp Notification On/Off

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. to enable/disable lamp notification.
4. Go on-hook.

Note

- Displaying the number of new messages is only available with Panasonic KX-TDA series PBXs using DPT Integration. For more information, consult your System Administrator or System Manager.

Turning Device Notification On/Off

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Enter the desired device number (1–3).
4. to send notification for all messages.
 - to send notification for urgent messages only.
5. to use a preprogrammed schedule.
 - to receive notification always (continuously).
 - to not receive notification at all (i.e. turn off).

6. Go on-hook.

Changing Device Numbers

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2. [5] [3]
3. Enter the desired device number (1–3).
4. [1] to change the assigned number.
 - To delete the assigned number, press [3] then go on-hook to finish.
5. Enter the outside line access number needed for making outside calls.
 - To store an extension number, simply enter the extension number then continue from step 7.
6. Enter the outside telephone number (including area code if needed).
 - To insert a pause or special command in the middle of the telephone number, pause momentarily while entering the telephone number. The VPS will announce a list of available options, for example, "To insert a pause, press [5]. Press [4] to continue entering the telephone number."
 - If you insert a beeper (pager) display command here, the VPS will prompt callers to enter their telephone numbers. Caller telephone numbers can then be sent to your beeper (pager).

This feature may be disabled for your mailbox.

7. [2] to accept.
8. [1] if the assigned number is a telephone number.
[2] if the assigned number is a beeper (pager) number.
9. Go on-hook.

Note

- If your PBX uses PRI lines, you may need to enter [#] at the end of outside telephone numbers. Consult your System Administrator for more information.

5.9 E-mail Integration (Message Notification by E-mail)

When you receive new messages in your mailbox, you can receive notification by e-mail. The recorded message can also be added to the e-mail as an attachment. Consult your System Administrator for more information.

5.10 Personal Greeting for Caller ID

You can record personalised greetings for specific callers. If you have assigned their telephone numbers (Caller ID numbers) to a personalised greeting, they will hear the appropriate greeting when they call you, instead of your other greeting messages normally played for callers.

You can record 4 personalised greetings and assign 8 callers to each greeting. Record your personalised greetings before assigning Caller ID numbers.

This feature is not available with certain PBXs and may be disabled by the System Administrator or System Manager for your mailbox.

Recording a Personalised Greeting for the First Time

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Enter the personalised greeting number (1–4).
4. Record your greeting message after the tone.
5. to end recording.
6. to accept.
7. Go on-hook.

Changing a Personalised Greeting

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Enter the personalised greeting number (1–4).
4. to change the greeting, then continue from step 4, "Recording a Personalised Greeting for the First Time".
 - to delete the greeting.
5. Go on-hook.

Assigning Caller ID Numbers for the First Time

1. Log in to your mailbox.

- See 2.1 Logging in to Your Mailbox if necessary.
2. **3** **1** **4**
 3. Enter the personalised greeting number (1–4).
 4. **2** to accept.
 5. Enter the Caller ID number (caller's telephone number, 20 digits max.) then **#**.
 - While entering a Caller ID number, you can press [*****] to enter a "wild card". This allows several telephone numbers to match the Caller ID number that you assigned. For example, if you store the Caller ID number as "012[*****]...[*****]" (enter the number of [*****]s as required for telephone numbers in your area/country), any telephone number that begins with "012" (for example, all callers from the "012" area code) will hear your personalised greeting.
 6. **2** to accept.
 7. **1** to add more Caller ID numbers, then continue from step 5.
 - 2** to end.
 8. Go on-hook.

To Add, Delete, or Review Caller ID Numbers Later

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.

2. **3** **1** **4**
3. Enter the personalised greeting number (1–4).
4. **2** to accept.
5. **1** to add a Caller ID number, then continue from step 5, "Assigning Caller ID Numbers for the First Time".
 - 2** to delete a Caller ID number.
 - 3** to review all assigned Caller ID numbers, then go on-hook when finished.
6. **1** to delete all numbers, then go on-hook to finish.
 - 2** to delete one number.
7. **1** to delete the announced number.
 - 2** to keep the number and announce the next number, then repeat this step.
8. Go on-hook when finished.

