

### Boost the Capacity and Capability of your TDA System with a Version 2.03 Upgrade.

The Panasonic TDA Hybrid IP PBX system - a powerful business communication system providing advanced telephony and messaging solutions - just got even better!

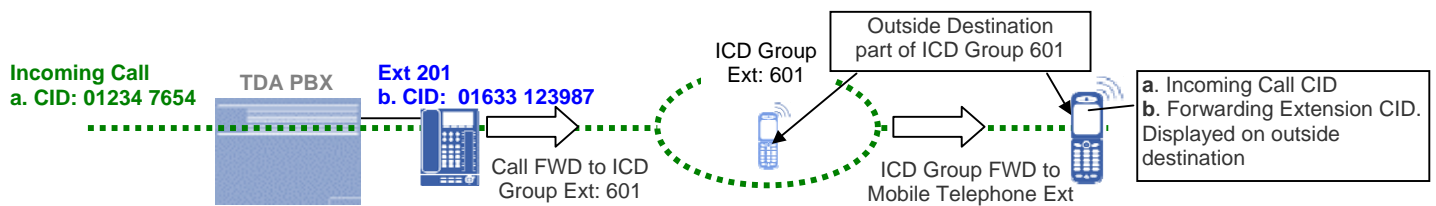
Experience even more power with a feature rich Version upgrade. Mobile telephone integration and enhanced built-in Call Centre features are just two of the many new feature enhancements in this version upgrade to the TDA PBX range.



### Enhanced and Additional Features

#### ICD Group Enhancement

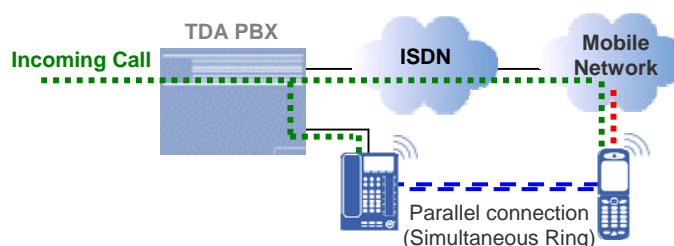
- **Caller ID Forwarding to Outside Destination** – To enable 'Incoming call-to-Outside destination Caller ID (CID) forwarding', the extension that receives an incoming call must set their call forward destination to an ICD group containing the outside destination. This ICD group in turn, must be set to automatically forward calls to the outside destination. The outside destination can receive either of the following through system programming:
  - a. Incoming call Caller ID information (Outside Party CID)
  - b. Forwarding extension Caller ID information (PBX Extension CID)**<Note: KX-TDA6920 SD Card is required >**



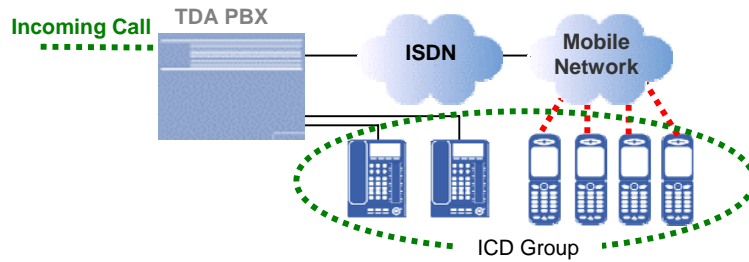
- **ICD group key enhanced phantom key mode** – An ICD group member is included in the group automatically when an ICD group key is assigned at an extension. This allows end users to make groups easily using PT programming. Delayed ringing time can be assigned but requires system programming.
- **Incoming call log for answered ICD group call** – An ICD group call log can be enabled for both Answered and No-Answer incoming calls.

