



Technical Information

DATE: FRIDAY, JUNE 19, 2009

DOCUMENT NO. TN-KX-CSTVA-061909

Title: Setting up Custom Service Menus and Greetings

Associated Systems: KX-TVA50/200, All TDA/TDE/NCP/TAW/TA Systems

Associated Tech Notes: None

Applications:

- Customer wants specific custom greetings with or without one key dialing options.

What is covered:

After reviewing this technical note you will know the following

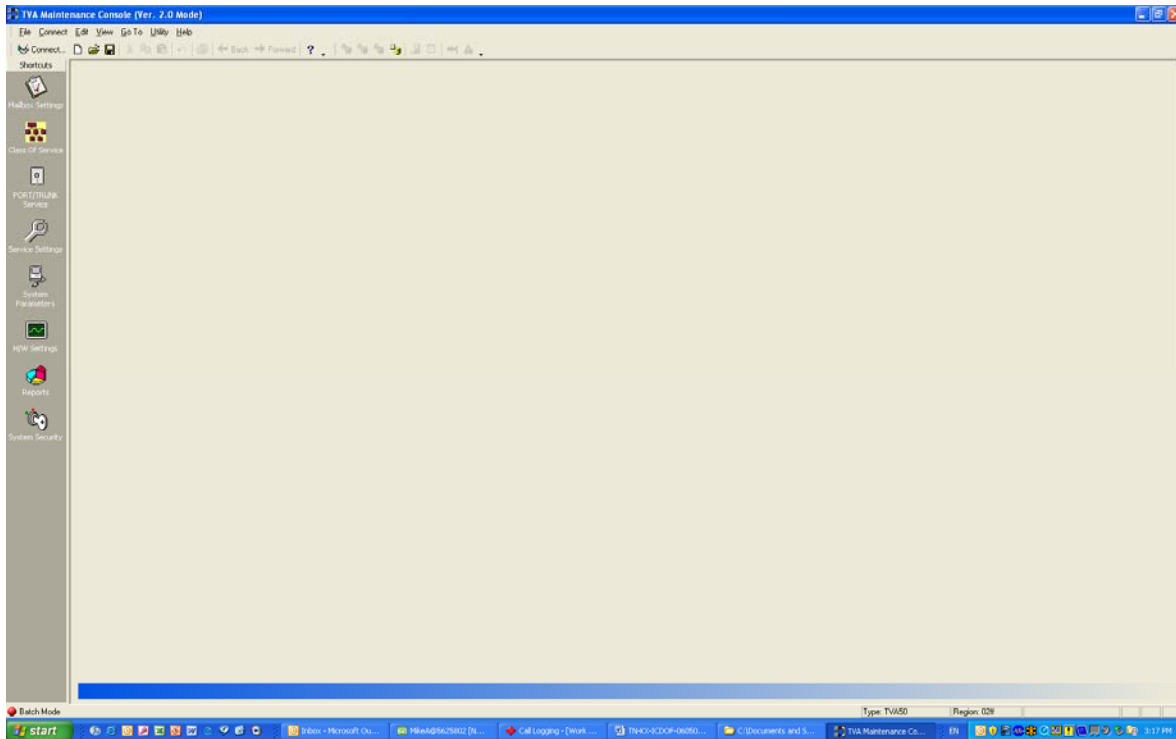
- Port and Trunk Service
- Service Groups
- Incoming Call Service
- Custom Service Types: Menu and Transfer, Date Control, Time Control, Day Control and Password
- Message Manager and Recording Custom Service Greetings
- VM Trunk Group No. KX-TAW848, All TDA/TDE and NCP Systems

*Note: This technical note does not cover how to set up your TVA to integrate with your Panasonic phone system. This needs to be in place before the information in this technical note can be followed.



Step 1: Connect to the TVA Voice Processing Unit

Connect to your Panasonic TVA Voice Processing Unit with the appropriate programming console software. You will notice a task bar on the left hand side of the screen with icons for individual programming sections of the TVA.





