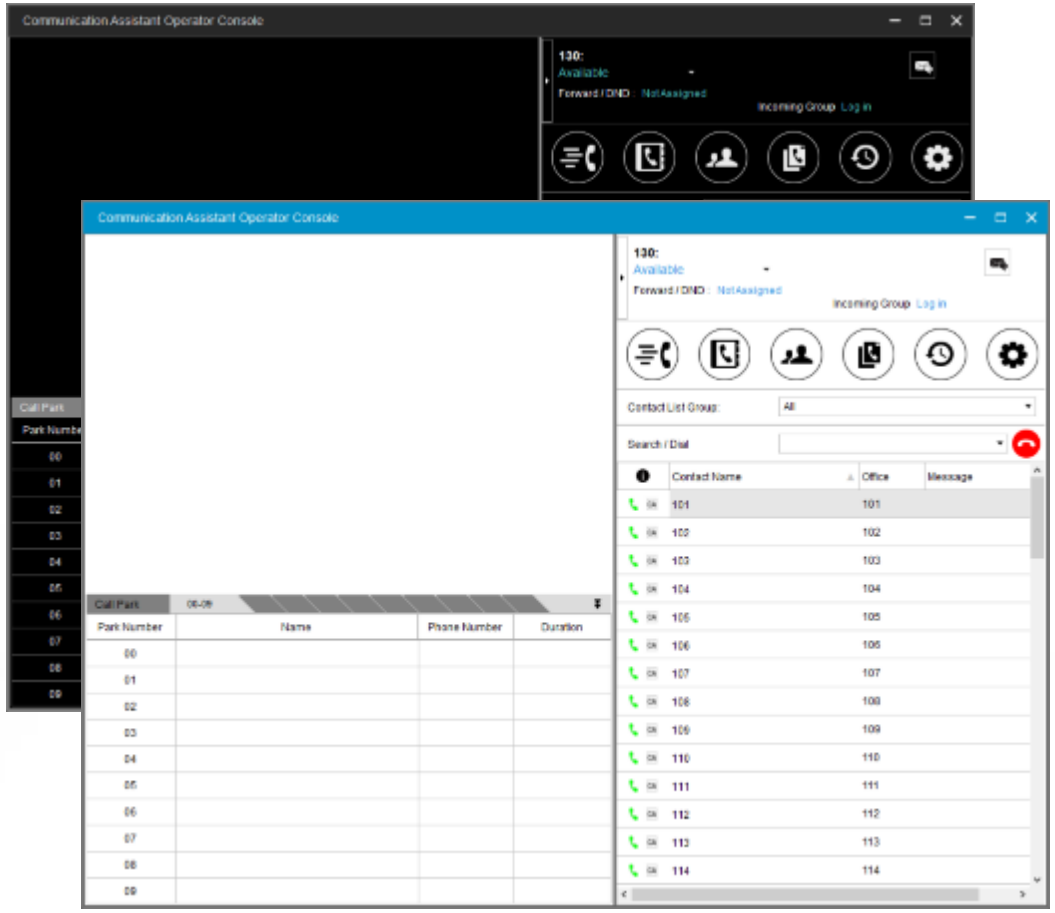
Communication Assistant (CA) Version 5

Rev1.0 Jan. 2020

Introduction

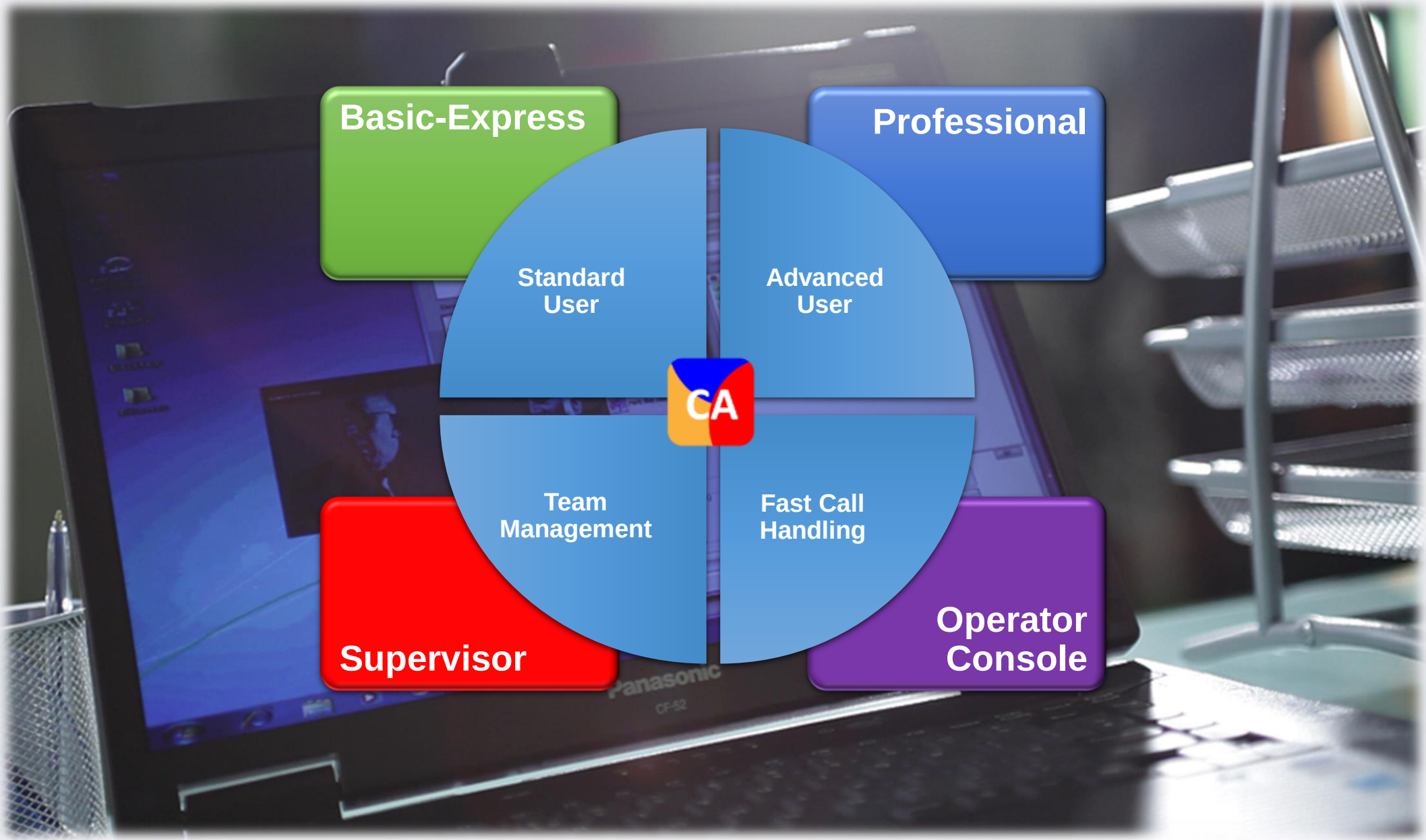
Communication Assistant v5 client application GUI has been redesigned with:
- Improved icons, adjusted to be simple and effective with modern style
- Modified arrangement and colour scheme selection.

Black or White background colour scheme



Panasonic
BUSINESS

CA Family



CA User Modes

Basic-Express

- Clipboard Copy and Dial
- Callback Reminder Pop up
- Personal Presence Control
- Snapshot contact presence
- 10 Contacts / 10 Call History
- Instant Messaging
- Outlook Toolbar Integration
- LDAP directory support
- CA Server support
- Thin Client mode support

Professional

as CA Basic plus:

- 1000 Contacts / Call History
- Live contact presence
- Conference Room manager
- ICD Group Member toolbar
- TAPI and iLinkCRM support
- MyLists with CA Server
- Networking Support with CA Server
- Exchange Calendar with CA Server

Supervisor

as CA Pro plus:

- ICD Group team controls
- ICD Group call statistics

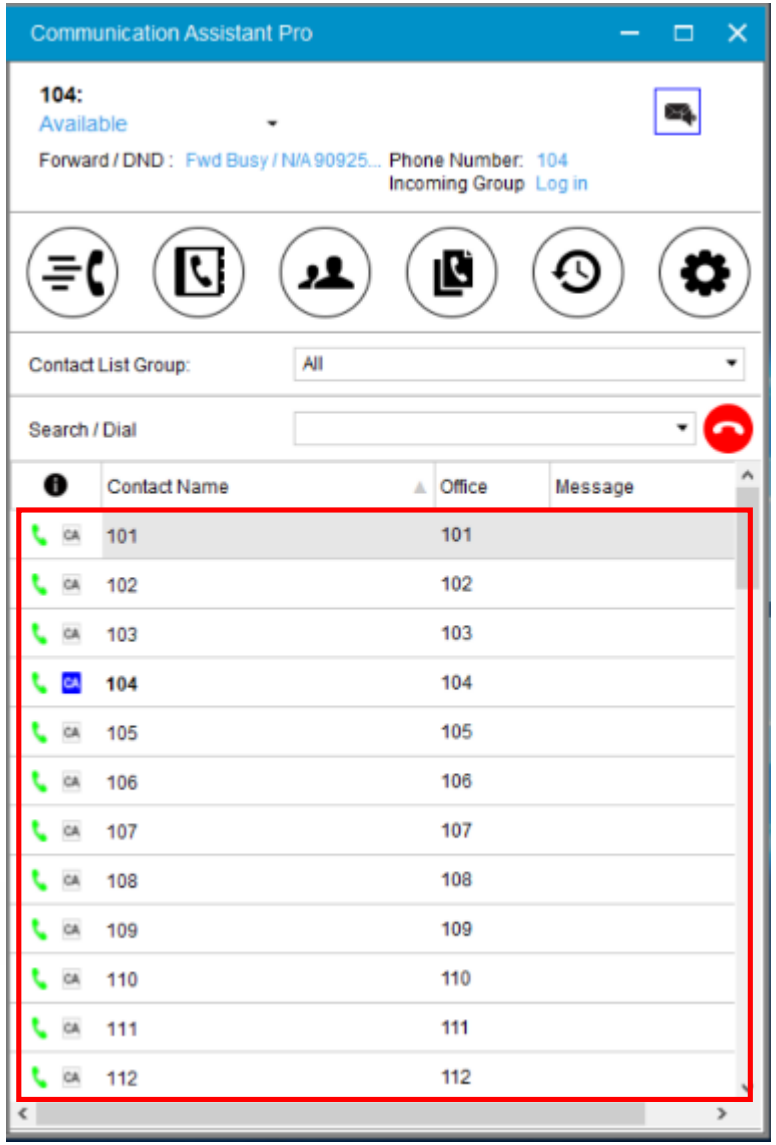
Console

as CA Pro plus:

- Embedded Incoming call handling
- Drag and Drop park/transfer
- Prioritise incoming call order
- Extension settings – FWD, Absent etc.
- Trunk Line views

Feature Overview

Main Screen

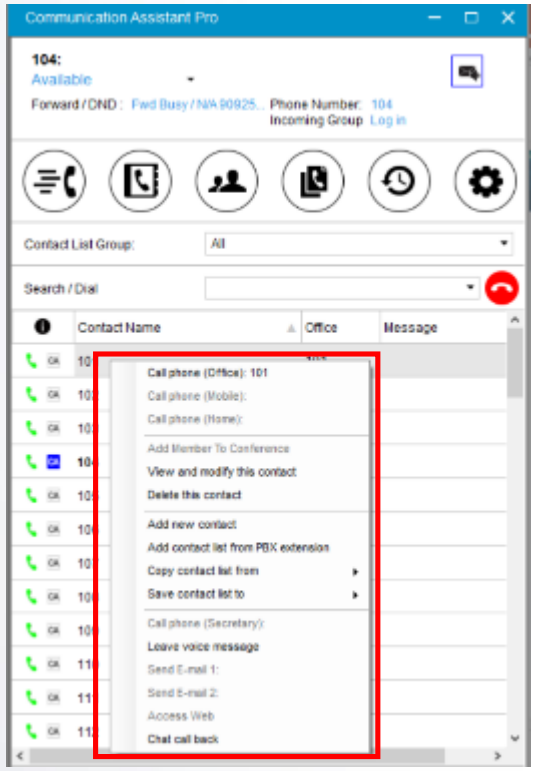


All PBX extensions are listed automatically (for CA Basic-Express, only the first 10 contacts are listed).

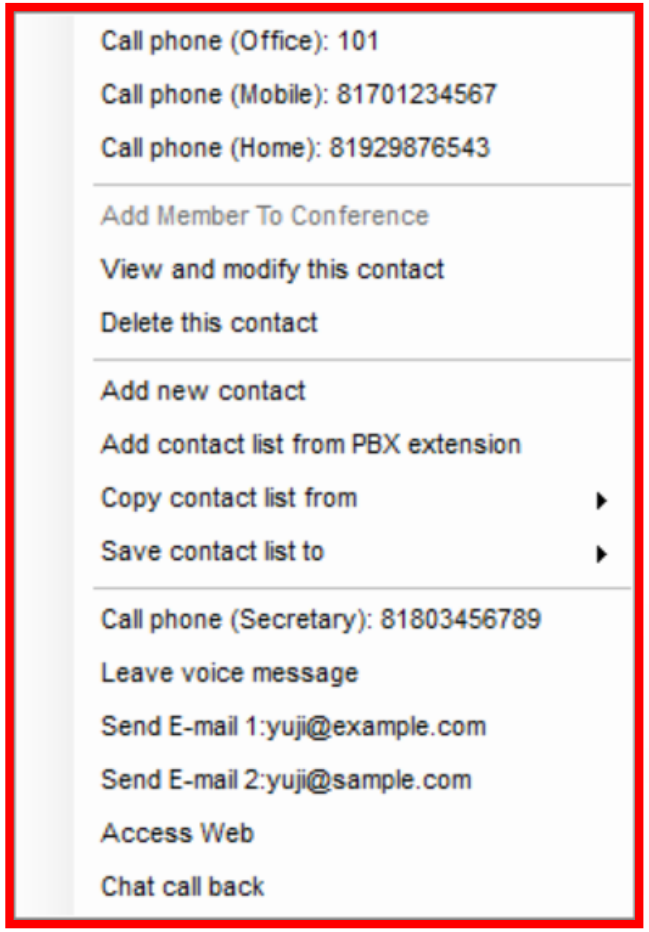
If the extension name is configured in the PBX, this is also displayed.

ICD groups are not included.

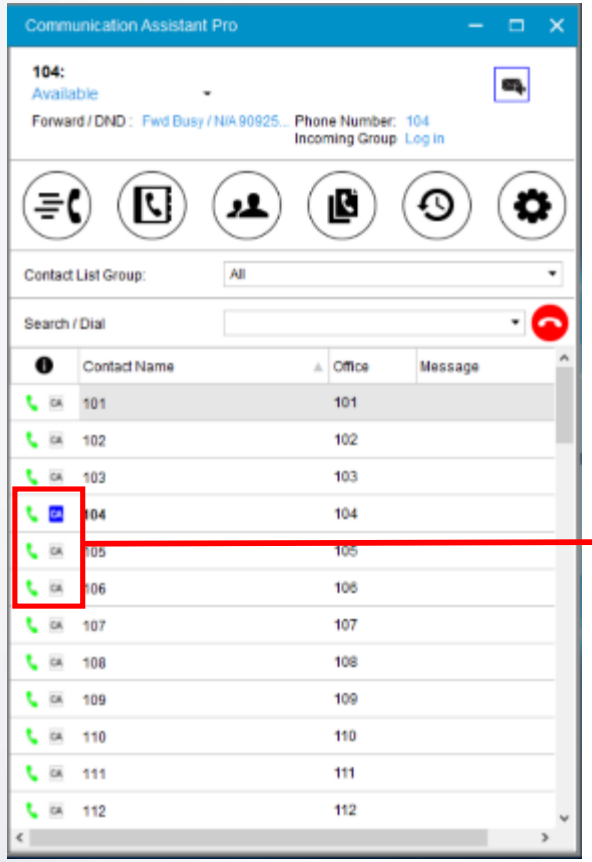
Main Screen



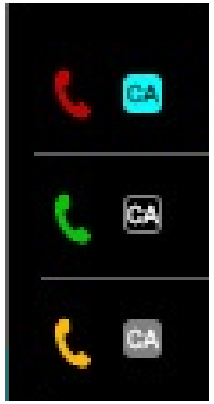
Right click the contact to access the detailed menu.



Main Screen



Status Icon



On the phone → ← The user is logged in

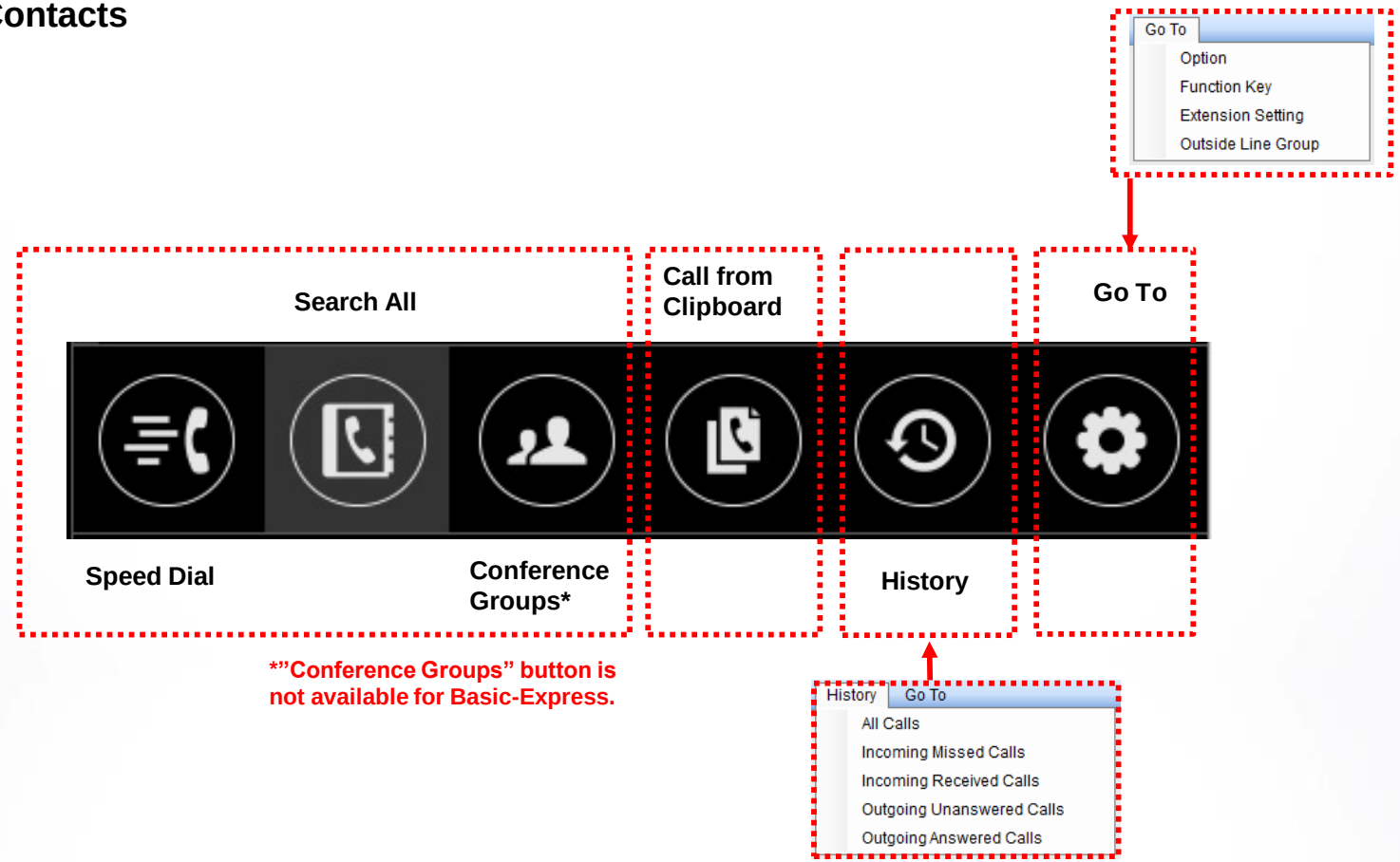
Idle → ← The user is logged out

Ringing → ← The user is logged in, but idle (may be away from desk)

Action Buttons

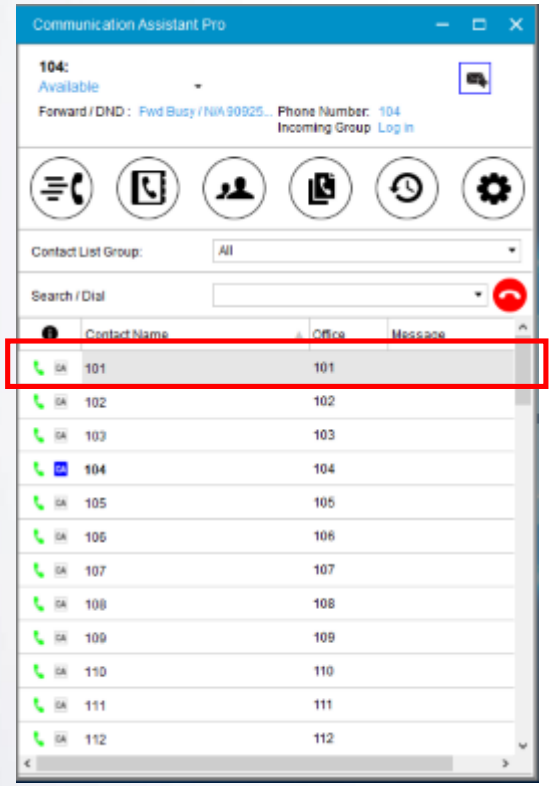
The main window icons are used to open additional actions.

- **System Speed Dial**
- **Search All Contacts**
- **History**
- **Go To**

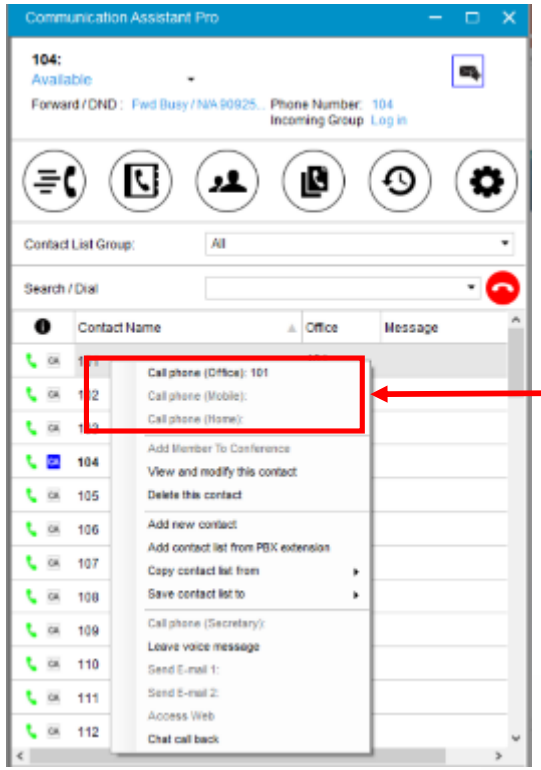


Make call

Make call

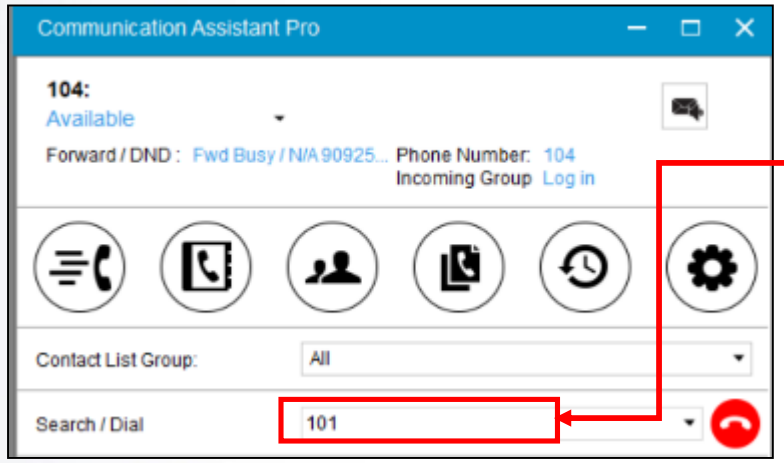


Double click the contact

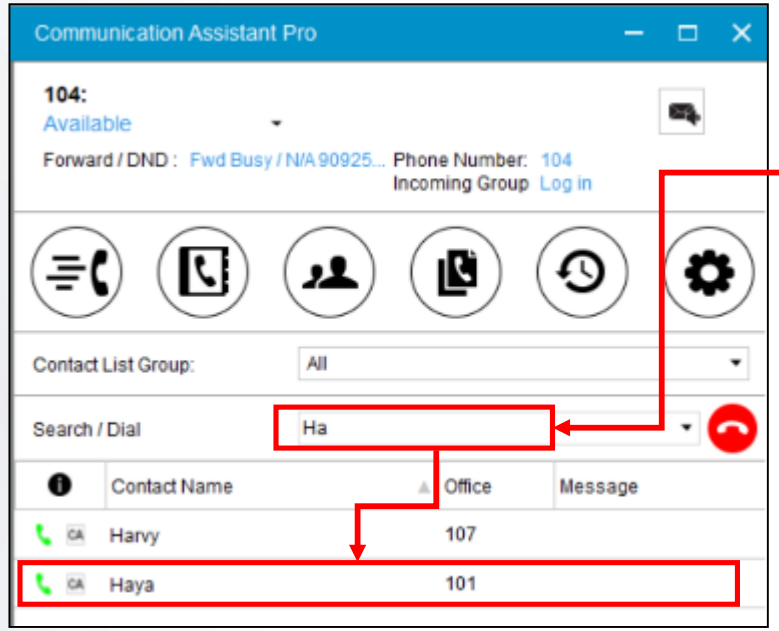


Right click the contact then select desired number.

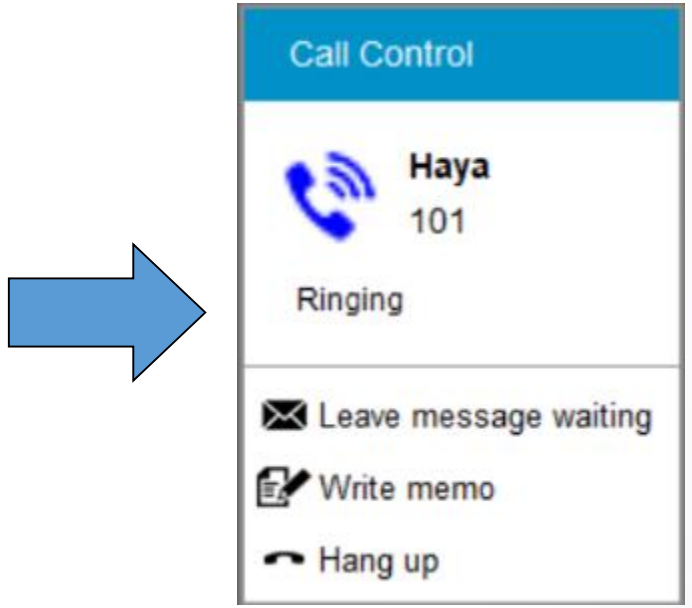
Make call



Enter the phone number and hit “Enter” key



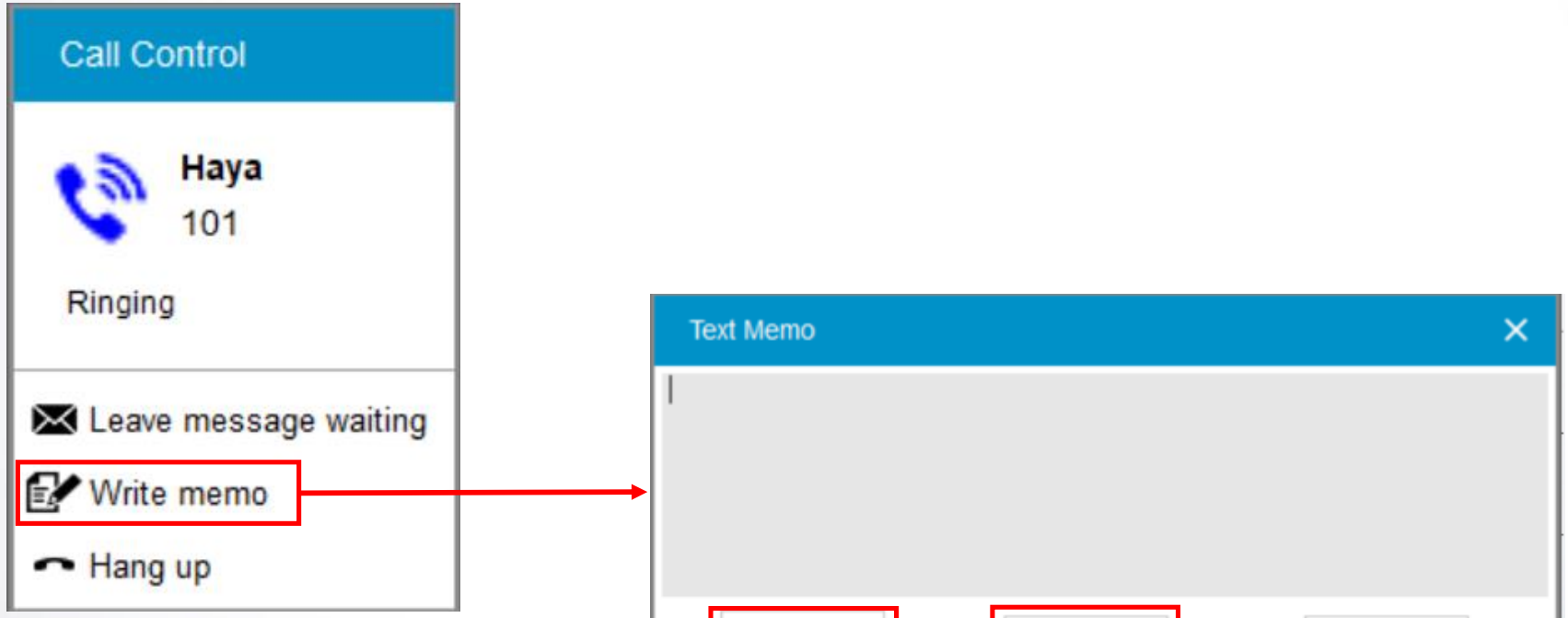
Enter a few characters of name, then and double click the target contact.



Make call

Extension call

While calling the extension...

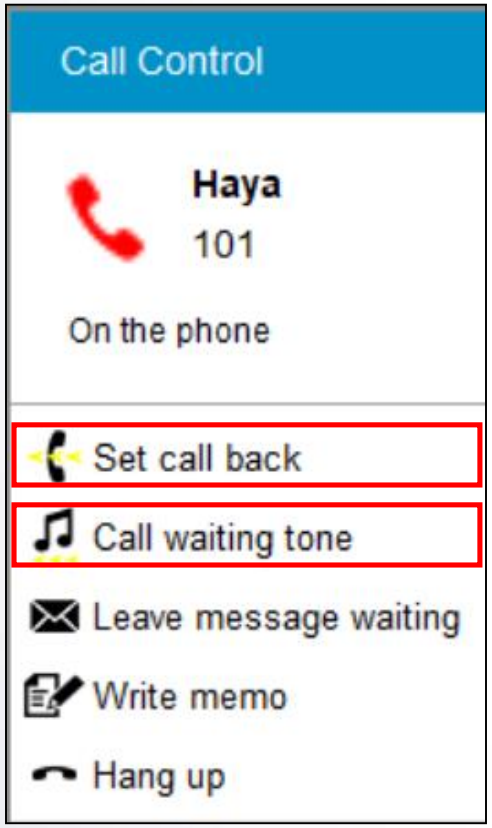


Save a text memo to call history

Send an e-mail with a memo to the address in the contact.

Make call

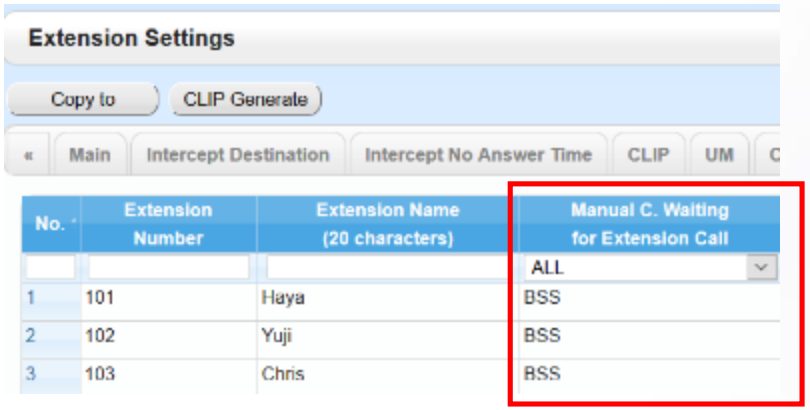
When the extension is busy...



Set call back

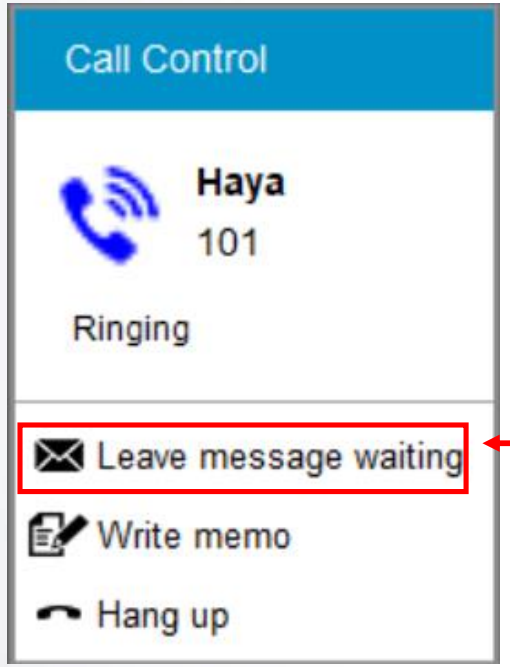
Set call waiting

The extension setting of the destination is required.



