Panasonic
ideas for life

EVERY
CALL
MATTERS

EVERY
CALL
MATTERS

TDA100D
Hybrid IP-PBX

COST EFFECTIVE TELECOMMUNICATION PLATFORMS

Today businesses need a telephony solution that combines all the advantages of traditional telecommunications together with IP technology - in a cost effective package. The Panasonic KX-TDA100D meets these needs by offering maximum flexibility and features to handle every situation.

▷ BUSINESS COMMUNICATIONS SIMPLIFIED

Investment in a telecommunication system requires business communication foresight. Businesses need to be able to effectively communicate today - yet want to make sure that they are properly equipped to handle the growing demands of tomorrow.

Packed with a repertoire of advanced telephony solutions, the KX-TDA100D brings a wide range of benefits to help solve your company's communication needs.

▷ COST-CUTTING PERFORMANCE

The new KX-TDA100D now brings you increased capacity without the need for any system upgrades or expansions. Customers can reap the benefits of traditional PSTN while also taking advantage of IP technologies to achieve cost-effective, effortless and reliable voice solutions based on the least expensive calling routes.

The key benefits include:

- Increased Capacity
- Enhanced Mobility
- Remote maintenance, moves and changes
- Remote/Home Workers

▷ MOBILITY

Solutions - such as DECT Wireless provides you with the freedom to roam within your organisation so you can respond to important calls from anywhere in your office. Now, using our new entry level DECT handset mobility becomes a truly cost-effective option that can benefit your whole organisation. While you are out of the office, mobile telephones can also be integrated as office extensions allowing seamless 'one number' access.

Built-in advanced call centre functions and voice messaging improve communication efficiency and allow you to serve customers more effectively. The KX-TDA100D makes it easy to distribute calls and manage agents by providing you with full control of the phone system's usage.

▷ RELIABILITY

The reliability of the Panasonic KX-TDA100D is assured by rigorous quality control and testing before it leaves the factory, guaranteeing you piece of mind.

The systems are designed for quick and easy installation, with no maintenance required therefore keeping any downtime to an absolute minimum. The systems also supports "hot-swap" cards - so you can change or add most modules without even shutting down the system. Advanced PC based programming tools help installers by enabling quick configuration changes from any networked location.

◗ BUILT-IN CALL CENTRE SOLUTIONS - FOR PERFECT CUSTOMER SERVICE

Whatever the size of your company, efficient and courteous handling of telephone calls is a major factor in a successful business. Panasonic provides multiple solutions for small to medium size Call Centres, enabling businesses to help control and make use of limited human resources. Call centre features are integral to the communication platform but can easily be expanded to suit more sophisticated requirements by combining optional CTI software solutions. Key integrated features are:

- Intelligent and Automatic Call Routing
- Flexible call routing to distribution groups
- VIP call routing
- Automated attendant
- Call queue with waiting message
- Walking extensions ('Hot Desking')
- Supervisor call queue monitoring
- Supervisor level monitoring and reporting
- Overflow extensions
- Agent Log-in / Log-out / Wrap-up

◗ FUTURE-READY DESIGN

The KX-TDA100D PBX is a business platform your business can grow with. The system comes ready for use with extensive PSTN Phones, PSTN Trunks, IP Trunks, IP Phones, IP based CTI, and a whole family of business communication applications.

KX-TDA100D PRODUCT LINE UP

EXTREME FUNCTIONALITY ALWAYS

For effective communication the Panasonic KX-TDA100D provides you with access to a wide range of devices and services. From traditional Analogue telephones to DECT Wireless, Digital and IP terminals we have a solution to suit all your business needs.

ALPHANUMERIC DISPLAY

Our user-friendly LCD displays make handling calls easier than ever. You can use it to view a wide variety of call information or to access the system's many functions and features. You can also make calls by simply following the visual prompts shown on the display. The display can show items such as:

• Incoming caller's name and number
• Message waiting, absent messages, feature settings
• Log of incoming and outgoing calls (Call Log)
• System/personal speed dialling
• Extension lists
• Call Duration
• System features
• Time and date

NAVIGATION KEYS

Intuitive, ergonomically designed navigation keys allow fast, one touch access to multiple phone system functions, features and menus.

