



TECH TALK 2000

VOLUME #10 January 2000

COMMUNICATION SYSTEMS DIVISION

TECH SUPPORT NEWSLETTER



**RIDING THE "WAVE OF TECHNOLOGY" AS IT BRINGS
US TO A SAFE AND *PROFITABLE* LANDING ON
THE SHORES OF THE NEW MILLENNIUM**

HAPPY HOLIDAYS!



THE NEW KX-TVS50

The new KX-TVS50 is a two port, diskless Voice Processing System system. When it comes to features and capacity, the KX-TVS50 is almost identical to our KX-TVS75, but with these additional features:

- CALLER NAME ANNOUNCE *

100 names per system plus 30 per mailbox. The system uses the Caller ID information and matches it to a pre-recorded caller's name.

The Caller's name is used for:

- Message Sender's Name.
- Caller's Name when the call is transferred to the Subscriber's extension. (Caller ID Screening)
- Caller's Name when the Subscriber set "Call Screening" to enabled.
- Caller's Name when the VPS pages over the Intercom

* Please note that the Caller ID functions will only work when the KX-TVS50 is connected to the KX-TA624 or one of our Digital systems in the DPITS mode.

- CALLER ID CALL ROUTING *

The System Administrator can assign up to 120 Caller ID numbers and program to route the call to the desired extension, mailbox, or Custom Service Menu.

- PERSONAL GREETING FOR CALLER ID *

The Subscriber can specify up to four Caller ID numbers and record four different Personal Greeting messages to be played according to the Caller ID information. This feature can be enabled or disabled By C.O.S.



The KX-TVS50 Voice Processing System comes with 2 hours of storage time.

You can add two more hours of storage time by adding the optional KX-TVS52 card.

SEE YOUR DISTRIBUTOR AND OUR NEXT ISSUE FOR MORE DETAILS!

ALWAYS HAVE A BACK UP!

There is no excuse for not having a backup. "The customer wanted to lock up and go home...there was no time...the other technician forgot to make one". Sorry but these or any other excuses just won't cut it. You must always make a backup.

Today's systems are comprised of software driven hardware, and sometimes during the troubleshooting process it is necessary to set the system back the factory default to see if the system acts any different. If it appears that the software is not causing the problem, the system data can be reloaded. If you do not have a current backup then you will have to reprogram it by hand. If the system data is corrupted, loading the backup

might fix your problem and save you countless hours trying to reprogram manually.

I would also like to stress the importance of having some program sheets filled out or some type of other documentation showing exactly how the system was originally programmed. One piece of documentation that you might want to use, is what I use to call a "K-Plan". This is where you list, in table like format, the extension numbers, port numbers, user names, COS, pickup groups, cable numbers, etc. It might look like the example below. You can label the columns anyway you want.

Incorporating the practice of always making a backup and having proper documentation for every installation left on the jobsite, and in your possession, will definitely save you at least one, if not more headaches in the future. I personally guarantee it!

We always try to give the best support possible, but here at tech support, we don't want to hear this one..."What do you mean I have to default it, I have a dual cabinet 1232. You guys must be nuts if you think I'm gonna sit here and reprogram the whole thing.... Just load your backup...But I don't have a backup."

All installs are different and some might have special programming. If you are in a company that has many installers and programmers, how will you know what the previous installer or programmer did if there is no record of it? Sure you can call him or her at the office, assuming that he or she is not on a two week vacation or that they didn't quit last month and moved to another country or something.

Help us help you by making sure to have a backup and documentation on every job.

PORT	EXT #	CABLE #	EXT NAME	EXT COS	INCOMING TRKS	OUTGOING TRKS	PICKUP GROUP	MAILBOX #
1	101	13	Mary Rose	2	1 - 4	1 - 4	2	101
2	105	02	Joe Jones	2	5 - 7, 9 - 12	1 - 12	5	105
3	102	10	Doug Lucas	4	1 - 4, 9 - 12	1 - 12	5	102
4	203	06	Joe Smith	2	NONE	NONE	1	NONE

Sample of a station K-Plan



TECH NOTES

TECH NOTE #TD1232-003

BACKING UP AND RESTORING THE KX-TD1232 AND THE KX-TD816

Note

- Before starting this procedure, make sure that you have a directory set up on your "C" Drive or on a floppy disk to which you will save the data. If you do not already have a directory set up, use "Windows Explorer" to create a new directory.

