

# Panasonic

ideas for life



## Hybrid IP PBX System

**KX-TDA30**

The Networked System that  
Maximises Your Business Performance  
in an Age of Convergence

# Creating an Intelligent Communications Environment



Revolutionary changes are occurring today in both telecommunications and information technologies.

Panasonic's Hybrid IP PBX system is a powerful communications tool designed to support businesses in today's Converged Networking age. KX-TDA30 provides advanced telephone and messaging solutions, efficient and flexible communications, DECT Wireless Mobility, Voice-Over-IP, and seamless integration with your PC through plug-n-play USB connection.

In line with Panasonic's commitment to user-friendly operation, the Hybrid IP PBX system is easy to use, even if you don't have a lot of IP experience. KX-TDA30 lets you keep pace with leading-edge technology and features that will completely transform the way your company communicates.

## Makes Communications Easy

Panasonic's digital telephones are stylish, easy to use, and efficient. With their large, easy-to-read LCD and four tilt positions, they make life easier for their users and look great too.

### Alphanumeric Display

Visual feedback on this user-friendly display makes it easier to handle calls and perform other tasks. Use it to view a variety of information (see list below) or to access the Hybrid IP PBX system's many features. You can also make calls by simply following the visual prompts shown on the display.

- Log of incoming and outgoing calls (Call Log)
- Incoming caller's name and number (ISDN, Caller ID)
- System/personal speed dialling
- Extension lists
- Menu of system features
- Call duration
- Message waiting, absent messages, feature settings
- Calling extension's number and name
- Time and date

### Headset Jack for Hands-Free Convenience

#### KX-T7636 with KX-T7603

- 6-Line Back-lit Display, 24 CO Keys, and a Speakerphone
- Optional 12 CO Keys and USB port

### Message/Ringer Lamp (Red/Green)

The large, easy-to-see lamp illuminates to indicate when a call comes in, so you can tell when the telephone is ringing even from a distance. The colour of the lamp indicates the status – flashing green for an internal extension line, flashing red for an outside line, and constant red to indicate that a caller has left a message.



### Digital Speakerphone

### Programmable Keys with Red/Green LED

### Time-Saving, Easy-to-Use Navigator Key

### Multi-language Capability

The Hybrid IP PBX accommodates up to five different languages, for use in areas where more than one language is commonly spoken. The language can be set at the PBX for a specific telephone extension, to meet the needs of the person who uses that extension.

### eXtra Device Port (XDP) and Digital XDP

Use the XDP to add an analogue phone, cordless phone, or other single-line device to your system, without the cost of an additional line. This lets you send a fax while talking to a customer. Or, by connecting a modem to the XDP, you can download data from your PC or access the Internet while talking. The Digital XDP allows you to increase the number of digital telephones without additional cards. It lets you put functional digital phones in the hands of more of your staff to boost overall office productivity.

### Wall Mountable

## Alphanumeric Display



## Easy-to-Read Back-lit Display

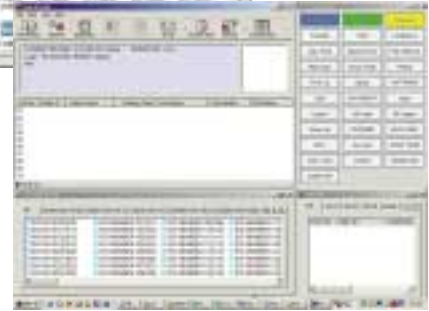


## PC Phone and PC Console (KX-T7636 and KX-T7633)

Plug-n-play connection via USB terminal to your PC offers an easy CTI (Computer Telephony Integration) solution. Using the PC and telephone together is more efficient and presents a more professional image to callers. PC console allows operators to manage calls more effectively.



PC-Console



PC-Phone



### KX-T7633

- 3-Line Back-lit Display, 24 CO Keys, and a Speakerphone
- Optional 12 CO Keys and USB port



### KX-T7630

- 3-Line Display, 24 CO Keys, and a Speakerphone



### KX-T7625

- Speakerphone and 24 CO Keys



### KX-T7640

- Digital DSS Console (60 DSS)



