

TECH ■ TALK

COMMUNICATION SYSTEMS DIVISION

OCTOBER 1998

THE KX-TA624 SPECIAL EDITION



THE PERFECT SYSTEM
FOR ALL OF YOUR
HOME / HOME OFFICE
AND BUSINESS
APPLICATIONS

**Do You Have The Talent To Sell Anything To Anyone At Anytime?
Well, You Can Throw All Of That Talent In The Garbage
!YOU DON'T NEED IT!**



**THE NEW
KX-TA624**

**AN ADVANCED HYBRID SYSTEM
Will Sell Itself**

**THE PERFECT SYSTEM FOR ALL OF YOUR
BUSINESS APPLICATIONS**

Choosing a telephone system is one of the most important business decisions that your customer will ever make. Because the telephone is the central part of their day to day business activity, they need a phone system that will help them manage their calls dynamically and efficiently. They also need a system that is highly flexible. One that will allow them

to connect many types of phone equipment. One that will grow as their business grows, without the need for costly upgrades.

The KX-TA624 works with all KX-T7000 series telephones and single line devices, such as answering machines, cordless phones, fax machines, and computer modems, without the need for additional cards.

Features like Caller ID compatibility, and voice mail integration enable more effective call handling.

Connecting a Panasonic TVS system to the KX-TA624 gives you advanced voice mail features such as automated attendant service, interview service, custom service scripts, and much, much more.

DUAL PORT USAGE

You can easily connect a Panasonic proprietary telephone and a single line device simultaneously to any extension port. This feature increases the cost effectiveness of the system and helps eliminate extra wiring costs.

SMDR

Just connect a serial printer or attach a call accounting system to the KX-TA624 and your customer will know who called where, when and for how long. They can keep track of costs to be billed to clients, departments or employees.

5 LEVELS OF TOLL RESTRICTION

The KX-TA624 can be programmed to prohibit unauthorized outgoing long distance calls by restricting certain extensions from accessing specified area codes or exchanges. 5 classes of service are available in the KX-TA624 and can be assigned to any extension.

THREE DIFFERENT RING MODES

The system can be programmed to automatically switch between day, night and lunch modes at a pre-scheduled time every day. The modes can also be changed manually by the operator or manager at any desired time of the day.

**MUSIC ON HOLD - ABSENT MESSAGE - CALL WAITING - UNATTENDED CONFERENCE
ACCOUNT CODES -- BACKGROUND MUSIC - INTERCEPT ROUTING -WAKE UP CALLS
STATION HUNTING - WALKING COS - DELAYED RINGING - MESSAGE WAITING - RING
GROUPS - CO CALL TRANSFER EXTERNAL - PLUS MANY MORE VALUABLE FEATURES**

INSTALLING THE KX-TA624

HERE ARE SOME THINGS THAT YOU SHOULD KEEP IN MIND WHEN INSTALLING THE KX-TA624

>> If you are adding a KX-TA62460 doorphone card, it should be the first card that you install. It will be easier to connect the cable if the other expansion cards are not installed yet.

>> It will be easier to install your expansion cards before mounting the system on the wall.

>> Try to mount the system with the connectors facing sideways, not up. This will prevent little pieces of wire, dust, dirt or other stuff from falling into unused jacks.

>> The KX-TA62477 (3 CO x 8 Station) expansion card can only be installed in the first expansion slot.

>> The KX-TA62470 (8 Station) expansion card can be installed in either expansion slot 1 or 2. When it is installed in the first expansion slot, the jack numbers are 17-24, not 9-16 and the extension numbers are 117-124, not 109-116. The jack numbers are hard coded and stay with the card. If you want to, you can change extension numbers 117-124 to be 109-116 so that they appear to be consecutive to the user. (Be careful, it can get very confusing during future add-ons and maintenance of the system when extension and jack numbers do not match.)

