TECH TALK

VOLUME 2 ISSUE 1

LIVE CALL SCREENING FROM A CORDLESS PHONE ?

ONLY WITH PANASONIC DIGITAL SUPER HYBRIDS

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The Quality of the Job is Priority #1...

Remote Live Call Screening...

The Digital 308 (It's coming) ...

Tons of Technical Tips...

And Much, Much, More...

Garbage In = Garbage Out....

… Not only is this true in the computer industry but it goes double in our industry. ***The quality of the communication system installation reflects directly upon the final performance of the system and upon customer satisfaction.*** A poorly executed installation can aggravate the customer and can result in many unnecessary headaches for you and the customer, whereas a well planned and executed cutover will result in a customer that will recommend you to others and will gladly call you back for future adds, moves, and changes.

There are four main ingredients to every job and each one demands special attention. The four ingredients are as follows:

The Sale…The salesperson should be aware of the customers needs and how they are using their present system.The salesperson should configure a system around the customer's needs instead of what he has in his inventory at that time. Panasonic recently mailed to our dealers an assortment of visual aides to help in the sales presentations of our systems. They include Videos, CDs, Floppy Disks, and new Product Sales Brochures.

The Installation… The Installer should meet with the salesperson and the customer beforehand to "scope-out" the site, and talk about any applications that might need special attention. This will give you time to plan the job and to gather any extra parts or

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special information needed to complete the job correctly. Before signing-off on the system the installer should double check some of the major applications of the system especially if a Voice Processing System was included in the installation.

Customer Training… What good is a phone system if the customer does not know how to use it? The person who is going to train the customer should be well versed in the operation of the system and should extend extra attention to any end user that needs it.

Service And Maintenance Program… When a Panasonic system is installed correctly, you will find that it will need little or no maintenance at all. Remote maintenance cards are available on most of our systems and should be taken advantage of. The dealer should make sure to be well stocked and have spare parts readily available for the service technician when necessary.

An open and well maintained line of communication between your company and the end user is very important. All service manuals, installation documentation and an updated backup of the customers database should be left on the customer site for future reference. It is also very important to invoke the use of passwords to access the system. This will prevent any unauthorized personnel from accessing the system.

THE JOB IS NEVER COMPLETE UNTIL THE DATABASE HAS BEEN DOCUMENTED AND BACKED-UP ONTO A DISK!!

!Remember! KX-T30810 and KX-T61610 are now being shipped without the small external Ni-Cad Battery. These batteries have been replaced, for environmental reasons, with a Lithium Battery soldered directly onto the CPU of the system. These new batteries should hold the memory much longer than the original Ni-Cads. If you need to order the old battery the part number is P01HF2G1 and can be ordered from Panasonic Parts at 800-833-9626.

AUTO CO HUNT (KX-T30810 & KX-T61610)
This sequence will give you an idle outside line when you lift the handset of a proprietary phone on the KX-T30810 & KX-T61610. Simply follow this procedure....

| ICM | 7 (PRS) | 2 (ABC) | 1 | # |

Software upgrades can now be purchased through Valley National Distributors. Their phone number is **888-201-4030.** You can also Fax your order to them at **888-201-4033.** You can call in your order Monday -Friday, 9-5:30 EST. They can supply you with software upgrades for all of the KXT line of phone systems. They can ship it either ground or overnight. **Upgrades for the Digital systems are available to certified dealers only.** Any documentation needed will be included in the upgrade kit. For a current list of software kits available you can contact Tech Support at **201-392-4843.** For a current list of available upgrades, please call Valley National Distributors.

Programming Tips

These are some general programming tips written for all of our systems and are not in any special order. Please note that programming steps discussed might need slight modifications depending on your particular application For more detailed help please call us at **201-392-4843.**

D-PITS Integration... when using

D-PITS Integration between the Panasonic TVS Voice Processing Systems and one of the Digital Phone Systems, you do not have to program the voice mail ports into a separate extension group, (program # 601) nor do you have to program an extension group to be "VM" or "AA". (program #106) If you do assign anything in these fields you might experience some strange happenings with the Digital system. Programs #117, #118,and #119, (System / Voice Mail Integration) are the programs that have to be modified, when invoking D-PITS Integration.

**When using a dual cabinet system and D-PITS Integration, the ports that are connected to the VPS system all have to be in the same cabinet. And remember you should never use the first port on any cabinet as a voice mail port.

When integrating a Voice mail system with a

KX-T123211D here are the programs that you must modify in the KX-T123211D...

First check Program #98 and verify that you have the latest software (Y201Z940430) If you do not have this software you must upgrade.

Program #80… Enable only the jacks that are wired to the Voice Mail System.

Program #81… Enable (This is a system wide program)

Program #60… Place only the Voice Mail ports into a group separate from the regular extensions.

Program #08… Enable the Group that you assigned in Program # 60.

Program #09… Make that same group Circular.

