KX-TDA30
The Networked System that Maximises Your Business Performance in an Age of Convergence

Hybrid IP PBX System
KX-TDA30
The Networked System that Maximises Your Business Performance in an Age of Convergence

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The high-powered TDA30 system gives you the means to run your business efficiently.

Panasonic enhances its KX-TDA30 Hybrid IP PBX support for SIP trunks, IP phone extensions, improved Call Centre, and simplified Voice Message Card, and many more – experience even more power with a feature rich Version upgrade.

Main Features

SIP Trunks for low-cost tariff VoIP calls

A new SIP protocol based gateway card called SIP-GW4 (KX-TDA3450) is available, supporting the ability to connect KX-TDA30 Hybrid IP PBXs to the growing list of SIP based Internet Telephone Service Providers (ITSP) to achieve low-cost VoIP calls over broadband IP network. The SIP-GW4 comes with 4 port SIP trunk support which can be increased further to 8 ports by installing the optional 8 port-DSP4 (KX-TDA3451) module. Each port on the SIP gateway card supports 1 bi-directional voice communication. The SIP gateway card also supports web programming for easy programming and configuration.

IP Phone Extension Support

A new VoIP based IP Extension card called IP-EXT4 (KX-TDA3470) is available, providing connection for Panasonic proprietary IP telephones. This provides support to remote/home workers by connecting system IP phones over VPNs or broadband internet connections. The 4 channel IP Extension card supports KX-NT300 Series IP Proprietary telephones as these phones are released. One IP-EXT4 card can be installed in TDA30 IP PBX. Additionally, other IP-Phone (KX-NT136/265) and IP Softphone (KX-NC58102) were supported.

LAN Connection for CTI and Remote Maintenance

Enhanced IP-GW4 Card supports 3rd party CTI – A software enhanced IP-GW4 card (KX-TDA3480) can also be used to allow TDA30 customers to connect an external CTI server (e.g. using Panasonic TDA TSP) to provide common 3rd-party CTI solutions and other TDA PBXs – can now have their software upgraded to provide the above enhancements. It should be noted that both 3rd Party CTI and PC Maintenance Console can work simultaneously.

New Options for TDA30

SIP-GW4 Card (KX-TDA3450)
The new 4 channel SIP trunk card provides: SIP-DSP4 Card (KX-TDA3451) with 4 channel daughter board for TDA3450 increases the maximum SIP channels available from 4 to 8.

IP-GW4 Card upgradeable – Existing IP-GW4 Cards, primarily used to establish H.323 based VoIP connection between TDA30 and other TDA PBXs - can now have their software upgraded to provide the above enhancements. It should be noted that both 3rd Party CTI and PC Maintenance Console can work simultaneously.

New IP Proprietary Telephone (KX-NT300 Series)

Panasonic’s digital telephones are stylish, easy to use, and efficient. With their large, easy-to-read LCD and four tilt positions, they make life easier for their users and look great too.
New Digital Proprietary Telephone (KX-DT300 Series)

Main Features

Hands-free Communication with a Bluetooth Headset*1
High-visibility white backlight*1
Double-Tilt Design*2

Wireless System

More Freedom, Greater Clarity

Today’s companies need to keep their employees fully accessible throughout the day. Panasonic Wireless DECT connectivity does exactly that. It also boosts customer loyalty, reduces work time and accelerates response. Wireless communication over an extended range is achieved by using multiple cell stations that boost the flexibility and mobility of your wireless handset. With the Wireless XDP, you can set your wireless telephone to have the same extension as your desk telephone, and then receive calls even when away from the desk. You’re always there, ready to receive your customers’ calls, and make the most of every business opportunity that comes along.*1 Not available on the DT333/321

*2 Not available on the DT321

Options

KX-DT300: Add-on 12-Key Module
KX-DT301: USB Module
KX-DT307: Bluetooth® Module

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Required Equipment and Maximum Number of Calls

<table>
<thead>
<tr>
<th>Equipment Type</th>
<th>Required Equipment</th>
<th>Maximum Number of Calls</th>
</tr>
</thead>
<tbody>
<tr>
<td>KX-TCA175, KX-TCA275 and KX-TCA364</td>
<td>KX-TDA0155 (DECT)</td>
<td>5</td>
</tr>
<tr>
<td>KX-TDA0155</td>
<td>KX-TDA0158 (DECT)</td>
<td>8</td>
</tr>
</tbody>
</table>

Maximum Terminal Equipment

The following shows the number of each terminal equipment type supported by the PBX.