### KX-T7667

- 1-Line Display, 12 CO Keys, and a Speakerphone



### KX-T7665

- 1-Line Display, 8 CO Keys, and a Speakerphone

## Digital Telephones Specifications

		KX-T7636	KX-T7633	KX-T7630	KX-T7625	KX-T7667	KX-T7665	KX-T7603	KX-T7640
Display	Alphanumeric Display (Lines x Characters)	6 x 24	3 x 24	3 x 24	-	1 x 16	1 x 16	-	-
	Tilt-Angle Adjustment	4 Steps	4 Steps	4 Steps	4 Steps	High and Low	High and Low	4 Steps	4 Steps
	Display-Contrast Adjustment	4 Levels	4 Levels	4 Levels	-	3 Levels	3 Levels	-	-
	Back-lit	✓	✓	-	-	-	-	-	-
	Feature Access Keys for Display	4	4	4	-	-	-	-	-
Keys Audio	Programmable CO Keys with Dual-Colour LED	24 (36 <sup>*1</sup> )	24 (36 <sup>*1</sup> )	24	24	12	8	12	-
	Direct Station Selection (DSS) Keys with Busy Lamp Field (BLF)	✓ +2	✓ +2	✓ +2	✓ +2	✓ +2	✓ +2	✓ +2	60
	Navigator Keys	✓	✓	✓	-	✓	-	-	-
	Message / Ringer Lamp	✓	✓	✓	✓	✓	✓	✓	-
Audio	Speaker-Phone (Monitor) Volume Control	12 Levels	12 Levels	12 Levels	12 Levels	12 Levels	12 Levels	-	-
	Handset Volume Control	4 Levels	4 Levels	4 Levels	4 Levels	4 Levels	4 Levels	-	-
	Ringer Volume Control	4 Levels	4 Levels	4 Levels	4 Levels	Off and 4 Levels	Off and 4 Levels	-	-
	Off-Hook Call Announcement (OHCA) Whisper OHCA	✓ ✓	✓ ✓	✓ ✓	✓ ✓	✓ ✓	✓ ✓	✓ ✓	- -
Connection	USB Module (KX-T7601) Connectable	✓	✓	✓	-	-	✓	-	-
	Digital eXtra Device Port (DXDP)	✓	✓	✓	-	-	✓	-	-
	Optional Headset Compatible <sup>*3</sup>	✓	✓	✓	-	-	✓	-	-
Others	Station Speed Dial Numbers	10	10	10	10	10	10	-	-
	Wall Mount	✓	✓	✓	✓	✓	✓	✓	✓

\*1 36 programmable CO Keys are available when the optional 12-CO Key Add-On Module (KX-T7603) is selected.

\*2 Can be assigned to a Programmable CO Key.

\*3 Only a ø2.5mm pin jack is connectable.

## Ergonomically-Designed, 4-Step, Tilt-Angle Adjustment



## More Freedom, Greater Clarity

Today's companies need to keep their employees fully accessible throughout the day. Panasonic Wireless DECT connectivity does exactly that. It also boosts customer loyalty, reduces work time and accelerates response. Wireless communication over an extended range is achieved by using multiple cell stations that boost the flexibility and mobility of your wireless handset. With the Wireless XDP, you can set your wireless telephone to have the same extension as your desk telephone, and then receive calls even when away from the desk. You're always there, ready to receive your customers' calls, and make the most of every business opportunity that comes along.



### 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.



### KX-TCA155 and KX-TCA256 Features

- 6-line, Blue LCD Backlight
- Illuminated Keypad
- Multiple Language Display
- Speakerphone
- Programmable Soft Keys
- PBX functionality support
- 200 entry Phonebook
- Headset Compatible
- 9 polyphonic Ringer Melodies and 6 ringing patterns
- Vibrate Alert\*
- Meeting Mode\*

\* KX-TCA256 Only



## Mobile Phone Integration

### ► Simultaneous ringing

Mobile telephones can be registered to the PBX as extensions working as "Virtual" Portable Stations (PS).

When connected in parallel with a wired telephone, both the wired extension and the mobile telephone can ring simultaneously.

And both the wired and the mobile telephone can belong to the same group and can ring simultaneously, too.

### ► Transfer from a mobile phone

Mobile phone users can transfer calls received on their mobile telephones to colleagues in the office by simply pressing the "#" key and dialling the required extension number.

### ► PBX feature access

If a mobile phone user (employee) calls to his office, the PBX can automatically recognise and authorise him as a "PBX extension user" and give him all the rights of extension users, such as:

1. To call outside using company COs. This is good because you can save on long distance calls, and you can call to any person from your mobile phone without disclosing your mobile phone number.
2. To call other extensions using short numbers.

