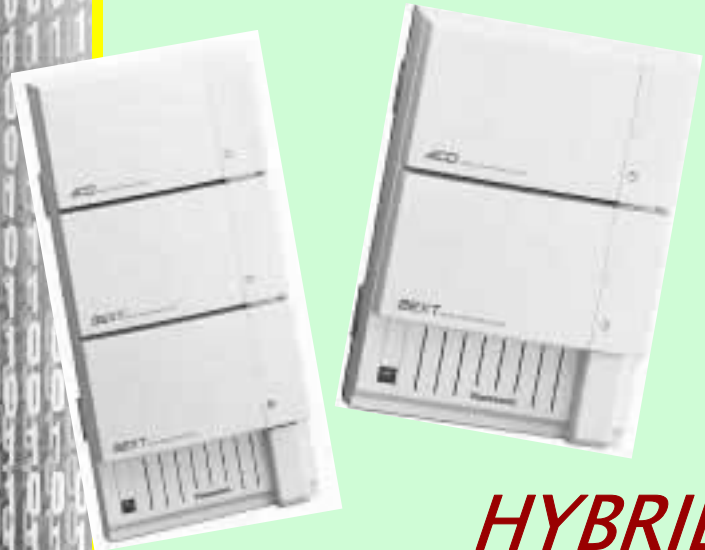


TECH TALK

VOLUME 1 ISSUE 1

DIGITAL SUPER



HYBRIDS

Welcome to first issue of "TECH TALK", a new quarterly newsletter written by the Technical Support Staff of the Communications Systems Division at Panasonic Company. This newsletter will be distributed to all of our certified dealers involved in the sale, installation, programming, customer training, and maintenance of the KX-T line of PBX's, Voice Processing, and Video Teleconferencing Systems.

This newsletter is a demonstration of our commitment in opening a new communication link between us, the Communication Systems Division, and you, our valued dealer.

We invite all of you to join us in this new venture by sharing with us your thoughts and ideas on subjects that are important to you.

ABOUT TECH SUPPORT



The Tech Support Lab Wall of Fame

Some interesting statistics...

- Amount of calls processed in August, 1997 was 5500.
- Average talk time per call was 4.2 minutes.
- Average wait time per call was 2.4 minutes.



With the many changes that have been made recently such as:

- Additional personnel
- A new and improved ACD system
- A new Computer Network (LAN)
- Improved technical and sales training classes
- A newly updated Electronic Bulletin Board System
- And many more

we have been able to make major improvements in the way and amount of time it takes to process your tech support calls over the previous times. Utilizing the features of our new ACD package, we are better able to route your call to the one of our several well qualified technicians most capable of answering your questions. All of these changes have enabled us to give our dealers the highly efficient Tech Support that they require.

Here are some simple guidelines that we ask you to follow when calling tech support:

- Please have your manuals and tools with you when you call.
- Try to troubleshoot the problem yourself and then have as much information as possible about the problem you are calling about including the correct model number of the system.
- Try to be on the job site that is having the problem.
- If you are calling for programming assistance, please don't call us from the programming phone, set up a phone next to the programming station. This will save you valuable time.
- When calling about one of our Digital Super Hybrid Systems, please make sure to have your DIN or PIN number ready.
- And remember "Only the certified technician is the person who receives technical support".

Following these simple guidelines will help us help you better, and remember that you can always fax your questions to us. **Our fax number is 201-348-4641**, and is available 24/7.

We welcome any ideas and questions for future issues of "TECH TALK". Please post them on our BBS at 201-271-3346.

The CSD Support Staff

National Tech Support Manager

Hermes Vargas

National Training Manager

Chris Gore

National Product Manager

Michael Gillespie

Tech Support Supervisor

Frank Goode

Senior Technician

Aubrey Lawton

Training Instructors

Tom Thompson, Bruce Beaudette, John Peckham

Tech Support Representatives

Doug Lambert

Joel Weiser

Hai Du

Robert Rivera

Luis Rivera

LET'S GO REMOTE



Our new KX-TD1232-1, KX-TD816-1, and Digital Voice Processing systems are now able to accept external modems, giving you the option to do remote programming from your office, your house, or even your car, if your car has a



modem. Naturally the KX-TD196 Remote card is still recommended for use in the KX-TD1232 and KX-TD1232-1 phone systems. You will have to configure the modem you are using to meet certain parameters. Most modems are configured by entering a command string made up of a combination of "AT" commands. These command strings will vary from modem to modem. The owners manual that came with your modem will explain the "AT" commands that your modem recognizes. A list of compatible modems and commands will soon be available on our **Bulletin Board**, which can be reached at 201-271-3346.

