

Panasonic
ideas for life

Hybrid IP-PBX System
KX-TDA100D



New Standard Mobile Hybrid
Communication System



TDA100D
Hybrid IP-PBX

A Comprehensive Solution Tailored to Efficiently Meet Your Communication Needs Today and in the Future



Combining the benefits of traditional telecommunications with the advantages of contemporary IP technology, Panasonic's KX-TDA100D Hybrid IP-PBX System provides the features and flexibility to handle all of your corporate communication needs — both today and in the years ahead. Incorporating an impressive array of advanced corporate telephony functions in a cost-effective package, the IP-enabled KX-TDA100D offers a wide range of capabilities to optimise your company's communications. Solutions such as Wireless Mobility give you the freedom to respond to important calls when you are away from your desk or moving around the office, while advanced call centre functions make it easy to distribute calls, manage agents handling calls, and control internal use of the phone system, improving communication efficiency and allowing you to serve customers more effectively.



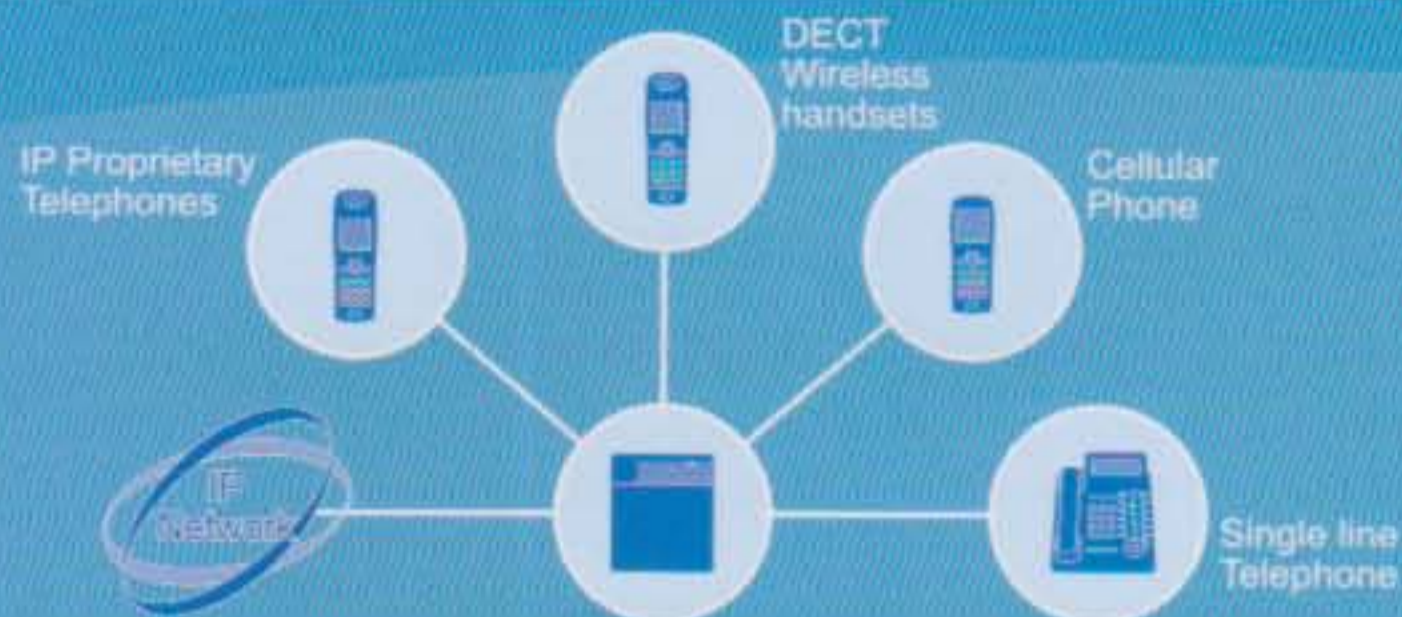
Hybrid System's
Mobility



Expandability and Mobility Are the Key to Keeping Pace with Today's Fast-Evolving Telecommunications World

The Panasonic KX-TDA100D hybrid IP-PBX system offers exceptional expandability and mobility to meet your growing needs

Future Ready Expandability



■ Expandable terminals

Designed to accommodate your business as it grows, the IP-Enabled KX-TDA100D allows you to connect up to 128 single line telephones. That number can be further increased by adding DECT wireless handsets.

■ IP-enabled for efficient communications

Taking advantage of the simplified, streamlined communications and enhanced productivity made possible by IP telephony is key for any forward-looking business. The KX-TDA100D is IP-enabled, providing a flexible IP network infrastructure that can carry both voice and data communications. Versatile modular architecture supports IP convergence, allowing you to migrate to Voice over Internet Protocol (VoIP) at your own pace. By enabling voice and data communication to work within the same network, IP telephony increases network utilisation and reduces infrastructure cost.

Future Ready
Expandability

Hybrid System's Mobility



■ Seamless Communication Away from your Desk

Because the KX-TDA100D's DECT wireless system makes extension terminals cordless, even large premises can be turned into a communications zone with cell stations enhancing coverage and giving you true communication mobility.

■ Cellular Phone Integration

The KX-TDA100D is a PBX system that can integrate cellular phones, enabling staff to pick up calls to the office even when they are away from the office. This helps them catch every business opportunity, regardless of whether they are in the office or not.