Make call

While calling the extension...



Activate MW at receiving end

This feature has no issue for CA user to CA user.

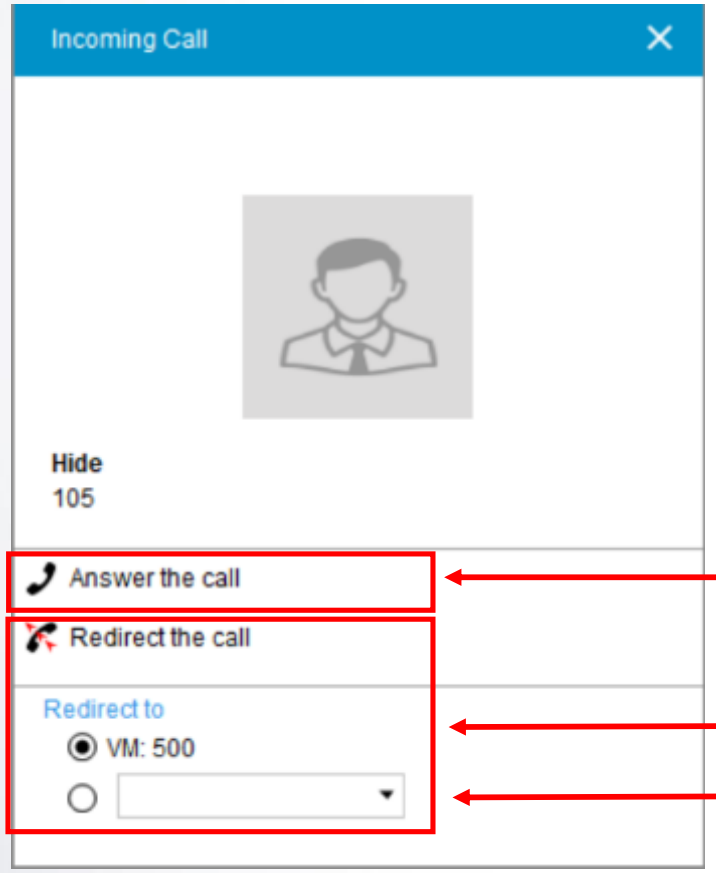
In the case of CA user to PT user, the receiving user Message Waiting behaviour depends on System Option 8 > "Use Message Key as VM Key" – if Enabled then PT user will not be able to return the call back by pushing standard Message key.

Options

1) **"Message Waiting" can be programmed on DSS/Flexible Button. This will operate as original MESSAGE key behaviour and offer the extension call back option.**
2) **Set System Option 8 > "Use Message Key as VM Key" to Disable**

Answer call

Answer call



Answer the call

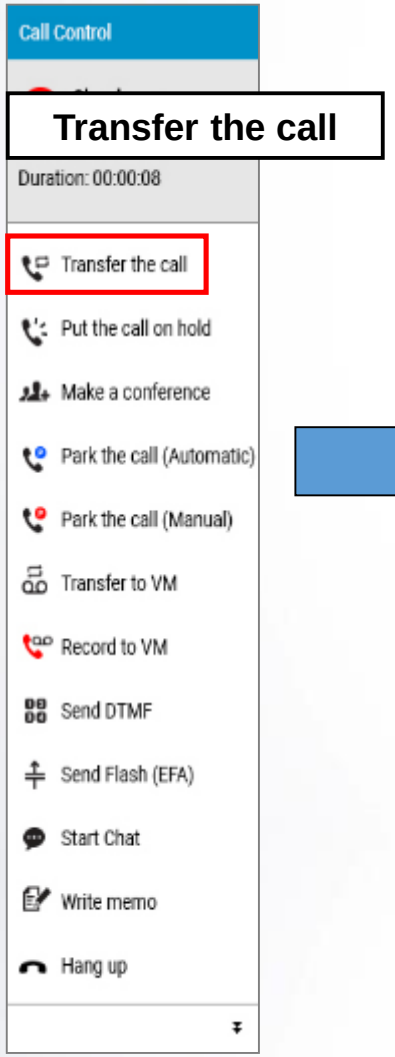
Redirect to Voice Mail

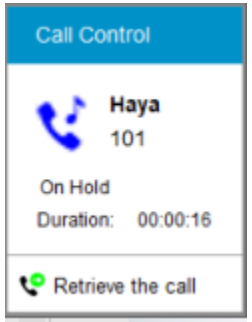
It is possible to enter a number (max. 32 digits). This menu stores the last 10 dialed numbers.

Call Control

Call Control

Call Control : Transfer the call



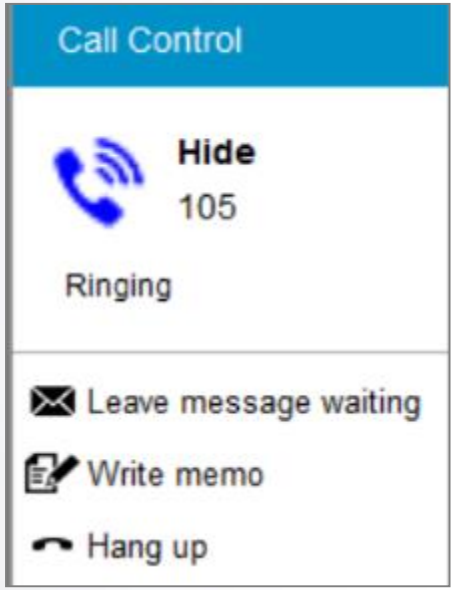


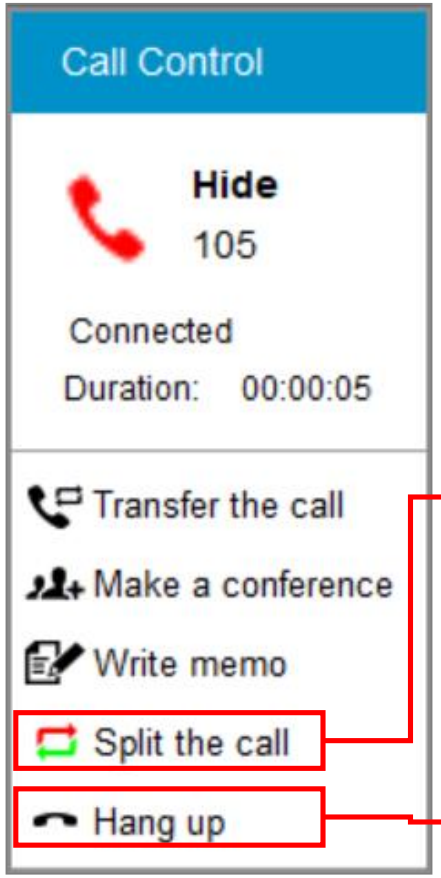
Enter a phone number or double click a contact

Call Control

Call Control : Transfer the call

Calling…



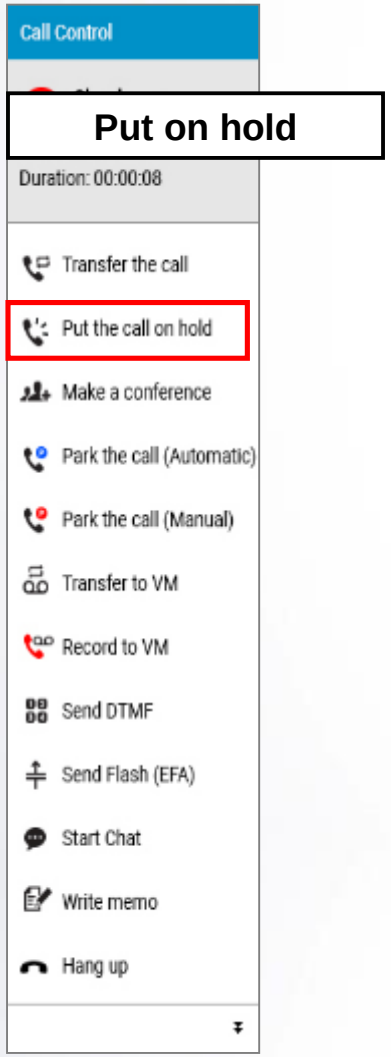


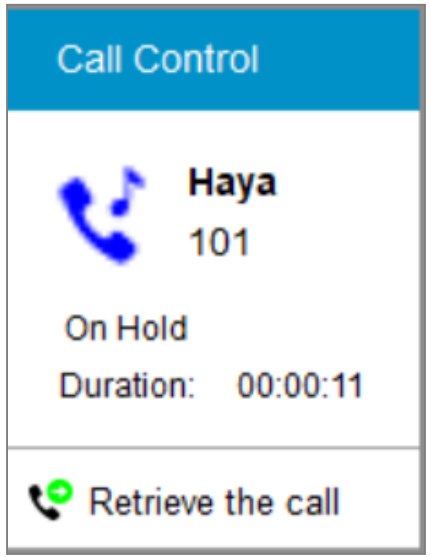
Split the call on consultation hold.

Complete the Transfer

Call Control

Call Control : Put the call on hold

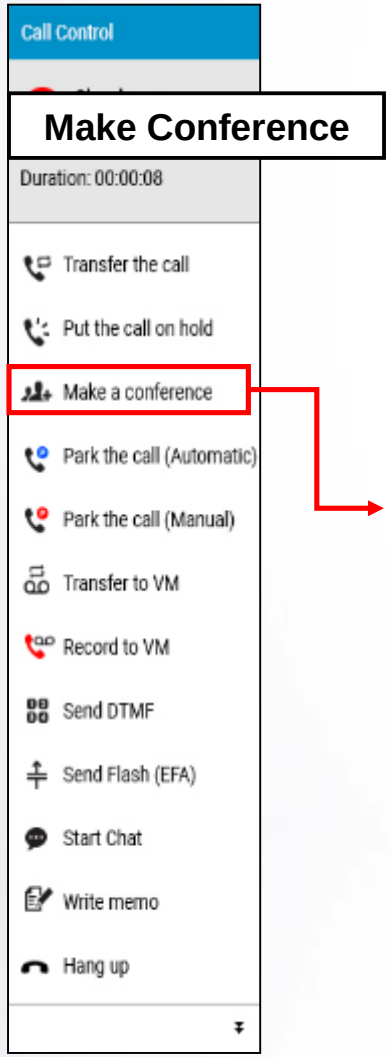




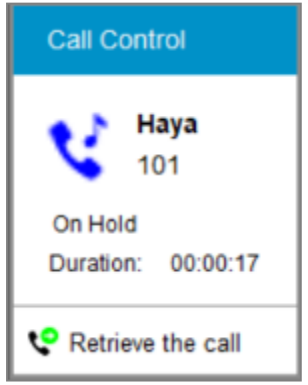
Exclusive hold is not supported.

Call Control

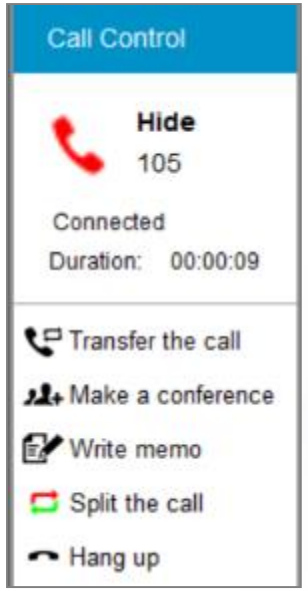
Call Control : Make Conference



Click during current call to add a party to conference



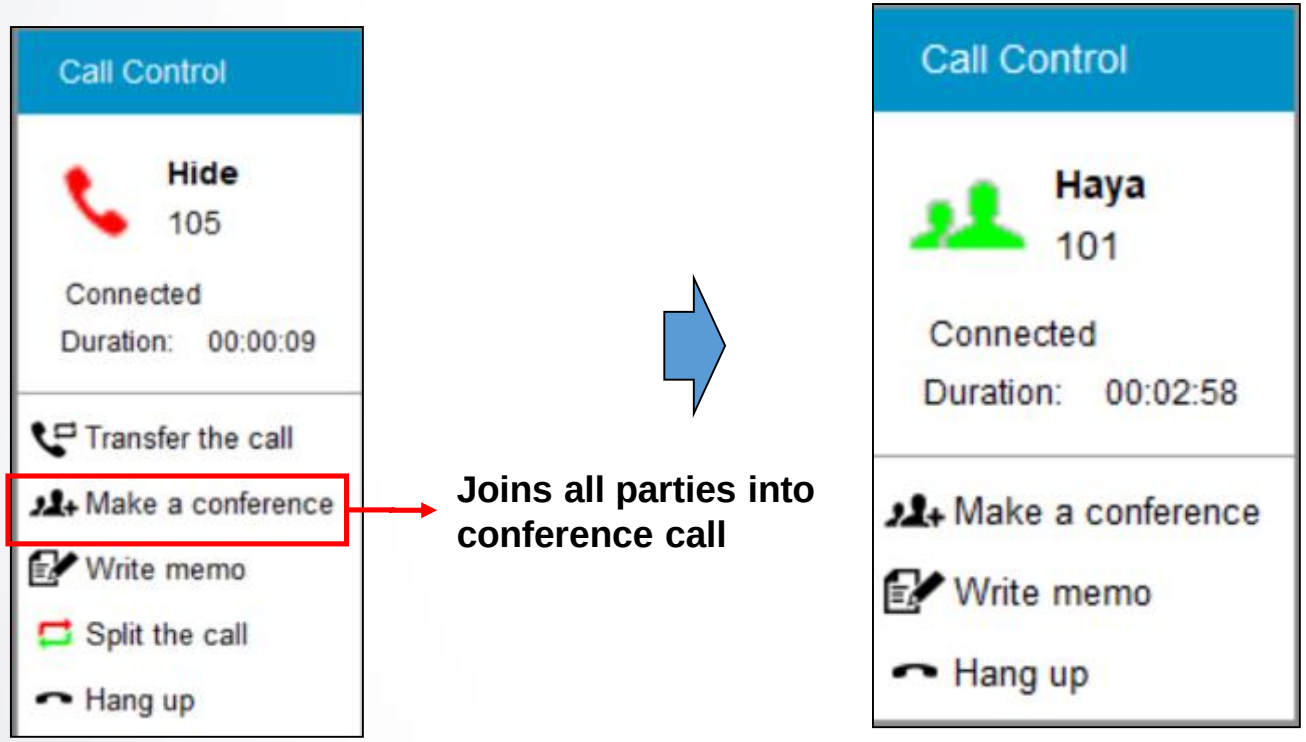
Original party is put on hold



Party to be conferenced answers the call

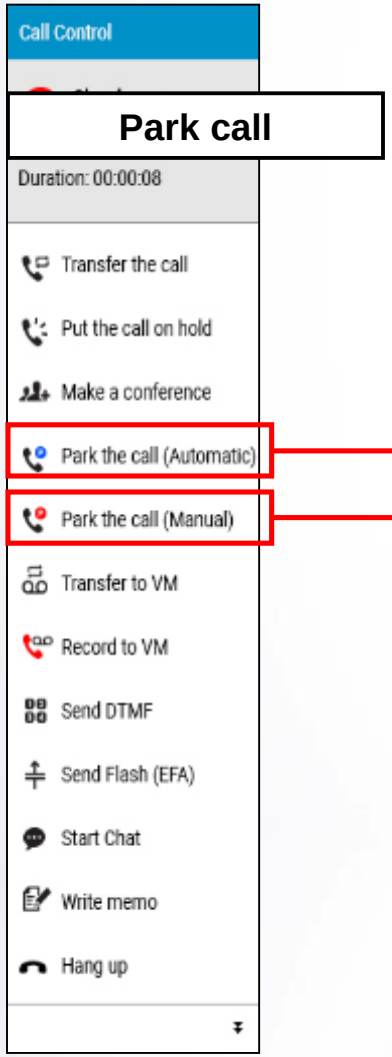
Call Control

Call Control : Make Conference



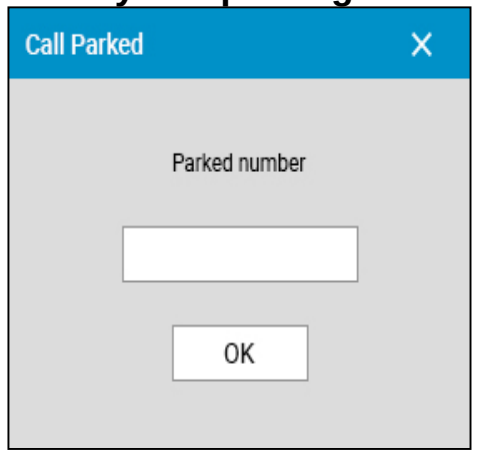
Call Control

Call Control : Park the call (Automatic / Manual)



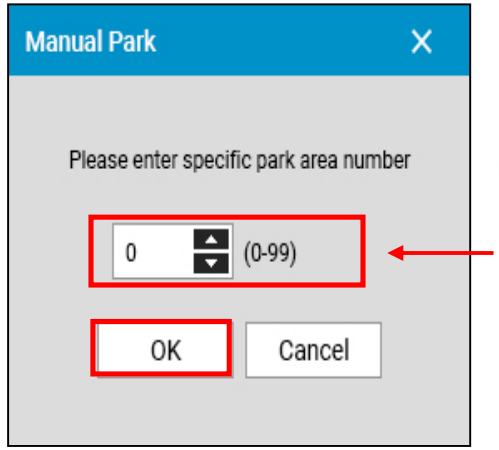
Park the call (Automatic)

Allows a call to be placed on hold in any idle parking zone.



Park the call (Manual)

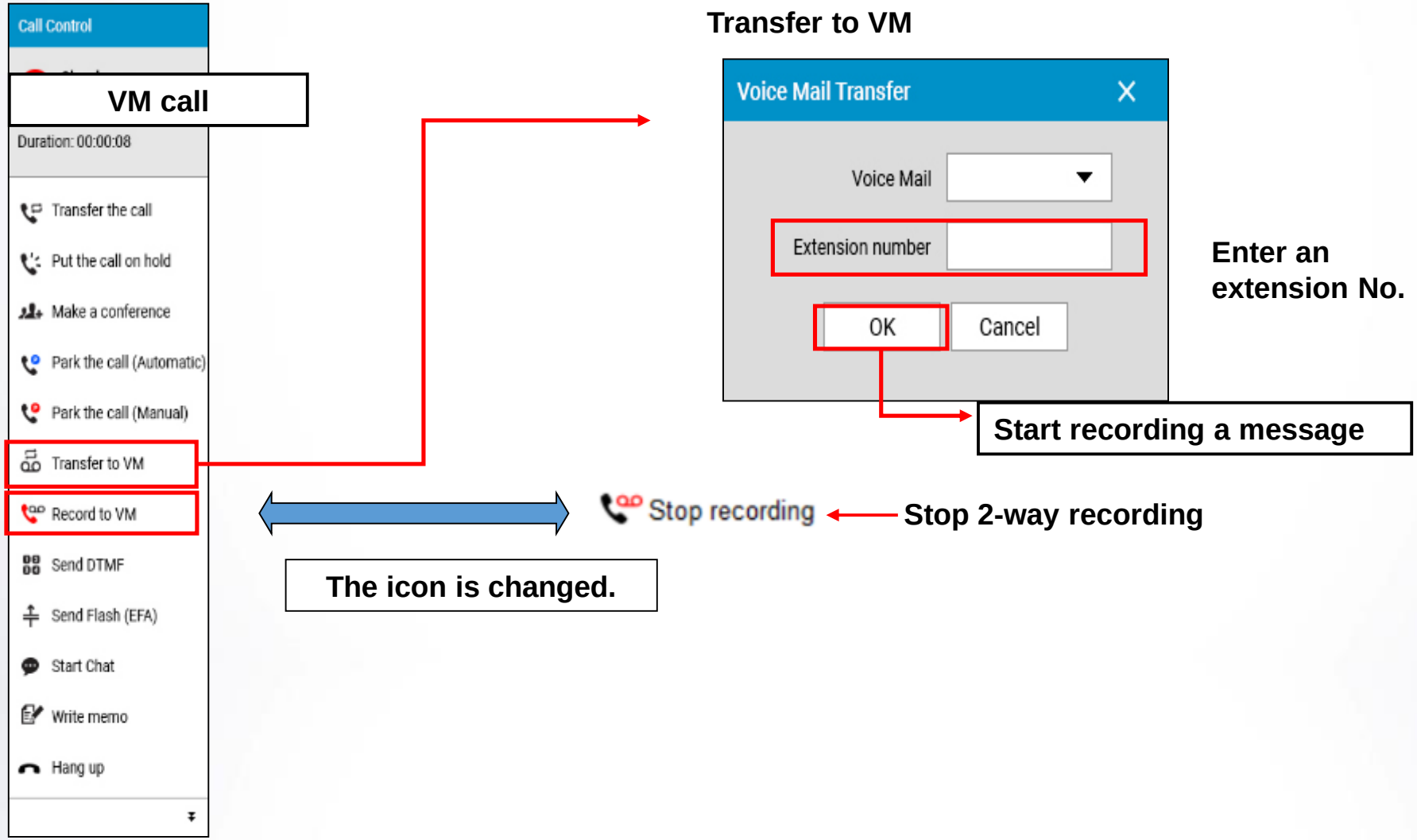
Allows a call to be placed on hold into a specific parking zone.



Enter a park No.

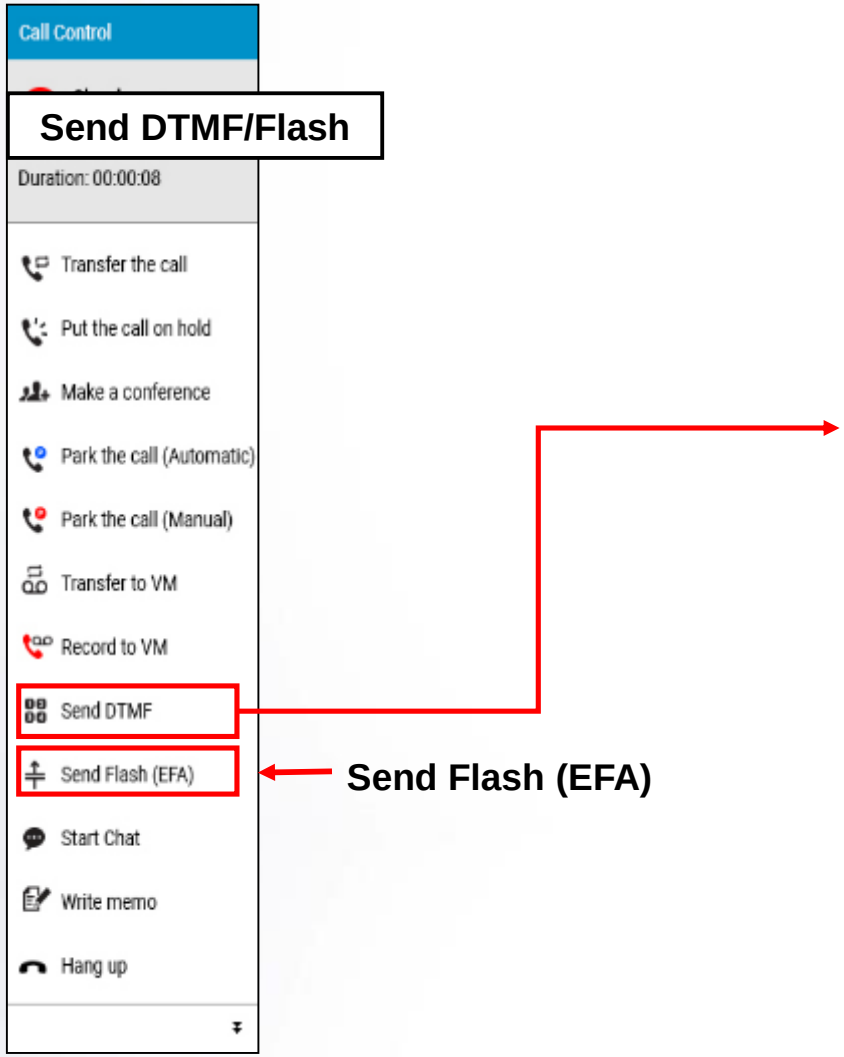
Call Control

Call Control : Transfer to VM / Record to VM



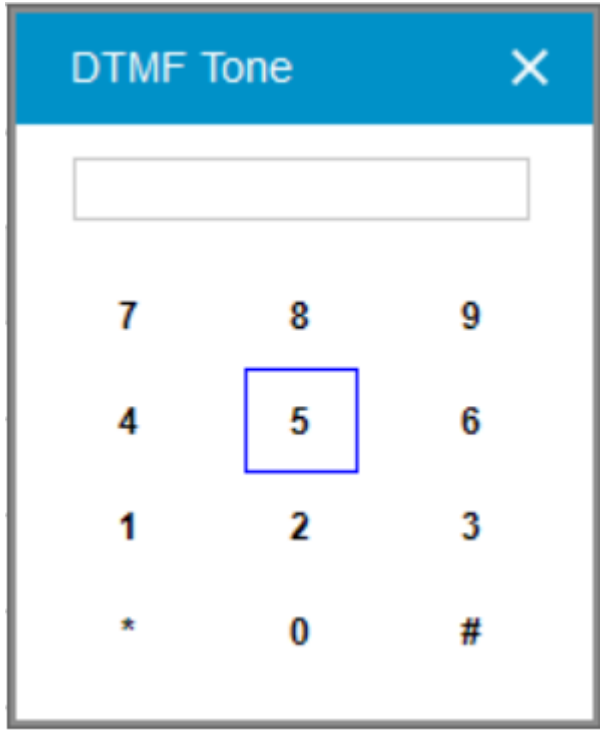
Call Control

Call Control : Send DTMF / Send Flash



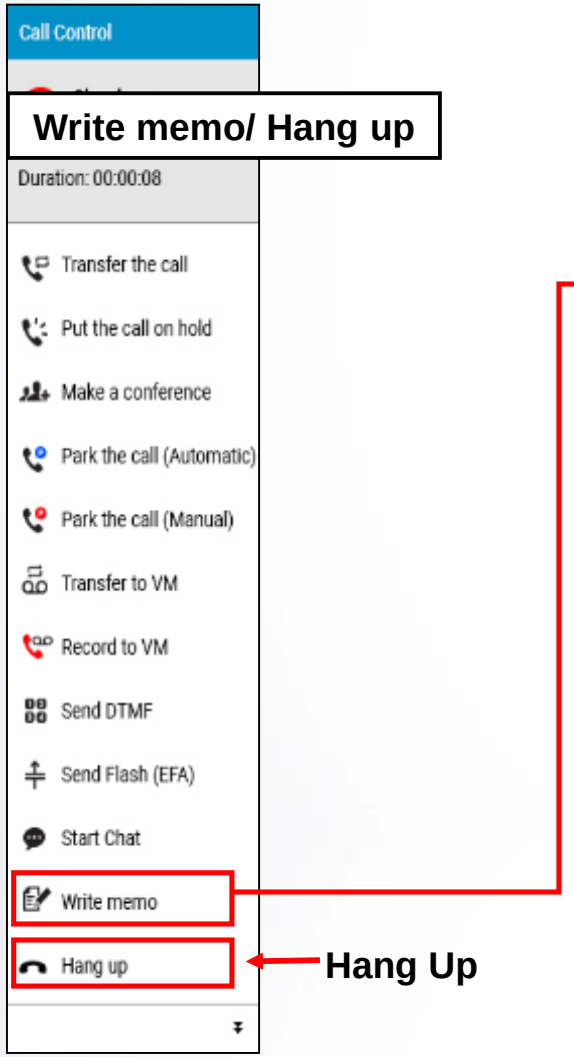
Send Flash (EFA)

Send DTMF



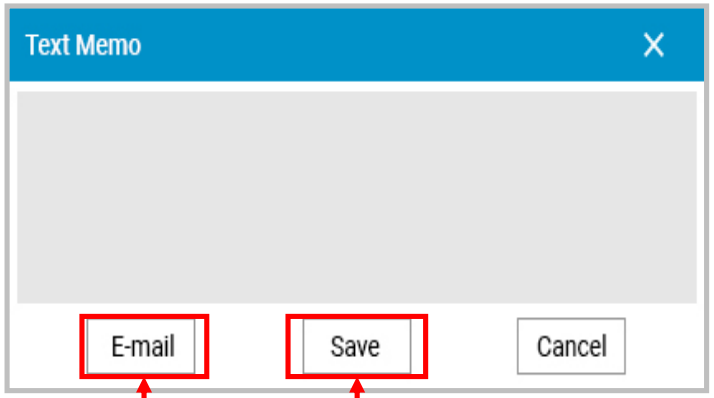
Call Control

Call Control : Write Memo / Hang Up



Hang Up

Write Memo



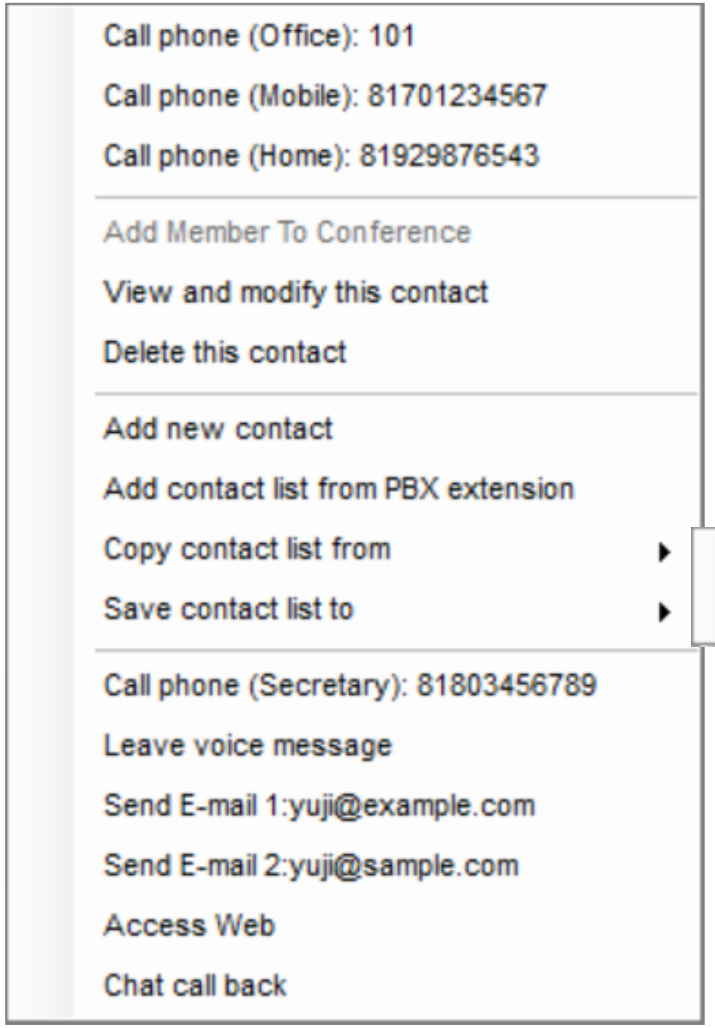
Save a text memo to the call history for this conversation

Send an e-mail with a memo to the address in the contact.

