Subject: KX-T123211D Voicemail Integration Program Guide

Document Number: KXTA1232002

Step 1

Check the software version of the KX-T123211D by using PITS programming code 98, which shows the software version number: **Y201Z940430(TM3)**

The underlined digits represent the software production date code (format YYMMDD). In this example, the date code is April 30, 1994 (year, month, day). For this software version, the software production date of the VPS must be April 30, 1994, or later. *If the software production date of the PBX is earlier than the 4/30/94, call Panasonic Parts Center (MSC) for an upgrade: 1-800-833-9626.*

Step 2

Enable PITS programming code 80 for each extension connected to the VPS.

This parameter is used to tell the KX-T123211D which extensions are connected to the VPS. Ports with this parameter enabled can receive Follow-on ID and DTMF call status signaling (busy, answered, disconnect, etc.) if the Voice Mail integration and DTMF integration features are also enabled.

Step 3

Enable PITS programming code 81 to turn on DTMF Integration.

On extensions with the Voice Mail port parameter enabled, the KX-T123211D can send codes (DTMF tones) to indicate call states; this increases VPS efficiency. Codes apply to all transferred calls; CO line calls only indicate disconnect (provided the T123211D is programmed for CPC detection and the CO sends the CPC signal). Refer to the table on page 4.6.

Step 4

Put all extensions connected to the VPS into one extension group using PITS program 60.
Reserve this extension group for these extensions!
Do not mix other extensions into this group.

Step 5

Enable hunting for the VPS extension group using PITS program 08.

Step 6

Set the hunting type for the VPS extension group to *circular*; use PITS program 09.

Step 7

At every VPS extension, temporarily connect an SLT or butt set, go off-hook and dial 7301# to turn on Data Line Security.

This prevents the KX-T123211D from sending Executive Override or Call Waiting tones to these extensions. We recommend that all Voice Mail port extensions have this feature enabled to avoid interruption of recording.

Step 8

At every user's extension, go off-hook and dial 7192#.

This sets the proper Follow-on ID sequence so that forwarded calls go directly to the extension's mailbox. The KX-T123211D automatically sends the extension's digits to the Voice Mail port before connecting the caller.

For Follow-on ID to work:

- Ports connected to the TVS100 must be assigned as Voice Mail ports.
- Extensions must be forwarded to the first port of the Voice Mail (using the
  Busy/No-Answer mode or the All Calls mode).
- The mailbox number should be the same as the extension number.

Interaction with other features:

- **Call Forwarding**—If the extension is forwarded to an extension that is also forwarded, the forwarding will not work.
- **Call Hunting**—Hunting does not interfere with Follow-on ID.
- **Call Transfer**—Calls transferred to an extension with Follow-on ID enabled and call forwarding set will be forwarded directly to the mailbox.
- **Data Line Security**—We recommend that all Voice Mail port extensions have this feature enabled to avoid interruption of recording by Executive Override tone or Call Waiting tone.

Step 9

Select the appropriate CO Line feature settings depending on how your customer plans to use the VPS: A) to answer all incoming calls, B) as an operator backup, or C) to only answer calls not answered by user extensions.

Recommended CO Line feature settings:

A. If the KX-TVS100 is answering all incoming calls:

CO Mode—Use PITS programs 51 and 52 to set this parameter. Program all lines DIL to the first extension of the Voice Mail hunt group. The KX-T123211D will allow incoming CO calls to hunt only if the CO lines are DIL to the first port of the hunt group. Lines programmed as Normal do not hunt.

B. If the KX-TVS100 is only answering calls not answered by
the operator (Operator Backup):

Flexible Ringing Assignment—For each CO line, use PITS programs 47 (Day Mode) and 48 (Night Mode) to enable ringing at the operator's extension (jack). Assign CO lines to ring at VPS prots as suggested below.

2 Ports, 4 Lines

Ports	Lines
1	1, 3
2	2, 4

4 Ports, 8 Lines

Ports	Lines
1	1, 5
2	2, 6
3	3, 7
4	4, 8

Delayed Ringing Assignment—To give the operator time to answer the call before the VPS picks up, we recommend setting the delay to three or four rings for each extension connected to the KX-TVS100. Use PITS programs 49 (Day Mode) and 50 (Night Mode).

CO Mode—Set the mode for each CO to Normal. Use PITS programs 51 and 52 to set this parameter.

C. If the KX-TVS100 is only answering calls not answered by user extensions:

Flexible Ringing Assignment—For each CO line, use PITS programs 47 (Day Mode) and 48 (Night Mode) to enable ringing on every extension (jack) that you want to have ring. Refer to chart above (9B) for suggested CO line assignments.

Delayed Ringing Assignment—To give users time to answer the call before the VPS picks up, we recommend setting the delay to three or four rings for each extension connected to the KX-TVS100. Use PITS programs 49 (Day Mode) and 50 (Night Mode).

CO Mode—Set the mode for each CO to Normal. Use PITS programs 51 and 52 to set this parameter.