PROGRAMMABLE KEYS

One-touch programmable access keys save time and effort. These keys can be used to store telephone numbers or access frequently used system features. The dual colour Red/Green LEDs give visual indication of accessed feature status as well as the status of colleagues (Idle, Busy).

MULTI STEP TILT ANGLE

The IP and digital telephones have multiple points of adjustment for maximum visibility at any angle.

HANDS FREE CONVENIENCE

Using the optional Bluetooth* module you can take full advantage of wireless headset support. Alternatively the built-in headset jack, with optional headset, allows busy users to keep their hands free while taking important telephone calls, while giving users the freedom to continue working on their PC or simply take notes.

*Available for the KX-DT346, KX-DT343 digital telephones and the KX-NT300 series IP telephones

INTEGRATION WITH DATA NETWORK

The NT300 Series IP terminals connect directly into your data network, providing IP-Telephony features with enhanced levels of functionality and comfort. To reduce cabling costs and desktop clutter users can easily connect their PCs and laptops to the company network (LAN) using the built-in 2-Port Ethernet switch on the back of the IP telephones.

▷ DIGITAL TELEPHONES

Developed specifically to meet the needs of businesses of all types, the Panasonic digital telephones incorporate sleek design, improved ergonomics, flexibility and superb voice quality.

KX-DT346	KX-DT343	KX-DT333	KX-DT321

KX-DT390	KX-NT303	KX-T7710

▷ IP TELEPHONES

The NT300 series IP telephones take you to a new dimension in communications productivity, broadband network connectivity and customer care. The sleek, ultra-modern design, available in both black and white works well with any work environment and office decor.

Note: IP telephones require optional IP-EXT16 line card.

KX-NT346	KX-NT343	KX-NT321	KX-NT303

WIRELESS MOBILITY SOLUTIONS

Have an important customer call and need to walk away from your desk? Panasonic Wireless Mobility Solutions are here to help. The Panasonic KX-TDA100D lets you simply continue your conversation throughout the office using one of our lightweight, business-smart wireless DECT telephones. Mobile telephones can also be integrated as office extensions allowing you to receive or make calls using just one number.

| EASILY SEE INCOMING CALLS AND MESSAGES | EASILY TO DIAL IN DARK CONDITIONS | EASY TO READ COLOUR LCD DISPLAY | HEADSET JACK FOR HANDS-FREE ACCESS | SPLASH AND DUST RESISTANT |

MOBILE/GSM INTEGRATION FOR ANYTIME ANYWHERE MOBILITY

Mobile phones are often an essential way for doing business outside of the office. The KX-TDA100D supports the latest mobile phone integration technology - enabling calls directed to an office extension to be redirected to a Mobile telephone. Calls can then also be transferred back to a colleague's office extension or even back to the office voice mail system.

Mobile telephones can be integrated to allow incoming calls to ring both the desk phone and the mobile handset simultaneously, allowing businesses to publish "one-number" access while providing users with the added flexibility to pick-up calls from either their desk phone or mobile phone.

MULTI-CELL DECT WIRELESS FOR OFFICE MOBILITY SOLUTION

While you are away from your desk or moving around the office the Panasonic office mobility solution lets you continue your conversation over lightweight, business-smart wireless DECT terminals. Using Wireless XDP (eXtra Device Port), users can set their DECT wireless handsets to have the same extension as their desk phone, therefore allowing them to receive calls even when away from their desk.

The Multi-Cell DECT System is an integrated wireless mobility solution providing automatic hand-over between installed wireless cells - enhancing coverage and giving you true communication mobility even within large premises.

EVERYTHING MATTERS

Colour LCD Display *1
Illuminated Keypad
Multiple Language Display
Speakerphone
Programmable Soft Keys*2
PBX functionality support
200 Entry Phonebook
Headset Compatible
10 Ringer Melodies *1
10 Programmable Hot Key Dialling
Vibrate Alert*3
Meeting Mode*3
IP64 Dust and Splash resistant*4

*1 KX-TCA175 and KX-TCA275 only
*2 KX-TCA175, KX-TCA275 and KX-TCA364 only
*3 KX-TCA364 and KX-TCA275 only
*4 KX-TCA364 only

KX-WT115 Entry Level Model **KX-TCA175 Standard Model** **KX-TCA275 Compact Business Model** **KX-TCA364 Tough Type Model**

▷ BUSINESS MOBILITY TERMINALS

With standard, compact business or tough-type DECT you can be assured that no matter what your needs Panasonic has a DECT mobility solution for you.

