IT'S HERE!!

NOTES:
- ✓ CALLER ID PERSONAL GREETING
- ✓ CALLER ID NAME ANNOUNCEMENT
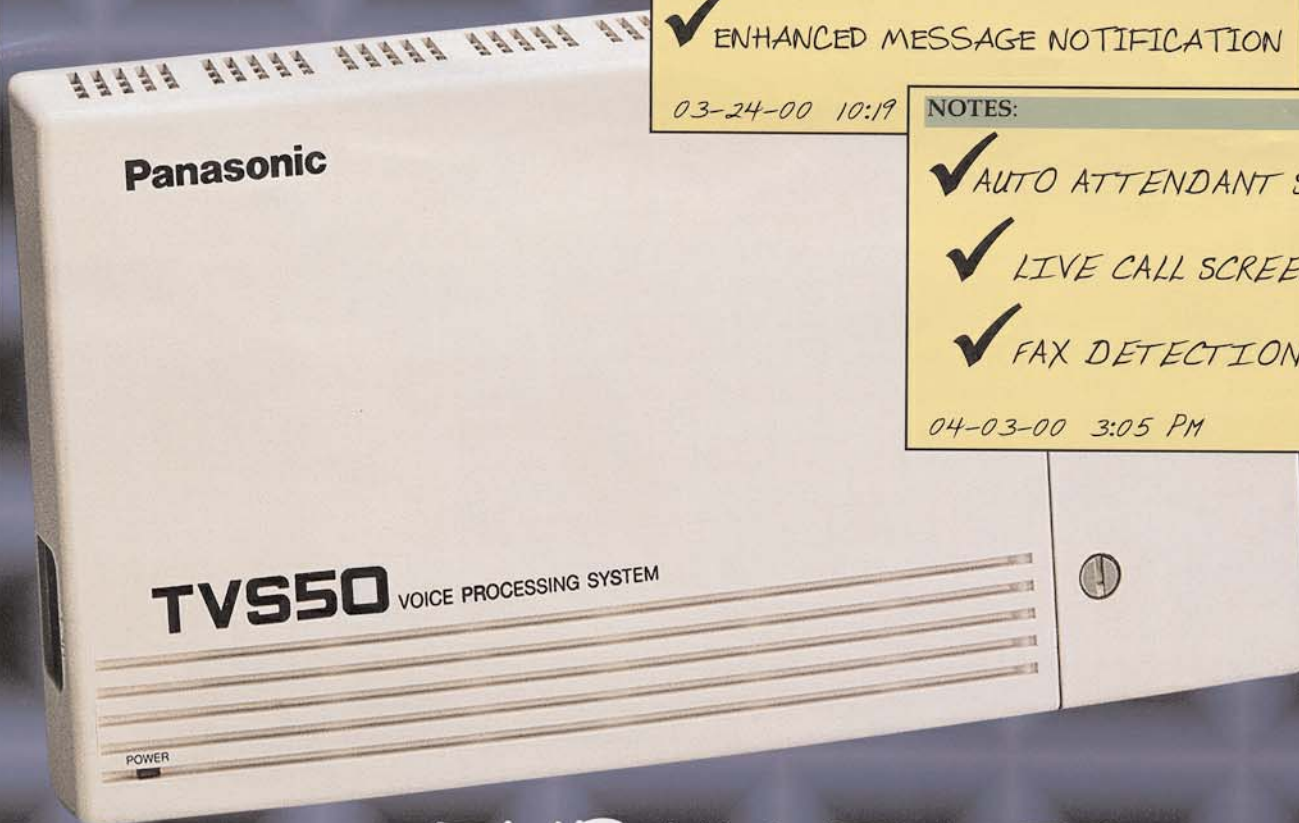- ✓ CALLER ID ROUTING

NOTES:
- ✓ FLASH MEMORY
- ✓ INTERCOM PAGING
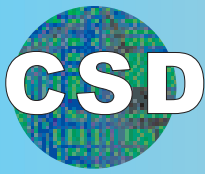- ✓ ENHANCED MESSAGE NOTIFICATION

03-24-00   10:19

NOTES:
- ✓ AUTO ATTENDANT SERVICE
- ✓ LIVE CALL SCREENING
- ✓ FAX DETECTION

04-03-00   3:05 PM

Panasonic

TVS50 VOICE PROCESSING SYSTEM

POWER

THE KX-TVS50 VOICE PROCESSING SYSTEM

Maybe you're just a little bit confused about how they work and the differences between the three call waiting features in the Digital dash 3 systems. All three features, Call Waiting, Off Hook Call Announce, and the new Whisper Off Hook Call Announce, can be used to alert the user to a second call or a call waiting.