Step 2: Port & Trunk Service & Service Groups

Click on Port/Trunk Service, to the very left you will see your Service Groups. You will notice if you click each Service Group nothing looks like it changes but for each service group you can assign a different Time Service and Call Service under Group Parameters in to the right of the Service Groups column. On the very right hand side of the screen you will see you Port/Trunk assignment window. This will tell you what Service Group/s your TVA ports and trunks belong to. You can also click the Service Group Assignment tab at the bottom of the Port/Trunk assignment window to see what ports are assign to each TVA port and trunk. By default all TVA ports will be assigned to Service Group 1 and all trunks will not be assigned N/A.

At the very bottom left hand corner of this screen you will see Assign Group to. There are five options, Port, Single Port, Trunk, Range of Ports and Service Group No. 1. You can select a single port or a range of ports and also select a single trunk and range of trunks by clicking on the respective option. Once you enter your port/s or trunk/s you can select a Service Group No. by click the ▼ down arrow on the right side of the Service Group No. window. You can also select None for trunk/s by scrolling down to the very bottom of the Service Group No. window. None is used to clear a Service Group No. assignment from a port or trunk. Once you make your select click the Assign button below the Service Group No. window.

When you do this you will see your Service Group assigned Assign your specific port/s or trunk/s show up in Group Parameters window.

***IMPORTANT: The trunk assignment is only the actual CO line number on the KX-TA824. For trunk assignment of all other phone systems you will use the VM Trunk Group No. assigned in the phone system under 10.2 of the PBX maintenance console. We will cover this in more detail in Step 6 of this technical document.**



Step 3: Incoming Call Service

We are now ready to assign our Service Mode and Incoming Call Service under Group Parameters, Service Group, in the center of the screen.

Service Mode is used to control the time service of the TVA voice processing unit. We will not go into detail on this for this technical document. All you really need to know is;

Automatic = TVA clock independent from the PBX

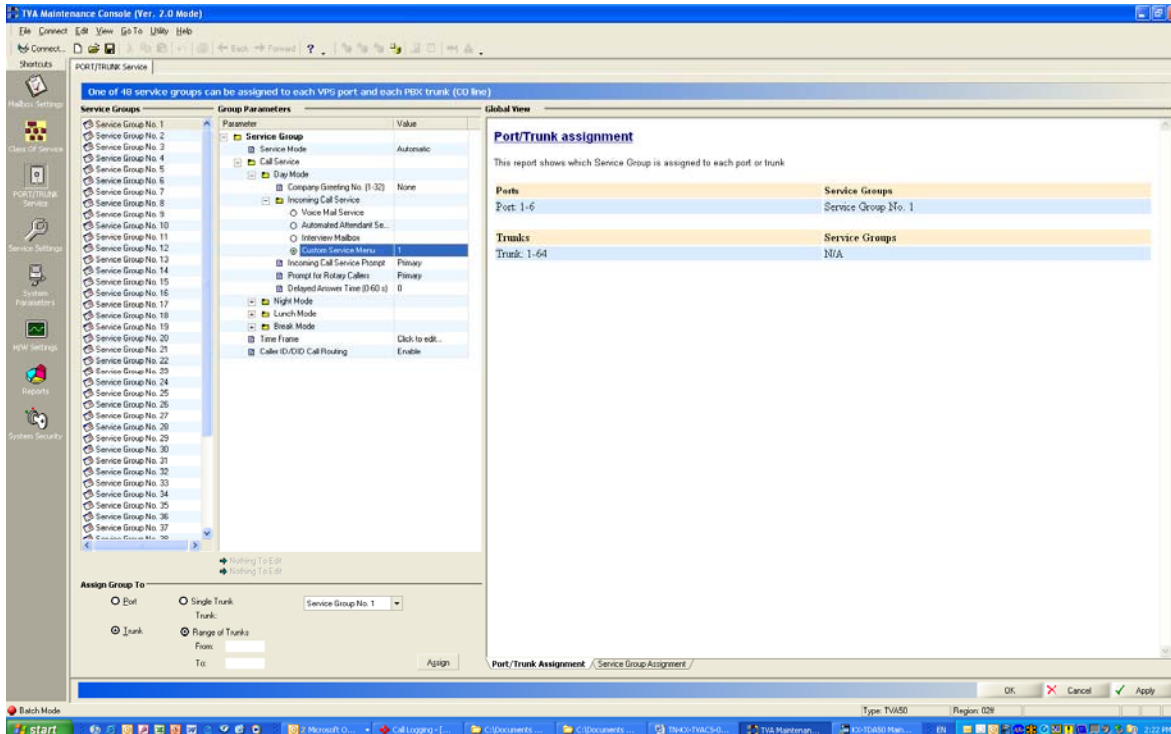
Automatic = TVA clock independent from the PBX

PBX Control = PBX controls the time service mode of the TVA. What ever mode the PBX is in the TVA will sync into the same mode. This is what is normally used and recommended.