Procedure for Backing-Up the Database:

- 1) Enter the E1232A main programming screen.
- 2) Enter "5" for "DSHS Connect/Disconnect" and connect to the system.
- 3) After connection is completed, return to the main screen and go into "4" for "DSHS Management".
- 4) Press "1" for "System Data Save" and hit the "enter" key.
- 5) Hit the "Enter" key again as instructed. A Bar Graph will appear on the screen. At this point the system data is being saved to your computers RAM, (Random Access Memory), and not to the Hard Drive or Floppy Drive. When the save is completed, the upper right hand corner will show that a database is present in RAM, instead of showing "Empty".
- 6) Go back to the main programming screen and this time go into "3" for "Disk File Management".
- 7) Change the directory from "A" to "C". (leave it on "A" if you want to save it directly to your Floppy. We recommend changing to the "C" drive) Then hit the "Arrow-Down ↓" key. All of the directories on your drive will appear on the screen. Using the "Arrow-Down ↓" key, highlight the directory that you want to save the data to. Hit the "Enter" key to open the directory. The files in that directory will be displayed.
- 8) Hit the "F7" key to save the data from your computer's RAM to the Hard Drive. The system will ask you to enter a file name for the new file (Must be 8 characters or less). After entering a file name hit the "Enter" key. The system will now prompt you to enter a comment (The jobsite name would be a good choice). Type a comment and hit the "Enter" key, or just hit the "Enter" key if you do not wish to enter a comment.
- 9) After a few seconds, The screen should display "System Data Save Completed" and the new file should appear on the screen. The database is now on your hard drive. If you want to put it onto a Floppy you can go into "Windows Explorer" and transfer the file onto a Floppy Disk.

Procedure for Restoring the Database:

- 1) Enter the E1232A main programming screen.
- 2) Enter "5" for "DSHS Connect/Disconnect" and connect to the system.
- 3) After connection is completed, return to the main screen and go into "3" for "Disk File Management".
- 4) Change the directory from "A" to "C". (Leave it on "A" if you are loading from a floppy) Then hit the "Arrow-Down ↓" key. All of the directories on your "C" or "A" drive will appear on the screen. Using the "Arrow-Down ↓" key, highlight the directory where the database is stored. Hit the "Enter" key to open the directory. The files in that directory will be displayed.
- 5) Highlight the file that you want and hit the "F1" key. This loads the database from your hard drive or Floppy Disk into your computer's RAM. When the load is completed, the upper right hand corner will show that a database is present in RAM, instead of showing "Empty".
- 6) Go back to the main programming screen and this time go into "4" for "DSHS Management".
- 7) Press 2 for "System Data Load" and hit the "enter" key. Hit the "Enter" key again as instructed. A Bar Graph will appear on the screen. At this point the system data is being loaded from your computer's RAM up to the system. At 100% the screen will display "System Data Loading Completed" and the upload is finished.
- 8) You can use the "F8" key to return to the main screen.



"PUTD" AND "LMON"

In our KX-TVS Voice processing systems there is a section in programming called "Utility Commands". This is an area in programming which uses special commands to control certain aspects of the system. This area houses many commands that can be helpful in troubleshooting if there are problems with the system. The only drawback for the dealers is that many of these commands reside in a certain sub-area within the "Utility Command" area that is only accessible by using a special password. (WRONG, The password is not "PANASONIC") These password-protected commands are supposed to be used only by us here at Tech Support, and that is why they are password-protected. These commands control some very sensitive areas which when set wrong can create some very heavy duty problems with the system. When we say "hands-off", we mean "hands-off"!

To give our dealers more tools in the troubleshooting process, we recently asked the developers to move two of these commands from the password area to the non-password area of the "Utility Commands". These two commands are "PUTD" and "LMON". Two very powerful tools for troubleshooting problems.

When enabled, the "PUTD" command displays the digits that are received and the action taken by the TVS system and also displays which port the digits are coming in or going out on. For example, during beeper notification, "PUTD" displays the individual digits as they are dialed out of the TVS System. It will show you if the TVS is dialing out and exactly which digits it is dialing.

"LMON" will display exactly what actions the different ports are taking at a given time. For example, when a port is idle, "LMON" displays "ready", but if the system is performing beeper notification from that port, the screen will read "Outgoing Call Service" for that port. The "LMON" screen is in real time and updates itself whenever the data changes.

