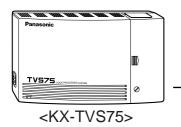# Panasonic

<KX-TVS75>

Voice Processing System

Subscriber's Guide

KX-TVS75
Model No. **KX-TVS100 / KX-TVS200**

Thank you for purchasing a Panasonic Voice Processing System, Model KX-TVS75/100/200.
Please read this manual before installing, customizing, or operating the Voice Processing System.

Introduction

The Panasonic Voice Processing System (VPS) is a powerful tool used to manage your voice communications and increase your productivity through the use of your voice mailbox. As a subscriber (the owner of a VPS mailbox), you can:

- Send a message to one or more people inside or outside of your office.
- Transfer messages (with your annotation) to other VPS subscribers.
- Receive messages from any touch-tone telephone.
- Be called at an outside telephone or be notified through your beeper, when there are messages stored in your mailbox.
- Be notified by the message-waiting lamp on your extension that there are messages stored in your mailbox.
- Screen your calls.
- Automate the handling of callers.
- And more...

This guide is your reference to making the best use of your mailbox and the Voice Processing System.

How to Use This Manual

This Subscriber's Guide explains how to use the Voice Processing System (VPS) with any touch-tone telephone. Diagrams and notes accompany step-by-step descriptions of each VPS operation. Additionally, you are guided through each procedure by the voice prompts played as each step is performed.
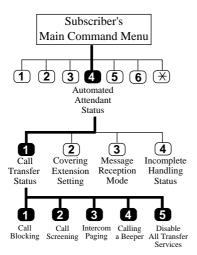
Description
Describes the step-by-step actions that you must perform for each procedure.

➤ This symbol identifies important notes about the operation being described.

Menu Diagram

You will find a diagram in the left-hand corner of the first page of each procedure. The diagrams illustrate the menu path for each procedure. The bold lines and black keys indicate the path that you should take and the steps that must be performed.

Voice Prompts

> *To set Call Transfer Status, Press [1]*
> *To set up Covering Extension, Press [2]*
> *To set Message reception Mode, Press [3]*
> *To set Incomplete Handling Status, Press [4]*

The voice prompts for each step are shown in Italicized text.

Quick Reference

At the end of this guide is a flow-chart showing all VPS operations. The Quick Reference has been designed to serve as an at-a-glance guide to basic VPS operations.

Terms to Know

Subscriber
The owner of a VPS mailbox.

System Manager
The person who manages and maintains the Voice Processing System. The System Manager creates mailboxes and authorizes the use of some VPS features.

Getting Started

Numbers to Know
You must have the following information before you begin:

- The extension number(s) of the VPS.

- Your mailbox and extension number.

- The System Manager's phone number.

Basic Steps

When using your mailbox for the first time, you must read "Chapter 1: Mailbox Setup" and perform the key set up procedures described. You must customize your mailbox before sending or receiving messages.

Identify yourself as the owner of your mailbox by setting the following:

- Recording Personal Greetings
- Recording Your Name
- Setting Your Password

You may further customize your mailbox by setting any of the additional features:

- Call Transfer Status
- Covering Extension
- Incomplete Call Handling Status
- Message Reception Mode
- Notification by Calling

Table of Contents

Section 1

Mailbox Setup

This chapter describes the procedures for customizing your mailbox.

1.1   Logging into Your Mailbox

➤ Before you can access Subscriber Services, you must first open your mail box.

1. Press the Intercom Button on the telephone keypad.

2. Dial the extension number connected to the Voice Mail Service.
The extension number is_____.
If you do not know the VPS extension number, ask the System Manager.

3. To access your mailbox from your extension when the Direct Mailbox Access is enabled (the extension assigned to your mailbox), go to Step 4.
To access your mailbox from another extension, go to Step 5.

4. You will hear the following if you have set your password. (See 1.3   Setting, Changing and Clearing Your Password.)

> *Enter your password followed by the pound sign.*

a) Enter your password and Press **[#]** (if needed.) You will then hear the following Main Command Menu.

> *You have _____new messages.*
> *To Receive a Message, Press [1].*
> *To Deliver a Message, Press [2].*
> *To Check the Mailbox Distribution, Press [3].*
> *For Automated Attendant Status, Press [4].*
> *For Mailbox Management, Press [5].*
> *For Other Features, Press [6].*
> *To End this Call, Press [✶].*

b) Make your selection.

5. Ignore the greeting and Press **[#] [6]**.

> *Please enter your party's mailbox number.*

a) Press **[✶]** _____(your mailbox number). If you have set your password, you will hear the following.

> *Enter your password followed by the pound sign.*

b) Enter your password and Press **[#]** (if needed.) You will then hear the following Main Command Menu.
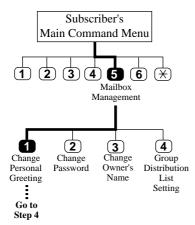
You have _____new messages.
To Receive a Message, Press [1].
To Deliver a Message, Press [2].
To Check the Mailbox Distribution, Press [3].
For Automated Attendant Status, Press [4].
For Mailbox Management, Press [5].
For Other Features, Press [6].
To End this Call, Press [✳].

c) Make your selection.

["

> *(No Answer) (Busy) or (After Hours) Greeting is not*
> *recorded.*
> *Record greeting at the tone.*
> *To end recording, Press [1].*
> *To pause and start recording, Press [2].*

b) Record the greeting at the tone and Press **[1]**.

> *To review, Press [1].*
> *To accept, Press [2].*
> *To erase and try again, Press [3].*
> *To add, Press [4].*
> *To erase and exit, Press [*].*

c) Press **[2]** to accept the message recorded.

> *Recording accepted.*
> *To change the No Answer Greeting, Press [1].*
> *To change the Busy Signal Greeting, Press [2].*
> *To change the After Hours Greeting, Press [3].*

➤ When **[2]** is selected, the VPS will not play the accepted message.

6. To change a greeting:

a) Press **[1]**, **[2]**, or **[3]** from the previous menu.

> *(No Answer) (Busy) or (After Hours) Greeting is:*
> *_____(message played).*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To erase, Press [3].*

b) Press **[1]** to change the greeting.

> *Record greeting at the tone.*
> *To end recording, Press [1].*
> *To pause and start recording, Press [2].*

c) Repeat Steps 5b and 5c.

➤ When **[2]** is selected, the VPS will not play the accepted message.

7. To erase a greeting:

a) Press **[1]**, **[2]**, or **[3]** from the previous menu.

> *(No Answer) (Busy) or (After Hours) Greeting is:*
> *_____(message played).*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To erase, Press [3].*

b) Press **[3]** to erase the greeting without re-recording.

> *Greeting erased.*
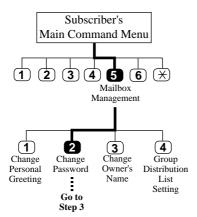
➤ Be sure to exit from the menu **AFTER** the greeting is accepted. Otherwise the greeting will not be stored.

By system default, the maximum length of a personal greeting is 16 s. If you need more time, ask your System Administrator or System Manager to increase the upper bound.

If you change the greeting, follow the steps in "TO RECORD FOR THE FIRST TIME" to re-record.

It is recommended that you mention your name in each personal greeting, because the regular announcement of name (1.4 Recording Your Name) will be suppressed.

1.3   Setting, Changing and Clearing Your Password

The VPS provides the option of assigning a password to your mailbox to protect the messages stored there from unauthorized access. A password should be no longer than 8 digits (using the keys 0-9). You can change your password at any time. When setting your password, avoid using obvious number combinations. If you forget your password, have your System Administrator or System Manager clear it. You may then set a new one.

1. Log in to your mailbox to access the Main Command Menu.

2. Press **[5]** for Mailbox Management.

> *To change the Personal Greeting, Press [1].*
> *To change the Password, Press [2].*
> *To change the Owner's Name, Press [3].*
> *To set the Group Distribution List, Press [4].*

3. To set a password for the first time, go to Step 4.
   To change an existing password, go to Step 5.
   To clear a password, go to Step 6.

4. Press **[2]** to enter the password for the first time.

> *Password not assigned.*
> *Enter your password followed by the pound sign [#].*

a) Enter the password and Press **[#]**.

> *Password is (password stated).*
> *To change, Press [1].*
> *To accept, Press [2].*

b) Press **[2]** to accept the password.

5. Press **[2]** at the Mailbox Management Menu, to change an existing password.

> *Password is (password stated).*
> *To change, Press [1].*
> *To accept, Press [2].*

a) Press **[1]** to change the password.

> *Enter your password followed by the pound sign [#].*
> *To skip setting the password, Press the pound sign [#].*

b) Enter the new password and Press **[#]**.

> *Password is (password stated).*
> *To change, Press [1].*
> *To accept, Press [2].*

c) Press **[2]** to accept the new password entered.

6. Press **[2]** to clear an existing password (no password assigned).

> *Password is (password stated).*
> *To change, Press [1].*
> *To accept, Press [2].*

a) Press **[1]** to change the password.
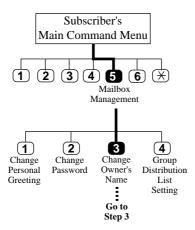
> *Enter your password followed by the pound sign [#].*
> *To skip setting the password, Press [#].*

b) Press **[#]** to clear the password.

> *Password not assigned.*
> *To change, Press [1].*
> *To accept, Press [2].*

c) Press **[2]** to accept the password as not assigned.

1.4   Recording Your Name

```
        Subscriber's
     Main Command Menu

   ①  ②  ③  ④  ❺  ⑥  (＊)
                  Mailbox
                Management

   ①    ②    ❸    ④
  Change  Change  Change  Group
 Personal Password Owner's Distribution
 Greeting         Name    List
                          Setting
                  ⋮
                 Go to
                 Step 3
```

This recording informs callers that they have reached the correct mailbox (for example, when transferring a message to a subscriber, they will hear the subscriber's name). In addition, if a caller does not know the mailbox number and specifies the mailbox by entering the first 3 or 4 letters of the owner's name, the VPS will announce a series of recorded names which the caller may select.