Detailed Operation Menu

Detailed Operation Menu

Right Click on contact to display more operations menu



This allows you to:

Select phone number/e-mail address

View and modify contact

Delete contact

Add new contact

Copy contact list from XML/CSV file

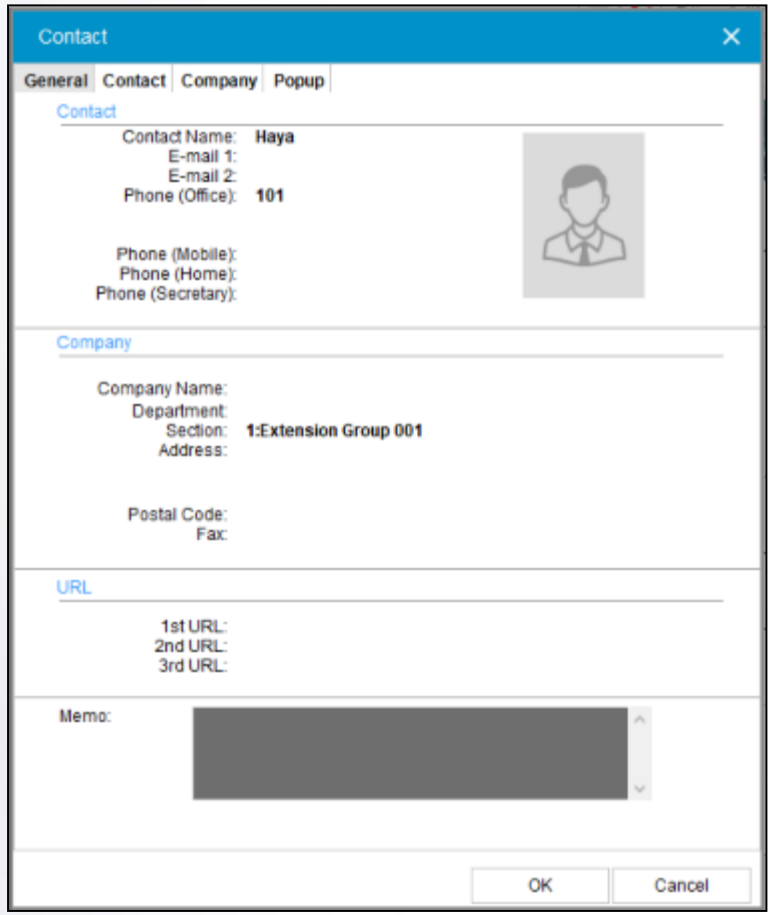
Save Contact list to XML/CSV file

etc

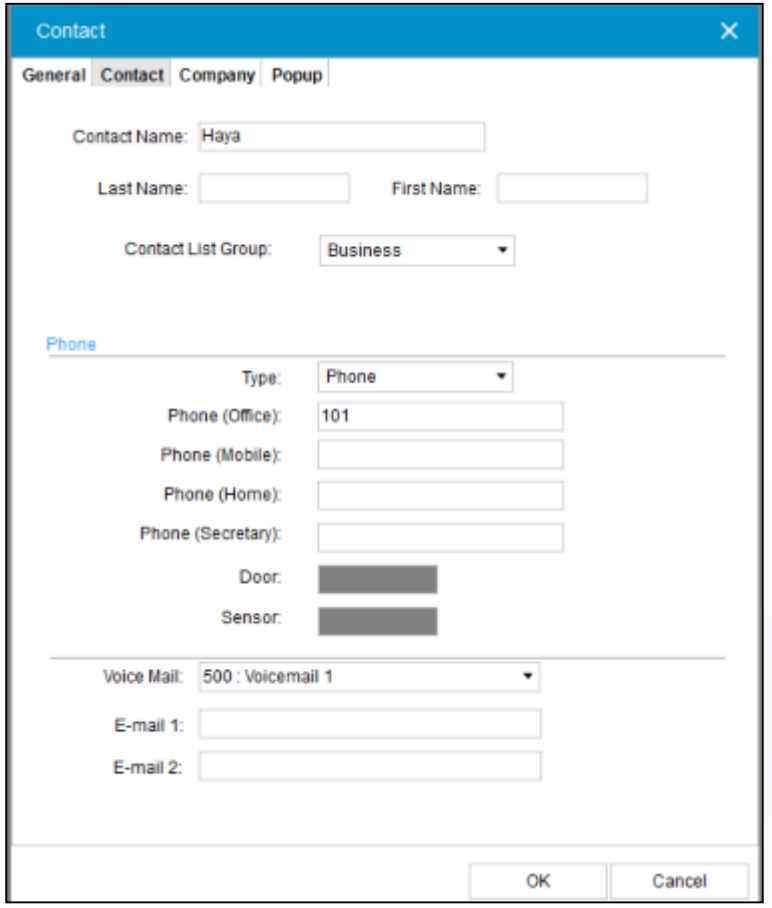
Detailed Operation Menu

View and modify contact

The general tab displays general information about the highlighted user



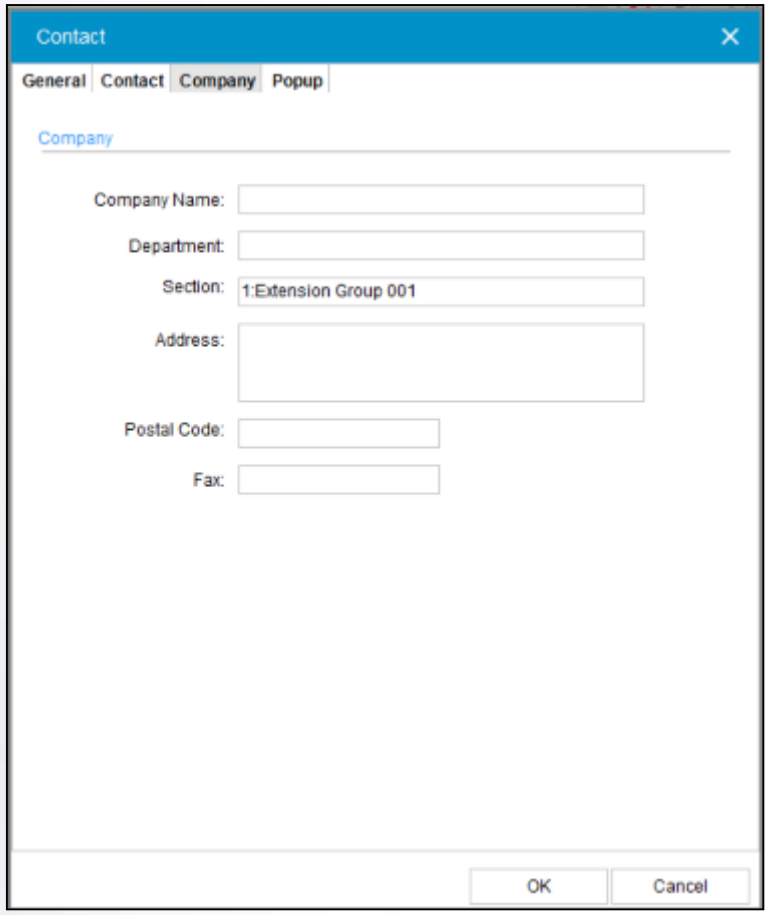
The contacts tab allows you to enter additional telephone contact numbers for the user e.g. Mobile home, contact number email etc.



Detailed Operation Menu

View and modify contact

The Company tab allows you to edit company information for the contact

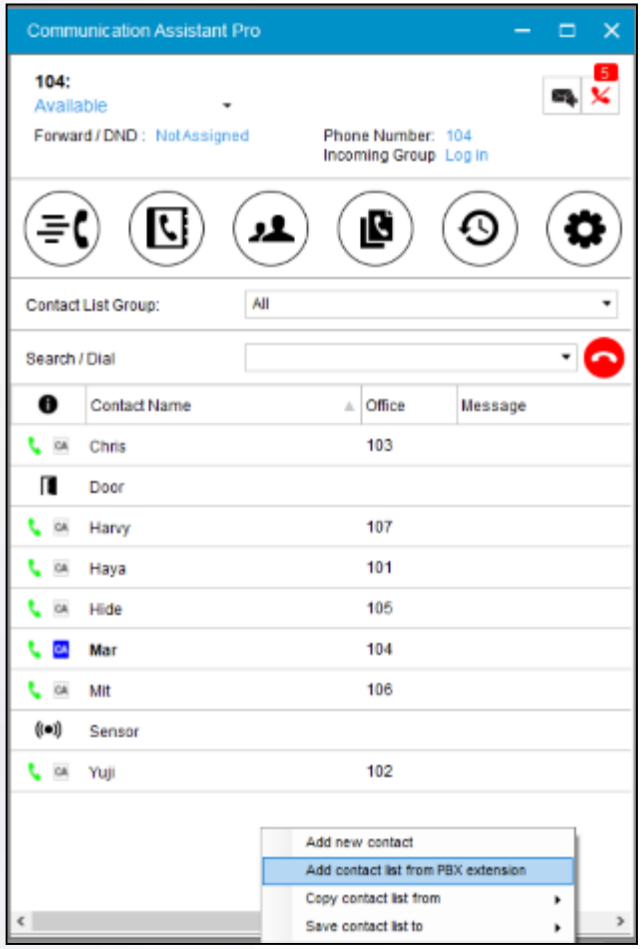


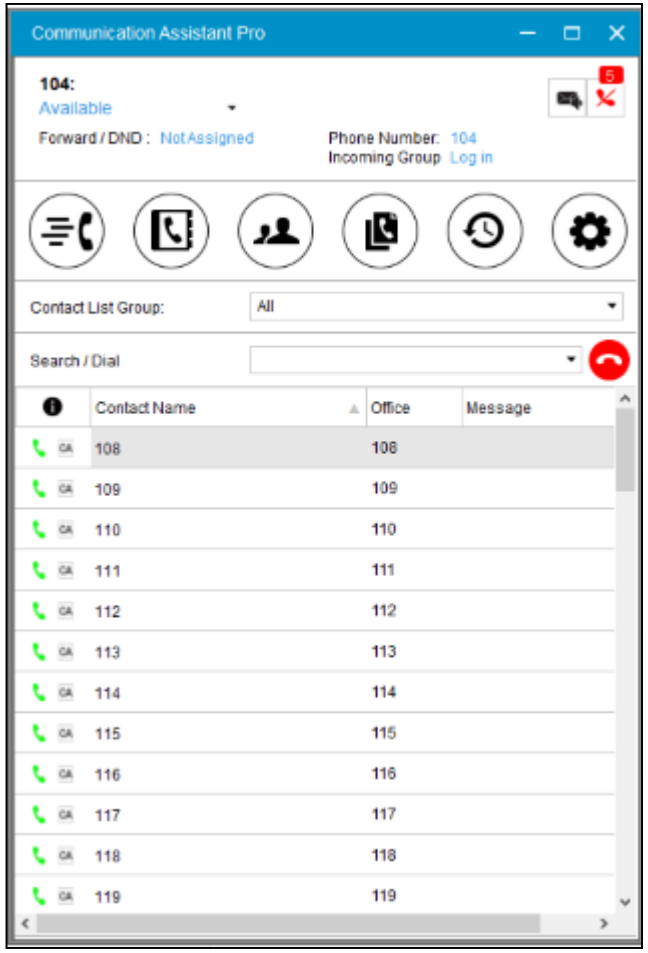
The Popup tab allows you to customise each contact with their own personal image file and ring tone (WAV, MP3 and WMAs are supported)

Detailed Operation Menu

Add contact list from PBX extension list

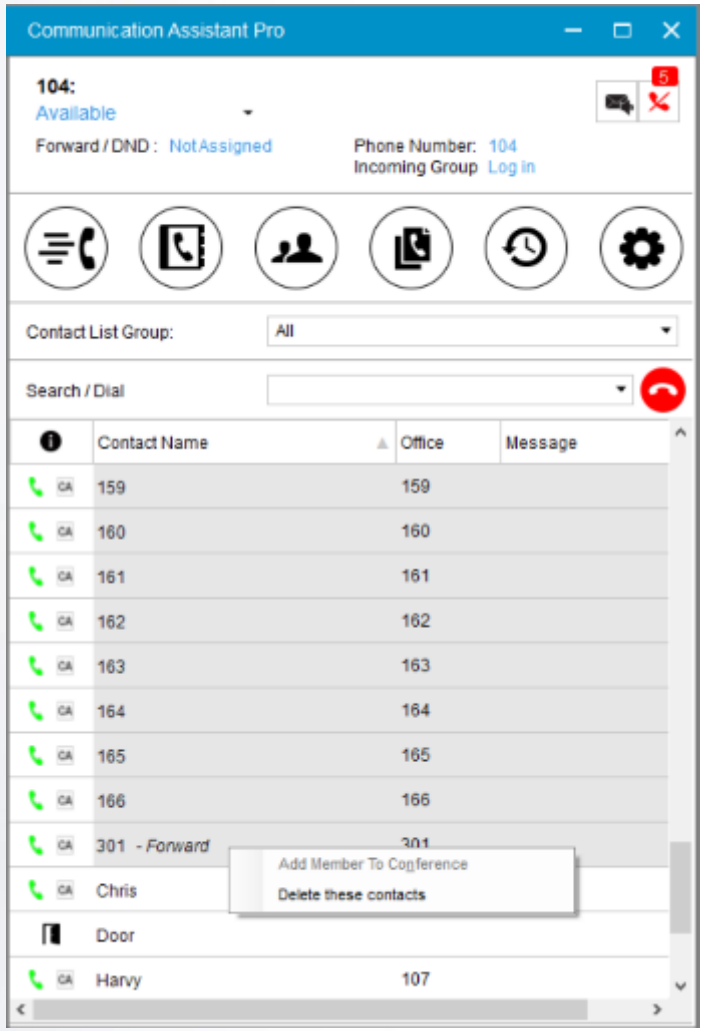
To refresh the Contact list or reinsert contacts that were deleted previously.

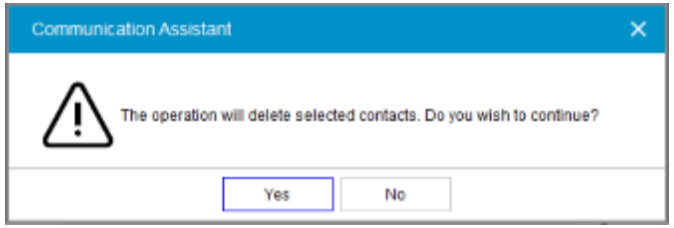


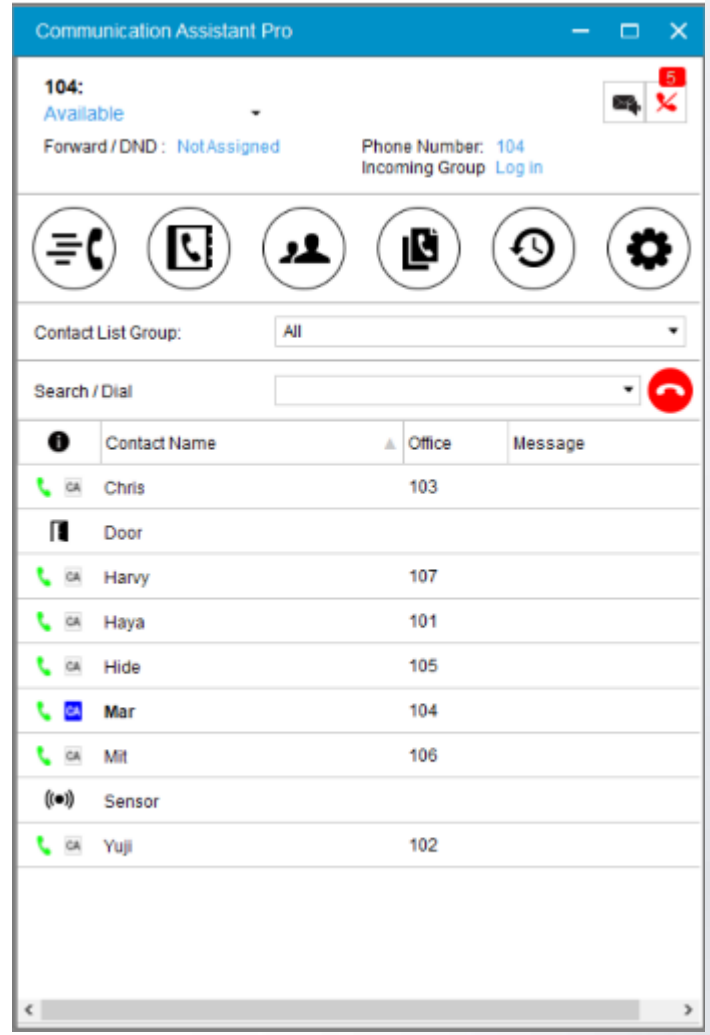


Detailed Operation Menu

Delete contacts

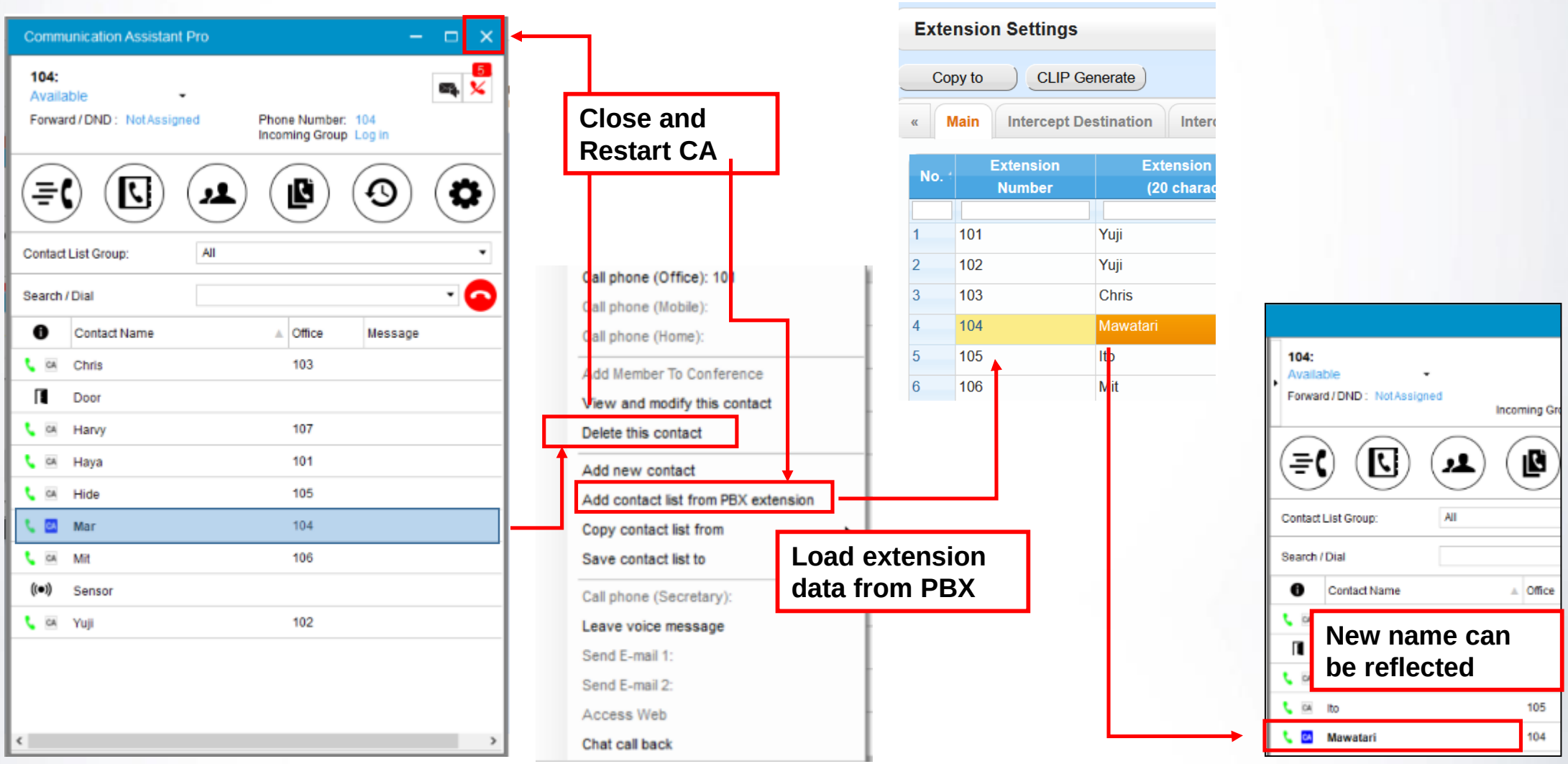






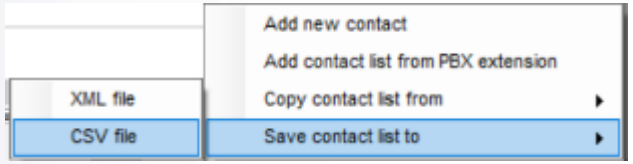
Detailed Operation Menu

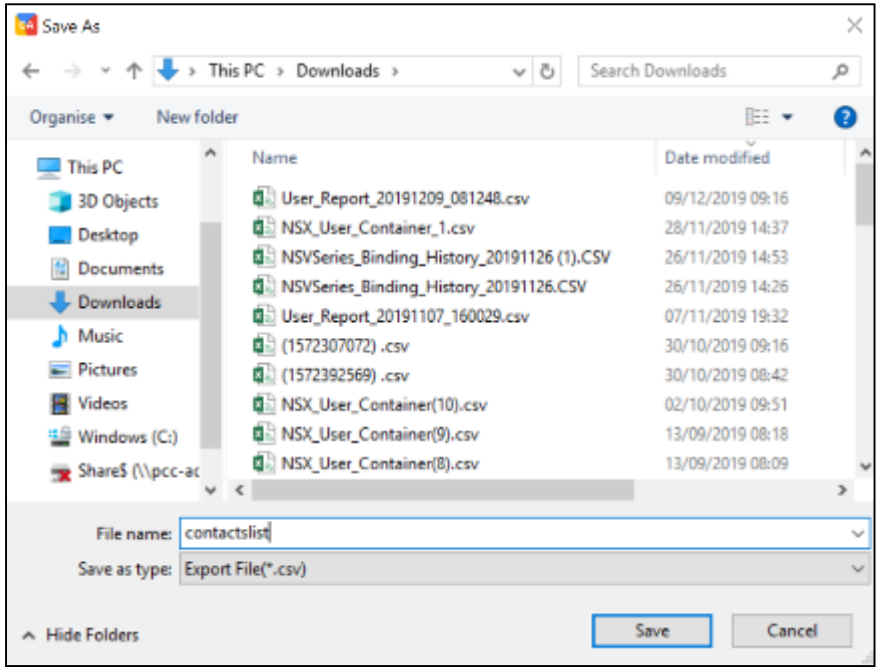
Reload contacts from PBX

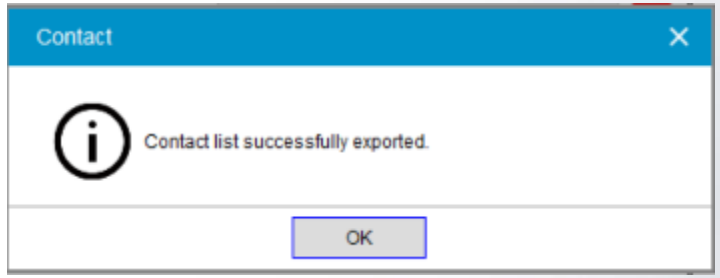


Detailed Operation Menu

Save Contacts list to CSV file

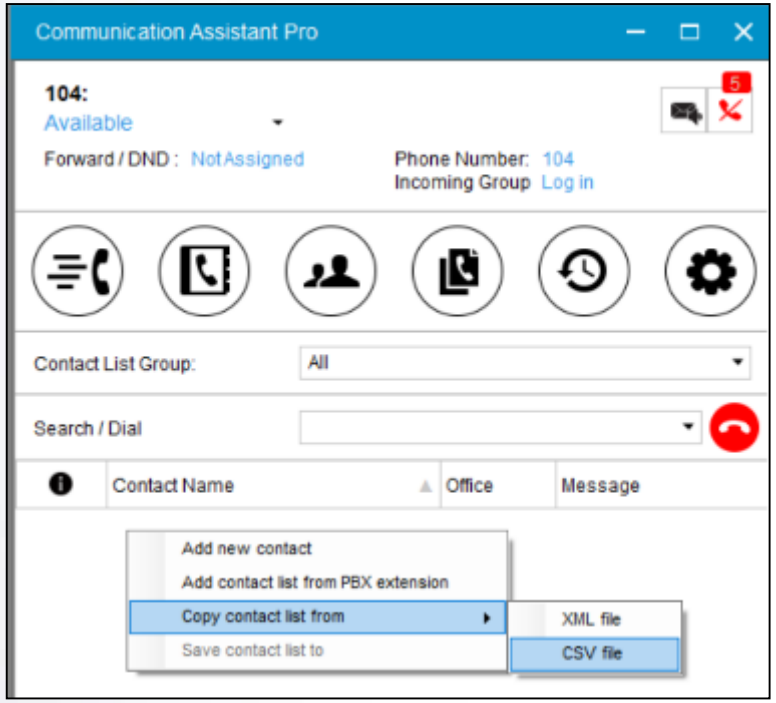


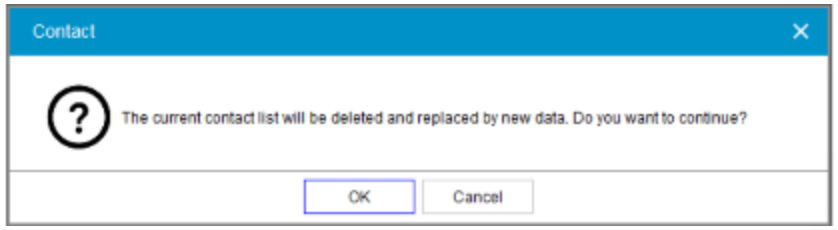


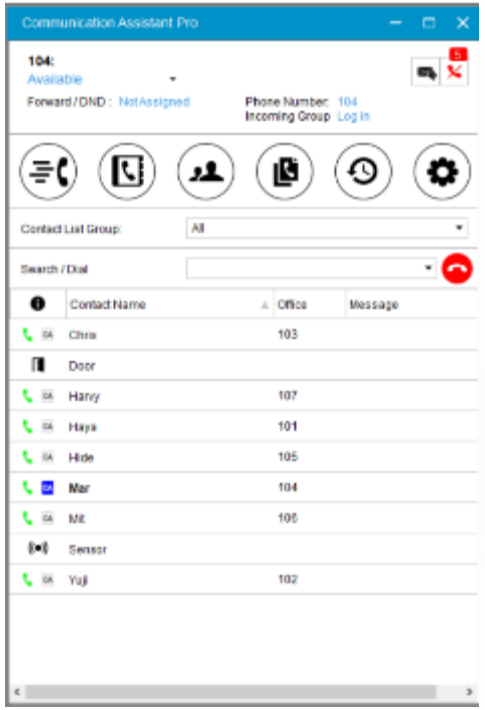


Detailed Operation Menu

Copy Contact list from CSV file

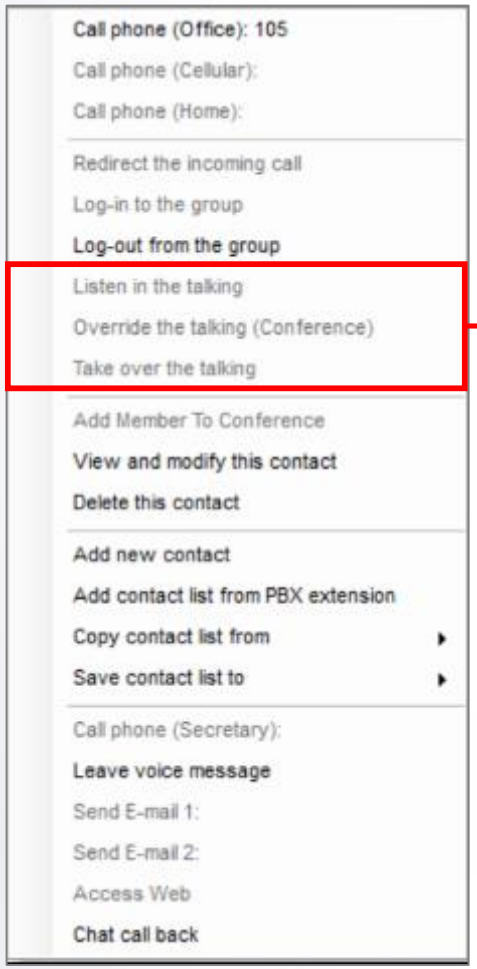


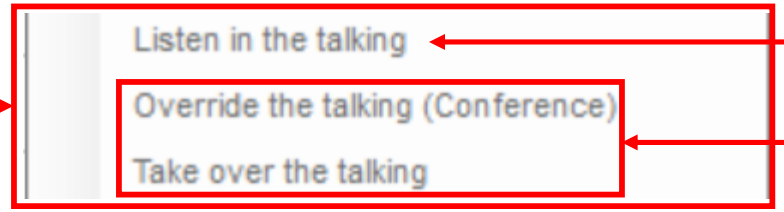




Detailed Operation Menu

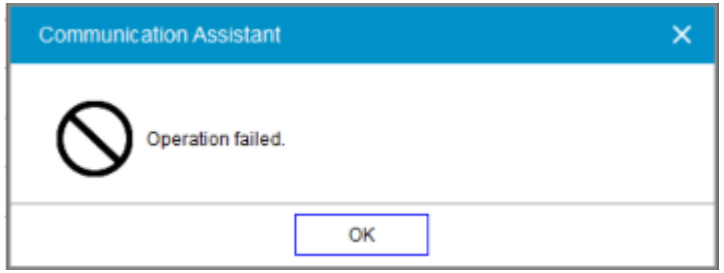
Listen-In/Busy Override/Take Over

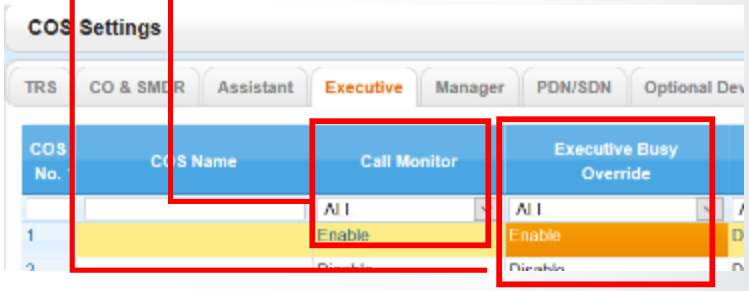




Target user must also be busy on a call but not forwarding on busy.

Or not being recorded in a 2-Way Recording conversation in case of "Override the talking" and "Take over the call".



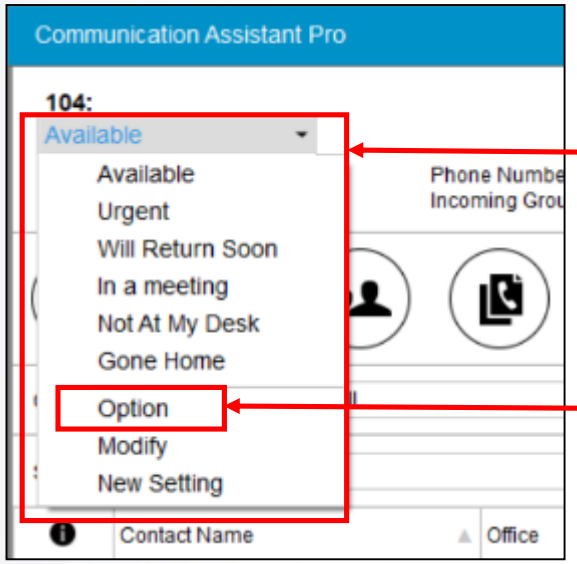


These executive features need to be Enabled in the intruding user COS.

Absent messages

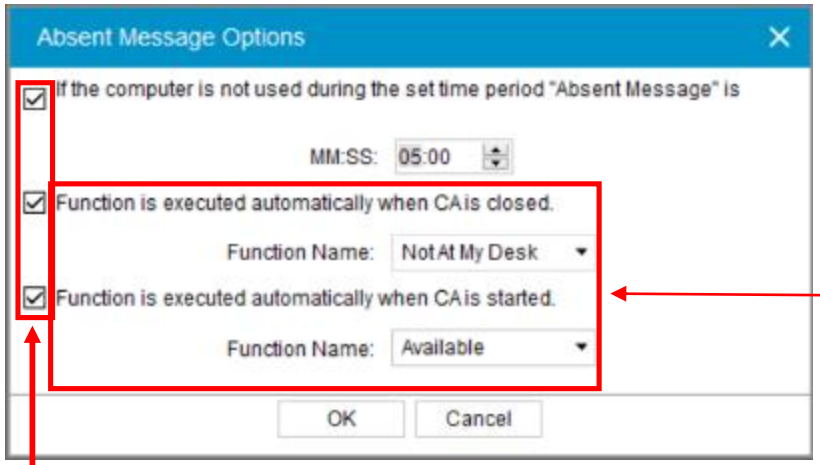
Absent Messages

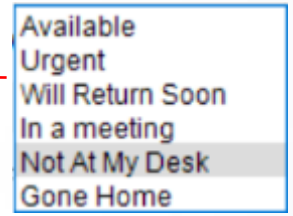
Absent message and Functions are preset but can be modified



Presence can be changed by clicking on the presence Icon

"Option" settings"

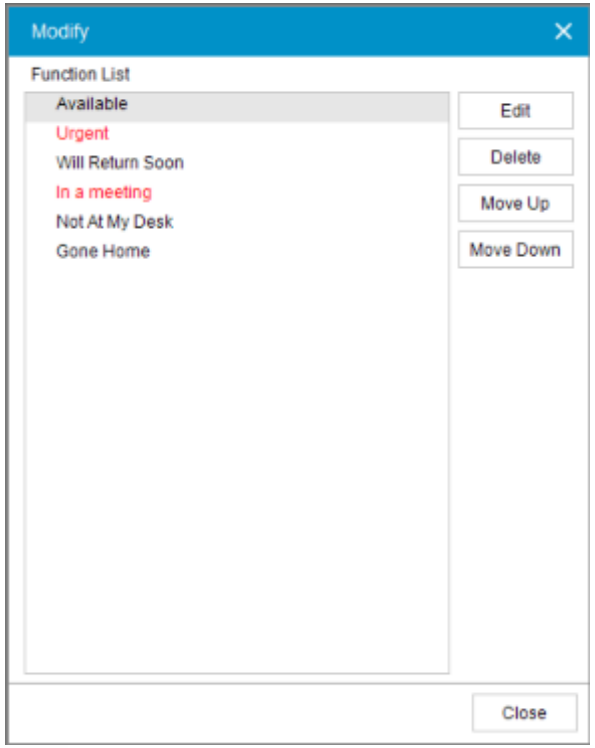




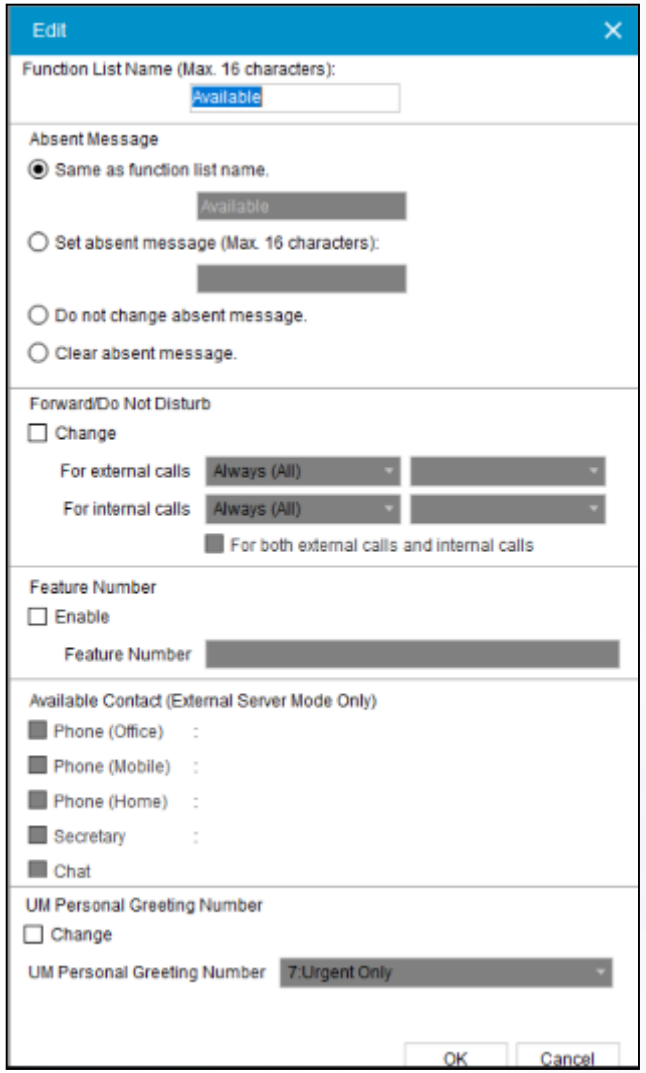
Check the box to enable the function.

