

For Executives/Supervisors

IP Proprietary Telephone

KX-NT560

- 4.4 inch Backlight LCD Display
- 4 x 8 Self-Labelling, Flexible CO Buttons
- Full Duplex Speakerphone
- 2 Ethernet Port (1000 Base-T)
- Power-over-Ethernet (PoE)
- Built-in Bluetooth for Headset



SIP Phone

KX-UT670

- 7 inch Backlight LCD Display
- Colour Touch Screen
- 4 x 6 Self-Labelling, Flexible CO Buttons
- Full Duplex Speakerphone
- 2 Ethernet Port (1000 Base-T)
- Power-over-Ethernet (PoE)
- Network Camera Monitoring
- Application Development (Java Supported)



Digital Proprietary Telephone

KX-DT546

- 6-Line Backlight LCD Display
- 24 Flexible CO Buttons
- Full Duplex Speakerphone
- Option: KX-DT590

KX-DT590

Digital DSS Console (48-Key)



For Standard Users

IP Proprietary Telephone

KX-NT551

- 1-Line Backlight LCD Display
- 8 Flexible CO Buttons
- Full Duplex Speakerphone
- 2 Ethernet Port (1000 Base-T)
- Power-over-Ethernet (PoE)



KX-NT556/KX-NT553

- 6-Line (KX-NT556) or 3-Line (KX-NT553) Backlight LCD Display
- 12 x 3 (KX-NT556) or 12 x 2 (KX-NT553) Self-Labelling, Flexible CO Buttons
- Full Duplex Speakerphone
- 2 Ethernet Port (1000 Base-T)
- Power-over-Ethernet (PoE)
- Option: KX-NT505



Digital Proprietary Telephone

KX-DT543

- 3-Line Backlight LCD Display
- 24 Flexible CO Buttons
- Full Duplex Speakerphone
- Option: KX-DT590



For Simple Users

IP Proprietary Telephone

KX-NT511A

- 1-Line LCD Display
- 3 Flexible CO Buttons
- Full Duplex Speakerphone
- 2 Ethernet Port (100 Base-TX)



Digital Proprietary Telephone

KX-DT521

- 1-Line Backlight LCD Display
- 8 Flexible CO Buttons
- Full Duplex Speakerphone
- Option: KX-DT590



DECT Wireless System

KX-TCA185/KX-TCA285/KX-TCA385

- 1.8 inch Colour LCD
- Noise Reduction
- DECT Paging
- Vibration



Panasonic's Environmental Efforts

Panasonic aims to become the No.1 Green Innovation Company in the Electronics Industry. We believe we can integrate contribution to the environment with business growth by driving green innovation in all aspects of our business practices, and help people lead better and greener lives.

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Important

– Safety Precaution: carefully read the operating instructions and installation manual before using these products.

- Please contact your nearest Panasonic dealer for the necessary information on things such as Activation Keys.
- Some models and applications are available in limited countries.
- The images shown of products display and lamps are composite images.
- Weights and dimensions are approximate.
- Design and specification subject to change without notice.
- These products may be subject to export control regulations.

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Panasonic

Panasonic



KX-NS300

Saving Costs is Top Priority

New Smart IP PBX for the SMB Market Brings You Unified Communication

The Panasonic KX-NS300 Smart IP PBX is a cost effective legacy and IP communication system for small and medium sized companies that can be flexibly configured and expanded according to the your needs.

The KX-NS300 has advanced features and starts from 6 analogue trunks and 18 extensions, up to 192 extensions with an Expansion Unit.

KX-NS300 is also a unified communication system which has rich IP features such as mobile linking, integrated voice mail and e-mail, instant messaging (chat), and presence information.

It can also use built-in applications such as a call centre solution, mobile solution, and voice mail system to provide more efficient work and increased customer satisfaction.

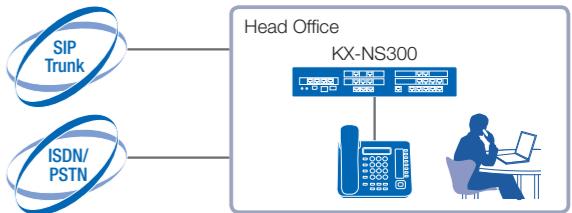


Saving Costs by Adopting a Hybrid System

KX-NS300 can utilize the benefits of a hybrid system to help businesses lower costs and allow a quick return on investment.

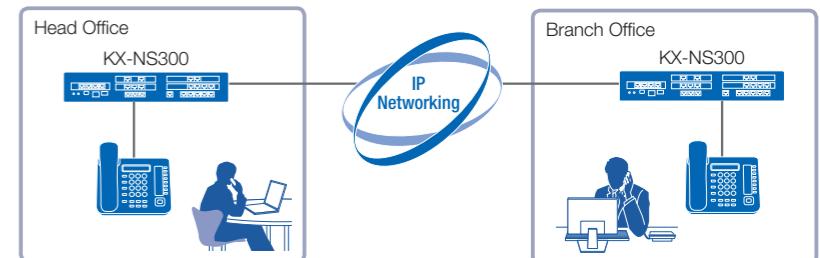
Saving Communication Costs

The adequate IP capacity of the KX-NS300 enables you to combine both IP and legacy trunks according to your needs, to construct systems that are flexible and cost effective.