1. Log in to your mailbox to access the Main Command Menu.

2. Press **[5]** for Mailbox Management.

> *To change the Personal Greeting, Press [1]*
> *To change the Password, Press [2].*
> *To change the Owner's Name, Press [3].*
> *To set the Group Distribution List, Press [4].*

3. To record the owner's name for the first time, go to Step 4.
To change an existing owner's name, go to Step 5.
To erase an existing owner's name, go to Step 6.

4. Press **[3]** to record the owner's name for the first time.

> *Owner's name is not recorded.*
> *Record owner's name at the tone.*

a) State your name at the tone.

> *Owner's name is (name stated).*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To erase, Press [3].*

b) Press **[2]** to accept the name.

5. Press **[3]** to change an existing owner's name.

> *Owner's name is (name stated).*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To erase, Press [3].*

a) Press **[1]** to change the name.

> *Record owner's name at the tone.*

b) Clearly state the name at the tone.

> *Owner's name is (name stated).*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To erase, Press [3].*

c) Press **[2]** to accept the new name.

6. Press **[3]** to erase an existing owner's name.

> *Owner's name is (name stated).*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To erase, Press [3].*

a) Press **[3]** to erase the owner's name.

> *Owner's name erased.*

1.5 Service Access Commands

Before routinely using the VPS, you should familiarize yourself with the Service Access Commands shown in Appendix A.
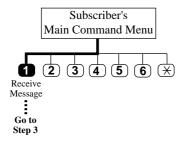
The most important ones are the following:

#6 -Pressing this during system prompts activates Voice Mail Service. It prompts you for a mailbox number and then you can record a message. You can also press ✳ and then your own mailbox number. In this case, you can log into your mailbox.

#8 -Pressing this during system prompts activates Automated Attendant Service. It prompts you for an extension number and then attempts to call your party. If he cannot take the call, the VPS will take some suitable action.
Note: If you call the extension directly, the VPS cannot help you.

✳ -Pressing this during system prompts takes you to the previous VPS menu. If you seem to be stuck in "an infinite loop", use this command to get you out.

Section   2

Receiving Messages

This chapter explains how to access and manage received messages.

2.1   Receiving Messages

```
        ┌──────────────────┐
        │    Subscriber's   │
        │ Main Command Menu │
        └──────────────────┘
  ┌───┬───┬───┬───┬───┬───┬───┐
  ❶   ②   ③   ④   ⑤   ⑥   ✳
Receive
Message
  ┆
Go to
Step 3
```

The VPS plays both the new and saved messages that are in your mailbox along with the date, time, and sender information pertaining to each message.

1. Log in the Main Command Menu.

> *You have _____ new messages.*
> *(Main Command Menu played)*

2. Press **[1]** to access the Receive Message Menu.

> *You have _____ message(s).*
> *New/Old Message (1st message played).*
> *Message recorded on (date started) at (time stated).*

An abbreviated menu is played first:

> *To repeat this message, Press [1].*
> *To play the next message, Press [2].*
> *To erase this message, Press [3].*
> *To transfer this message, Press [7].*
> *For Help, Press [0].*

Press **[0]** or wait and allow the full menu to be played.

> *To repeat this message, Press [1].*
> *To replay the previous message, Press [1] twice.*
> *To play the next message, Press [2].*
> *To erase this message, Press [3].*
> *To reply to this message, Press [4].*
> *To rewind, Press [5].*
> *To fast forward, Press [6].*
> *To transfer this message, Press [7].*
> *To message scan, Press [8].*

3. Select the appropriate message option.

➤ **Repeat Messages**
 - Press **[1]** to listen to the current message again.

➤ **Replaying the Previous Message**
 - Press **[1]** twice while receiving a message to listen to the previous message.

➤ **Playing the Next Message**
 - Press **[2]** while receiving a message to listen to the next message.

➤ **Erase**
 - Press **[3]** after receiving a message to erase it. (See Erasing Messages)

➤ **Reply**
 - Press **[4]** after receiving a message to send a reply. (See Replying to Messages)

➤ **Rewind**
 - Press **[5]** after receiving a message to listen to it again.

➤ **Fast Forward**
 - Press **[6]** while receiving a message to fast forward to the end.

➤ **Transfer**
 - Press **[7]** after receiving a message to transfer it to another subscriber.
 (See Message Transfer)

➤ **Scan**
 - Press **[8]** to listen to the first 4 s of each message. While scanning, you have these options:

These are the brief segments of your messages.
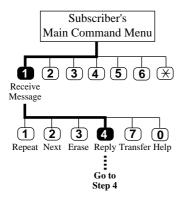
To replay the previous message, Press [1].
To play the next message, Press [2].
To play the entire message, Press [3].

Option 3 - "To play the entire message," is only available once. Selecting this option a second time will erase the message.

2.2 Replying to Messages

```
        ┌──────────────────┐
        │   Subscriber's   │
        │ Main Command Menu │
        └──────────────────┘
      ●   ②  ③  ④  ⑤  ⑥  ✳
   Receive
   Message

      ①   ②   ③   ❹   ⑦   ⓿
   Repeat Next Erase Reply Transfer Help
                    ⋮
                 Go to
                 Step 4
```

This feature allows you to reply to messages that have been sent by other subscribers through their mailboxes.

➤ You can reply only to messages that were transferred to you, or originated as "Delivering Messages to Other Subscribers."

1. Same as Receiving Messages.

2. Same as Receiving Messages (to access the Receive Message Menu).

3. Press **[4]** to reply to the message.

➤ When a message cannot be replied to you will hear this prompt:
"Sorry, you cannot reply. The message sender is unknown."

4. Press **[2]** to record a message.

> *Please leave a message at the tone.*
> *To end recording, Press [1].*
> *To pause and restart recording, Press [2].*

➤ If paused, the recording must be restarted within 20 s or the VPS will stop recording automatically.

a) Record the message and Press **[1]**.

> *To review, Press [1].*
> *To accept, Press [2].*
> *To erase and try again, Press [3].*
> *To add, Press [4].*
> *To erase and exit, Press [✳].*

b) Press **[2]** to accept the message.

> *Recording accepted.*
> *To set deliver time or make this message private, Press [1].*
> *To accept, Press [2].*

5. Press **[1]** to set delivery time.

> *To set delivery time, Press [1].*
> *For immediate delivery, Press [2].*

a) Press **[1]** to set delivery time (if desired).

> *Enter the time followed by the pound sign.*
> *For Hellp, Press [0].*

➤ For example: 5:00 is entered as [5] and [#]. 5:15 is entered as [515] [#].

b) Enter the time and Press **[#]**.

> *Enter [1] for AM or [2] for PM.*

c) Press **[1]** for AM or **[2]** for PM.

> *Enter day of the month followed by the pound sign.*

6. Enter the day of the month and Press **[#]**.
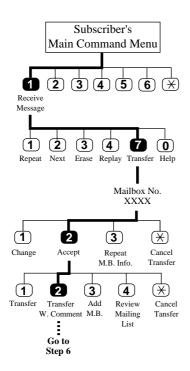
> *This message will be delivered on (date stated) at (time stated).*
> *To change, Press [1].*
> *To accept, Press [2].*

a) Press **[2]** to accept the message.

> *To make this message private, Press [1].*
> *Otherwise, Press [2].*

7. Press **[1]** to make the message private or **[2]** to return to the main menu.

2.3 Message Transfer

```
                ┌──────────────────┐
                │   Subscriber's   │
                │Main Command Menu │
                └──────────────────┘
        ┌────┬────┬────┬────┬────┬────┐
       (1) (2) (3) (4) (5) (6) (✳)
     Receive
     Message
        ┌────┬────┬────┬────┬────┐
       (1) (2) (3) (4) (7) (0)
     Repeat Next Erase Replay Transfer Help

                 Mailbox No.
                    XXXX
        ┌────┬────┬────┐
       (1) (2) (3) (✳)
     Change Accept Repeat  Cancel
                 M.B. Info. Transfer
        ┌────┬────┬────┬────┐
       (1) (2) (3) (4) (✳)
     Transfer Transfer Add  Review  Cancel
           W. Comment M.B. Mailing Transfer
                           List
              ⋮
           Go to
           Step 6
```

This function allows you to transfer messages to other mailboxes.

➤ If the message has been assigned as private, it cannot be transferred to other mailboxes.

1. Same as Receiving Messages.

2. Same as Receiving Messages (to access the Receive Message Menu).

3. Press **[7]** to transfer the message.

> *Enter the destination mailbox number.*
> *To enter by name, Press [#] and [1].*

4. Enter the mailbox of the intended recipient.

➤ You can also specify a Personal or a System Group Distribution List instead of an individual mailbox by entering the number of the list. If you use a Personal Group Distribution List, press [#] after the list number. Personal Group Distribution Lists must be created before they can be used. (See 4.5 Personal Group Distribution Lists.) To use a System Group Distribution List, check with the System Administrator to ensure that a list exists within the VPS.

Option 1:

a) Enter the mailbox number on the telephone keypad.

> *Mailbox (mailbox number stated).*
> *(Owner stated)*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To repeat, Press [3].*

b) Press **[2]** to accept the mailbox number entered.

> *To transfer, Press [1].*
> *To transfer with comment, Press [2].*
> *To add a new mailbox number, Press [3].*
> *To review the mailing list, Press [4].*

Option 2:

a) Press **[#]** and **[1]** to access the mailbox by name.

> *Enter the first three or four letters of the person's last name.*
> *For Q, Press [7].*
> *For Z, Press [9].*

b) Enter the first 3 or 4 letters of the person's last name.

> *Mailbox (mailbox number stated).*
> *(Owner stated)*
> *To accept, Press [1].*
> *For the next name, Press [2].*
> *To repeat this name, Press [3].*
> *To enter a new name or mailbox, Press [*].*

c) Press **[1]** to accept the mailbox stated.