Absent Messages

Modifying presence Absent Messages

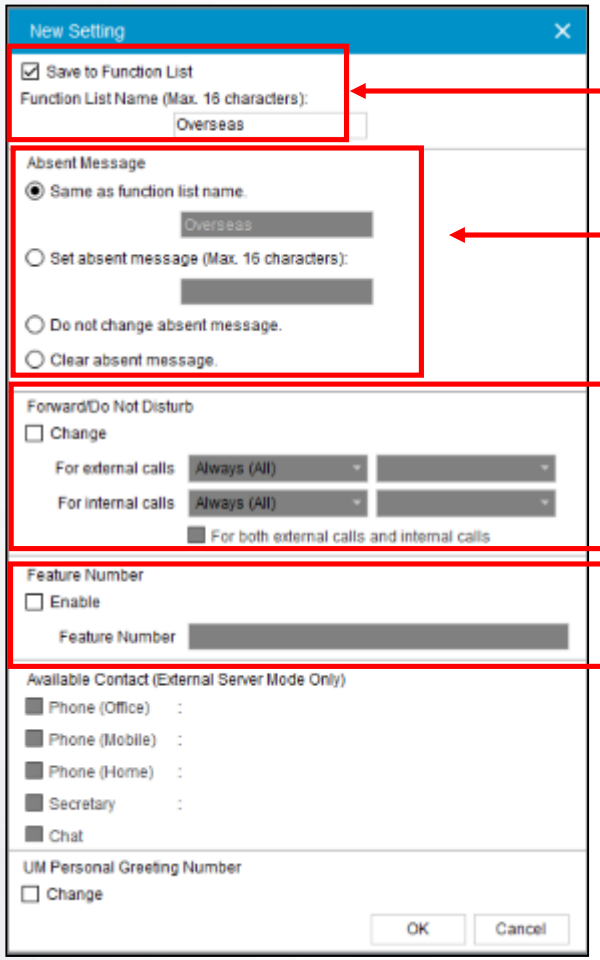


Status TEXT colour is fixed RED for items on 2nd line and 4th line – use Move Up or Down to change which message will display in RED



Absent Messages

Absent message and Function preset



When “New Setting” is selected, “Save” tick box is displayed

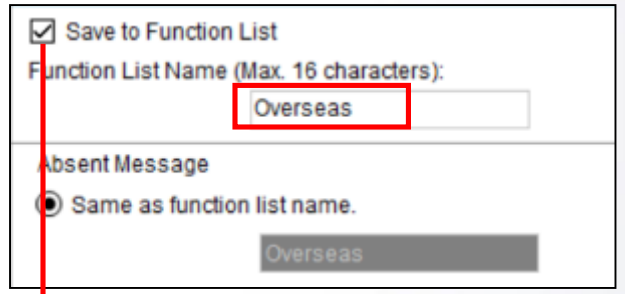
Function List Name (Max. 16 characters)

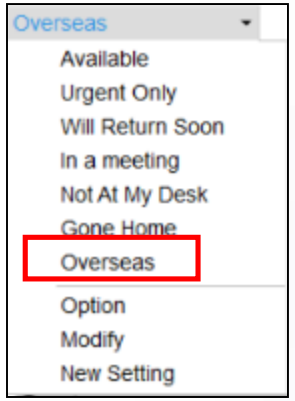
Absent Message

Forward/Do Not Disturb

Feature Number

Ex.) *7360* : Log out ICD Group

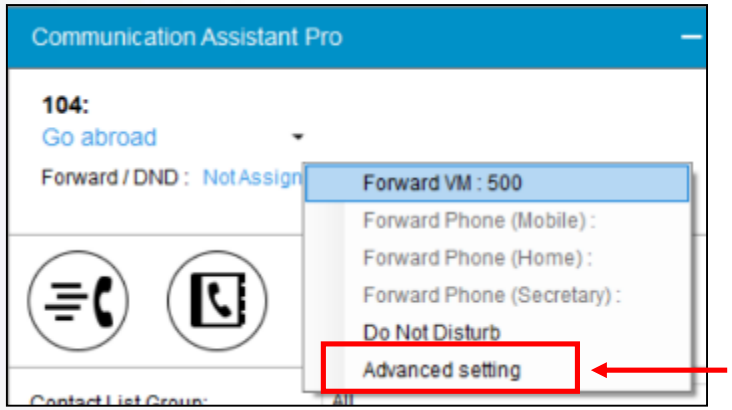




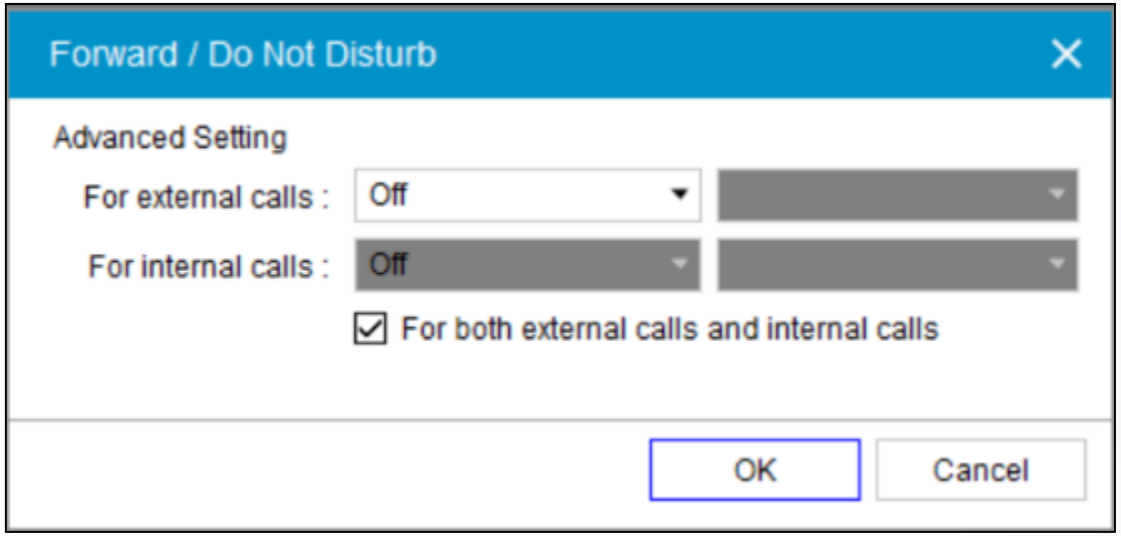
FWD/DND Setting

FWD/DND Setting

FWD/DND Setting



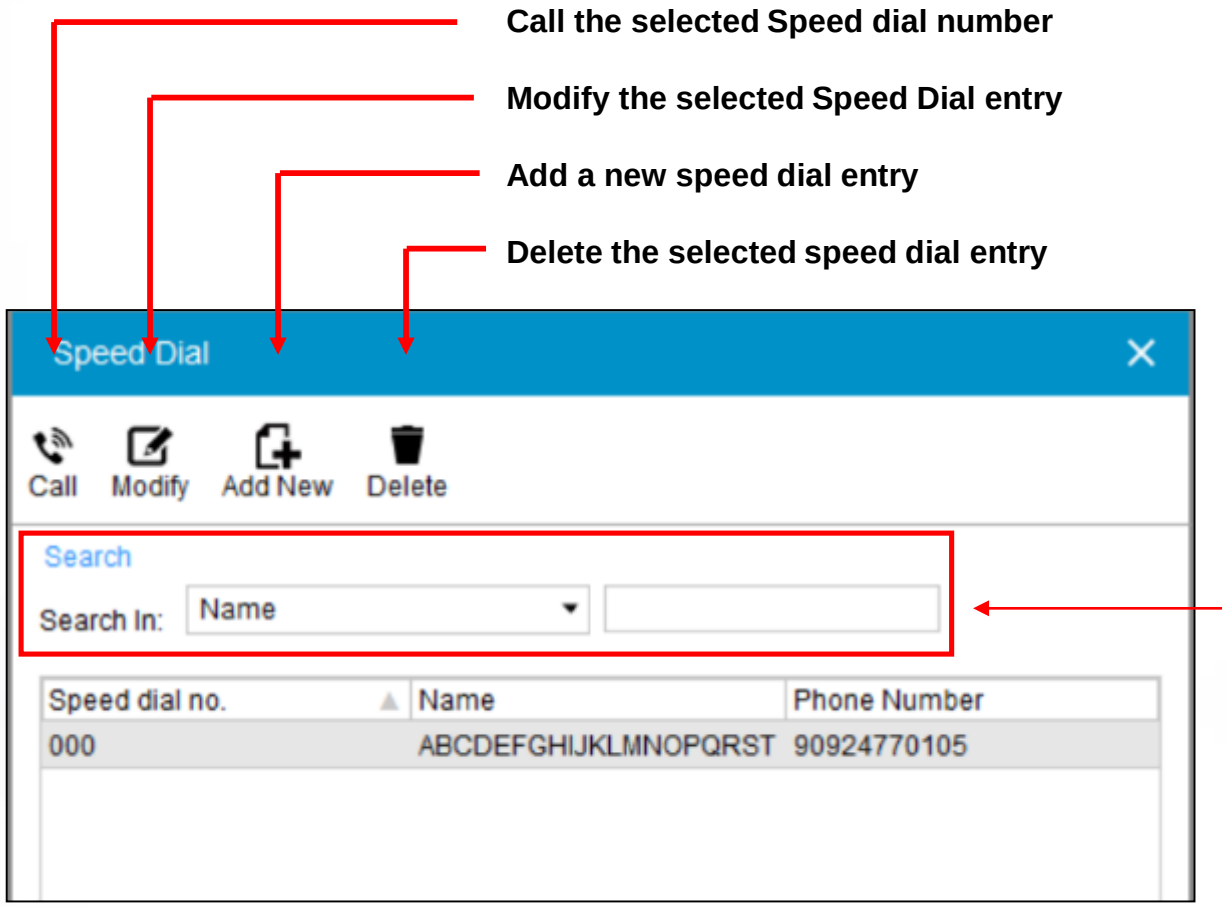
Forward/DND settings can be configured in detail as required.



Action Buttons

Action Buttons - System Speed Dials

Action Buttons: System Speed Dial

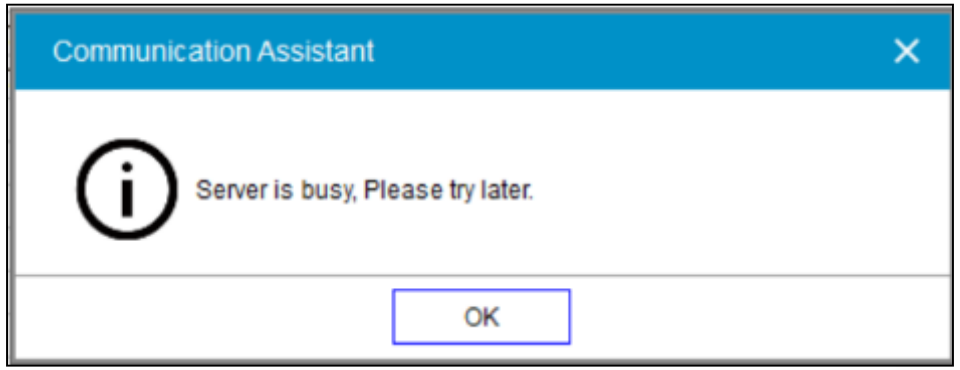


It is possible to search the System Speed Dial list by either Name or Phone Number

Action Buttons - System Speed Dials

System Speed Dials

CA client may not be able to save to System Speed Dials list in certain conditions.



Editing System Speed Dial list is not possible when:

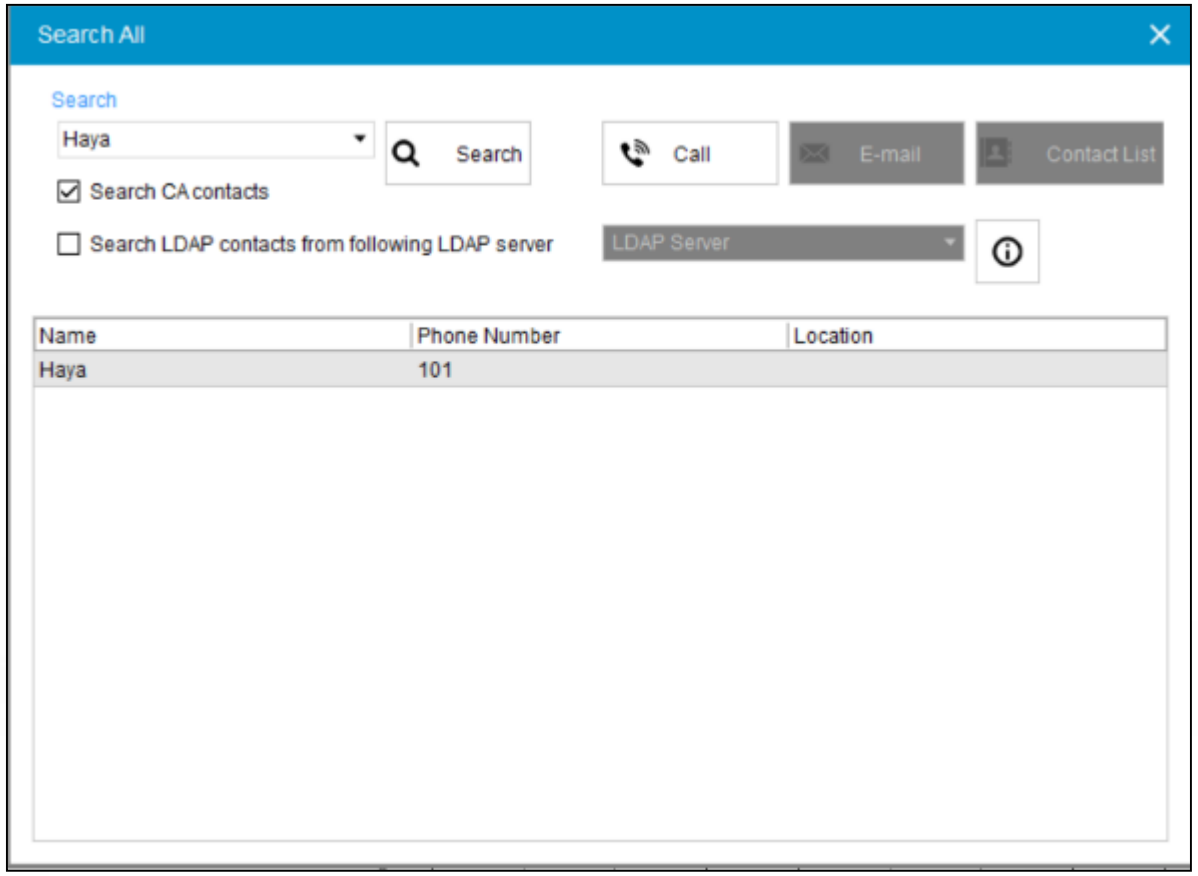
- **INSTALLER/ADMIN is logged into Web-MC (NS/NSX/NSV)**
- **PCMC connected to the PBX (NCP/TDE)**
- **2.7.1 COS Settings > Programming Mode Level:**

  PROG **/*# Manager: Disable

Action Buttons - Search All Contacts

Action Buttons : Search All

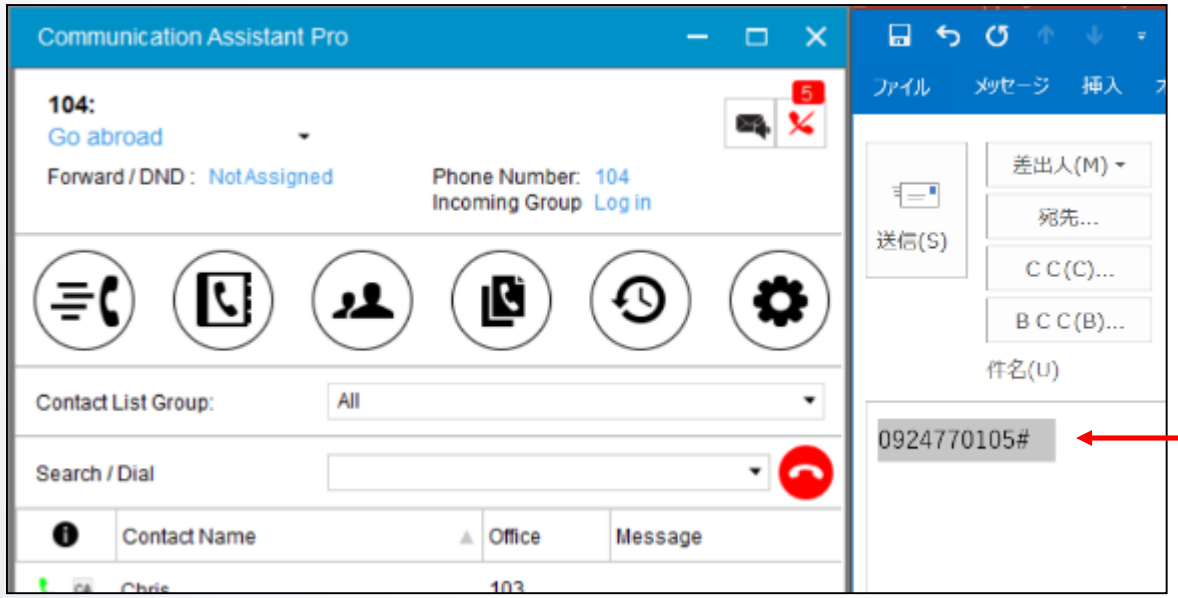
By selecting “Search All” contact information can be found from both CA contacts as well as data from a configured LDAP server.



Action Buttons - Call From Clipboard

Action Buttons: Call from Clipboard

By selecting “Call from Clipboard”, any telephone number stored in the Windows clip board can be dialled.



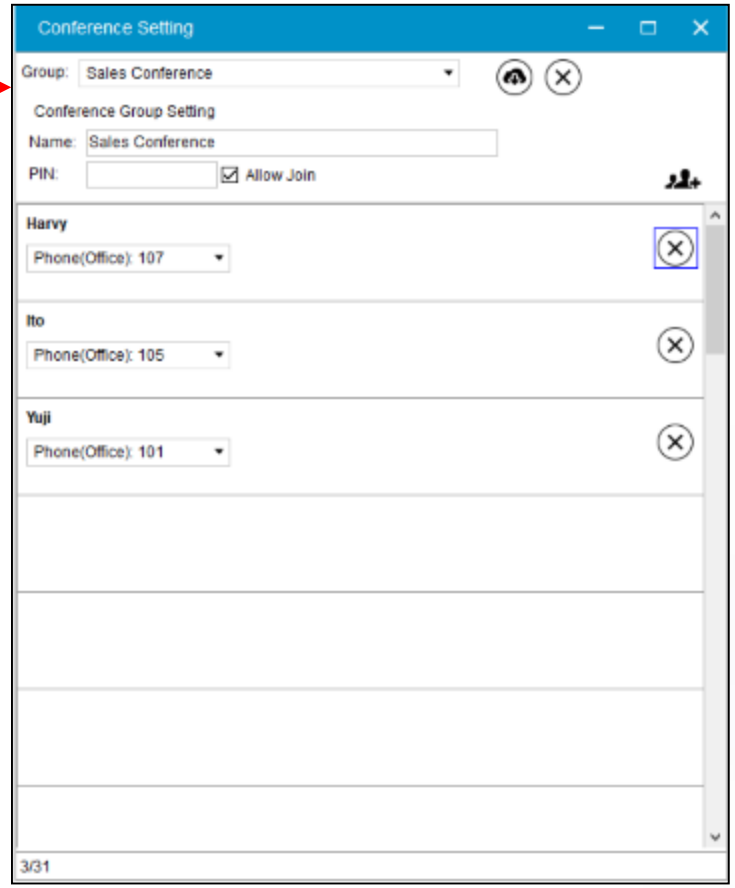
Highlight phone number and click “Call from Clipboard” icon

Action Buttons - Conference Rooms

Action Button: Conference

By selecting “Conference”, multi-party conference calls can be initiated based on existing “CA Conference Group” profiles, or new profiles can be created.

(PBX programmed Conference Group members are ignored when using the CA Conference Room feature).

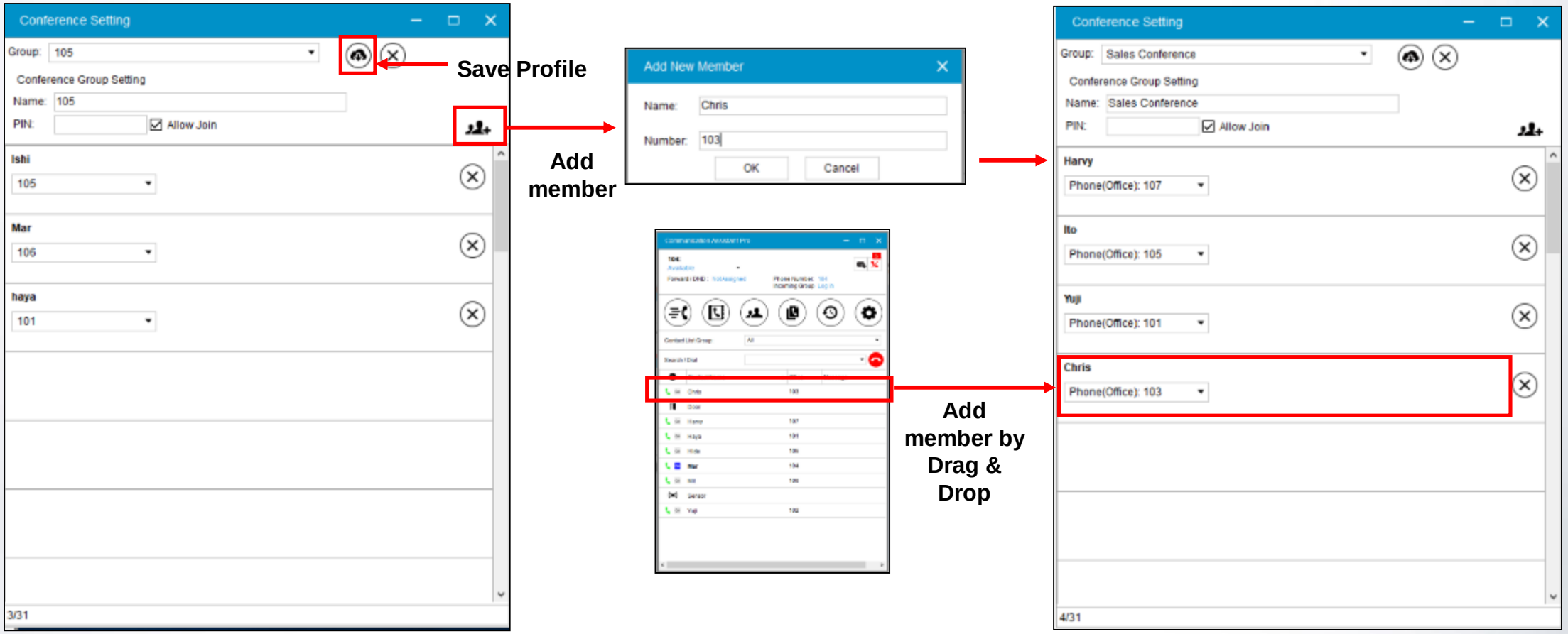


(Conference button is disabled for CA Basic-Express mode).

Action Buttons - Conference Rooms

Action Button: Conference

Conference group profiles can be created on demand using either existing CA contacts or by entering any internal or external contact number.



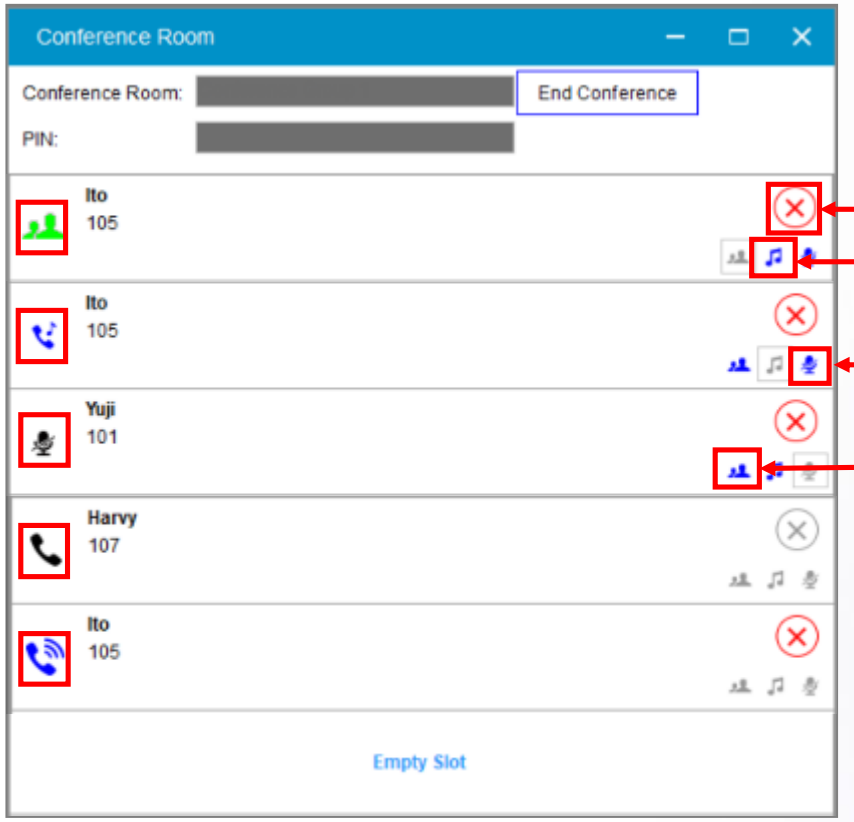
Action Buttons - Conference Rooms

Action Button: Conference

Once a conference call is initiated through the Conference Group tool, the active conversation can be controlled by the CA conference host.

Status

- In Conference
- On hold
- Muted
- Not in Conference
- Ringing



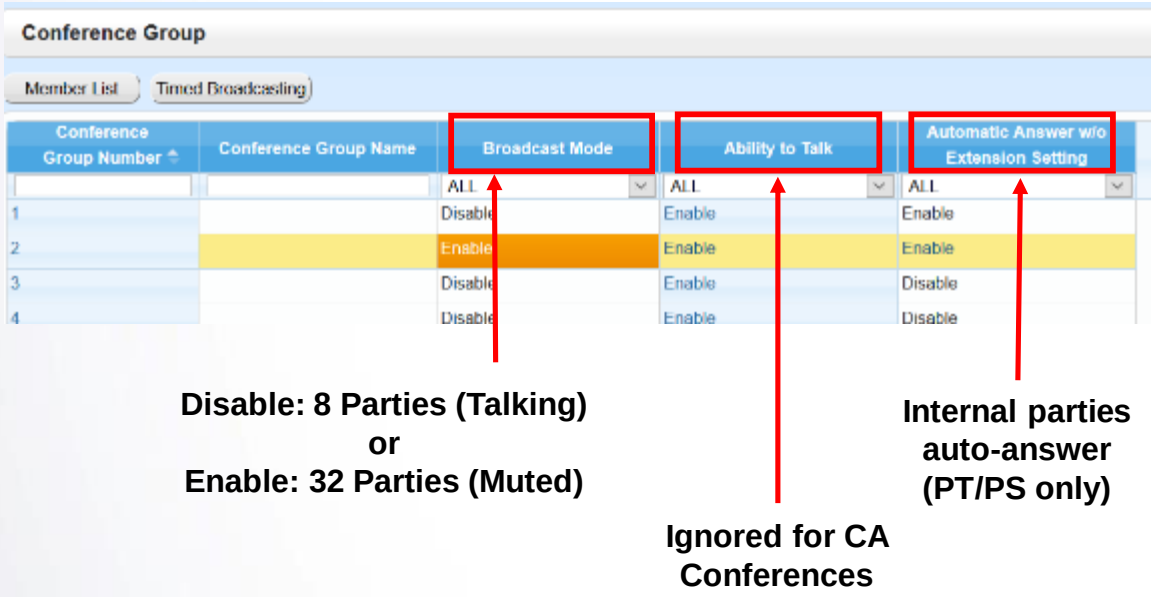
Actions

- Disconnect
- Hold
- Mute
- Return to conference

Action Buttons - Conference Rooms

Action Button: Conference

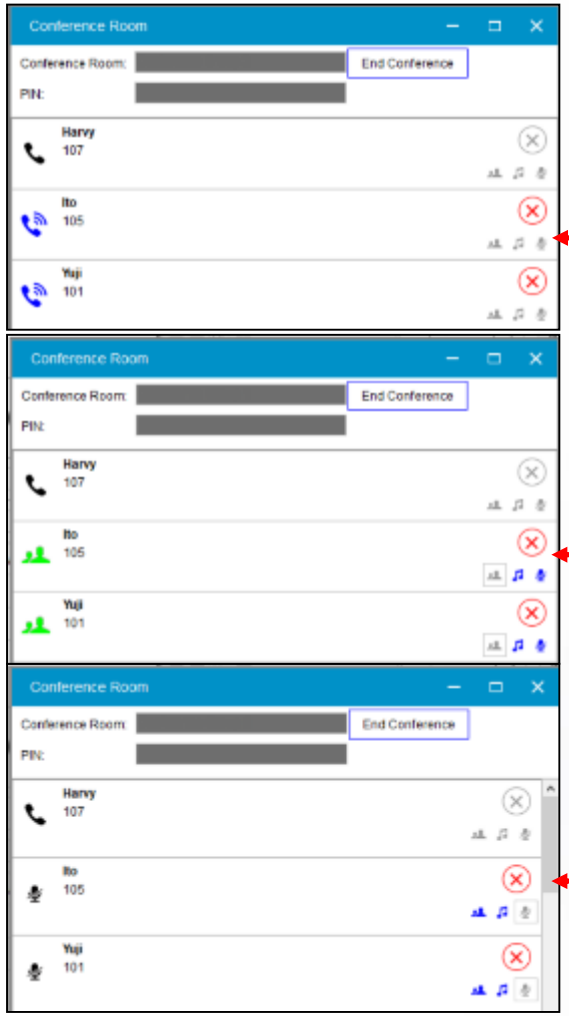
The PBX Conference Group settings will control how each Conference Group behaves on initial call setup.



Disable: 8 Parties (Talking) or Enable: 32 Parties (Muted)

Ignored for CA Conferences

Internal parties auto-answer (PT/PS only)



Examples

Ringing

Auto Answer= Disabled

Answered & Talking

Broadcast Mode = Disabled

Auto Answer = Enabled

(Internal PT/PS Only).

