



Phone Assistant Series

PC Based Productivity Applications

Phone Assistant Provides tools to enhance Personal, Team, and Business Productivity

The Panasonic Phone Assistant is a new, highly intuitive - PC based software application suite that converges telephony with screen based presence, availability, and a variety of collaboration tools to simplify and enhance real-time communications for business telephony users.

Phone Assistant Application Suite

Phone Assistant productivity application suite blends the power of the Panasonic KXTDA Hybrid IP PBX together with personal computers to provide a truly remarkable CTI Software allowing intuitive point and click operation for personal, team, and enhanced business productivity.



By making communication easy for everyone within your organisation - Panasonic Phone Assistant software helps empower you with business tools to provide superior customer service.

Targeted Productivity Enhancement

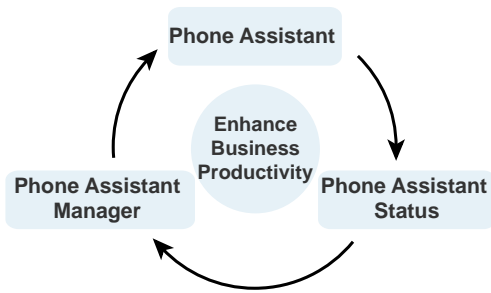
Highly desirable features such as Incoming Call Popup, Visual Presence and Availability, Instant Indication of Missed Calls, One click access to company phone directory, Chat (Instant Messaging), and Integration with Microsoft Outlook. In addition, a Real-time view of all phone activities for managers and team leads, wizards to help with most common telephony operations, and an intuitive web interface for easy PBX configurations -all make the Phone Assistant applications an indispensable business productivity tool.

The software targets three key aspects of business telephony communication needs:

- **Phone Assistant (Express/Pro) for Personal productivity**
Helps you visually control all your communications from your PC
- **Phone Assistant Status (Express/Pro) for Managers and Team leaders**
Visually manage all your team member's telephony activities
- **Phone Assistant Manager for IT Administrators**
Helps administer your PBX from any networked PC with a web browser

Try it Free!

A 60 day Trial Version is bundled as standard with all TDA Hybrid IP PBXs



Phone Assistant applications help enhance business productivity

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

Phone Assistant

Phone Assistant provides a suite of tools to easily manage all telephony activities directly from the PC - thanks to a clearly laid out highly intuitive Graphical User Interface (GUI). By providing on-screen call related information like Caller ID, and allowing users to simply use a mouse to point-and-click or use keyboard shortcuts to quickly handle calls - users are able to do more in less time increasing productivity.

■ Incoming Call Popup

Phone Assistant politely informs you of incoming calls via a small pop-up window from the system tray without disturbing you. This indicates the name and number of the caller and gives you options to either take the call or redirect it to a colleague or to voicemail.

■ Visually Dial Contacts

To call someone, click the Contacts tab to visually check to see if they are available and simply click to dial.

■ One Click Access to Phone Directory

TDA PBX contact directory integration means you can throw away those obsolete paper phone extension lists as access to lookup and dial any phone extension, or system speed dial number is available at the touch of a button. Users can create business or private contacts or create their own group of contacts showing presence & availability of all co-workers or can simply dial external business contacts by double clicking. The software is fully integrated with Microsoft Outlook™ contacts - allowing users to easily dial contacts in Outlook address book. Integration with standard 3rd party CRM software packages is also supported.

■ Availability and Presence

Availability and Presence is fully incorporated into the application allowing you to see other contacts' phone status (e.g. Idle, Busy, Ringing, etc.) and helps in determining who is available to handle calls before you decide to call or transfer a call to them - greatly reducing the number of missed calls and lost communications. In addition, one custom and seven preset 'away messages' are available to quickly set your Absent Messages.

Need to contact a colleague who is busy on the phone? With Phone Assistant, you can even send a short text Note that can later be reviewed by the person.