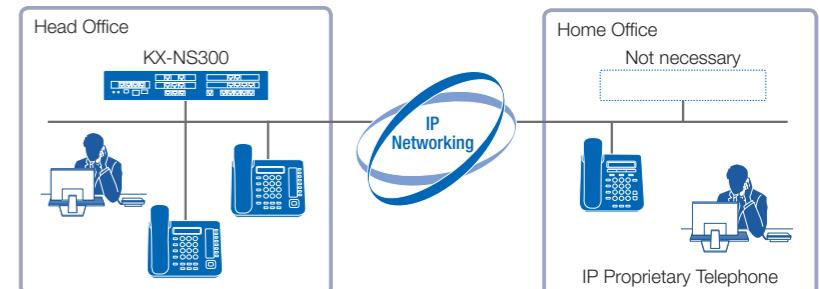
Saving Network Costs

By connecting the KX-NS300 units in different offices with an IP network, you can construct a network that integrates both voice and data. This enables extension calls between offices over the IP network, and reduces costs.



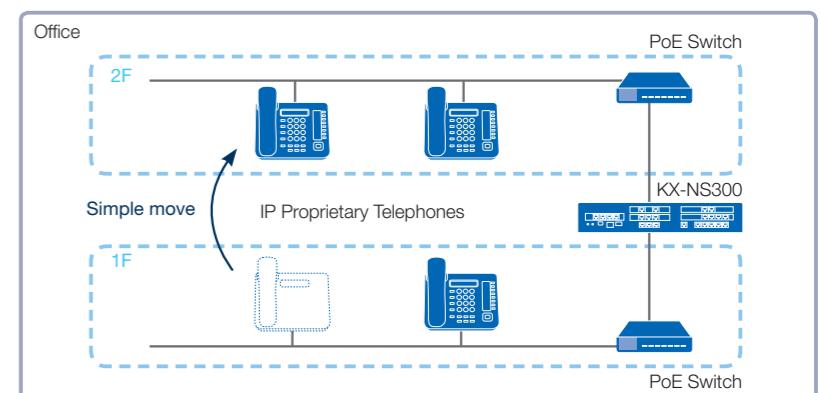
Saving on Initial Investment

The KX-NS300 can utilize an IP network to use IP phones as head office extensions, without installing extra KX-NS300 units or special routers at remote sites. In other words, migration to an IP network enables installation costs to be saved.



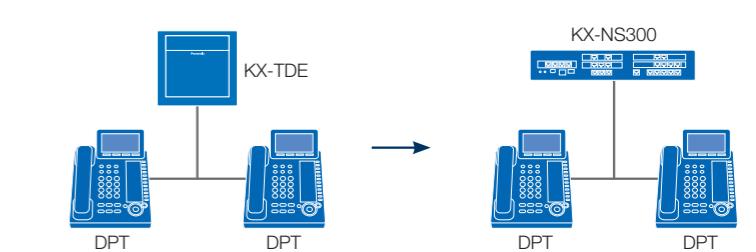
Saving Running Costs

By using IP phones as extensions, you don't need to change the settings at the PBX each time you change your office layout, as is normally required. Simply move the phone, and then connect it to the LAN for quick and easy use.



Using Existing Resources

Existing analogue PTs and digital PTs from Panasonic can continue to be used, enabling a system to be replaced at a low cost without wasting resources.



Various Methods for Improving Customer Satisfaction

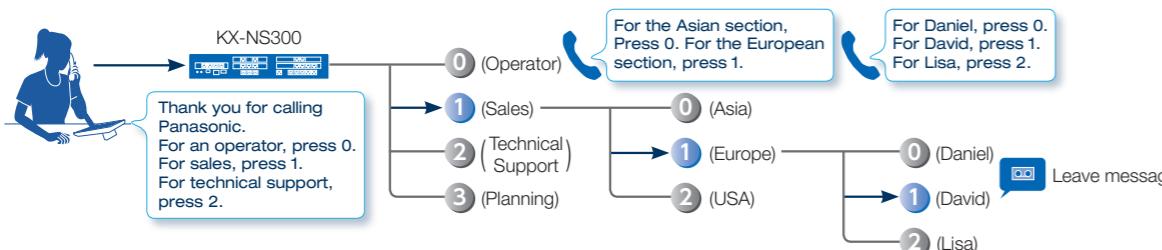
Helping to Improve Customer Service

Improving customer satisfaction is the key to succeeding in business.

The KX-NS300 provides services for smoothly responding and following up on customer queries.

Built-in Auto Attendant/Voice Message System

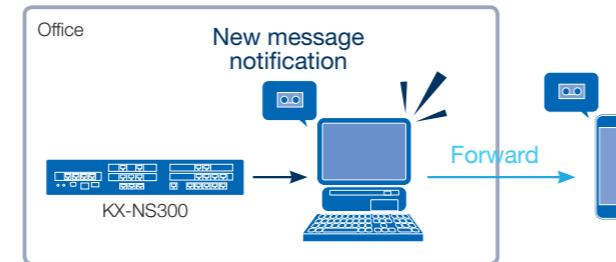
As a standard feature, the KX-NS300 can connect customers to the appropriate section or operator according to their query in call routing with voice guidance. It can also prompt the customers to leave a voice message when the operator is away.



