EVERY

KX-TDE600 Pure IP PBX

IP Telecommunications Platform

KX-TDE600 is an advanced business solution for medium to large enterprise. A solution to give your business communications a scalable competitive edge across your entire network.

CALL

MATTERS

ADVANCED
BUSINESS
COMMUNICATIONS

Panasonics KX-TDE600 Pure IP PBX system is an advanced business telephony platform designed to leverage the most out of your IP Network. Targeting single or multi-site, medium to large businesses, this system provides advanced unified communication solutions to give your business a competitive edge.

The KX-TDE600 system supports a range of intuitive and easy to use telephony terminals designed to enhance business productivity.

An Affordable Investment – Protected for the Future

Need a Solution that won't soon become out of date – the Panasonic KX-TDE600 IP PBX is designed to be modular, extensible and flexible in both technology and the business application solutions it provides. Convergence ready – the systems can integrate with your desktop tools, and help improve communications with customers and colleagues alike.

Considering the many features, applications and solutions – the KX-TDE600 system is extremely cost effective, providing a quick return on investment.

The Best Solution

Our solutions allow you to collaborate over any distance, any location and to interact with your customers, colleagues and partners with ease.

By combining the power of voice, data over converged high speed networks, the KX-TDE600 provides you with a flexible and personalised solution that lets you leverage the latest advances for the best in business communication.
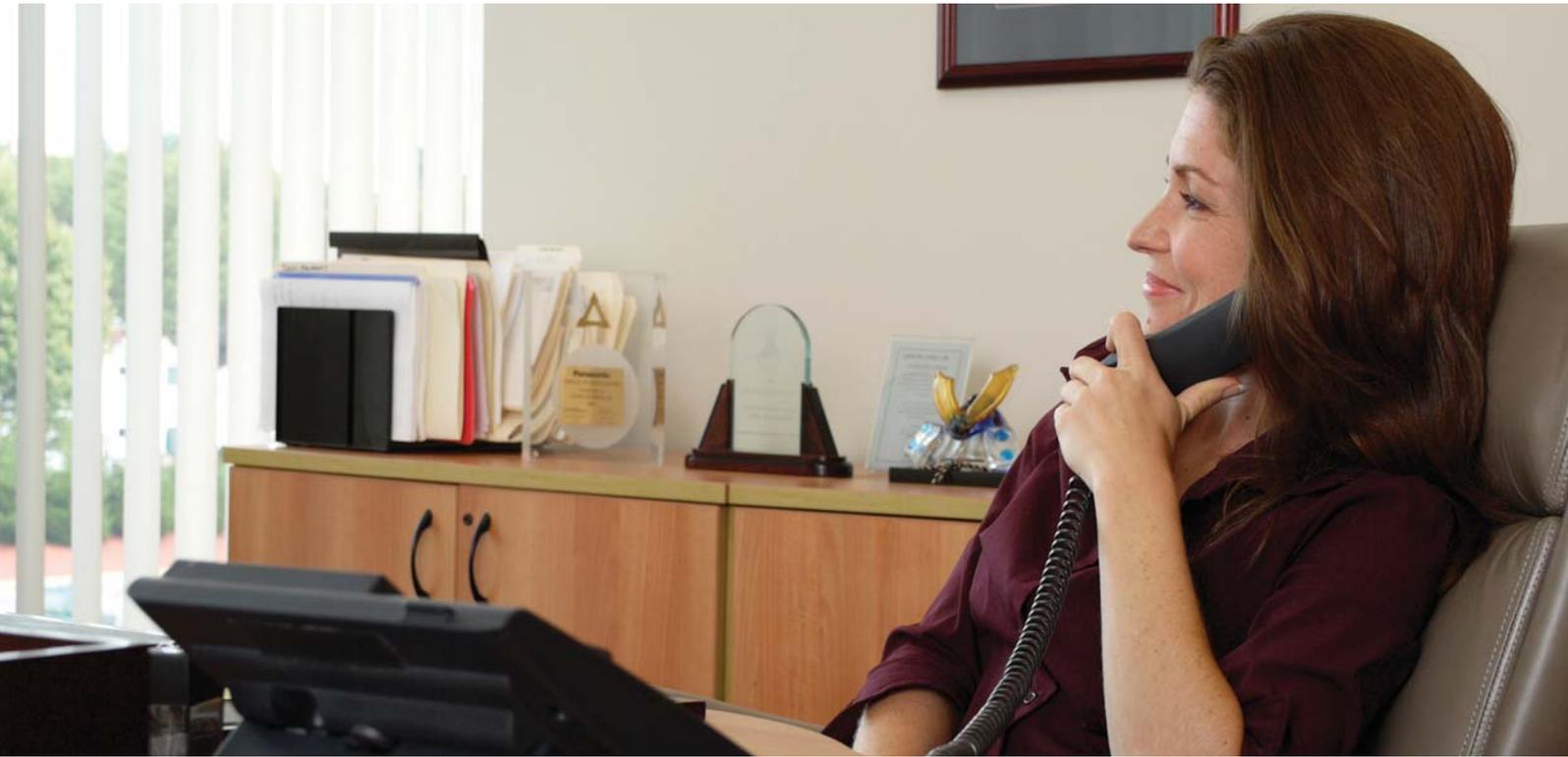
Easy Migration to IP