## An Affordable System that Improves Efficiency

With its intelligent call-handling functions, the Panasonic Hybrid IP PBX system can serve as the core of an efficient small contact centre for outstanding customer service. Use the Hybrid IP PBX to automatically distribute incoming calls as desired.

Calls can be queued while your team is busy on the telephone; pre-recorded messages can be played to reassure callers while they wait for their call to be answered. If there is no reply or if the phones are all busy, music or pre-recorded promotional messages can be played on hold. You can also assign a backup extension as an overflow destination for calls not answered within a specified period of time.

The system provides a variety of call distribution patterns. Effective use of the different patterns – Uniform Call Distribution (UCD), Priority Hunting, and Simultaneous Ring – can help you manage calls more efficiently.

### Group Features

- VIP Call (Priority Answer)
- CLIP Distribution
- Queuing Table

### Agent Features

- Log-in / Log-out
- Ready / Not Ready
- Wrap up

### Supervisor Features

- Monitoring group activity in real time, with real-time display view
- Historical analysis
- Agent management with DSS
- Agent status monitor
- Remote agent log-in / out by DSS
- Autoanswer by headset

## Wide Flexibility, Easy Programming

You can use the Panasonic PBX with existing KX series telephones, and easily program it from a handset or from your PC. Software upgrades are easy too, using an SD Memory Card.

## Messaging that Adds More Value and Accuracy to Your Business

Panasonic Voice Processing Systems let you to record, send and retrieve messages 24 hours a day, 7 days a week world-wide, and help to efficiently handle your telephone system traffic and internal communication needs.

If you are short of staff, you can handle calls with the Automated Attendant Service. You can also upgrade to Unified Messaging using CTI technology that combines e-mail, fax and voice mail, giving you multi-media communication capabilities.

You can even customise the system to meet the needs of different callers using Multilingual Service and Caller ID Call Routing. By combining this with a Panasonic Voice Mail System, you can get additional features that are available only from Panasonic, such as Live Call Screening, Two-Way Recording, and Two-Way Transfer.

Multiple PBXs can also share a single voice mail unit to enable centralised voice mail control.

## Simplified Voice Message Card

Installing an optional Simplified Voice Message (SVM) card in the PBX allows the PBX to provide extensions with answering machine features.

An extension user can record a personal greeting message to greet an incoming call and ask the caller to leave a voice message. The user can also play back and clear greeting messages and the voice messages left by callers.

Up to two SVM cards can be installed. The SVM card has two channels, allowing two users to access a single card at the same time. When an extension is assigned to an SVM card through system programming, a message box is created for that extension. This message box is used to store greeting messages and voice messages for that extension. Each Proprietary Telephone (PT), Single Line Telephone (SLT), and Portable Station (PS) can be assigned its own message box.

The SVM card has the following available features:

- SVM Extension number can be set as Call Forward and Intercept Routing Destination
- Greeting Messages can be recorded for each Time Mode (Day/Night/Lunch/Break)
- Message Notification via message waiting lamp on Proprietary Telephone or change in Dial Tone on Single Line Telephones.
- Callers details are recorded and displayed on Proprietary Telephone Display
- Messages are replayed in order of newest message first
- Remote mailbox access from outside line
- Remote mailbox access from different extension

Up to 125 messages with a maximum total recording time of 60 minutes can be recorded per card. This space is shared between the message boxes of all extensions assigned to that card. The recording quality and the recording time can be selected through system programming.





## Higher Productivity, Greater Customer Satisfaction

A built-in USB port makes it easy to connect a Panasonic digital telephone to your personal computer. Using PC Phone and PC Console software, you can integrate your phone system with a database, giving you a powerful support tool for Customer Relationship Management (CRM).

The caller's ID and other information automatically pop up on your PC's display before you take the call. This makes it easy to give your customers a level of service that reflects well on your company. The easier the operator can transfer the customer to the correct person, the more professional your organisation looks and the more efficient you operate.

You can add a doorphone and Network Camera (the Panasonic BB-/BL- series) for surveillance. When someone rings the doorbell, the camera will send the visitor's image to your PC display for confirmation.



## Panasonic Helps to Cut Costs

Least Cost Routing (LCR) saves money by choosing the most inexpensive calling route. To prevent unauthorised people from using the telephone, you can set each extension to require a password for outgoing calls. A time limit can also be set on conversations.

Using a VoIP gateway, the Hybrid IP PBX converts telephone voice signals into IP packets, making it possible for you to use VoIP technology with your present telephone units. VoIP allows simultaneous voice and data transmission on your existing managed data network.

