

# Panasonic

## Digital Super Hybrid System KX-TD500



# Some Flexible, Expandable, *sy* Communications Solutions

*It takes the right communications tools to keep pace in today's changing business environment. Whether you want to expand your business, open a new office, improve customer service or simply lower costs, check out the Panasonic KX-TD500 Digital Telephone System.*

*The KX-TD500 is the perfect communications solution for businesses of any size.*



Communications Solutions 1

## **A System that Answers Your Needs — Today and Tomorrow**

The KX-TD500's modular configuration lets you expand as your needs evolve. It starts with the 192-port Basic Shelf, and extends all the way to 512 ports with the Expansion Shelf. You get the flexibility to increase your communication capabilities as your company grows, without purchasing a whole new system.

With the KX-TD500's free slot architecture, you can insert expansion cards into any system slot. The KX-TD500 supports up to 40 universal slots and accommodates a wide variety of cards. You get extra versatility and fast, easy installation.

The future-ready KX-TD500 also accepts a wide range of communications equipment and proprietary telephones. All Super Hybrid extension ports can accommodate digital and analogue proprietary telephones, as well as fax and answering machines, cordless phones, and other ordinary telephone devices. No additional cards or wiring are required.

# Powerful

## Keeping You in Closer Touch with Your Customers

Communications Solutions 2

The key to making PBX sales to businesses with special needs, like banks, government offices, airline companies and telemarketers, is whether you can flexibly offer the functions that their customers want. Computer Telephony Integration (CTI) technology has the ability to increase efficiency by connecting telephone systems to computer systems. The potential market for CTI applications is huge and continually expanding.

The KX-TD500 supports the Microsoft Windows-based Telephone Application Programming Interface (TAPI 2), making it ready to connect with PCs. This opens the door to an enormous set of possibilities.

For example, before one of your sales staff answers a call, he or she can instantly access data on the computer screen showing the caller's identity, account history, and previous purchases — making it much easier to provide top-notch customer service. Or to place an outbound call, simply click on the call log or telephone book — no more misdialling. Used in a busy office, call centre, or other operation where communication is key, the KX-TD500 is an ideal tool for improving customer satisfaction.



Communications Solutions 3

## Higher Productivity, Greater Customer Satisfaction

Intelligent call management can raise business efficiency, increase customer satisfaction, and improve your company's image. The KX-TD500 features a built-in Uniform Call Distribution (UCD) capability, which places incoming calls in a queue and distributes them to agents as they become available. When all agents are busy, the system plays a message to the callers, helping reduce lost calls and missed business opportunities.

For advanced users, Panasonic offers Call Centre Management Software. This lets you connect your telephone system to your PC via a CTI (Computer Telephony Integration) interface, and gives you advanced call centre functions and other productivity-enhancing features.

For example, calls can be automatically delivered to the extension that has been idle the longest in order to uniformly distribute the workloads of your agents. Supervisors can instantly access the status of all agents and control the agent log in/out from the console, or change the call treatment table at any time according to call traffic. Your staff can manage calls much more effectively, which means better customer service.

## The Efficient Way to Handle Heavy Call Volumes

The PC Console is a powerful tool that lets a limited number of operators handle even heavy call traffic. The Windows-based graphical user interface improves efficiency and provides easy access to PBX features. For example, a glance at an icon tells you whether an extension is idle or busy, and you can transfer a call with a simple mouse click. It also has a telephone book database that pops up with the ID of an incoming caller, and a call log window that lets you distinguish lost, answered, and outgoing calls by icon.



## ISDN Gives You Improved Call Control and an Affordable High-Speed Data Connection

ISDN is the cost-effective solution to fast Internet access. Direct Inward Dialling (DID) gives each extension its own telephone number, making it easy for customers to reach the right person. Caller ID (CLIP) displays an incoming caller's telephone number, so you can react more quickly to customer calls, increasing both business efficiency and quality of service. By using the ISDN S0 bus, ISDN-compatible devices such as Group 4 fax machines, video telephones, and high-speed modems can be directly connected to BRI (Basic Rate Interface) lines. And the ISDN S0 bus also lets you connect directly to a LAN system in your building. The high-speed data transmission of ISDN can also be used for remote access to computers in other locations. For example, from your home you can browse and edit files in the computers in your office.