Enhanced Voice Mail System

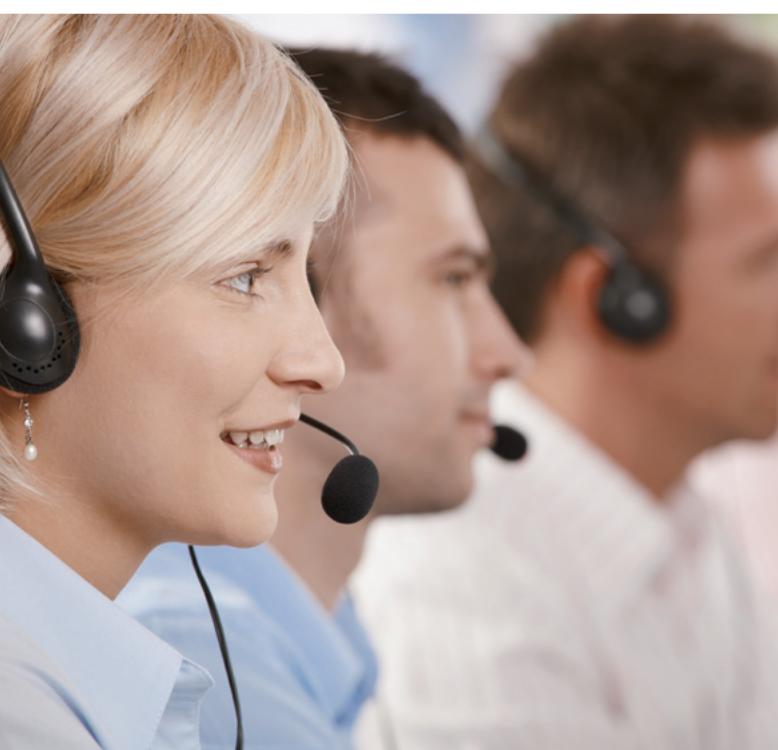
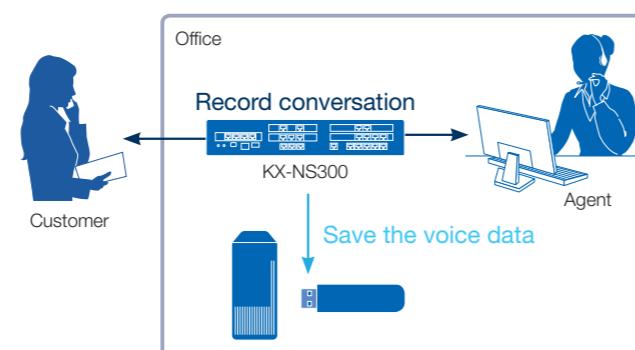
The KX-NS300 can be expanded to a voice mail system that can record a maximum of 24 channels and 400 hours.

KX-NS300 also sends e-mail to notify you when you have new voice messages. The messages can also be received as attachment files and forwarded. E-mail notification can also be sent for missed calls where the customer did not leave a message, enabling you to quickly contact the customer.



Auto Recording and Backing Up Conversations

The Voice Mail System function can be used to automatically record conversations with customers. The recorded voice data can be automatically saved to USB memory or an external server via the internet, and listened when required. The data can be used to understand problems or opportunities relating to customer service.



Continually Improving Customer Service

It is always important to understand the changes in customer needs and improve the support provided by staff.

Continually performing these measures leads to improved customer service.

Call Centre Solution

The KX-NS300 includes an advanced call routing function for small to medium size call centres. This function can be used without an external CTI server. More efficient call reception enables you to effectively utilize limited resources to assist in improving customer service.

- | | | |
|-----------------------------------|---|---------------------------|
| ■ Queue Announcement | ■ Report per Agent/Group | ■ Monitor per Agent/Group |
| ■ Priority Routing for VIP Calls | ■ 1:N Ringing (Group Ringing)/Delayed Ringing | ■ Busy Override |
| ■ Uniform Call Distribution (UCD) | ■ Intercept Routing/Busy on Busy | |

Automatic Voice Guidance for Customers

The caller can recognise their position in the queue through voice guidance. They can then decide whether to stay in the queue or leave a message and hang up, according to the situation.

- Customer
- \"Four other people are waiting to connect\"
 - \"And your estimated wait time is around 10 minutes.\"
 - \"Thank you for calling Panasonic. The department you are calling is busy. Please hold the line. We will answer your call shortly.\"
 - ▼
 - \"Music on Hold is set for 30 seconds\"
 - \"New Announcement;\"
 - \"One other person is waiting to connect\"
 - \"And your estimated wait time is around 2 minutes.\"
 - \"We are sorry to keep you holding. If you'd like to connect to the operator, press 0. Otherwise please hold the line.\"

Monitoring Callers and Call History Report

The supervisor can monitor the live status of callers, agents, and grouped members, to understand on-site problems and improve their call centre.

