



KX-TDE100/200 BROCHURE

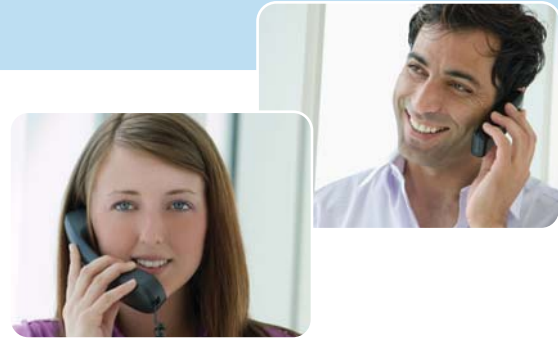
EVERY  
**CALL**  
MATTERS



EVERY  
CALL  
MATTERS

**TDE**  
**IP-PBX**

# ADVANCED BUSINESS COMMUNICATIONS



Panasonic KX-TDE100 and KX-TDE200 systems are advanced business communication platforms designed to leverage the most out of your IP Network. Targeting single or multi-site, small to medium businesses, these systems provide advanced unified communication solutions to give your business the right set of tools to have a competitive edge. KX-TDE100 and KX-TDE200 systems also support a range of smart and easy to use wired and wireless terminals designed to enhance business productivity.

## ▶ YOUR BUSINESS INVESTMENT - PROTECTED

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 their future communication needs.

Convergence ready, modular, extensible, flexible, SIP enabled, and providing built-in support for unified communications productivity applications; the KX-TDE100 and KX-TDE200 systems are ideal communication platforms for customers to solve all their business communication needs today as well as in the future as they embrace Unified Communications together with full IP telephony. These systems are designed to be easy to install, cost effective to run and quickly provide a good return on investment.

Convergence ready – the systems can integrate with your desktop tools and help improve communications with customers, suppliers and colleagues alike.

## ▶ ADVANCED PLATFORMS TO EMPOWER BUSINESS COMMUNICATIONS

The KX-TDE100 and KX-TDE200 communication platform allows businesses to enable fast and efficient collaboration over any distance - and helps businesses to efficiently connect and interact with customers, colleagues and partners with ease.

By combining the power of voice and data over converged high speed IP networks, the KX-TDE100 and KX-TDE200 systems provide companies with a flexible solution that lets businesses leverage the latest advances .



KX-TDE100 AND KX-TDE200 COMMUNICATION PLATFORMS



## ▶ EASILY UPGRADE TO IP COMMUNICATIONS

A straight forward and smooth migration path is the key for customers upgrading to converged solutions.

Panasonic offers a simple yet reliable solution to make it easy for existing customers with KX-TDA Hybrid PBX systems to effortlessly migrate or upgrade to IP Telephony, simply by exchanging the Main Processor Card. Customers can then choose to deploy IP telephony, SIP trunking, or even implement unified communications productivity applications - as and when their business needs demand for it. This provides businesses with simple and evolutionary step to take advantage of all the new features and benefits from true convergence, whilst protecting investments and allowing adoption of new business solutions.



## ▶ RELIABILITY

The reliability of Panasonic TDE communication platforms are assured by rigorous quality control and testing before these systems leave the factory, guaranteeing you piece of mind.

The KX-TDE100 and KX-TDE200 systems are designed with no need for hardware maintenance with all programming changes possible from any local or remote location.

Talk to your local Panasonic dealer to understand how your business can benefit from the application enabled KX-TDE100 and KX-TDE200 communication systems.

# WIDE CHOICE OF STYLISH TERMINALS



With the KX-TDE100 and KX-TDE200 systems - businesses can choose from any type of telephone terminals - the stylish IP telephones, DECT wireless or Digital terminals. Supporting a family of digital and even analogue phones - the KX-TDE100/200 systems give companies an extensive and cost effective choice of solutions to suit their specific business telephony needs.

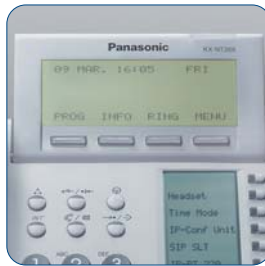
Optional Bluetooth Module



Self Labeling Keys



Easy To Read LCD Display



Easy To Navigate



Mult-tilt Angle Adjustment



## ▶ NT300 SERIES IP TERMINALS - A PERFECT TEAM PLAYER

Panasonic's KX-TDE100 and KX-TDE200 systems support the KX-NT300 Series IP telephones that are stylish, intuitive, user friendly, and comfortable to use by all system telephone users.