>> The KX-TA62460 Doorphone/Door Opener card has four doorphone connections and has two speech paths available to it. (Doorphones sharing the same speech path will not allow simultaneous talking) Doorphones 1 and 2 share the same speech path, and doorphones 3 and 4 share the other speech path. Therefore, to provide optimum performance when only two doorphones are installed, use doorphones 1 and 3, or 2 and 4.

>> Just like all of our other systems, the Doorphone/Door Opener card does not provide any power to the door strike unit. Power must be provided by an external power source.

>> To initialize the system, use program #999. If you forget the password that is used to enter the program mode, (default is 1234) then use the clear

switch inside the unit, to initialize the system. (Turn off the power and move the Clear switch (SW2) to the clear position. Turn the power on, wait about 5 seconds, or until the power light starts blinking and then slide the switch back to normal) Remember, all system data will be cleared.

>> The system can only be programmed from a KX-T7130 or KX-T7030 connected to jack 01. Do not attempt to access system programming by connecting a PC or Laptop to the DB9 connector on the side of the cabinet. It will not work.

>> Please note that the Caller ID and Caller ID Log features work differently under certain programmed conditions. Programs 900-904 must be addressed when using Caller ID. You also have to program both a Caller ID Selection and a Caller ID Indication Button on the phones, and without saying, you have to install the optional KX-TA62493 card(s) in the correct slot(s). Please reference the installation manual for detailed explanations.

>> No more loop-the-loop wiring when hooking up an answering machine to an extension. Use program #611 to identify which jacks have answering machines connected to them. You can screen the calls and answer them from any other extension. The answering machine will then automatically drop the call.

>> Ring groups are available only when the incoming calls are routed thru DISA. You cannot transfer or make an ICM call to a ring group. There are no pilot or floating numbers assigned to the groups.

>> The Room Monitoring feature allows users to secretly monitor other rooms or doorphones. Only the doorphones will get a splash tone, but this can be removed in programming. There are some very specific procedures and guidelines to follow when activating this feature, so please read the Installation and User Manual very carefully.

** WARNING...PLEASE READ THE FOLLOWING TECH NOTE **

Please do not move the SW3 switch, located next to the main chip, #101. It is used by the CPU to determine what size chip is in socket #101. Currently it will only work if set to the "2M" position!

LET'S TALK ABOUT SECURITY

Who says that doing business in the 1990's is easy? Not only do you have to be business smart and very "street" smart, but if you want to compete in today's fast paced business world you will have to stay abreast of all of the new high-tech electronic office equipment available today.

If you do not computerize your daily operations and bring your office into the electronic age, you will find that you will not be able to stay up with the competition.

Almost every office today is equipped with some type of high tech electronic equipment that is designed to make the workers day more profitable than the day before.

In today's high tech offices, two of the most important pieces of equipment are the computer system and the communications system, both of which hold many of the companies secrets, which if stolen can prove fatal.

The computer system may hold client information, inventory information and private bank records. The communication system holds that information plus more, in the form of daily telephone conversations between employees and outside contacts.

Sometimes, there is a constant and steady flow of private business information being transferred from one place to another through modems which are hooked up to the communication lines.

Voice mail and Email messages can hold certain information which in the hands of the wrong people can do devastating damage to your customers business. Unprotected com-

puter and communication systems leave their business's back door open to some of the most smartest but yet dangerous criminals of allthe HACKER.

One piece of special office communications equipment that these hackers love to invade and gather their information from is the company's voice mail system. The voice mail system, if left unprotected, can lead to the mysterious leakage of proprietary information that appear in the form of voice messages left in mailboxes. Once a hacker gets into a system, he searches through unprotected mailboxes listening to and erasing some of the most private and top secret messages. Messages left in an employee's mailbox usually has information about the companies future plans, sales, purchases, and some private stuff that hackers will use to their advantage.

If this person is out to get your company, he or she can acquire some very useful ammunition from these hacked voice mail systems. One way that your customers can protect themselves against a rude invasion is to use **PASSWORDS** whenever possible.