Wireless Functionality Increases Mobility to Improve

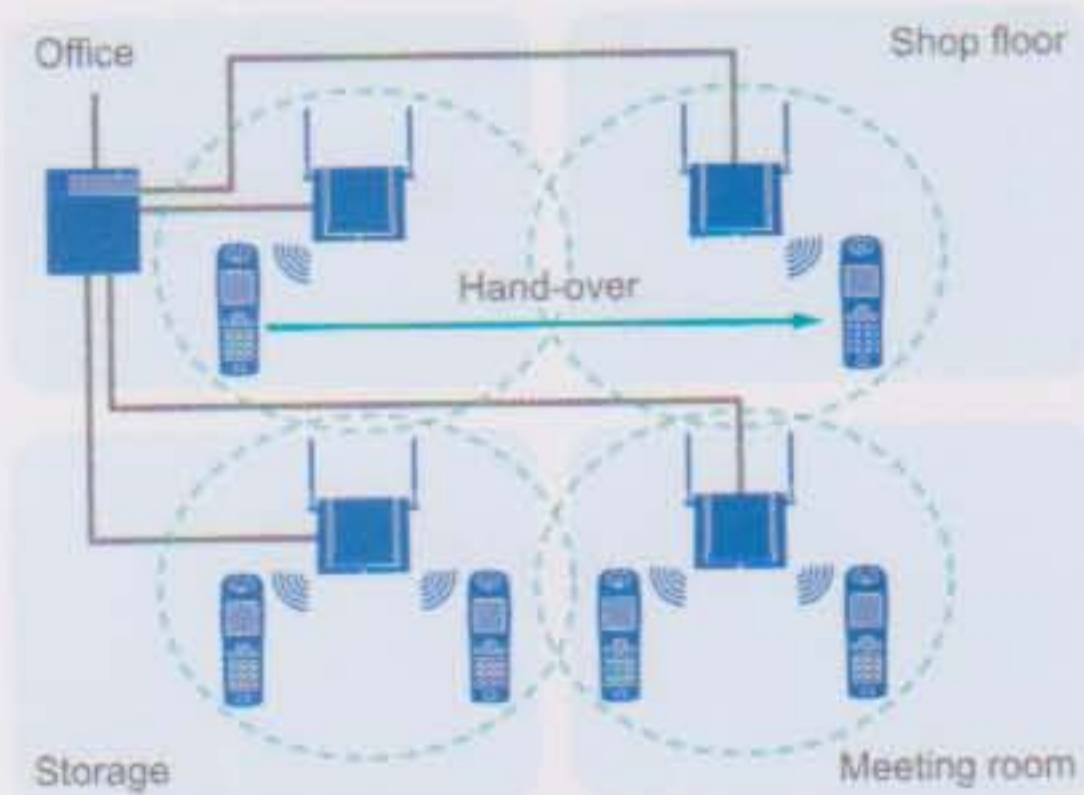


Wireless Convenience Helps Boost Productivity

In addition to its conventional telephony and IP services, the IP-Enabled KX-TDA100D provides consistently reliable wireless connectivity with seamless automatic connection hand-over and wireless XDP parallel function. With staff free to take or make calls whether they are at their desk or not, effective communications is assured and productivity enhanced.

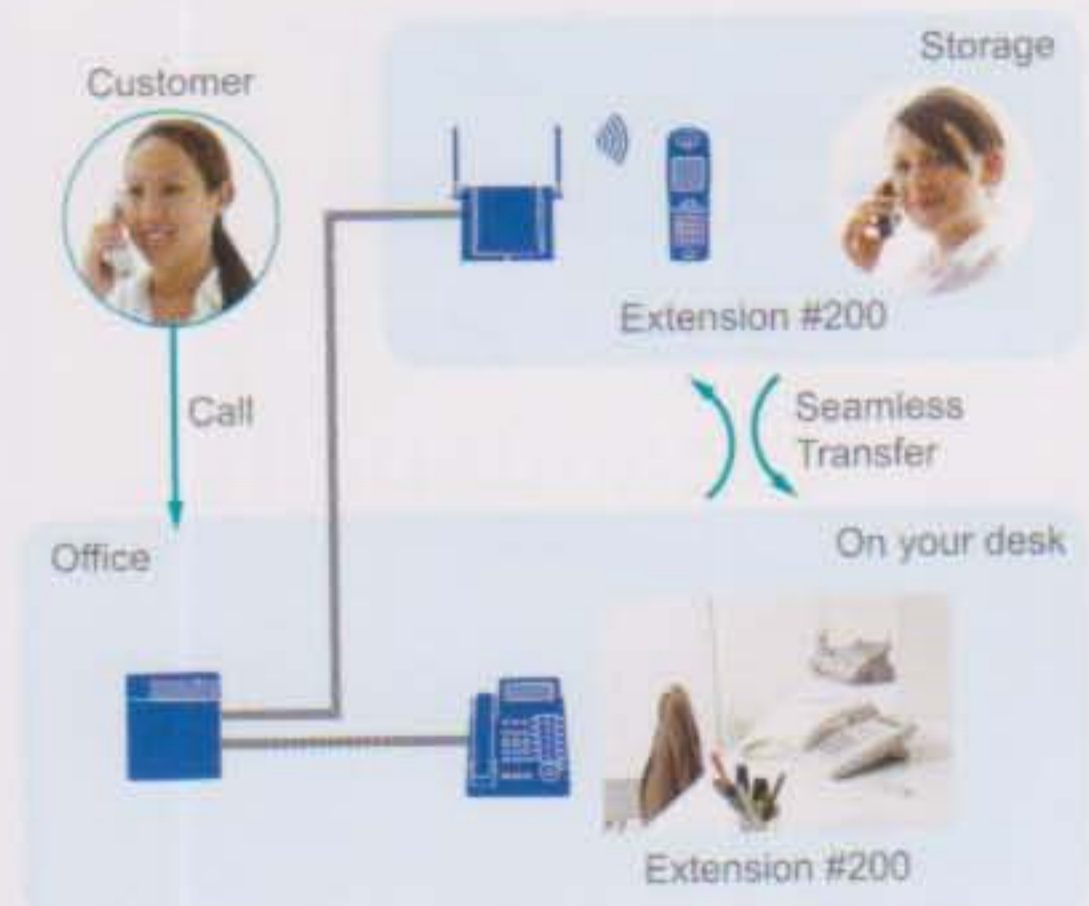
Consistently Reliable Connectivity

Smooth, automatic hand-over between installed cell stations expands coverage to ensure consistent coverage and true communication mobility even in large workspaces. High connection quality is maintained as you walk around, with coverage seamlessly transiting from one cell station area to another, helping to prevent important business conversations from being interrupted.



Enhanced Mobility

With Panasonic's Wireless XDP Parallel function, you can set your DECT handset to the same extension number as your desk phone, enabling you to receive calls when you're away from your desk. Calls can be seamlessly transferred from the system desk phone to the DECT wireless handset or vice versa.



Note: When the KX-WT115 is used, available functions are restricted.

Hands-Free Conversation

Plug in the optional headset and enjoy the ease and unrestricted freedom of hands-free communication. With the optional headset, you can answer incoming calls keeping your hands free to continue with the task at hand.



► Cell Station



KX-TDA0158
DPT I/F
8speech paths

KX-TDA0155
DPT I/F
2ch speech paths

KX-TDA0156
CS I/F
4ch speech paths

► Repeater

Used with Repeater, the range can be extended.



KX-A405
For information on release dates, please inquire.



KX-A272

System Capacity

Cell Station	KX-TDA0158	13
	KX-TDA0156	26
	KX-TDA0155	26
Portable Station	KX-TCA series/ KX-WT115	128

A Variety of Wireless Handsets to Choose From

Packed with the latest communications features, Panasonic's wireless handsets provide reliable and flexible communication capabilities in your office. Simply select the units most appropriate to your organisation's requirements.



Business Entry Model KX-WT115

Easy-to-Use Handset

This entry-level, single-line model features a large, backlit 1.8-inch screen that is easy to read and a simple menu screen that allows you to easily access the handset's versatile functions. Unlike home wireless handsets, this DECT handset can be used even in the large premises thanks to its multi-zone compatibility. Moreover, because it features noise reduction, the person at the other end of the line can hear you clearly even when the background is noisy.

- 1.8 inch Monochrome LCD
- Noise Reduction
- Soft Keys
- Call Log (Handset)



Business Standard Model KX-TCA175

Business Compact Model KX-TCA275

Colour LCD and Multi-Functional Design

With a colour LCD for easier viewing of line status and phone number registration, the KX-TCA175/275 provides both convenience and versatility, allowing you to take advantage of PBX features at the touch of a button.

- Flexible Keys
- Group Ring
- 1.5 inch colour LCD
- Call Log (PBX)
- Noisy Area Mode*
- Headset Ringer
- Editable Soft Key
- Vibration (KX-TCA275 Only)

*Background noise into microphone is softened when set to ON.



Tough type Model KX-TCA364

Tough Enough to Withstand Harsh Conditions

The KX-TCA364 ruggedised handset meets strict dust and splash resistant IP64 standards. With an impact-absorbing rubber grip and reinforced plastic casing, the KX-TCA364 can withstand difficult usage conditions.