The NT300 series IP telephones take you to a new dimension in audio experience, communications productivity, broadband network connectivity and customer care. These IP telephones bring you the power of the advanced KX-TDE100 and KX-TDE200 systems - allowing quick access to the entire spectrum of the PBX's additional features and applications.

The IP telephones offer superb voice quality thanks to hands free speakerphone, acoustic echo cancellation, and support for wide-band G.722 audio.

Packed with a whole host of features, the KX-NT300 Series IP telephones could not be any simpler to use. In addition to all the regular functionalities - the IP Phones range includes:

- Large Easy to Read Alphanumeric LCD Displays
- Electronic self-labelling keys
- Bluetooth module providing wireless headset support
- Easy navigation key
- A 2nd IP port to reduce cost and desktop cable clutter
- Double tilt adjustment allowing independent tilt control for phone base and LCD display

All these added features are designed to provide you with enhanced desktop usability and comfort.



## ▶ INTEGRATION WITH YOUR DATA NETWORK

The NT300 Series IP terminals connect directly into your data network, and provide IP-Telephony features with enhanced levels of functionality and comfort compared to the already proven digital system terminals. Users can easily connect their PCs or work laptops to the company Local Area Network (LAN) using the built-in 2-port Ethernet switch on the back of the IP telephones - reducing desktop cable clutter. The advanced functionalities of these new IP system terminals will surely surprise you.



## ▶ SIP TELEPHONE SUPPORT

With built-in support for the latest SIP technology, the KX-TDE100 and KX-TDE200 systems can support SIP telephones as extensions. Companies can now use either Panasonic or standard off-the-shelf SIP phones and connect them to the KX-TDE100 and KX-TDE200 systems as IP extensions to support in-house office users, remote workers and even road warriors connecting back to the office over high-speed broadband IP network from virtually anywhere.

## ▶ ADVANCED DIGITAL PROPRIETARY TERMINALS

The Panasonic KX-DT300 Series advanced desktop phones are designed for business users who require a range of feature-rich telephony devices to match their constantly changing business needs.

These easy to use, advanced business class telephone devices are designed for effective daily communications. Connected to the KX-TDE100 and KX-TDE200 systems, the digital terminals are extremely reliable and provide a wide range of features to support the right solution for all your business applications.

# ANYTIME ANYWHERE COMMUNICATIONS



KX-TDE100 and KX-TDE200 systems seamlessly integrate with unified communications productivity applications for improved business efficiency - whether you use IP, Digital, DECT wireless Terminals or even Smart Mobile Devices. Empower your staff to handle business communications on any device - anytime, anywhere.

## ► COMMUNICATION ASSISTANT PRODUCTIVITY APPLICATION SUITE

The Panasonic Communication Assistant productivity software suite is a highly intuitive unified communications (UC) solution that blends easy point and click telephony together with presence, availability, Microsoft Outlook® integration, visual voice messaging and a variety of collaboration tools to simplify and enhance real-time communications for business telephony users.

Designed for easy installation and maintenance - Communication Assistant can be deployed without the need of any additional server - making it an ideal solution for small to medium size businesses with limited IT knowledge and staff while enterprise businesses requiring scalability to support large deployments, thinclient support and enhanced features - can choose Communication Assistant (CA) server based deployments.

## ► COMMUNICATION ASSISTANT - HIGHLIGHTS

- Easy & User-friendly Operation
- Team Management & Collaboration
- Integrated Presence and Availability
- Effective Visualisation
- Business Application Integration
- IP Camera Integration

Mode	Targeted Solution	Benefits
Communication Assistant Basic Express	Point and click unified communications for desk based or remote workers	Helps you visually control office communications from your PC.
Communication Assistant Pro	Point and click unified communications for desk based or remote workers. Provides users with real-time presence information	Helps you visually control all your communications from your PC. Stay informed of users availability in real-time. Provides Agent functionality for informal call centres.
Communication Assistant Supervisor	Team supervisors to monitor employees' call activities.	Helps you to visually manage all your group members telephony activities.
Communication Assistant Operator Console	A company receptionist can use the Console application to quickly and easily handle multiple calls professionally.	Helps you visually control all your communications from your PC using either mouse clicks or quick keyboard operations.