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. Hence, taking 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 PBX systems are assured by rigorous quality control and testing before these systems leave the factory, guaranteeing you piece of mind. The KX-TDE600 system is designed for quick and easy maintenance to help keep any potential downtime to an absolute minimum.

Talk to your local Panasonic dealer to understand how your business can benefit from KX-TDE Pure IP PBX systems.

UNIFIED
COMMUNICATION
SOLUTIONS

WIDE CHOICE
OF STYLISH
TERMINALS

With the KX-TDE600 IP PBX system - businesses can choose from any type of telephone terminals - the stylish IP telephones, DECT wireless and Digital terminals. And with support for a family of digital, and analogue phones - the KX-TDE600 gives companies an extensive 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

Panasonics KX-TDE600 IP PBX supports 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-TDE600 IP PBX system - allowing quick access to the entire spectrum of the PBXs 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 Alphanumeric Displays
- Easy to read LCD display
- Electronic self-labelling keys
- Bluetooth module providing wireless headset support
- Easy navigation key
- A 2nd IP port (on certain models) to reduce costs and desktop cable clutter
- Double tilt adjustment allowing separate and 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 and 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-TDE600 IP PBX can support SIP telephones as extensions. Companies can now use standard off-the-shelf SIP phones and connect them to the KX-TDE600 IP PBX 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 NCP platforms, the digital terminals are extremely reliable and provide a wide range of features to support the right solution for all your business applications.
Ergonomically designed with features and functions to enhance users daily productivity, they are ideal for many applications including contact centre agents, hotel rooms, to advanced desktop applications supporting a range of wired and Bluetooth headsets.

SLEEK CONTEMPORARY DESIGN

ANYTIME ANYWHERE COMMUNICATION

Panasonics KX-TDE600 Pure IP PBX system seamlessly integrates with advanced productivity applications for improved business efficiency - whether you want to use IP Terminals, Desktop PCs, Laptops, or 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 PC based application that blends powerful point and click telephony together with screen based presence, availability, integration with Microsoft Outlook®, integration with popular TAPI enabled CRM desktop tools, 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 CTI server - making it an ideal solution for small to medium size businesses with limited IT knowledge and staff while multi-site or enterprise businesses requiring scalability to support large deployments - can choose CTI server based deployments.

Mode	Targeted Solution	Benefits
Communication Assistant Basic	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.
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	Company operator to easily manage all calls.	Helps company receptionists view and manage all calls and quickly communicate with colleagues and customers - improving customer service.

In addition to the four modes - selectable during installation, application functionality can be further enhanced by selecting various options - as listed in the table below:

Options	License	Benefits
Softphone	Yes	Allows remote workers to use laptops as full office phone extensions.
Networking Support	Yes	Allows users to view network wide presence and communicate with colleagues across multi-sites
ICD Group Agent Features	No	Allows informal call centre agents and supervisors to have agent features such as login/logout, wrap-up, etc.
Thin Client support	Yes*1	Allows IT departments to deploy Communication Assistant in a Thin Client Environment*2.