- Dust and Splash Resistant
- Noisy Area Mode*
- Call Log (PBX)
- Flexible Keys
- Soft Keys
- Vibration
- 1.5 inch Monochrome LCD
- Group Ring

*Background noise into microphone is softened when set to ON.



*IP64 compliant: Protection against dust entering the handset, and protection against water spray from any direction.

Effective Integration of Communications Inside

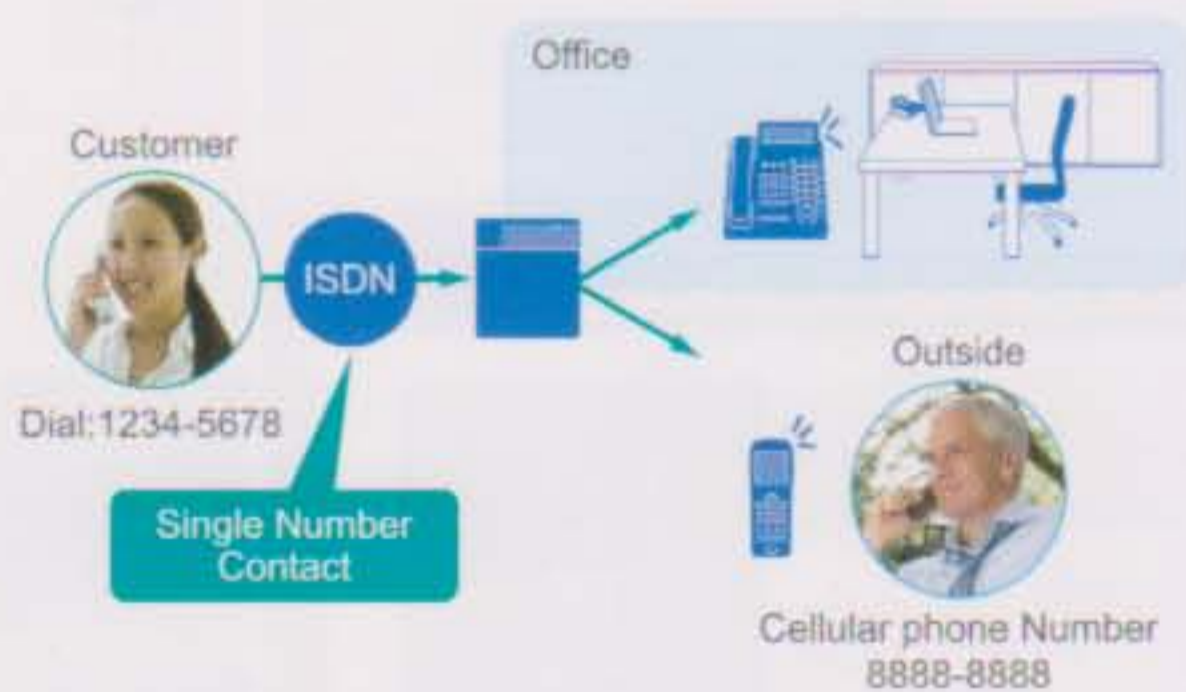


Cellular Phone Integration Enhances Business Flexibility

Cellular phones have changed the way we do business, helping us stay in touch with clients and partners when we are outside the office. The KX-TDA100D helps make that connection seamless, using the latest cellular phone integration technology to automatically redirect calls to your office extension to a cellular phone at a lower, fixed cost.

You Can Always Be Reached at a Single Number

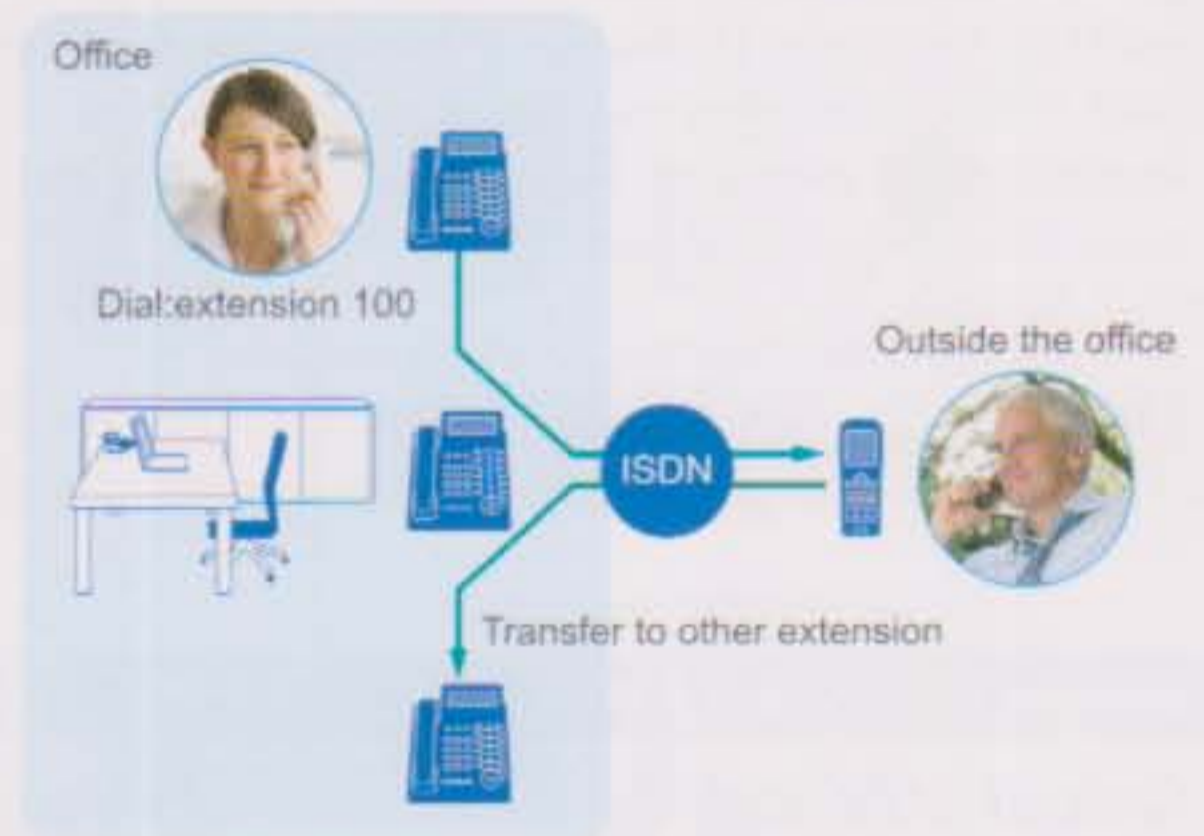
When people want to contact you, one number is all they will need, whether you're in or out of the office. Since cellular phones can be integrated into the KX-TDA100D system so that incoming calls simultaneously ring both the desk phone and the cellular phone, you'll be able to pick up calls on either phone. And when you call a customer via the office's PBX system, the receiver will display the company phone number rather than the cellular phone number, ensuring that a professional business relationship is always maintained, protecting individual privacy by keeping the cellular phone number from being disseminated.



Note: This function is only available on ISDN lines.

