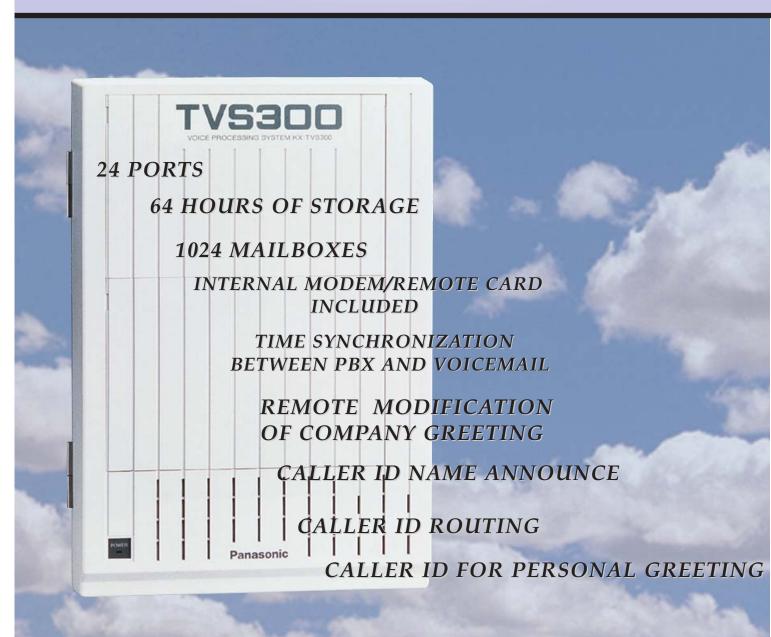


VOLUME #13 February 2001

PANASONIC COMMUNICATION SYSTEMS DIVISION

TECH SUPPORT NEWSLETTER

2001



HEAVEN SENT



THE NEW KX-TD7894 AND THE KX-TD7895

For some time now, our dealers have been asking for a wireless phone that would give their customers longer range than our current KX-T7880/85 to use in larger business environments such as a warehouse or even in upscale residences.

Our new KX-TD7894 and the KX-TD7895, which Panasonic will introduce in March, are 2 new models to fill your customers' need when they ask for greater range. Both new models operates on 900MHz and utilize an advanced radio frequency technology called Digital Spread Spectrum Technology (SST) that offers up to 2 times the range of our current KX-T7880 and KX-T7885 models. What is Spread Spectrum Technology? In simplest terms it is a method to transmit and receive RF (radio frequency) waves "spread" out over a wide bandwidth which multiplies transmitted



power output for longer range. Also since SST is "Digital", these 2 new models offer Digital Clarity (no background static or interference) and Digital Security (making it virtually impossible for a neighbor to pick up your calls on a scanner). Both new models include a redesigned AC Charger that allows wall mounting as well.



Beside the 900 MHz Spread Spectrum Technology advantages described above, the KX-TD7894 has all the regular features of the KX-T7880 and likewise the KX-TD7895 has the same features as the KX-T7885 (especially the backlit LCD display). You might ask then "Why would anyone still want the KX-T7880/85 900 MHz analog models?" Actually both series have different uses and applications. Because the KX-TD7894/95 is so powerful only a maximum of 3 can be used simultaneously in a close installation without them starting to interfere with each other. On the other hand, 15 (!) of the current KX-T7880/85 models can be used simultaneously! You have to decide if RANGE is most important or is there a need

for a large NUMBER OF USERS.

APPLICATIONS:

In the small office/home office environment where only a handful of wireless phones are needed, the new KX-TD7894/7895 models are ideal for this wireless application offering extended range, digital clarity and digital security.

But if the application calls for MULTIPLE wireless phones, such as in a busy office or larger family home and range is not an issue, than up to FIFTEEN of the KX-T7880/7885 can be used together in the system.

We, at Panasonic, have the right wireless phone for all your system applications.

SECURITY-AMUST

Who says that doing business in the new millennium is easy? Not only do you have to be business smart and very "street" smart , but if you want to compete in today's fast paced business world you will have to stay abreast of all of the new high-tech electronic office equipment available today.

If you do not computerize your daily operations and bring your office into the electronic age, you will find that you will not be able to stay up with the competition.

Almost every office today is equipped with some type of high tech electronic equip-ment that is designed to make the workers day more profitable than the day before.