Note

- In order for this feature to function properly, your PBX must be able to receive Caller ID information. For more information, consult your System Administrator or System Manager.
- This feature is only available with Panasonic KX-T series PBXs using APT or DPT Integration. For more information, consult your System Administrator or System Manager.

5.11 Personal Caller Name Announcement

By storing caller telephone numbers and recording caller names, you can have the VPS announce the caller name to you when:

- a) You play back a message from one of the assigned callers.
- b) The VPS transfers a call to you from one of the assigned callers.
- c) The VPS pages you to inform you that you have a call from one of the assigned callers.

This feature utilises Caller ID; telephone numbers assigned for this feature are referred to as "Caller ID numbers". This feature is not available with certain PBXs and may be disabled by the System Administrator or System Manager for your mailbox.

Assigning Caller ID Numbers and Recording Names

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. Enter the Caller ID number (caller's telephone number, 20 digits max.) then .
4. to accept.
5. State the caller's name after the tone.
6. to end recording.
7. to accept.
8. to add more Caller ID numbers, then continue from step 4.
 to end.
9. Go on-hook.

Changing Caller ID Numbers and Recorded Names

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. to change the Caller ID number, then continue from step 4, "Assigning Caller ID Numbers and Recording Names".
 to change the caller's name, then continue from step 6, "Assigning Caller ID Numbers and

Recording Names".

3 to accept the current item as is and skip to the next item, then repeat this step.

4. Go on-hook when finished.

Deleting Caller ID Numbers and Recorded Names

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2. **3** **5** **3**
3. **1** to delete all numbers, then go on-hook to finish.
2 to delete one number.
4. **1** to delete the announced number.
2 to keep the number and announce the next number, then repeat this step.
5. Go on-hook when finished.

Note

- The number of callers you can assign for this feature is controlled by the System Administrator or System Manager.
- In order for this feature to function properly, your PBX must be able to receive Caller ID information. For more information, consult your System Administrator or System Manager.
- This feature is only available with Panasonic KX-T series PBXs using APT or DPT Integration. For more information, consult your System Administrator or System Manager.

5.12 Live Call Screening (LCS)

If you have a Panasonic telephone that is compatible with this feature, you can screen your calls. When you receive a call, you can listen to the caller as he or she leaves a message in your mailbox, then answer the call if you choose.

This feature is not available with certain PBXs and may be disabled by the System Administrator for your mailbox.

There are 2 modes for LCS:

Hands-free Mode: When a caller is leaving you a message, you will hear the caller's voice through your telephone's speaker. You can speak to the caller by going off-hook.

Private Mode: When a caller is leaving you a message, you will hear a notification tone. You can hear the caller's voice by lifting your telephone's handset. You can speak to the caller by pressing a customised button on your telephone.

Note

- This feature is only available with Panasonic KX-T series PBXs using APT or DPT Integration. For more information, consult your System Administrator or System Manager.
- This feature is only available with Panasonic proprietary telephones and portable stations. To use Hands-free Mode, your telephone must have a speaker.
- For more information about this feature, refer to the User Manual of your PBX.

5.13 Recording Your Conversations

If you have a Panasonic telephone that is compatible with these features, you can record your telephone conversations.

This feature is not available with certain PBXs.

There are 3 features that allow you to record your conversations:

Two-way Record (TWR): By pressing the button on your telephone that is assigned as the TWR button, you can record the current conversation into your own mailbox.

Two-way Transfer (TWT): By pressing the button on your telephone that is assigned as the TWT button and then entering a subscriber's extension number, you can record the current conversation into that subscriber's mailbox.

One-touch Two-way Transfer (One-touch TWT): By pressing a button on your telephone previously assigned as a One-touch TWT button, you can record the current conversation into a specific subscriber's mailbox. Because you assign the extension number when you create the button on your telephone, you do not need to enter the extension number when using this feature.

Note

- Before using these features, inform the other party you will be recording the conversation.
- Recording time when using these features may be limited. For more information, consult your System Administrator.
- Two-way Record (TWR) and Two-way Transfer (TWT) are only available with Panasonic KX-T series PBXs using APT or DPT Integration. One-touch

Two-way Transfer (One-touch TWT) is only available with Panasonic KX-TDA series PBXs using DPT Integration. For more information, consult your System Administrator or System Manager.