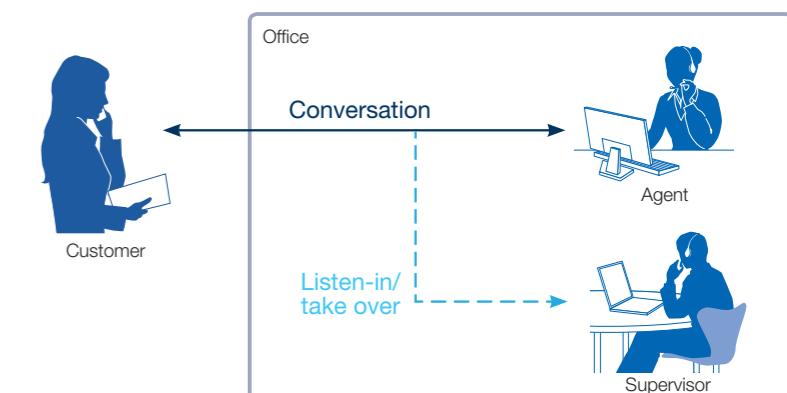
Reports can also be used to understand problems or opportunities relating to customer service, and recorded call data can be backed up and restored via the network as necessary.



Integrating with a Variety of Applications

The built-in Call Centre Solution function can be expanded to suit more sophisticated call centres by installing CA Operator Console, CA Supervisor, and CA Module, etc applications.

For example, installing CA Supervisor enables a supervisor to listen in on agent conversations and take over calls. This enables a supervisor to take over a call to handle a customer when agents cannot do so.



Improving Work Efficiency with Different Styles of Communication

Smart Remote Extension

Recent business requires customers and staff members to be contacted anywhere and anytime.

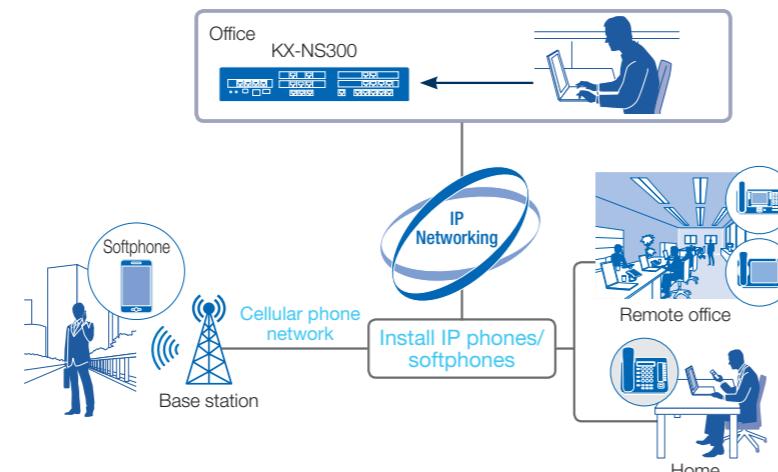
As long as the KX-NS300 is in an environment that can connect to the internet, it can enable IP phones to be used as extensions for easily contacting people.

Remote Extension Setup

If you have Internet connection, KX-NS300 enables you to easily install IP phones in locations distant from the office, such as the homes of teleworkers, mobile workers using softphones on smartphones.

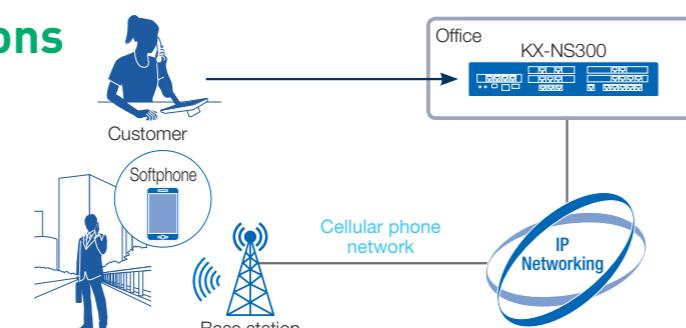
Connecting with IP networking enables IP phones* to be used as KX-NS300 extensions, without the need for any routers or extra devices.

*KX-NT500 series, KX-UT series, and third party SIP phones are supported.



Using Smartphone as Extensions

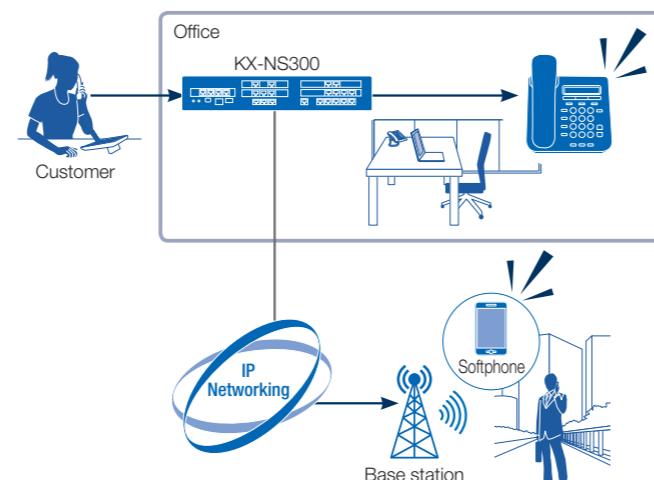
Softphones on smartphones used by mobile workers can be installed as KX-NS300 extensions, meaning they will not miss calls as long as they are in a Wi-Fi/3G/LTE environment, whether they are at the office or away.



One Numbered Extension

IP phones such as a desk phone or softphone can be paired to use a single number.

This enables customers to easily contact staff with a single number, regardless of whether they are inside or outside the office.