At each phone press the Intercom and enter either "7191#" or "7192#"

"7191#" sets up the Follow On ID to be the 3 digit Ext.# (xxx) (Use this setting with third party Voice Mail systems

"7192#" sets up the Follow On ID to be #6 + the 3 digit Ext.# (#6xxx) (Use this setting with our Voice Mail systems)

External Feature Access, (flashing

the outside line for call waiting, Centrex, etc.) is a feature that is performed differently on single line devices than on the system phones. (7230,7030 etc.) On the system phones all you have to do is hit the "Flash" button, on the Digital systems, make sure that Program #990, Area 1 Field 3 is set to "1". On all systems make sure that the "Flash Time" is set correctly (600ms in most cases). External Feature Access from a single line device is done by hitting the "Flash" button or the hookflash and adding a "0" or "6" , depending on which system you have. Refer to your systems Operating Manual under the SLT section for the correct procedure for your system.

When programming and testing

Executive Override, remember that you can only barge into an established conversation where the two parties have been talking for at least 10 seconds or more.

So when testing the Executive Override feature, make sure that you are trying to barge into a valid conversation, and not just taking the phone off the hook and trying to barge into plain old dial tone. (Also note that on the 308 and 616, Executive Override is only available on versions 2 & 3.)

The Digital Rewards Program
Has been extended through March 31, 1998

We have had great response to the program. To thank you, we've extended the program. Your opportunity to earn great Panasonic Merchandise will continue through March 1998.

__Bonus, bonus, bonus...__ as an added incentive, we will award 300 bonus points for each claim form submitted in November and December of 1997. (Claimforms must be postmarked between Nov. 1 & Dec.31, 1997 to qualify) Claim submission has also been made easier. As always, we have staff available to answer your questions 8AM - 5PM CST at 800-403-7824 or you can write us at: Digital Rewards Headquarters, PO Box 316, Grafton, WI 53024
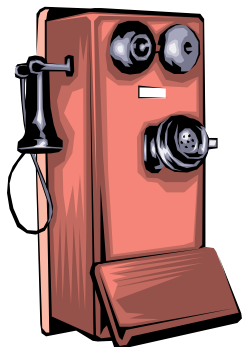
More Programming Tips

When installing an

Answering Machine, Fax Machine, or Modem on one of our Telephone Systems, you must remember to adjust your Ring Programs. If you do not adjust your Ring Programs then these auxiliary devices might answer incoming calls or even the doorbox, if you have one installed. You must turn off the incoming CO ringing, and doorbox ringing at the Extensions that these devices are connected to. (You might want to program certain CO lines to ring into these devices) Please refer to your Installation Manuals for the correct programs.

Background Music is

a feature that is available on all of our phone systems. Sometimes you will get a call from a customer claiming that they have a phone that has a hissing noise coming out of the speaker. This is caused by having background music turned on at the station and not having any music plugged into the system. The fix is to turn off the background music at that station. The procedure varies from system to system, so please refer to your user manuals for the correct feature code used to turn off the background music on that system.

We all know that Panasonic has made many changes

in our phone systems over the years. These changes have created the need for modifications to the installation and user manuals. These changes have been made in the way of addendums or added pages to the original manuals. Most of the changes have been in the actual program location numbers or the addition / deletion of program locations. We get plenty of calls where the installer claims that the program numbers in the manual do not match up to the system. That's because they have a new system and they are looking in the old manual, or visa-versa. **So please be aware as to what level software you have in your system, and which manual you are looking at.**

Do Not Panic!…when **initializing** the

TVS200 Voice processing System, the Hard Drive will make a loud clicking noise for about 5-7 minutes. It is perfectly *normal* for the Hard Drive to do this. There is nothing wrong with your system. The noise is coming from the very large hard drive while it initializes itself. We have had many dealers calling up thinking they had a defective system. You can take our word, that the systems are not defective and should not be returned.

We have recently received some calls from

dealers claiming that their customer has a phone where the speakerphone button is blinking and they cannot get it to turn off. The way to extinguish the blinking light is as follows:
Without lifting the handset, press Speakerphone, then press Redial , then press Speakerphone again. Do this while the outside lines on that particular phone are all idle.

!WELCOME ABOARD!

Please join us in welcoming **Denton Low** to our Technical Support Group. Denton has over 9 years experience on installing, programming, and troubleshooting a vast line of PBX's and Voice Mail Systems. As part of his previous employment, he trained new technicians and provided on site and telephone customer support.

Once again, we welcome him to our group and wish him the best!

ATTENTION ALL DEALERS

Place your orders early for the new **KX-TD308** Digital Super Hybrid System!

A system this powerful will **fly** out of our Warehouses by the skid-full

The current release date for the new **KX-TD308** system is set for late December 1997.

*For Home, Home Office or small Business, the **Panasonic KX-TD308** Digital Super Hybrid System provides the power, flexibility and expansion capability that your customers demand.*

The Panasonic KX-TD308 is configured with 3 CO lines for up to 8 proprietary telephones and 4 single line devices. An optional 4-port SLT/APT expansion card (KX-TD30870) lets you add 4 more single line devices. The KX-TD308 supports the 7200 series digital sets (DPT) as well as the 7000 series analog proprietary telephones (APT). Just like our larger digital systems the 8 single line devices can either be an XDP port, (it's own extension when hooked to a 7200 series phone) or a parallel port.