Here's a short story that ran in my local newspaper recently that explains what happened to a company in a nearby town when they terminated one of their sales reps.....

Soon after they let this sales rep go, they started getting complaints that voice mail messages were not being returned. Other sales reps at the company were stumped because they never remembered receiving the messages in the first place.

After many months of digging and troubleshooting by the installer, and a huge lose of business, almost causing the company to go into bankruptcy, they finally figured out what was going on.

This ex-employee was tapping into the mailboxes of the reps that he use to work with, and deleting messages from potential customers, whom he would then call on his own.

The company estimated that they lost almost one million dollars due to this breach of security.

Some experts say that this company got off easy. Sometimes the damage is much greater and might even go undetected for a much longer length of time.

Although the use of passwords is not a 100% guarantee of protection, it serves as a major road block to these annoying hackers. There are some hackers that have more than the normal amount of experience and ruthless determination which they use to crack a password as easily as you and I walk over a crack in the sidewalk.

The need of special security within your office communication system becomes more and more of a priority as technology progresses and as hackers gain the electronic know-how they need to get into almost any system made today.

Passwords are now being used in all aspects of life. We even need passwords in order to enter passwords.

In today's high tech office environments, the need for a strict password usage policy is a must.

HERE'S HOW YOUR CUSTOMERS CAN USE PASSWORDS IN THEIR PANASONIC KX-TVS VOICE PROCESSING SYSTEMS

During every sales call or system cut over you should always make sure to point out to your customer, the importance of using passwords. As discussed in the above paragraphs, passwords might just save their business.

Other than individual mailbox passwords, which are assigned by the mailbox owner, there are many other areas of the system where passwords are used. Here is a brief description of each. Where needed please refer to the manual for further instructions on assigning these passwords:

The System Reset/Clear Password.....*Is found under the "PASS" command in the "UTILITIES" screen, it is necessary to enter this password when resetting or totally clearing the entire system via the laptop.*

The Administrative Password.....*Is also found under the "PASS" command. This password is needed when entering the program and making changes through the laptop.*

System Manager Mailbox Password.....*Access to this mailbox (#999) allows the user to delete subscriber passwords and entire*

mailboxes as well as changing certain parts of the overall program.

Message Manager Mailbox Password.....*If a hacker gets into this mailbox (#998) he can change all of the system greetings and prompts.*

Individual Mailbox Passwords....*These are needed to access an individuals mailbox and listen to or delete any messages left in that mailbox.*

External Message Delivery Passwords...*These are entered before the intended person can listen to a message when the "External Message delivery" feature is used.*

CSD tech support highly recommends that you and your customers use passwords. We also think that you should change these passwords on a regular basis. Tech Support can help you if you or your customers forget the Administrative Password and cannot enter programming. Proper authorization and remote access will be necessary for us to assist you in that situation. For more information or help with your passwords, just contact us at **201-392-4843**.

PANASONIC
And The
COMMUNICATION SYSTEMS DIVISION
Is Proud To Introduce To You
The New

KX-TA624



AN ADVANCED HYBRID SYSTEM

**THE PERFECT SYSTEM FOR ALL OF YOUR
HOME AND HOME-OFFICE APPLICATIONS**

4 DOORPHONES / OPENERS

Just add the optional KX-TA62460 Doorphone card and you can use 4 doorphones and 4 openers. The 4 openers can also be used as relays to activate other devices. Ring tones are adjustable.

CALLER ID COMPATIBLE

With the addition of the optional KX-TA62493 Caller ID card, your system will display either name or number, with the ability to toggle between both.

FULLY MODULAR DESIGN

The KX-TA624 is an installers dream. The extension and trunk connections are all separate RJ-11 and RJ-14 connectors. Optional cards are easily added to the system as needed.