> *To transfer, Press [1].*
> *To transfer with comment, Press [2].*
> *To add a new mailbox number, Press [3].*
> *To review the mailing list, Press [4].*

5. Press **[2]** to transfer with comment.
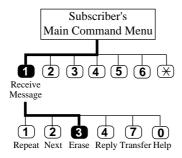
> *State your comment at the tone.*
> *To end recording, Press [1].*
> *To pause and restart recording, Press [2].*

➤ When paused, the recording must be restated within 20 s
    or the VPS will stop recording automatically.

6. Record a comment and Press **[1]**.

> *To review, Press [1].*
> *To accept, Press [2].*
> *To erase and try again, Press [3].*
> *To add, Press [4].*
> *To erase and exit, Press [*].*

7. Press **[2]** to accept the message and terminate the activity or make another selection from
    the Receive Message Menu.

➤ No acknowledgment will be given that the message has been transferred.

2.4 Erasing Messages

```
        Subscriber's
     Main Command Menu

    ❶  ②  ③  ④  ⑤  ⑥  ⊛
  Receive
  Message

    ①  ②  ❸  ④  ⑦  ⓪
  Repeat Next Erase Reply Transfer Help
```

You can erase messages during playback.
Erased messages cannot be recovered.

> ➤ The VPS will automatically erase
>   messages after a specified number of
> days.
>   Your System Manager controls
>   the number of days that messages
>   will be maintained.

1. Same as Receiving Messages.

2. Same as Receiving Messages.

3. Press **[3]** to erase messages.

> ➤ Messages are erased one at a time.
> After a message is erased, you will hear the following prompt:

> *The message erased.*
> *To play the next message, press 2.*

If all messages have been erased, you will hear:

> *All messages erased.*

2.5   Accessing Your Mailbox from an Outside Telephone

This procedure is used when checking your messages remotely or when replying to a message waiting notification call (by beeper or telephone).

1. Call the Voice Processing System from an outside telephone.

2. Press **[#] [6]** (Important - Press Keys Slowly).

> *Please enter your party's mailbox number.*

3. Press **[*]** and enter your mailbox number.

> *Enter your password followed by the pound sign.*

4. Enter your password and Press **[#]**.

> *You have _____new messages.*
> *To Receive the Message, Press [1].*
> *To Deliver a Message, Press [2].*
> *To Check the Mailbox Distribution, Press [3].*
> *For Automated Attendant Status, Press [4].*
> *For Mailbox Management, Press [5].*
> *For Other Features, Press [6].*
> *To End this Call, Press [*].*
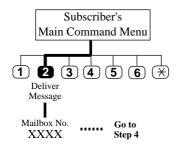
5. Press **[1]** to receive your messages.

6. Review your messages.

> ➤ Press **[#] [8]** to access/call another extension.
>
> ➤ Press **[0]** to reach the operator.
>
> ➤ Press **[#] [9]** to exit the VPS.

Section   3

Sending Messages

This chapter tells you how to send messages, including recording and delivery.

3.1   Delivering Messages to Other Subscribers

```
          ┌─────────────────┐
          │   Subscriber's   │
          │ Main Command Menu │
          └─────────────────┘
   ┌────┬────┬────┬────┬────┬────┐
  (1)  (2)  (3)  (4)  (5)  (6)  (✳)
      Deliver
      Message
        │
   Mailbox No.  ······  Go to
      XXXX              Step 4
```

This feature is used when sending the same message to several subscribers.

1. Log in to your mailbox to access the Main Command Menu.

2. Press **[2]** for Message Delivery.

> *Enter your party's mailbox number.*
> *To enter by name, Press [#] and [1].*

3. Enter the mailbox of the intended recipient.

> ➤ You can also specify a Personal or a System Group Distribution List instead of an individual mailbox by entering the number of the list. If you use a Personal Group Distribution List, press [#] after the list number. Personal Group Distribution Lists must be created before they can be used. (See 4.5   Personal Group Distribution Lists.) To use a System Group Distribution List, check with the System Administrator to ensure that a list exists within the VPS.

Option 1:

a) Enter the mailbox number on the telephone keypad.

> *Mailbox (mailbox number stated).*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To repeat, Press [3].*

b) Press **[2]** to accept the mailbox number entered.

> *To record a message, Press [1].*
> *To add a new mailbox number, Press [2].*
> *To review the mailing list, Press [3].*

Option 2:

a) To enter the mailbox by name, Press **[#]** and **[1]**.

> *Enter the first three or four letters of the person's last name.*
> *For Q, Press [7].*
> *For Z, Press [9].*

b) Enter the first 3 or 4 letters of the person's last name.

> *Mailbox (mailbox number stated).*
> *To accept, Press [1].*
> *For the next name, Press [2].*
> *To repeat this name, Press [3].*
> *To enter a new name or mailbox, Press [⋆].*

c) Press **[1]** to accept the mailbox stated.

> *To record a message, Press [1].*
> *To add a new mailbox number, Press [2].*
> *To review the mailing list, Press [3].*

4. To record a message, go to Step 5.
To add a new mailbox number, go to Step 6.
To review the mailing list, go to Step 7.

5. Press **[1]** to record a message.

> *Please leave a message at the tone.*
> *To end recording, Press [1].*
> *To pause and restart recording, Press [2].*

➤ If paused, the recording must be restated within 20 s or
the VPS will stop recording automatically.

a) Record the message and Press **[1]**.

> *To review, Press [1].*
> *To accept, Press [2].*
> *To erase and try again, Press [3].*
> *To add, Press [4].*
> *To erase and exit, Press [⁎].*

b) Press **[2]** to accept the message.

> *Recording accepted.*
> *To set delivery time and / or make this message private, Press [1].*
> *To accept, Press [2].*

➤ You can deliver your message immediately after recording by pressing **[2].**

c) Press **[1]** to set delivery time.

> *To set delivery time, Press [1].*
> *For immediate delivery, Press [2].*

d) Press **[1]** to set delivery time.

> *Enter the time followed by [#].*
> *For Help, Press [0]*

➤ For example: 5:00 is entered as [5] and [#]. 5:15 is entered as [515] [#].

e) Enter the time and Press **[#].**

> *Enter [1] for AM or [2] for PM.*

f) Press **[1]** for AM or **[2]** for PM.

> *Enter day of the month followed by the pound sign.*

g) Enter the day of the month and Press **[#].**

> *This message will be delivered on (date stated) at (time stated).*
> *To change, Press [1].*
> *To accept, Press [2].*

h) Press **[2]** to accept the message.
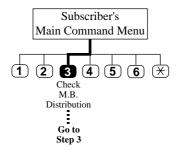
> *To make this message private, Press [1].*
> *Otherwise, Press [2].*

i) Press **[1]** to make the message private, or **[2]** to return to the main menu.

6. Press **[2]** to add a new mailbox number, and repeat Step 3.

➤ You can specify a maximum of 20 mailboxes as destinations.

7. Press **[3]** to review the mailing list.

> *Mailbox (mailbox number stated).*
> *To record a message, Press [1].*
> *To add a new mailbox number, Press [2].*
> *To review the mailing list, Press [3].*

3.2   Checking Mailbox Distribution

```
┌─────────────────────┐
│     Subscriber's     │
│  Main Command Menu   │
└─────────────────────┘
```

① ② ❸ ④ ⑤ ⑥ ⊛

Check
M.B.
Distribution
⋮
**Go to
Step 3**

This function allows you to check the status of messages, which you have recorded in your mailbox, for delivery to other mailboxes.

➤ You can check the delivery status of up to 84 message transmissions.

1. Log in to your mailbox to access the Main Command Menu.

2. Press **[3]** to check distribution status.

> *(Number of messages stated) to verify.*
> *Message received on (date stated).*
> *At (time stated) for (mailbox number stated).*
> *(Status of message - whether or not received, is stated).*

> *To play this message, Press [1].*
> *To check the previous message, Press [1] twice.*
> *To check the next message, Press [2].*
> *To cancel this message or verification, Press [3].*

3. Press **[3]** to cancel the message or delete verification.

> *To delete distribution verification of this message, Press [1].*
> *To cancel message delivery, Press [2].*
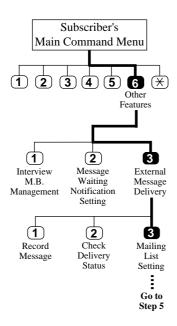
4. Press **[1]** to delete distribution verification of the first message stated.

> *Verification deleted.*
> *(Distribution status menu repeated).*

5. Press **[2]** to cancel message delivery.

> *Message delivery canceled.*
> *(Distribution status menu repeated).*

3.3   Setting up an External Message Delivery List

```
        ┌─────────────────┐
        │   Subscriber's  │
        │ Main Command Menu│
        └─────────────────┘
    ┌────┬────┬────┬────┬────┬────┐
   (1)  (2)  (3)  (4)  (5)  ⑥   (✳)
                            Other
                           Features
              ┌──────────────┬──────────────┐
             (1)            (2)            ❸
          Interview      Message        External
          M.B.           Waiting        Message
          Management     Notification   Delivery
                         Setting
              ┌──────────────┬──────────────┐
             (1)            (2)            ❸
          Record         Check          Mailing
          Message        Delivery       List
                         Status         Setting
                                          ⋮
                                        Go to
                                        Step 5
```

Setting up an External Message Delivery
List lets you send the same message to
several people outside of the system with a
single operation. Up to 2 lists can be
maintained at the same time, and each list
can contain up to 8 members.

➤ The System Administrator or the
System Manager must authorize
this feature before it can be used.

1. Log in to your mailbox to access the Main Command Menu.

2. Press **[6]** for other features.

> *For Interview Mailbox Management, Press [1].*
> *To set up Message Waiting Notification, Press [2].*
> *For External Message Delivery, Press [3].*

3. Press **[3]** for External Message Delivery.

> *To record a message for external delivery, Press [1].*
> *To check external delivery message status, Press [2].*
> *To set up the mailing list, Press [3].*

4. Press **[3]** to set up the mailing list.

> *Enter delivery list number one or two.*

5. Press **[1]** or **[2]** to choose the delivery list.

> ➤ Up to two delivery lists can be established.

> *Delivery list number is (number selected is stated).*
> *This group has no members (if members not entered).*
> *To add a new member, Press [1].*

6. Press **[1]** to add members to the list.

> ➤ Up to 8 members can be entered on each list.