■ Easy Access to Common Phone Functions

Wizards appear as and when you need them - helping you with most common telephony features. Functions such as transferring a call, setting up your call forwarding and Do Not Disturb, putting a call on Hold, or creating a multi-party conference call are all greatly simplified - thanks to easy to follow wizards and an intuitive GUI.

■ Searchable History

A fully searchable call history allows you to easily check any missed or dialled calls. Users can even add Call Tag - a short description about a call to keep track of a particular customer call.

■ Never Miss an Important Call

The software informs you of the number of calls and chat invitations - missed while away from your desk. Simply click on the links to find out who was trying to reach you - and you can respond accordingly.

■ Record conversation with ease

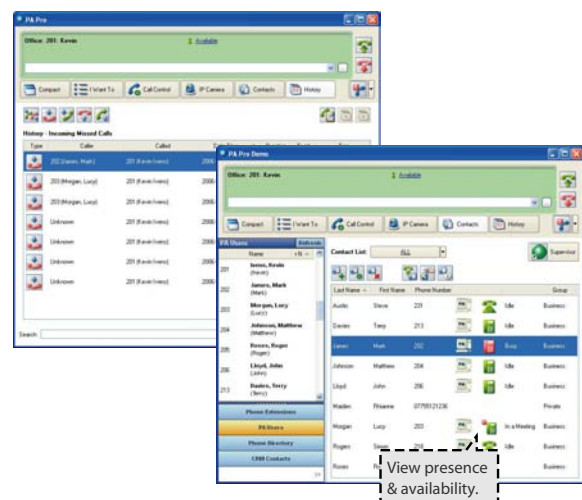
PA Users can easily record conversations to Voice Mail at the press of a button. Conversation recordings can be listened to by accessing voicemail. KX-TVM50/200 required.

■ IP Softphone Option

An optional Softphone plug-in module allows remote users, call centres and other roaming employees to connect and access corporate telephony applications over an IP network even in a remote location. All you need is access to company phone system via suitable broadband Internet access.