We always had a feature in our Digital systems called "Off Hook Call Announce". There is now similar feature, which was introduced in the dash 3 systems utilizing 7400 series phones, called "Whisper Off Hook Call Announce". The difference between the two OHCA features is simply that when someone performs a Whisper OHCA, the announcement comes over the receiving party's handset, and when someone performs a regular OHCA the announcement comes over the receiving party's speaker.

There are four feature codes in the dash 3 systems, that are associated with Call Waiting and OHCA. They are 7311,7312, and 7313, which are used to enable the different features, and 7310, which is used to cancel any of the features once they are enabled.

When you go off hook on the intercom, and dial 7311, you are enabling basic call waiting. When the receiving phone is in this mode and the calling extension invokes BSS (Busy Station Signaling) by pressing the digit "1" or hitting the appropriate soft key, (the soft keys appear on display phones only) the receiving party gets a muted ring tone out of the speaker. The called party has to put the existing conversation on hold and answer the intercom in order to talk to the calling extension. On systems lower than dash 3, if the receiving phone is a KX-T7130[1] or KX-T7235 and has set Call Waiting enabled, (7311) then BSS is automatically converted to OHCA.

There are two different call waiting tones to choose from. Once in station programming, (PROG 99) dialing "51+STORE" gives you CW Tone 1(this is the default setting) and dialing "52+STORE"gives you CW Tone 2. Tone 1 gives a muted, triple tone burst in 15 second intervals for both CO and EXT. Call Waiting. Tone 2 is a slightly louder single tone burst for CO Call Waiting and a double tone burst for EXT. Call Waiting, both in 5 second intervals. Remember, OHCA only works if the receiving party is talking on the handset. If the receiving party is on the speakerphone then the calling parties OHCA is automatically converted to basic Call Waiting.

As mentioned earlier, in the dash 3 digital systems there is a separate code to enable regular OHCA. This code, 7312, will work from the following three phones and only these three: KX-T7130[1], KX-T7235, & KX-T7436. Any model telephone can originate an OHCA by pressing the digit "1" on the keypad or by pressing the appropriate soft key (the soft keys appear on display phones only) when they get a busy signal after dialing a busy extension. The three models listed above are the only three telephones that can receive an OHCA in the dash 3 digital systems.

The regular OHCA feature works the same in the dash 3 systems as it does in digital systems with earlier firmware, such as dash 2 or dash 1. Remember only the code is different, 7312 instead of 7311. When an OHCA is received it opens up a handsfree talkback path so the called party can respond without putting the current call on hold and hitting the Intercom key. In this situation, the person on the original call can hear both the OHCA and the response, so it might be a good idea to train the user to put the original call on hold before responding to the internal OHCA.

With the introduction of the dash 3 digitals, and the 7400 series telephones, came the birth of special feature. Whisper OHCA which works only on the dash 3 systems and only when both, the calling extension and the extension being called are 74xx model telephones. 7313 is the feature code used by 7400 series telephones to enable Whisper OHCA. When someone performs a Whisper OHCA, the called party hears the announcement in the handset. The party that they are talking to cannot hear the OHCA. The incoming OHCA is superimposed over the existing ongoing conversation. The party being called has to hit the hold button which puts the original call on hold and puts the called party on the Intercom with the calling party. The hold button acts as a flip-flop between the two conversations. Remember, for Whisper OHCA to work, both the calling party and the party being called have to have a 7400 series telephone.
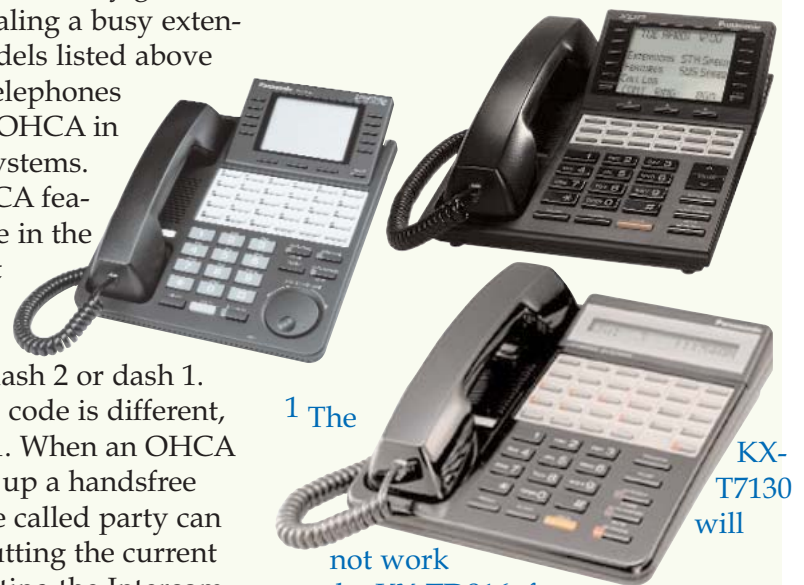
[1] The KX-T7130 will not work on the KX-TD816, for OHCA. On the KX-TD308, you need to add the optional 4-SLT Station Expansion Card, model KX-T30891, and have all three pairs connected to make the KX-T7130 and OHCA work on ports 5-8.