## An Affordable System that Adds Value to Your Business

This may be the e-mail age, but the human voice is still the best way to communicate. The KX-TD500 offers a host of features that enhance communication ease, including automated attendant, automatic call routing, group distribution, message transfer, and external message notification and delivery. You can even customise the system to meet the needs of different callers.

Combine the KX-TD500 with a Panasonic Voice Mail System, and you get additional features that are available only from Panasonic, such as:

### Live Call Screening

Monitor incoming messages and decide whether to answer the phone or let the caller leave a message. It's like having a telephone answering machine right at your desk.

### Two-Way Recording

This lets you record a conversation (both the caller's words and your own) in your mailbox. Simply press the Two-Way Record key.

### Two-Way Transfer

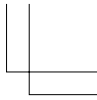
Record a conversation into another subscriber's mailbox. For example, this is especially useful for companies that want their receptionists to personally record messages from callers.



KX-TVP300

## Rein In Your Telephone Costs

If your firm uses several carriers or service providers, ARS (Automatic Route Selection) saves money by choosing the most inexpensive calling route according to the day and time. Toll restriction helps eliminate unauthorised long distance calls by determining which phones can or cannot be used for calls outside the local area.



## Communications Solutions 8

# Make Your Guests Feel More at Ease

For businesses in the hospitality field, the KX-TD500 can mean greater staff productivity and better customer service. The KX-TD500 has a built-in hotel feature that simplifies services such as check in/out and wake-up calls, and it can integrate with an external charge box and message waiting lamp on room telephones. An interface is also provided to link the KX-TD500 to the Property Management System (PMS), a hotel-management software application used in many of the world's hotels. This lets you use the KX-TD500 for a range of useful functions:

- \* Check in / out
- \* Wake-up call set / cancel / confirmation / alarm
- \* Message waiting lamp on / off
- \* Room status information
- \* Set / Clear extension name



