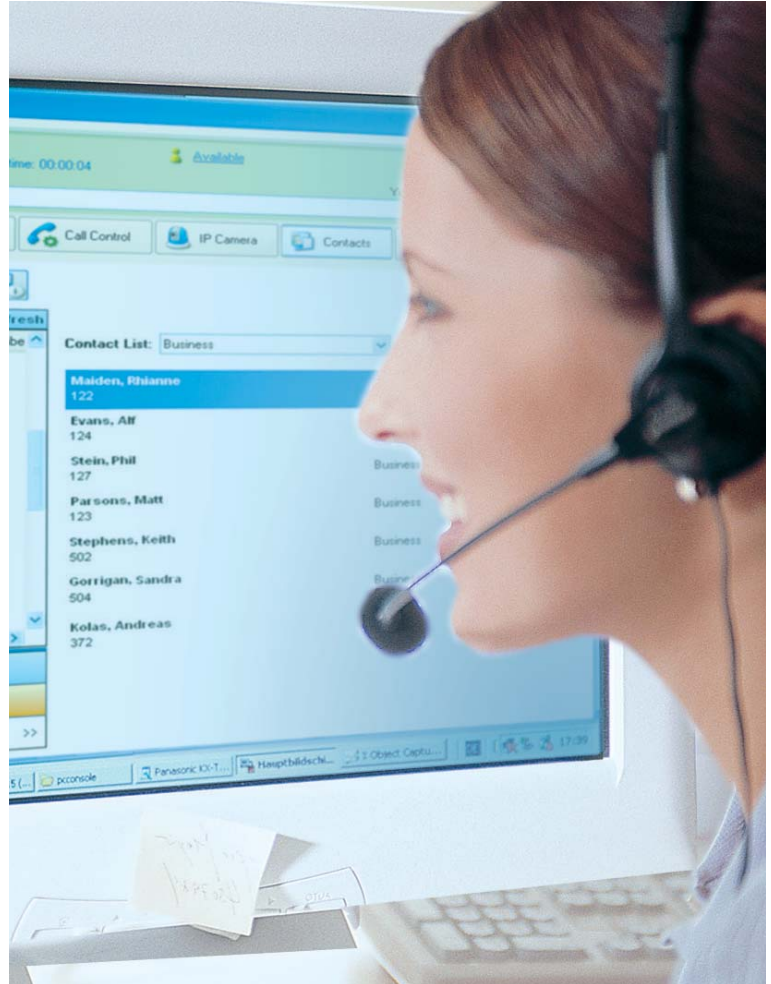


# Panasonic ideas for life



## Phone Assistant

Panasonic introduces Phone Assistant Software. An exciting array of highly intuitive, feature rich Computer Telephony Integration (CTI) software applications – designed to drastically improve your communication and get the most out of your Panasonic TDA Hybrid IP-PBX.

# Phone Assistant Provides Personal, Team, and Business Productivity

Highly desirable features such as Presence, Real-time view of all phone activities for managers and team leaders, wizards to help with most common telephony operations, and an intuitive web interface for easy TDA PBX configurations – all make the Phone Assistant applications an indispensable business productivity tool.

Panasonic Phone Assistant applications come in Express (Free license – Limited feature) and Pro (Licensed – full feature) versions. Express works for 60 days as a Pro trial version with the only limitation being user capability against Pro version. The software targets three key aspects of business telephony communication needs.



## Phone Assistant for Personal Productivity

- Easy Access to Phone Features



## Phone Assistant Status for Supervisors and Team Leaders

- Easy Call Monitoring



## Phone Assistant Manager for the tool of IT Administrators

- Easy Maintenance

All applications, when used together, can significantly enhance enterprise business productivity and help propel your business to the next level.

## Phone Assistant

By providing on-screen call related information like Caller ID, Calling Party's Name and allowing users to simply point-n-click or use keyboard shortcuts to quickly handle calls - users are able to do more in less time increasing personal productivity.

### Confirm colleague availability and presence

It helps in determining who is available to handle calls before you decide to call them, greatly reducing the number of unanswered calls.