> *You can add up to (number of entries remaining) more*
> *members.*
> *Any digit on the telephone keypad can be used.*
> *Enter the telephone number and wait.*
> *To insert a pause or special command, enter the partial*
> *number and wait for the options menu.*

7. Enter the telephone number at the completion of the previous message. Press **[area code** – if needed**] [telephone number]**.

> *Telephone number is (telephone number stated).*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To review, Press [3].*
> *To add more digits, Press [4].*
> *To insert a pause, Press [5].*
> *To set dial mode, Press [6].*
> *To insert a wait for dial tone, Press [7].*

8. Press **[2]** to accept the telephone number entered.

> *Record the recipient's name at the tone.*

9. Record the recipient's name and wait.

> *Telephone number is (telephone number stated).*
> *(Recipient's name stated)*
> *To change, Press [1].*
> *To add, Press [2].*

10. Press **[2]** to add more members or to end.

> *To add more members, Press [1].*
> *To end, Press [2].*

11. Press **[2]** and hang-up to end this procedure. Press **[1]** to continue adding members, and repeat the procedure.

12. To delete members from the list, repeat Steps 1 through 5.

   a) Press **[2]** to delete members from the list.

   > *To delete all group members, Press [1].*
   > *Otherwise, Press [2].*

   b) Press **[1]** to delete all group members.

   > *This group has no members.*
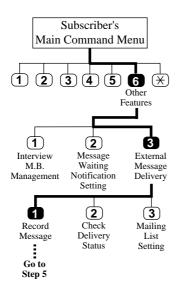
   c) Press **[2]** to delete individual group members.

   > *Telephone number is (telephone number stated).*
   > *(Recipient's name stated).*
   > *To delete, Press 1.*
   > *To play next, Press 2.*

   d) Press **[1]** to delete.

   > *Group member deleted.*

3.4   Sending External Delivery Messages

```
        Subscriber's
    Main Command Menu

  (1) (2) (3) (4) (5) (6) (X)
                      Other
                     Features

        (1)      (2)      (3)
     Interview  Message  External
       M.B.     Waiting  Message
    Management Notification Delivery
               Setting

     (1)      (2)      (3)
    Record   Check    Mailing
   Message  Delivery   List
            Status    Setting

     Go to
    Step 5
```

This feature is used to record and send external delivery messages.

➤ The System Administrator or the System Manager must authorize this feature before it can be used.

1. Log in to your mailbox to access the Main Command Menu.

2. Press **[6]** for other features.

> *For Interview Mailbox Management, Press [1].*
> *To set up Message Waiting Notification, Press [2].*
> *For External Message Delivery, Press [3].*

3. Press **[3]** for External Message Delivery.

> *To record a message for external delivery, Press [1].*
> *To check external delivery message status, Press [2].*
> *To set up the mailing list, Press [3].*

4. Press **[1]** to record a message for external message delivery.

> *To send to one recipient, Press [1].*
> *To send by mailing list, Press [2].*

5. Press **[1]** to send to 1 recipient.

> *Any digit on the telephone keypad can be used.*
> *Enter the telephone number and wait.*
> *To insert a pause or special command, enter the partial*
> *number and wait.*

a) Enter the telephone number at the completion of the previous message. Press **[area code – if needed] [telephone number]**.

> *Telephone number is (telephone number stated).*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To review, Press [3].*

b) Press **[2]** to accept the number.

> *Enter the four digit password.*
> *To skip setting the password, Press the pound sign.*

c) Enter a 4 digit password or Press **[#]**.

> *Record recipients name at the tone.*

d) Record the recipient's name at the tone.

> *Enter the time followed by the pound sign.*
> *To deliver now, press only the pound sign.*
> *For help, Press [0].*

e) Enter the time and Press **[#]**.

> *Enter [1] for AM or [2] for PM.*

f) Press **[1]** for AM or **[2]** for PM.

> *Enter the day of the month followed by the pound sign.*

g) Enter the day of the month and Press **[#]**.

> *Telephone number is (number stated).*
> *Password is (password stated).*
> *External delivery message scheduled for (recipient stated).*
> *On (date) at (time stated).*
> *To change the setting, Press [1].*
> *To accept, Press [2].*
> *To review, Press [3].*

h) Press **[2]** to accept.

> *Please leave a message at the tone.*
> *To end recording, Press [1].*
> *To pause and start recording, Press [2].*

i) Record the message and Press **[1]**.

> *To review, Press [1].*
> *To accept, Press [2].*
> *To erase and try again, Press [3].*
> *To add, Press [4].*
> *To erase and exit Press [*].*

j) Press **[2]** to accept the message.

> *Recording accepted.*

6. Press **[2]** to send by external message delivery list.

> *Enter delivery list number one or two.*

a) Press **[1]** or **[2]** for desired list.

> *Delivery list number is (list number stated).*
> *Enter the four digit password.*
> *To skip setting the password, Press the pound sign.*

b) Enter the 4 digit password.

> *Enter the time followed by the pound sign.*

c) Enter the time and Press **[#]**.

> *Enter [1] for AM or [2] for PM.*

d) Press **[1]** for AM or **[2]** for PM.

> *Enter the day of the month followed by the pound sign.*

e) Enter the day of the month and Press **[#]**.

> *Password is (password stated).*
> *External delivery message scheduled on (date stated) at (time stated).*
> *To change the setting, Press [1].*
> *To accept, Press [2].*
> *To review, Press [3].*

f) Press **[2]** to accept.

> *Please leave a message at the tone.*
> *To end recording, Press [1].*
> *To pause and start recording, Press [2].*

g) Record the message and Press **[1]**.

> *To review, Press [1].*
> *To accept, Press [2].*
> *To erase and try again, Press [3].*
> *To add, Press [4].*
> *To erase and exit, Press [*].*

h) Press **[2]** to accept the message

> *Recording accepted.*
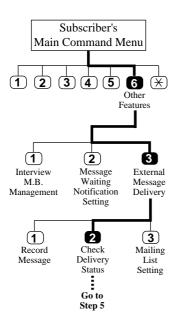
➤ **Receiving External Delivery Messages**

1. Pick up a call from the VPS.
2. Press **[1]** to receive the message.
3. Enter the password that the sender assigned, if needed, and press **[#]**.
   Receiving the message will be disabled after an incorrect password is entered 3 times.
4. Press **[✳]** to end the call.

➤ **Replying to External Delivery Messages**

1. Same as Receiving External Delivery Messages.
2. Same as Receiving External Delivery Messages.
3. Same as Receiving External Delivery Messages.
4. Press **[2]** to reply to the message.
5. Record the message and press **[1]** to end recording.
6. Press **[2]** to accept.
7. Press **[1]** to make the message private.
   Otherwise, press **[2]**.

3.5   Checking and Setting External Message Delivery Status

```
            Subscriber's
         Main Command Menu

  (1)  (2)  (3)  (4)  (5)  (6)  (*)
                          Other
                         Features

       (1)        (2)        (3)
    Interview    Message    External
    M.B.         Waiting    Message
    Management   Notification Delivery
                 Setting

       (1)        (2)        (3)
    Record      Check      Mailing
    Message     Delivery   List
                Status     Setting
                  ⋮
                Go to
                Step 5
```

After recording external delivery messages, you can check the delivery schedule or review the specified recipients. You can only listen to this report only if the messages have not yet been delivered. After listening, you have the option of deleting messages or changing schedules.

➤ The System Administrator or the System Manager must authorize this feature before it can be used.

1. Log in to your mailbox to access the Main Command Menu.

2. Press **[6]** for other features.

> *For Interview Mailbox Management, Press [1].*
> *To set up Message Waiting Notification, Press [2].*
> *For External Message Delivery, Press [3].*

3. Press **[3]** for External Message Delivery.

> *To record a message for external delivery, Press [1].*
> *To check external delivery message status, Press [2].*
> *To set up the mailing list, Press [3].*

4. Press **[2]** to check External Message Delivery status.

> *External delivery message scheduled for (recipient stated) on (date stated) at (time stated).*
> *The message is (message stated).*
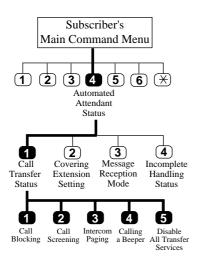
> *To reschedule, Press [1].*
> *To play the next schedule, Press [2].*
> *To repeat this schedule, Press [3].*
> *To play the previous schedule, Press [4].*

5. Press **[1]** to change the schedule or delete the messages.

6. Press **[1]** to cancel external message delivery or Press **[2]** to change the time and date.

Section 4

Special Features

This chapter describes how to set up the special features for your mailbox.

4.1   Call Transfer Status

```
          Subscriber's
        Main Command Menu

    1   2   3   4   5   6   *
                Automated
                Attendant
                 Status

       1       2       3       4
     Call   Covering  Message Incomplete
   Transfer Extension Reception Handling
    Status   Setting   Mode    Status

    1    2     3      4       5
   Call  Call Intercom Calling Disable
 Blocking Screening Paging a Beeper All Transfer
                              Services
```

This feature is used to specify how the VPS should handle a call when a caller reaches your extension. The following options are available: Call Blocking, Call Screening, Intercom Paging, Calling a Beeper, or Disable All Transfer Services.

➤ The Intercom Paging feature is available
 only if your company is using a Panasonic KX-TD series telephone system.

1. Log in to your mailbox to access the Main Command Menu.

2. Press **[4]** for Automated Attendant Status.

> *To set Call Transfer Status, Press [1].*
> *To set up Covering Extension, Press [2].*
> *To set Message Reception Mode, Press [3].*
> *To set Incomplete Handling Status, Press [4].*

3. Press **[1]** to set the Call Transfer Status.

> *The Current Call Transfer Status is (current status is stated).*
> *To enable Call Blocking, Press [1].*
> *To enable Call Screening, Press [2].*
> *To enable Intercom Paging, Press [3].*
> *To enable Beeper Access, Press [4].*
> *To disable All Transfer Services, Press [5].*

4. Choose the option desired. Only one Call Transfer Status can be selected. A confirming message will be played after the selection has been made.