- These features is only available with Panasonic proprietary telephones and portable stations.
- For more information about these features, refer to the User Manual of your PBX.
- If all VPS ports are busy when you try to use one of these features, you will hear a warning tone, dial tone, or busy tone, depending on the feature you are trying to use.

5.14 Remote Call Forwarding

You can program the VPS to forward your calls to another extension or to an outside telephone (if authorised). You can do this even when you are away from the office.

This feature is not available with certain PBXs and may be disabled by the System Administrator or System Manager for your mailbox.

When activating Remote Call Forwarding, you can select one of the following options:

Forward All Calls: All your calls will be forwarded to a specified extension.

Forward Busy Calls: Your calls are forwarded to a specified extension if you are already on another call.

Forward No Answer Calls: Your calls are forwarded to a specified extension if you do not answer your telephone.

Forward Busy and No Answer Calls: Your calls are forwarded to a specified extension if you are busy or do not answer your telephone.

Forward to an Outside Line: All your calls are forwarded to the specified outside telephone number if you are authorised to use this feature.

Assigning Outside Telephone Numbers for Remote Call Forwarding

Before you can forward your calls to an outside telephone, you should first store the telephone numbers you plan on using with this feature. You can store 2 telephone numbers for use with Remote Call Forwarding.

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox or 3.4 Remote Access, if necessary.
2.
3. to change telephone number 1.
 to change telephone number 2.
 - If you have already set a telephone number and wish to change it, press [1] after selecting telephone number 1 or 2.
4. Enter the outside line access number needed for making outside calls.
5. Enter the outside party's telephone number (including area code if needed, 24 digits max.).
6. to accept.
7. Go on-hook.

Note

- If you change one of the outside telephone numbers for Remote Call Forwarding, you will need to set Remote Call Forwarding to "Forward to an outside line" once again before the new outside telephone number will be used as the forward destination. If

you do not do this, the old telephone number will continue to be used.

- The number of digits that can be stored for outside telephone numbers depends on the PBX being used. For more information, consult your System Administrator or System Manager.

Setting and Cancelling Remote Call Forwarding

You can set and cancel Remote Call Forwarding even when you are away from the office (see 3.4 Remote Access).

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox or 3.4 Remote Access, if necessary.
2. **6** **3**
3. **1** to forward all calls.
2 to forward busy calls only.
3 to forward no answer calls only.
4 to forward busy and no answer calls only.
5 to forward all to an outside line, then continue from step 5.
 - This option is announced only if you are authorised to use it. For more information, consult your System Administrator or System Manager.**6** to cancel call forwarding, then continue from step 8.
4. Enter the extension number of the transfer destination, then continue from step 8.
5. **1** to set telephone number 1, then continue from step 8.

2 to set telephone number 2, then continue from step 8.

3 to set another telephone number

6. Enter the outside line access number needed for making outside calls.
7. Enter the outside party's telephone number (including area code if needed, 24 digits max.).
8. **2** to accept.
9. Go on-hook.

Note

- This feature is only available with Panasonic KX-T series PBXs using DPT Integration. For more information, consult your System Administrator or System Manager.
- The number of digits that can be stored for outside telephone numbers depends on the PBX being used. For more information, consult your System Administrator or System Manager.

5.15 Assigning and Cancelling Telephone Numbers for Call Transfer to Outside Line

When you assign a telephone number for Call Transfer to Outside Line, your calls will be transferred to the assigned telephone number when:

- a) You have set Call Screening (see 5.1 Call Transfer).
- b) You have set Disable Call Transfer (see 5.1 Call Transfer).

Assigning Telephone Numbers for Call Transfer to Outside Line

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2. **4 6**
 - If you have already stored a telephone number and wish to change it, press [1] before continuing.
3. Enter the outside line access number needed for making outside calls.
4. Enter the outside party's telephone number (32 digits max.) including area code if needed.
5. **2** to accept.
6. Go on-hook.