### Easy access to system phone functions

Wizards appear as and when you need them, helping you with most common telephony features like Transfer, Forward, Do-Not Disturb, Hold, Park, and Conference call set up.

### Dial easily through your database

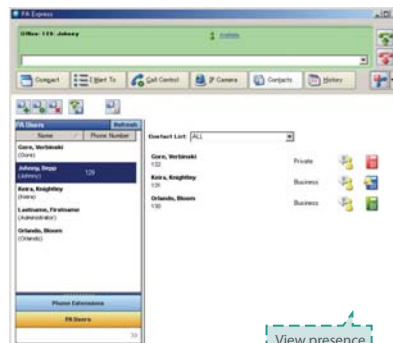
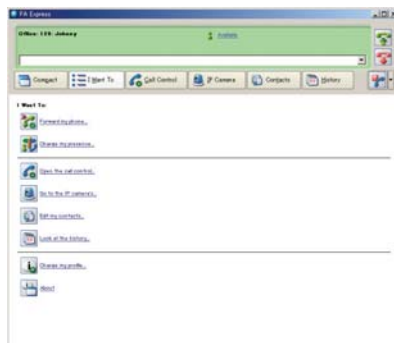
Users can create their own business and private contacts, show the presence and availability of all co-workers or they can simply dial external business contacts by double-clicking. The software can utilise Outlook address books for contact lists.

### Integration with IP Camera

Panasonic IP Camera can also be integrated, allowing users to answer a doorphone and open the door after viewing the IP camera video feed on screen.

### Record conversations directly into Voice Mail (TVM 50/200)

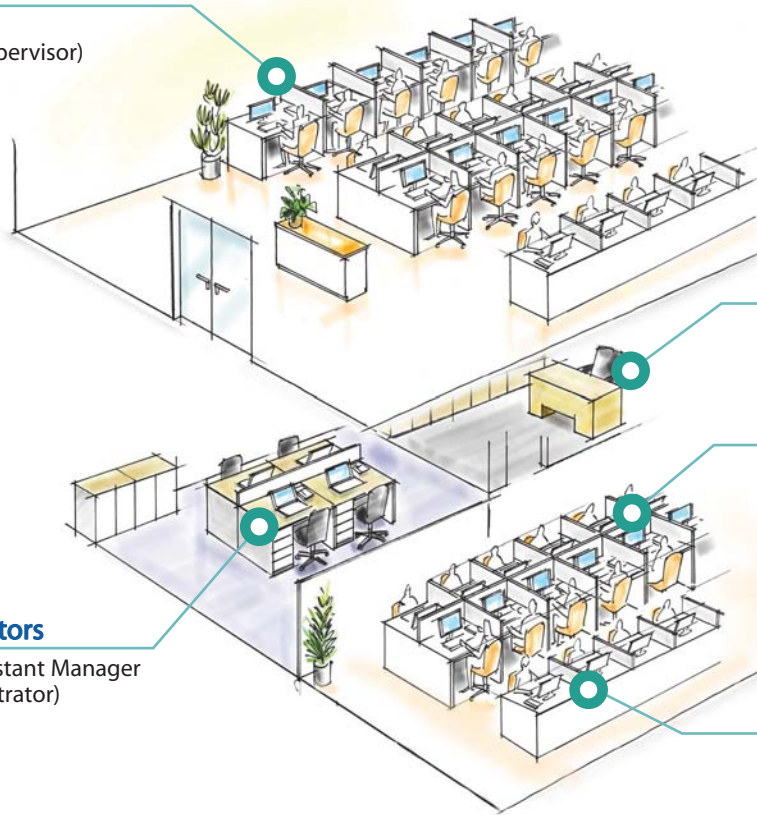
Allows Phone Assistant users to record the conversation that they are having with a caller.



View presence & availability.