The entry level KX-WT115 provides performance in a cost effective package, while the KX-TCA275 handset is a compact, light weight and durable device with a host of powerful business telephony features. Alternatively the KX-TCA175 is a perfect choice for users who want good performance in a standard size handset. Finally for tough environments the KX-TCA364 ruggedised handset meets strict dust and splash resistant IP64 standards. In addition all our DECT handsets have now been enhanced with our 'noisy area' feature allowing them to be used within noisy environments whilst still maintaining audio quality.

▷ EXTENDING OFFICE MOBILITY WIRELESS COMMUNICATION

In order to offer the most flexible and versatile mobile environment our DECT offering comes with a wide choice of cell stations supporting 2, 4 and 8 channels. By being configured to use multiple cell stations, including high density cell stations the KX-TDA100D can boost the mobility of your entire solution. By adding our multi-channel DECT repeater coverage can be extended even further.

The system also provides seamless, automatic hand-over between installed wireless cells - enhancing coverage and giving you true communication mobility even within large premises.
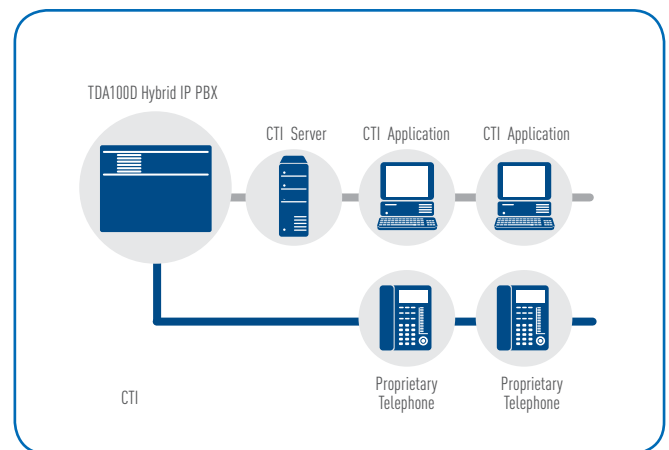
FLEXIBLE TELEPHONY APPLICATIONS

Supporting industry standard CTI interfaces - the Panasonic KX-TDA100D supports a large number of software applications ranging from standard "Screen Pops" to desktop Customer Relationship Management (CRM) systems and many more. All designed to enhance employee efficiency and improve business productivity.

▷ COMPUTER TELEPHONY INTEGRATION (CTI)

Computer Telephony Integration (CTI) is the technology that brings the best of telephony and computers together - providing powerful and simple productivity enhancements. Panasonic KX-TDA100D supports CTI integration via the two mature industry standards:

• Telephony Application Programming Interface (TAPI),
• Computer Supported Telecommunications Applications (CSTA)

TDA100D Hybrid IP PBX
CTI Server   CTI Application   CTI Application
CTI
Proprietary Telephone   Proprietary Telephone

▷ BENEFITS OF CTI

Multiple telephony applications can be implemented to augment business communication capabilities and provide software productivity applications for your businesses. The KX-TDA100D can support a variety of productivity applications that cover all aspects of business requirements. These include among others:

• Hotels - Room availability, check-in/check out, Billing etc.
• Offices -Incoming call display, Busy caller display, Call accounting etc.
• Contact Centre - Incoming call display, CRM database integration, Agent Log-in/Log out, ACD reporting etc.

▶ MESSAGING SOLUTIONS

The KX-TDA100D PBX system offers two types of messaging solutions:

Optional Solution:

Installing a 2 channel Enhanced Simple Voice Mail card (ESVM2 - Option: KX-TDA0192) or 4 channel ESVM card (ESVM4 - Option: KX-TDA0194) into the Panasonic KX-TDA100D provides extension users with a simplified voicemail solution. Companies looking to provide a cost-effective voicemail solution to enhance customer service and provide employees with a private voicemail can benefit greatly from this solution.