Cancelling Telephone Numbers for Call Transfer to Outside Line

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2. **4 6 3**
3. Go on-hook.

Note

- This feature must be enabled for your mailbox by the System Administrator or System Manager.
- If your PBX uses PRI lines, you may need to enter [#] at the end of outside telephone numbers. Consult your System Administrator for more information.

5.16 Assigning Your Telephone Numbers for Remote Automatic Log-in and Toll Saver

When logging in to your mailbox remotely (i.e., from an outside telephone) to listen to your messages, the Remote Automatic Log-in (see 3.4 Remote Access) and Toll Saver (see Glossary) features identify you by recognising your telephone number. In order to use these features, you must first store the telephone numbers that you will use to access your mailbox remotely.

Automatic Log-in and Toll Saver are not available with certain PBXs and may be disabled by the System Administrator or System Manager for your mailbox.

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. to change telephone number 1.
 - to change telephone number 2.
 - If you have already set a telephone number and wish to change it, press [1] after selecting telephone number 1 or 2.
4. Enter your outside telephone number (20 digits max.) including area code if needed.
5. to accept.
6. Go on-hook.

Note

- In order for Remote Automatic Log-in and Toll Saver to function properly, your PBX must be able to receive Caller ID information. For more information, consult your System Administrator or System Manager.
- Remote Automatic Log-in and Toll Saver are only available with Panasonic KX-T series PBXs using APT or DPT Integration. For more information, consult your System Administrator or System Manager.
- The System Administrator or the System Manager must enable Automatic Log-in and Toll Saver for your mailbox before it can be used.

5.17 Personal Custom Service

A Personal Custom Service is a set of options you can present to your callers, allowing them to press buttons on their telephones in order to access certain features. You should explain the options available to your callers in each of your personal greeting messages, for example, "This is (name). I can't take your call right now. Press [1] to leave me a message. Press [2] to speak with my assistant. Press [3] to dial another extension...". For details on recording your greeting messages, see 2.3 Changing or Deleting Your Personal Greeting Messages or 5.10 Personal Greeting for Caller ID.

You can create your own personal custom service and allow your callers to access the following features:

Transfer to Mailbox: The VPS will transfer the caller to your mailbox (or another mailbox you specify here) where he or she can leave a message.

Transfer to Extension: The VPS will transfer the caller to the extension you specify when creating the custom service.

Transfer to Outside: The VPS will transfer the caller to the outside telephone number you specify when creating the custom service. This feature must be enabled for your mailbox by the System Administrator or System Manager.

Transfer to Custom Service: The VPS will transfer the caller to the Custom Service you specify here.

Voice Mail Service: The VPS will prompt the caller to enter a mailbox number and leave a message.

Automated Attendant Service: The VPS will prompt the caller to dial an extension number in order to speak with someone else.

Intercom Paging: The VPS will page you using the Intercom Paging feature of the PBX. Your name will be announced to alert you to the call. This feature is available with certain PBXs only.

Repeat Greeting: The caller can play your greeting message back from the beginning in order to listen to your Personal Custom Service options once again.

Transfer to Operator: The VPS will transfer the caller to the operator, or to your Covering Extension if you have assigned one (see 5.3 Assigning Your Covering Extension).

You can also select what happens when a caller makes no selection (No DTMF Input Operation) while listening to your greeting, perhaps because the caller is using a rotary/pulse telephone. The caller can either be transferred to your mailbox or be disconnected.

Creating Your Personal Custom Service

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2. **3** **8** **1**
3. Press the desired dialling key (0, 3–9) that you want to assign an option to.
4. **1** (skip this step if you are creating your Personal Custom Service for the first time.)
5. **1** to transfer to a mailbox, then enter the desired mailbox number.
 - 2** to transfer to an extension, then enter the desired extension number.
 - 3** to transfer to an outside telephone (may not be available).
 - Next enter the outside line access number and the desired outside telephone number (including area code if needed).
 - 4** to transfer to a Custom Service, then enter the desired Custom Service number.
 - 5** to activate Voice Mail Service.
 - 6** to activate Automated Attendant Service (Call Transfer Service).
 - 7** to activate paging.
 - 8** to repeat the greeting.
 - 9** to transfer to the operator.

