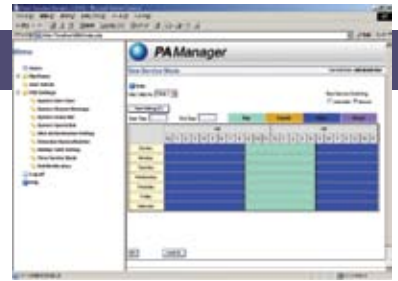


# Phone Assistant Manager



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.
- Assign Flexible Programmable Keys

With a properly configured office IP network, authorized 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 Requirements	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
RAM(Memory)	256MB	512MB or larger	128MB	512MB or larger
OS	Windows®2000 Pro Windows®XP Pro Windows®2003 Server SE	Windows®2000 Pro Windows®XP Pro Windows®2003 Server SE	Windows®2000 Pro Windows®XP Pro, Home Windows®2003 Server SE	Windows®2000 Pro Windows®XP Pro Windows®2003 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 resol union depends on OS.	For installation, the resol union depends on OS.	1024x766 256Colours	1280x1024 or upper 256Colours 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 DHL, 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 TDA50, 10 for TDA100/200, 20 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 Modele)		-	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 Pro	KX-NCS1101	1-license
		KX-NCS1105 KX-NCS1110 KX-NCS1199	5-license 10-license 128-license
	Phone Assistant Status Pro	KX-NCS1201	A license is required. KX-NCS1201 is for 1 license. Web Software to control PBX configuration. Free license.
	Phone Assistant IP Soft-Phone Plug-In Module	KX-NCS9101	A license is required. KX-NCS9101 is for 1 license.

\* Free Licence Software

Windows is a registered trademark of Microsoft in the U.S. and other countries.

Pentium and Celeron are registered trademarks of Intel Corporation.

\* Requires subscription to name-and-number Caller ID service offered by certain telephone companies for a fee.

## Panasonic ideas for life

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CSD070118SS

# Phone Assistant



*Phone Assistant Software is an exciting array of highly intuitive, feature rich Computer Telephony Integration (CTI) software applications that are designed to drastically improve your communication and help you get the most out of your Panasonic TDA Hybrid IP-PBX and KX-TDE Pure IP-PBX system.*

**Panasonic ideas for life**

# Productivity Increase for Personal, Team & Business



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 and TDE PBX configurations combine to make the Phone Assistant applications an indispensable business productivity tool.

Panasonic Phone Assistant applications come in Express (free license – limited features) and Pro (licensed – full features) 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\*, and the calling party's name, and allowing users to simply point-and-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.

### Integration with IP Camera

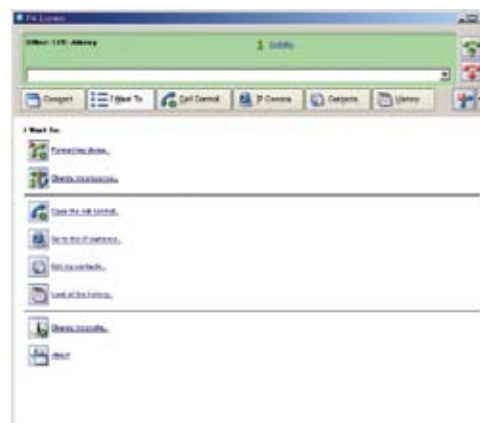
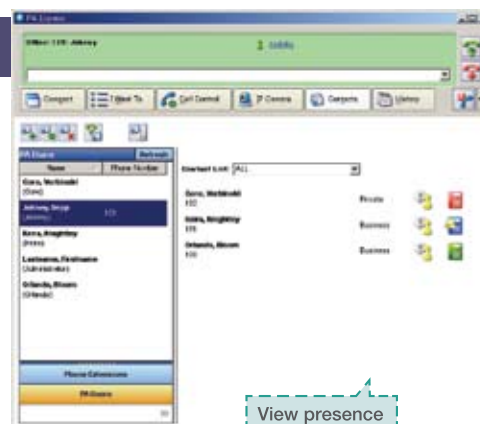
Panasonic IP Camera can also be integrated, allowing users to answer a doorphone and open the door after viewing the IP camera video feed on screen.