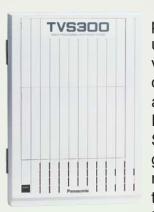
In today's high tech offices, two of the most important pieces of equipment are the computer system and the communications system, both of which hold many of the companies secrets, which if stolen can prove fatal.

The computer system may hold client information, inventory information and private bank records. The communication system holds that information plus more, in the form of daily telephone conversations between employees and outside contacts.

Sometimes, there is a constant and steady flow of private business information being transferred from one place to another through modems which are hooked up to the communication lines.

Voice mail and Email messages can hold certain information which in the hands of the wrong people can do devastating damage to your customers business. Unprotected computer and communication systems leave their business's back door open to some of the smartest, most dangerous criminals of allthe HACKER.

One piece of special office communications equipment that these hackers love to invade and gather their information from is the company's voice mail system. The voice mail system,



if left unprotected, can lead to the mysterious leakage of proprietary information that appears in the form of voice messages

left in mailboxes. Once a hacker gets into a system, he searches through unprotected mailboxes listening to and erasing some of the most private and top secret messages. Messages left in an employee's mailbox usually has information about the companies future plans, sales, purchases, and some private stuff that hackers will use to their advantage.

> If this person is out to get your company, he or she can acquire some very useful ammunition from these hacked voice mail systems. One way that your customers can protect themselves against a rude invasion is to use PASSWORDS whenever possible. Some experts say that this company got off easy. Sometimes the damage is much greater and might even go undetected for a much longer length of time.

Although the use of passwords is not a 100% guarantee of protection, it serves as a major road block to these annoying hackers. There are some hackers that have more that the normal amount of experience and ruth-less determination which they use to crack a password as easily as you and I walk over a crack in the sidewalk.

The need of special security within your office communication system becomes more and more of a priority as technology progresses and as hackers gain the electronic know-how they need to get into almost any system made today.

Passwords are now being used in all aspects of life. We even need passwords in order to enter passwords.

In today's high tech office environments, the need for a strict password usage policy is a must.



In mid January the new KX-TVS80 was released. This new voice mail system is now available to all of our dealer with the some amazing features. Here are some of it's more special features.

Call Screening

The system records the caller's name and announces it to the extension user before transferring the call. Each individual mailbox can activate this feature.

Panasonic	

Call ID Name Announcement *,**

Now, you don't even have to look at your phone to identify certain callers. With caller ID Name Announcement, you can store up to 120 pre-recorded messages that will be played over the intercom paging speaker in the telephone when a call comes in matching a Caller ID number that is programmed with a pre-recorded message.

Caller ID Personal Greeting *,**

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

Intercom Paging

Notifies you of an incoming call, even if your extension is unanswered. The system will put the caller on hold, and use an internal, or external paging function to announce, "I have a call for" You can answer the call from anywhere in your facility by dialing a pick-up code from any system phone.

Live Call Screening

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

The KX-TVS80 supports 64 individual, password-protected voice mail boxes which can hold up to 100 messages each. The total capacity of the system is 6 hours of total recording time.

^{*} Requires subscription to a caller ID service offered by certain telephone companies for a fee.

^{**} Available only when the KX-TVS80 is connected to the KX-TA624



Out of the box, the new KX-TVS300 Voice Processing System answers your calls via an automated attendant and then routes the caller to the appropriate extension or department. If no one's available, the call will automatically be sent to voice mail. The system supports 1,024 individual, password-protected mailboxes with up to 64 hours of voice storage capability. Each mailbox owner may record a general message, a message for "after hours" use, and a "busy" greeting that lets the caller know if they're on the telephone or away from their desk. But, when digitally integrated with a Panasonic Digital Super Hybrid Telephone System, such as the KX-TD500 or KX-TD1232, the system's capabilities expand dramatically.

Caller ID gives users an easy, time-efficient way to handle incoming calls. Unlike other Caller ID-equipped devices that simply display either the caller's telephone number or their name, the KX-TVS300 takes Caller ID* to the next level with features such as:

* Caller ID Name Announce, which verbally identifies the caller.

* Caller ID Personal Greeting that allows the user to pre-record up to four different personal greetings and assign each to specific telephone numbers. Calls from friends and family get one greeting, for example, while clients and vendors get others.