Various Communication Methods for Making Work More Efficient

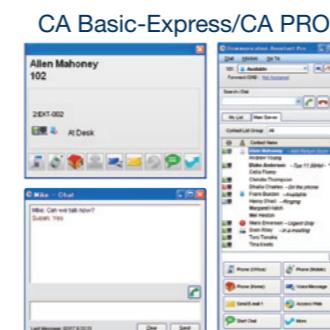
Flexible communication methods are essential in current business situations. Communication Assistant (CA) from Panasonic and its applications provide you with the communication methods to meet your needs.

Communication Assistant (CA)

CA is a highly intuitive PC-based application suite with powerful point and click telephony and screen-based presence, availability, and a variety of collaboration tools. It can be used with or without a server.

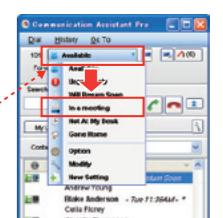
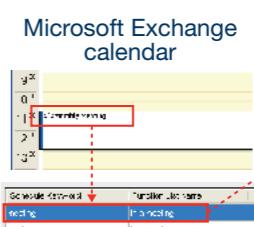
CA Basic-Express/CA PRO For Personal Productivity

You can easily make calls by simply searching from a customisable contact list. You can also see the phone status and PC status of employees in remote rooms or branches from the PC on your desk.



Integrating Microsoft Exchange Server with CA

When Microsoft Exchange Server is integrated with CA Client, your presence will automatically change according to the contents of your Exchange calendar.



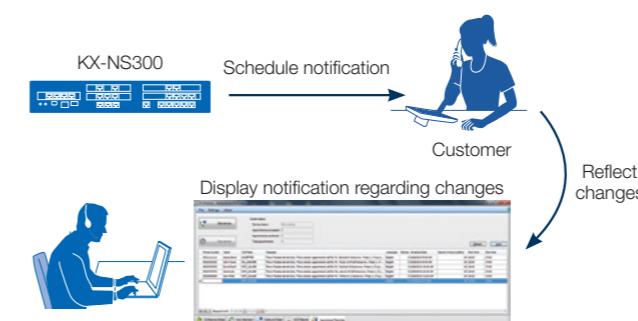
CA Client presence changes

Linking with Panasonic Partner's Applications

You can link with CA and Panasonic partner's applications to provide various solutions.

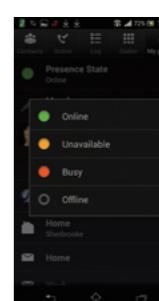
Appointment Reminder

You can use text to speech to confirm appointments with customers. The customer can then follow the voice guidance to check and change schedules, and you can view the result on a PC.



Mobile Communication

Even when you are away from the office, you can use a softphone to check the presence of the other party and select an appropriate method of communication, such as text message, video, or voice chat.





System Capacity

Maximum Trunks

The PBX supports the following number of trunks.

Type	KX-NS300	With 1 KX-NS320	With 2 KX-NS320	With 3 KX-NS320
Total Number of Trunks	52 ch	82 ch	112 ch	142 ch
Legacy	36 ch	66 ch	96 ch	126 ch
PRI30	30 ch	60 ch	90 ch	120 ch
E1	30 ch	60 ch	90 ch	120 ch
Analogue	12 lines	24 lines	36 lines	48 lines
IP	16 ch	16 ch	16 ch	16 ch
H.323	16 ch	16 ch	16 ch	16 ch
SIP	16 ch	16 ch	16 ch	16 ch

Option List

Hardware

	Component	Model No.	Installed in
DSP	S (63 resources)	KX-NS5110	DSP Card Slot
Storage Memory ¹	X5 (VM Recording Time: 40 hours)	KX-NS5134	Storage Memory Card Slot
	S (VM Recording Time: 200 hours)	KX-NS5135	
	M (VM Recording Time: 400 hours)	KX-NS5136	
Trunk	LC016	KX-NS5180	
	PRI30/E1	KX-NS5290CE	Trunk Slot
	DPH2	KX-NS5116	
Extension	DHLC4	KX-NS5170	
	DLC8	KX-NS5171	Extension Slot
	DLC16	KX-NS5172	
	MCSLC8	KX-NS5173	
	MCSLC16	KX-NS5174	
Expansion Master Card	EXP-M	KX-NS5130	EXP-M Slot
Remote Modem	RMT	KX-TDA0196	RMT Slot

Activation Keys

System Function	Component	Model No.	Maximum	
			KX-NS300	With KX-NS320
Call Centre	ACD Report ² , Announcement of waiting number for queuing	KX-NSF201	1 activation key	
VoIP/Unified Message (UM)		KX-NSF990		
IP Trunk ³	2 ch	KX-NSM102	SIP 16 ch H.323 16 ch	
	4 ch	KX-NSM104		
	8 ch	KX-NSM108		
	16 ch	KX-NSM116		
Networking	QSIG Network	KX-NSN002	1 activation key	
IP Telephone ^{3,4} - User Licence	IP PTs/KX-UT Series SIP Phones /IP Softphones	1 ch 5 ch 10 ch 20 ch	Preinstalled Up to 4 ch 1 ch 5 ch 10 ch 20 ch 1 ch 5 ch 10 ch 20 ch	without CA server 4 users/ with CA server 128 users without CA server 240 users/ with CA server 288 users without CA server 240 users/ with CA server 1022 users
	IP PTs/KX-UT Series SIP Phones	Preinstalled		
		Up to 4 ch		
		1 ch		
		5 ch		
		10 ch		
		20 ch		
	SIP Phones	KX-NSM701 KX-NSM705 KX-NSM510 KX-NSM520		
		1 ch		
		5 ch		
		10 ch		
		20 ch		

¹ Storage Memory for VM Time, ACD Report, SMDR expansion, Program upgrading ² An SD card is necessary to use ACD Reports. ³ KX-NSF990 is necessary to use VoIP/UM features.