Answered & Muted

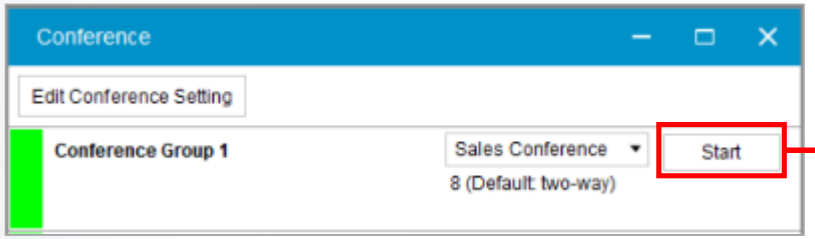
Broadcast Mode = Enabled

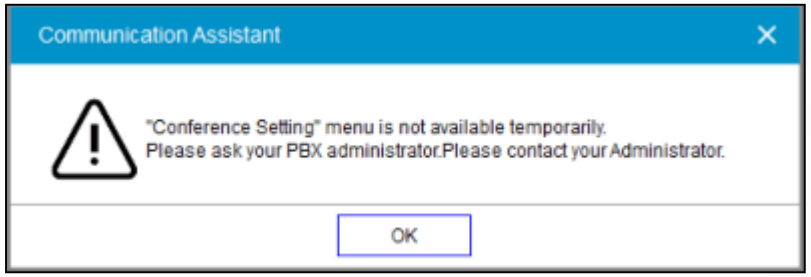
(Regardless of Auto-Answer)

Action Buttons - Conference Rooms

Action Button: Conference

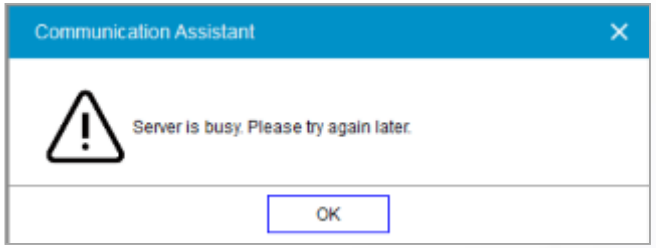
NOTE: the CA Conference feature is limited by COS and Web-MC activity



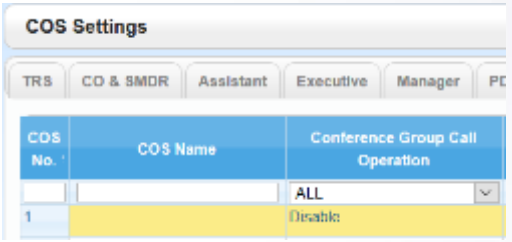


CA conference is not possible when:

- **INSTALLER/Administrator/Supervisor/User is logged into Web-MC (NS/NSX/NSV)**
- **PCMC connected to the PBX (NCP/TDE)**



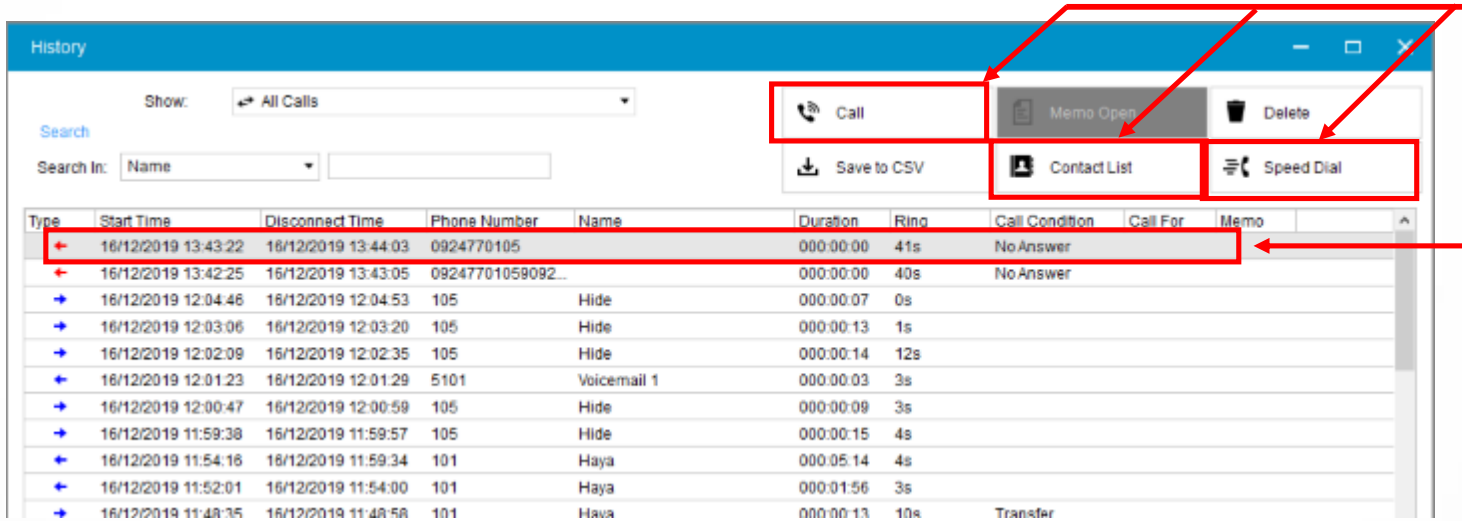
CA Conference requires Conference Group Call Operation Enabled in CA User's COS



Action Buttons - Call History

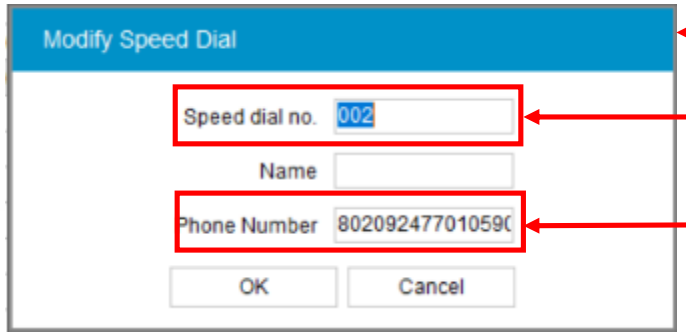
Action Button: Call History

CA Call History can be used to Dial or call back numbers, add to Contacts or Speed Dials, or exported as .CSV for external usage.



2. Click desired option

1.Select the entry to Call, add to Speed Dials or add to Contact List



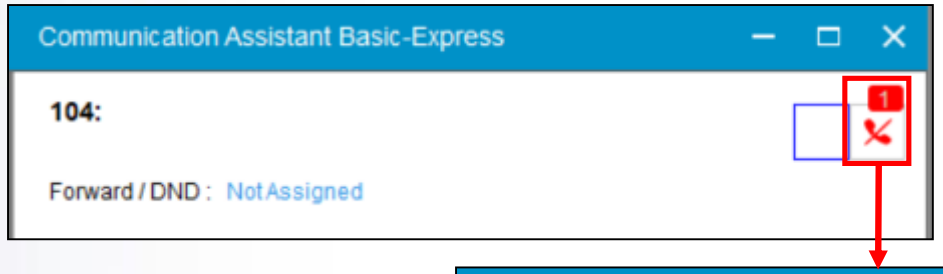
For System Speed Dials, new entry window appears

Next Available SSD slot number is selected

Number + CO Line Access automatically populated

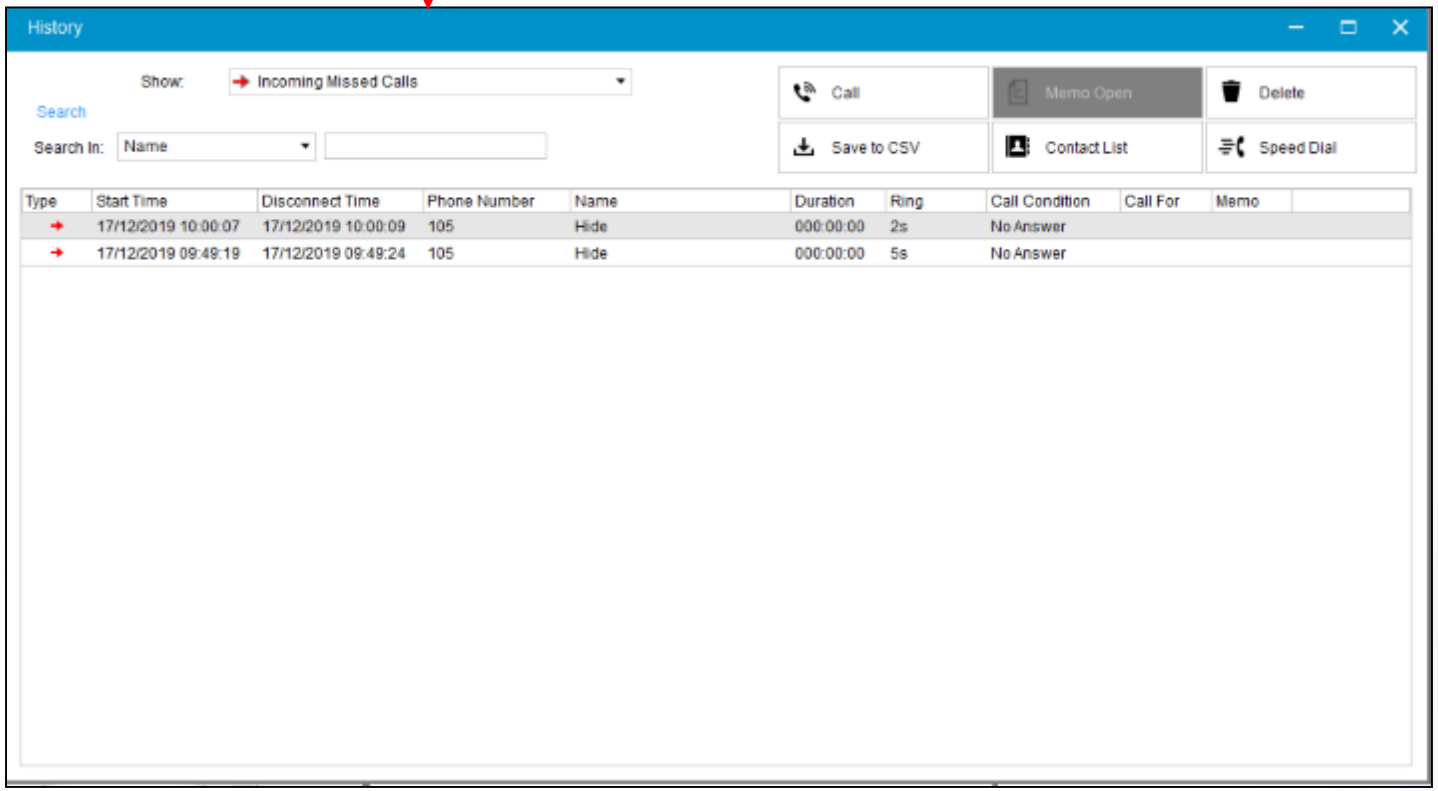
Action Buttons - Call History

Call History: Missed Calls



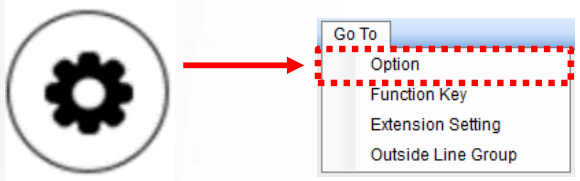
Missed Call icon on Main window shows quantity of new Missed Calls.

Click to open Missed Call history



Action Buttons - Option Menu

Action Button: Option Menu

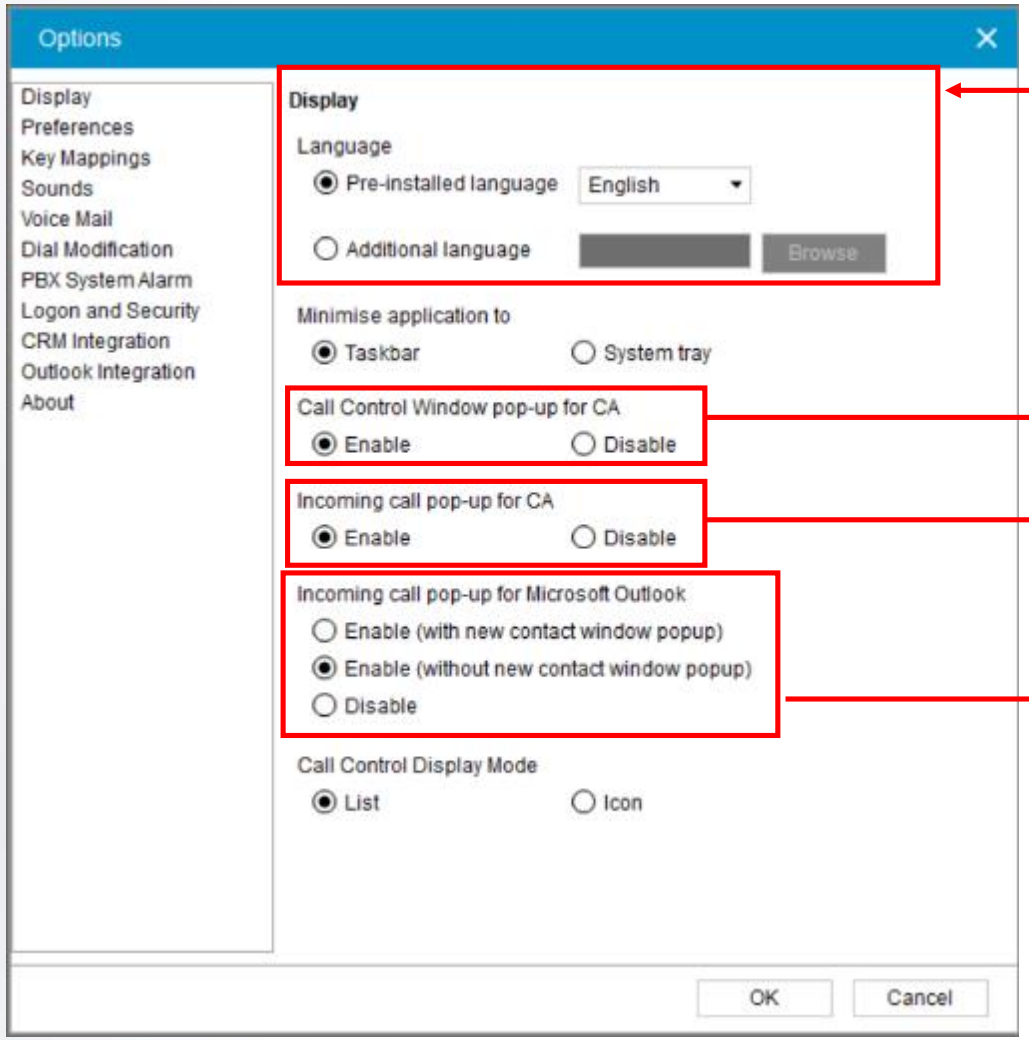


The “Option” menu allows customization of the following items:

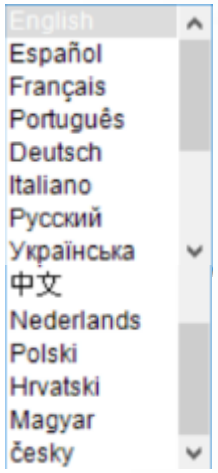
- **Display**
- **Preferences**
- **Key Mappings**
- **Sounds**
- **Voice Mail**
- **Dial Modification**
- **PBX System Alarm**
- **Logon and Security**
- **CRM Integration**
- **Outlook Integration**
- **About**

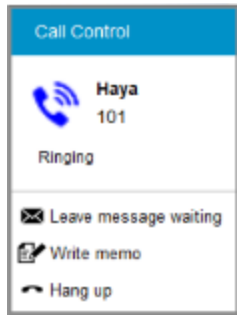
Action Buttons - Option Menu

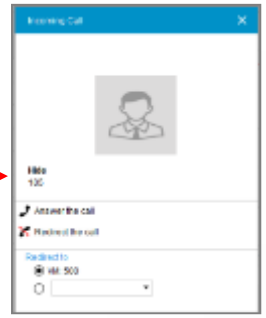
Option Menu : Display



Each user can select their preferred display language:

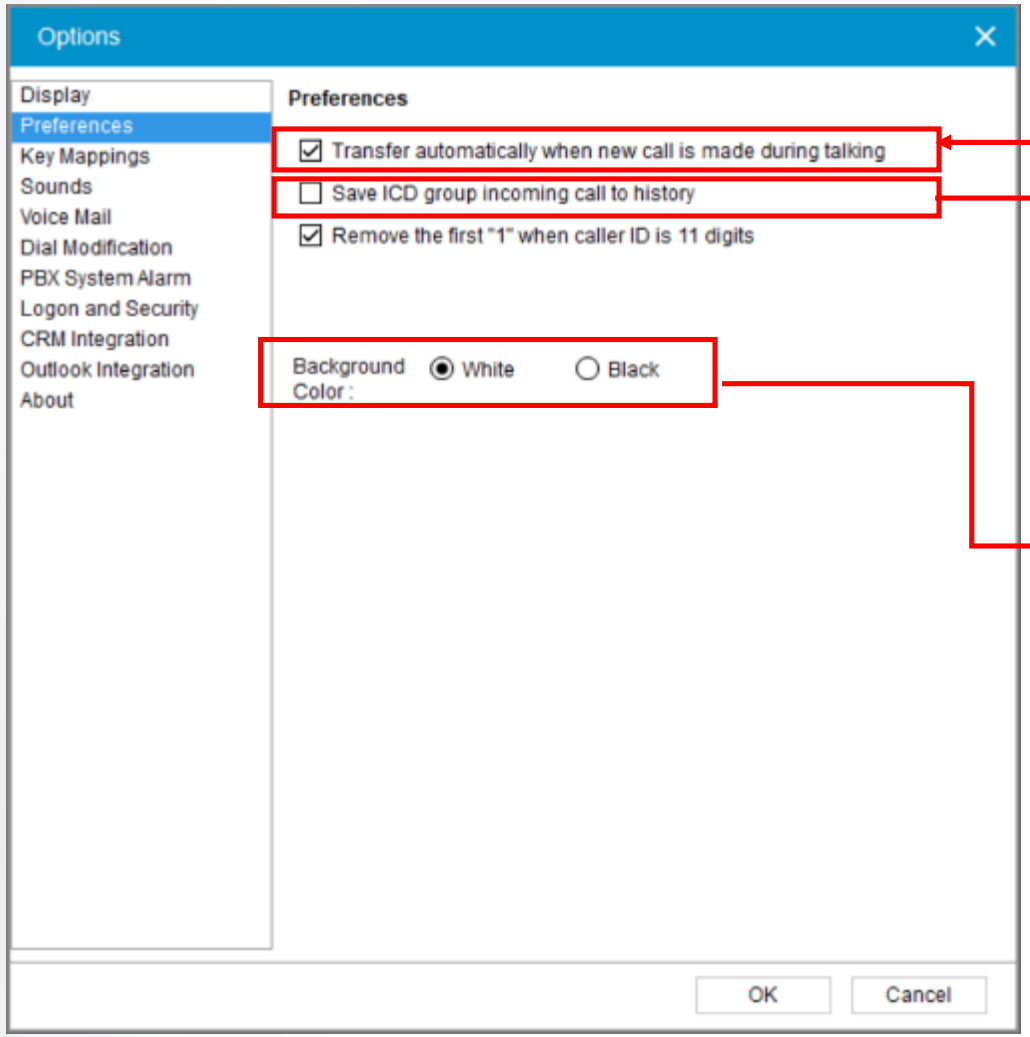






Action Buttons - Option Menu

Option Menu : Preferences



Enable/Disable
Transfer a call without using the transfer button.

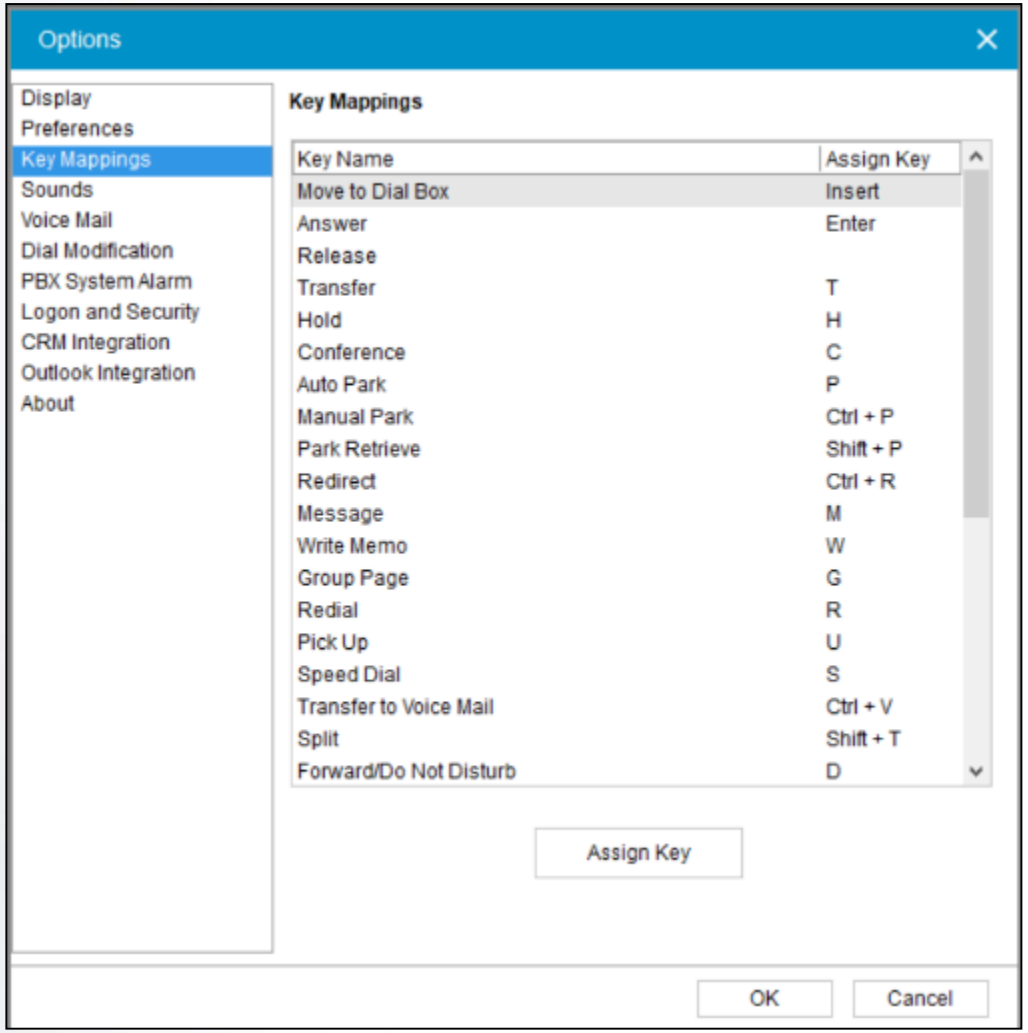
Simply enter a dial number and then hit Enter or double-click on a contact during a call.

Enable/Disable
Save ICD Group incoming call to history

Background colour scheme: changes after saving and restarting CA client

Action Buttons - Option Menu

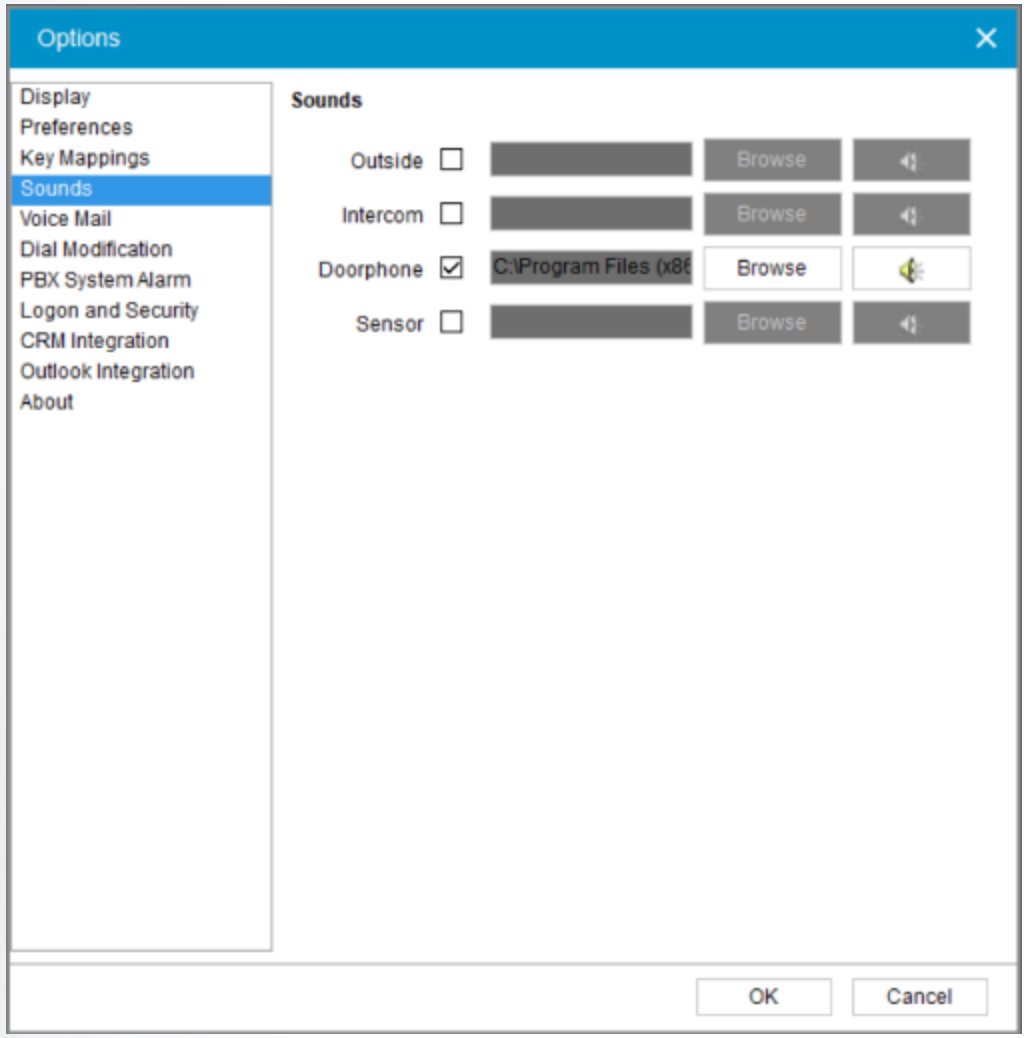
Option Menu : Key Mappings



Shortcut Key Mapping of each function

Action Buttons - Option Menu

Option Menu : Sounds

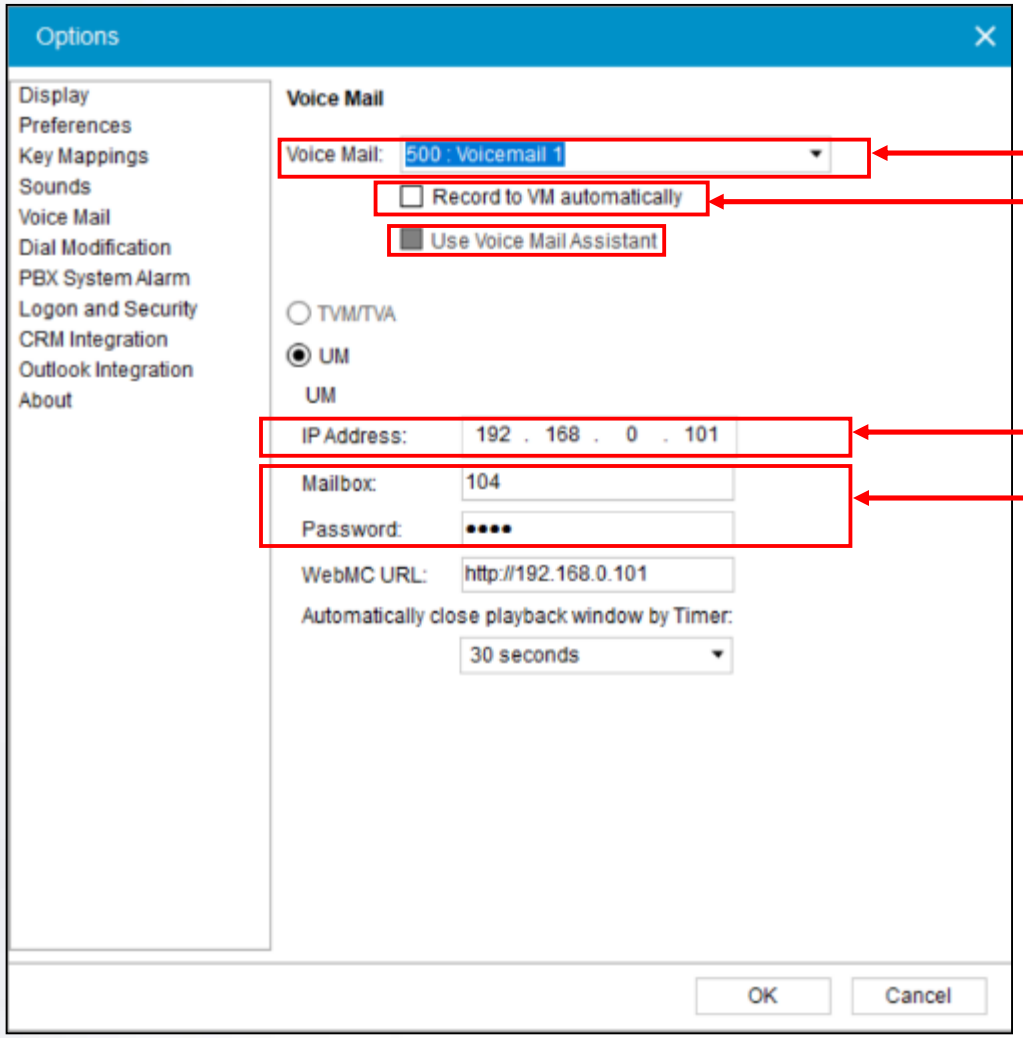


Personalise the PC notification sound for each call type

(WAV, MP3 and WMA supported)

Action Buttons - Option Menu

Option Menu : Voice Mail



Select Voicemail/Unified Messaging group number

Automatically start 2-way recording when call is connected

Use Voice Mail Assistant (TVM/TVA System only)

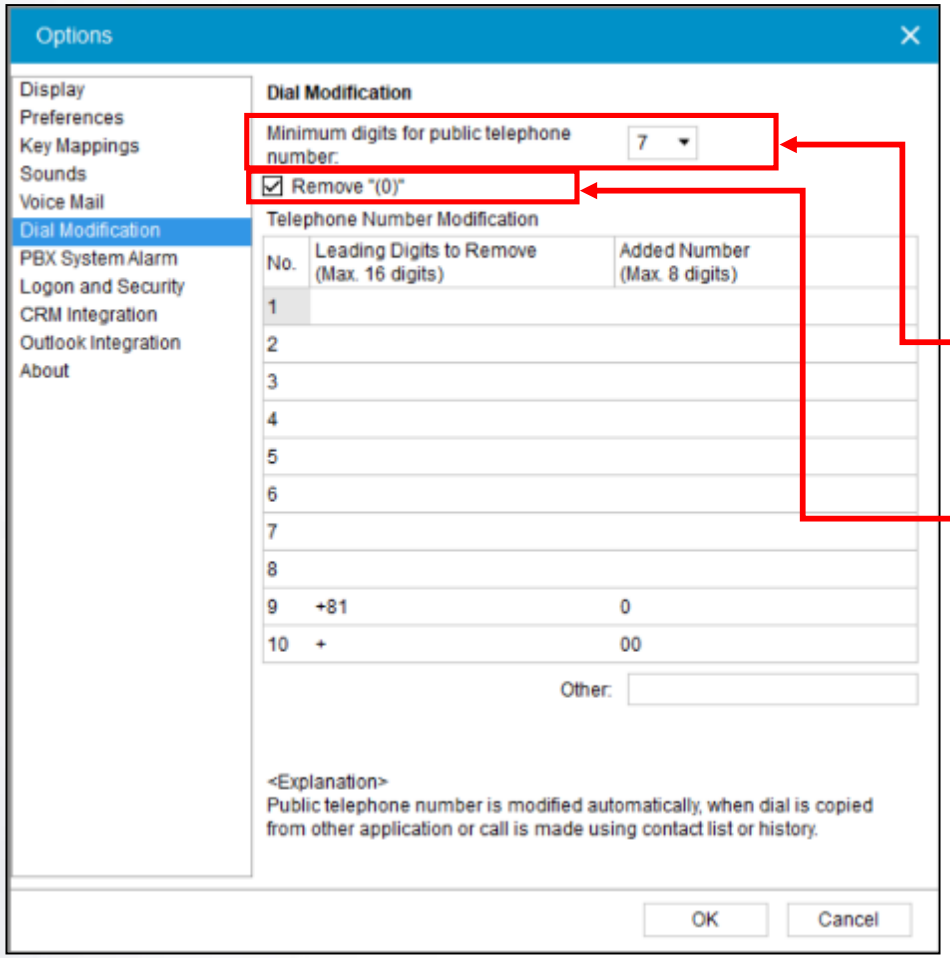
PBX IP address

Mailbox number and
Message Client Password
at COS of UM

Extension	First Name	Last Name	Mailbox Password	Mailbox Password (Message Client)
102			Edit	Edit
103			Edit	Edit
104			Edit	Edit
105	Nobuyuki	Mine	Edit	Edit
106	SB	Hawks	Edit	Edit

Action Buttons - Option Menu

Option Menu : Dial Modification



The number is modified according to the dial modification settings, when you make an external call from :
- **Contact list of CA**
- **Outlook or a CRM application**
- **Copying an external phone number to CA from another application**

7 digits : External call
(Add CO line access No.)
6 digits : Extension call

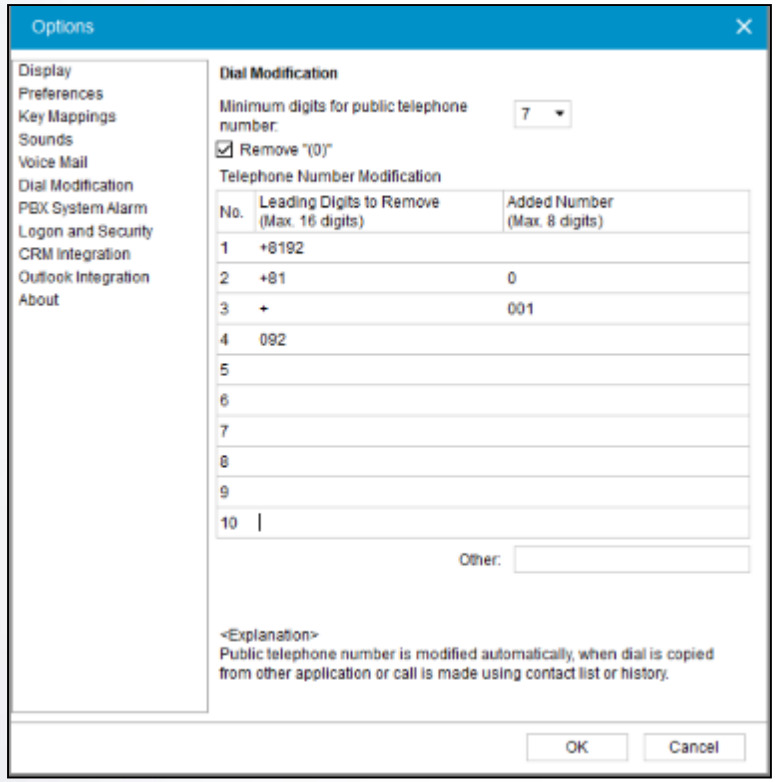
How to count the digits of characters.
0921234567 : 10 digits
+81-123-4567 : 12 digits
(CA counts '+' and '-'.)