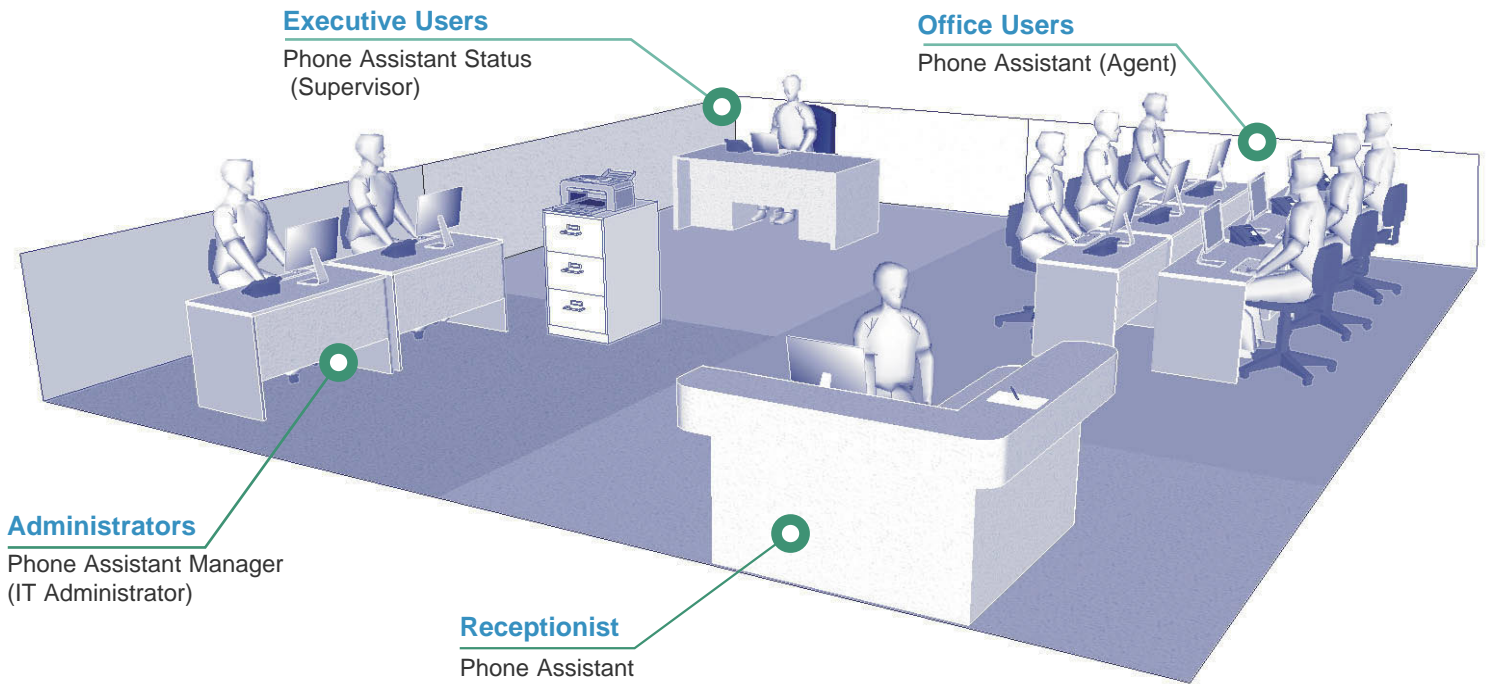
■ IP Camera Integration

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.



Phone Assistant - intuitive user interface

With Phone Assistant - a few mouse clicks is all you need - no matter what your communication demands. All Phone Assistant applications -when used together can significantly enhance business productivity and help propel your business to the next level.



An Office environment using Phone Assistant

Phone Assistant Status

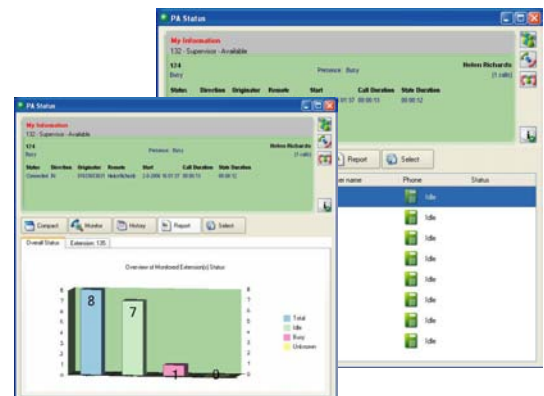
Phone Assistant Status application allows supervisors and team leaders an easy way to keep an eye on all their team members' telephony communication activities. Each supervisor can manage up to 128 extensions - monitoring phone status, call details, presence and availability - perfect for managing a team or an entire organisation.

- **Drag-and-Drop Extensions to Monitor**
Assigned supervisors and team leaders can launch the Status application from within Phone Assistant Pro selecting extensions to manage by simply dragging and dropping from the available list.
- **Quick View**
Clicking on the Monitor tab allows supervisors to have a quick overall real-time view of all the selected team members' communication activities.
- **Click to Access Call Details**
Supervisors can visually select any team member's phone call currently in progress to quickly view all call related details including dialled number, call start time, call duration as well as visual indication of the extension status.
- **Call Monitoring**
Assigned supervisors and team leaders can visually select a call in progress and then silently listen in to the call*. To handle difficult calls, the software empowers supervisors with ability to either Barge into an existing call or simply take-over a call from an agent. In addition supervisors can even record a selected call for further processing.

*The use Call Monitoring is subject to the approval within each country and best business practices.

- **Manage Team members Calls.**
Group supervisors and team leaders can take-over any team members' ringing call, redirect a call ringing at an extension to another available agent as well as set absent messages on team member's phone extensions. In addition, group supervisors can also login/logout agents as needed.
- **Quick Reports.**
Reporting allows group supervisors and team leaders to quickly access group or individual member's call history - and generate basic reports on team member's call activities. Individual or group reports can easily be exported to standard CSV format for further processing by third party applications like Microsoft Excel.