CALLER ID LOG

Once Caller ID is enabled, the system can automatically log unanswered calls. The system has the ability to log 20 unanswered calls at each extension.

VOICE MAIL / INBAND INTEGRATION

DTMF Inband Integration allows you to efficiently connect the KX-TA624 to any Voice Processing system. There is no need for any additional cards, it is all built right into the system.

CHILD'S ROOM MONITOR

The Room Monitor feature can be used to silently monitor the children in another room from any other telephone in the house. New parents just love this great feature.

DISA WITH OUTGOING MESSAGE AND FAX DETECTION

The optional KX-TA62491 card adds DISA to the system. A caller can be given a message and asked to enter one digit to reach a specific extension. The card also adds Fax Detection to this already fantastic system.

KX-T7880 COMPATIBLE

Using the KX-T7880 with the KX-TA624 gives your customers the freedom and mobility they demand. There are three flexible CO buttons as well as an ICM button. The KX-T7880 900 MHz Cordless phone will allow easy access to most of the systems features.

INTERNAL & EXTERNAL PAGING - AUTOMATIC REDIAL - CALL FORWARDING - 5 LEVELS OF TOLL RESTRICTION - CONFERENCE CALLING - 100 NUMBER SPEED DIAL - DUAL PORT USAGE - ELECTRONIC STATION LOCK - FLEXIBLE BUTTON ASSIGNMENT - PRIVACY RELEASE - POWER FAILURE TRANSFER - SMDR - EXECUTIVE OVERRIDE

HERE ARE WHAT WE THINK WILL BE SOME OF THE MOST FREQUENTLY ASKED QUESTIONS ABOUT THE

KX-TA624

Q) Does the KX-T30865 Doorphone unit work on the KX-TA624? How many of them can I have?

A) YES, the KX-T30865 will work and you can connect up to 4 doorphones and control 4 openers, but remember you must add the KX-TA62460 Doorphone card in order for them to work.

Q) Is the KX-TA624 Caller ID compatible?

A) YES, depending on your service provider, the system will display the name or number and you can toggle between both.

Q) How does the KX-TA624 mount on the wall?

A) There are two positions in which you can mount the system on the wall. You can place the extension connectors facing up or to the side. Tech Support recommends that you face the jacks to the side, this way nothing can easily fall into the unused extensions jacks when you open the ceiling above the system. This also holds true for your sta-

tion jacks. Whenever possible always place your jacks with the RJ facing sideways, not up. This will keep them clean and help prevent stuff from falling into them.

Q) Does the KX-T7880 900MHz Cordless Telephone work on the new KX-TA624?

A) YES, the KX-T7880 will work on the KX-TA624 just as it does on the rest of our systems

Q) Does Panasonic make a battery back-up unit for the KX-TA624?

A) At this time there is no proprietary back-up battery available for the new system. We recommend that you purchase a reliable UPS, which can be found at most computer supply outlets. The KX-TA624 is rated for 125 watts and 1.2 amps.

Q) Can I put a Panasonic TVS system on the KX-TA624?

A) YES, Any of the TVS voice processing systems will work great with the KX-TA624. The KX-TA624 has Inband

Voice Mail Integration built right into the unit. No extra parts are needed.

Q) How many wires per phone will I have to connect.

A) Each jack/extension uses 4 wires. When using the KX-T7130, the third pair on the phone is ignored and not connected. Obviously any two-wire devices that you use will only need the first two wires, Tip & Ring.

Q) Does the KX-TA624 accept the KX-TD 7200 series phones?

a) NO, the KX-TA624 will only accept the KX-T7130, KX-T7030, KX-T7020, KX-T7050, KX-T7055, KX-T7880, or any single line, two wire device like a fax machine or modem.

Q) Does the KX-TA624 have built in fax detection?

A) In order to have Fax Detection, you will have to add the optional KX-TA62491 DISA with Outgoing Message/Fax Detection card.

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If it's possible, it's
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