<table>
<thead>
<tr>
<th>Terminal Equipment Type</th>
<th>KX-TDA0155</th>
<th>KX-TDA0158</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic CS</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>High-density CS</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>PS</td>
<td>28</td>
<td>28</td>
</tr>
</tbody>
</table>

Impact-absorbing rubber installed on the entire circumference
External cabinet made of impact-resistant material

Compact Business Model

Tough-type Model

KX-TCA175
KX-TCA275
KX-TCA364

Cell Stations

KX-TDA0155
DPT (D) Cell Station
2 speech path

High-Density Cell Station

KX-TDA0158
- The KX-TDA0158 supports 8 speech paths.

Repeater

KX-A272
Used with Repeater, the range can be extended. A maximum of six repeaters per CS are available.

KX-TCA275
KX-TDA0155
DPT (D) Cell Station
2 speech path

Tough-type Model

KX-TCA364

Impact-absorbing rubber installed on the entire circumference
External cabinet made of impact-resistant material
Panasonic Voice Processing Systems (TVM50/200) let you record, send and retrieve messages 24 hours a day, 7 days a week worldwide, and help efficiently handle your telephone system traffic and internal communication needs.

If you are short of staff, you can handle calls with the Automated Attendant Service. You can also upgrade to Unified Messaging using CTI technology that combines e-mail, fax and voice mail, giving you multi-media communication capabilities.

You can even customize the system to meet the needs of different callers using Multilingual Service and Caller ID Call Routing. By combining this with a Panasonic Voice Mail System, you can get additional features that are available only from Panasonic, such as Live Call Screening, Two-Way Recording, and Two-Way Transfer.

Multiple PBXs can also share a single voice mail unit to enable centralised voice mail control.

The Panasonic Phone Assistant productivity software suite is a highly intuitive PC based application suite that blends powerful point and click telephony together with screen based presence, availability, integration with Microsoft Outlook®, integration with popular TAPI enabled desktop tools, and a variety of collaboration tools to simplify and enhance real-time communications for business telephony users.

CTI & Application

Phone Assistant

The Panasonic Phone Assistant productivity software suite is a highly intuitive PC based application suite that blends powerful point and click telephony together with screen based presence, availability, integration with Microsoft Outlook®, integration with popular TAPI enabled desktop tools, and a variety of collaboration tools to simplify and enhance real-time communications for business telephony users.

Features

- Availability and Presence
- Incoming Call Popup
- Visually Dial Contacts
- One Click Access to Phone Directory
- Chat
- Record Conversation with TVM50/200
- Voice Mail Assistant
- Integration with TAPI
- IP Softphone Option
- IP Camera Integration etc. ...

Targeting all areas for enhancements – Phone Assistant productivity suite includes:

<table>
<thead>
<tr>
<th>Products</th>
<th>Targeted Solution</th>
<th>Benefits</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone Assistant Pro</td>
<td>Point and click telephony for desk based or remote workers</td>
<td>Helps you visually control all your communications from your PC. Remote telephony is possible via optional Softphone module</td>
</tr>
<tr>
<td>Phone Assistant Status Pro</td>
<td>Team supervisors to monitor employees’ activities, or for operators to handle call traffic</td>
<td>Helps you visually manage all your team member’s telephony activities or for operators to handle business call traffic</td>
</tr>
<tr>
<td>Phone Assistant Manager</td>
<td>Web based system administration</td>
<td>Helps quickly administer your PBX from any networked PC with a web browser</td>
</tr>
</tbody>
</table>

View presence & availability.

Voice Mail

Messaging that Adds More Value and Accuracy to Your Business

Optional Voice Processing System

Panasonic Voice Processing Systems (TVM50/200) let you to record, send and retrieve messages 24 hours a day, 7 days a week worldwide, and help to efficiently handle your telephone system traffic and internal communication needs.

If you are short of staff, you can handle calls with the Automated Attendant Service. You can also upgrade to Unified Messaging using CTI technology that combines e-mail, fax and voice mail, giving you multi-media communication capabilities.

You can even customize the system to meet the needs of different callers using Multilingual Service and Caller ID Call Routing. By combining this with a Panasonic Voice Mail System, you can get additional features that are available only from Panasonic, such as Live Call Screening, Two-Way Recording, and Two-Way Transfer.

