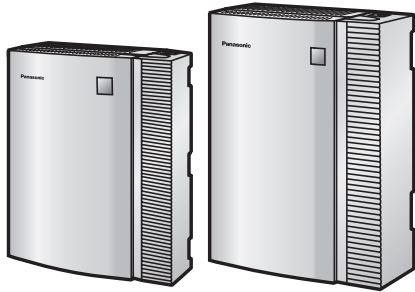# Panasonic®

Glossary

Voice Processing System

Model No. **KX-TVA50**
KX-TVA200

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-TVA50/KX-TVA200: Version 2.0

Glossary

Alternate Extension

An extension that requires a different call transfer sequence than other extensions and is therefore designated as an Alternate Extension. Alternate Extensions receive transferred calls via the "Alternate Extension Transfer Sequence".

APT Integration

Digital integration between the VPS and certain Panasonic PBXs. Requires upgraded software in the PBX. When the VPS and PBX use APT Integration, voices are sent using analog 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 utilize 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.

Automated Attendant

The Automated Attendant feature of the VPS requests the caller to enter an extension number and then the VPS dials the number. The advantage of calling an extension using Automated Attendant, rather than calling an extension directly, is that if there is no answer or the line is busy, the caller is given certain options, such as the option to leave a message in a mailbox.

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 by calling the VPS, or from outside telephones by dialing a preprogrammed telephone number (either a DID number or a telephone number that reaches the PBX via a preprogrammed trunk [CO 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

Allows the PBX to dial extra digits to bring the caller directly to a specified mailbox, rather than to the General Delivery Mailbox.
Also known as "Follow-On ID".

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 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 dialing the caller's telephone number.

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.

Class of Service (COS)

Each mailbox is assigned a Class of Service (COS) that determines the set of services that are available to its subscriber. There are 64 classes. Each mailbox can be assigned to its own COS, or to the same COS used by other mailboxes, as needed.

Company Greeting

A company greeting is used to greet callers, and can be selected for each Day, Night, Lunch, Break, and Holiday service based on the port or trunk (CO line) that receives the call. A maximum of 32 Company Greetings can be recorded.

Company Name

This prompt 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 realize 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 the specified dialing key while listening to a subscriber's personal greeting message or while leaving a message.

Custom Service

Allows the System Administrator to customize how calls are handled when they are received by the VPS. A common use of Custom Services is to allow 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.

Custom Service Builder

Allows the System Administrator to create Custom Services visually, using KX-TVA Maintenance Console. Each Custom Service and its functions can be edited and arranged using a familiar drag-and-drop interface.

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 (trunk [CO 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 at which the VPS delivers 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 Panasonic 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 utilize 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 analog technology, and data is sent using analog 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 is 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 Access (notify the subscriber by paging the subscriber's beeper)
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 unanswered calls 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 is 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 all subscribers to deliver messages 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

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.). The Message Manager's mailbox number is 998 by default, but can be changed.

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, this parameter 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.

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-TVA50; 5 languages for the KX-TVA200.

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 a prerecorded announcement or music while they are on hold.

One-touch Two-way Transfer (One-touch TWT)

Available with KX-TDA series and KX-TAW 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 announces this recorded name during transfers, Intercom Paging, and when callers use the Dialing by Name feature.
Second, the System Administrator can assign a text name for each subscriber. This allows callers to dial subscribers' extensions by name (Dialing 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 unauthorized 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, a Personal 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 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 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 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

PBX programming that is performed by an extension user to customize his or her extension's settings. In order to use certain VPS features, such as Live Call Screening (LCS), personal programming may be required. Also known as Station Programming.

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 Forward to CO

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 authorized.

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 CO).

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 service group is assigned to each VPS port, PBX trunk (CO line), or PBX trunk group.

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 No Answer Greeting 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-TVA 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 KX-TVA296 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-TVA 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

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 and delete mailboxes, clear subscriber passwords when they are forgotten, set Class of Service parameters, set the System Clock, etc. The System Manager's mailbox number is 999 by default, but can be changed.

System Prompt

Recorded voice guidance messages that help subscribers and callers use VPS features. Over 1000 prompts are prerecorded in the VPS. Each system prompt has a unique number.
The System Administrator and Message Manager can turn off, turn on, and rerecord prompts as necessary.

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 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 subscriber's 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 Synchronization

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 dialing a preprogrammed DID number, or by dialing a telephone number that connects the call to a preprogrammed trunk (CO 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 time period, 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-TVA50, and KX-TVA200.

Notes