



TECH TALK

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COMMUNICATION SYSTEMS DIVISION

TECH SUPPORT NEWSLETTER

Small Business Communications

Defined!





THE HOLIDAY BLUES

In our TVS Voice Processing Systems there is an area called "Holiday Settings", in which you can tell the TVS the dates of certain holidays and which greeting or greetings to play during those holidays. You can store up to 20 different dates, all programmed to play their own pre-recorded greeting or you can program the same greeting for all 20. When programming this feature you can also tell the TVS, on a per holiday basis, if you want to save the settings for the following year or erase the settings right after the pre-programmed date(s) expire this year.

Here's one major item to keep in mind when working with the holiday settings. There are some holidays, such as Memorial Day, that are not celebrated on the same date year after year. For these dates, DO NOT let the TVS save the settings for the following year. If you do, your pre-recorded customized greeting will play on the wrong day next year. Back on May 25th, around the Memorial Day holiday, I handled a tech support call from a dealer in Chicago. He was trying to figure out why his customer's TVS100 was playing the wrong greeting.



First I asked him to check the current Time and Date settings under "Utility Settings", and they were correct. So then we checked the "Day Service" settings to see if the system was currently in Day mode or Night mode. Then we looked at the "Port Service" settings to see which greeting(s) were supposed to be playing. I then called in and like he claimed, I was hearing the wrong greeting. It took only a couple of seconds until I realized that the only place left to look at was the Holiday Settings. Sure enough we found that there was a setting carried over from last year. There was a setting that declared May 25th as a holiday, Memorial Day to be exact. This setting, which the dealer had programmed the previous year was set to play a different greeting and was also set to keep to the following year. Now imagine if he had this wrong setting at 20 of his customers, what a day he would have had.

Here's another major item to keep in mind when working with the holiday settings...for most settings you will instruct the system not to keep the new holiday setting for the next year. Most technicians will naturally want to check their

work. This is where you have to be very careful. The most obvious way to check your new entries, and see if the correct greeting will play on the set date, would be to go into "Utility Settings" and set the current date to the one set for the holiday, and then call in and see if you get the correct greeting. After checking you will then set the date back to the current date. This is ok if the holiday is set to save for the following year, but if the TVS is set to erase the setting after the holiday, then you might have just messed up big time! If while running your test or at the end of your test you accidentally set the current date ahead of the set holiday, the TVS assumes that the holiday has come and gone and will immediately erase the settings that you entered. When the holiday finally arrives, the TVS will not play a special holiday greeting because the setting were erased when you checked your work. Hence an irate customer.

The bottom line is that the TVS will do exactly what you tell it to do. Check your settings by looking one year ahead on the calendar to see if the holiday will be celebrated on the same date next year. Make sure that you check the current Time and Date setting before backing out of programming. You should also bring up the holiday settings on the screen and carefully check them to see if they are correct. Most of all trust the TVS system to follow your Holiday Settings and play the correct greeting. As long as the settings are correct, the correct greeting will be played.

MISPRINT ALERT --- MISPRINT ALERT

Please note that on page 5 in the new KX-T7885 Operating Instructions Manual that comes with the phone, the telephone number given is wrong, the correct number to order a headset is **1-800-332-5368**.



ACCOUNT CODES AND TOLL RESTRICTION IN THE DIGITAL SYSTEM

Account codes are numeric codes that are comprised of 1-10 digits. (Caution: Codes having "99" in any part or ending with "9" are invalid as "99" is used as a delimiter when entering an account code) There are many different uses for Account codes. They can be used to identify and match a certain outgoing or incoming telephone call to a certain client on the SMDR printout. In some law firms account codes are a valuable tool used in the billing process. Some lawyers charge their client for every minute they spend on phone calls concerning the client's case.

You can force some or all of the extensions to use an account code before every phone call. If they do not enter a valid code, the call will not be processed. Another, and one of the more popular uses for Account Codes is when they are used to override Toll Restriction. We are all familiar with Toll Restriction. On a per station basis, you can restrict the user of a station from making any long distance calls, and on a per Class Of Service basis you can allow a long distance call to go through, if a valid Account Code is entered in the proper sequence.

In our Digital systems, there are three different settings that you can choose under Account Code Entry Mode (Program #505). They are Optional, Verify-All, and Verify -Toll. The first two options, Optional and Verify All, rely only on the setting in Class Of Service.

In the Optional mode, the user has the choice of entering an account code or not. In the default setting, if the user decides to enter an account code, they can chose any digits they want to. The code does not get verified and does not have to match a pre-programmed code. This is the Default setting and as mentioned earlier, not only does the user have a choice of entering an Account Code or not entering one, but he can enter it before, during, or within 20 seconds of terminating the call. In the Verify -All mode, the caller is forced to enter a valid, pre-programmed Account Code before dialing the number that

they want to call. If a valid code is not entered, the call will be terminated.