Phone Assistant Status application is an indispensable productivity tool for managers and supervisors



Phone Assistant Status - monitoring and reporting

Phone Assistant Manager

Phone Assistant Manager is an intuitive web browser based application designed to make it easy for IT Administrators to administer phone assistant users and make typical Adds/Moves and configuration changes to their TDA Hybrid IP PBX system right from their networked PC.

Administrators can use the intuitive Phone Assistant Manager's web interface to set common settings like:

- Modify System Date/Time and Holidays
- Add/Modify PBX speed dial numbers
- Set system wide absent messages
- Change extension settings like: Name, Class of Service, etc
- Set Call Forwarding, Do-Not-Disturb, Call Waiting etc, and
- Assign flexible programmable keys, and much more...

With a properly configured office IP network, authorised IT administrators can even remotely access and configure basic TDA PBX settings over broadband from anywhere.

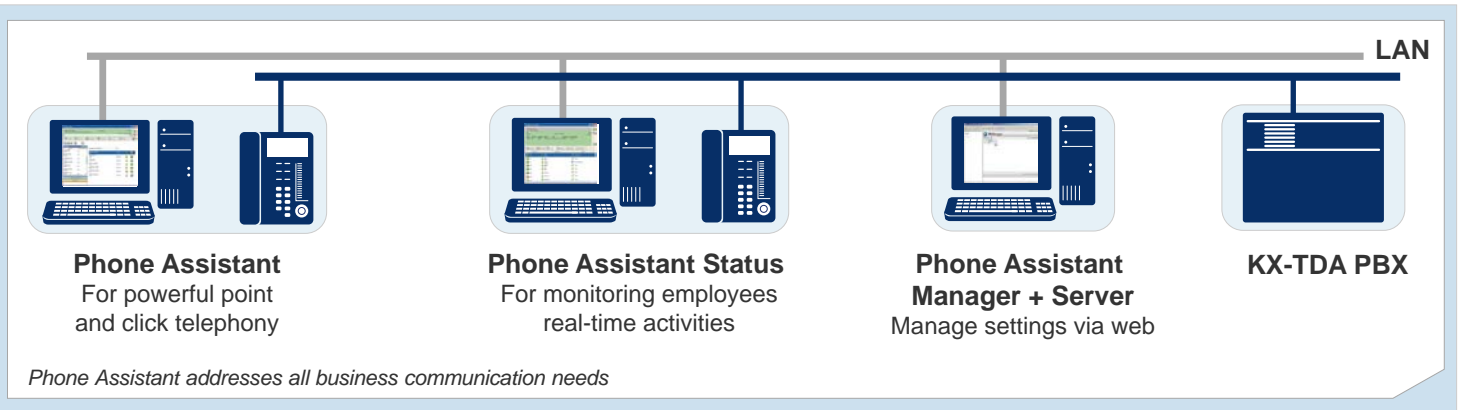
Web savvy Phone Assistant users can also use Phone Assistant Manager to access and modify common phone settings like Call Forwarding as well as set personal speed dial numbers. Users can even setup programmable keys on their desk phones.

With Phone Assistant Manager - a web browser is all that you need to easily configure and manage common phone system settings - right from your own PC desktop.



Phone Assistant Manager - web based administration

Connection Diagram



Phone Assistant application is based on 3rd party CTI and requires a PC connected to the PBX via USB or LAN (CTI Link)

Licensing

PBX	Centralised PA Server Licensing*1						Always Available	
	Trial (60*2 Days)		After Trial Expires		Licensed		Free (Limited Features)	
	Modes		Modes		Modes		Modes	
	PA Pro	Status Pro*3	PA Pro	Status Pro*3	PA Pro	Status Pro	PA Express	Status Express
TDA30	2	-	0	-	28*4	8	5	3
TDA100	4	-	0	-	64*4	8	10	3
TDA200	4	-	0	-	128*4	8	10	3
TDA600	8	-	0	-	128	8	20	3

*1 License is controlled by the PA Server. Client software can be installed on any number of Networked PC's

*2 Once a license is registered, Pro Trial mode will no longer be available to any user, even during the 60 days trial period.