Expand Call Service. You will see four sub folders under this, Day Mode, Night Mode, Lunch Mode, Break Mode. If you expand any of these by clicking on the + plus symbol you will see Company Greeting No.

[1-32], which we will not use and *Incoming Call Service*, expand *Incoming Call Service*, under this field you will see four choices, Voicemail Service, Automated Attendant Service, Interview Mailbox and *Custom Service Menu*. We are only concerned with the *Custom Service Menu*; therefore select this option by moving your mouse pointer over the circle and pressing the left click button. When you do this you will be able to enter a custom service value in the box to the right. You can enter any number 1 through 100. You can enter the same or different custom service numbers to your Night Mode, Lunch Mode and Break Mode by following the same instructions above. Remember to click Apply in the bottom right hand corner to save your programming then click OK to close this screen.

***Note: If you want to have a separate greeting for day and night you will assign different custom service numbers, 1 for day and 2 for night.**



Step 4: Custom Service Types

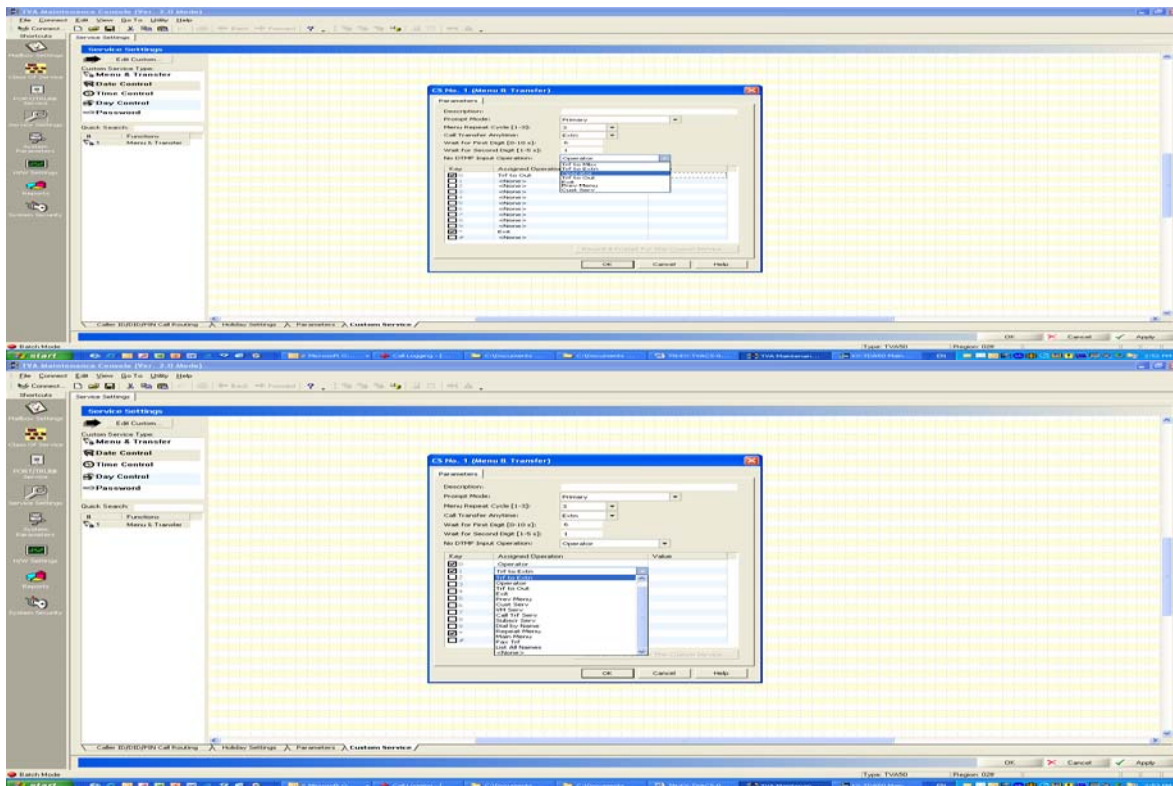
We are now ready to set up our Custom Service (CS) Type. Select Service Settings from your task bar window on the left hand side of the screen. This icon looks like a wrench just below Port and Trunk Service. You will notice four tabs at the bottom of this screen, click on the Custom Service tab, that last one to the right. On this screen you will see a yellow and white grid and five CS type options. If you move your mouse pointer over the CS type, left click the mouse button and continue to hold the left button down while you drag to the yellow and white grid to the left, then release the left mouse