Multiple PBXs can also share a single voice mail unit to enable centralised voice mail control.

Voice Mail Assistant (VMA)

Each subscriber of TVM50/200 can access his/her Mailbox by VMA that is launched through Phone Assistant (Ver 1.7 or later).

Simplified Voice Message Card

Optional Cards SVM2 (KX-TDA3192) or ESVM2 (KX-TDA3194) provide added message recording and outgoing message (only ESVM2) handling capabilities that help ensure calls from your customers routed through properly and are always answered or processed gracefully.

Enhanced SVM2 (ESVM2) cards can be configured to run in are three modes for complete flexibility

SVM Mode: For Simple Voice Mail only features.

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.

In these case, each card is assigned a floating extension number in the same way as an SVM2 card.

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.

All applications – when used together can significantly enhance enterprise business productivity and help propel your business to the next level.
TDA30 Feature

Mobile Phone Integration with Panasonic PBX

- **Simultaneous ringing**
  Mobile telephones can be registered to the PBX as extensions working as "Virtual" Portable Stations (VS). When connected in parallel with a wired telephone, both the wired extension and the mobile telephone can ring simultaneously. And both the wired and the mobile telephone can belong to the same group and can ring simultaneously, too.

- **Transfer from a mobile phone**
  Mobile phone users can transfer calls received on their mobile telephones to colleagues in the office by simply pressing the "#" key and dialling the mobile telephone number.

- **PBX feature access**
  If a mobile phone user (employee) calls to his/hers office, the PBX can automatically identify and authorise him as a "PBX extension user" and give him all the rights of extension users, such as:
  1. To call outside using company COs.
  2. To call other extensions using short numbers.
  3. To call outside using company COs. This is good for flexible working environment and lowering cost.

Informal Call Centre Function

With its intelligent call-handling functions, the Panasonic Hybrid IP PBX system can serve as the core of an efficient small contact centre for outstanding customer service. Use the Hybrid IP PBX to automatically distribute incoming calls as desired. Calls can be queued while your team is busy on the telephone; pre-recorded messages can be played to reassure callers while they wait for their call to be answered. If there is no reply or if the phones are all busy, music or pre-recorded promotional messages can be played on hold. You can also assign a backup extension as an overflow destination for calls not answered within a specified period of time.

The system provides a variety of call distribution patterns. Effective use of the different patterns – Uniform Call Distribution (UCD), Priority Hunting, and Simultaneous Ring – can help you manage calls more efficiently.

- **Group Features**
  - VIP Call (Priority Answer)
  - CLIP Distribution
  - Queuing Table

- **Agent Features**
  - Log-in / Log-out
  - Ready / Not Ready
  - Wrap up

- **Supervisor Features**
  - Monitoring group activity in real time, with real-time display view
  - Historical analysis
  - Agent management with DSS
  - Agent status monitor
  - Remote agent log-in / out by DSS
  - Autoanswer by headset

Panasonic Helps to Cut Costs

Least Cost Routing (LCR) saves money by choosing the most inexpensive calling route. To prevent unauthorised people from using the telephone, you can set each extension to require a password for outgoing calls. A time limit can also be set on conversations.

Using a VoIP gateway, the Hybrid IP PBX converts telephone voice signals into IP packets, making it possible for you to use VoIP technology with your present telephone units. VoIP allows simultaneous voice and data transmission on your existing managed data network.

VoIP is an ideal solution for site-to-site communications between multi-site offices and retail chains - as well as for networking branch office and remote office employees, small office/home office (SOHO) workers, and home sales personnel, allowing for flexible working environment and lowering cost.

Company-wide Voice Network

The Hybrid IP PBX can serve as the core of an inexpensive, easy-to-use interoffice networking system. Virtual Private Networking (VPN) is a service provided by the telephone company. It uses an existing line as if it were a private line. The KX-TDA100 supports closed number dialling and digit translation to create your own private digital network.

The KX-TDA30 also supports QSIG* protocol, allowing you to interconnect numerous PBX locations into a large, effectively seamless virtual telephone system, and giving you access to more advanced communication functions. As an example, for customers with a Panasonic KX-TDA100, KX-TDA200, or KX-TDA600 in the head office, QSIG can be used to implement KX-TDA30s in all the branch offices. Using the network numbering plan, you can assign a telephone number to each extension in a branch or head office, reducing communication costs. Additionally TDA30 will support IP Network with new option IP Card.