CA PRO

REMOTE WORKER USING SOFTPHONE



CA BASIC

OFFICE WORKER



CA OPERATOR CONSOLE

RECEPTIONIST HANDLING CUSTOMER CALLS



CA SUPERVISOR

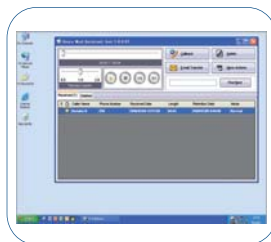
SUPERVISOR SUPPORTING TEAM MEMBERS



COMMUNICATION ASSISTANT TOGETHER WITH THE KX-TDE100/200 ENABLES BUSINESSES TO IMPLEMENT UNIFIED COMMUNICATIONS - ENHANCING BUSINESS PRODUCTIVITY.

## ► COMMUNICATION ASSISTANT - VM ASSISTANT MODULE

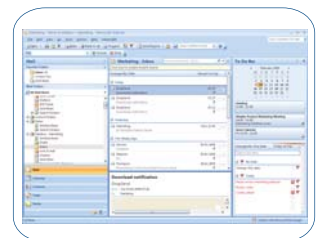
Companies using the optional advanced KX-TVM Voice Messaging solution - can allow Communication Assistant users to visually manage their voice mails with Voice Mail Assistant.



VM Assistant module allows Unified Messaging functionality - allowing users to access and retrieve in the order they prefer - any voice messages left for them. Users can listen to the messages - on either their desk phone, or on their PC and even download messages for forwarding to any work colleague via email.

## ► INTEGRATION WITH MICROSOFT® OUTLOOK®

Communication Assistant seamlessly integrates with Microsoft® Outlook® allowing users to easily dial contact phone numbers and receive incoming call pop-up alerts. Focus on your business communications from within MS Outlook - for those who use Outlook as their primary communication tool.



## ► COMMUNICATION ASSISTANT OPERATOR CONSOLE

Communication Assistant operator console application is designed for the busy office receptionists - offering on top of the standard CA Pro features - console features – optimised to handle multiple telephone calls using either mouse clicks or quick keyboard operations. The console application allows operators to quickly, efficiently and professionally handle all company communications between customers and colleagues.

# WIRELESS MOBILITY SOLUTIONS



Businesses can increase employee availability and enhance customer service by providing un-hindered access to wireless telephony. Respond to customers, suppliers and colleagues alike, without being tethered to just one location, saving your business time and money.

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 a compelling way for doing business outside of the office. The KX-TDE100 and KX-TDE200 supports the latest mobile phone integration technology - enabling calls directed to an office extension to be redirected to a Mobile telephone at a lower, fixed cost. Calls can then also be transferred back to a colleague's office extension or even back to the office voice mail system for graceful handling.

Mobile telephones can be integrated into ICD groups which 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

The Panasonic office mobility solution lets you carry on your conversation over lightweight, business-smart wireless DECT terminals while you are away from your desk or moving around the office. Using Wireless XDP (eXtra Device Port), users can set their DECT wireless handsets to have the same extension as their desk phone, and then 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.



**KX-TCA175**  
Standard Model



**KX-TCA275**  
Compact Business Model



**KX-TCA355**  
Tough Type Model

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

\*1 KX-TCA175 and KX-TCA275 only

\*2 KX-TCA355 and KX-TCA275 only

\*3 KX-TCA355 only

## ▶ BUSINESS MOBILITY TERMINALS

With standard, compact business or tough-type DECT that is able to handle harsh environments - you can be assured that no matter what your needs - with Panasonic; you have the DECT business mobility solution of your choice.

The KX-TCA275 DECT handset combines small size, light weight and durability, with a host of powerful business telephony features, while the KX-TCA175 is a perfect choice for users who want good performance in a standard size handset. In addition, to handle tough environments - the KX-TCA355 ruggedised handset meets strict dust and splash resistant IP64 standards.



## ▶ EXTENDING OFFICE MOBILITY WIRELESS COMMUNICATION

The KX-TDE100 and KX-TDE200 systems allow wireless communications over an extended range by using multiple and High Density cell stations that boost the flexibility and mobility of your wireless handsets.