Some of the major features of the **Panasonic KX-TD308** are...
- Caller ID Compatibility (requires an optional KX-TD30891 Caller ID / DISA card)
- DISA with Fax Detection (requires an optional KX-TD30891 Caller ID / DISA card)
- PC-Based Programming (Should be available in the 1st half of 1998)
- Door phone and Door Opener
- Digital Integration to Panasonic VPS Systems
- KX-T7880 Compatible

As with our KX-TD1232 and KX-TD816 systems, the KX-TD308 will be available to **certified dealers only!**
Panasonic Communication Systems Division offers a comprehensive training program which results in technical certification on all three systems. For more information about any of our systems or training classes , please consult your Panasonic Distributor.

Please note that when integrating a KX-TD308 to a Panasonic VPS system you must currently use the KX-TD816 setting when using Quick Setup and setting up the Dialing Parameters.

?REMOTE LIVE CALL SCREENING?

First Panasonic gave you "Live call screening"
which lets your customer screen phone calls just like they do with their home answering machine.

But we didn't stop there?
Now, by using a **cordless** phone, we give you

"Remote live call screening"
which takes the convenience of call screening even further. Now Panasonic lets you give your customers the ability to take Live call screening with them whenever they must attend meetings or conduct other important business away from their desk
Remote Live Call Screening is a feature available only when a Panasonic KX-TVS75, KX-TVS100, or KX-TVS200 is digitally integrated to a Panasonic Digital Super Hybrid System, and is set for Digital Integration.

Here are two different ways to set up this
"SUPER FEATURE"
1) Plug a single line cordless phone (KX-TD7890) into the XDP port of a Panasonic digital set (7200 series) (XDP has to be disabled -program #600, and Parallel Connection has to be enabled - ICM + 391), live call screening should be turned on and in the private mode. (Private mode --Program button + 99+72+Store).
2) Connect a single line cordless phone (KX-TD7890) in parallel with a Panasonic analog set (7000 series) (XDP has to be disabled - program #600, and Parallel Connection has to be enabled - ICM + 391), live call screening should be turned on and in the private mode. (Private mode---Pause button + 99+72+Store).

In the next issue of TECH TALK we would like to include some of your strange or funny experiences during an installation. If you have any good stories please share them with us. You can post them on our bulletin board at 201-271-3346 attention TECH TALK, (or mail them to us at Panasonic Company, One Panasonic Way, Secaucus, NJ 07094, attention to Joel Weiser, Dept.3G-9) If we use your story, we will send you a Panasonic CSD Calling Card With 100 free minutes.

Q: One of my customers called and he wants to know how his callers can skip over the personal greetings when accessing a mailbox on a Panasonic Voice Processing System.

A: *If you hit the digit "2" on your keypad when accessing someone's mailbox, you will bypass that persons Personal Greeting and go straight to the Beep, to start recording. This works on all of our Voice Processing Systems. The customer can also dial "#6" to reach another mailbox, or "#8" to dial another extension.*

Q: I need to send my customers Main Unit in for repair. What does my customer do for a phone system while his is out being repaired?

A: *As a dealer, it is your responsibility to supply the customer with a loaner system while you send their system out to be repaired. It is very important for you, as the dealer to have back up parts at all times. You can install your backup system for the customer while their system is out for repair. Please refer to the "Service And maintenance Program" section on page two of this newsletter.*

Q: I am installing a KX-T D1232 dual cabinet system, and the two cabinets will not talk to each other. What am I doing wrong??

A: *First you want to make sure that you have the same software level in both cabinets. Then make sure that the Master/Slave switches are in the correct positions. Then turn on the Master Cabinet, a second later turn on the slave cabinet. For the next 2 1/2 to 3 minutes the cabinets have to be perfectly idle. To prevent any incoming or outgoing calls you can temporarily remove the station and trunk cables from the cabinets. After three minutes check to see if the two cabinets are communicating. If you are still having trouble you can try replacing the interconnect kit. If they still don't communicate then give us a call at Tech Support .*

Q: In the TVS Voice Processing Systems, How can I "Zero Out" to different extensions from different mailboxes?

A: *When you are in someone's mailbox and you enter "0" to "Zero Out" of the mailbox, you will go to the extension listed as the covering extension for that mailbox.*
If there is nothing entered for Covering Extension for the mailbox that the caller is in, then the caller will go to the extension listed as the operator under the operator parameters.

Panasonic has three service centers throughout the United States that are able to repair your KXT products. They are:

Atlanta, GA	**770-518-6469**	**/ Fax 770-552-1521**
Cypress, CA	**714-894-8534**	**/ Fax 714-894-8534**
Langhorne, PA	**215-741-0679**	**/ Fax 215-741-0521**

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TVS75 VOICE PROCESSING SYSTEM

Panasonic ®
just slightly ahead of our time ®