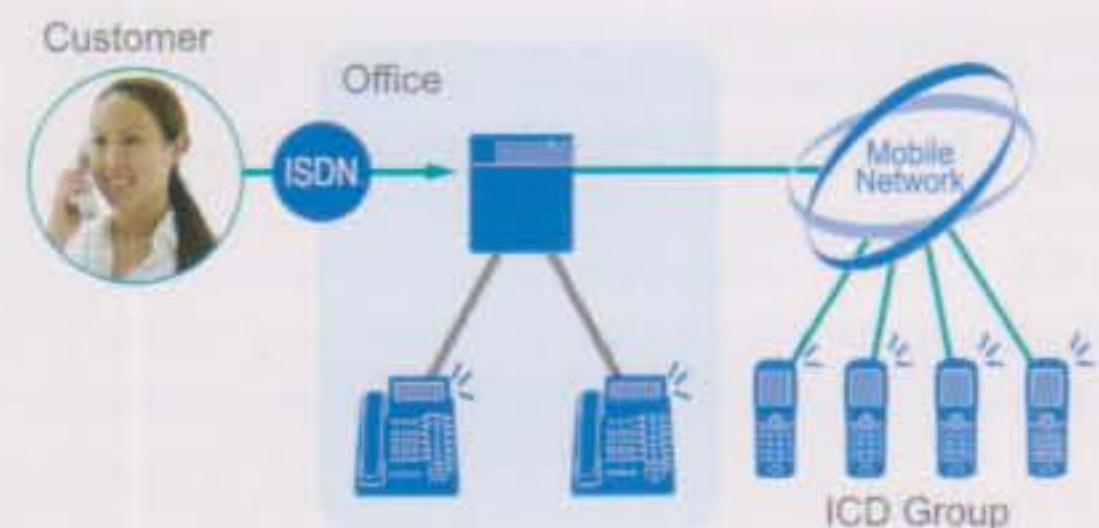
Using a Cellular Phone as an Extension

If there is no answer after a specified number of rings when you make a call from an extension to a colleague at another, the call can be automatically forwarded to the colleague's cellular phone, which has been set in advance. When a cellular phone user answers a call forwarded from the KX-TDA100D system, they can transfer that call to an extension within the system.



Incoming Call Distribution Group with Up to 4 Cellular Phones

The KX-TDA100D allows you to set up an Incoming Call Distribution (ICD) group with up to 4 cellular phones. Calls to the office's extensions can be received simultaneously on cellular phones, without having to use call forwarding. This function is convenient especially when there are few people in the office, such as at lunchtime.



Note: Max 128 ICD groups are available.
KX-TDA0920 SD Memory Card is required.
Feature is not available with Analogue CO.
This function is only available on ISDN lines.



and Outside the Office

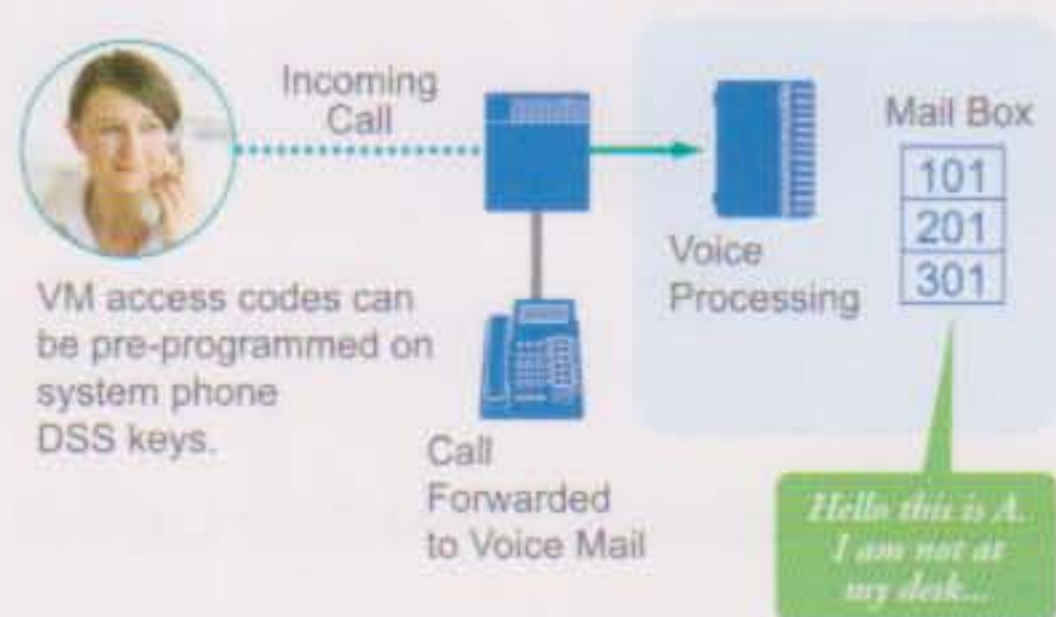


Additional Capability for Enhanced Wireless Convenience

When your phone is out of range or when you are unable to answer, the KX-TDA100D will let you know someone has called or left a message.

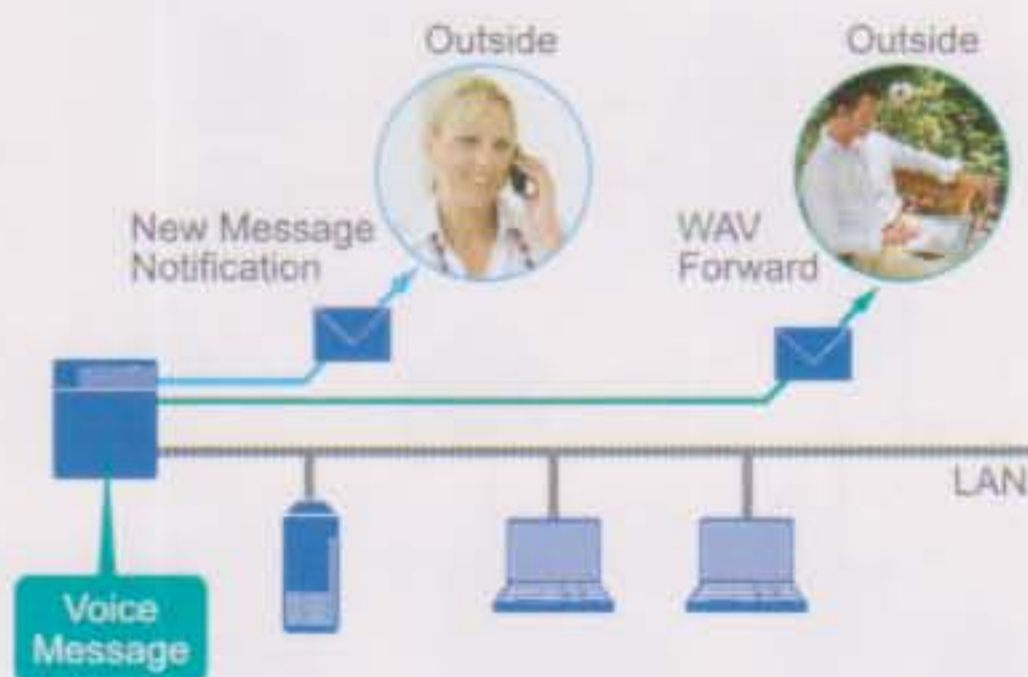
ESVM Assures You Always Hear the Original Message

Rather than have someone write down messages for you whenever you are unable to answer the phone, you can configure the Voice Processing System to notify you by e-mail whenever you get a new message (when Enhanced Simple Voice Mail (ESVM) cards are installed in the KX-TDA100D). This way you can listen to the message yourself and hear exactly what was said without missing important points. Then, just log in to your mailbox at your convenience and listen to your messages.