➤ **Call Blocking**
- Blocks all incoming calls to your extension.

➤ **Call Screening**
- Allows you to hear the caller's name before answering the call.

➤ **Intercom Paging**
- Pages you over the Intercom Paging System when the voice mail is holding
or transferring a call for you.
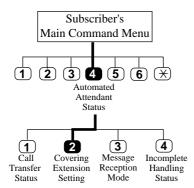
➤ **Beeper Access**
- VPS will call you on your beeper when you have a message.
The beeper displays the caller's callback number on the LCD.

➤ **Disable All Transfer Services**
- Disables any transfer services previously selected.

4.2 Covering Extension

```
┌─────────────────┐
│   Subscriber's  │
│ Main Command Menu│
└─────────────────┘
     │
  ┌──┴──┬──┬──┬──┬──┬──┐
 (1)(2)(3) ● (5)(6)(✳)
            4
        Automated
        Attendant
         Status
            │
     ┌──────┼──────┬──────┐
    (1)     ●     (3)    (4)
            2
     Call  Covering Message Incomplete
   Transfer Extension Reception Handling
    Status  Setting   Mode    Status
```

The caller goes to the covering extension in 2 ways. One way is via the Automated Attendant Service when the Incomplete Call Handling Status has enabled Covering Extension Transfer Status (see 4.3 Incomplete Call Handling Status). The second way is during a Personal Greeting announcement — if the caller pressed [0] while a Personal Greeting is played, he is sent to the covering extension, or an operator (if the covering extension is not specified).

➤ The caller will not know to press [0] for transfer to your covering extension. Therefore, the caller must be instructed. For example, you might record the Busy greeting in this way: "Hi, this is Cindy. Sorry, but I am busy with another call right now. If you press zero now, you will be transferred to my secretary. Otherwise, please leave a message after you hear the tone."

1. Log in to your mailbox to access the Main Command Menu.

2. Press **[4]** for Automated Attendant Status.

> *To set Call Transfer Status, Press [1].*
> *To set up Covering Extension, Press [2].*
> *To set Message Reception Mode, Press [3].*
> *To set Incomplete Handling Status, Press [4].*

3. To set up a covering extension, go to Step 4.
To change a previously assigned covering extension, go to Step 5.

4. Press **[2]** to set up a covering extension when one has not been previously assigned.

> *Covering extension not assigned,*
> *Enter extension number.*

    a) Enter the extension number.

> *Covering extension is (assigned extension stated).*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To delete, Press [3].*

b) Press **[2]** to accept the covering extension entered.

5. Press **[1]** to change a previously assigned covering extension.

> *Covering extension is (assigned extension stated).*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To delete, Press [3].*

a) Press **[1]** to change the extension number.
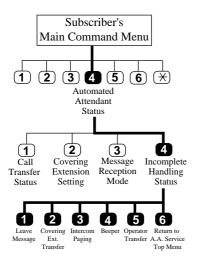
> *Enter extension number.*

b) Enter the new extension number.

> *Covering extension is (covering extension stated).*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To delete, Press [3].*

c) Press **[2]** to accept the new covering extension number.

4.3   Incomplete Call Handling Status

```
        ┌─────────────────┐
        │  Subscriber's   │
        │Main Command Menu│
        └─────────────────┘
   ┌────┬────┬────┬────┬────┬────┐
  (1)  (2)  (3)  ●4   (5)  (6)  (✳)
                Automated
                Attendant
                 Status
        ┌─────────┬─────────┬─────────┐
       (1)       (2)       (3)       ●4
       Call     Covering  Message  Incomplete
      Transfer  Extension Reception Handling
       Status    Setting    Mode    Status
   ┌────┬────┬────┬────┬────┐
  ●1   ●2   ●3   ●4   ●5   ●6
 Leave Covering Intercom Beeper Operator Return to
Message  Ext.   Paging         Transfer A.A. Service
        Transfer                        Top Menu
```

Calls are considered incomplete if there is no answer or if the line is busy. The Incomplete Call Handling Status has 6 options: (1) record a message from the caller; (2) transfer the caller to a covering extension; (3) page the mailbox owner by intercom (Intercom Paging); (4) notify the mailbox owner via a beeper; (5) transfer the caller to the operator; or (6) let the caller try another extension.

➤ The Intercom Paging feature is available only if your company is using a Panasonic KX-TD series telephone system.

1. Log in to your mailbox to access the Main Command Menu.

2. Press **[4]** for Automated Attendant Status.
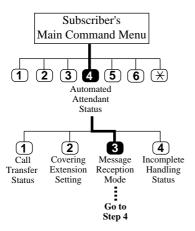
> *To set Call Transfer Status, Press [1].*
> *To set up Covering Extension, Press [2].*
> *To set Message Reception Mode, Press [3].*
> *To set Incomplete Handling Status, Press [4].*

3. Press **[4]** to set the Incomplete Handling Status.

> *To set Leaving a Message Status, Press [1].*
> *To set Covering Extension Transfer Status, Press [2].*
> *To set Intercom Paging Status, Press [3].*
> *To set Beeper Access Status, Press [4].*
> *To set Operator Transfer Status, Press [5].*
> *To set Returning to Top Menu Automated Attendant Service Status, Press [6].*

4. Press **[1]** to change or **[2]** to accept *after* selecting any of the above options.

4.4   Message Reception Mode

Subscriber's
Main Command Menu

① ② ③ ④ ⑤ ⑥ ✳
Automated
Attendant
Status

① ② ❸ ④
Call   Covering   Message   Incomplete
Transfer   Extension   Reception   Handling
Status   Setting   Mode   Status

**Go to
Step 4**

This feature is used to direct callers to either your regular or interview mailbox. This mode is effective only for Incomplete Call Handling Service (when the subscriber's line is busy, or he cannot take the call, or when he has enabled Call Blocking).

➤ Not all subscribers have an interview mailbox.
 The System Administrator or the System Manager must assign an interview mailbox.

1. Log in to your mailbox to access the Main Command Menu.

2. Press **[4]** for Automated Attendant Status.
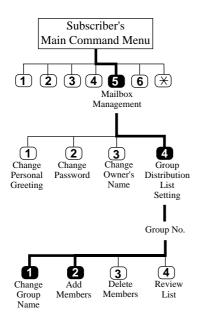
> *To set Call Transfer Status, Press [1].*
> *To set up Covering Extension, Press [2].*
> *To set Message Reception Mode, Press [3].*
> *To set Incomplete Handling Status, Press [4].*

3. Press **[3]** to set the Message Reception Mode.

> *Message Reception Mode is Message Recording Mode*
> *To change, Press [1].*
> *To accept, Press [2].*

4. Press **[1]** to change the current setting.
    (Interview Mode or Message Recording Mode)

4.5 Personal Group Distribution Lists

A Personal Group Distribution List is used to send the same message to several mailboxes in a single operation. Up to 4 lists can be maintained with each list containing up to 20 mailbox members.

1. Log in to your mailbox to access the Main Command Menu.

2. Press **[5]** for Mailbox Management.

> *To change the personal greeting, Press [1].*
> *To change the password, Press [2].*
> *To change the owner's name, Press [3].*
> *To set the Group Distribution List, Press [4].*

3. Press **[4]** to set the Group Distribution List.

> *Enter a group number (1 through 4).*

4. Enter a group number **[1-4]**.

> *Group number (group number stated).*
> *Group name not recorded.*
> *This group has no members.*
> *To change the group name, Press [1].*
> *To add group members, Press [2].*

5. Press **[1]** to record a group name.

> *Group name not recorded.*
> *Record the group name at the tone.*

a) Clearly state the group name at the tone.

> *(The group name is stated)*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To erase, Press [3].*

b) Press **[2]** to accept the name entered.

> *To change the group name, Press [1].*
> *To add group members, Press [2].*

6. Press **[2]** to add group members.

> *You can add up to _____ more members.*
> *Enter the mailbox number.*

a) Enter the mailbox number of the first member.

> *(The mailbox number and name are stated)*
> *To change, Press [1].*
> *To add, Press [2].*

b) Press **[2]** to add the member to the list.

> *To add more members, Press [1].*
> *To end, Press [2].*

c) Press **[1]** to add more members.

> *You can add up to _____ more members.*
> *Enter the mailbox number.*
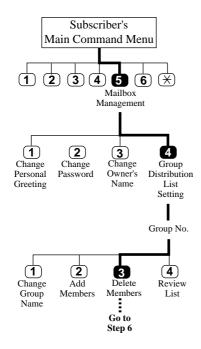
d) Enter the mailbox number of the next member.

> *(The mailbox number and name are stated)*
> *To change, Press [1].*
> *To add, Press [2].*

e) Press **[2]** to add the mailbox entered to the list, or to end.

> *To add more numbers, Press [1].*
> *To end, Press [2].*

f) Continue adding more members by Pressing **[1]**, or end the procedure by Pressing **[2]**.

4.6 Deleting Group Distribution Members

```
                    ┌─────────────────────┐
                    │     Subscriber's    │
                    │  Main Command Menu  │
                    └─────────────────────┘
      ┌─────┬─────┬─────┬─────┬─────┬─────┬─────┐
     (1)   (2)   (3)   (4)   ⬤5   (6)   (✳)
                                Mailbox
                              Management
        ┌─────────────┬──────────────┬──────────────┐
       (1)           (2)            (3)            ⬤4
      Change        Change         Change         Group
     Personal      Password        Owner's     Distribution
     Greeting                       Name           List
                                                  Setting
                                                    │
                                                Group No.
          ┌─────────────┬──────────────┬──────────────┐
         (1)           (2)            ⬤3            (4)
        Change         Add          Delete         Review
        Group        Members       Members          List
        Name                          ⋮
                                   Go to
                                   Step 6
```

This feature is used to delete group members from a Group Distribution List. Members can be deleted individually or they can all be deleted at the same time.