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



**KX-A272**  
Repeater



**KX-TDA0155**  
2ch Cell Station



**KX-TDA0156**  
4ch Cell Station

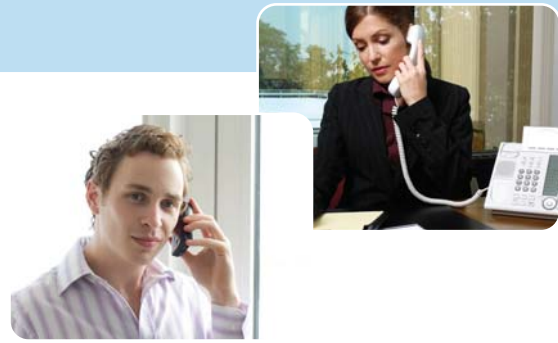


**KX-TDA0158**  
8ch Cell Station



**KX-NCP0158**  
8ch IP Cell Station

# ADVANCED MESSAGING SOLUTIONS



Advanced voice messaging applications provide enhanced call handling flexibility. Voice guidance provides a user friendly interface to simplify and streamline business communications by efficiently routing customer calls to the correct department or agents. Further, voice mail storage facility can be used for graceful offline call handling during busy hours - increasing overall productivity and providing better customer service.

## ▶ ENHANCED SIMPLE VOICE MAIL (ESVM)

Key applications that can be implemented using the built-in or optional ESVM cards include: user as well as group voice mail services, voice guidance based call routing, transfer out from voice mailbox to MSG functions, multi-level auto-attendant with OGM recordings, queue messages, CO-to-CO end of call detection, mobile phone extension support and many more.

## ▶ KX-TDE100 AND KX-TDE200 OFFERS THREE TYPES OF MESSAGING SOLUTIONS:

**1. Built-In Solution:** Built-in 2 channel Enhanced Simple Voice Messaging (ESVM) solution.

**2. Optional Solution:** ESVM2 (Option: KX-TDA0192) or ESVM4 (Option: KX-TDA0194) Enhanced SVM cards provide added message recording and outgoing message handling capabilities that help ensure calls from your customers are routed through properly and are always answered or processed gracefully. These optional cards can be configured to run in three modes for complete flexibility:

**SVM Mode:** For Simple Voice Mail only features.

**MSG Mode:** For DISA functionality leveraging Outgoing Message recordings. The MSG mode can also support mobile telephone extension integration allowing for mobile telephones to be used as PBX extensions. Companies can even upload from PC high-quality sound files (8kHz, 16 bit .wav file) that can be played as OGM recordings – for various outgoing message applications.

**SVM + MSG Mode:** Allowing customers to have both a simple voice mail as well as DISA functionality. Both Built-in and optional ESVM cards provide the ability to assign uploaded High Quality custom music files as Music-on-Hold announcements.

**3. 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.



## ▶ KX-TVM KEY FEATURES:

The KX-TVM50/TVM200 offer a host of voice messaging based features such as:

- Voice Messaging Service
- Automated Attendant Service
- E-Messaging (email notification with voice message attachment)
- Interview Service
- Voice Mail Menu on LCD of system phones for Easier Operation
- Caller Name Announcement
- Caller ID / CLIP based Greetings
- Call Screening
- Call Recording
- Holiday Service
- Multi-Lingual Voice Prompts
- Fax Detection / Routing

With the KX-TVM50 and KX-TVM200 - Panasonic delivers new levels of communication ease and efficiency that can help any business achieve higher productivity.



## ▶ CENTRALISED VOICE MAIL

For networked multi-site deployments – centralised voicemail is possible for up to 8 networked IP PBX systems. Extension users from each branch site can forward calls when in busy or no-answer state to the central voice messaging system and access messages using VM access codes.

# CALL CENTRE SOLUTION



The KX-TDE100 and KX-TDE200 systems comes with built-in sophisticated Call Centre solutions flexible enough for most customer needs - allowing businesses to efficiently route customer calls to appropriate departments, helpdesks or sales teams.

## ▶ PACKED WITH CALL CENTRE FEATURES

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 Call Centres, to help control and make use of high volume calls. The following call centre features are integrated into the PBX and can be expanded to suit more sophisticated call centres in combination with CTI software solutions available in the market:

- Intelligent and Automatic Call Routing
- Flexible Routing to distribution groups
- VIP call routing
- Automated Attendant
- Call Queue with waiting message
- Walking Extensions ('Hot Desking')
- Supervisor call queue monitoring

## ▶ CALL DISTRIBUTION

The KX-TDE100 and KX-TDE200 support Incoming Call Distribution (ICD) Groups - the basic building blocks to implement Call Centre functionality. Incoming calls received by an ICD group can be distributed to Call Centre agents using supported call distribution methods and when a pre programmed number of agents in the group are busy, additional incoming calls can be put in a queue. Agents can also be assigned to multiple ICD groups - allowing for a smaller number of agents to handle calls in multiple ICD groups in order to operate a flexible call centre. The system provides four standard call distribution methods. Further, it even allows prioritising incoming call distribution groups for added flexibility. These distribution methods are:

- Longest Idle Extension
- Uniform Call Distribution (UCD)
- Priority Hunting
- Ring



## ▶ SUPERVISOR FEATURES

The KX-TDE100 and KX-TDE200 supports built-in Call Centre Supervisor features - allowing management and performance overview in real-time of calls in queue and agent call handling. The supervisor can:

- a. Monitor each agent's phone status
- b. Remotely log-in a logged-out agent
- c. Log-out agent's extension.