Advanced E-Message Available When Combined with KX-TVM

When the KX-TDA100D is combined with a KX-TVM series system, the Voice Processing System's "e-message" function allows your staff to check messages even when they are out of the office. When forwarding is activated with cellular phone integration, the Voice Mail automatically answers the calls and accepts messages even if your cellular phone is out of the signal range or the power is off. Audio files in WAV format can also be attached to e-mail messages.



	Enhanced Simple Voice Mail (ESVM)		External Solution	
	KX-TDA0192	KX-TDA0194	KX-TVM50	KX-TVM200
Number of Ports	2	4	2 to 6	0 to 24
Voice storage	Max:2hours	Max:2hours	Max:8hours	Max:1000hours
Number of Mailboxes	N/A	N/A	Max:64	Max:1024
Number of Messages	250	2×250	Unlimited	Unlimited
e-message	N/A	N/A	Yes	Yes

Maximised for Networked Multi-site Deployments

You can set up centralised voice mail for up to 8 networked Hybrid IP PBX systems. Extension users from each branch site can configure their phone terminals to forward calls when in busy or no-answer state to the central voice messaging system and access messages using VM access codes.

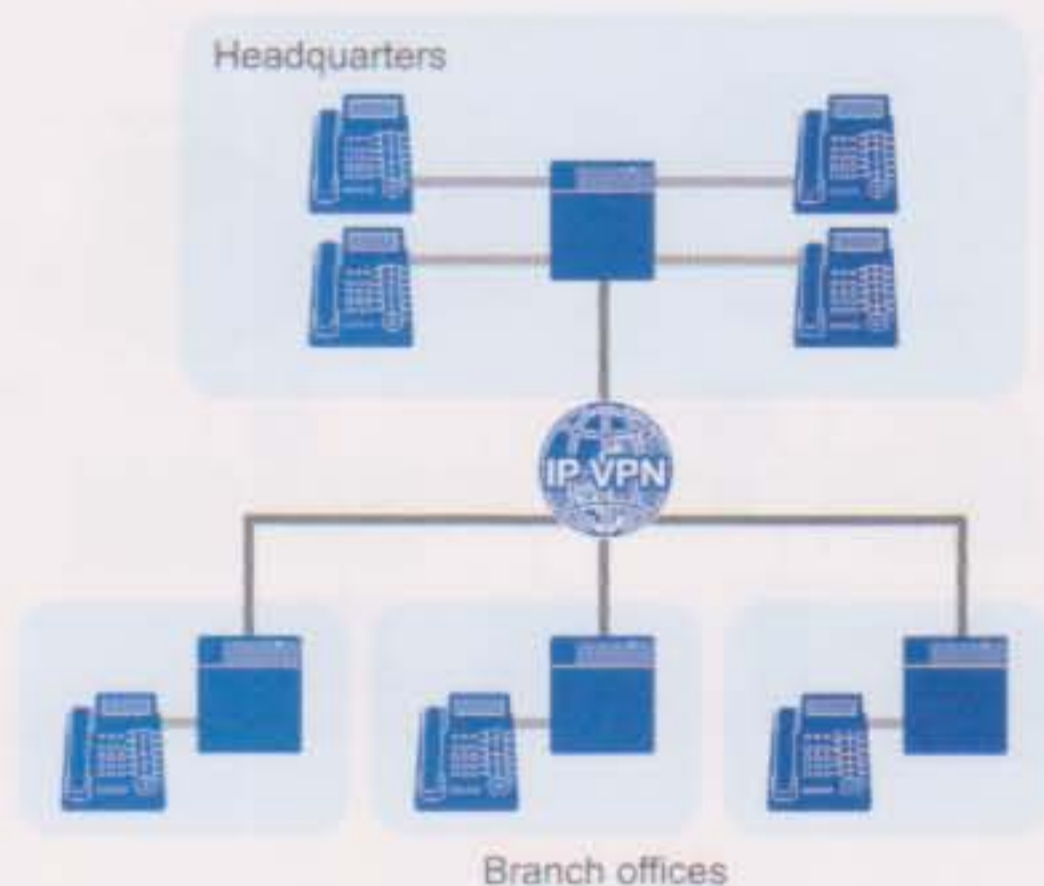
Keeping Costs Down Is Always a Priority

Adoption of IP-Enabled System Supports Convergence

Designed to support convergence via modular architecture, this IP-enabled system facilitates a smooth migration towards VoIP, allowing voice and data communication to function harmoniously within the same network, assuring additional flexibility in the future.

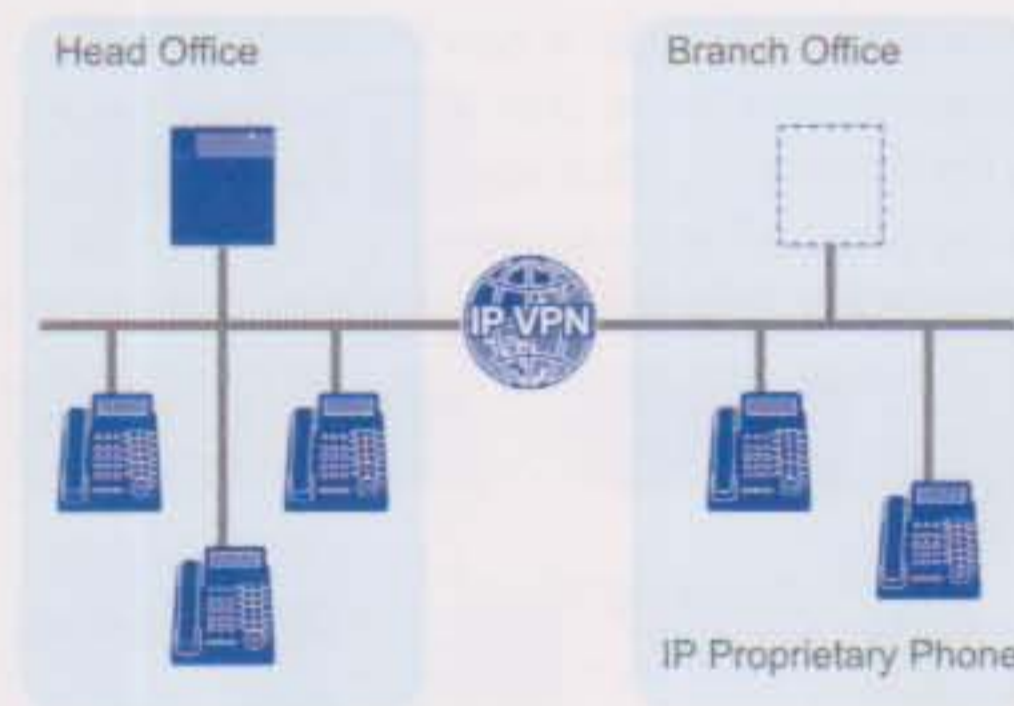
Benefits of Voice over IP (VoIP)

VoIP, where packets of digitally compressed voice are sent over IP data networks, leverages existing data networks to bypass PSTN and therefore avoid all costs associated with PSTN calls. In addition, VoIP also allows for more advanced telephony solutions and applications. 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, and small office/home office (SOHO) workers, allowing for flexible working environment and lowering cost. This system supports H.323-based internetworking addition to the traditional ISDN QSIG connectivity.