## Office Users

- ▶ Phone Assistant (Agent)
- ▶ Phone Assistant Status (Supervisor)



## Executive Users

- ▶ Phone Assistant Status (Supervisor)

## Office Users

- ▶ Phone Assistant (Agent)
- ▶ Phone Assistant Status (Supervisors)

## Administrators

- ▶ Phone Assistant Manager (IT Administrator)

## Operators

## Phone Assistant Status

Business managers, supervisors, and team leaders can benefit from real-time monitoring of all team member telephony communication activities. The Phone Assistant Status application allows monitoring of up to 128 users - (combination of phone assistant users or normal phone extensions) with complete presence and availability information - perfect for any informal call centre.

Status users can pick up any ringing call being monitored, as well as silently Listen-in, Barge-in, or Take over a call.

In addition - supervisors can even record a selected call - if required. Monitored extensions can also be flagged for easy identification - e.g. when monitoring a new employee or an agent in training.

### Monitor employee phone status / usage

Phone Assistant Status Pro users can monitor all configured incoming calls.

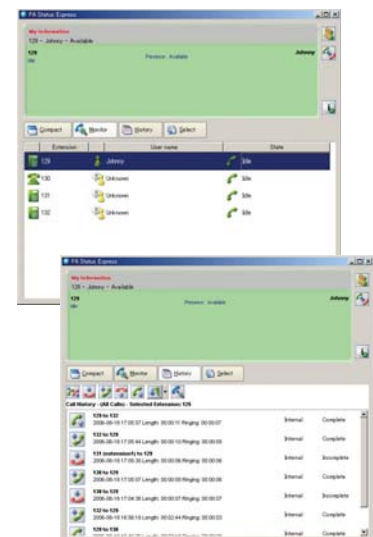
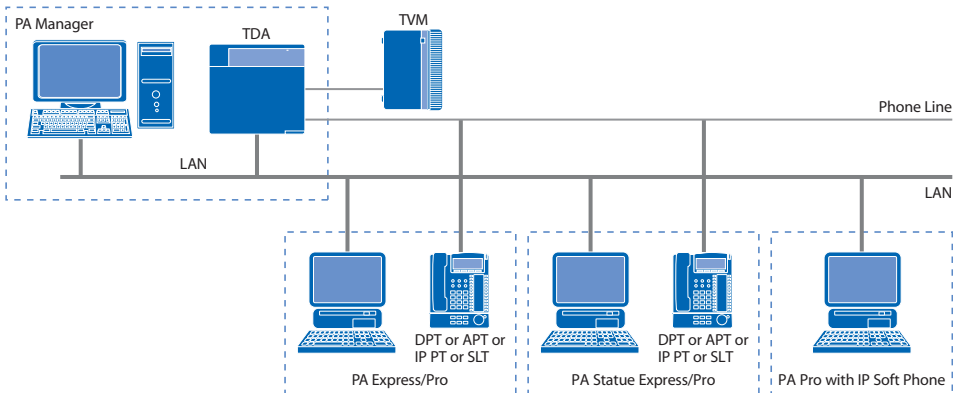
Monitoring allows Status users to see not only all telephony activities but also settings of the monitored users, e.g. call forwarding, absent messages, etc.

### Extended reporting capabilities

The software supports extensive reporting capabilities with built-in reports as well as the ability to customize reports in order to keep track of all company telephony communications activities, such as the following.

- Status of monitored extensions
- History of all calls
- Output of call logs as CSV files

## System Connection Diagram



Phone Assistant Status - monitoring and reporting



# Phone Assistant Manager

IT departments can use any networked PC with a standard web browser to use the Phone Assistant Manager to create and set Phone Assistant users as well as make typical Adds/Moves and configuration changes to their TDA Hybrid IP PBX. Using this tool, customers can use self help to modify simple system and extension settings like:

- Modify System Date/Time and Holidays
- Add/Modify PBX speed dial numbers
- Set system wide absent messages
- Set Call Forwarding, Do-Not-Disturb, Call Waiting etc, and
- Assign flexible programmable keys

With a properly configured office IP network, authorised IT department personnel can even remotely access and configure basic TDA PBX settings from anywhere in the world they have access to the office network.