VoIP is an ideal solution for site-to-site communications between multi-site offices and retail chains - as well as for networking branch office and remote office employees, small office/home office (SOHO) workers, and home sales personnel, allowing for flexible working environment and lowering cost.

## Company-wide Voice Network

The Hybrid IP PBX can serve as the core of an inexpensive, easy-to-use interoffice networking system. Virtual Private Networking (VPN) is a service provided by the telephone company. It uses an existing line as if it were a private line. The KX-TDA30 supports closed number dialling and digit translation to create your own private digital network.

The KX-TDA30 also supports QSIG\* protocol, allowing you to interconnect numerous PBX locations into a large, effectively seamless virtual telephone system, and giving you access to more advanced communication functions. As an example, for customers with a Panasonic KX-TDA100, KX-TDA200, or KX-TDA600 in the head office, QSIG can be used to implement KX-TDA30s in all the branch offices. Using the network numbering plan, you can assign a telephone number to each extension in a branch or head office, reducing communication costs.

\* QSIG is an industry-standard digital networking protocol. QSIG Networking is available with PBX systems that support ISDN BRI QSIG.

## 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 .

## Hospitality

This KX-TDA Hybrid IP PBX has several built-in features that support its use in a hotel or hotel-like environment, where extensions correspond to guest rooms.

### Check-in/Check-out - room status control

The hotel operator extension can be used to view and change the check-in and check-out status of guest rooms. Flexible buttons on the hotel operator's extension can be set as Room Status Control buttons. Two buttons are available:

- Check-in - Guests are checked-in, Telephone charges are cleared and Remote Extension Lock is turned off, allowing calls to be made by the guest from the room extension.
- Check-out - Guests are checked-out and Extension data, such as Timed Reminder or Last Number Redial data, is cleared, and Remote Extension Lock is turned on - preventing calls.

When a guest has checked-in, the DSS key LED corresponding to the guest room will light RED. It will turn off when checked-out.

### Remote Wake-up call set via dialling

A Hotel receptionist can set a timed reminder by using the Telephone push buttons. The guest will receive a reminder at the programmed time, on their rooms extension.

### Voice Mail Delete on Check-out

Guest extension messages are automatically deleted when a guest has checked-out.



### SMDR for Hospitality (ISDN-AOC\* is not required.)

The SMDR (Station Message Detail Recording) prints the following information:

- Room Check-in/Check-out
- Timed Reminder Start/Answer/No Answer
- Incoming/Outgoing Trunk
- Dialed number
- Call Duration
- Account code entry

\* Advice of Charge

Another SMDR feature is the programmable Message Print-out. Hotel employees can use the telephone in the guest room to input charges, such as those for the minibar. The message will then be printed onto the SMDR.

### Bill printout on Check-out (ISDN-AOC\* is required.)

Separately from standard SMDR, following information is printed when check out.

- Date & Time of Check in
- Date & Time of Check out
- All calls made from a guest room
- Total charge for telephone call and minibar
- Total tax in charge

For Bill Printed on Check-out feature, Memory Expansion Card is required.





## Feature List

### System Features

- Automatic Fax Transfer
- Automatic ISDN Setting (BRI)
- Automatic Route Selection (ARS)/ Least Cost Routing (LCR)
- Background Music (BGM)
- Budget Management
- Busy on Busy
- CTI (CSTA, TAPI)
- Call Park with Indication
- Call Pickup Group
- Calling Line Identification Distribution (CLI)
- Class of Service (COS)
- Data Line Security
- Delayed Ringing
- Direct In Lines (DIL)
- Direct Inward Dialling (DID)
- Direct Inward System Access (DISA)
- Door-Phone/Door Opener
- Echo Cancellation
- Extension Lock
- Emergency Call
- Existing APT/DPT Compatibility
- External BGM
- External Sensor/Relay for Alarm Notification
- Flexible Numbering Plan (4 digits)
- Floating Extension
- Greeting Message
- Host PBX Access Code
- Hunting Group
- Hurry-Up Transfer
- Incoming Group (Hunting Group)
- Intercept Routing - Busy/DND
- Intercept Routing - No Answer
- Intercept to Trunk
- Main Processing (MPR), Card/CS Software Download
- Manager Functions
- Multiple Language Support
- Online Diagnostics
- Operator Functions
- PC Console/PC Phone
- PC Programming
- Paging Group
- Quick Setup
- Remote Alarm Notification
- Remote Extension Status Control through DISA
- Remote Extension Lock
- Ring Group
- Simplified Voice Message (SVM)
- Special Carrier Access
- Station Message Detail Recording (SMDR)
- Tenant Service
- Timed Reminder
- Time Service (Day/Night/Lunch/Break)
- Toll Restriction
- Trunk Group
- Uniform Call Distribution (UCD)
- User Group
- VIP-Call
- Visual Caller ID