- **250 Network DSS keys for 8 PBX systems**

  8 PBX systems in a private network can have a maximum of 250 network extensions stored on DSS keys (N-DSS: Network-DSS), in order to monitor busy user status across a network of TDA PBXs. In addition to the Network Operator, this feature has now been expanded to allow any extension on a network the ability to monitor.

Hospitality

This KX-TDA Hybrid IP PBX has several built-in features that support its use as a hotel or hotel-like environment, where extensions correspond to guest rooms.

- **Check-in/check-out - room status control**
  The hotel operator extension can be used to view and change the check-in and check-out status of guest rooms. Flexible buttons on the hotel operator’s extension can be set as Room Status Control buttons. Two buttons are available:
  - Check-in - Guests are checked-in, Telephone charges are cleared and Remote Extension Lock is turned off, allowing calls to be made by the guest from the room extension.
  - Check-out - Guests are checked-out and Extension data, such as Timed Reminder or Last Number Redial data, is cleared, and Remote Extension Lock is turned on - preventing calls. When a guest has checked-in, the DSS key LED corresponding to the guest room will light RED. It will turn off when checked-out.

- **Remote Wake-up call set via dialling**
  A Hotel receptionist can set a timed reminder by using the Telephone push buttons. The guest will receive a reminder at the programmed time, on their room extension.

Voice Mail Delete on Check-out

Guest extension messages are automatically deleted when a guest has checked-out.

SMDR for Hospitality

(SIDN-AOC* is required.)

The SMDR (Station Message Detail Recording) prints the following information:

- Room Check-in/Check-out
- Timed Reminder Start/Answer/No Answer
- Incoming/Outgoing Trunk
- Dialed number
- Call Duration
- Account code entry
- Advice of Charge

Another SMDR feature is the programmable Message Print-out. Hotel employees can use the telephone in the guest room to input charges, such as those for minibar. The message will then be printed onto the SMDR.

Bill printout on Check-out

(SIDN-AOC* is required.)

Separately from standard SMDR, following information is printed when check-out.

- Date & Time of Check in
- Total charge for telephone call and minibar
- Total tax in charge

For Bill Printout on Check-out feature, Memory Expansion Card is required.
Feature List

Call Handling Features
- Receiving Call Features
  - Making Call Features
    - Automatic Route Selection (ARS)
    - Conversation Features
      - Hand-free Operation
      - Call Transfer
      - Hold/Resume
      - Conference
      - Conference Features
        - Conference
        - Conference Features
      - Paging Features
      - Broadcasting Features
        - Optional Device Features
          - Call Hold
          - Transfer From Any Station (TFR)
          - Background Music (BM)
          - Conference Monitor (CM)
          - Conf.`d Call
          - Automatic Fax Transfer
          - Busy in Shared Feature Access (SWFA)
          - External Service
          - Call Answering Features
            - Call Answering Features
            - Ring Tone Pattern Selection
            - Internal Call Block
            - Calling Line Identification (CLI) Distribution
            - Verification Code Entry
            - Dial Tone Transfer
            - Extension Dial Lock
            - Toll Restriction (TRS)/Call Barring (Barring)
            - Whisper OHCA
            - Executive Busy Override
            - Quick Dialling
            - Last Number Redial
            - KX-T7710 One-touch Dialling
            - Trunk Access
            - Line Preference — Outgoing
            - Seizing a Line Features
              - From a Host PBX

Receiving Group Features
- Making Call Features
  - Automatic Route Selection (ARS)
  - Conversation Features
    - Hand-free Operation
    - Call Transfer
    - Hold/Resume
    - Conference
    - Conference Features
      - Conference
      - Conference Features
    - Paging Features
    - Broadcasting Features
      - Optional Device Features
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Telephone Company from a Host PBX
- Automatic Route Selection (ARS)
- Ring Tone Pattern Selection
- Internal Call Block
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- Line Preference — Outgoing
- Seizing a Line Features
- From a Host PBX

System Capacity

Maximum Terminal Equipment
The following number of items of terminal equipment can be operated by the PBX. Depending on the type and total number of items of equipment to be connected, the PBX may not be able to accommodate. For items of equipment which can be connected, refer to ‘PBX Card Calculation’.

- Maximum Number of Trunks:
- Maximum Number of Lines:
- Maximum Number of Busy Lines:
- Maximum Number of Trunks:
- Maximum Number of Lines:
- Maximum Number of Busy Lines:

Specifications

Option List