!BACK IT UP!

Has this ever happened to you?...You spend almost the whole day interviewing and talking to the customer trying to figure out how to program the system to best suit their needs. Then you spend countless hours programming and testing the system to make sure that it is working exactly the way the customer wants it to work. It's about 4:00 AM when you finally make it home. You wake up 3 hours later and head back to the job site only to find out that someone defaulted the system. At this point you can take 3 minutes of your time and load your backup database into the system or you can spend the whole day programming the system again. **It's your choice.**

!REMEMBER! YOU MUST MAKE A BACKUP



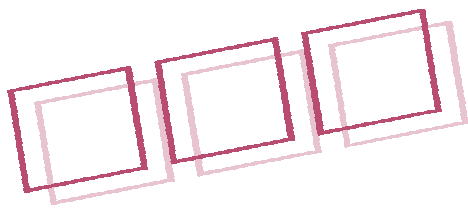
**EVERY
CHANCE
YOU GET!**

Do's and Don'ts

- Do:* use the notch on an IC chip to decide correct chip direction.
- Don't:* use the label on the chip to decide correct chip direction.
- Do:* call your local Panasonic Distributor for sales and pricing information.
- Don't:* call Technical Support for sales and pricing information.
- Do:* give this newsletter to other employees.
- Don't:* forget to give us your comments.

Useful Phone Numbers

- Technical Support 201-392-4843
- Technical Support Fax 201-348-4641
- Technical Support BBS 201-271-3346
- Matsushita Service Centers:**
- Langhorne PA. 215-741-0679
- Atlanta GA. 770-518-6469
- Cypress CA. 714-373-7112



FREQUENTLY ASKED QUESTIONS

Q: When I pick up my phone I want to be directly on an outside line, not the Intercom. How do I set this up?

A: *You can find the instructions to activate this feature in your manuals. In the KX-T30810 (Level 2 or above) and KX-T61610 it is called "Auto CO Hunting". In all other KXT systems it is called "Outgoing Line Preference" or "Idle Line Preference".*

Q: When I pick up my phone I get a fast busy tone (Reorder Tone). If I have a display it says "Invalid". What is going on? (This may happen on any one of my Panasonic systems except the KX-T30810)

A: *This extension is in the "Pick-up Dial" mode. Refer to your manuals to find the correct code to cancel this feature. In some cases you will have to lengthen the "Pick-Up Dial Timer" in order to give yourself time to enter the cancel code.*

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 at this time." What is my problem?

A: *The system is saying that another device is still in System Programming. You might still be in programming with your computer or at another phone. If you back all the way out of the program mode from that device, you will then be able to make any recordings you want.*

All KXT PBX's, Voice Processing and Video Teleconferencing Systems come with one year factory warranty. When any of the equipment needs service, ship it to one of our three Repair Centers. Below is a list of the three Matsushita Service Centers. **Remember, Tech. Support can always help you troubleshoot the problem..** But please, do not send your equipment to Technical Support for repair, or call us for an RA number. We do not repair any equipment. Remember, it is your responsibility as the dealer to give the customer a loaner when you send a unit in for repair.

Matsushita Service Center
2221 Cabot Blvd. West
Langhorne, PA 19047
Phone: 215-741-0679
Fax: 215-741-0521

Matsushita Service Center
8655 Roswell Road (suite 200)
Atlanta, GA 30350
Phone: 770-518-6469
Fax: 770-552-1521

Matsushita Service Center
6550 Katella Ave.
Cypress, CA 90670
Phone: 714-373-7112
Fax: 714-894-8534

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Secaucus, NJ 07094**

Panasonic[®]
just slightly ahead of our time.[®]