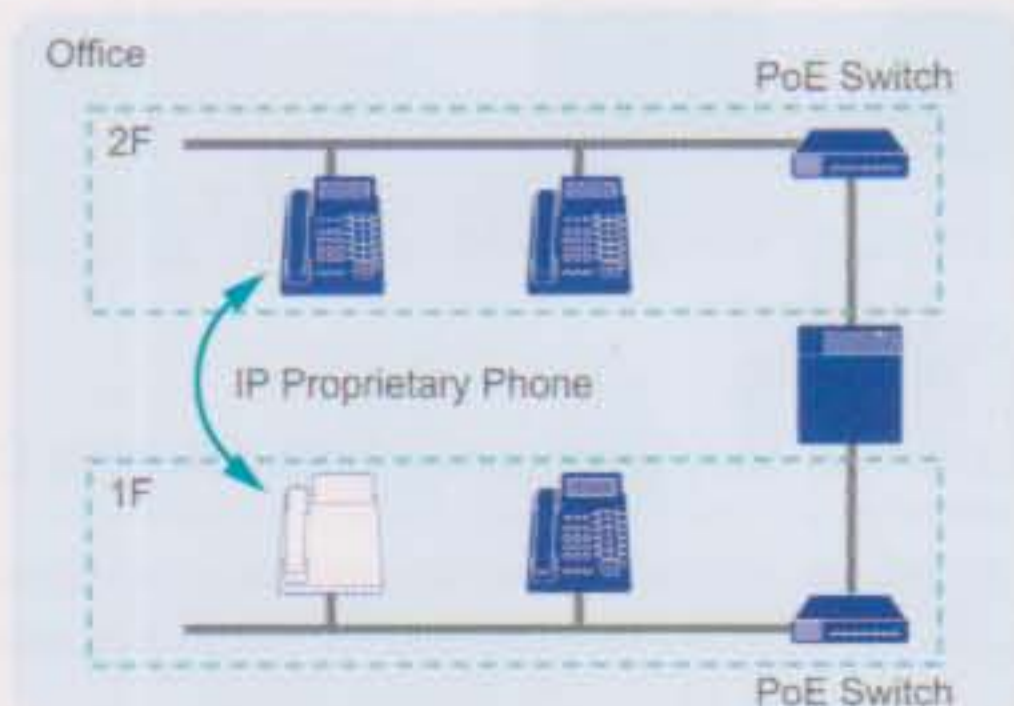
Lower Communication and Installation Costs

Installing the KX-TDA100D and using your carrier's IP line service will help to lower communication costs between the head office and a branch office. It also reduces installation costs because installing the KX-TDA100D in the headquarters eliminates the need for one in the branch office.



Excellent Flexibility for Office Layout Changes

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.



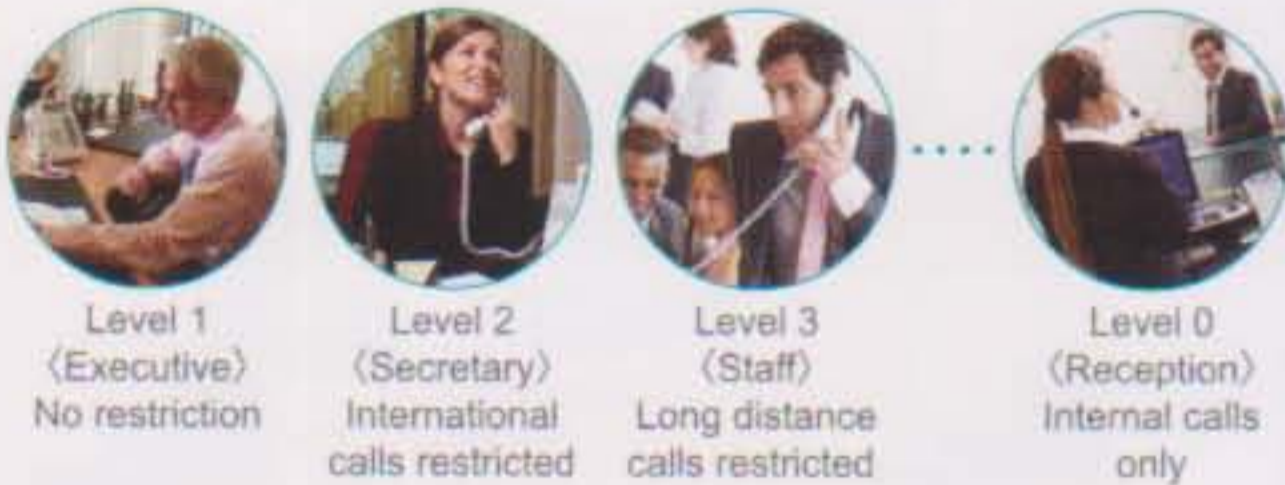


Improved Communication Management

Because the KX-TDA100D incorporates functions to control access levels and automatically select the optimal carrier, communication management can be greatly improved.

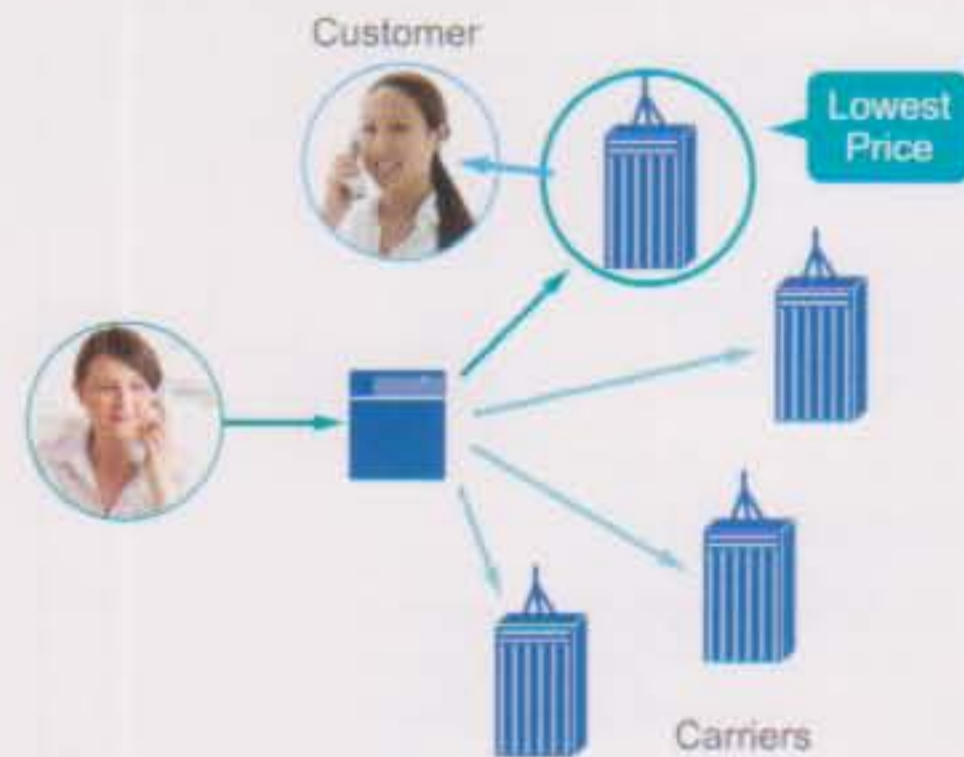
Toll Restriction Services (TRS) to Control Access Levels

TRS helps you to prevent unauthorised (long distance) calls from being made. Every extension is programmed to belong to one of 7 classes of service (COS). Each COS is programmed to have a toll restriction class for the day, night, and lunch modes.