#### Mobile Telephone Extension Integration

- **Mobile telephones as TDA PBX extensions** – Mobile telephones can be registered to the PBX as extensions. The mobile telephone members work as 'Virtual' Portable Stations (PS) and use 3-5 digit PBX extension numbering. The mobile extensions can access PBX features such as Call Transfer and can be included in ICD Groups. These features, among others, are explained in detail below. **<Note: KX-TDA6920 SD Card is required >**
- **Mobile telephone parallel connection, simultaneous ringing** – A registered mobile telephone can be connected in parallel with a wired telephone through system programming. This allows both the wired extension and the mobile telephone to ring simultaneously when receiving an incoming call. **<Note: KX-TDA6920 SD Card is required>**

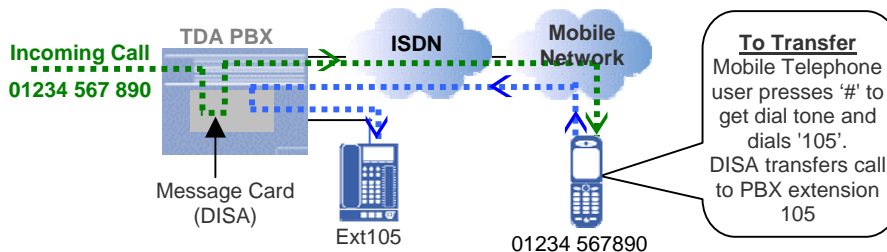


- **ICD group ring with mobile telephones** – A maximum of 4 mobile telephones can be placed in an Incoming Call Distribution (ICD) group together with PBX extensions, where all members of the ICD group receive calls simultaneously. A maximum of 128 ICD groups are available. **<Note: KX-TDA6920 SD Card is required>**



**The following features require the installation of a KX-TDA0191 DISA Message card.**

- **Transfer from a mobile telephone** – Mobile telephone users, can transfer calls received on their mobile telephones to extensions of the PBX by simply pressing the '#' key and dialling the required extension number. Once the transfer is completed, and a connection to the extension has been established, the DISA channel is released. Only 'Blind' transfer is available. Requires system programming. Default setting 'Disable' (No DISA for Fwd transfer). **<Note: KX-TDA6920 SD Card is Required>**



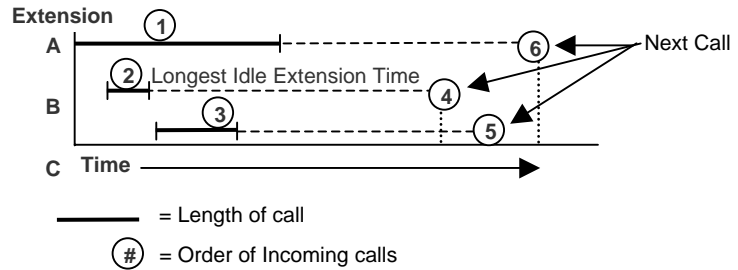
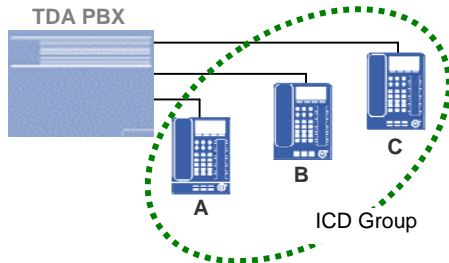
- **PBX feature access through DISA** – Mobile telephones with Registered Caller ID can access the PBX system features without the need to enter a PIN. The mobile extensions are automatically recognized as 'PBX Extensions' through DISA. Requires system programming. Default setting 'Disable'. **<Note: KX-TDA6920 SD Card is required>**

**DISA Enhancement**

- **DISA automatic release** – When an analogue Trunk-to-Trunk call has been established through DISA; the DISA card is released automatically, to make DISA resources available for other incoming calls. Requires system programming. Default setting 'Enable' (No release).
- **End of call detection by DISA** – When an analogue Trunk-to-Trunk call has been established through call transfer, call forward, or an ICD group ring feature, DISA is automatically connected to enable detection of end of calls. Requires system programming. Default setting 'Disable' (No detection).
- **Intercept destination for each DISA (no dial)** – When a call is answered by DISA and no DTMF tone received the call can be intercepted by one of the following pre-programmed destinations: Automated Attendant 0, Automated Attendant 9, Operator, or Disconnected.
- **Intercept destination for each DISA (DISA busy)** – When a call is answered by DISA and all DISA channels are busy, the call can be intercepted by one of the following pre-programmed destinations: Automated Attendant 0, Automated Attendant 9, Operator, or Disconnected.