KX-D1232 & KX-TD816 SYSTEM UPGRADES

Here at Tech Support we refer to the different firmware levels as 6 digit/letter abbreviations. We use the first five digits/letters and the last letter of the version to come up with these abbreviations. Let's say that you go into program #116 (Rom Version Display), and you see "P231**T**90917**A**", we would call this "P231TA" firmware. The only exception to these abbreviations is the very first release which was "P011Q" The following table shows the different systems and the firmware versions that fall under that system.

KX-TD1232 (No DPITS) >> P011Q, P011YA, P011YB

KX-TD1232 (With DPITS) >> P101AB, P101AK, P101AM, P101DK

KX-TD1232-1 >> P101EA, P101EE, P101FA

KX-TD1232-2 >> P231AA, P231GA

KX-TD1232-3 >> P231MA, P231TA, P231UA

KX-TD816   >> P051I

KX-TD816-1   >> P401AA, P401AD, P401BA

KX-TD816-2   >> P301CA

KX-TD816-3   >> P301IA, P301OA

Now that you know which system you have, you might want to order an upgrade kit. The list below shows what is needed to upgrade the various systems. You can call and order the Upgrade Kits from VND, at 888-201-4030.

CURRENT	UPGRADE TO	KIT NEEDED	VND PART NUMBER
KX-TD1232*	KX-TD1232-1	Software E-Proms Only	KXTD1232EE
KX-TD1232	KX-TD1232-2	Not Available	Not Available
KX-TD1232	KX-TD1232-3	CPU Only	KXTD1232CPU
KX-TD1232-1	KX-TD1232-2	Not Available	Not Available
KX-TD1232-1	KX-TD1232-3	CPU Only	KXTD1232CPU
KX-TD1232-2	KX-TD1232-3	Software E-Proms Only	KXTD1232UA
KX-TD816	KX-TD816-1	Software E-Proms Only	KXTD816CTI
KX-TD816	KX-TD816-2	Not Available	Not Available
KX-TD816	KX-TD816-3	Not Available	Not Available
KX-TD816-1	KX-TD816-2	Not Available	Not Available
KX-TD816-1	KX-TD816-3	Not Available	Not Available
KX-TD816-2**	KX-TD816-3	Software E-Proms Only	KXTD816OA

* KX-TD1232 systems with the following serial numbers are not field upgradable and have to be sent into the Atlanta Service Center (770-518-6469) to be upgraded: 3xIAxxxxxx, 4AIAxxxxxx, 4BIAxxxxxx, 4CIA000000 through 4CIA000214, all serial numbers starting with 4J, 4K, 4L, 5A, and 5B.

** KX-TD816 systems that have a "C" as the fifth digit in the serial number cannot be upgraded.
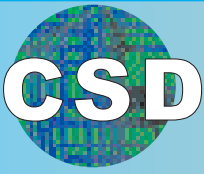
TECH NOTE #TVS-001
BACKING UP THE DATA FROM A KX-TVS VOICE PROCESSING SYSTEM

All system programming data, and voice prompts (seven functional areas) can be saved in separate data files. To make a data backup a data terminal must be connected to the RS-232C port of the VPS. The seven files must be saved individually. The "SAVE" command must be executed for each data file. It will require several minutes to save all the data selected. When performing this operation, always wait until the process completion indication appears.

WARNING: **Never** save (back-up) and upload the "Program" without Panasonic Technical support.

Note: The data terminal or PC used must be equipped with communications software such as PCPlus or Windows HyperTerminal that supports the Xmodem file transfer protocol.