*1 License required per CA Server.
*2 Windows Terminal Server and Citrix environment supported.

CA Pro

Remote Worker using Softphone

CA Basic

Office workers

CA Operator Console

Receptionist using Operator Console

CA Supervisor

Supervisor supporting team members

Communication Assistant together with KX-TDE600 enables businesses to implement Unified Communications - enhancing business productivity.

Communication Assistant Operator Console

PC based Operator Console application provides company receptionists with a powerful tool for easy call-handling, improving efficiency and customer service. Operator Console displays information about a caller on the PC screen even before the operator takes the call making it easier for operators to prioritise incoming calls, so important customers are never kept waiting. Operators can quickly view presence and availability of all work colleagues - either in a list or in a department view - allowing them to decide how best to transfer or process calls.

With PC based Operator Console, receptionists for both single site or multi-site businesses have access to many advanced powerful features using simple drag-and-drop and point-and-click operations.

IMPROVE 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 to their PC for forwarding to any work colleague via email.

WIRELESS MOBILITY SOLUTIONS

Businesses can increase employee availability and enhance customer service by providing un-hindered access to wireless telephony.

Easily see Incoming Calls and Messages   Easily to Dial in Dark Conditions   Easy to Read Colour LCD   Headset Jack for Hands-Free Access   Water 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-TDE600 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 PBX extension or even back to the office voice mail system.

Mobile telephones can be integrated into ICD groups which allows incoming calls to ring both the desk phone and the mobile handset simultaneously, 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
- 9 Ringer Melodies
- 10 Programmable Hot Key Dialling
- Vibrate Alert ^{*2}
- Meeting Mode ^{*2}
- IP54 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, 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 larger handset. In addition, to handle tough environments - the KX-TCA355 ruggedised handset meets strict dust and splash resistant IP54 standards.

Extending Office Mobility Wireless Communication

The KX-TDE PBX 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-TDA0156
4ch Cell Station

KX-TDA0155
2ch Cell Station

KX-TDA0158
8ch Cell Station

SMART
ELEGANT
STURDY

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 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-TDE600 IP PBX offers three types of messaging solutions:

1. Built-In Solution: Built-in 2 channel Simple Voice Messaging (SVM) 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.

■ **SVM + MSG Mode:** Allowing customers to have both a simple voice mail as well as DISA functionality. 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.

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.
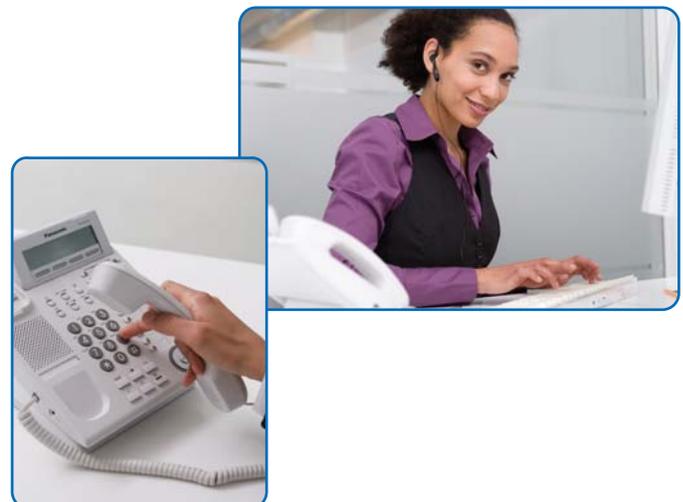
KX-TVM Key Features:

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 voice mail is possible for up to 8 networked TDE Pure 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.