*3 Status Pro is not available during Trial period

*4 Limited by Max PBX extension capacity

Software List

	Model	Description
Phone Assistant Express	KX-NCS1100	Software to control a telephone with Limited feature. Free license mode.
Phone Assistant Pro	KX-NCS1101	Software to control a telephone. License required. KX-NCS1101 = 1 User license. KX-NCS1105 = 5 User license. KX-NCS1110 = 10 User license. KX-NCS1199 = 128 User license.
Phone Assistant Status Express	KX-NCS1200	Software to monitor a call with Limited feature. Free license mode.
Phone Assistant Status Pro	KX-NCS1201	Software to monitor a call. License required. KX-NCS1201 = 1 User license.
Phone Assistant Manager	KX-NCS1301	Web Software to control PBX configuration. Free license.
Phone Assistant IP Softphone Plug-In	KX-NCS9101	Softphone Plug-In Module. License required. KX-NCS9101 = 1 User license.

PC Requirements

	PA Manager/Sever		PA Client	
	Minimum	Recommendation	Minimum	Recommendation
CPU	Pentium / Celeron Family / compatible CPU 1.0GHz	Pentium / Celeron Family / compatible CPU 2.0GHz (or higher)	Pentium / Celeron Family / compatible CPU 1.0GHz	Pentium / Celeron Family / compatible CPU 2.0GHz (or higher)
RAM (Memory)	256MB	512MB (or higher)	128MB	512MB (or higher)
Operating System	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
Hard Drive	1.5GB Free Space	2.0GB Free Space (or higher)	1.5GB Free Space	2.0GB Free Space (or higher)
Display	OS Dependent	OS Dependent	1024 x 766 256 Colours	1280 x 1024 (or higher) 256 Colours (or higher)
LAN (Ethernet)	10BaseT	100BaseT (or higher)	10BaseT	100BaseT (or higher)
USB	USB 2.0	USB 2.0	USB recording feature: USB	USB recording feature: USB 2.0

Phone Assistant application is based on 3rd party CTI and requires a PC connected to the PBX via USB or LAN (CTI Link)

Hardware Requirements - PBX

	Required
PBX	TDA30 PMPR software file version 3.0 or later KX-TDA100/200 PMPR software file version 3.0 or later KX-TDA600 PLMPR software file version 2.2 or later
Communication Path	USB - TDA PBX MPR card* LAN - TDA PBX CTI Link card
PBX Extension Card- at least 1 card required	DHLC, DLC, SLC, MSLC, ESLC, ESMLC, IP-EXT (for use of IP Phones)
Doorphone	Optional Doorphone card required.
IP Camera	KX-HCM, BL-C series
Voice Mail	KX-TVM50, TVM200

*KX-TDA30 supports only USB

Phone Assistant Express/Pro Features

	Express Mode	Pro Mode
User Capability	5 for TDA30, 10 for TDA100/200, 20 for TDA600	Max 128 Users*
Basic Call Control	Yes	Yes
Call History	4 Types. Each Type is Max 10 Last items	4 Types
FWD / DND Control	Yes	Yes
Contact List	10 contacts per group. Max 2 groups	100 contacts per group. Max 100 groups
IP Camera Monitor	1 Camera	4 Cameras
Conference Room	Participant only	Initiator
Outlook Integration	-	Yes
Call Recording	-	Using VoiceMail (not USB)
IP Softphone (Optional Module)	-	Yes

*(Pro trial version : 2 for TDA30, 4 for TDA100/200, 8 for TDA600)

Phone Assistant Status Express/Pro Features

Features	Express Mode	Pro Mode
User Capability	Max 3 Users	Max 8 Users
Extension Monitor	Max 5 Extensions	Max 128 Extensions
Call History	4 Types. Each Type is Max 10 Last items	4 Types
Reporting	Yes (Sample)	Yes (Basic)