⁴ IP PTS: KX-NT500/300 series IP proprietary phones, KX-NT265 IP Softphones: KX-NCS8100, KX-TDA0350 SIP Phones: KX-NT700 IP Conferencing phone and Third party SIP phones (SIP hardphones/SIP softphones).

Incompatible Panasonic Telephones

The KX-NS300 does not support the following Panasonic proprietary telephones:

• KX-NT400 and KX-HGT100

Note: Some models will be exported to limited regions. Please contact our dealer and confirm the availability of specific models in your region.

Specifications

		KX-NS300	KX-NS320
Main CPU		Cortex A8 600 MHz	Cortex A8 300 MHz
Power Input		100 V AC to 130 V AC; 2.2 A/200 V AC to 240 V AC; 1.3 A; 50 Hz/60Hz	
Power Consumption (when fully mounted)		110 W	
External Backup Battery		External battery port is supported.	
Memory Backup Duration		7 years	
Dialling	Trunk	Dial Pulse (DP) 10 pps, 20 pps Tone (DTMF) Dialling	
	Extension	Dial Pulse (DP) 10 pps, 20 pps Tone (DTMF) Dialling	
Mode Conversion		DP-DTMF, DTMF-DP	
Ring Frequency		20 Hz/25 Hz (selectable)	
Operating Environment	Temperature	0 °C to 40 °C	
	Humidity	10% to 90% (non-condensing)	
Conference Call Trunk		From 10 x 3-party conference call to 4 x 8-party conference call	—
Music on Hold (MOH)		Maximum 8 ports (Level Control: -31.5 dB to +31.5 dB per 0.5 dB) MOH: Selectable Internal/External Music Source port	—
External Paging		Maximum 6 ports (Volume Control: -15.5 dB to +15.5 dB per 0.5 dB)	—
LAN Port	1 (for LAN connection)	10BASE-T/100BASE-TX (Auto MDI/MDI-X)	—
	SLT	1-pair wire (T, R)	—
	DPT	1-pair wire (D1, D2) or 2-pair wire (T, R, D1, D2)	—
Extension Connection Cable	PT-interface CS	1-pair wire (D1, D2)	—
	PT-interface CS (High-density)	4-pair wire (D1, D2)	—
	DSS Console and Add-on Key Module	1-pair wire (D1, D2)	—
Air-cooling Method		Fan	
Dimension		430 mm (W) x 88 mm (H) x 367 mm (D)	
Weight (when fully mounted)		Under 4.5 kg	

Maximum Terminal Equipment

The following shows the number of each terminal equipment type supported by the PBX.

Type	KX-NS300	With 1 KX-NS320	With 2 KX-NS320	With 3 KX-NS320
Extensions (DXDP¹)	66 (72)	98 (112)	130 (152)	162 (192)
Legacy (DXDP ¹)	34 (40)	66 (80)	96 (120)	130 (160)
SLT	32	64	96	128
DPT (DXDP ¹)	18 (24)	34 (48)	50 (72)	66 (96)
APT	8	16	24	32
IP	32	32	32	32
IP-PT ²	32	32	32	32
SIP	32	32	32	32
SIP Phone ³	32	32	32	32
S-PS	32	32	32	32
DSS Console	8	8	8	8
CS	20	24	28	32
DPT-CS (2 ch) / (8 ch)	4/2	8/4	12/6	16/8
IP-CS/SIP-CS	16	16	16	16
PS	128	128	128	128
VM				
ESVM (ch)	2	2	2	2
Built-in UM (ch)	24	24	24	24
TVM Unit	2	2	2	2
Doorphone	2	4	6	8
Door Opener	2	4	6	8
External Sensor	2	4	6	8

¹ When Digital XDP is used.

² KX-NT500 series, KX-NT300 series, and KX-NT265 (software version 2.00 or later only).

³ KX-UT Series, KX-NT700 and third party SIP phones (SIP hardphones/SIP softphones).