## Built-in Call Centre Feature Enhancement

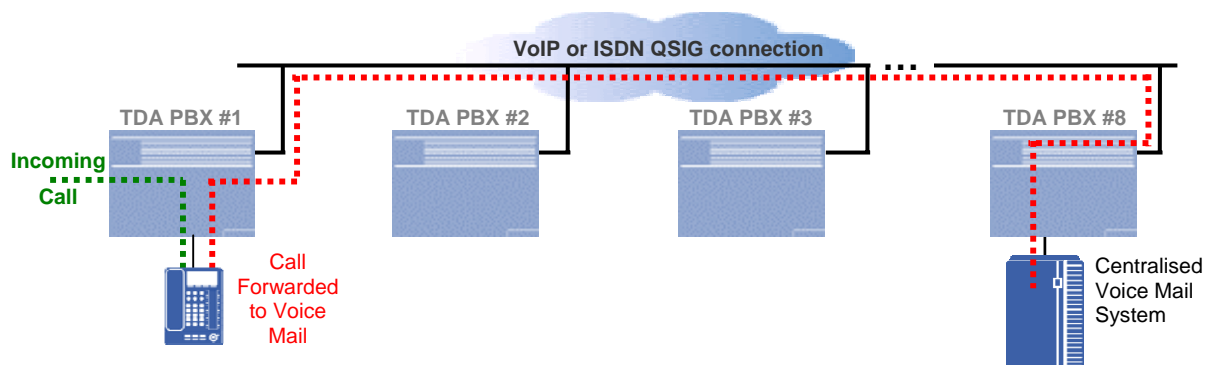
- New Call Distribution algorithm – longest idle extension** – The system now supports efficient call-load distribution. ICD group extensions that have remained idle for the longest time now receive the next incoming call to even the call traffic among ICD member extensions. This method of call distribution is highly favoured in a Call Centre environment. **<Note: KX-TDA6920 SD Card is Required>**



- Wrap-up for outgoing call** – The wrap-up feature now works for any calls including outgoing calls and is not limited to only ICD group calls. A wrap-up timer can be programmed for all extensions. This new feature benefits outbound Call Centres. When call reporting software is used, wrap-up time is displayed before next call entry to show that the time is used beneficially.
- ICD group, Proprietary Telephone (PT) simultaneous ring** – Proprietary Telephones in an ICD group, connected to the same DLC/DHLC card, ring simultaneously when receiving an incoming call. This feature removes the small delay in ringing between each extension in an ICD group. **<Note: DLC/DHLC line card software upgrade required (Free of charge)>**
- Alternative intercept busy destination** – A default intercept destination for busy extensions can be added through system programming. Any extension, which has not been programmed with an individual intercept destination, will automatically use the default destination.
- Independent Intercept no answer timer for extension** – Extensions can be programmed with their own Intercept Routing No Answer (IRNA) timer for day, lunch, break, and night modes.
- Intercept Routing for extension calls** – Intercept routing works for Extension calls as well as CO calls.

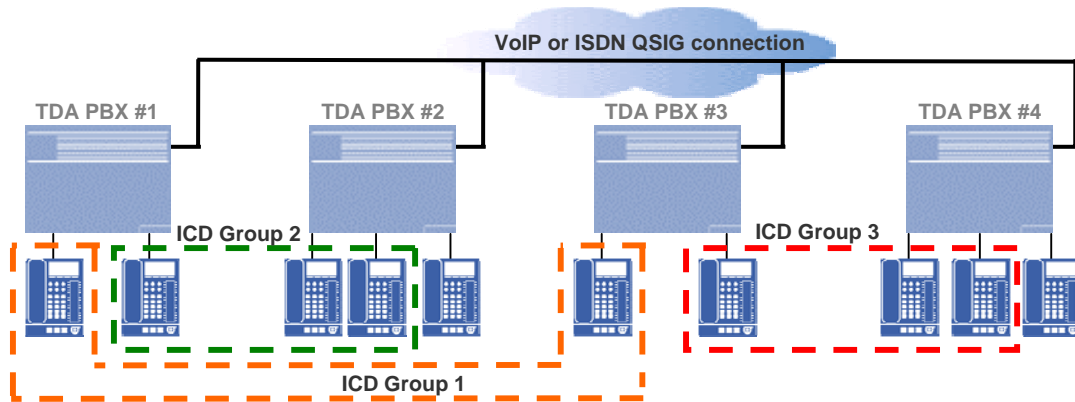
## Private Network Feature Enhancement

- Centralised Voice Mail** – Two or more networked TDA PBX systems can share a single Voice Mail system. Extension users can forward calls to voice mail and access messages using VM access codes. These codes can be pre-programmed on system phone DSS keys. **< Note: KX-TDA6920 SD Card is required>**