### 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 utilize Outlook address books for contact lists.

### Record conversations directly into Voice Mail (TVS 50/200 & NCV200)

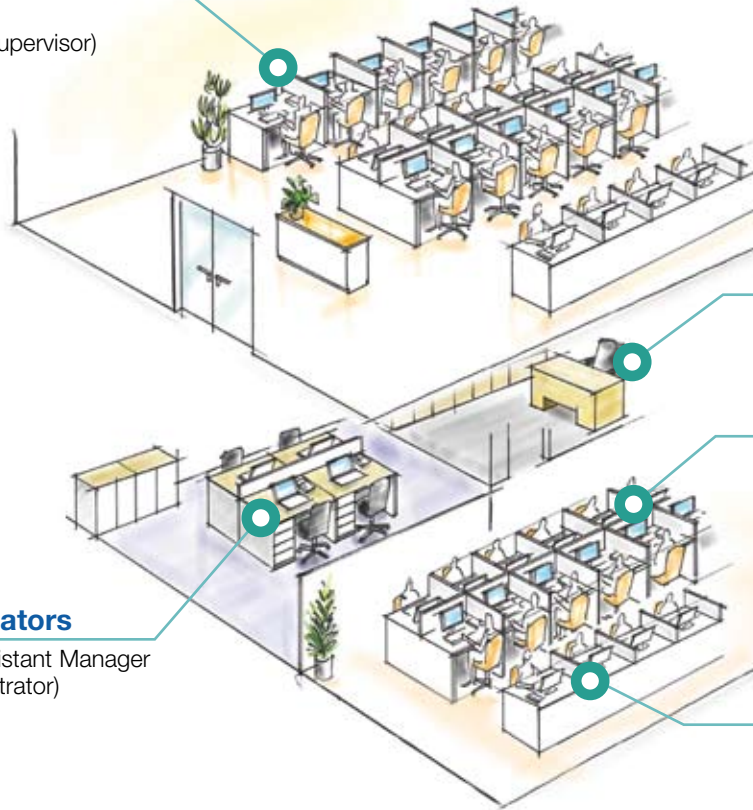
Allows Phone Assistant users to record the conversation that they are having with a caller. View presence & availability.



Phone Assistant - intuitive user interface

## 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, making it perfect for any informal call center.

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.

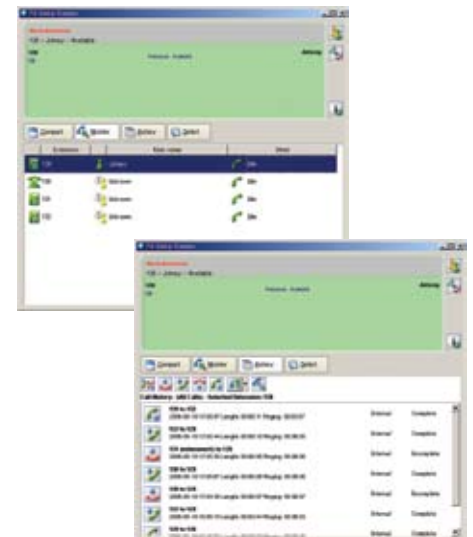
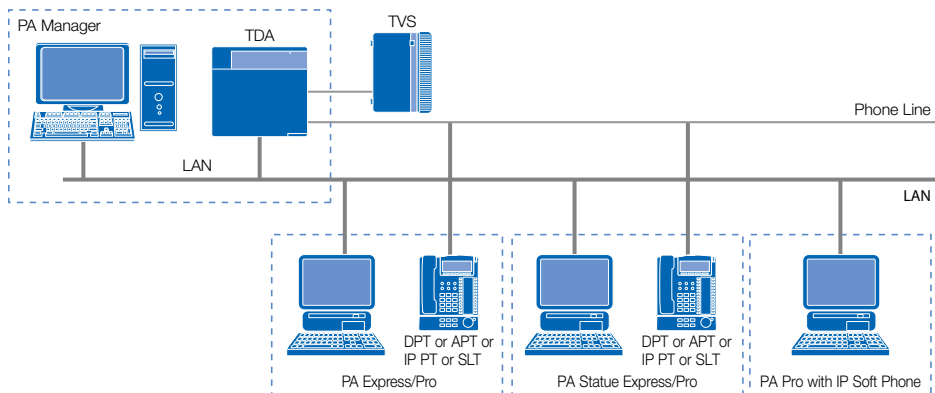
Monitoring allows Status users to see not only all telephony activities but also settings of the monitored users, e.g. call forwarding, absent messages, etc.

### 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 & reporting