System Feature Capacity

	Item	Capacity		Item	Capacity
System	Absent Message—Extension	1 x 16 characters	TRS/Barring	TRS/Barring Level	7
	Absent Message—System	8 x 16 characters		TRS/Barring Denied Code	16 digits, 100 entries/level
	Call Park Zone	100		TRS/Barring Exception Code	16 digits, 100 entries/level
	Conference	3 – 8 parties per conference (32 parties total)	ARS	Routing Plan Table	48 entries
	COS	64		Leading Number Table	16 digits, 1000 entries
	DID/DI Table	32 digits, 1000 entries		Leading Number Exception Table	16 digits, 200 entries
	Extension number	1 – 5 digits		ARS Carrier	48
	Extension Personal Identification Number (PIN)	10 digits, 1 entry/extension		Itemised Billing Code	10 digits
	Host PBX Access Code	10 digits, 10 entries/trunk group		Authorisation Code for Tenant	16 digits
	Number of Characters of Name	20		Authorisation Code for Trunk Group	10 digits
	Printing message	8	Call Log and Message Waiting	Outgoing Call Log—PT	100 records/extn, 1520 records/system
	Queuing Time Table	64		Outgoing Call Log—PS	100 records/extn, 640 records/system
	Ring Tone Pattern Plan	8		Incoming Call Log—PT	100 records/extn, 3040 records/system
	Simultaneous Programmers	• one manager programmer + 32 personal programmers		Incoming Call Log—PS + Incoming Call Distribution Group	100 records/extn, or group Total 2560 records/system
	SMDR Call Storage	1000 calls (Without SD card)/40000 calls (With SD card)		Message Waiting—PS + Incoming Call Distribution Group	256
	Special Carrier Access Code	16 digits, 20 entries		Message Waiting—PT + SLT	256
	Tenant	8	Voice Message	Outgoing Message (OGM)	64
	Time Service Holiday	24		OGM Total Recording Time	Approx. 20 minutes
	Verification Code	4 digits, 1000 entries		Build-in Simplified Voice Message (SVM)	125 messages
	Verification Code Personal Identification Number (PIN)	10 digits, 1000 entries		SVM Total Recording Time	120 minutes
Dialling	Emergency Call	32 digits, 10 entries	Hospitality and Charge Management Features	Billing items for guest rooms	1000 records/PBX (Without SD card)/10000 records/PBX (With SD card)
	Hot Line	32 digits		Hotel Operator	4
	Key Pad Protocol Dial (ISDN Service Access)	32 digits		Charge Rate	7 digits including a decimal
	Personal Speed Dialling	32 digits, 100 entries/extn.		Charge Denomination	3 currency characters/symbols
	Quick Dialling	8 digits, 4000 entries	Networking	TIE Line Routing and Modification Table	32 entries
	Redial	32 digits		Leading Number	3 digits
	System Speed Dialling	32 digits, 1000 entries/tenant		PBX Code	7 digits
	One-touch Dialling—PT	32 digits, 5000 entries/system		NDSS: Monitored PBXs	8
	One-touch Dialling—PS	32 digits, 1000 entries/system		NDSS: Registered Extensions for Monitor PBX	250
Groups	Conference Group	32 (32 members/group for Conference Group Mode, 32 members/group for Broadcast Mode)	Unified Messaging	Mailboxes	500 subscriber mailboxes 1 System Manager mailbox 1 Message Manager mailbox
	User Group	32		Group Distribution List	User: 4 groups, 40 members per group System: 20 groups, 200 members per group
	Call Pickup Group	64		Service Group	64 entries
	Idle Extension Hunting Group	64 (16 extensions/group)		Unified Messaging Ports	24 ports
	Incoming Call Distribution Group	128 (128 extensions/group)	Web Maintenance Console Accounts	Users (User)	500 accounts
	Paging Group	32		Users (Administrator)	8 accounts
	PS Ring Group	32		Installer	1 account
	Trunk Group	64		Password (all account types)	4 – 16 characters
	UM Group	1			
	VM (DPT) Group	2 units x 12 ports (24 channels)			
	VM (DTMF) Group	2 groups x 32 channels			
	P2P Group	32			

Feature List

1. Call Handling Features

- Incoming Call Features**
 - Incoming Trunk Call Features
 - Direct In Line (DIL)
 - Direct Inward Dialling (DID)/Direct Dialling In (DDI)
 - Calling Line Identification (CLI) Distribution
 - Intercept
 - Intercept Routing—No Destination
 - Internal Call Features
 - Internal Call Block
 - Incoming Call Indication Features
 - Ring Tone Pattern Selection
 - Call Waiting
 - Receiving Group Features**
 - Idle Extension Hunting
 - Incoming Call Distribution Group Features
 - Group Call Distribution
 - Outside Destinations in Incoming Call Distribution Groups
 - Queuing Feature
 - VIP Call
 - Overflow Feature
 - Log-in/Log-out
 - Supervisory Feature
 - Call Forwarding (FWD)/Do Not Disturb (DND) Features**
 - Call Forwarding (FWD)
 - Do Not Disturb (DND)
 - FWD/DND Button, Group FWD Button
 - Answering Features**
 - Line Preference—Incoming
 - Call Pickup
 - Hands-free Answerback
 - Making Call Features**
 - Predialling
 - Automatic Extension Release
 - Intercom Call
 - Trunk Call Features
 - Emergency Call
 - Account Code Entry
 - Dial Type Selection
 - Reverse Circuit
 - Trunk Busy Out
 - Pause Insertion
 - Host PBX Access Code (Access Code to the Telephone Company from a Host PBX)
 - Special Carrier Access Code
 - Seizing a Line Features
 - Line Preference—Outgoing
 - Trunk Access