Automatic Route Selection (ARS) Always Makes the Right Choice

If you subscribe to several carriers, the Automatic Route Selection (ARS) function will route each call through the least expensive carrier, eliminating the need to dial the carrier code for each call or to remember which carrier to use for which destination.



Call Accounting Lets You Keep Track

The Call Accounting (CA) function is a convenient Web-based application that allows you to view the call history and estimated call charges using a Web browser.



More Ways to Enhance Customer Satisfaction

Helping Provide Excellent Customer Service

Keeping the customer satisfied is the key to success for anybody's business. Optimised for customer service, the KX-TDA100D makes sure your customers are taken good care of.



Small Call Centre Functions

With its intelligent call-handling functions, the KX-TDA100D can serve as the core of an efficient small contact centre for outstanding customer service. Use the KX-TDA100D 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

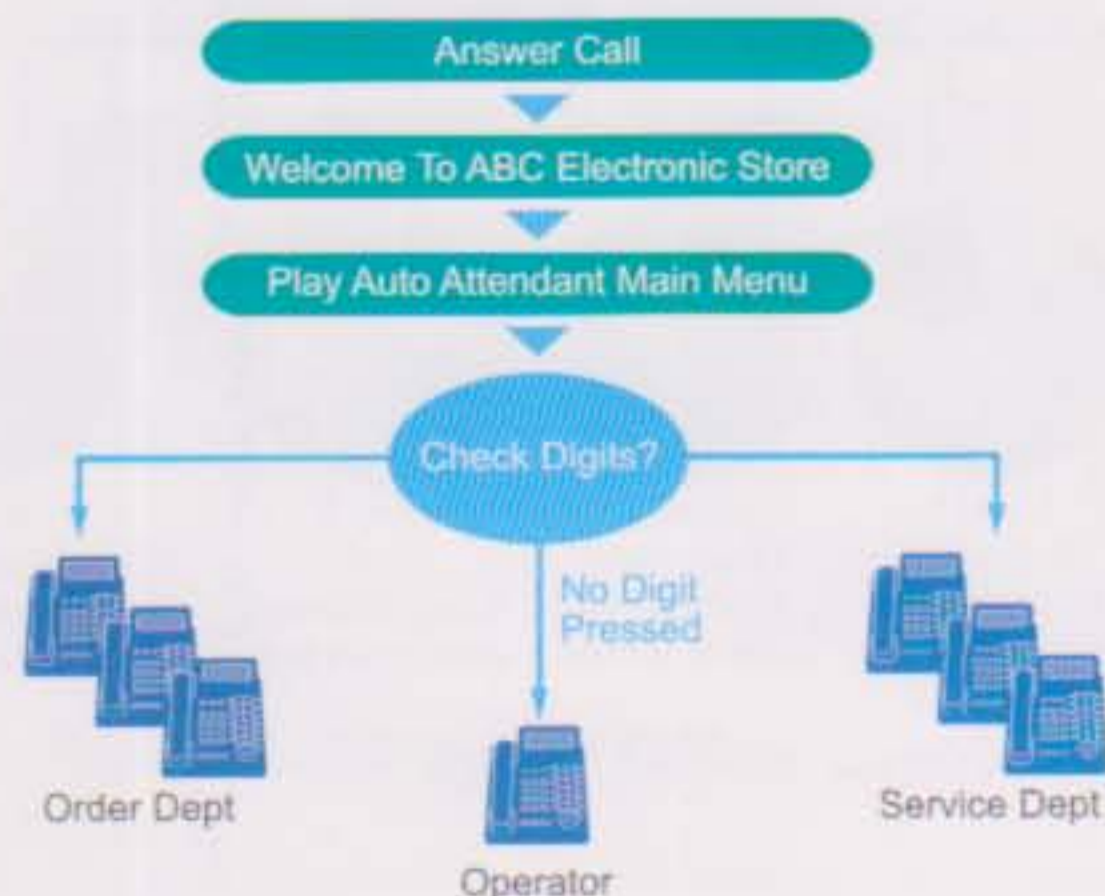
- Log-in / Log-out
- Ready / Not Ready
- Wrap up

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

Optional Voice Processing System Provides Intelligent Call Routing

When the optional KX-TVM50/200 Voice Processing System is installed, calls that cannot be answered immediately can be sent to a call queue and greeted with a friendly welcoming message. The messages are pre-recorded and can inform the caller that their call will be handled in the order it has been received by an agent as soon as one becomes available, or the messages can be used as a way to generate additional business opportunities by alerting the caller to a service the company offers, or a forthcoming sales promotion.