Delete the string "(0)" from a copied external phone number

For External Calls only

Action Buttons - Option Menu

Option Menu : Dial Modification



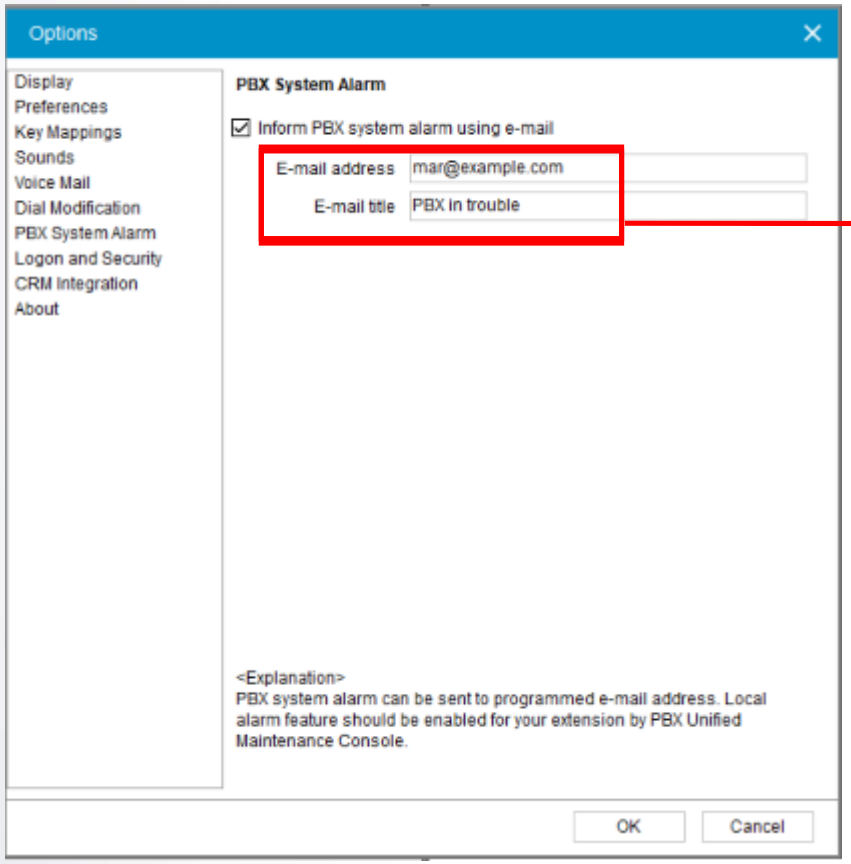
Input Number	Table No.	Removed Digits	Added Digits	Modified Number
+81-92-123-4567	1	+8192	(None)	0-123-4567
+81-3-111-4444	2	+81	0	0-03-111-4444
+44-66-111-4444	3	+	001	0-001-44-66-111-4444
092-111-8888	4	092	None	0-111-8888

Example show for CO line access number = 0

For External Calls only

Action Buttons - Option Menu

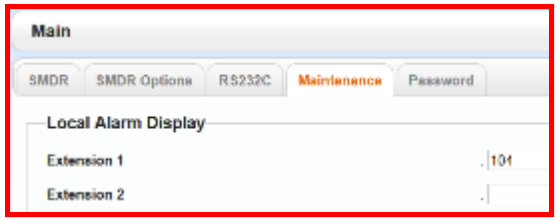
Option Menu : PBX System Alarm



If PBX alarm occurs, CA sends an e-mail with PBX error code via your e-mail client software.

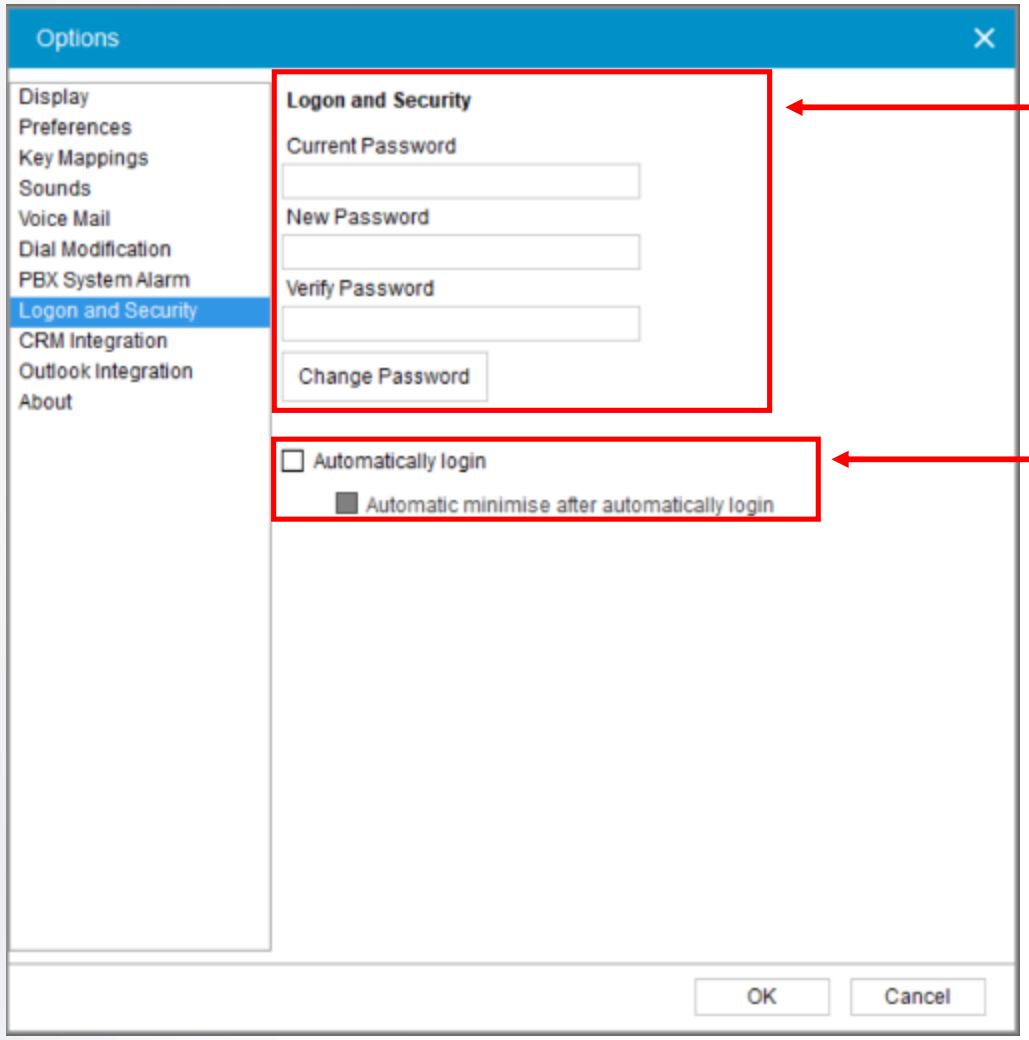
Error Code	Error Message	PROBABLE CAUSE	SOLUTION
230	Card disconnected	• Optional service card not installed properly • Optional service card malfunction • Back board malfunction	• See if the corresponding optional service card is installed properly • Pull out and re-insert the corresponding optional service card • Perform a system reset of the PBX through Web Maintenance Console (If the system reset cannot be performed, turn off the power switch, and then turn it on) • Replace the corresponding optional service card • Replace the back board (be sure to turn off the PBX when replacing)

PBX Configration-11.Maintenance-1.Main-Maintenance



Action Buttons - Option Menu

Option Menu : Logon and Security



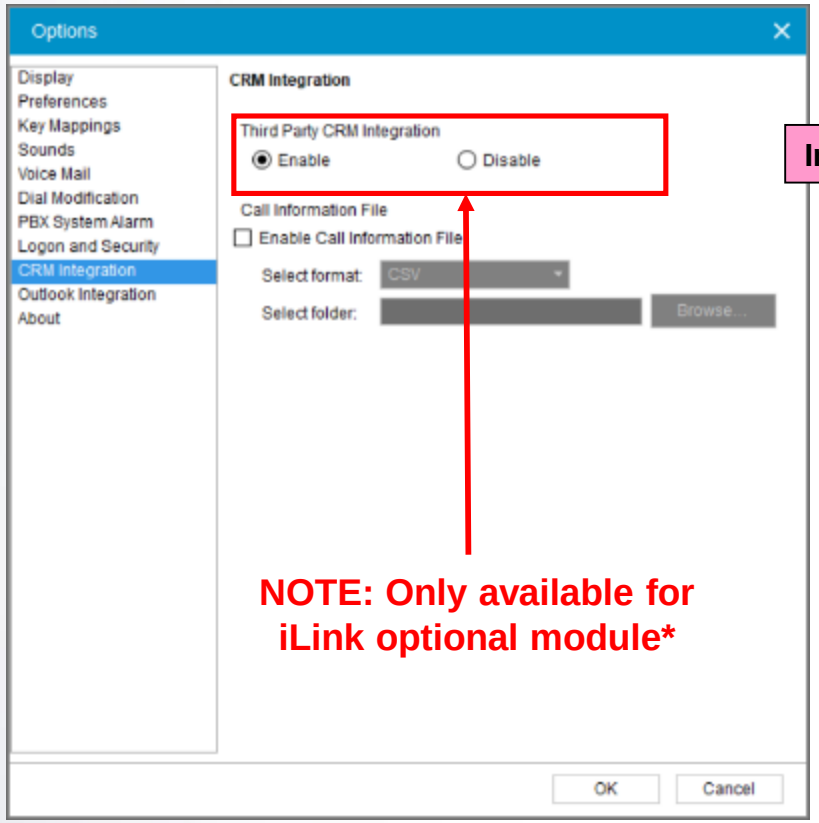
Change password

Enable/Disable automatic login

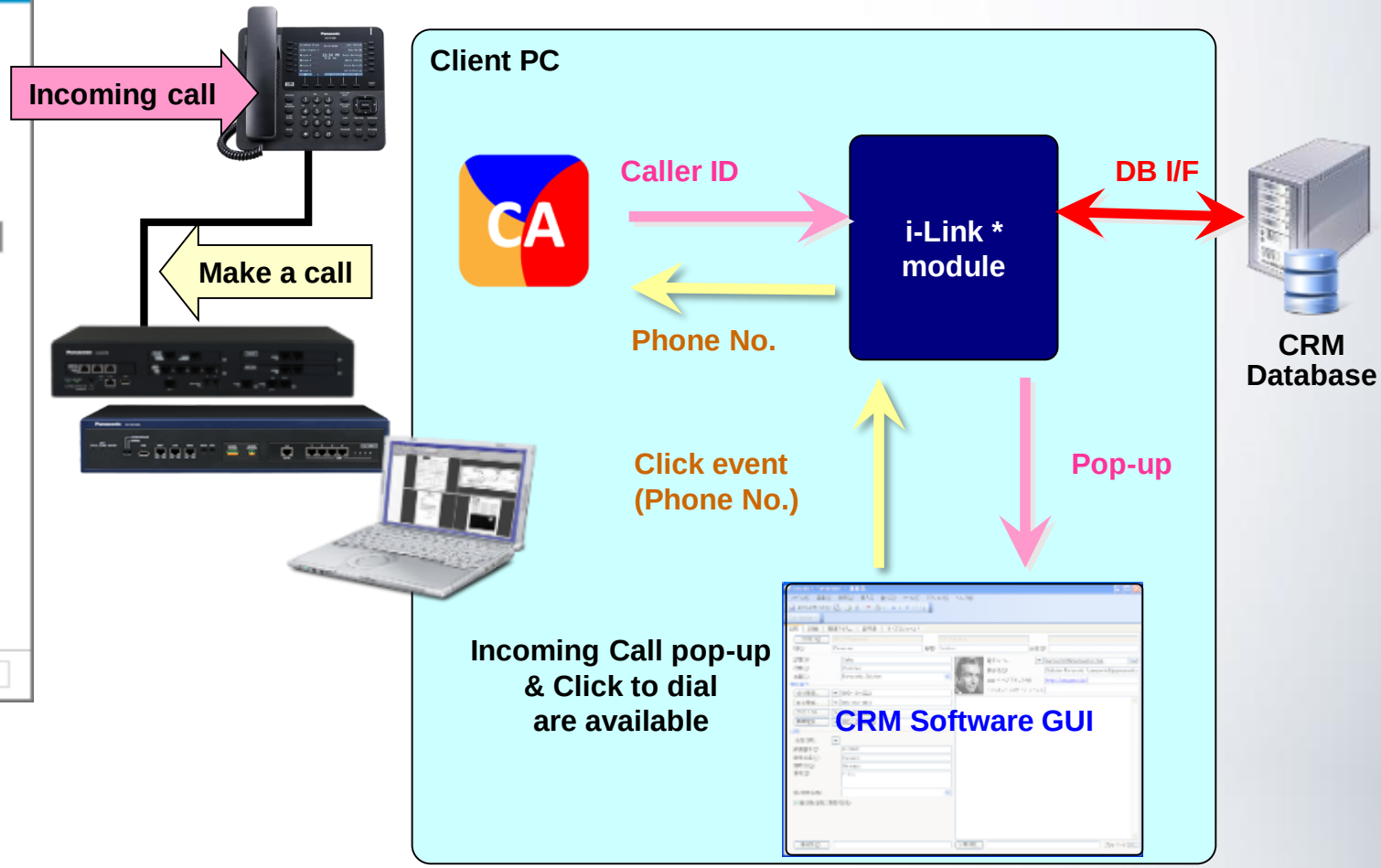
Enable/Disable automatic minimize

Action Buttons - Option Menu

Option Menu : CRM Integration (Third party)



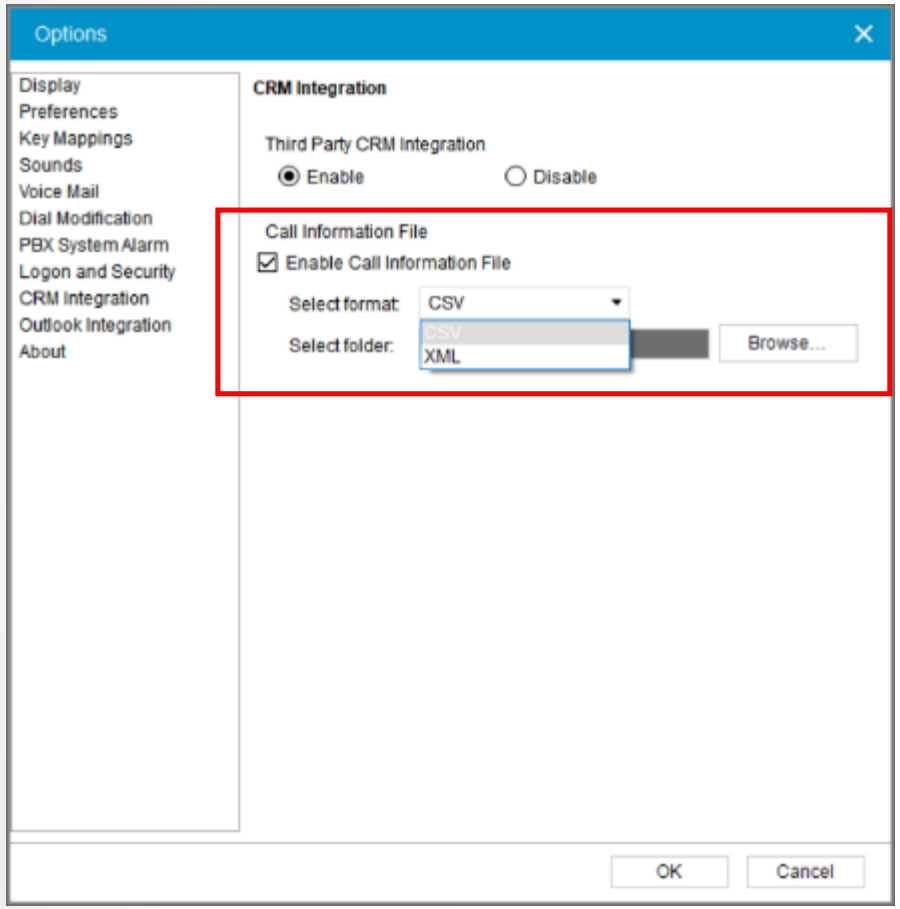
Operation Image (Third Party CRM Integration)



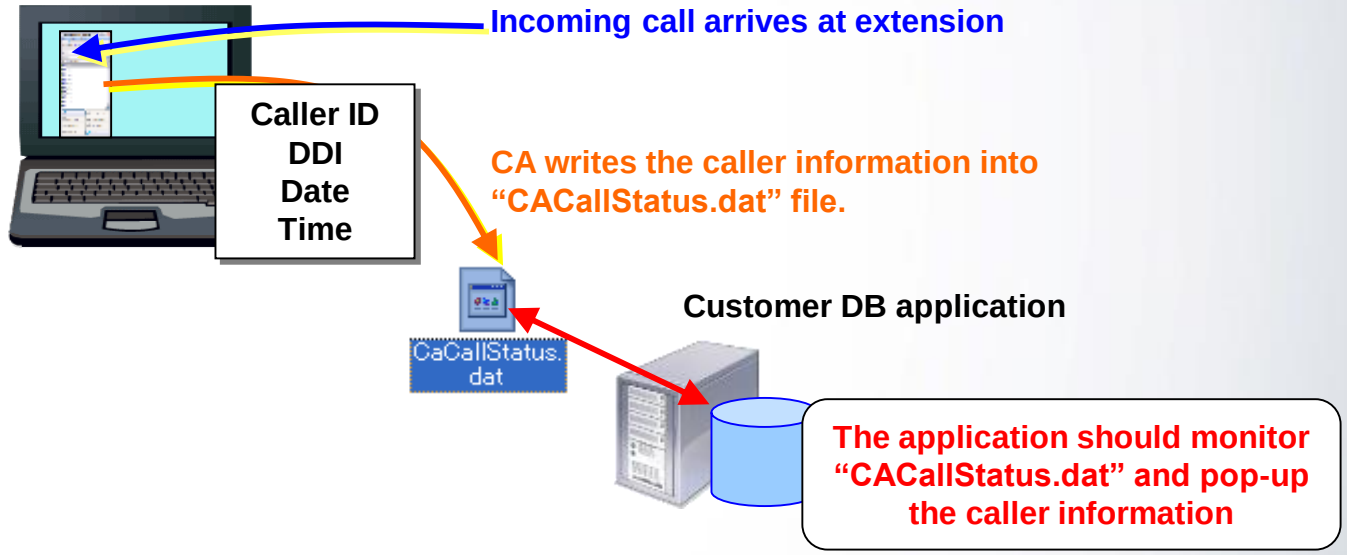
(*) iLink “CRM Extensions” product for Panasonic CA

Action Buttons - Option Menu

Option Menu : CRM Integration (output Call Information)



Operation Image (Output call information for pop-up)



CSV or XML can be selected as caller information

CSV format

```
47712,191,23/08/2010,09:24:02↓
[EOF]
```

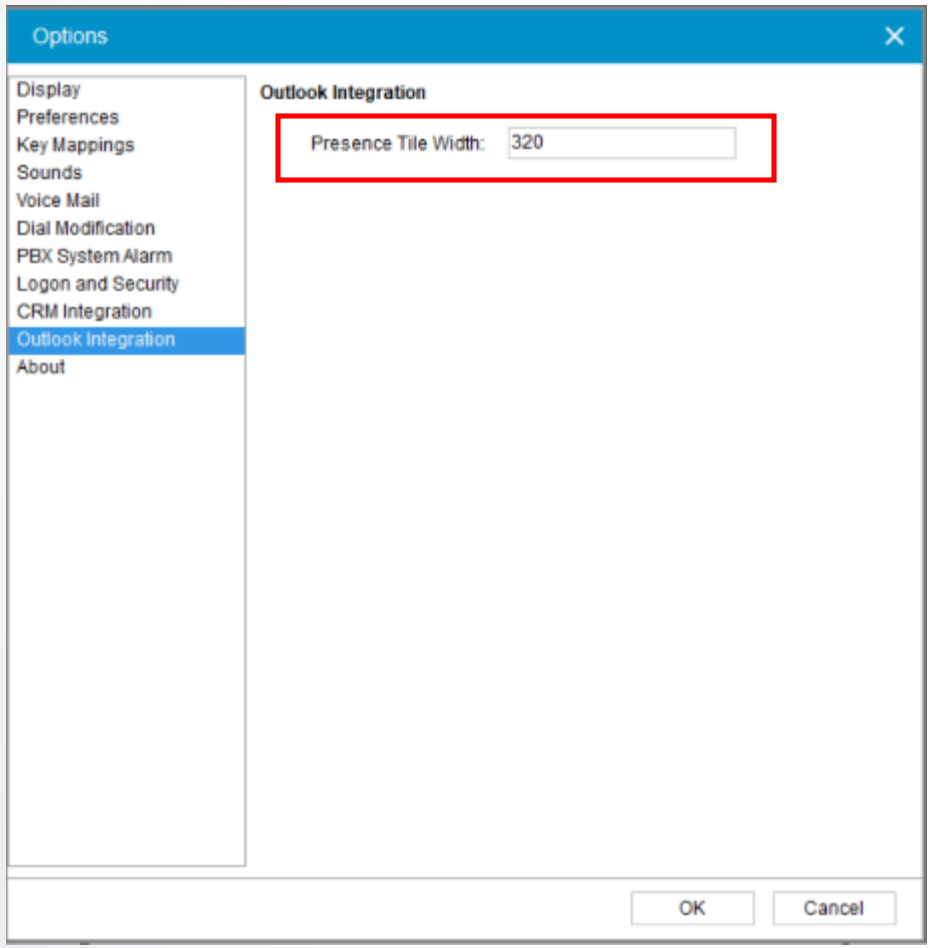
Caller ID DDI Date Time

XML format

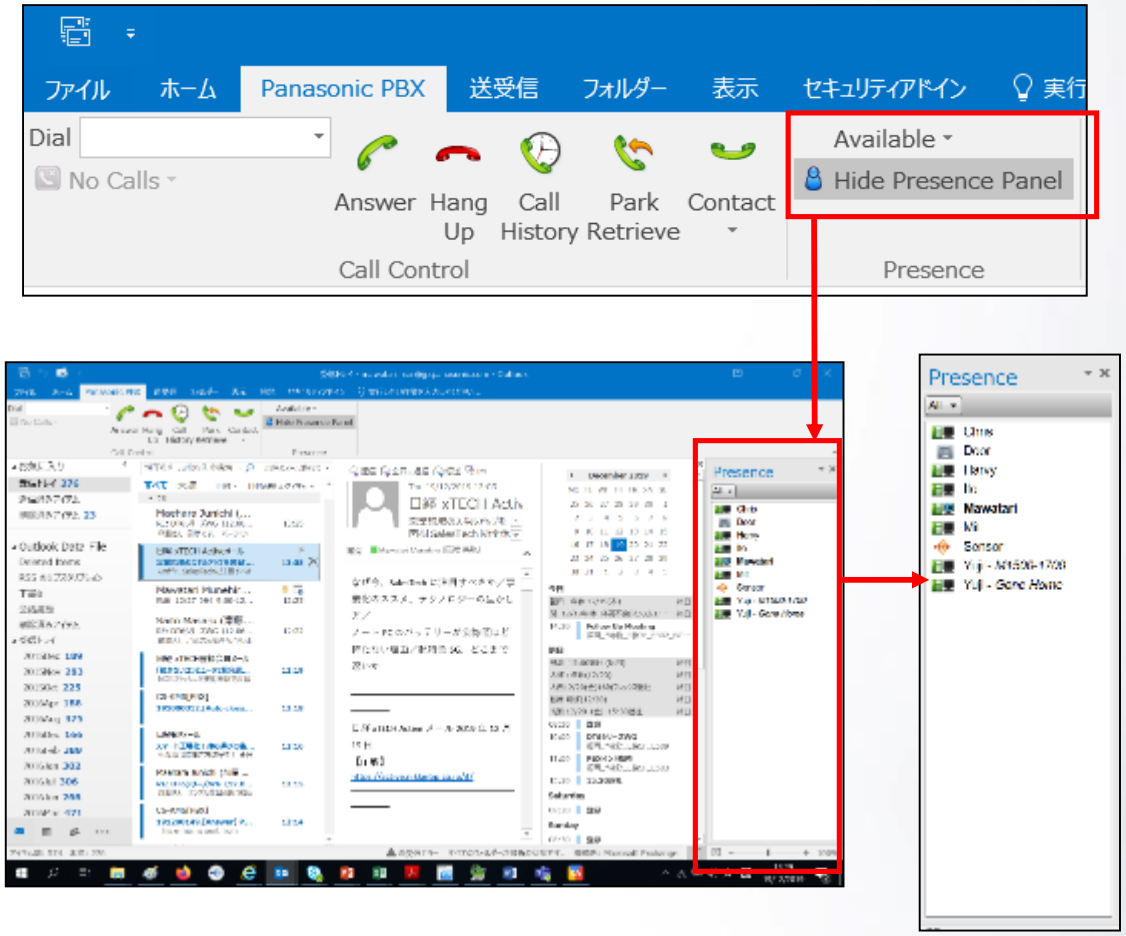
```
<CRM>↓
    <CallRecord>↓
        <CallerID>47712</CallerID>↓
        <DDI>191</DDI>↓
        <Date>23/08/2010</Date>↓
        <Time>09:25:27</Time>↓
    </CallRecord>↓
</CRM>[EOF]
```

Action Buttons - Option Menu

Option Menu : About

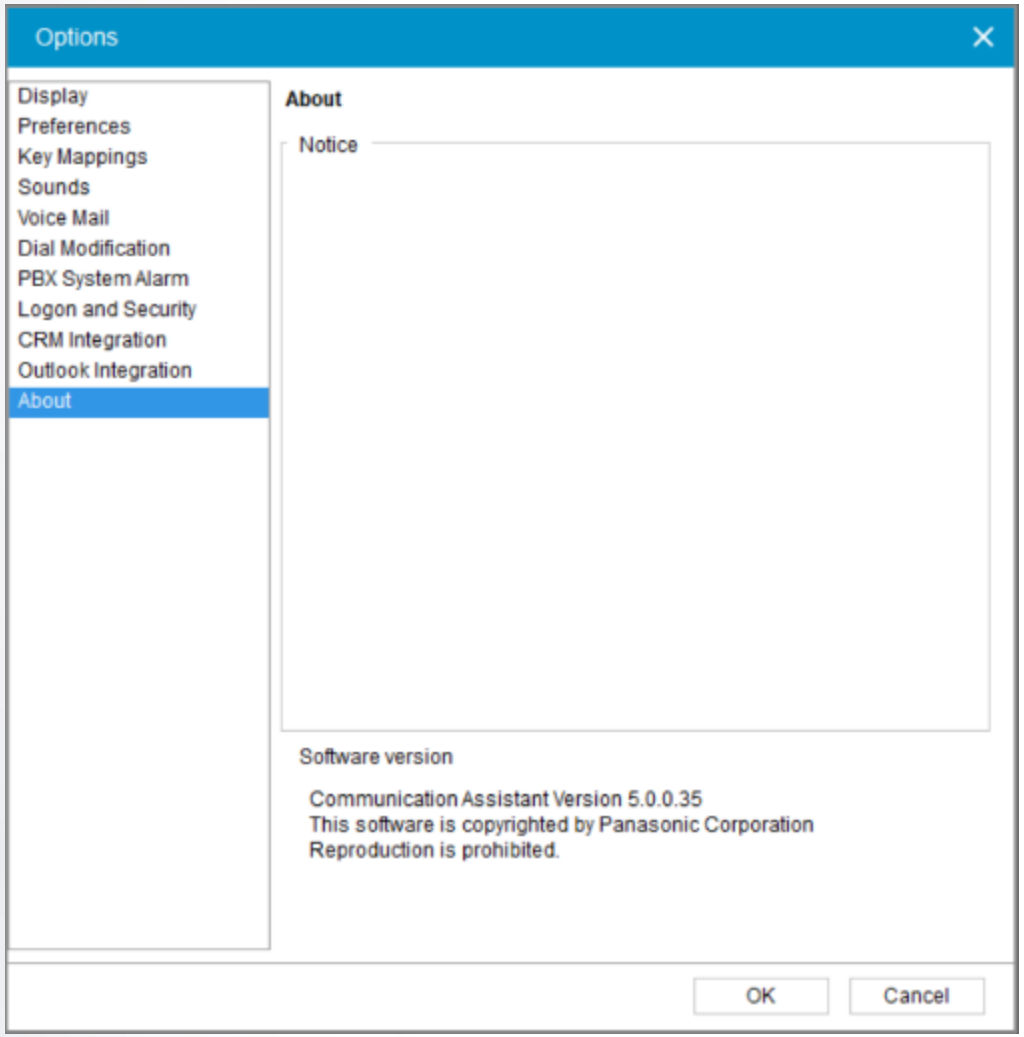


Define Presence Tile width within Outlook toolbar



Action Buttons - Option Menu

Option Menu : About

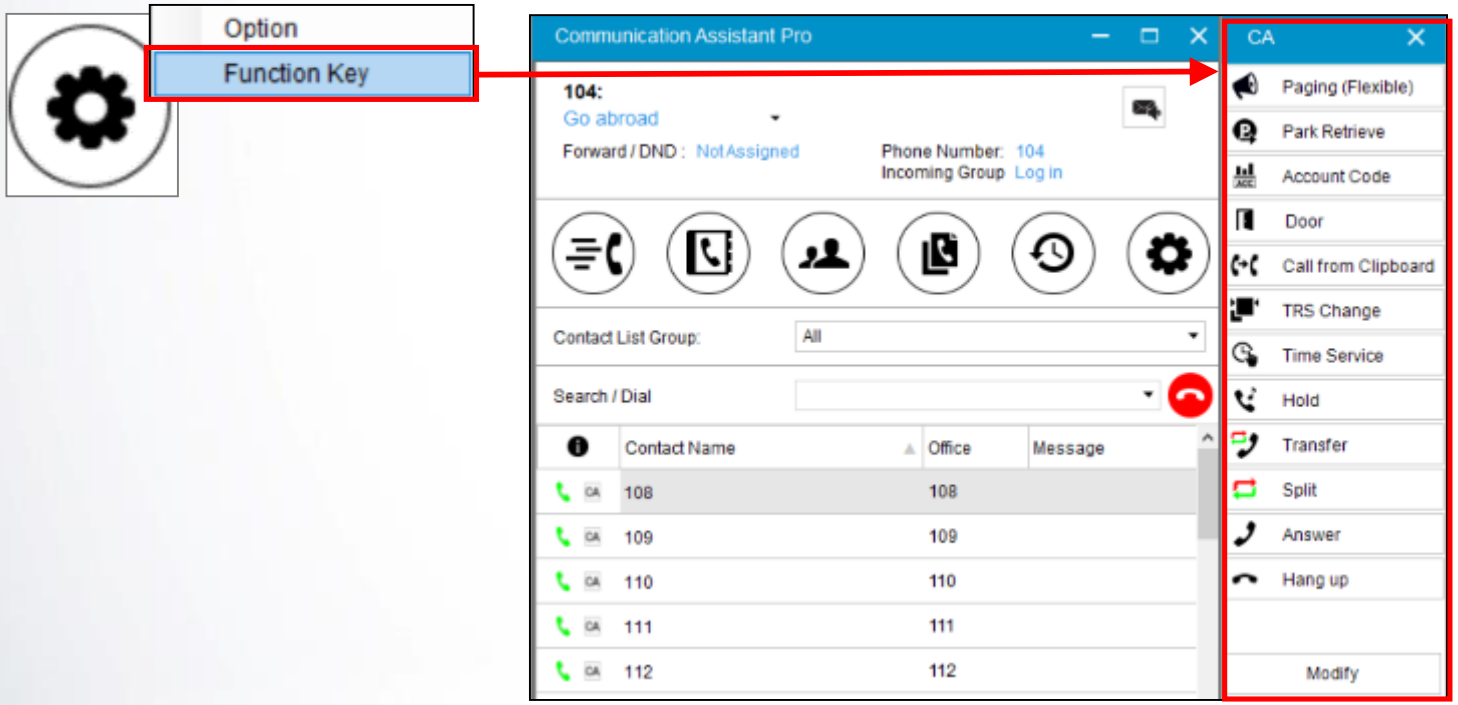


Application information (version changes, bug fixes etc)

Action Buttons - Option Menu - Function Key

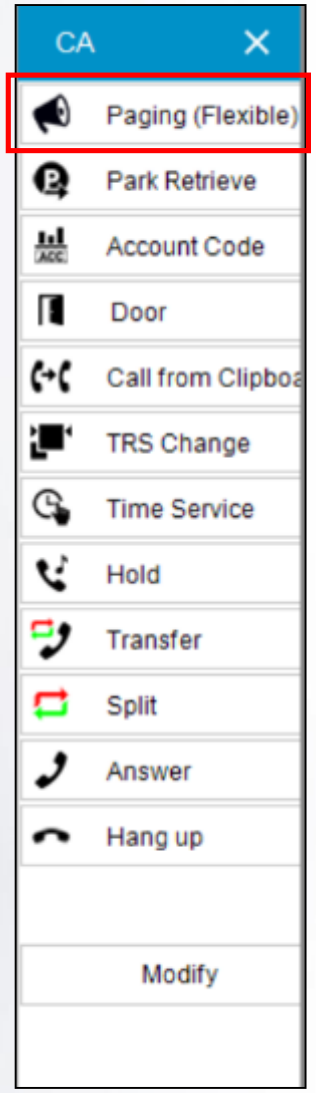
Function Key

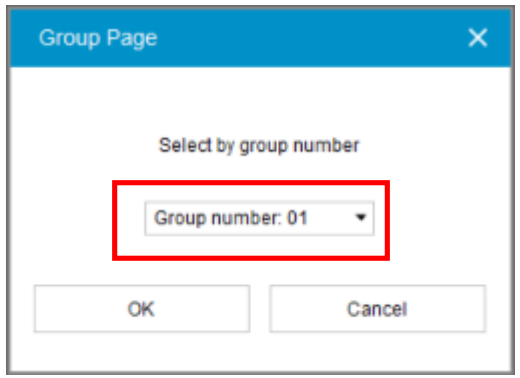
The Function Key tool bar is an optional additional window providing single click access to commonly used features. The tool bar position is configurable by the user and can be locked to the window edge or free floating.