button when you are over the grid. This will show a full view of the CS type. If you click OK the CS type will shrink into the grid.

***Quick Tip:** CS numbers are dragged out in order starting with CS 1, then CS2, then CS 3, etc. If you want to delete a CS after it is shrunk onto the grid left mouse click on the CS then right mouse click and select delete.

Menu & Transfer: Most commonly used. You can enter a description, this is not needed it is only for reference. If you are going to be build many CS menus it is probably a good idea to enter a description for each CS as this will make it easier to find and organize your CS menus. You can also set up no DTMF routing and specific digit routing with the Menu & Transfer CS. To do this enlarge the CS menu by double clicking you mouse over it if it is not already enlarged. You can change your no DTMF input operation by clicking ▼ down arrow, selecting the operation and entering the value to the right. To assign one key dialing simply check off the appropriate digit you want to use under Key then click your mouse three times on the Assigned Operation to the right to bring up the operation selection window, select the operation you would like and enter the corresponding Value to the right of the operation. Click OK to shrink the CS back down into the grid and remember to click apply to save your programming.



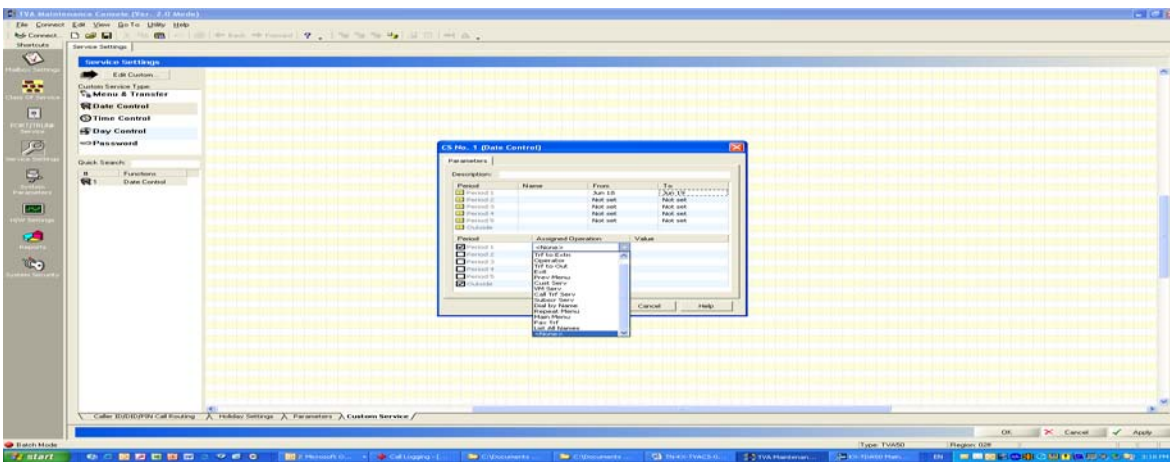
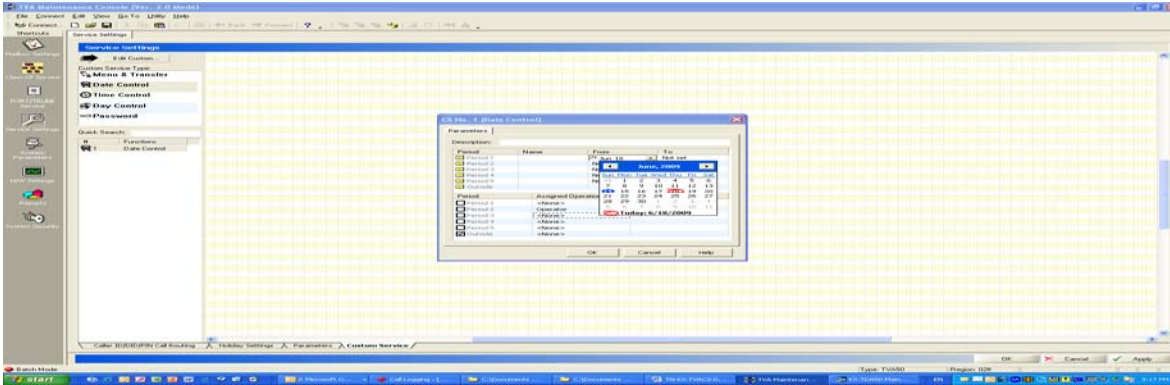
Date Control: Under the date control CS you can assign this specific CS number to perform a certain operation on certain dates. Drag out Date Control and release it to the grid. You will have a description, five periods, outside, assigned operation and value for each period.