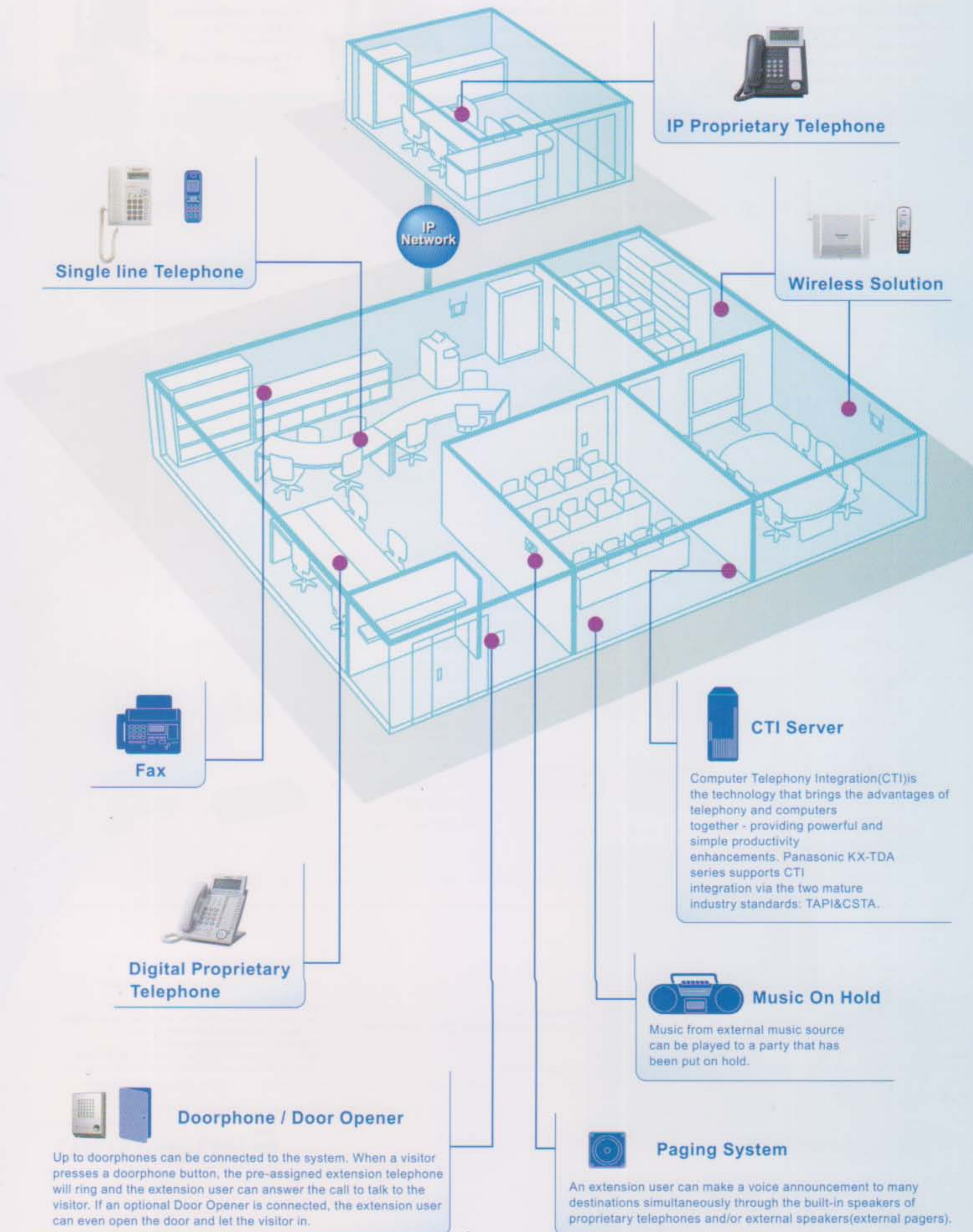


Caller ID Display on SLTs, DPTs, and IP-PTs

The KX-TDA100D is compatible with Caller ID, which allows a user to see the caller's information on the display of a single-line telephone that supports Caller ID display and digital proprietary telephones and IP proprietary telephones. Proprietary display telephones can be used to access the Caller ID log for the 100 most recent calls (Call Log). The system has 3,040 incoming and 1,520 outgoing common logs. Logged incoming calls can be called back easily.



Connected to Constitute a System That Optimises Your Communication



IP Proprietary Telephone

Single line Telephone

Wireless Solution

Fax

CTI Server

Computer Telephony Integration (CTI) is the technology that brings the advantages of telephony and computers together - providing powerful and simple productivity enhancements. Panasonic KX-TDA series supports CTI integration via the two mature industry standards: TAPI & CSTA.

Digital Proprietary Telephone

Music On Hold

Music from external music source can be played to a party that has been put on hold.

Doorphone / Door Opener

Up to doorphones can be connected to the system. When a visitor presses a doorphone button, the pre-assigned extension telephone will ring and the extension user can answer the call to talk to the visitor. If an optional Door Opener is connected, the extension user can even open the door and let the visitor in.

Paging System

An extension user can make a voice announcement to many destinations simultaneously through the built-in speakers of proprietary telephones and/or external speakers (external pagers).

IP Proprietary Telephone Line-up

KX-NT346

- 6-Line Backlit Display
- 24 Flexible CO Buttons
- Digital Speakerphone
- 2 Ethernet Ports (100 Base-T)
- Power-over-Ethernet (PoE)
- Bluetooth® Module (Option: KX-NT307)
- Add-on 12-Key Module (Option: KX-NT303) or 60-DSS Console (Option: KX-NT305)



KX-NT343

- 3-Line Backlit Display
- 24 Flexible CO Buttons
- Digital Speakerphone
- 2 Ethernet Ports (100 Base-T)
- Power-over-Ethernet (PoE)
- Bluetooth® Module (Option: KX-NT307)
- Add-on 12-Key Module (Option: KX-NT303) or 60-DSS Console (Option: KX-NT305)



KX-NT321

- 1-Line LCD Display
- 8 Flexible CO Buttons
- Digital Speakerphone
- 2 Ethernet Ports (100 Base-T)
- Power-over-Ethernet (PoE)



Digital Proprietary Telephone Line-up

KX-DT346

- 6-Line Backlit LCD Display
- 24 Flexible CO Buttons
- Digital Speakerphone
- Bluetooth® Module (Option: KX-NT307)
- Add-On 12-Key Module (Option: KX-NT303) or 60-DSS Console (Option: KX-DT390)
- USB Module (Option: KX-DT301)



KX-DT343

- 3-Line Backlit LCD Display
- 24 Flexible CO Buttons
- Digital Speakerphone
- Bluetooth® Module (Option: KX-NT307)
- Add-On 12-Key Module (Option: KX-NT303) or 60-DSS Console (Option: KX-DT390)
- USB Module (Option: KX-DT301)



KX-DT333

- 3-Line LCD Display
- 24 Flexible CO Buttons
- Digital Speakerphone
- 60-DSS Console (Option: KX-DT390)

KX-DT321

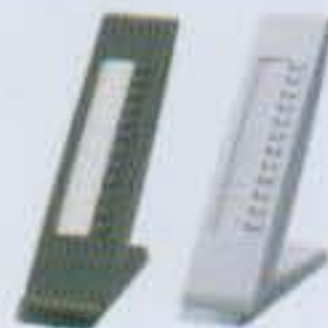
- 1-Line LCD Display
- 8 Flexible CO Buttons
- Digital Speakerphone
- 60-DSS Console (Option: KX-DT390)



Options

Add-on Key Module KX-NT303

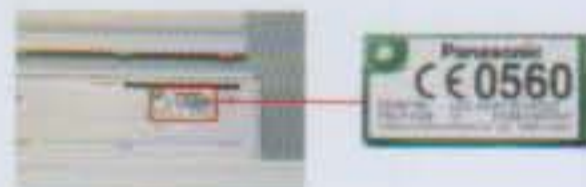
- Add-on 12-Key Module (For KX-NT346/343, KX-DT346/343 only)



Bluetooth® Module KX-NT307

(For KX-NT346/343, KX-DT346/343 only)

Mounting the KX-NT307 lets you connect a commercially available Bluetooth headset for hands-free communication (Answer a call/End a call/Voice communication)

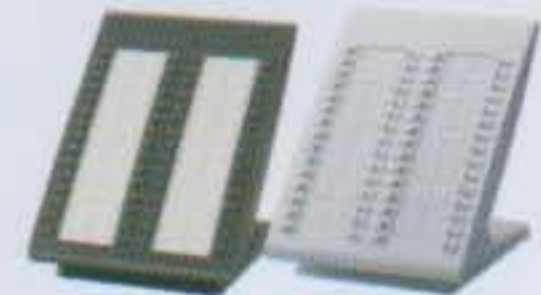


DSS Console KX-DT390

- 60 DSS Console (For KX-DT346/343/333/321 only)

KX-NT305

- 60 DSS Console (For KX-NT346/343 only)



USB Module KX-DT301

(For KX-DT346/343 only)



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Important

- Safety Precaution: carefully read the operating instructions and installation manual before using this product.

- Some models will be available to limited countries.
- All TV pictures are simulated. The images and shown of base unit 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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