Automatic Route Selection (ARS) Features

- | |
|---|
| Automatic Number Selection (ANS) |
| Primary Directory Number (PDN)/Secondary Directory Number (SDN) Features |
| Primary Directory Number (PDN)/Secondary Directory Number (SDN) Extension |
| Busy Line/Busy Party Features |
| Automatic Callback Busy (PCB) |
| Executive Busy Override |
| Call Monitor |
| Second Call Notification to Busy Extension |
| - Call Waiting Tone |
| - Off-hook Call Announcement (OHCA) |
| - Whisper OHCA |
| Conversation Features |
| Hands-free Operation |
| Off-hook Monitor |
| Mute |
| Headset Operation |
| Data Line Security |
| Flash/Recall/Terminate |
| External Feature Access (EFA) |
| Trunk Call Limitation |
| Calling Party Control (CPC) Signal Detection |
| Paralleled Telephone |
| One-numbered Extension |
| Transferring Features |
| Call Transfer |
| SIP Refer Transfer |
| Holding Features |
| Call Hold |
| Call Park |
| Call Splitting |
| Music on Hold |
| Conference Features |
| Conference |
| Privacy Release |
| Conference Group Call Features |
| Conference Group Call |
| Direct Inward System Access (DISA) Features |
| Direct Inward System Access (DISA) |
| Automatic Fax Transfer |
| Built-in Simplified Voice Message (SVM) |
| Paging Features |
| Paging |
| Trunk Answer From Any Station (TAFAS) |

External Device Features

- Doorphone Call
Door Open

Hospitality Features

- Room Status Control
 - Call Billing for Guest Room
 - Extension Controlling Features**
 - Extension Personal Identification Number (PIN)
 - Extension Feature Clear
 - Walking Extension Features
 - Walking Extension
 - Enhanced Walking Extension
 - Timed Reminder
 - Audible Tone Features**
 - Dial Tone
 - Confirmation Tone
 - Computer Telephony Integration (CTI) Features**
 - Computer Telephony Integration (CTI)
 - CA (Communication Assistant)
 - Cellular Phone Features**
 - Voice Mail Features**
 - Voice Mail (VM) Group
 - Voice Mail DTMF Integration
 - Voice Mail DPT (Digital) Integration
 - E1 Line Service Features**
 - E1 Line Service
 - Miscellaneous Features**
 - Background Music (BGM)
 - Outgoing Message (OGM)

- ## **Unified Messaging System Administration**

System Administration

- Multilingual Service
- No DTMF Input Operation
- On Hold Announcement Menu
- Operator Service
- PIN Call Routing
- Play System Prompt After Personal Greeting
- Port Service
- Remote Time Service Set
- Service Group
- Simplified Tutorial
- System Prompts
- Transfer Recall to a Mailbox
- Transfer to Mailbox
- Trunk Service (Universal Port)
- Voice Mail Service
- Subscriber Features
- Auto Receipt
- Automatic Login
- Autoplay New Message
- Bookmark
- Call-through Service
- Call Transfer Scenario
- Call Transfer Status
- Callback Number Entry
- Caller ID Callback
- Delete Message Confirmation
- Direct Service Access
- External Message Delivery Service
- Forwarding to a Mailbox
- Group Distribution Lists

- Group Distribution Lists
 - Incomplete Call Handling Service
 - Live Call Screening (LCS)
 - Mailbox
 - Mailbox Capacity Warning
 - Manager Service Switching
 - Message Transfer
 - Personal Custom Service
 - Personal Greetings
 - Private Message
 - Recover Message
 - Remote Absent Message
 - Remote Call Forwarding Set
 - Subscriber Tutorial
 - Timed Reminder Setting
 - Toll Saver
 - Two-way Record/Two-way Transfer
 - Urgent Message
 - Voice Mail (VM) Transfer Button
 - Web Programming

E-mail Client Integration Features
Integration with Microsoft Outlook

Integration with Microsoft Outlook IMAP Integration

- **3. Network Features**
 - **Public Network Features**
 - SIP (Session Initiation Protocol) Trunk
 - Integrated Services Digital Network (ISDN) Service Feature
 - Calling/Connected Line Identification Presentation (CLIP/CLIR)
 - Advice of Charge (AOC)
 - Call Forwarding (CF)—by ISDN (P-MP)
 - Call Forwarding (CF)—by ISDN (P-P)
 - Call Hold (HOLD)—by ISDN
 - Call Transfer (CT)—by ISDN
 - Three-party Conference (3PTY)—by ISDN
 - Malicious Call Identification (MCD)
 - Completion of Calls to Busy Subscriber (CCBS)
 - ISDN Service Access by Keypad Protocol
 - **Automatic Rerouting to Secondary PBX**
 - **Private Network Features**
 - T1E Line Service
 - Multilink T1/E1, G.703

- Tie Line Programming
- Common Extension Numbering for 2 PBXs
- Voice over Internet Protocol (VoIP) Network
- Gateway Groups
- Common Extension Numbering for Multiple PBXs
- Call Distribution Port Group
- ISDN Virtual Private Network (ISDN-VPN)
- QSIG Standard Features
- Calling/Connected Line Identification Presentation (CLIP/COLP) and Calling/Connected Name Identification Presentation (CNIP/CNP)—by QSIG
- Call Forwarding (CF)—by QSIG
- Call Transfer (CT)—by QSIG
- Completion of Calls to Busy Subscriber (CCBS)—by QSIG
- QSIG Enhanced Features
- Network Direct Station Selection (NDSS)
- Centralised Voice Mail
- Network ICD Group
- PS Roaming by Network ICD Group

4. System Configuration and Administration Features