PROCEDURE:

1. Enter the program mode and go to "Utility Command". You will see the "$" prompt.
2. Type SAVE, then press RETURN. You will see a screen similar to this one: (Choice 8 only appears in the TVS200)

```
$ SAVE
VPS Disk Data Save (VPS -> PC :
Xmodem)
1: Program
2: Parameters
3: System Prompts
4. User Prompts-1
5. User Prompts-2
6. Custom Service Menu
7. Personal Greeting
8. Company Greeting
```

3. Select item to be backed up, then Press RETURN. You will see:

> **To start press 'RETURN'**

4. Press RETURN. You will see the following and the file size will be displayed:

> **Parameter SAVE Start ! !**

5. Perform a Standard File Transfer. Set the data terminal to the receiving (Answer) mode (Xmodem) and specify the backup filename. The specified data will be transmitted to the data terminal.

The memory required to save each data component is indicated below:
**TVS50/75/100**
1. **Program - approximately 1 Mbytes (See Warning above)**
2. **Parameters - approximately .3 Mbytes (.2 Mbytes on the TVS50) (System Configuration)**
3. **System Prompts - approximately 15 Mbytes (Do not save - prompts are saved as defaults on the drive)**

TVS200
1. **Program - approximately 2 Mbytes (See Warning above)**
2. **Parameters - approximately 2.5 Mbytes (System Configuration)**
3. **System Prompts - approximately 22.5 Mbytes (Do not save - prompts are saved as defaults on the drive)**

Saving items 4-7 below will depend upon the length of the recorded messages:
4. **User Prompts-1 (Modified prompts - Modifications to default settings)**
5. **User Prompts-2 (Modified prompts - Modifications to default settings)**
6. **Custom Service Menu (Customer service recordings)**
7. **Personal Greeting (Subscriber greetings)**
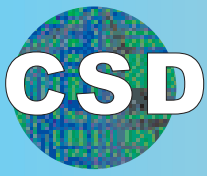
How to Re-synchronize a Dual Cabinet D1232

If you have customers with dual KX-TD1232 systems, then you might have already, or might get in the future, a service call in which the two cabinets are not talking to each other. In other words, the 2 cabinets fell out of sync and are working independently of each other. You will have to resynchronize the 2 cabinets to each other in order for them to properly work together as one system. If the two systems are not talking to each other then your customer will not be able to call from an extension in one cabinet to an extension in the other cabinet.

There are different ways of telling if the two cabinets are actually talking to each other. One way is the one that I just mentioned, that is to try to call from an extension in the Master cabinet to an extension in the Slave cabinet. If you get a "Not Valid" then they are not talking to each other.

Another way is to enter the programming mode, bring up "System" then "Version" (Program #116), If you see the versions of both the Master and the Slave, then the systems are talking to each other. If you do not see the version of the Slave cabinet, then they are not properly synchronized together.

During this synchronization period, (which usually takes 3-5 minutes) any activity, such as incoming calls or someone calling the Voice Mail system for their messages, will most likely prevent the two cabinets from synchronizing together. In some cases if your customer loses electrical power and the systems

go down, when the power comes back and the phones start working, the office workers start using the phones right away. This station activity will prevent the cabinets from synchronizing together.

With this in mind, Tech Support recommends the following procedure when trying to resynchronize two cabinets that stopped talking to each other:

1) Turn off the power to both units.
2) Make sure that the Interconnect Cable and the two Interconnect Cards are correctly seated.
3) Check the Master / Slave switches (SW3) on both cabinets to make sure they are in the correct position and that nobody messed with them.
4) Back off the Station and CO Trunk cables. This will prevent any incoming or outgoing activity from occurring during the synchronization period.
5) Turn power on to both systems. Try to turn them on at the same time. If you cannot do that then make sure to turn the Master on 1or 2 seconds before turning on the Slave.
6) Now just sit back and wait about 4 - 5 minutes. DO NOT even try to enter the programming mode via the phone or the laptop, this will compromise the synchronization period causing the systems not to communicate with each other. Be patient.
7) After about four minutes your systems should be talking to each other and you can re-cable the cabinets. Verify proper synchronization by calling from an extension in the Master to a station in the Slave.

