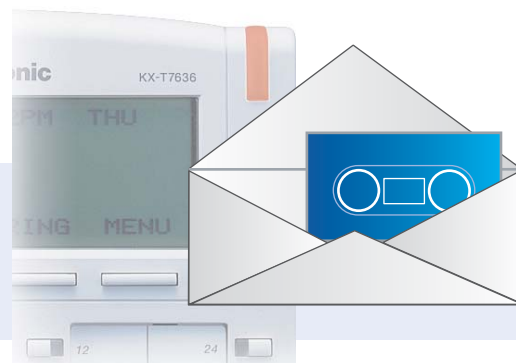


## Simple Voice Message Card (KX-TDA3192)



Installing a KX-TDA3192 Simplified Voice Message (SVM) card into a Panasonic KX-TDA15 or KX-TDA30 Hybrid IP PBX provides extension users with a simplified voicemail solution. Companies looking to provide a cost-effective voicemail solution to enhance customer service and provide employees with a private voicemail can benefit greatly from this solution.

Each extension user can have a personal Voice Mailbox which can both play outgoing greeting messages as well as record incoming voice messages irrespective of the type of extension used, e.g. Proprietary Telephones (PT), Single Line Telephones (SLT), or Portable Stations (PS). The recording storage space on each voicemail box is shared between outgoing greeting messages and received voicemail messages. Extension users can record, listen to or clear their own greeting messages - as well as playback and clear voice messages left by outside callers.

Each SVM card supports two (2) channels, allowing two users to access the card simultaneously. The system supports up to two SVM cards per PBX for added recording storage capacity. Accessing the voicemail requires dialling each SVM card extension number.

### ■ Message Recording Time

SVM can handle up to 125 individual messages (greetings and voice messages) with a maximum total recording time of 120 minutes (60 minutes default) per card. The total capacity of the SVM card is shared between all extension users with a voicemail box. Voice messages can be limited (default 120 seconds).

Recording time/quality can be selected as shown in the System Capacity Table.▶

**SVM Card Capacity Table (per card)**

Recording Quality	Recording Time	Total No. of Messages	No. of Channels
High	approx 40 minutes	125	2
Middle (default)	approx 60 minutes	125	2
Low	approx 120 minutes	125	2

Note: A Maximum of Two SVM cards can be added to the KX-TDA15 and KX-TDA30

### ■ Type of Mailbox

To allow callers to be able to leave voicemail messages - extension users can set their phone to be redirected to the SVM card's extension number - when in busy or in no-answer state. When the SVM card answers a redirected call, it plays back the relevant extension user greetings to the caller and gives option to record a voice message.

#### ■ Personal Mailbox

The SVM message card can be configured to provide individual extension users their own Private mailbox.

#### ■ Group Mailbox (Company Mailbox)

Extension users - e.g. Sales agents or support staff - that are members of a Calling Group, can configure a Group Mailbox to record all incoming messages. Any member of the group can then retrieve the recorded messages.

#### ■ Direct Mailbox Recording

The SVM card allows a caller to leave a voice message directly in the mailbox of another extension. It is also possible to transfer a caller directly to the mailbox of another extension. In this case, the target extension doesn't ring. This feature would greatly benefit a Boss/Secretary work environment.

Each mailbox is protected by an individually assigned PIN number.

### ■ Customised Time of Day Greeting (Day/Lunch/Break/Night Mode)

The SVM card allows users to provide proper greeting messages to callers depending on the time of day. In addition to the normal outgoing greeting message, a different outgoing message can be recorded for each time (day/lunch/break/night) mode. For Example:

- **Normal User Greeting Message:**  
"I am away from my desk right now. Please leave a message."
- **User Greeting Message for lunch mode:**  
"I am sorry I am out for lunch right now. Please leave a message."
- **Company Greeting Message for Night mode:**  
"Our offices are closed at this time. We are open Monday to Friday - 8 a.m. to 5 p.m. Please call back during our regular office hours".

### ■ Message Notification

If an Extension user's telephone has a Message button or Message/Ringer Lamp, the corresponding button or lamp will light when they have received a voice message. Pressing the appropriate button shows the caller's information. In addition, if the user has a Single Line Telephone extension - the user will hear a change in dial tone when going off-hook:

- **New Voice Message** - Stutter Dial tone (Dial tone 4)\*
- **Old Voice Message** - Stutter Dial tone (Dial tone 2)\*

\*Please see TDA Installation Manual for detailed explanation of various Dial tone types

### ■ Accessing Your Voicemail Remotely

A User can remotely check for voice messages left at their extension mailbox when they are away from their desk or out of the office.

- **Accessing Voicemail from another extension**  
Dialling their extension - when users hear their own Greeting Messages they can simply enter a pre-programmed Internal SVM access code to listen to their voice messages.
- **Accessing Voicemail from outside the office**  
When outside, a User can access their mailbox by directly calling their extension and entering a pre-programmed External SVM access code.

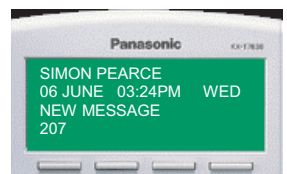
### ■ View Messages on System Phone Display

When a caller leaves a voice message on an SVM card, the following information is also recorded (if available):

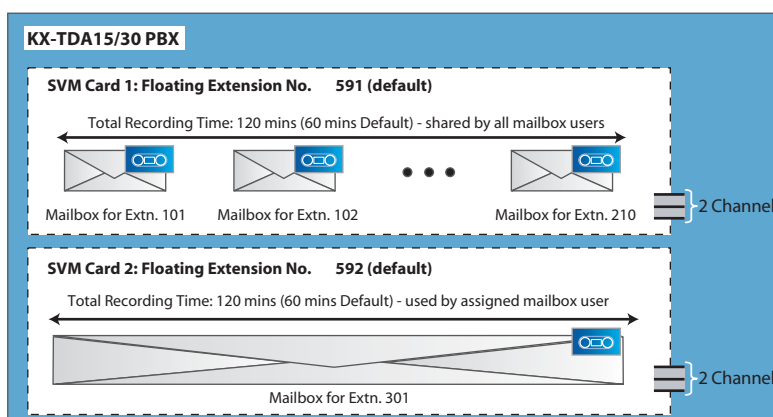
- a. Caller's Name\*
- b. Caller's Telephone Number
- c. Time recording started
- d. Voice Message Status\*
  - "New" is displayed for voice messages, which have not previously been listened to.
  - "Old" is displayed for voice messages, which have previously been listened to.

This information can be viewed on the display of a Proprietary Telephone or Portable Station. The information shown on the display may vary depending on the information that was received.

\*KX-T7636 - 6 line LCD Display  
Digital Proprietary Telephones only.



### ■ SVM Connection Diagram (Example)



- The SVM card has built-in Tone Detection. When the card detects silence, stutter tone, or continuous dial tone, the message recording ends.
- The total recording time is shared between all extensions that use the SVM card.
- Voice messages can be limited (default 120 seconds).