## PC Requirement Hardware

	PA Manager		PA Client (PA Express / Pro, PA Status Express / PA Soft Phone Plug-in Module)	
	Minimum	Recommendation	Minimum	Recommendation
CPU	Pentium / Celeron Family compatible CPU 1.0GHz	Pentium / Celeron Family compatible CPU 2.0GHz or upper	Pentium / Celeron Family compatible CPU 1.0GHz	Pentium / Celeron Family compatible CPU 2.0GHz or upper
RAM(Memory)	256MB	512MB or larger	128MB	512MB or larger
OS	Windows2000 Pro WindowsXP Pro Windows2003 Server SE	Windows2000 Pro WindowsXP Pro Windows2003 Server SE	Windows2000 Pro WindowsXP Pro, Home Windows2003 Server SE	Windows2000 Pro WindowsXP Pro Windows2003 Server SE
HDD	1.5GB Free Space	2.0GB Free Space or larger	1.5GB Free Space	2.0GB Free Space or larger
VIDEO	For installation, the resolution depends on OS.	For installation, the resolution depends on OS.	1024x766 256 Colours	1280x1024 or upper 256 Colours or upper
Communication	For LAN, 10BaseT For USB, USB 2.0 standard with one connector	For LAN, 100BaseT or upper For USB, USB 2.0 standard with one connector	For LAN, 10BaseT (For use of recording feature: USB 2.0 standard with one connector)	For LAN, 100BaseT or upper (For use of recording feature: USB 2.0 standard with one connector)

PBX Hardware	Conditions
Supported PBX MPR Version	TDA30 : 3.00 or later ,TDA100 / 200 : 3.00 or later ,TDA600 : 2.22 or later.
Communication Path	USB (on the MPR) or LAN (CTI Link Card is required for LAN.,TDA30 supports only USB.)
Extension Device	At least, one of DHLC, DLC, SLC, MSLC, ESLC, EMSLC, IP-EXT
Doorphone Device	Required for the use of Door control (Optional Card is required.)

IP Camera Hardware	Conditions
Supported IP Camera	Panasonic , BL-C Series

## Phone Assistant Express / Pro

Features	Express V1.1	Pro V1.1
User Capability	5 for TDA30, 10 for TDA100/200, 20 for TDA600	max 128 Users (Pro trial version : 2 for TDA30, 4 for TDA100/200, 8 for TDA600)
Basic Call Control	X	X
Call History	4 Types and each Type is max 10 Last items	4 Types
FWD / DND Control	X	X
Contact List	2 Groups and each Group is max 10 item	max 100 Groups and each Group is max 100 items
IP Camera Monitor	1 Camera	4 Cameras
Conference Room	(Participant only)	(Set up as Initiator)
Outlook Integration	-	X
Call Recording	-	X (Using VM (Not USB connection))
IP soft phone (Optional Model)	-	X

## Optional Product Requirement

Software / Hardware Requirement	Express V1.1	Pro V1.1
Use IP Soft Phone.	-	Add IP Soft-Phone Plug-In Module

## Phone Assistant Status Express / Pro

Features	Express V1.1	Pro V1.1
User Capability	max 3 Users	max 8 Users
Extension Monitor	max 5 Extensions	max 128 Extensions
Call History	4 Types and each Type is max 10 Last items	4 Types
Reporting	X (sample)	X (Basic)

## Software list

Product Name	Model	Description
*Phone Assistant Express Phone Assistant Pro	KX-NCS1100 KX-NCS1101	Software to control a telephone with Limited feature. Free license. Software to control a telephone. License is required. KX-NCS1101 is for 1 license. KX-NCS1105 is for 5 licenses. KX-NCS1110 is for 10 licenses.
*Phone Assistant Status Express Phone Assistant Status Pro	KX-NCS1200 KX-NCS1201	Software to monitor a call with Limited feature. Free license. Software to monitor a call. A license is required. KX-NCS1201 is for 1 license.
*Phone Assistant Manager Phone Assistant IP Soft-Phone Plug-In Module	KX-NCS1301 KX-NCS9101	Web Software to control PBX configuration. Free license. IP Soft-Phone Plug-In Module for PA Pro and PA Network Console. A license is required. KX-NCS9101 is for 1 license.

\* Free Licence Software