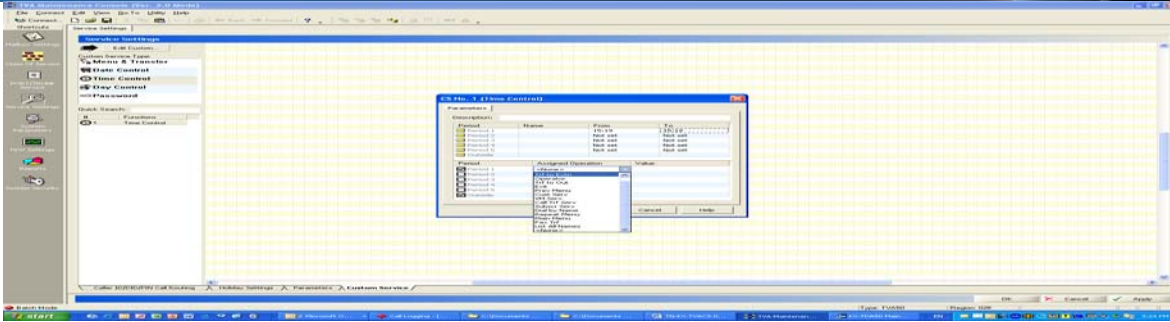
Outside is checked by default and will follow your normal CS assignment outside the specified dates of the date control CS.

To set a specific from and to date click you mouse three times over the very right of the from or to windows. This will bring up a calendar. You can scroll through the months by clicking ◀▶ the forward and back arrows. Once you find the month you would like to use select the day by putting your mouse pointer over the specific day and left clicking your mouse button. If you make a mistake you can clear the entry by clicking twice in the very right of the from or to window then clicking once on the small box to the left. Once you assign your from and to date for the corresponding period you can

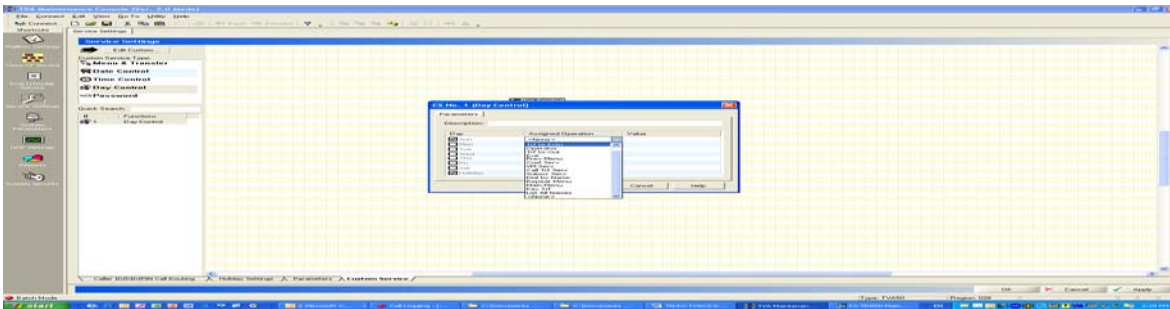


then assign your operation below by selecting the respective period, clicking three times to assign the operation and entering the value to the right. Click OK to shrink the CS back down into the grid and remember to click apply to save your programming.