1. Log in to your mailbox to access the Main Command Menu.

2. Press **[5]** for Mailbox Management.

3. Press **[4]** to set the Group Distribution List.

> *Enter a group distribution number 1 through 4.*

4. Enter the group number **[1-4]**.

> *Group number (number stated) (group name stated).*
> *Mailbox (1st mailbox number stated) (mailbox owner name stated).*
> *Mailbox (2nd mailbox number stated) (mailbox owner name stated).*
> *(Remaining mailbox numbers and names stated until number list is complete).*

> *To change the group name, Press [1].*
> *To add group member, Press [2].*
> *To delete group member, Press [3].*
> *To review this group, Press [4].*

5. Press **[3]** to delete group member.

> *To delete all group members, Press [1].*
> *Otherwise Press [2].*

6. Press **[1]** to delete all group members.

> *This group has no members.*
> *To change the group name, Press [1].*
> *To add group members, Press [2].*

7. Press **[2]** to delete individual mailboxes from the distribution list.
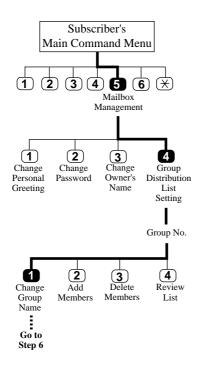
> *Mailbox (1st mailbox number stated) (group name stated).*
> *To delete, Press [1].*
> *To play the next, Press [2].*
> *(Message and menu choices repeated for each mailbox.)*

   a) Press **[1]** to delete the stated mailbox.

   > *Group member deleted.*

   b) Repeat this procedure until all desired members have been deleted.

4.7   Deleting Group Distribution Lists

This feature is used to delete a group distribution list.

➤ To delete a group distribution list, first delete all group members. (See 4.6   Deleting Group Distribution Members.)

1. Log in to your mailbox to access the Main Command Menu.

2. Press **[5]** for Mailbox Management.

3. Press **[4]** to set the Group Distribution List.

> *Enter a group distribution number 1 through 4.*

4. Enter a group number **[1-4]**.

> *This group has no members.*
> *To change the group name, Press [1].*
> *To add group members, Press [2].*
> *To delete group members, Press [3].*
> *To review this group, Press [4].*

5. Press **[1]**.

> *(Group name stated).*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To erase, Press [3].*
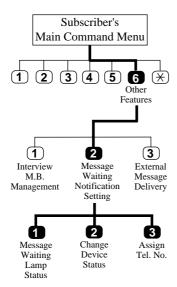
6. Press **[3]** to erase the group name.

> *Group name erased.*

4.8 Message Waiting Notification

The VPS is able to notify you when a new message has been recorded in your mailbox. You can be notified (1) by message waiting lamp on your telephone, or (2) by a call to another telephone (e.g., your mobile phone), or (3) by your beeper. You can assign time frames to each of these devices.

The VPS is also able to notify your beeper with the callback number of the party who left the message. The telephone number stored on the VPS for your beeper must include the beeper display command.

Three features can be set for message waiting notification: Message Waiting Lamp Status, Change Device Status, and Assign Telephone Number. These features can be set by the System Administrator or at a subscriber's telephone. Each device has its own phone number that must be entered.

➤ **Message Waiting Lamp Notification Setting**
- The VPS illuminates the message waiting lamp of your extension when a new message is recorded in your mailbox.

➤ **Setting Device Status**
- For each device, the notification can be enabled, disabled, or enabled to a preset schedule. Setting notification to a preset schedule can only be established by the System Administrator.

➤ **Notification Number Assignment**
- You can set up to 3 telephone or beeper numbers to ring when you wish to receive notification calls.

1. Log in to your mailbox to access the Main Command Menu.

2. Press **[6]** for Other Features.

> *For Interview Mailbox Management, Press [1].*
> *To set up Message Waiting Notification, Press [2].*
> *For External Message Delivery, Press [3].*

3. Press **[2]** to set Message Waiting Notification.

> *To change the Message Waiting Lamp Status, Press [1]*
> *To change the Device Status, Press [2].*
> *To Assign a Telephone or Beeper Numbers, Press [3].*

4. To change the Message Waiting Lamp Status, go to Step 5.
To change the Device Status, go to Step 6.
To assign Telephone or Beeper Numbers, go to Step 8.

5. Press **[1]** to change Message Waiting Lamp Status.

> *Message Waiting Lamp Notification (status stated - enabled*
> *or disabled).*
> *To change, Press [1].*
> *To accept, Press [2].*

➤ **Caution:** Changing an enabled status (message waiting light will illuminate when message received) will disable (turn off) the message waiting light.

a) Press **[1]** to change from enabled to disabled or from disabled to enabled.

> *Message Waiting Lamp Notification (status stated - enabled*
> *or disabled).*
> *To change, Press [1].*
> *To accept, Press [2].*

b) Press **[2]** to accept the change.

6. Press **[2]** to set the device status.

> *Enter device number one through three.*

a) Enter the device number.

> *Device number is (device number stated).*
> *(Device status stated).*
> *To use for scheduling, Press [1].*
> *To use continuously, Press [2].*
> *To use not at all, Press [3].*

b) Select the status.

> *(The status selected is repeated)*

7. To assign telephone or beeper numbers, go to Step 8.
To delete an existing telephone number, go to Step 9.
To change an existing telephone number, go to Step 10.

8. Press **[3]** to assign telephone or beeper numbers.

> *To change the first telephone number, Press [1].*
> *To change the second telephone number, Press [2].*
> *To change the third telephone number, Press [3].*

a) Press **[1]**, **[2]**, or **[3]** to enter a telephone number for the first time.

> *(1st, 2nd, etc.) telephone number is not assigned.*
> *Any digit on the telephone keypad can be used. Enter the*
> *telephone number and wait. To insert a pause or special*
> *command, enter the partial number and wait for the options*
> *menu.*

b) Enter the telephone number at the completion of the previous message. Press **[9]** or a **line access code** (contact your System Manager if you do not know your code) **[area code** - if needed**] [7 - digit telephone number]**.

➤ Enter a pause by entering the telephone number up to the point
where the pause must be placed and wait.
The options menu will played - Press **[5]** to enter a pause.
The options menu will be played again.
Press **[4]** to add more digits then complete entry of the telephone number.

> *Telephone number is (number entered is stated).*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To review, Press [3].*
> *To add more digits, Press [4].*
> *To insert a pause, Press [5].*
> *To set dial mode, Press [6].*
> *To insert a wait for dial tone, Press [7].*
> *To insert a beeper display command, Press [8].*

c) Press **[2]** to accept the number entered.

> *For notification by telephone, Press [1].*
> *For notification by beeper, Press [2].*

d) Press **[1]** or **[2]** for telephone or beeper notification.

> *I'll notify by (beeper or telephone).*

9. Press **[1]**, **[2]**, or **[3]** to delete an existing telephone number.

> *(1st, 2nd, etc.) telephone number is (number stated).*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To delete, Press [3].*

a) Press **[3]** to delete the number selected.
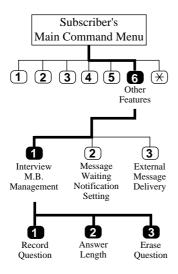
> *Telephone number deleted.*

10. Press **[1]**, **[2]**, or **[3]** to change an existing telephone number.

> *(1st, 2nd, etc.) telephone number is (number stated).*
> *To change, Press [1].*
> *To accept, Press [2].*
> *To delete, Press [3].*

a) Press **[1]** to change the number selected.

b) Repeat Step 8 to enter the new number(s).

4.9 Interview Mailbox

```
        ┌─────────────────┐
        │   Subscriber's  │
        │ Main Command Menu│
        └─────────────────┘
    ┌───┬───┬───┬───┬───┬───┬───┐
   (1) (2) (3) (4) (5) ❻  (✻)
                        Other
                        Features
              ┌─────────┼─────────┐
             ❶          ❷          ❸
           Interview   Message   External
           M.B.        Waiting   Message
           Management  Notification Delivery
                        Setting
          ┌─────────────┼─────────────┐
         ❶             ❷             ❸
       Record        Answer        Erase
       Question      Length        Question
```

An Interview Mailbox plays prerecorded questions to callers and records their answers. You can record up to 10 questions and set the answer lengths from 4 to 32 s. The answers are recorded and stored, in order, in your mailbox. The answer length must be set and questions must be recorded.

➤ To activate this feature your System Manager or System Administrator must assign an Interview Mailbox to your mailbox.

1. Log in to your mailbox to access the Main Command Menu.

2. Press **[6]** for Other Features.

> *For Interview Mailbox Management, Press [1].*
> *To set up Message Waiting Notification, Press [2].*
> *For External Message Delivery, Press [3].*

3. Press **[1]** for Interview Mailbox Management.

> *To record the question, Press [1].*
> *To set the answer length, Press [2].*
> *To erase the question, Press [3].*

4. To record questions, go to Step 5.
To set answer length, go to Step 6.
To erase a question, go to Step 7.

5. Press **[1]** to record interview questions.

> *(No question recorded) or Question # (first question stated).*
> *To change this question, Press [1].*
> *To go to the next question, Press [2].*
> *To skip to the previous question, Press [3].*
> *To go directly to a question, Press [4].*

a) Press **[1]** to record the first question.

> *Record the question at the tone.*
> *To end recording, Press [1].*
> *To pause and restart recording, Press [2].*

b) Record the question and Press **[1]** to end recording.

> *To review, Press [1].*
> *To accept, Press [2].*
> *To erase and try again, Press [3].*
> *To add, Press [4].*
> *To erase and exit, Press [*].*

c) Repeat Steps 5a to 5b until all questions have been recorded.

6. Press **[2]** to set answer length.

> *(No question recorded) or Question # (first question stated).*
> *Answer length is (answer length stated).*
> *To change the answer length, Press [1].*
> *To skip to the next question, Press [2].*
> *To go back to the previous question, Press [3].*
> *To go directly to a question, Press [4].*

a) Press **[1]** to change the answer length.

> *For 4 s, Press [1].*
> *For 8 s, Press [2].*
> *For 16 s, Press [3]*
> *For 32 s, Press [4].*

b) Select the answer length desired.