STREAMLINE
BUSINESS
COMMUNICATIONS

CALL CENTRE SOLUTION

The KX-TDE600 IP PBX comes with built-in sophisticated Call Centre solution 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 medium to large 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-TDE600 PBX supports 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

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)
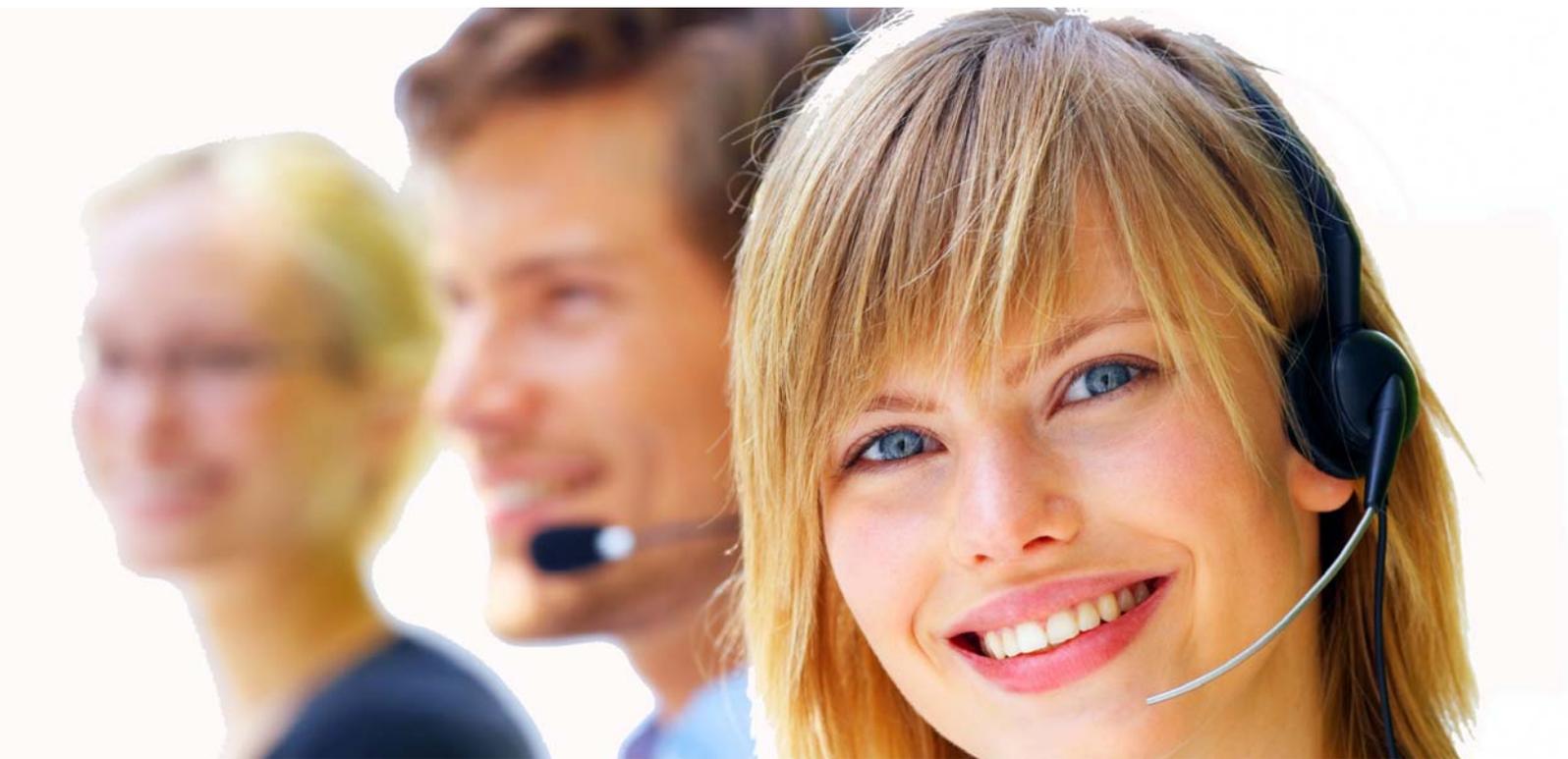
Supervisor Features

The KX-TDE600 PBX 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 monitor each agent member's phone status and also remotely log-in and add a currently logged out agent member's extension, or log-out an agent phone - simply by pressing the corresponding agent's DSS key on the supervisor extension. In addition, the supervisor extension, using a 6-line system display telephone can also monitor various important Call Centre Statistics showing items such as:

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

A Step-by-Step Approach to Call Centre Solution

Companies requiring advanced Call centre function-alities can use the optional ACD Report Server (KX-NCV200). This allows companies with all types of customer-facing departments as well as 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. Supercharge your call centre businesses with optional NCV200.