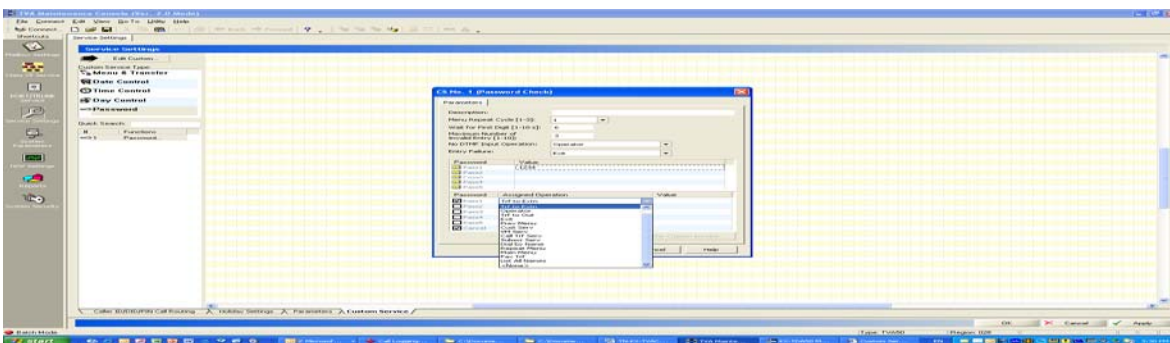




Day Control: Again day control is very similar to date control and time control but you are assigning specific operations on specific days for this CS number. You can select your day by clicking on the box to the left of the day, assign your operation to the right and assign the value to the right of the operation. Click OK to shrink the CS back down into the grid and remember to click apply to save your programming.



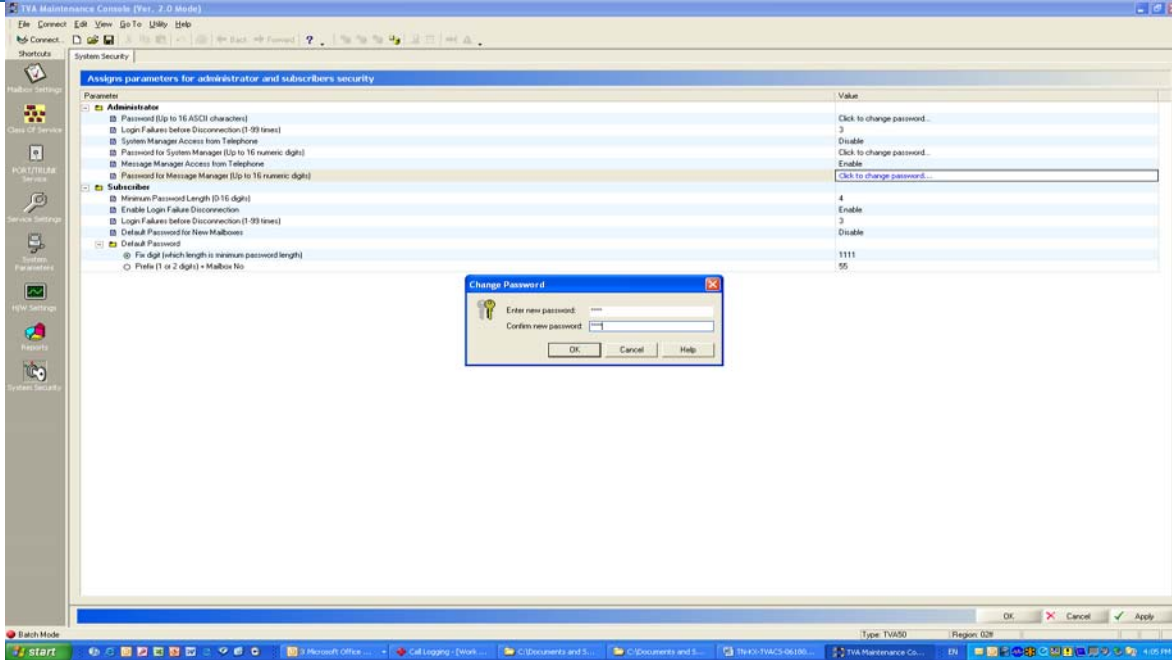
Password: This service requires that callers enter a password, followed by "#". Each password is assigned an operation. If a password is entered correctly, the caller is handled by the password's preprogrammed operation. Again this is very similar to date control, time control and day control but you are assigning the operation based on a password the caller enters. Enter the specific password by double clicking one of the password number 1-5, check the corresponding box below, assign the operation and then assign the value to the right.