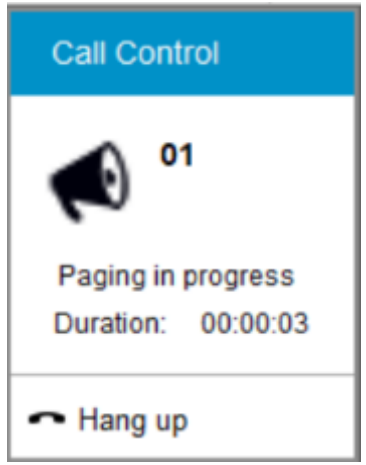


Action Buttons - Option Menu - Function Key

Function Key : Group Page



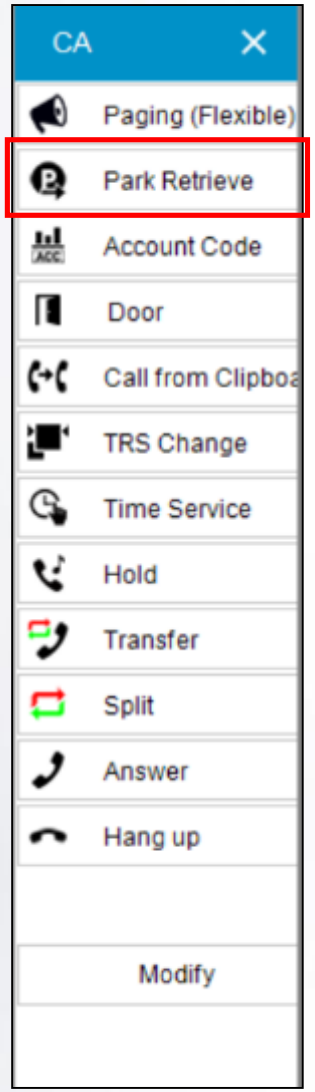


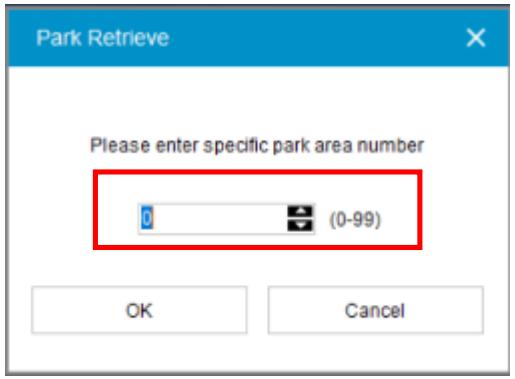


Start paging

Action Buttons - Option Menu - Function Key

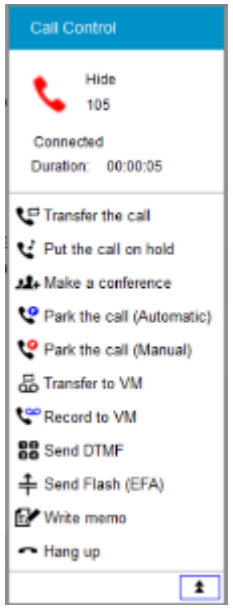
Function Key : Park Retrieve





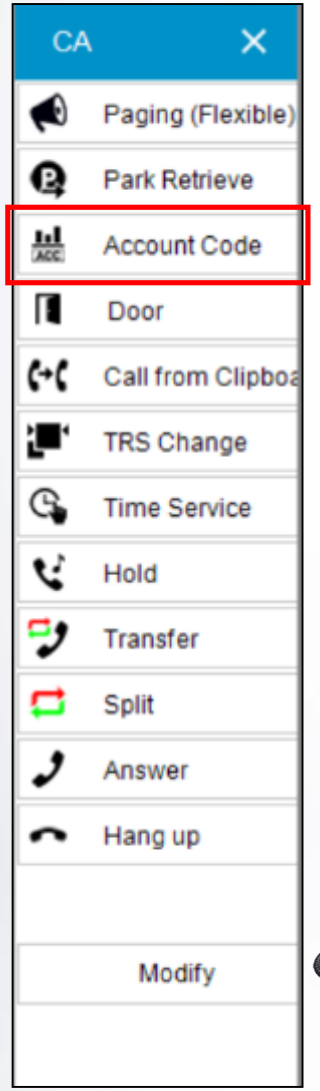
Enter Park area No.

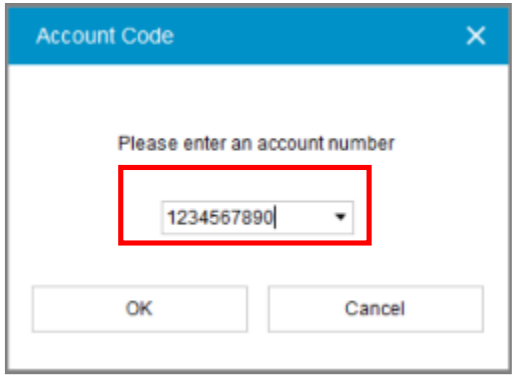
Retrieve a call from Park area



Action Buttons - Option Menu - Function Key

Function Key : Account





Max. 10 digits Account No.

Add an account code number before making a new external call, or during a connected incoming or outgoing call.

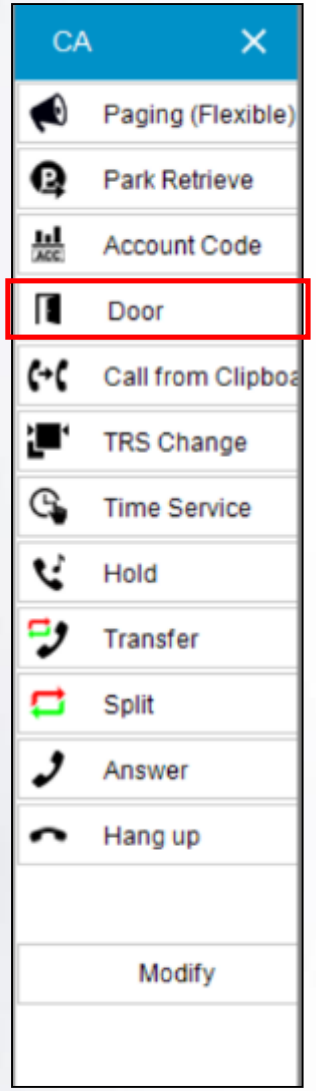
1. **Set an account number**
2. **Make an outside call**
3. **Finish the call and the account number is included in SMDR entry**

HINT

CA decides whether making a call is internal or external based on:
Options > Dial Modification > Minimum digits for public telephone number

Action Buttons - Option Menu - Function Key

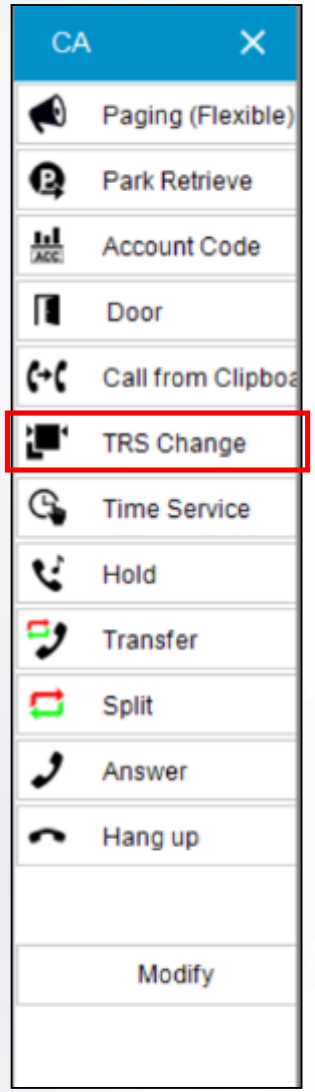
Function Key : Door



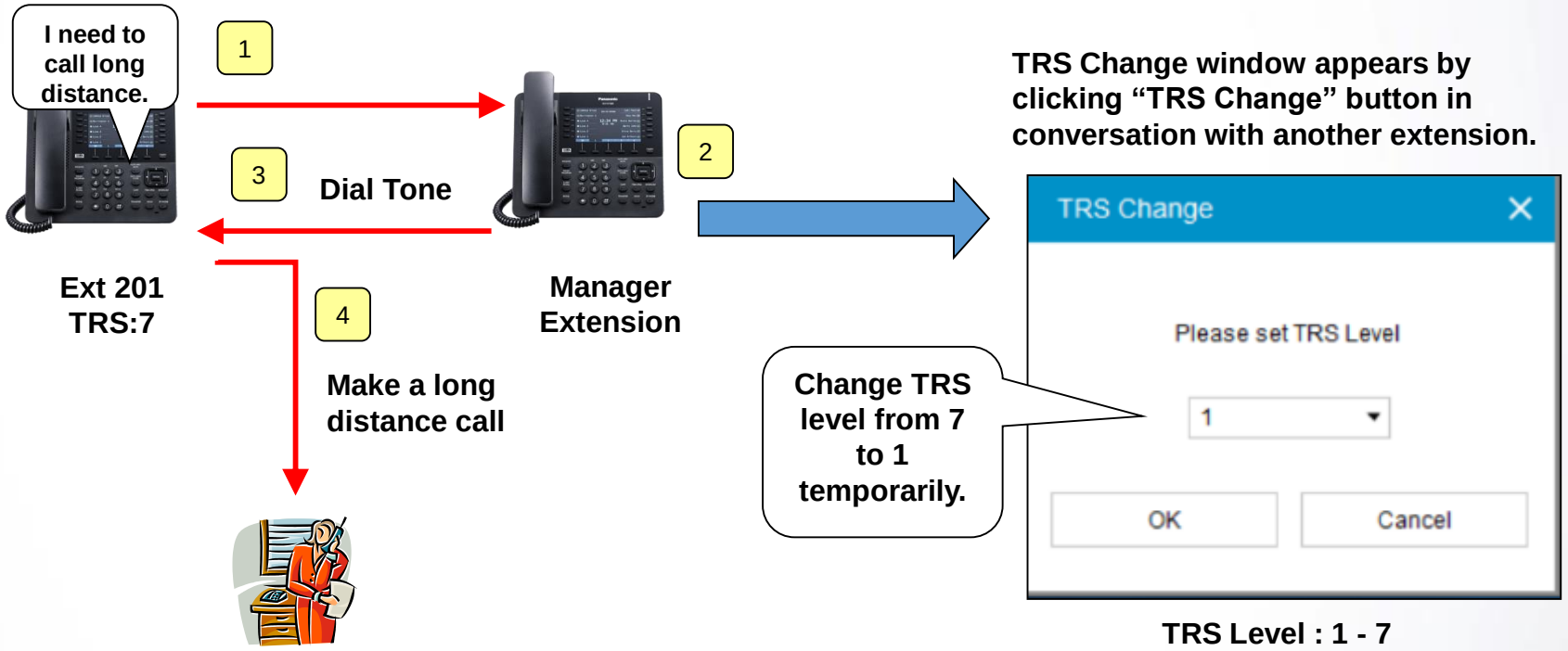
Open the selected electrical door relay.

Action Buttons - Option Menu - Function Key

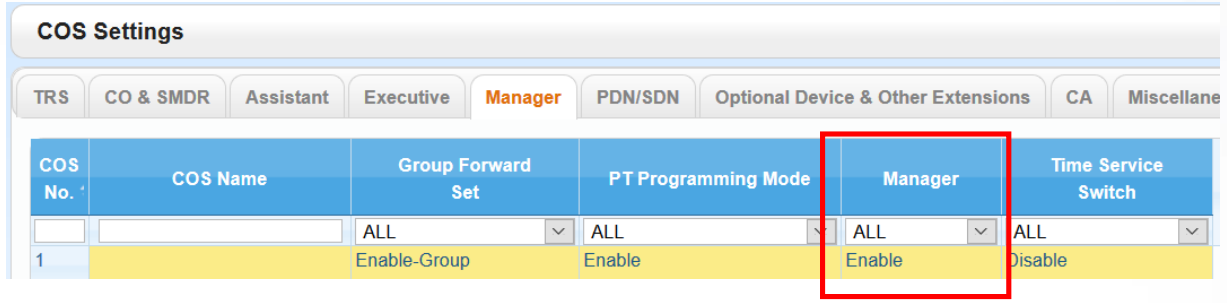
Function Key : TRS Change



TRS level of SIP extensions cannot be changed.

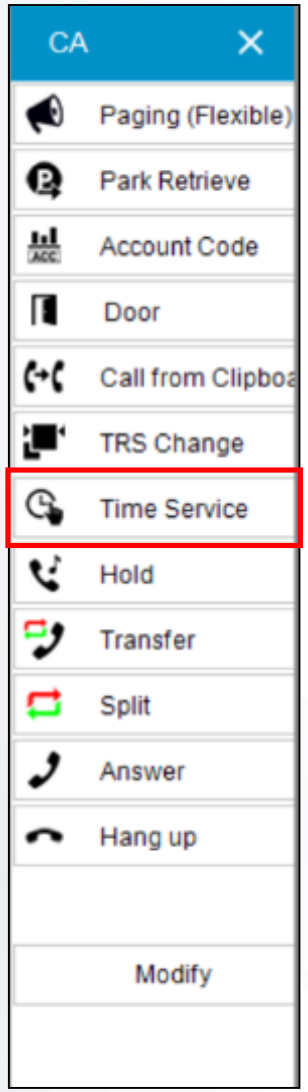


This function is only available to “Manager” extensions (COS).

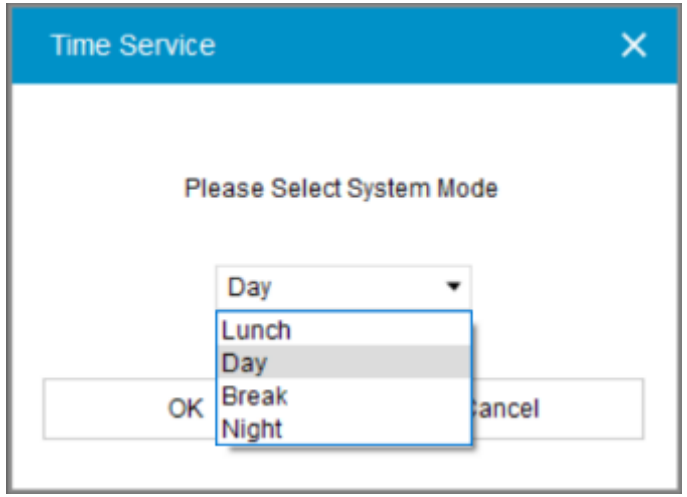


Action Buttons - Option Menu - Function Key

Function Key : Time Service

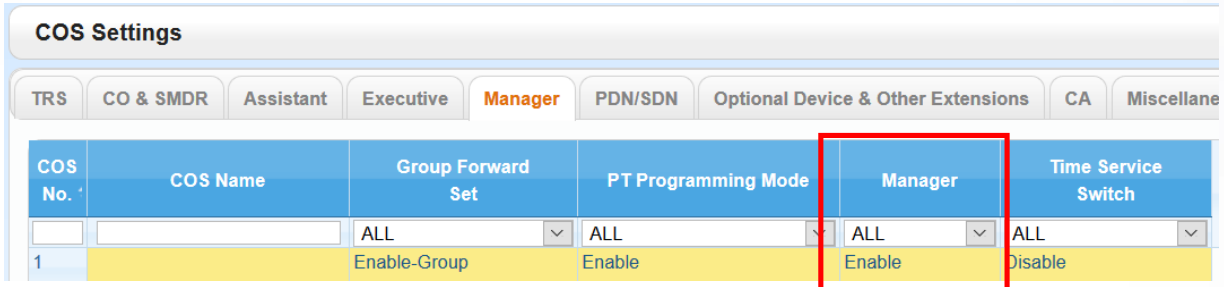


Time Service window allows the CA User to switch the Time Service mode.
(If tenant partitioning is configured then only the tenant of the CA User is switched.)



Selectable Mode:
- **Lunch**
- **Day**
- **Break**
- **Night**

The required condition is :
- **2.7.1 COS Settings**
  Programming Mode Level : PROG **/*#
  Manager : Enable

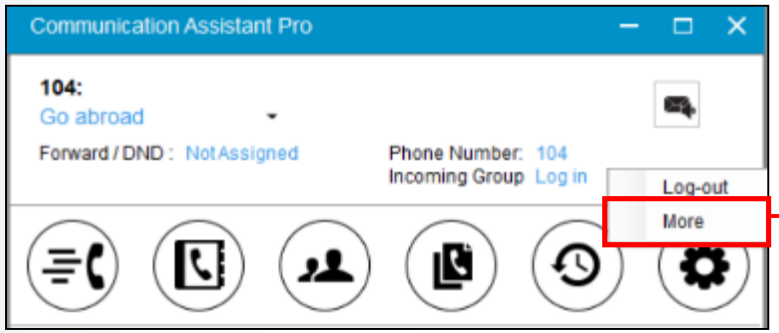


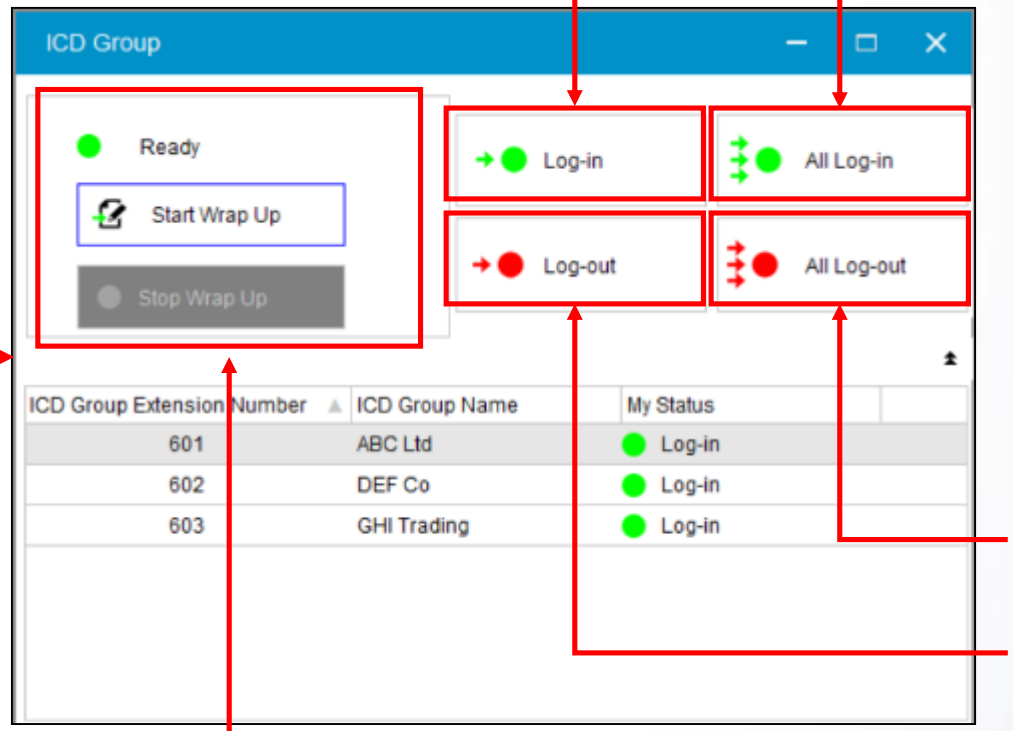
ICD Group Function

Action Buttons - Option Menu - ICD Group

ICD Group Function

ICD Group membership can be viewed and controlled through the ICD Group tool bar.





Log in the ICD Group

Log in all ICD Group

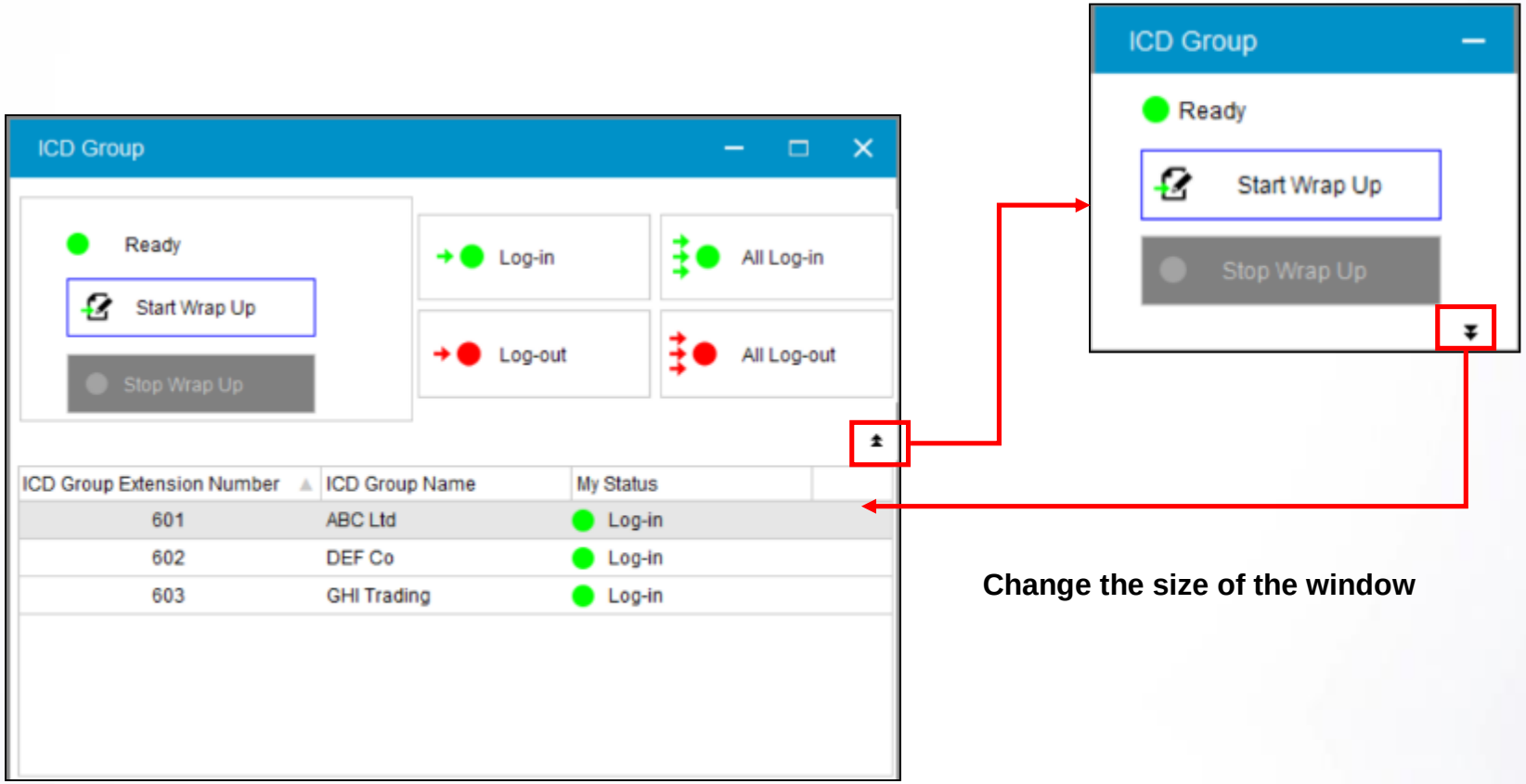
Log out all ICD Group

Log out the ICD Group

View status of Wrap Up
Control status of Wrap Up

Action Buttons - Option Menu - ICD Group

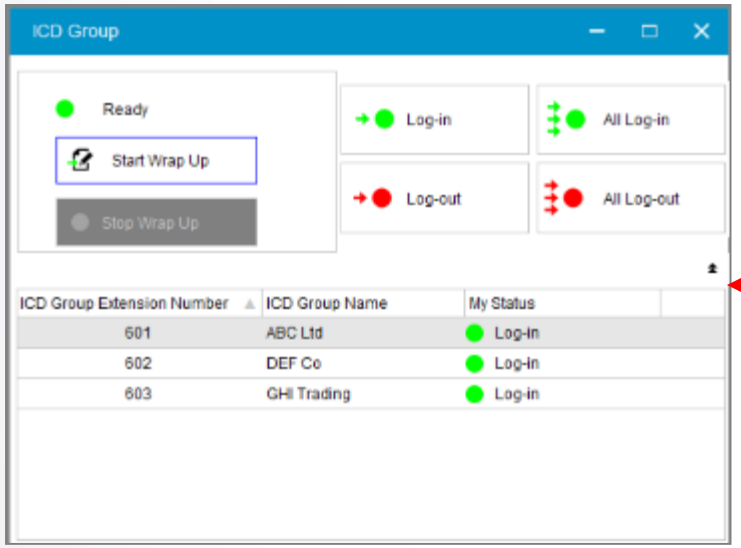
ICD Group Function



Change the size of the window

Action Buttons - Option Menu - ICD Group

ICD Group Function



When Wrap-up Timer is enable, the ICD Group window automatically appears after completing the current call.

4.1.1 Extension Settings - Option 8

« Option 6 | Option 7 | Option 8 | Option 9 | FWD / DND »

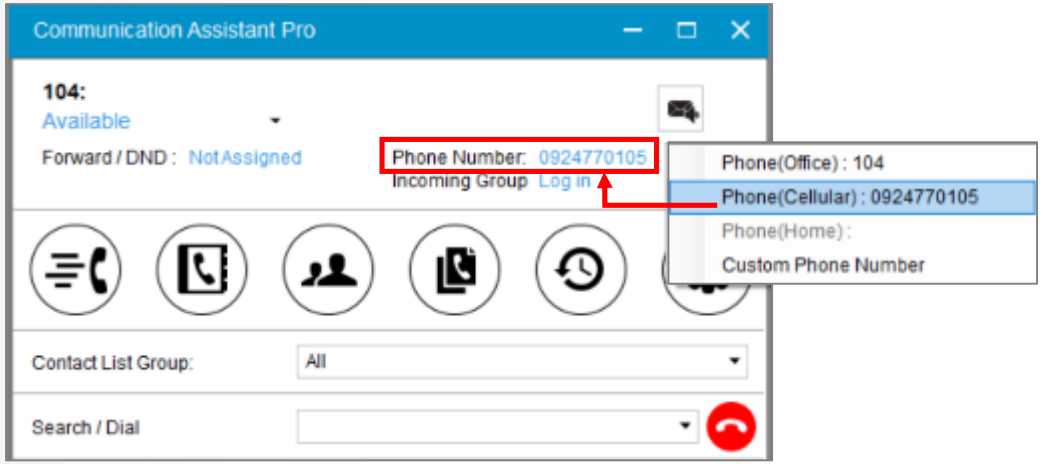
Extension Name (20 characters)	Group CW w/o Tone (Ring after Call)	Extension Caller ID Sending	Incoming Call Wait Timer for Extension Caller ID (s)	SLT MW Mode	Wrap-up Timer (s)
	ALL	ALL	ALL	ALL	ALL
Mar	Enable	Enable	0	Disable	20

Follow Me

Follow Me

Professional

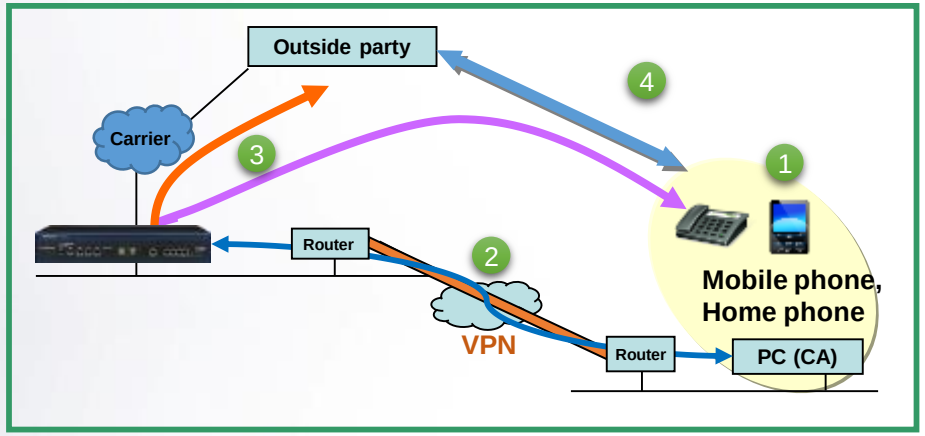
Follow Me



CA Professional users can initiate telephone calls through the PBX even when working remotely away from the office.

By selecting a different "Phone Number" location (default is User's own extension number), calls can be connected through the PBX.

The stored Mobile/Cellular or Home contact number can be selected, or a manual numbered entered if working from an unusual location.

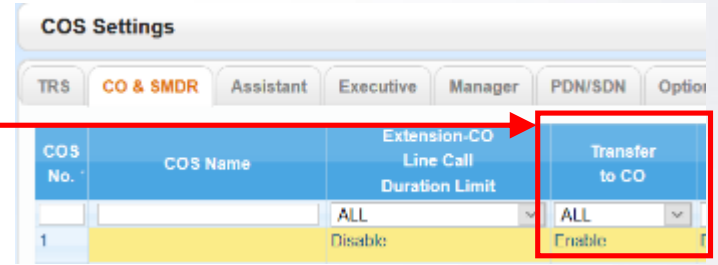


Note: Follow-Me feature is not available for LCOT.

Operation (example case of pre-programmed mobile phone)

1) Click on current extension number (104) against "Phone Number:" and select "phone (Mobile/Cellular)" as the new user device.
2) Input the required target number to dial for the Outside party and then Enter.
3) The PBX makes an external call to the User's mobile phone at the same time as the external call to the target outside party.
4) Once the User and Outside party have answered, conversation is established through the PBX.

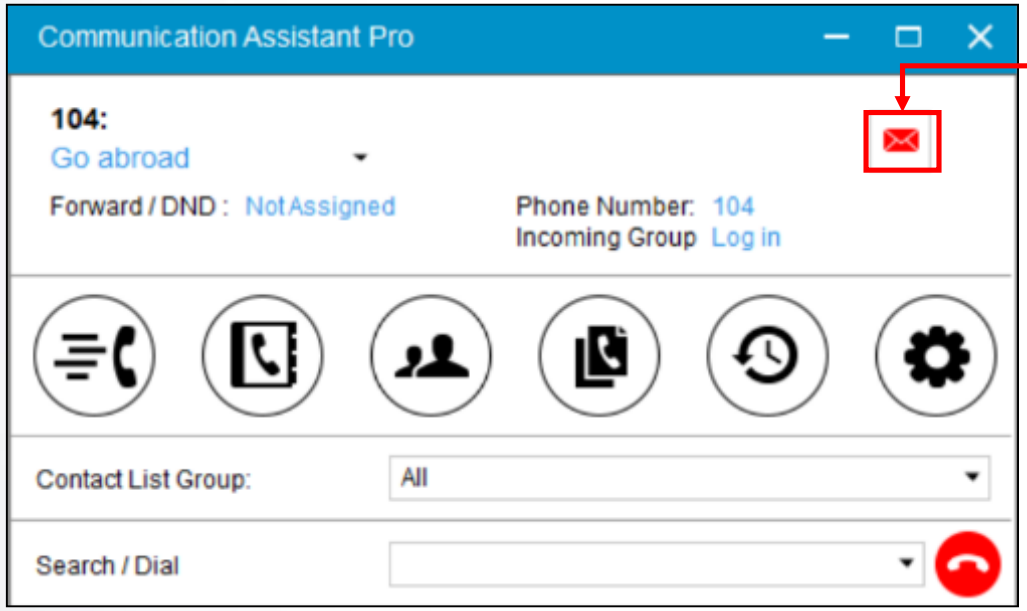
"Transfer to CO" must be Enabled



Message Waiting Envelope

Message Waiting Envelope

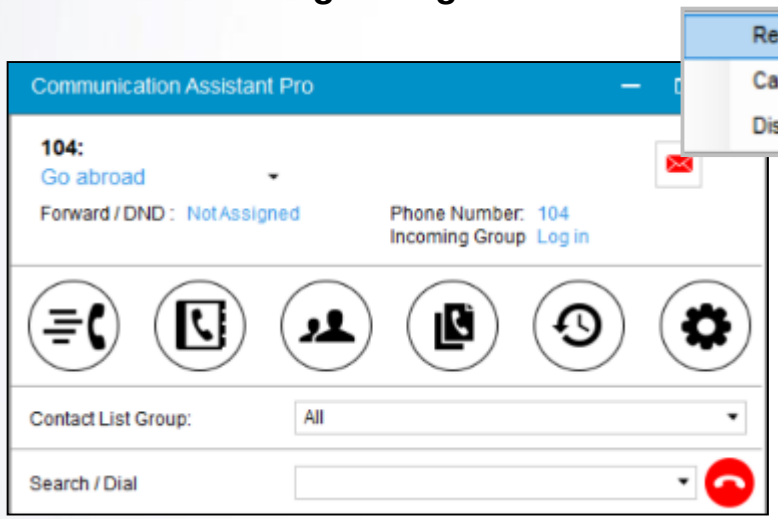
New Message

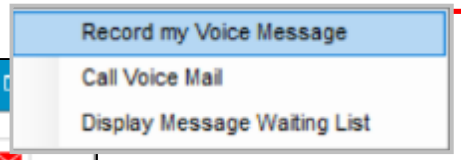


When the Message Waiting icon is highlighted in RED, then a new message has been left either in the user's mailbox or by another extension using the Callback notification feature.