For those of us with no patience, there is a way to tell exactly when the synchronization period is finished. Leave the cable on which the programming station resides connected to the system. When the display on the phone comes on, (10 -15 seconds after turning on power) simply enter the System Program mode. Do not enter a program code. The screen should read "SYS-PGM NO- ?". When the two cabinets are synchronized you will get a beep and the phone will pop out of the System Program mode. (Make sure that nobody tries to use any of the other seven stations on that cable during the synchronization period.) This procedure works on all software versions all the way back to the original release.

YOU HAVE A CALL

You are setting up a TVS system. Everything is going just dandy, until your customer starts picking up calls, and starts nagging you about why the voice mail has to say "YOU HAVE A CALL". Don't panic! It is very easy to remove this prompt and keep your customer happy. Go into "Program-- Hardware Settings--PBX Interface Parameters-- Dialing parameters". Just add an "A" to the end of the appropriate transfer sequence for a screened transfer or a "D" for a blind transfer, as shown......

Program - Hardware - PBX Interface - Dialing Parameters Menu
(FOR A SCREENED TRANSFER)

	ANALOG	DIGITAL
PBX Type --------------------------------	(ANALOG)	(DIGITAL)
Integration Mode -------------------------	Inband	DPITS
Operator Transfer Sequence --------	FTXA	FXA
Extension Transfer Sequence --------	FTXA	FXA
Alternate Extension Transfer Seq. -	FTXA	FXA

(FOR BLIND TRANSFER)

	ANALOG	DIGITAL
PBX Type --------------------------------	(ANALOG)	(DIGITAL)
Integration Mode -------------------------	Inband	DPITS
Operator Transfer Sequence ---------	FTXD	FXD
Extension Transfer Sequence ------- -	FTXD	FXD
Alternate Extension Transfer Seq. --	FTXD	FXD

FREQUENTLY ASKED *QUESTIONS*

Q) Can I add two 8 station expansion cards(KX-TA62470) to my KX-TA624 to make it a 3 x 24 configuration?
A) No, one of the expansion cards must be the 3 x 8 station expansion card model KX-TA62477. You can add the KX-TA62470 before the KX-TA62477, but later on when you go to add the KX-TA62477 you will have to rearrange the cards so that the KX-TA62477 (3 X 8 station expansion card) is in the middle position.

Q) I have a KX-TD1232. On one phone, the message light is lit and when I hit it, it does not call the Voicemail. all it says is "Not Valid". What's wrong?
A) Message lites are not always from the Voicemail. They can be lit from other extensions. If you call another extension and hit your message key, it will light up the message light at that station. In this case, the extension that lit up the light was then removed from it's jack. This is what caused an "Not Valid" when you hit your message light. You can extinguish the message light from your phone by going on the Intercom and dialing "701" and the extension number of the phone that is lit.

ANOTHER TECH TALK 2000
INSTALLATION TIP

As an installer you will sometimes run into some type of obstacle or problem when running cable across ceilings or snaking down walls. Usually you find that the studs or beams run straight up or down, and sometimes you will have trouble snaking up or down the wall due to crossbeams within the wall. Here's one thing you can try if you are adding a cable right next to another jack and you encounter crossbeams. Use the existing cable as a drag. Disconnect the existing cable from the jack. (Make sure to remove that station cable back at the system, so that you are working on a dead wire.) Then tightly tape on a 15 - 20 foot length of cable and start pulling both cables up the wall. When the spare length of cable reaches the top, you can tape on the new cable. Now pull the original and the new cable down the wall using the 15-20 foot length of cable as a drag. Reconnect the original cable and jack the new cable and you are in business.

Q) When my phone system is switched into the night mode, the TVS still plays the Day greeting. why is this?
A) The TVS night mode is not associated with or synchronized with the KXT phone system Day /Night mode. The Day /Night mode in the TVS system only looks at the time of day and the pre-programmed times under "Day Service" programming. There is no simple way to switch the TVS system into the night mode like in the KXT systems.

Q) I have a 624 and a 75. When I put my phone on Forward to Voicemail, other DSS buttons of my extension start flashing. Can I change this?
A) Yes, just change program #112, "DSS Console Indication Mode", from enable to disable. This should stop the other DSS keys from flashing when you are in the Forward mode.

Q) I have a fully blown KX-TA624 system. How many people can be on the Intercom at one time?
A) There are 4 intercom paths in the KX-TA624 system. This means that there can be upto four internal two-party conversations at one time.

PANASONIC CONSUMER ELECTRONICS COMPANY
COMMUNICATION SYSTEMS DIVISION
ONE PANASONIC WAY (3G-9)
SECAUCUS, NJ   07094