6. **2** to accept.
7. Go on-hook.

Deleting Options from Your Personal Custom Service

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2. **3** **8** **1**
3. Press the desired dialling key (0, 3–9) that you want to delete an option from.
4. **3**
5. Go on-hook.

To Select the No DTMF Input Operation

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2. **3** **8** **1**
3. **1** to select the No DTMF Input Operation.
4. **1**
5. **1** for message recording.
 - 2** to disconnect the caller.
 - 3** for disconnect the caller after hours (message recording for all other times).
6. **2** to accept.
7. Go on-hook.

To Confirm the Settings for Your Personal Custom Service

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2. **3** **8**
3. **2** to review.
4. Go on-hook.

Note

- The System Administrator or the System Manager must enable Transfer to Outside for your mailbox before it can be used.
- The Transfer to Outside option can be used a maximum of 4 times in your Personal Custom Service.
- Intercom Paging is only available with Panasonic KX-T series PBXs using APT or DPT Integration. For more information, consult your System Administrator or System Manager.
- If your PBX uses PRI lines, you may need to enter [#] at the end of outside telephone numbers. For more information, consult your System Administrator.

5.18 Timed Reminder

Timed Reminder is a PBX feature that is similar to an alarm clock; you can set your telephone to ring at a set time once or daily. When you go off-hook to answer a Timed Reminder, a special dial tone or prerecorded message will be heard.

This feature is not available with certain PBXs.

1. Log in to your mailbox.
 - See 2.1 Logging in to Your Mailbox if necessary.
2.
3. to change the setting.
 - to accept the current setting, then go on-hook to finish.
 - to cancel (turn off) the Timed Reminder, then go on-hook to finish.
4. Enter the desired time, then .

For example:

 - To enter 5:00, press [5] [#].
 - To enter 5:15, press [5] [1] [5] [#].
5. for AM.
 - for PM.
 - This option may not be available if the VPS is programmed to use 24-hour time.
6. to set once.
 - to set daily.
7. to accept.
8. Go on-hook.

Note

- This feature is only available with Panasonic KX-TDA series PBXs using DPT Integration. For more information, consult your System Administrator or System Manager.

5.19 Bookmark

While listening to a message in your mailbox (see 3.1 Playing Messages), you can set a "Bookmark". A Bookmark lets you easily resume playback from a specific point in a specific message later. You can set one Bookmark for each message in your mailbox; if you set a new Bookmark, the old one is deleted.

To Set the Bookmark

press [2] [4] while listening to a message.

To Start Playback at the Bookmark

press [2] [5].

Note that you cannot set or use Bookmarks for deleted messages.

5.20 Recovering Deleted Messages

You can delete messages in your mailbox (see 3.1 Playing Messages). Once a message has been deleted, it is retained until the end of the next day, then it will be permanently deleted. Deleted messages can be "recovered", after which they will be treated as old messages.

To Recover a Deleted Message

press [3] while listening to the message.

5.21 Mailbox Capacity Warning

When your mailbox is almost full, you will receive a Mailbox Capacity Warning shortly after logging in to your mailbox. When you hear a Mailbox Capacity Warning, you should delete unnecessary messages to make more recording time in your mailbox available.