Lets talk about "LMON" first. The way to bring up the real-time "LMON" screen is to enter the "Utility Command" area and at the "\$" prompt simply type

"LMON". Here's an example of how I recently used the "LMON" screen to help a dealer solve a transferring problem between a TVS system and a KX-T123211D. The dealer stated that the caller had to enter an extension number twice. The first time around it would always come back to the Main Greeting. I asked him to bring up and watch the "LMON" screen while I made a test call into his system. As soon as the call started ringing, all four ports showed "Incoming Call Service". This told me that he was using programs 45 and 46 (DIL 1:N Day/Night) and had all four ports set to ring immediately. This was the problem.

The KX-T123211D system has only three "DTMF Receivers" which are needed for decoding the DTMF tones that are entered by the caller. In this case, all four ports went off hook, one got the actual call and the other three received Dial Tone from the system, which tied up the three DTMF Receiver circuits needed by the port that had to transfer the call. The voice mail is fooled and goes through the motions of transferring and by the time the call comes back around the other three ports drop off and the second attempt to enter an extension succeeds. The dealer made

the correct adjustments to the KX-T123211D by using programs 51 and 52 (DIL 1:1 Day/Night) and his problem was solved. To back out of the "LMON" screen simply hit the "\".

Now for the "PUTD" screen, which you can enter and exit by typing "PUTD" at the "\$" prompt. If you are in other programming screens and see some weird numbers and gibberish popping up on the right side, then you forgot to turn off "PUTD". The "PUTD" mode can help you diagnose problems such as DTMF recognition and Message Waiting Notification. Shown below is a sample of the "PUTD" screen with some of the lines explained. The first item you see is a number in parentheses. This is the port number that the line is monitoring. The rest of the line explains what action that port is taking or what digit is detected coming into the TVS system.

Next time you have a TVS system that you can set up and experiment with, it would be a good idea to try to familiarize yourself with these two commands. They are very useful tools when troubleshooting.

Another useful area called "System Reports" will be explained in a future issue of **TECH TALK 2000**.

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Utility Command( Type 'HELP' for command list. )
Port that is in use
[1] DTMF:1 } Customer calling in on port 1 and getting the
[1] Custom } Custom service and dialing extension 101
[1] DTMF:0 }
[1] DTMF:1 }
[1] DIAL:F } TVS system flashing and dialing extension 101
[1] DIAL:1 } to transfer the call
[1] DIAL:0 } TVS system flashing and taking the call back
[1] DIAL:1 } from the busy extension
[1] DIAL:F }
[1] DTMF:1 } Customer chose to dial 1 and leave a message
[1] MsgRec:DISABLE } Message being recorded
[1] ***** }
[1] DTMF:1 } Customer dialing a "1" then a "2" to stop
[1] DTMF:2 } and save recording
[1] D-PITS MWL : lamp on[101] } TVS system lighting the message
Waiting lamp on extension 101

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Sample screen with the "PUTD" command enabled.



WHY FLY TO THE MEETING WHEN YOU CAN

VIDEO TELECONFERENCE?

VISION PRO 7800
"GETS EVERYONE TALKING"

VIDEOTAPE SALES KIT

Video Kits Are A Hit

The new Vision Pro Marketing Kits, "Get Everyone Talking", have been shipping for several weeks. The kit includes a short video presentation, new brochure, spec. sheet and additional information that has everyone talking about the Vision Pro 7800 video conferencing system.

The Vision Pro 7800 is packed with features that help businesses reduce travel expenses, bring products to market faster, make faster decisions, increase productivity, and improve their communications internally and with their customers.

Standard features include:

- Connection to ISDN, T1, SW56, LAN via appropriate interfaces.
- The room camera doubles as a document camera.
- T.120 for document sharing and collaboration.
- Annex-D high resolution still frame pictures.
- Dual monitor capability.
- Daisy chained microphones.
- Split screen for more interesting and informative meetings.



Special Features:

Here are operating procedures for some of the special features.

Far End Video Control

Press the REMOTE button to control the far end system. Press the MENU button, highlight VIDEO menu, press ENTER, and press ENTER again to view far end Video Inputs. Make selection to view far end's video inputs.

Far End Camera Control

Press the REMOTE button to control the far end system. Move far end camera as you would local camera. Set far end presets-Press PRESET PROG. button and # key.