> *Answer length is (answer length stated).*
> *To change the answer length, Press [1].*
> *To skip to the next question, Press [2].*
> *To skip to the previous question, Press [3].*
> *To go directly to a question, Press [4].*

c) Repeat the process for each question.

7. Press **[3]** to erase questions.

> *(No question recorded) or Question # (first question stated).*
> *To erase this question, Press [1].*
> *To skip to the next question, Press [2].*
> *To skip to the previous question, Press [3].*
> *To go directly to a question, Press [4].*

a) Press **[1]** to erase the question.

> *Question erased.*
> *The VPS plays the next question.*

b) Repeat this step for all questions to be erased.

4.10 Live Call Screening

By assigning one of your telephone keys to this feature, you can monitor incoming calls that have been forwarded to the Voice Mail Service.

When in the Hands-Free Mode, you can monitor the incoming call through the telephone's built-in speaker. You can speak with the caller by picking up the handset.

When in the Private Mode, you can monitor the incoming call through the handset after you hear the notification tone. You can speak with the caller by pressing the feature key or you can stop listening to the message by replacing the handset.

➤ This feature is available only if your company is using a Panasonic KX-TD series telephone system and if the System Administrator has provided your extension with this feature.

➤ For detailed information concerning this feature, please refer to the Installation Manual for the Panasonic KX-TD series telephone system.

4.11   Recording a Two-Way Conversation

By assigning one of the function keys on your telephone to this feature, you can record the conversation that you are having.
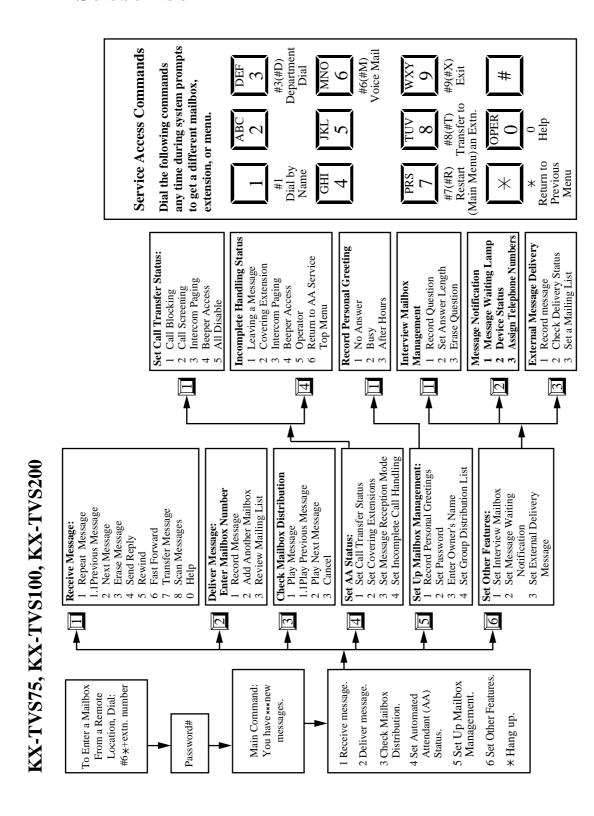
You must always notify the other party before you begin recording.

➤ This feature is available to you only if your company is using a Panasonic KX-TD series telephone system and if the System Administrator has provided your extension with this feature.

Special Features

Appendix   A
Quick Reference

A1   Subscriber

Service Access Commands

Dial the following commands any time during system prompts to get a different mailbox, extension, or menu.

1	**ABC 2**	**DEF 3**
#1 Dial by Name		#3(#D) Department Dial
GHI 4	**JKL 5**	**MNO 6**
		#6(#M) Voice Mail
PRS 7	**TUV 8**	**WXY 9**
#7(#R) Restart (Main Menu)	#8(#T) Transfer to an Extn.	#9(#X) Exit
⁎	**OPER 0**	**#**
⁎ Return to Previous Menu	0 Help	

KX-TVS75, KX-TVS100, KX-TVS200

To Enter a Mailbox From a Remote Location, Dial: #6⁎+extn. number

↓

Password#

↓

Main Command: You have ⁎⁎⁎new messages.

1 Receive message.
2 Deliver message.
3 Check Mailbox Distribution.
4 Set Automated Attendant (AA) Status.
5 Set Up Mailbox Management.
6 Set Other Features.
⁎ Hang up.

1
Receive Message:
1 Repeat Message
1.1 Previous Message
2 Next Message
3 Erase Message
4 Send Reply
5 Rewind
6 Fast Forward
7 Transfer Message
8 Scan Messages
0 Help

2
Deliver Message:
Enter Mailbox Number
1 Record Message
2 Add Another Mailbox
3 Review Mailing List

3
Check Mailbox Distribution
1 Play Message
1.1 Play Previous Message
2 Play Next Message
3 Cancel

4
Set AA Status:
1 Set Call Transfer Status
2 Set Covering Extensions
3 Set Message Reception Mode
4 Set Incomplete Call Handling

5
Set Up Mailbox Management:
1 Record Personal Greetings
2 Set Password
3 Enter Owner's Name
4 Set Group Distribution List

6
Set Other Features:
1 Set Interview Mailbox
2 Set Message Waiting Notification
3 Set External Delivery Message

1
Set Call Transfer Status:
1 Call Blocking
2 Call Screening
3 Intercom Paging
4 Beeper Access
5 All Disable

4
Incomplete Handling Status
1 Leaving a Message
2 Covering Extension
3 Intercom Paging
4 Beeper Access
5 Operator
6 Return to AA Service Top Menu

1
Record Personal Greeting
1 No Answer
2 Busy
3 After Hours

1
Interview Mailbox Management
1 Record Question
2 Set Answer Length
3 Erase Question

2
Message Notification
1 Message Waiting Lamp
2 Device Status
3 Assign Telephone Numbers

3
External Message Delivery
1 Record message
2 Check Delivery Status
3 Set a Mailing List

A2 Message Manager

Service Access Commands

Dial the following commands any time during system prompts to get a different mailbox, extension, or menu.

1 #1 Dial by Name	ABC 2	DEF 3 #3(#D) Department Dial
GHI 4	JKL 5	MNO 6 #6(#M) Voice Mail
PRS 7 #7(#R) Restart (Main Menu)	TUV 8 #8(#T) Transfer to an Extn.	WXY 9 #9(#X) Exit
＊ * Return to Previous Menu	OPER 0 0 Help	#

KX-TVS75, KX-TVS100, KX-TVS200

Dial in to the VPS.

→ To Enter a Mailbox: dial #6✱998

→ Password #

→ Main Command: You have ✱✱✱new messages.

1 Transfer General Delivery Messages.
2 Set up Message Waiting Notification.
3 Customize Mailbox.
4 Set Clock.
5 Modify Message.
✱ Hang up.

|1|
1 Repeat Message
1.1 Previous Message
2 Next Message
3 Erase Message
4 Send Reply
5 Rewind
6 Fast Forward
7 Transfer Message
8 Scan Messages

|2|
1 Change Message Waiting Lamp.
2 Change Device Status.
3 Assign Telephone or Beeper.

|3|
Set Password
Set Day Operator
Set Night Operator

|4|
Set Time
Set Date

|5|
1 Record Company Greeting
2 Record Company Name
3 Record Department Dialing Menu
4 Record Custom Service Menu
5 Record Voice Label
6 Modify User Prompt
   #1-your voice-English
   #2-your voice-second language
7 Record Selection Menu

A3　System Manager

Service Access Commands

Dial the following commands any time during system prompts to get a different mailbox, extension, or menu.

1 #1 Dial by Name	ABC 2	DEF 3 #3(#D) Department Dial
GHI 4	JKL 5	MNO 6 #6(#M) Voice Mail
PRS 7 #7(#R) Restart (Main Menu)	TUV 8 #8(#T) Transfer to an Extn.	WXY 9 #9(#X) Exit
* * Return to Previous Menu	OPER 0 0 Help	#

KX-TVS75, KX-TVS100, KX-TVS200

Dial in to the VPS.

To Enter a Mailbox: dial #6✱ 999

Password #

Main Command:
You have•••new messages.

1　Receive messages
2　Deliver messages
3　Customize the mailbox.
4　Check mailbox distribution
5　System report
6　Other features
✱　Hang up.

1
1　Repeat Message
1.1　Previous Message
2　Next Message
3　Erase Message
4　Send Reply
5　Rewind
6　Fast Forward
7　Transfer Message
8　Scan Messages

2
1　Broadcast Message
2　Delivery Single Message

3
Set Password

4
Verify Outgoing Message

5
1　System Service Report
2　Disk Usage
3　Port Usage
4　Mailbox Usage
5　Mailbox Parameters
6　Generate Call Accounting
7　Class of Service
8　Fax Call Report

6
1　Set Up Mailbox
2　Class of Service
3　Clock

1
1　Assign or edit the mailbox
2　Delete a mailbox
3　Reset a mailbox password

Glossary

Alternate Extension Group

If you have extensions (for example, modems) that require a special transfer sequence (Alternate Extension Transfer Sequence) put them into this group and then set the transfer sequence.

Auto Configuration

(Available with DPT Integration only.) The VPS can automatically draw information from the KX-TD816, the KX-TD1232, the KX-TD500 or the KX-TD308. This saves time in the initial setup.

Auto Forwarding

Allows unretrieved messages to be copied or forwarded to another mailbox.

Automated Attendant

An electronic operator capable of transferring a caller to an extension.

Call Blocking

Connects the caller to the Incomplete Call Handling Service without ringing the subscriber's extension.

Call Duration

The maximum time allowed for an external message that is to be delivered by the VPS, specified by the subscriber.

Call Screening

Allows subscribers to screen calls; the caller hears the message: "Please state your name." The VPS records the caller's name, then puts the caller on hold to play the name for the subscriber who decides whether or not to take the call.

Call Transfer

Transfers a call to the requested destination or to an alternative extension.

Called Party ID

(Sometimes referred to as Follow-On ID) Allows the VPS to dial extra digits to bring the caller directly to a specified mailbox, rather than to the General Delivery Mailbox.