* Caller ID Routing, which can assign up to 120 Caller ID numbers to be routed automatically to a desired extension, mailbox or custom service.

Anyone who frequently screens calls on their home answering machine will appreciate Live Call Screening (LCS), a rare feature in voice processing systems. While at home or in the office, you can use this feature to manage your calls. As with a traditional home answering machine, it allows the user to hear the message as it's being left, then decide to either intercept the call or get back to the caller at a later time.

A Remote Live Call Screening (RLCS) feature lets any cordless system phone be used to remotely -and discretely- listen in on incoming calls as the user is on the move throughout the office. Press the "flash" button to accept the call and begin speaking; press the "talk" button to ignore the call and place it in voice mail. Two other features available with a digital integration are Two-Way Recording and Two-Way Message Transfer. Two-way Recording lets users press a button during a conversation to open a voice mailbox and record both ends of the conversation in someone else's mailbox, useful for meeting arrangements, directions and anything else that may involve a third party.

Other options include Call Blocking that sends all calls directly to the extension's mailbox. And Screened Call Transfer lets users hear the caller's name before deciding whether to take the call, have the system take a message, or transfer the call to another extension. Sixty-four different classes of service available, and multiple extensions can receive the same class of service with a single keystroke, eliminating the need to custom set each mailbox manually. The KX-TVS300 also has an interview service. Up to 10 questions can be programmed, to obtain specific information from callers. Between each recorded question, the system collects a reply from the caller and stores it in a mailbox. This feature is perfect for gathering everything from product orders to repair requests to job interviews.

The Panasonic Voice Processing System has many other convenient features, including:

* Supervised Call Transfer: Will transfer a message only if the recipient is available, or give callers the option of leaving a voice mail message.

* External Message Delivery: Lets users record a message, designate a phone number and time of delivery, and the system will call that number and deliver the message.

* Auto Forwarding: The system can be set to forward unreceived messages to another mailbox, with user-selectable delay time and forwarding mode (copy or move).

* Voice Mail Transfer: Lets users transfer a live caller to any voice mailbox to leave a message after a conversation. * Scan Mode: Lets users scan the first four seconds of each message, with our without a message header.

Other features of the KX-TVS300 include Group Delivery, so a message can be sent simultaneously to several individual mailboxes or a personal distribution list; and Customer Service, which lets users apply a custom-tailored script with prompt to each keypad digit. Although the voice processing system comes from the factory in English, any two additional languages can be recorded at the discretion of the user and selected by the caller. Finally, for fax calls, the system's built-in Fax Detection recognizes the fax tone and automatically transfers the call to the designated fax extension without the need for a dedicated line. Dealers will find it easy to integrate the KX-TVS300 with Panasonic Super Hybrid Systems due to a Quick Set-Up Utility. After an initial set-up, most of the programming is done automatically as the two units exchange integration parameters and information to set up mailboxes. The new KX-TVS300 also allows the voice processing system to be programmed remotely.



FREQUENTLY ASKED QUESTIONS

Q. I am trying to record a Company Greeting on my Panasonic Voice Processing System and the system is saying "Sorry, that option is not available." What is the problem?
Q. I programmed a VTR button on my customer's phone, but when I try to VTR to certain mailboxes, it doesn't work. What's wrong?
A. In order for the VTR button to more the mailboxes.

in system Programming. You are probably connected	A. In order for the VTR button to work properly the mailbox that you are trying to transfer to has to be a valid extension on the system. The best way to accomplish this is to make one of your XDP extension that mailbox number. You don't have to have a phone plugged in on that port, you just have to assign it.
Q. When I am using a line on the system and another line rings in all I see is the light blinking. How do I make it ring?	Q . I am programming a Phantom number in my Digital system and it won't take the numbers that I am programming. What is the problem?
A. The feature that has to be enabled is called "Call Waiting" (Int. 7311). No, not Central Office Call Waiting. This call waiting tells the system that when someone is on a line and another line rings in, ring that phone also. That phone must be programmed to ring in System Programming.	A. That is because the number you are using already exists in the system. Here is a list of numbers that will work. 100,189,190,195,200 and 265-290

PANASONIC CONSUMER ELECTRONICS COMPANY COMMUNICATION SYSTEMS DIVISION ONE PANASONIC WAY (3G-9) SECAUCUS, NJ 07094