Annex-D Graphics

While online, press MENU button, enter Video menu, toggle to Send Graphics and press ENTER. The image will be transmitted to the far end and saved during the meeting. Use the VIEW button to toggle between graphic, self and far end.

Dual Monitor

A second monitor can easily be connected using a standard video cable. Using the menu, the second monitor can display the local site, the far end, or the stored Annex-D graphics (both sent and received).

Dialing

The Vision Pro 7800 will automatically dial and connect at the maximum speed of the network to which it is connected, i.e. three BRI lines connected equals a call at 384kbps. To force a call to a slower speed add the following suffix to the phone number dialed. #4#2 = 128kbps, #4#4 = 256kbps.

Daisy Chained Microphones

The Vision Pro 7800 comes with one microphone. Additional microphones can be ordered (KXC-CB200). Each comes with a mic cable. Each mic can be daisy chained to the other, up to four (4) total for better room coverage.

T.120

Allows document sharing and collaboration between PCs while connected on a video conference. Simply connect a PC to the 7800 codec via RS-232 port 2 at each end. Run NetMeeting 2.10 or similar software after connecting the video conference and data collaboration is possible at speeds up to 64kbps. Refer to the Owner's Manual for specific instructions.

Demo Mode

You can simulate a video conference at various speeds without a network attached by running a loopback test. Press MENU, enter the Utility menu, select Test Mode, select Loopback Test, select Local Video-Audio Loopback. Choose speed and press ENTER. A complete simulation appears onscreen complete with menus and the ability to send Annex-D graphics.

Parameter Settings

You can verify how the Vision Pro 7800 is set up by entering the Utility menu and selecting Parameter Settings.

For more information:

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Panasonic General Information:

800-211-PANA (7262)

www.panasonic.com

AT&T Loopback Test Number: 700-739-6699

FREQUENTLY ASKED QUESTIONS

Q) I just finished programming a KX-TA624 on my bench. I am testing the program and it looks like the Toll Restriction did not take. I can still dial out without getting cut off. I double-checked all of my settings and they are correct. What else might be wrong?

A) When you are testing Toll Restriction, you must have Dial Tone from an outside CO line, otherwise you will get false results. On the bench, you can temporarily loop a station back into a trunk position. This will serve as your Dial Tone while you are testing.

Q) I just got a new KX-T7885 and I cannot get it to work on my KX-TD816. Do I have a bad phone?

A) I don't think so. Remember, it's a **Panasonic!** Make sure that you have all four wires properly going into the base unit. Also make sure that the switch on the base unit is set to "EMSS" not "SLT". The "XDP" feature (Program #600) has to be disabled for that port. Check the battery making sure it is properly charged, as per the instructions included with the phone.

HAPPY HOLIDAYS

As the Writer and Coordinator of Tech Talk, I would like to announce that this issue and in the future our newsletter will be called "Tech Talk 2000". The initial mission of this newsletter was to help strengthen communications between Panasonic and our dealers. I believe that it is safe to say that we have succeeded.

In the future we will try to take this one step further. Together, with new state-of-the-art products like the KX-T7885 and KX-TVS50, along with bigger and better Sales Promos, we will ride the "Wave of Technology" as it brings us to a safe and **profitable** landing on the shores of the new Millennium.

Myself, and all of us at CSD would like to wish everyone a happy and safe New Year and Holiday Season!
JOEL WEISER
CSD Tech Support

Q) I am trying to program a phantom extension but every number I try keeps coming up "same extension number". What numbers are available.

A) In default, the available numbers are 100, 189, 190, 195, 199, 200, 265-290, and 295.

Q) I have a KX-TVS200 with 2 KX-TVS102 cards. I programmed ports 1,2,3,and 4 to answer with Company Greeting 1, and Custom Greeting 1. Ports 1 and 2 work great, but 3 and 4 still play the default greeting. What did I do wrong?

A) When you use two KX-TVS102 cards in a KX-TVS200 the 4 ports are designated as 1,2,5,and 6, not 1,2,3,and 4. Under "Port Service" make sure to program ports 5 and 6, not 3 and 4. When using three 102 cards in the TVS200 the ports are assigned as 1,2,5,6,9, and 10.

Q) How many telephone men does it take to screw in a light bulb?

A) Zero.... what do you think, we're electricians?

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