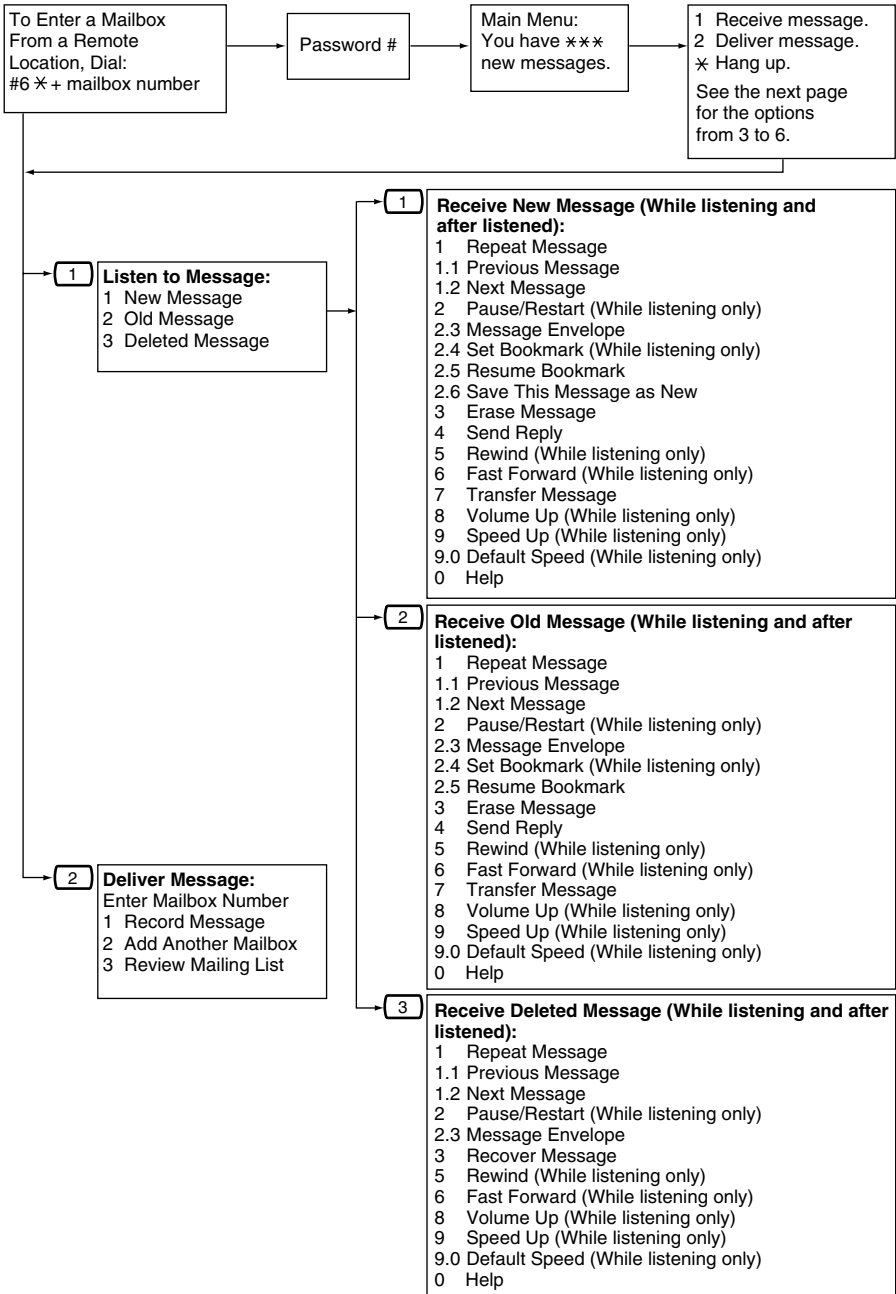
The amount of recording time that remains when you hear the Mailbox Capacity Warning depends on how your mailbox is configured.