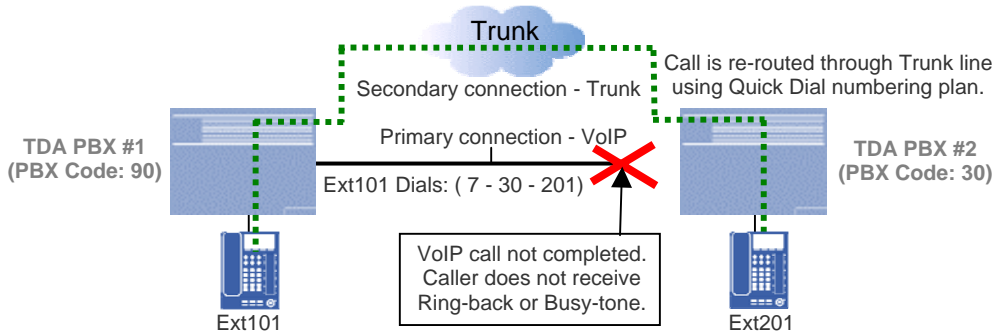


- Network ICD Group** – A Maximum of 4 PBX's can be part of a Network ICD group where each PBX can have a maximum of 32 local extensions per ICD group. The PBX that receives an incoming call, 29 of the 32 extensions can ring simultaneously and 3 are used to call the ICD group of the remaining 3-networked PBX's (32 - 3 = 29). This can help achieve a Network ICD group where  $1 \times 29 + 3 \times 32 = 125$  member's extensions can ring simultaneously across the networked PBX's.

<Note: KX-TDA6920 SD Card is required>



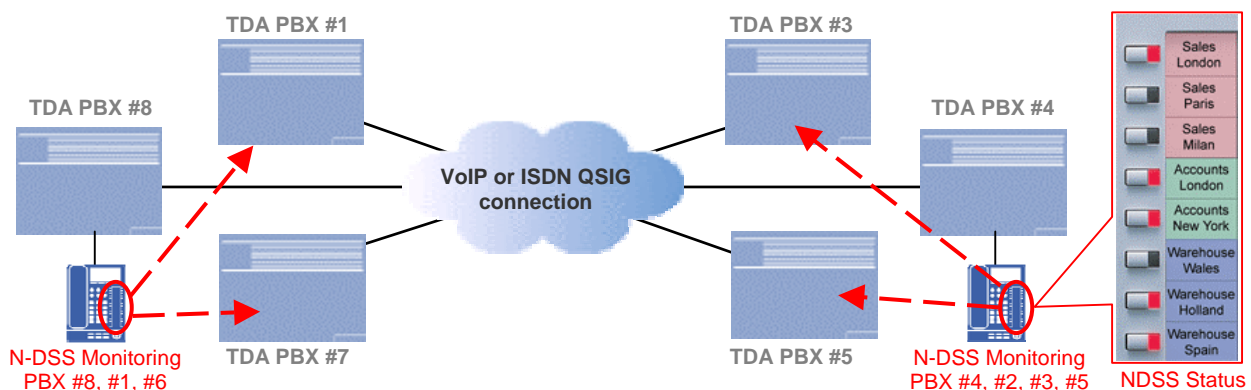
- Automatic re-routing of VoIP calls to PSTN Trunk** – If outbound VoIP trunk connection fails, calls can be re-routed through Public Switched Telephone Network (PSTN) lines. The re-routing destinations are programmed in Quick Dial.