### <Voice Mail (VM) Features>

- Automatic Configuration - Quick Setup
- Call Forwarding to VM
- Caller's Identification Notification to VM
- Centralised VM
- E-mail Integration\*
- Intercept Routing to VM
- Live Call Screening (LCS)
- Remote PBX Data Control by VM
- Telephone Display, Menu Driven VM Operation
- VM Data Control by PBX
- VM (Digital/DTMF) Integration
- VM Mail Transfer
- VM Menu on the LCD\* (KX-T7636/T7633 only)

### Extension Features

- Absent Message
- Account Code Entry (Forced)
- Automatic Callback Busy
- Automatic Redial
- Boss - Secretary
- Broadcasting
- Caller ID to SLT
- Call Forwarding (All Calls, Busy, Busy/No Answer, No Answer, Follow Me, From Incoming Group)
- Call Hold
- Call Pickup (Directed, Group, DSS, Deny)
- Call Splitting
- Call Transfer (Screened, Unscreened, One-Touch Transfer, Transfer Recall)
- Conference
- (3-Party Conference, Multi Party Conference, Unattended Conference)
- Conference with Broadcasting up to 32-Party

- Dial Type Selection
- Digital SP-phone
- Digital eXtra Device Port (DXDP)
- Direct One-Touch Answering
- Do Not Disturb (DND), DND Override
- DSS Console
- Executive Busy Override
- Extension Directory
- Extension-to-Trunk Call Duration Time
- External Feature Access
- Flexible Buttons
- Hands-free Operation
- Handset/Headset Selection
- Hot Line
- Large LCD Features with Back-lit
- Last Number Redial
- Log-In/Log-Out
- Message Waiting
- Multi-Lingual Display
- Multiple Hop Call Forwarding (4 steps)
- Music on Hold
- Off-Hook Call Announcement (OHCA)
- Off-Hook Monitor
- One-Touch Dialling
- Paging (Deny, Paging Transfer)
- Paralleled Telephone (APT/DPT+SLT, DPT/SLT+PS)
- Redial, Last Number
- Remote Station Control
- Special Carrier Access
- Speed Dialling - Personal/System
- Time and Date Display
- Tone-Pulse Conversion
- Trunk Answer from Any Station (TAFAS)
- Walking COS
- Whisper OHCA (Off-Hook Call Announcement)
- Wrap-Up
- eXtra Device Port (XDP)

### <DECT Features>

- Automatic Handover
- Headset Compatibility
- Incoming & Outgoing Call Log
- PS Roaming
- Wireless XDP Parallel Mode
- Vibrator Ring (KX-TCA256 only)

### ISDN Service Features

- Advice of Charge (AOC)
- Call Hold (HOLD)
- Calling Line Identification Restriction (CLIR)
- Calling Line Identification Presentation (CLIP)
- Completion of Calls to Busy Subscriber (CCBS)
- Connected Line Identification Presentation (COLP)
- Connected Line Identification Restriction (COLR)
- Direct Dialling Inward (DDI)
- ISDN 3-Party Conference (3 PTY)
- ISDN Call Forward (CFU/CFNR/CFB)
- ISDN Call Transfer (CT)
- ISDN Extension
- Malicious Call Identification (MCID)
- Multiple Subscriber Numbers (MSN)

### Networking Features

- ARS with VoIP
- DISA Call to the Network
- Network Closed Numbering
- Network ICD group
- Private Network to Public Network
- Public Network to Private Network
- QSIG Network (BRI)
- Transfer to Network PBX
- Virtual Private Network (VPN)
- VoIP Network (Built-in IP-GW)
- 250 Network DSS keys for 8 PBXs

### Hospitality Features

- Call Billing for Guest Room
- Remote Wake-up Call
- Room Status Control
- SMDR for External Hotel Application

DPT : Digital Proprietary Telephone  
 APT : Analogue Proprietary Telephone  
 SLT : Single Line Telephone

\*When the KX-TDA Hybrid JP-PBX is integrated with KX-TVM Voice Processing System