Step 5: Message Manager and Recording Custom Service Greetings.

Before you can log into the message manager mailbox 998 you will have to allow access from a telephone to do this click on security, this is the last icon on the TVA programming task bar, and it locks like a key. Under Administrator find Message Manager Access from Telephone and enable this by double clicking the value to the right. Next click on "Click to change password", enter the password twice then click OK. It is recommended you use a password that is easy to remember like 1234. Remember to click apply to save your programming.

***IMPORTANT:** Disconnect the PC programming console from the TVA before moving onto recording you CS greetings in mailbox 998.



On intercom from any APT or DPT phone dial the TVA extension number. When the TVA answers enter #6*998 on the key pad of the phone, you will then be prompted to enter the password followed by the # sign. Once you enter the password, press the digit 5, and then press the digit 3. You will then be prompted to enter the custom service number 1-100. Enter the custom service number and follow the voice prompts to record and save your greeting.
 *Remember the CS No. corresponds to the CS No. used earlier in this technical document.

Step 6: Assigning VM Trunk Group No. KX-TAW848, All TDA/TDE and NCP (Reference Step 2) *IMPORTANT: The trunk assignment is only the actual CO line number on the KX-TA824. For trunk assignment of all other phone systems you will use the VM Trunk Group No. assigned in the phone system under 10.2 of the PBX maintenance console. We will cover this in more detail in Step 5 of this technical document.

Connect to the phone system with the appropriate PC programming console. Click on 10.Co and Incoming Call then click on 2.DIL Table & Port Settings, to the very right of the first tab DIL you will see VM Trunk Group No. by default all CO lines are assigned to VM Trunk Group No.1. If you are going to set up different greetings for different incoming CO lines you will need to assign different VM Trunk Group Numbers then use these VM Trunk Group Numbers as your trunks when assigning trunks to specific Service Group No. under Port & Trunk Service of the TVA voice processing unit. Remember to apply your changes at the top of the screen.



***Note: If you want to assign a group of CO lines to a specific Service Group No. there is no need to assign a VM Trunk Group No. to each trunk, simply assign the same VM Trunk Group No. to the specific trunks and use the one VM Trunk Group No. to assign to your Service Group on the TVA.**

System Menu

- 1 Configuration
- 2 System
- 3 Group
- 4 Extension
- 5 Optional Device
- 6 Feature
- 7 TRS
- 8 ARS
- 9 Private Network
- 10 CO & Incoming Call
 - 1 CO Line Settings
 - 2 DL Table & Port Settings
 - 3 DO Table
 - 4 Miscellaneous
- 11 Maintenance

10-2 DL Table & Port Settings

DL: CLI for DL: TE

Destination Settings(S)

No.	Slot	Port	Card Type	Trunk Property	Distribution Method	DL Destination			Tenant Number	VM Trunk Group No.
						Day	Lunch	Break		
1	2	1	LC014	PUBLIC	DL	MON			1	1
2	2	2	LC014	PUBLIC	DL	MON			1	1
3	2	3	LC014	PUBLIC	DL	MON			1	1
4	2	4	LC014	PUBLIC	DL	MON			1	1

VM Trunk Group No. dropdown: 1, 2, 3, 4, 5, 6, 7, 8, 9, 10

Batch Mode: start Type: TDA50 Level: Installer Version: 006-000 Region: 002-002