The third setting, Verify-Toll is the one that needs special attention when programming. This setting interacts with the Toll Restriction settings that you have set for the given extension. The next part of this article will explain how the Verify-Toll setting works, and how to set it up correctly.

The magic behind this setting is that when the user enters a valid Account Code, the systems automatically assigns them to level two Toll Restriction. This is only for that one call. The toll restriction level returns to the pre-programmed level immediately after that call. A common call here at tech support is as follows: I have a KX-TD816, and I programmed an extension with a Class Of Service that has Verify-Toll enabled. The caller is still restricted even when they enter a valid Account Code. What did I do wrong.

The most common mistake is that the

installer gave the user a Class Of Service with a level 2 Toll Restriction level.

Remember, when the user enters a valid Account Code, the systems automatically assigns them level two Toll Restriction. This means that you should start your toll restriction in level three or higher, as shown below. You must remember to assign the extension a Class Of Service with a level 3 or higher Toll Restriction Level. Leave program # 302 (Class 2 Deny Table) blank. When using The Verify-Toll mode, the only time you should have an entry in Prog #302, is when you still want to restrict the user from dialing certain are codes, Perhaps 900 or 700, even after they enter a valid Account Code.

These snapshots show the Class Of Service and Toll Restriction settings necessary for basic long distance toll restriction and Verify-Toll as the Account Code entry Mode. Remember you also have to store the valid codes under program #105. (System - Account Codes)

TRS Deny		Off-line		KX-TD1232 Master	
LOC	LVL2	LVL3	LVL4	LVL5	LVL6
01	[] [1*****]	[] [] [
02	[] [0*****]	[] [] [
03	[] [[] [] [
↑	↑	↑	↑	↑	↑
20	[] [] [] [] [

Enter numeric code

Toll Restriction/Deny Table screen showing the settings starting in level 3.

Class of Service		Off-line		KX-TD1232 Master	
COS	TRS-Level Day Night	Durat Limit	TRNSF to CO	Call FWD to CO	Busy OVRID
1	[1] [1]	Disable	Disable	Disable	Disable
2	[1] [1]	Disable	Disable	Disable	Disable
3	[3] [3]	Disable	Disable	Disable	Disable
4	[1] [1]	Disable	Disable	Disable	Disable
5	[1] [1]	Disable	Disable	Disable	Disable
6	[1] [1]	Disable	Disable	Disable	Disable
7	[1] [1]	Disable	Disable	Disable	Disable
8	[7] [7]	Disable	Disable	Disable	Disable
COS	Busy OVRID Deny	DND OVRIDE	Account Code	OHCA	Night Service
1	Enable	Disable	Option	Enable	Disable
2	Enable	Disable	Option	Enable	Disable
3	Enable	Disable	Option	Enable	Disable
4	Enable	Disable	Option	Enable	Disable
5	Enable	Disable	Option	Enable	Disable
6	Enable	Disable	Option	Enable	Disable
7	Enable	Disable	Option	Enable	Disable
8	Enable	Disable	Option	Enable	Disable

Hit spacebar to select parameter
1 2 COPY 3 4 HELP 5 6 7 SAVE 8 EXIT

Class Of Service screen showing toll restriction and Account code settings.



TECH NOTES

TECH NOTE #All-001

LIFTING THE HANDSET AND GOING DIRECTLY TO AN OUTSIDE LINE

This is one of the most asked about features. Many of your customers will ask you to set up their phones so that they are on an outside line when they lift the handset. On some of our systems this feature is called "Auto CO Hunt" while on others we call it "Idle Line Preference-Outgoing". Below is a table showing the different systems and how to set this feature on those systems. This is considered a Station Feature and the instructions are found in the System User Manuals, not the System Installation Manuals.

On the systems that use "721#" to enable the feature, you can use "720#" to cancel the feature. On the systems that use "dial 12" to enable the feature, you can use "dial 11" to cancel the feature.

This feature is available for SLT's only when they are in parallel with a Proprietary set that has this feature enabled.