MAINTAIN
CUSTOMER
SATISFACTION
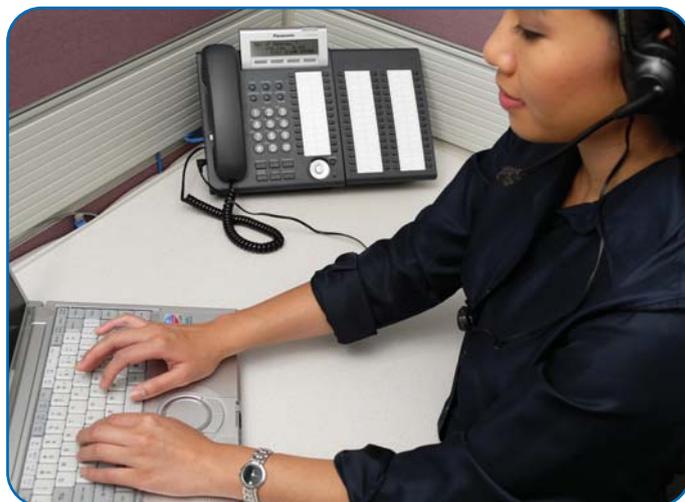
SOLUTIONS
FOR ALL
INDUSTRIES

For businesses, personal contact with customers is a significant factor for success. The telephone system is at the heart of all communications - without any concern as to how the communication is conveyed: via 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. The possibility of PC integration to allow guest room billing and system management has also become a requirement of this sector. Panasonic's KX-TDE600 PBX System is perfectly equipped with all these necessary hospitality features and solutions.

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-TDE600 PBX system meets 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, future-safe technology.

Medical

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

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's needs now and well into the future.

Construction

Customers like to invest in well built products, displaying them attractively within a delightful environment. These same guidelines should also be followed by your telecommunication systems. When it comes from Panasonic - you are sure that all these important points have been meticulously followed - so customers can be proud to own a Panasonic system.

Logistics

Logistics requires smooth and reliable transport of information. This is why logistics companies have particular requirements when it comes to telecommunication systems. With possibility for integration into CRM solutions and mobile accessibility, Panasonic systems can become the driving force for your businesses.
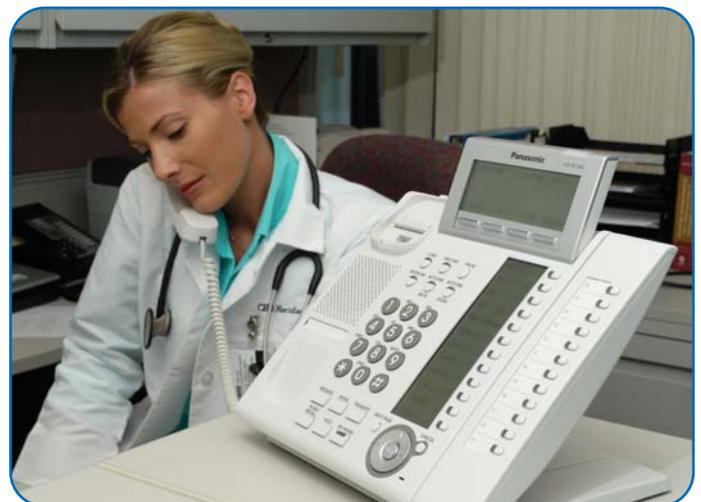
Sales

In today's competitive world, personal contact becomes ever more important to the customer. Customer satisfaction, maximum flexibility and accessibility provide the crucial lead in this sector. With a solution from Panasonic, everything that you need is already built in as standard.

Legal

The legal industry of law firms, notaries, attorneys, and solicitors etc have specific requirements when it comes to business communication.

Attorney client conversation may need to be recorded - or clients may need to be billed for calls. Law firms may prefer to have secure entrances monitored via IP cameras. Panasonics KX-TDE600 PBX addresses all these unique communication needs of the legal industry - yet provides all these solutions in a cost effective way.

QUALITY
RELIABILTY
TELEPHONY

Panasonic
ideas for life