Circular Hunting

A search of all extensions in a hunt group to find an open line. For example, if a hunt group includes 241, 242, 243, and 244, if 243 is busy, the system goes to 244, 241, then 242, until it finds a free extension.

Covering Extension

This can be a destination for Incomplete Call Handling Service. Also, it can be accessed by pressing zero during the playing of a Personal Greeting.

Company Greeting

A short greeting that is played prior to the Custom Service Greeting: "Thank you for calling (Your Company Name)."

Company Greeting Mode

Determines which greeting is played (day, night, or holiday).

Custom Service Setting

Allows one-touch access to extensions, other custom service menus, System Group Distribution Lists, mail boxes, etc. A greeting can be recorded for each of the 100 menus to give verbal directions to the non-subscriber.

Default Setting

A parameter which was defined for the system at the factory and can be changed through system programming; i.e. the System Administrator or the System Manager.

Delayed Ringing

There are 2 kinds of delayed ringing applications:
(1) The VPS is used as the no-answer destination for the Intercept Routing feature of your PBX.
(2) DIL 1:N (CO line to several extensions) terminates on telephones and
VPS ports. To give the telephone users a chance to answer calls, the
VPS lines should be programmed for delayed ringing. Otherwise, the
VPS will answer the calls immediately.

Delivery Time

The time specified by the subscriber for the VPS to deliver a prerecorded message.

Department Dialling

A number (1-9) assigned to transfer an outside caller to a specific extension.

Direct Mailbox Access

(Available with DPT Integration only.) A subscriber can enter his mailbox directly when he calls the VPS from his extension. He does not have to enter any special codes. But his password, if established, must be entered.

DPT Integration

Digital integration between the KX-TD816, the KX-TD1232, the KX-TD500 or the KX-TD308 and the VPS.
Requires upgraded software in the telephone switch.

DTMF

(Dual Tone Multi Frequency) Commonly referred to as touch tone.

External Call Forwarding

(Available on the KX-TA624, the KX-TD816, the KX-TD1232, the KX-TD500 and the KX-TD308) Forwards calls to an extension that has call forwarding activated to an outside phone.

External Delivery Message

A message intended for automatic delivery to a party outside of the company.

External Message Delivery List

Allows the subscriber to create 2 lists to deliver messages to outside parties. Each list can have 8 destinations.

External Message Delivery Redial

Allows the subscriber, when making an external delivery, to instruct the VPS to make a maximum of 9 retries when the line is busy or when there is no answer.

Fast Forward

Puts the user 4 s ahead in the current message.

Floating Extn. Number

See Logical Extension.

Follow-On ID

See Called Party ID.

General Delivery Mailbox
> When the caller does not dial anything (either because he does not want to or he is using a rotary telephone), he can be sent to the General Delivery Mailbox.
> Periodically (daily is best), the Message Manager should transfer the contents of the General Delivery Mailbox to the appropriate destinations.

HELP
> One of the utility commands. It lists all utility commands with a brief description of each.

Immediate Reply
> Allows the message receiver to reply to a message without specifying the extension number of the sender.

Inband Signaling
> The Follow-On ID (or Caller ID) that integrates the VPS and the telephone switch. Uses intercom paths to light message wait light. Does not give "high end" features such as: Intercom Paging, Two-Way Recording, Live Call Screening, etc.

Incomplete Call Handling Service
> Calls are considered incomplete when there is no answer or if the line is busy.
> The Incomplete Call Handling Service can be set for 6 options:
> (1) to record a message from the caller,
> (2) transfer the caller to a covering extension,
> (3) page the mailbox owner via the PBX,
> (4) notify the mailbox owner via beeper,
> (5) transfer the caller to the operator, or
> (6) let the caller try another extension.

Integration
> Required between the VPS and the telephone switch. See Inband signaling and DPT Integration.

Intercept Routing No Answer
> When a call is not answered, it can be transferred to another extension, or to the VPS. (This is a PBX feature.)

Intercom Paging
> (Available with DPT Integration only.) Allows up to 8 different paging groups. An outside party can reach a subscriber who is away from his/her telephone using either internal or external page groups.

Interview Service

A special type of subscriber mailbox enabling the subscriber to record up to 10 questions. After the answers are recorded the Message Waiting Lamp is turned on at the subscriber telephone. (Good for claims departments, order desks, job applications, etc.)

Keypad

All touch-tone keys on the telephone.

LCD

Liquid crystal display.

Live Call Screening

(Available with DPT Integration only.) The proprietary telephone works like an answering machine.

The subscriber can hear the caller through the speaker phone while the message is being recorded.

LOAD

One of the utility commands. It is used to load new or saved data to the VPS from a personal computer.

Logical Extension

(Sometimes referred to as Floating Extension Number or Virtual Extension) Doesn't go to an actual telephone extension; used for paging devices, mailboxes without telephones, amplifiers connected to paging ports, etc.

Mailbox Capacity (messages)

The number of messages that can be recorded in a subscriber's mailbox; should be set between 5 and 100 messages by the System Administrator or the System Manager.

Mailbox Capacity (recording time)

The total amount of time for messages in a subscriber's mailbox; should be set between 5 and 100 min. by the System Administrator or the System Manager.

Mailbox Extension

Normally the same number as the telephone extension number.

Mailbox Management

Allows a subscriber to alter the setting for personal mailboxes.

Menu
A list of choices from which the user can select by using the telephone keypad or the keys from a personal computer.

Message Manager
(Mailbox 998) The person who takes care of the General Delivery Mailbox, records company greetings, custom service greetings and changes the original voice prompts. Limited system programming capabilities.

Message Retention Time
The amount of time the system will store a message before deleting the message.

Message Retrieval Order
The order in which the subscriber retrieves massages: Last In First Out (LIFO) or First In First Out (FIFO).

Message Transfer
Allows a subscriber to reroute a message to another mailbox unless the message was marked "private." Additional comments can be added to this message.

Message Waiting Lamp
Light on proprietary telephones that is lit when there are messages in the mailbox.

Message Waiting Notification
The VPS can notify subscribers and the Message Manager when they have received messages (if authorized by the System Administrator or the System Manager). Notification methods are: (1) by Message Waiting Lamp, or (2) by external telephone, or (3) by beeper.

Multilingual Selection Menu
This menu is recorded by the Message Manager and allows callers to choose the language they want (System, User 1 or User 2 prompts) when they call the VPS.

Non-Subscriber
A caller to the VPS who does not own a mailbox.

Notification Method
(See Message Waiting Notification.)

Operator
Up to 3 destinations can be assigned as operators. This is the extension that receives calls when the calling party is on a rotary phone or dials [0].

Owner's Name

After a subscriber records his name, his name will be announced during transfers, Intercom Paging, and confirmation of Dialing by Name.

Independent of this recording is registration of name by System Administrator. This allows callers to dial parties by name (Dialing by Name) rather than by number. For example, a caller can dial "S-M-I-T" (Smith) rather than Smith's mailbox number, which can be hard to remember.

Password

A number chosen by a subscriber or a manager to protect access to the mailbox.

Personal Greetings

A subscriber can personalize his mailbox to greet callers. There are 3 kinds of Personal Greetings:
(1) No Answer Greeting
(2) Busy Signal Greeting
(3) After Hours Greeting

Personal Group Distribution List

Each subscriber can have 4 distribution lists containing up to 20 mailboxes in each list. Used to send the same message to a variety of people.

Port

The point of connection between the telephone switch and the VPS.

Pound Sign

The [#] key on the telephone keypad.

Private Message

A message which is delivered to a specific mailbox, that cannot be forwarded.

Prompt

A prerecorded list of options or a guidance message played to the user. The English system prompts are prerecorded at the factory and can be changed. Up to 2 other languages can be recorded as user prompts.

Review

Plays back a message.

Rewind

Replays the last 4 s of a message.

Rotary Telephone

A telephone capable of pulse dial only. Callers using a rotary telephone will be automatically forwarded to the operator or the general delivery mailbox.

SAVE

One of the utility commands. It is used to save VPS data to a personal computer.

Scanning Messages

Allows the subscriber to listen to only the first 4 s of each message. Another method is to use the digit [2] while listening to a message; this advises the VPS to skip to the next message.

Station Programming

Programming via the proprietary telephone.

Subscriber

A person who has an assigned mailbox.

System Administration

System programming from a personal computer.

System Administrator

Unlike the Message Manager and the System Manager, the System Administrator has full system programming capability. He uses a computer connected to the RS-232C port of the VPS.

System Group Distribution List

The system can maintain an internal list of twenty mailbox groups. Each group can hold twenty mailboxes. Each group is referenced by System Group Distribution List number and is assigned via system administration. A recording into System Group Distribution List number will go into the mailboxes of all members of that group.

System Manager

(Mailbox 999) The person who can perform very basic and limited system programming using a telephone. He can create/delete mailboxes; clear subscriber passwords when they are forgotten; set Class of Service parameters; set the system clock; and generate System Reports.

System Report

Eight System Reports can be acquired by the system administrator or system manager upon request.

TIME

One of the utility commands. It is used to confirm or set the time and date of the VPS.

Two-way Recording (TWR)

(Available with DPT Integration only.) Allows a subscriber to record a conversation into his/her mailbox.

Two-Way Transfer (TWT)

(Available with DPT Integration only.) Allows a subscriber to record a conversation into another person's mailbox.

Virtual Extension

See Logical Extension.

Voice Mail

A general term used for messages recorded over the phone from one person to another.

Voice Mail Button

(Available with DPT Integration only.) Allows one touch access to the voice mail box. Subscribers can use a function or a CO key.

Voice Prompt

Recorded VPS instructions to callers. These are either system prompts or user prompts.

VPS

Voice Processing System (e.g., Panasonic KX-TVS75, KX-TVS100 and KX-TVS200).

Panasonic Consumer Electronics Company, Division of Matsushita Electric Corporation of America
One Panasonic Way, Secaucus,
New Jersey 07094

Panasonic Sales Company ("PSC") Division of Matsushita Electric of Puerto Rico, Inc.
Ave. 65 de Infantería, Km. 9.5,
San Gabriel Industrial Park, Carolina,
Puerto Rico 00985