## Communications Solutions 9

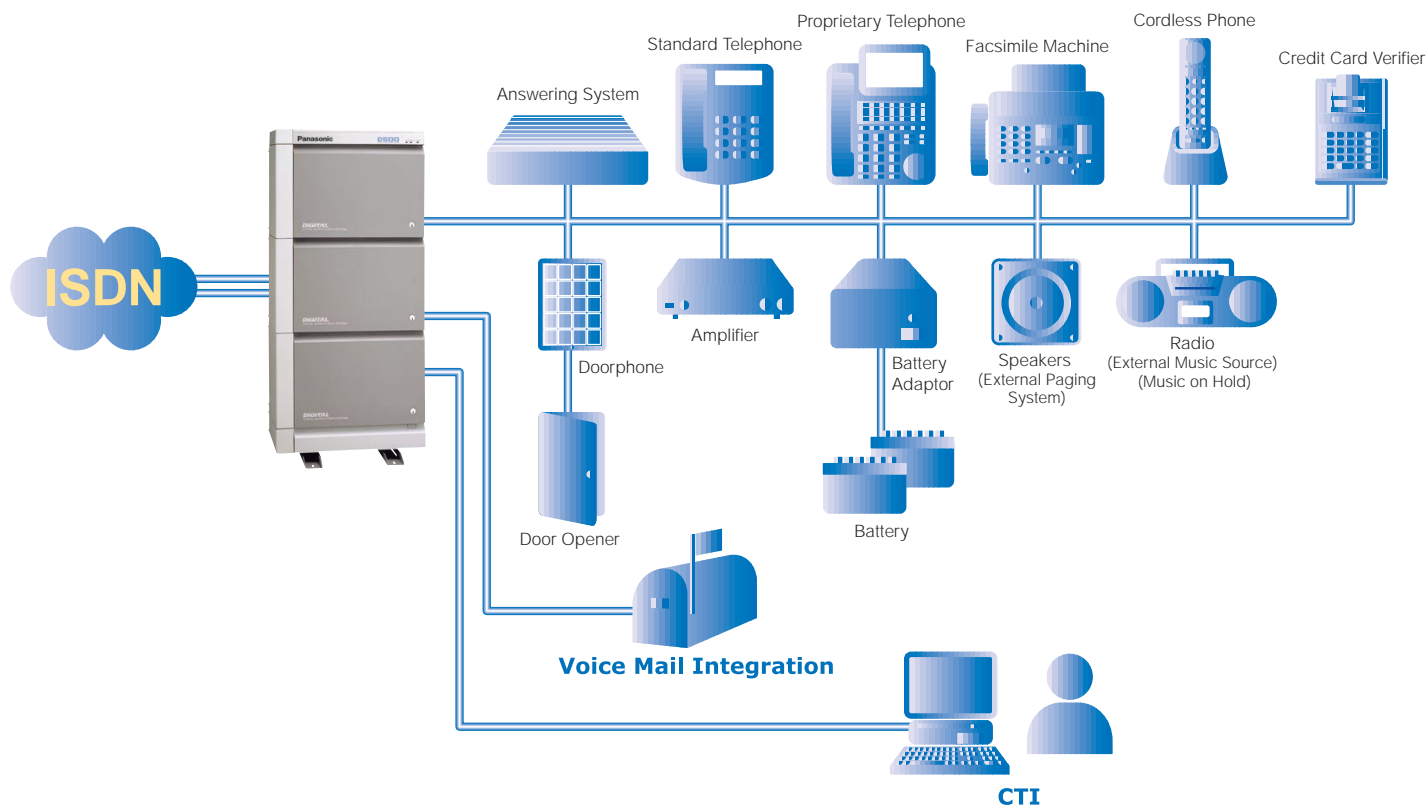
# Top Reliability and Easy Maintenance

Ease of maintenance is an important factor in a telephone system, because you can lose business opportunities when your system is down for troubleshooting or to customise settings. With the KX-TD500, you can easily perform some of the customisation yourself through the system telephone.

Other customisation and maintenance can be done quickly and efficiently by your dealer using Windows-based PC programming software.



# Connection Diagram



# Makes Communications Easy



## Digital Proprietary Telephone

### JOG-DIAL

### Feature 1

The JOG-DIAL on the KX-T7436 and KX-T7433 gives you quick access to the Call Directory (using alphanumeric searching) and to system features (using the display menu). On all models, the JOG-DIAL makes it easy to adjust the speaker, handset, and ringer volumes and contrast.



### Feature 2

### Alphanumeric Display

Simplifies call handling and other operations. You can view a host of information (list follows), access system features, or call directly via visual prompts.

- A record of incoming and outgoing calls (Call Log)
- The incoming caller's name and number (ISDN, Caller ID)
- System/personal speed dialling
- Extension lists
- Menu of system features
- Call duration
- Message waiting, absent messages, feature settings
- The calling extension's number and name
- Date and time



KX-T7436





## Feature List

### System Features

- Automatic Disconnect (Lockout)
- Automatic Pause Insertion
- Automatic Route Selection (ARS)
- Background Music (BGM) Broadcast
- Call Accounting (SMDR: Station Message Detail Recording)
- Caller ID Service
- Class of Service (COS)
- Computer Telephony Integration (CTI)
- Data Line Security
- Day / Night Mode
- Delayed Ringing
- DIL 1 : N Group
- Direct Inward Dialling (DID)
- Direct Inward System Access (DISA)
- Disconnect Signal Detection (CPC : Calling Party Control)
- Doorphone / Door Opener
- E&M (TIE) Line Service
- Extension Group
- External Modem
- Flexible Numbering
- Floating Directory Number (FDN)
- Greeting Message (OGM : Outgoing Message)
- Intercept Routing
- Manager Extension
- Music On Hold
- Off Premise Extension (OPX)
- Operator Extension
- Paralleled Telephone
- PC Programming
- Phantom Extension
- Power Failure Transfer
- System Speed Dialling