Each extension user can have a personal Voice Mailbox which can both play outgoing greeting messages as well as record incoming voice messages irrespective of the type of extension used, e.g. Proprietary Telephones (PT), Single Line Telephones (SLT), or Portable Stations (PS). The recording storage space on each voicemail box is shared between outgoing greeting messages and received voicemail messages.

Extension users can record, listen to or clear their own greeting messages - as well as playback and clear voice messages left by outside callers.

External Solution:

Companies requiring enhanced voice messaging capabilities beyond the functions found on the optional ESVM cards can upgrade to the external KX-TVM50 or KX-TVM200 messaging solutions providing enhanced message applications and customer service. These external, optional voice processing systems come fully packed with business class voice messaging features, designed to help businesses handle every call in a courteous and efficient manner.

INTEGRATED BUSINESS SOLUTIONS

Businesses are constantly evolving and while they need a cost-effective platform they also need a solution that can keep pace with the ever changing environment - such as IP. To increase network utilisation and reduce infrastructure costs IP Network infrastructures can now carry both voice and data. The Panasonic KX-TDA100D is designed to allow the integration of traditional analogue communications and Voice over Internet Protocol (VoIP), thus allowing voice and data to work within the same network.

VOICE-OVER IP (VoIP)

VoIP is an ideal solution for site-to-site communications between multi-site offices or retail chains. It can also be used to create flexible working environments and help lower costs when used to connect a branch office, remote office employees, small office/home office (SOHO) workers or home sales personnel. Other benefits include:

• Reduce Call Costs
• Integrate remote users as part of a team
• Reduce cabling and running costs

REMOTE ADMINISTRATION

With the KX-TDA100D installers and administrators can remotely manage any deployment scenario – whether a stand-alone system or a networked multi-site system connected via an IP network. All they need is a networked PC with the necessary PC Maintenance Console application and they can access and administer systems from any location reducing extra administration overhead.

MULTI SITE NETWORKING

Using IP, multi-site networking becomes far easier and cheaper to deploy. By utilising your inter-office IP network you can extend your VoIP network, system features and functions, or even call centre groups. By using Incoming Call Distribution (ICD) groups across multiple, networked sites you can provide better call handling resilience or simply make better use of the available resources within your organisation.

NETWORK BUSY LAMP FIELD

Network Busy Lamp Field (Network - BLF) or Network Direct Station Selection (NDSS), allows unique extensions across networked KX-TDA100D systems to be monitored by a single centralised Network Operator. These extensions can be part of a global communication network connected over both ISDN and IP.

If any of the pre-programmed extensions are busy, receiving an incoming call (ringing) or in 'Do not Disturb' (DND) mode, the operator's DSS key for that extension will illuminate. Using this feature the operator can see the status of a particular extension instantly.

HOSPITALITY

The Hospitality market requires a communication system to be flexible, economical and easy to use. It also needs to be reliable and have the ability to easily adapt to the individual needs of each location. Application integration, such as guest room billing and system management has also become a major factor in the success of any business. With its cost effective expansion, mobility capabilities and CTI integration the Panasonic KX-TDA100D is perfectly equipped to meet these demanding needs.

HEALTHCARE

Nursing facilities and residential housing must have high levels of reliability to meet the requirements of staff and the people they care for, whilst remaining easy to use. In addition any communications solution must have the ability to integrate with care applications, such as emergency call systems. The Panasonic KX-TDA100D meets all of these requirements whilst still delivering a secure, cost-effective, flexible and future-safe solution.

CONSTRUCTION

Being flexible, yet robust are essential requirements in the construction industry and the Panasonic KX-TDA100D PBX can adapt quickly to your changing business requirements. Need to add conferencing solutions or wireless capability? With its flexible programming and tough DECT handsets the KX-TDA100D PBX provides all the solutions you need to keep pace.

PRODUCTION ENTERPRISES

High flexibility, economy and maximum reliability as well as adjustment to individual needs are important criteria, which telecommunication systems must fulfil. Panasonic KX-TDA100D PBX outshines here as it was developed with manufacturing plants and production departments in mind. With its ultramodern design and future ready solutions, experience a new dimension of efficient communication.

LOGISTICS

Logistics requires smooth and reliable transport of information. This is why logistic companies have particular requirements when it comes to telecommunications systems. With possibility for integration into modern EDP systems and mobile accessibility, Panasonic systems can become the driving force for your business today, tomorrow and in the future.

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