In addition, the supervisor extension, can either use a 6-line system display telephone or Communication Assistant supervisor application to manage and monitor various important Call Centre Statistics showing items such as:

- Total number of calls handled
- Average wait time
- Lost calls etc



## ▶ AGENT FEATURES

The system supports extensive standard call centre agent features. Agents can work more efficiently using the following built-in features to help increase agent productivity as well as overall business productivity:

- Log-in/Log-out (Specific ICD Group, or All Groups)
- Automatic Log-out
- Wrap-up (Incoming / Outgoing calls)
- Hot Desking / Walking Extensions for Virtual Extensions
- Account Code (Qualify Code)

## ▶ A STEP-BY-STEP APPROACH TO CALL CENTRE SOLUTION

Companies requiring advanced Call centre functionalities can use the optional ACD Report Server (KX-NCV200). This allows companies with all types of customer-facing departments and call centres to benefit from sophisticated real-time agent and queue monitoring, detailed performance monitoring and analysis, comprehensive reporting and overall call centre performance visualisation.

With Panasonic optional NCV200 - call centre customers now have a clear choice and upgrade path for their call centre businesses. Enhance your call centre businesses with optional NCV200.

# SOLUTIONS FOR ALL INDUSTRIES



For businesses, personal contact with customers is a significant factor for success. The telephone system is at the heart of all communications, whether it is conveyed by IP, by traditional telephony or by employing wireless technology. What is crucial for businesses is quality and reliability. Panasonic provides applications and solutions that address all these crucial business needs.

## ▶ HOSPITALITY

The Hospitality market requires the communications system to be flexible, economical and easy to use, with maximum reliability and adaptability for the individual needs. An essential need of PC integration to allow guest room billing and system management has also become a requirement of this sector. Panasonic's KX-TDE100/200 Systems are perfectly equipped with all these necessary hospitality features and solutions.

## ▶ MEDICAL

To be able to work effectively and comfortably in a medical environment, Panasonic provides a communication platform that can adapt perfectly to fit the needs of the health industry. With DECT and 3G/GSM wireless mobility, advanced call distribution and flexible computer integration - Panasonic provides an effective solution and allows easy integration with life saving technologies.

## ▶ CONSTRUCTION

Speed and flexibility are an essential way of working in the construction industry, and the Panasonic KX-TDE100/200 can adapt quickly to your changing business requirements. Need to add conferencing solutions or wireless capability? KX-TDE100/200 provides all the solutions you need to keep pace with easy setup of new devices and applications. Customers can be proud to own a Panasonic system.

## ▶ LOGISTICS

You need it there and you need it fast. The Panasonic KX-TDE100/200 provides solutions combining the best of DECT wireless and mobile phones integrated with business applications to help keep you and your staff in touch with real-time 'presence' applications. Stay ahead of the competition with an advanced business solution that can keep pace with changing business requirements.



## ▶ CUSTOMER SERVICES

We all would like to offer our customers the best service we possibly can, and while you might be the best today, what about tomorrow? Panasonic communication platforms offer service-orientated solutions, which can be expanded to meet your customer needs now and well into the future.

## ▶ LEGAL

Professional on time communications is an essential part of business in the legal sector, and the Panasonic KX-TDE100/200 provides a solution to meet those needs with solutions for conference calls, mobile workers and advanced applications to integrate with your office business environment.



## ▶ SALES

Staying in touch with colleagues and customers is a daily task for companies involved in selling products and service solutions. The KX-TDE100/200 provides advanced solutions to meet those needs. From integrated voicemail, audio conferencing to real-time presence information, The KX-TDE100/200 provide the key to the best in communications.

## ▶ HEALTH SERVICE

A telecommunication system in nursing facilities and resident housing must have a high level of reliability to meet the requirements of staff. Panasonic's KX-TDE100/200 systems meet these requirements and offers custom-made solutions that can be integrated to support administrative tools and emergency call systems. The investment ensures security by flexible, advanced technology.



[www.panasonic.co.uk](http://www.panasonic.co.uk)

EVERYTHING MATTERS