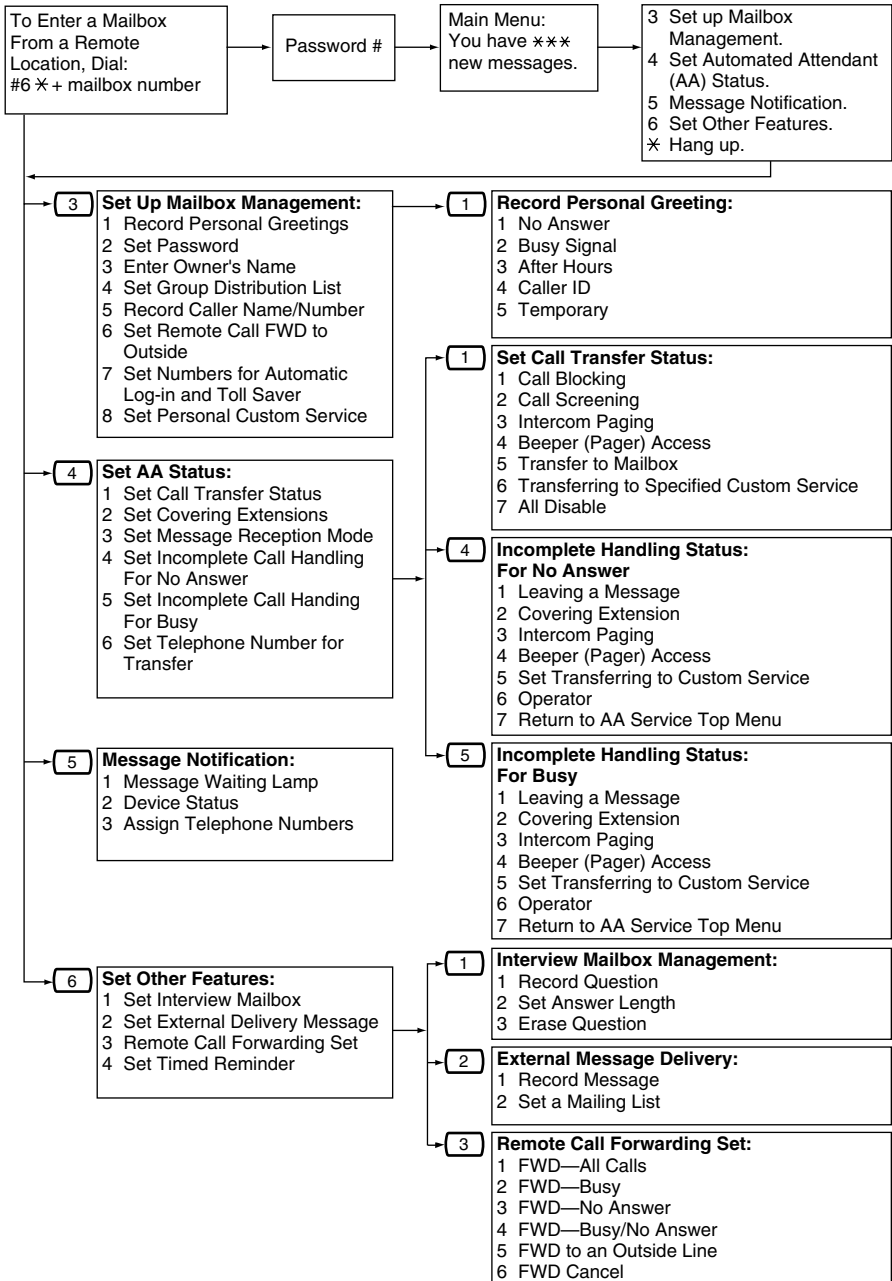
This feature may be disabled by the System Administrator or System Manager for your mailbox.

For more information, consult your System Administrator or System Manager.

Appendix

Quick Reference





Service Access Commands

Dial the following commands any time to get a different mailbox, extension, or menu.

| | | |
|------------------------------------------------|--------------------------------------------------|-------------------------------------------------------|
| 1 #1 Dialling by Name | 2 * #2 Custom Service | 3 |
| 4 | 5 #5 (#L) Log-in | 6 * #6 (#M) Voice Mail |
| 7 #7 (#R) Restart (Main Menu) | 8 * #8 (#T) Transfer to an Extn. | 9 #9 (#X) Exit |
| * * Return to Previous Menu | 0 0 Help | # ** ## Switch to Prompts (Main Menu) |

- * These commands are also available with VM Menu.
- ** This command is available with VM Menu only.

Note

- Commands [#5] and [#7] are available only when you have accessed Subscriber Service.

[#5]: Log-in

If you press [#5] while in Subscriber Service, you will hear: "Please enter your party's mailbox number".

[#7]: Restart

If you press [#7] while in Subscriber Service, you will return to the Main Menu (top menu) of Subscriber Service.

Glossary

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 outside line) 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 outside line.

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 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 (outside line 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.

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 Outside).

Remote Call Forward to Outside

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 outside line.

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 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 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 outside line 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 number of rings, 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

A Voice Processing System, such as the Panasonic KX-TVM50, and KX-TVM200.

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