System Type	Station Programming Description	Programming Instructions
KX-T30810	Auto CO Hunting	Lift the handset or press the SP-Phone button. Hit the ICM button then Dial 721#... Confirmation tone will be heard and "AUTO CO HUNT ON" will be displayed. Hang up or press the SP-PHONE button.
KX-T61610	Auto CO Hunting	Lift the handset or press the SP-Phone button. Hit the ICM button then Dial 721#... Confirmation tone will be heard and "AUTO CO HUNT ON" will be displayed. Hang up or press the SP-PHONE button.
KX-T123211D	Auto CO Hunting, Idle Line Preference - Outgoing	Set the MEMORY switch of the proprietary telephone to "PROGRAM"... "PITS-PGM NO?" will be displayed. Dial 12. "Pref. Out : Idle" will be displayed. Press the STORE button. Confirmation tone will be heard. After programming, return the MEMORY switch to the "SET" position.
KX-TA624	Idle Line Preference - Outgoing	Set the MEMORY switch of the proprietary telephone to "PROGRAM"... "PITS-PGM NO?" will be displayed. Dial 12. "Pref. Out: Idle" will be displayed. Press the STORE button. Confirmation tone will be heard. After programming, return the MEMORY switch to the "SET" position.
KX-TD308, KX-TD816, KX-TD1232	Idle Line Preference - Outgoing Idle Line Preference - Outgoing Idle Line Preference - Outgoing	Press the "PROGRAM" button, then dial "99". "PT-PGM MODE" will be displayed. Dial 12. "Pref. Out: Idle" will be Displayed. Press the STORE button. Confirmation tone will be heard. Exit Station Programming by Pressing "PROGRAM" or by Lifting the Handset.



TECH NOTES

TECH NOTE #All-002 GOING THE DISTANCE

Just how far is too far? Most of the time you don't find out the answer to this question until after spending half the day running the cable. Almost all systems out there today have limitations on the distance of a proprietary station run.

Everyone involved in the sale and installation of a phone system, should keep in mind the recommended maximum distance for a proprietary station run such as a 7030, 7235, 7420, or any of the other proprietary sets, including a DSS Console.

Other than the limitations on station runs there are also other invisible boundaries that you might want to consider when installing a system on a large, spread out job site. Doorphones, Door Openers, Paging Amp, Music On Hold, and the SMDR Printers all have distance limitations.

The only thing that you can try when having to exceed our recommended distances is to use a thicker (lower gauge) wire, or try doubling up on the cable.

The following table shows the recommended distance information for the different devices and applies to all of our systems.

	Gauge of Wire	Maximum Distance
Standard Telephone	22AWG	1798m / 5900 feet
	24AWG	1128m / 3700 feet
	26AWG	698m / 2290 feet
Proprietary Telephone / DSS Console	22 AWG	360m / 1180 feet
	24 AWG	229m / 750 feet
	26 AWG	140m / 460 feet
Doorphone	22 AWG	180m / 590 feet
	24 AWG	113m / 370 feet
	26 AWG	70m / 230 feet
Door Opener	22 AWG	180m / 590 feet
External Paging Amp / Music On Hold source	18 - 22 AWG	10m / 33 feet
SMDR Printer	N/A	2m /6.5 feet

FREQUENTLY ASKED QUESTIONS

Q) I am trying to blind transfer a call to a Phantom Extension that appears on multiple phones. But it won't work. It only lets me do a screened transfer. Why?

A) In order to perform a blind transfer to a phantom extension that appears on multiple phones, those phones must have a Single CO (SCO), Group CO (GCO), or Loop (LCO) button associated with the line being transferred otherwise only a screened transfer is allowed. This also holds true when transferring to a Ring Group.

Q) I can program my customer's system speed dial numbers. But when they go to use them, they do not work. Why not? (We get this question many times each day.)

A) On all of our systems, all System and Station Speed Dial entries must have a trunk access code such as a 9, 81, or 82 (etc.) programmed in front of the phone number.

CSD Thanks You

We thank all of you who responded to our "Wish List" survey in the previous issue of Tech Talk. We will be including some of these requested features in the NEW KX-TVS50 Voice Processing System, which is shown on the cover of this issue.

The NEW KX-TVS50 should be ready by year-end and will be discussed in detail in the next issue of Tech Talk. Once again, thank you for your feedback.

Mike gillespie
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Q) If I use one of the new ISDN cards, can I still use the KX-TD180 CO Expansion card.

A) No, the New ISDN cards use the expansion slot that is regularly used for the KX-TD180 card, therefore, unless you have a dual cabinet configuration, you will not be able to use a KX-TD180 Expansion CO card along with an ISDN card.

Q) I am having trouble connecting my laptop to the system. What kind of cable do I need?

A) You can easily find the correct pin-out in the installation manual, but we recommend that you purchase the correct cable and a Null Modem Adapter from your local Radio Shack store. Their catalogue/part number for the DB-9 to DB25 cable is "26-269" and the 9-pin Null Modem Adapter is "26-264B" BEWARE...there are some Null Modem Adapters that are made by other manufacturers that will not work.

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