- Tenant Service
- Toll Restriction
- T1 Carrier
- Uniform Call Distribution (UCD)
- Voice Mail Integration (Live Call Screening / Two-Way Recording / Two-Way Transfer)

### Station Features

- Absent Message
- Account Code
- Alternate Calling (Ring / Voice)
- Answer / Release Button
- Automatic Callback Busy (Camp on)
- Background Music (BGM)
- Bilingual Display
- Budget Management
- Busy Lamp Field (BLF)
- Busy Override
- Busy Station Signalling (BSS)
- Call Directory
- Call Forwarding
- Call Log
- Call Park
- Call Pickup
- Call Splitting
- Call Transfer
- Call Waiting
- Call Waiting from Central Office
- Conference (3-party / 5-party)
- Direct Station Selection (DSS) Key
- Directory Number Keys
- Display
- Distinctive Dial Tones
- DN Mode (PBX Mode)
- Do Not Disturb (DND)
- Emergency Call
- Flash
- Full One Touch Dialling
- Headset
- Hands-free Answerback
- Hands-free Operation
- Hold
- Hold - Automatic
- Hot Line (Pickup Dialling)
- ICM Mode (Key Telephone Mode)
- Limited Call Duration
- Log-in, Log-out
- Message Waiting
- Mute
- Off-Hook Call Announcement (OHCA)
- Off-Hook Monitor
- One Touch Transfer
- Paging
- PC-Console
- PDN Call
- Prime Line Preference
- Privacy Release
- Programmable (Flexible) CO key with Dual Colour LED
- Quick Dialling
- Redial
- Ringing Line Preference
- Ringing Tone Selection
- Secret Dialling
- Station Programming
- Station Speed Dialling
- Station Lockout (Electronic)
- Timed Reminder (Wake-up Call)
- Tone Through (End-to-End DTMF Signalling)
- Trunk Access
- Trunk Answer From Any Station (TAFAS)

- User Programming
- Volume Control
- Walking COS (Class of Service)
- Walking Station
- Whisper OHCA
- eXtra Device Port (XDP)

### Hotel Features

- Check-in / out
- Message Waiting
- Quick Dialling
- Room Status Control / Monitor
- Wakeup Call (Remote Timed Reminder)

### ISDN Features

- AOC (Advice of Charge)
- CFU / CFB / CFNR (Call Forwarding Unconditional, Busy, No Reply)
- CLIP (Calling Line Identification Presentation)
- CLIR (Calling Line Identification Restriction)
- DID / MDN (Direct Inward Dialling / Multiple Directory Number)
- Network Service Access

### Networking Features

- Alternate Routing
- Closed Numbering Plan
- Network Call Forward
- Network Call Transfer
- Private to Public Network Connection
- Public to Private Network Connection

\*Additional equipment and / or optional cards are required for some features.



## eXtra Device Port (XDP)

The XDP lets you add a single-line device (such as an analogue telephone or cordless phone) at no additional cost. You can fax a document while talking on the phone, or converse while transferring data from your PC. You can also connect a modem to the XDP for simultaneous Internet access.

## Feature 3

## Feature 4

## Programmable keys with Dual Colour LED (Red/Green)



You can set the programmable keys to provide instant, one-touch feature operations. You can use these keys to improve call handling efficiently, such as by assigning each key a feature like Direct Station Selection (DSS), Day/Night mode, Log-in/Log-Out, or voice mail transfer. Each key has a dual-colour LED to show information such as line status, extension status, or feature on/off.

## System Capacity (Max. Quantity\*)

Extension/CO line	Basic Shelf	Expansion Shelf 1,2	System
▶ <b>CO lines</b>	192	192	192
▶ <b>Extensions</b>			
APT + DPT	128	128	384
SLT	160	160	448
APT + DPT + SLT	192	192	448
▶ <b>Total</b>	192	224	512

APT: Analogue Proprietary Telephone, DPT: Digital Proprietary Telephone, SLT: Single Line Telephone  
\*The maximum quantity depends on optional cards. Please ask your dealer for details.