- Trunk access through VoIP/QSIG without DISA** – It is possible to access a public trunk line when Trunk access from a private network has toll restriction. The restriction on the line can be overridden by a Verification code + PIN without using the DISA feature. This feature allows restricted trunk access without the need of installing a DISA card.
- PS roaming using an ICD group** – One PS can be registered to a maximum of 4 PBX systems, allowing the user to visit any of the four (4) branch offices using the same PS. The PS will perform PBX registration automatically when the user visits the branch site. <Note: KX-TDA6920 SD Card is required>

- 250 Network DSS keys for 8 PBX systems** – 8 PBX Systems in a private network can have a maximum of 250 network extensions stored on DSS keys (N-DSS: Network-DSS), in order to monitor busy user status across a network of TDA PBXs. In addition to the Network Operator, this feature has now been expanded to allow any extension on a network the ability to monitor (bi-directional monitoring).

<Note: KX-TDA6920 SD Card is required>



- **Quick Dial expansion** – A total of 80, 4-digit quick dial numbers are stored in the standard PBX memory. With MEC card installation - an additional 4,000 8-digit quick dial numbers are available for a total of 4080 per PBX. This feature enhancement can be used as follows:
  1. Quick Dial numbers can be used as back-up destinations for TIE Tables. If all network trunk group destinations fail, the system will search the quick dial table and re-route the call through PSTN trunk.
  2. Networked TDA systems can be given a company wide extension for a 'virtual' common extension numbering plan.

<Note: KX-TDA6105 Optional Memory Expansion Card is required>
- **Common extension numbering plan for 2 PBX systems\*<sup>1</sup>** – Extension numbering can be shared across 2 Networked PBX systems. e.g. Extensions with 1xxx - can be configured on both PBX systems.

<Note: KX-TDA6920 SD Card is required>

## **Proprietary Telephone Operation Feature Improvements**

- **Automatic answer for transferred call** – Automatic answer is available for transferred Trunk calls, in addition to direct extension calls. A 'Beep' tone is heard before the call is automatically answered. Call Centres can benefit from this feature as it cuts the time taken to answer a call.

**Note:** If the Trunk line is analogue, screened transfer is strongly recommended for this feature in order to disable connections between absent extensions and Outside Callers.
- **No call drop after privacy release** – When the initiator of a 3 party conference (extension-extension-trunk) leaves without pressing the transfer key, the other members can continue talking.
- **Dedicated Call Forward programming mode** – The current Call Forward destination is displayed when the [Fwd/DND] key is pressed on the system phones.

## **General PBX Feature Improvements**

- **256 DPT per shelf** – The maximum number of T7600 DPT's has been increased from 160 to 256 per shelf. This decreases the total amount of DLC cards needed to reach maximum configuration from 40 cards to 20. The total number of DPT's per system (Max 640) has not increased. In addition, a system configuration could require fewer shelves, a potential reduction in large configuration pricing.
- **Multiline Key Feature** – This features benefits TDA PBX users that work within a Boss/Secretary or multiple line environment. First, a Boss could store their own extension as a Primary Directory Numbers (PDN) on their DSS keys, and a Secretary could store that same number as a Secondary Directory Number (SDN). During an incoming call to stored PDN/SDN numbers the corresponding keys will flash on both telephones. The call can be picked up by the secretary and transferred back using the same key. The call is placed on hold until the Boss retrieves it. Second, this powerful feature can be used to give any user, multiple lines to the same phone; e.g. A Manager can program a primary number on a key for business customers, and still program a second number on another key for internal or private external callers. A Maximum of 8 PDN keys can be programmed to a single extension, and 8 calls can be handled at the same time. A Maximum of 8 different SDN keys can be programmed to a Secretary extension.
- **Walking Extension for IP-Soft phone, IP-Extension** – TDA PBX telephone users can login to any IP-Softphone, or IP-Extension and change the extension number to their own. This feature is called "Walking extension" and is enabled when feature number (\*727) + extension number you wish transfer (e.g. 2001) + PIN number is entered.
- **Walking COS changes CLIP number** – An extension user can change their Class Of Service (COS) by using Walking COS feature (\*47 + extension number + PIN). The extension can send different CLIP number depending upon which COS they are logged in as.
- **Trunk Group COS is set to COS-7** – Default Class Of Service (COS) has been changed from COS-1 to COS-7.
- **ISDN CO to CO call transfer modes** – To accommodate for all ISDN providers two types of ISDN CO-CO call transfer modes have been added. Mode 1 (Default) no alert signal is sent from TDA PBX. Mode 2 (optional), alert signal is sent from TDA.