## Cards, Equipment

Cards, Equipment	Max. Quantity
Doorphones	8
DSS Consoles	64
PC Consoles	8
External Paging Systems	2
External Music Sources	2
RS-232C Ports	2
Conference Trunks (Basic)	8
RMT Card or ERMT Card	1
DISA Cards	8
PRI 23 Cards	8
T1 Cards	8
DPH Cards	2
AGC Cards	8

## Optional Cards and Equipment

Model	Description
▶ <b>Shelf</b>	
KX-TD500	Basic Shelf
KX-TD520	Expansion Shelf
▶ <b>Extension Cards</b>	
KX-T96170	HLC (Hybrid Line Circuit) Card
KX-T96172	PLC (Proprietary Line Circuit) Card
KX-T96174	SLC (Single Line Telephone Circuit) Card
KX-T96175	SLC-M (Single Line Telephone Circuit with Message Waiting) Card
KX-T96185	OPX (Off Premise Extension) Card
KX-TD50170	DHLC (Digital Hybrid Line Circuit) Card
KX-TD50172	DLC (Digital Proprietary Line Circuit) Card
KX-TD50175	ESLC (Enlarged-Single Line Telephone Circuit with Message Waiting) Card
▶ <b>Trunk Cards</b>	
KX-T96180	LCOT (Loop Start Central Office Trunk) Card
KX-T96181	Ground Start CO Trunk (GCOT) Card
KX-T96182	DID (Direct Inward Dialling Trunk) Card
KX-T96187	T1 Digital Trunk Card
KX-TD50180	ELCOT (Enhanced Loop Start Central Office Trunk) Card
KX-TD50288	BRI (ISDN Basic Rate Access Interface) Card
KX-TD50290	PRI 23/30 (ISDN Primary Rate Access Interface) Card
▶ <b>Resource Cards</b>	
KX-T96191	DISA (Direct Inward System Access) Card
KX-T96193	AGC (Auto Gain Control) Card
KX-TD50197	ERMT (Enhanced Remote Circuit) Card
▶ <b>Other Cards</b>	
KX-T96161	DPH (Doorphone Circuit) Card
KX-TD50104	TSW-CONF (TSW Conference Expansion) Card
KX-TD50105	DOHCA (OHCA for Digital Telephone) Card
▶ <b>Equipment/Software</b>	
KX-T96186	OPX (Off Premise Extension) Power Unit
KX-T30865	Doorphone
KX-T7090	Headset
KX-A46	Battery Adaptor
KX-TD50300	PC Console

## Basic Software

Basic Software	Max. Quantity
Tenants	8
Operator	8 (1/Tenant)
System Speed Dialling	2000 (1000/Tenant)
Station Speed Dialling	10
Call Park Positions	100/Tenant
Absent Messages	9
Trunk Groups	48
Class of Service	96
Direct Inward System Access (DISA)	8
Account Codes	1000
Extension Groups	128
Operator Group	
Hunting Group	
Ring Group	
UCD Group	
VM/AA Group	
Paging Groups	16
Caller ID and Name Entry	2000 (1000/Tenant)
One-Touch Dialling Station	10/PT
SDN Key	8/PDN

## Dimensions/Weight

### ▶ KX-TD500

#### Basic Shelf

Dimensions	
(H)	465 mm
(W)	507 mm
(D)	334 mm
Weight	20.5 kg

### ▶ KX-TD520

#### Expansion Shelf

Dimensions	
(H)	298 mm
(W)	487 mm
(D)	334 mm
Weight	12.6 kg

The design and specifications of this product are constantly changing due to product improvements. Please ask your dealer for details.



This product was manufactured by Kyushu Matsushita Electric Co., Ltd. which has earned ISO 9001 and ISO 14001 certification.