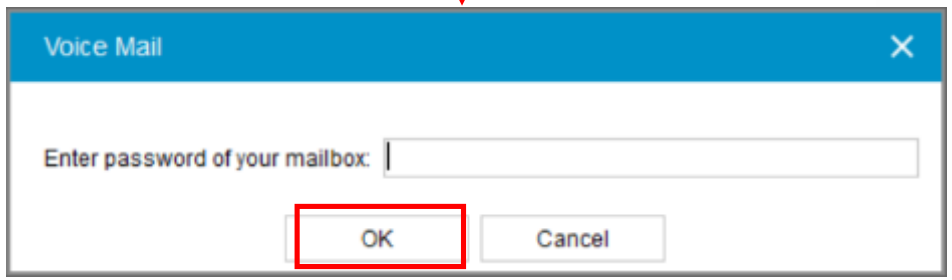
Message Waiting Envelope

Record Mailbox greeting





CA requests the mailbox password.



Call to VM and reach the menu to record the personal greetings.

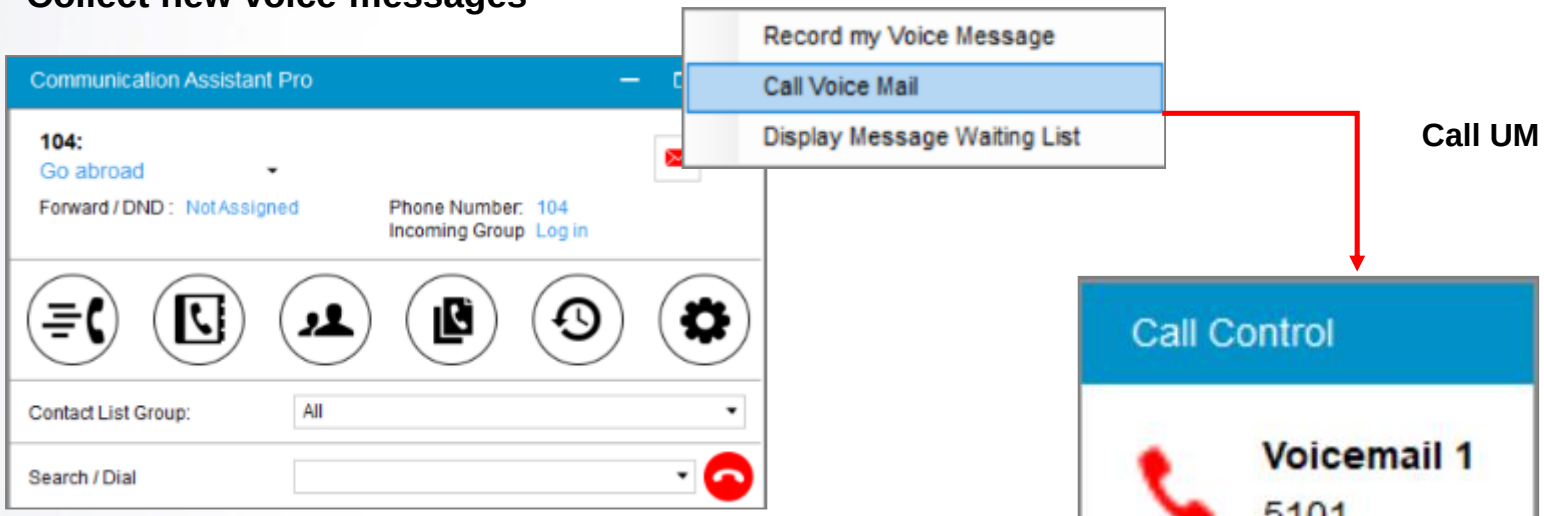
UM

To change the no answer greeting, press 1
To change the busy signal greeting, press 2
To change the after hours greeting, press 3
To change the caller ID greeting, press 4
To change the temporary greeting, press 5

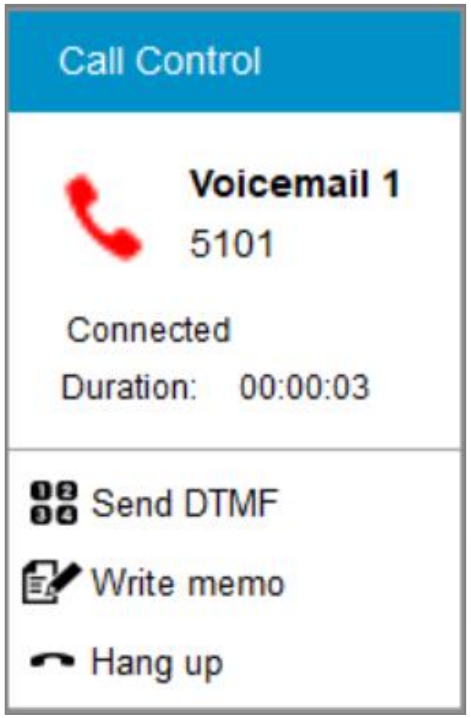
It is possible to record the greeting via phone.

Message Waiting Envelope

Collect new voice messages



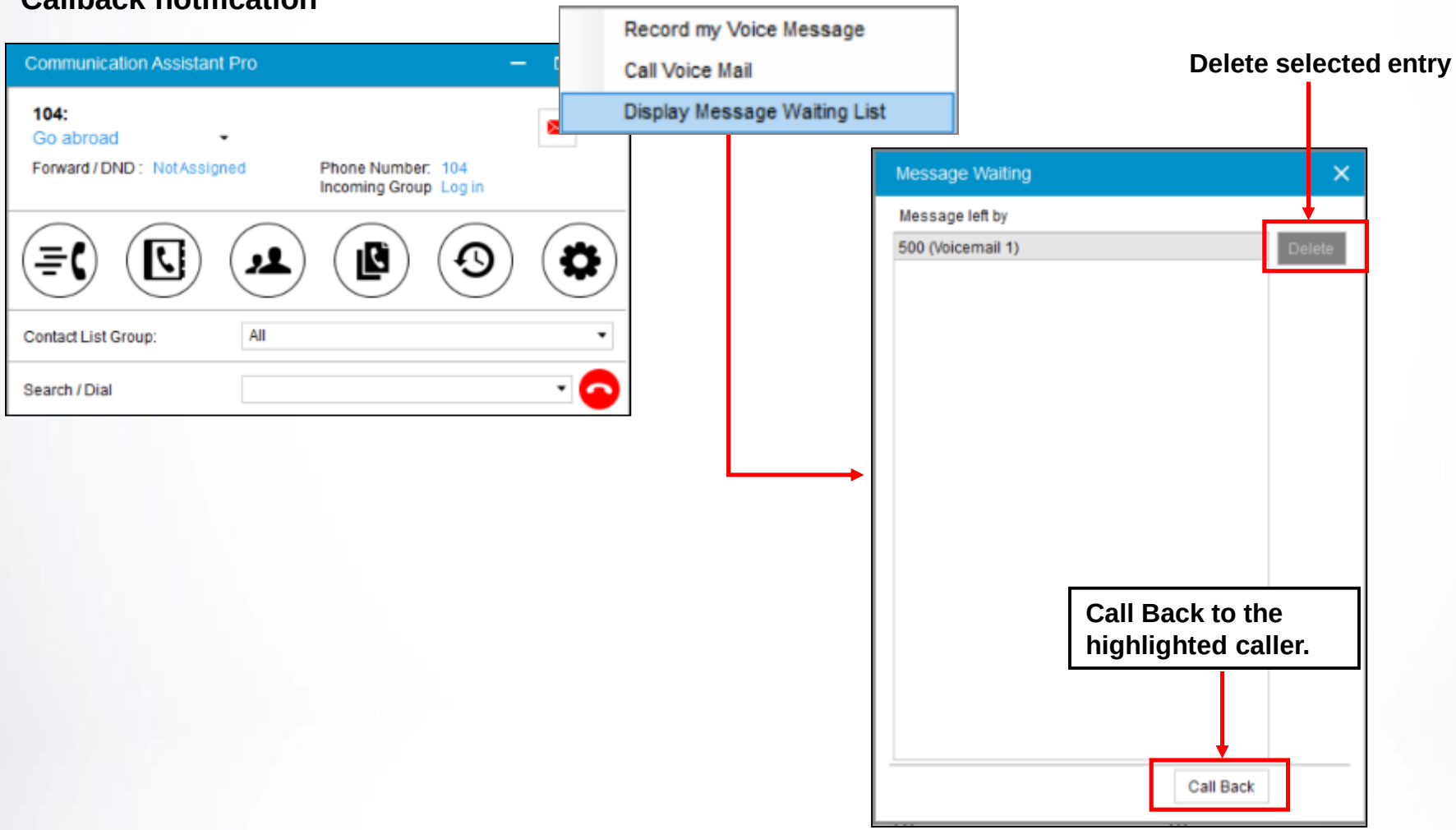
Call UM to reach mailbox



Password may be required for mailbox

Message Waiting Envelope

Callback notification

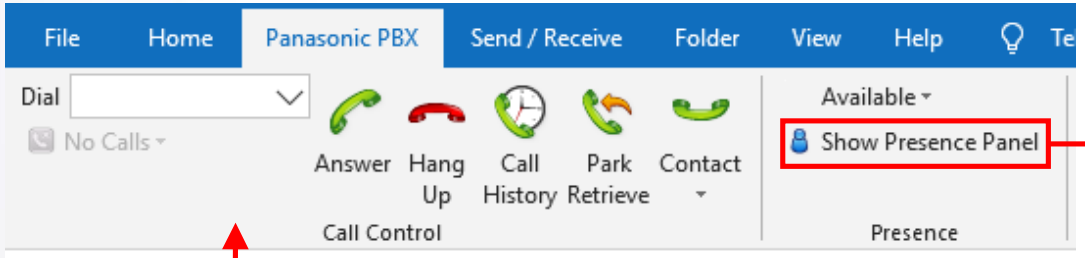


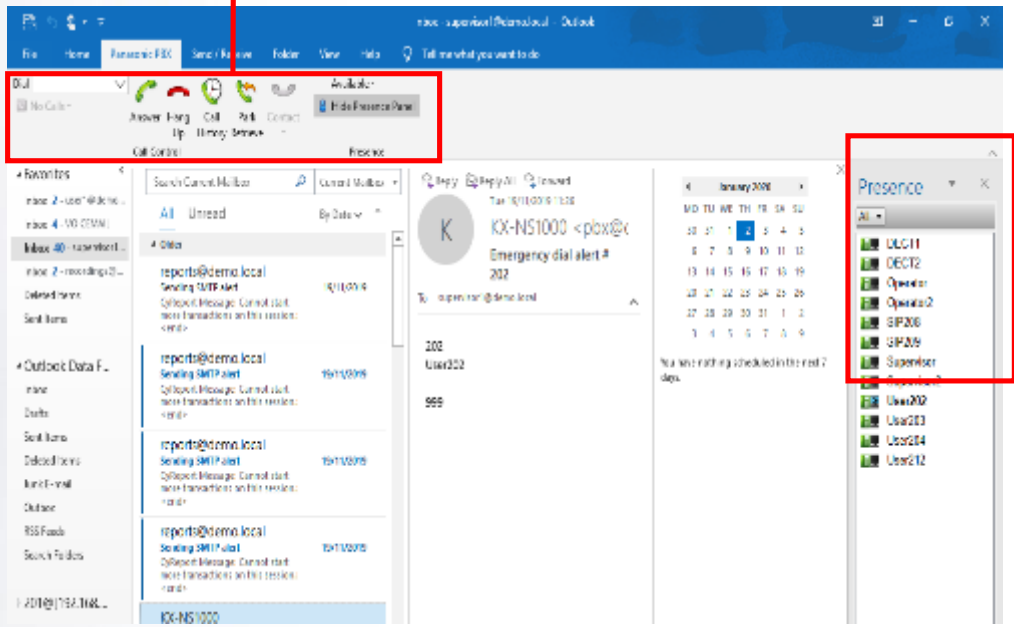
MS Outlook Integration

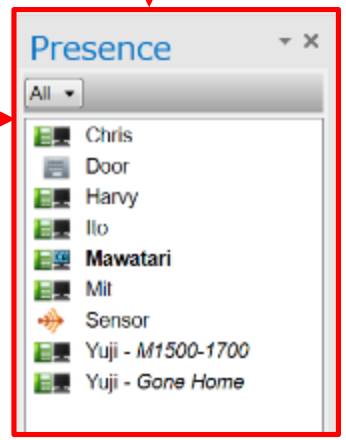
MS Outlook Integration

Professional/Supervisor/Console

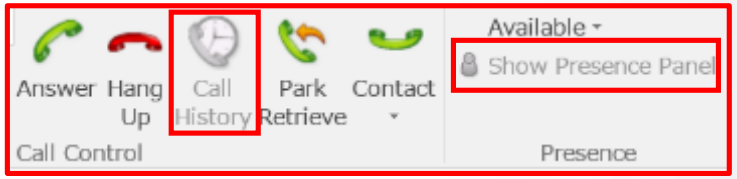
CA functions are displayed as Tool bar







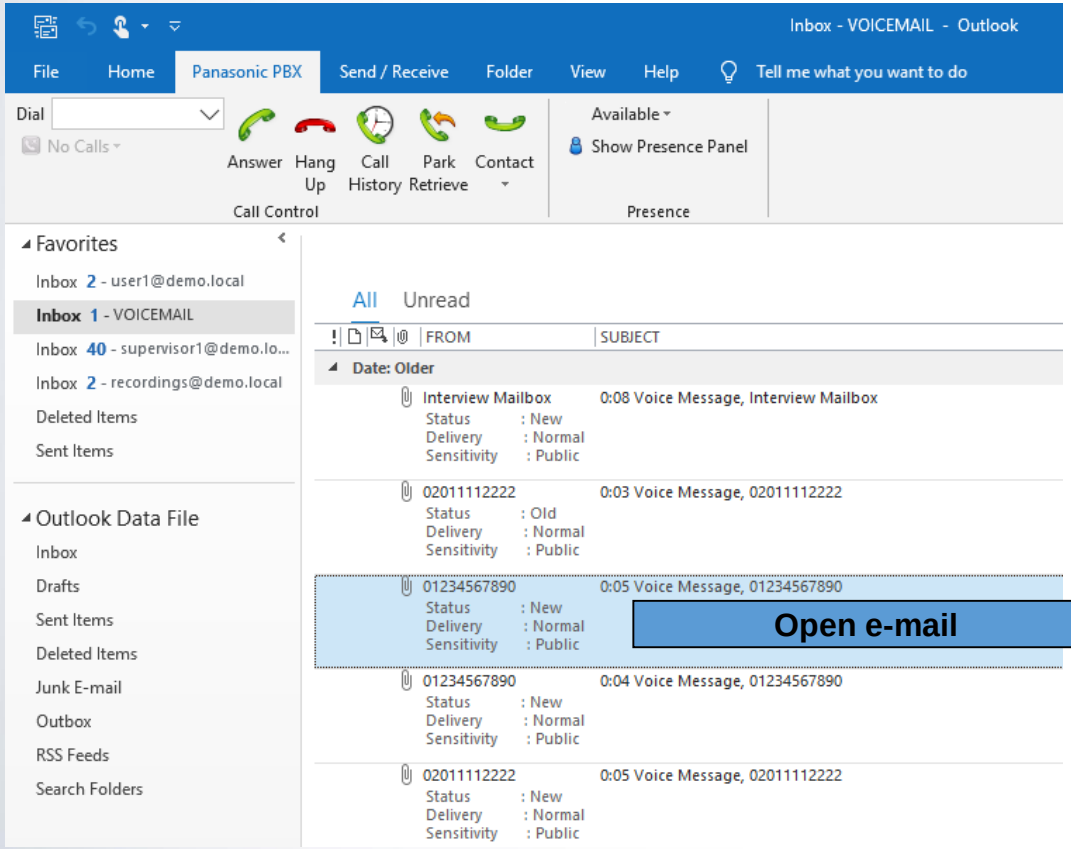
Basic-Express



"Call History" and "Show Presence Panel" are not available for Basic-Express mode.

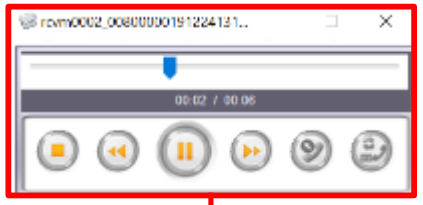
IMAP Integration

IMAP Integration

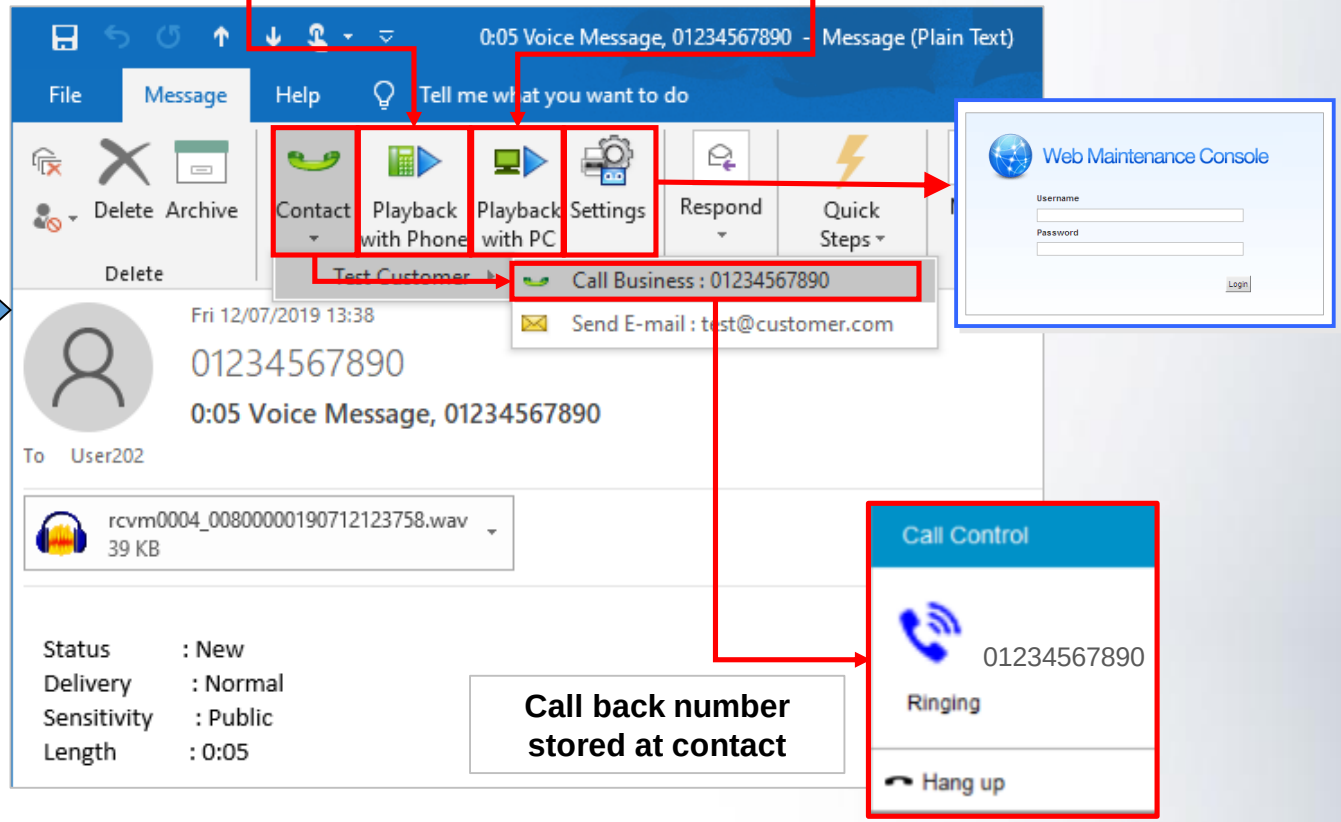


Open e-mail

Play back by extension

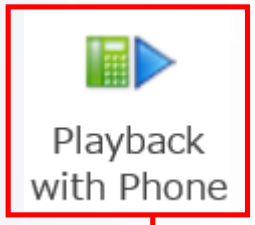


Play back by default .wav audio player

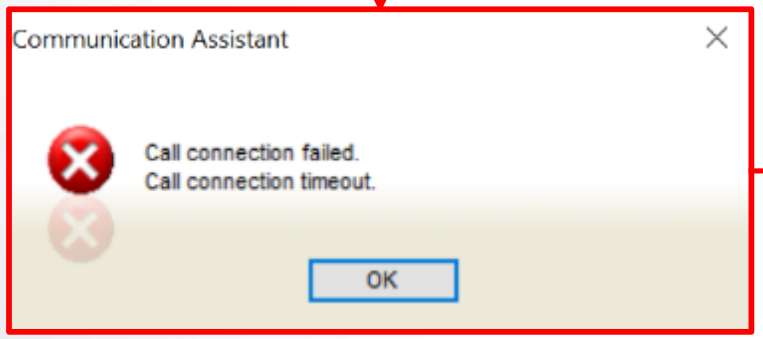


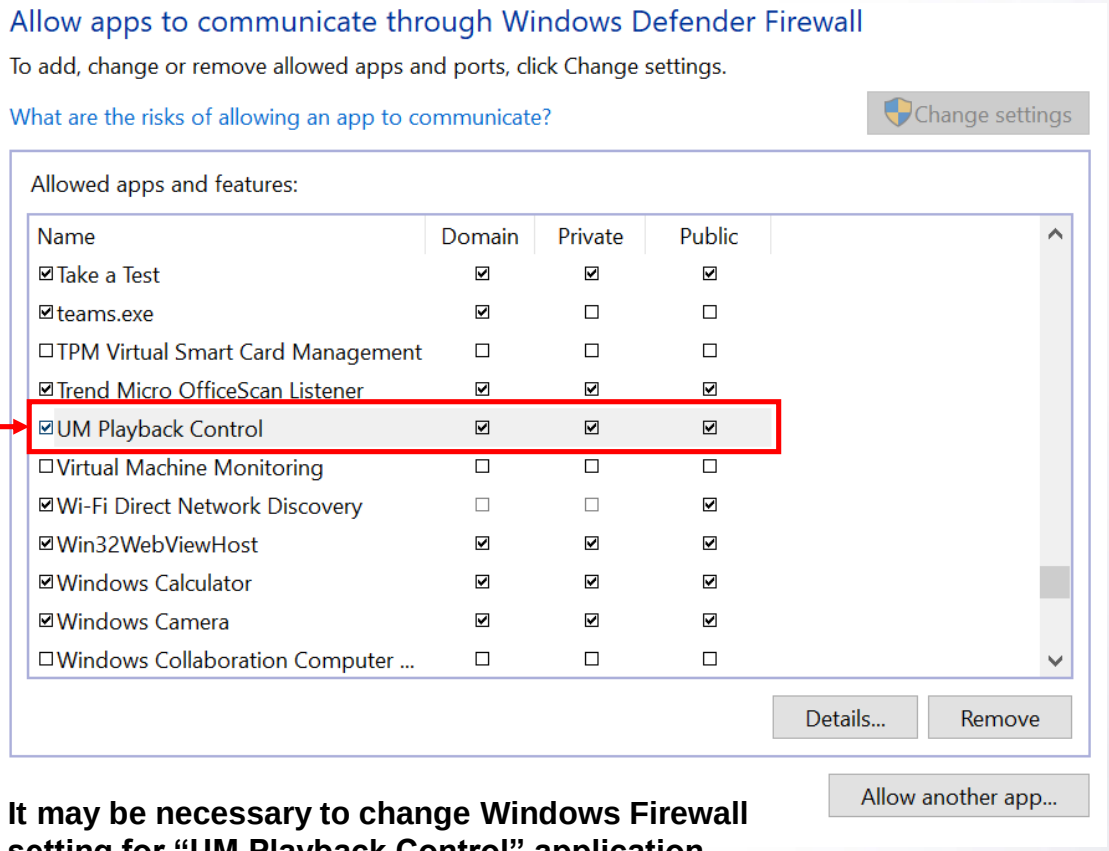
Call back number stored at contact

IMAP Integration



When following error is displayed for “Playback with phone”



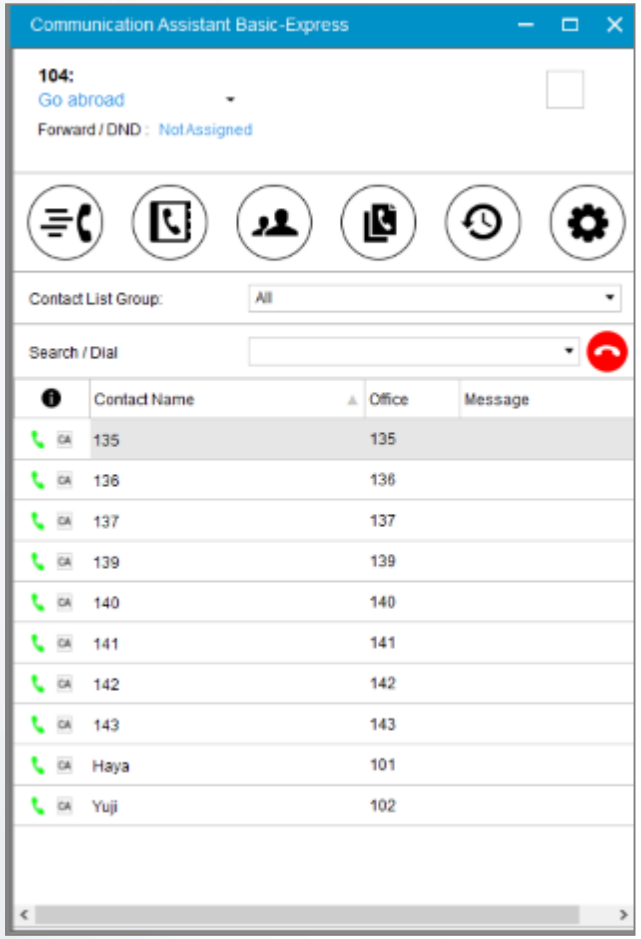


It may be necessary to change Windows Firewall setting for “UM Playback Control” application.

CA Basic Express

CA Basic Express

Basic-Express



	CA Basic	CA Pro
Presence	(Yes) “snap-shot” only: Click to view	Yes
Call History	10	1,000
Contact	10	1,000
ICD group login/logout	No	Yes

CA Basic Express

Basic-Express

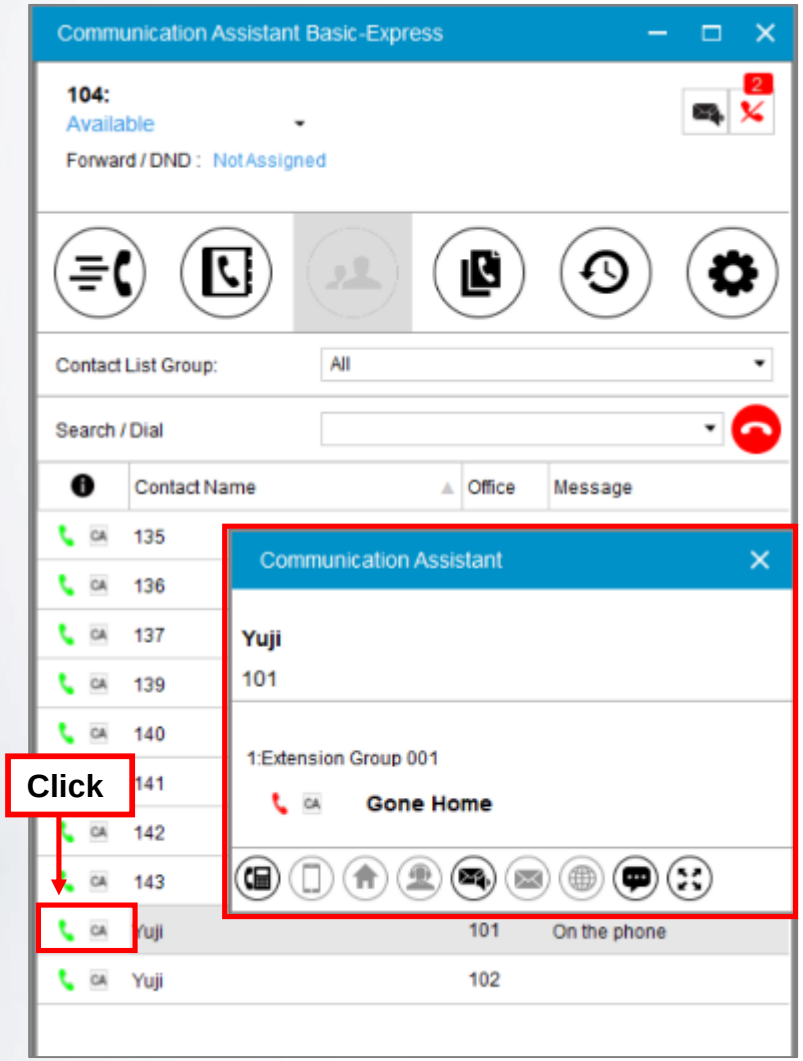
Status/presence colour is fixed.
(Does not change with status).

Maximum 10 contacts are listed.

To add different contacts, delete an existing contact first.

CA Basic Express

Basic-Express



Click presence icon to open child window.

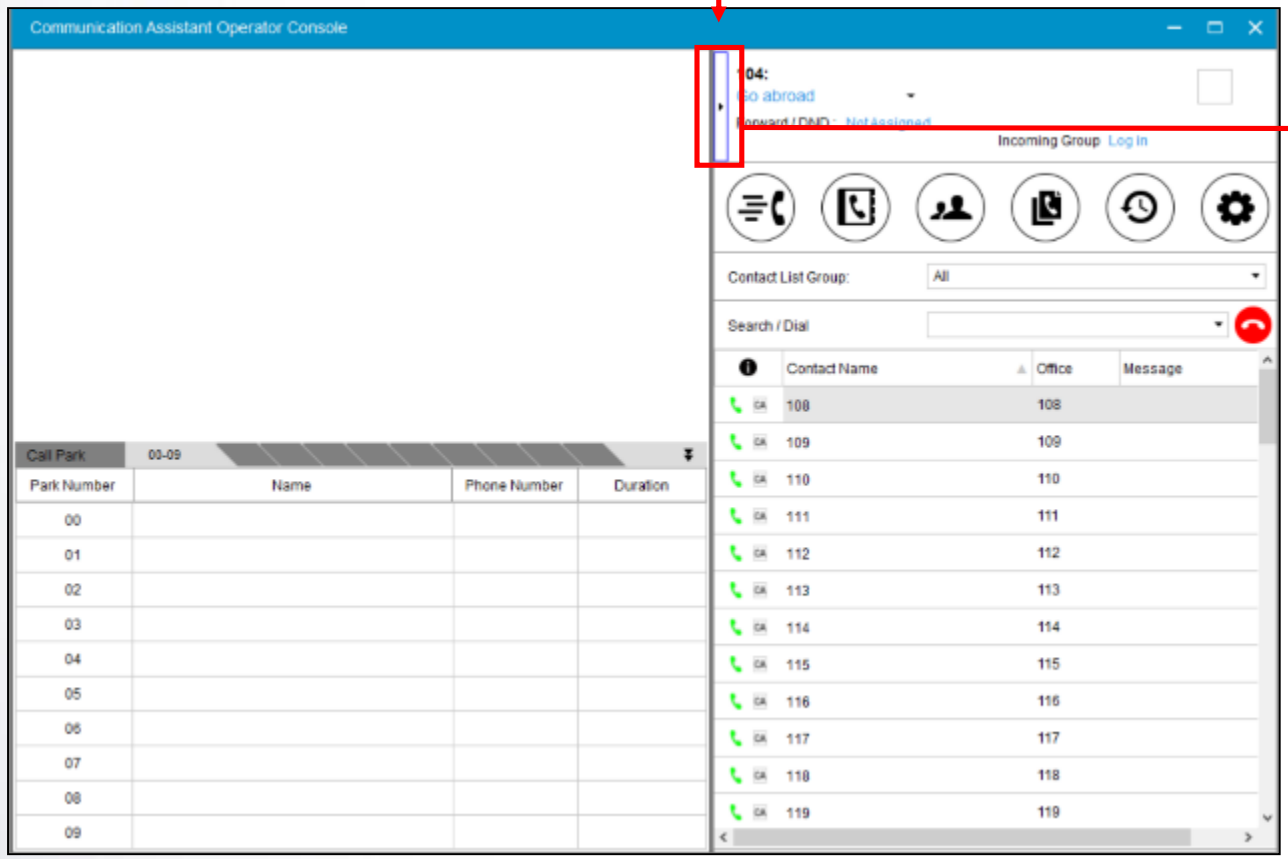
Detailed “snap-shot” status will be displayed.

CA Console

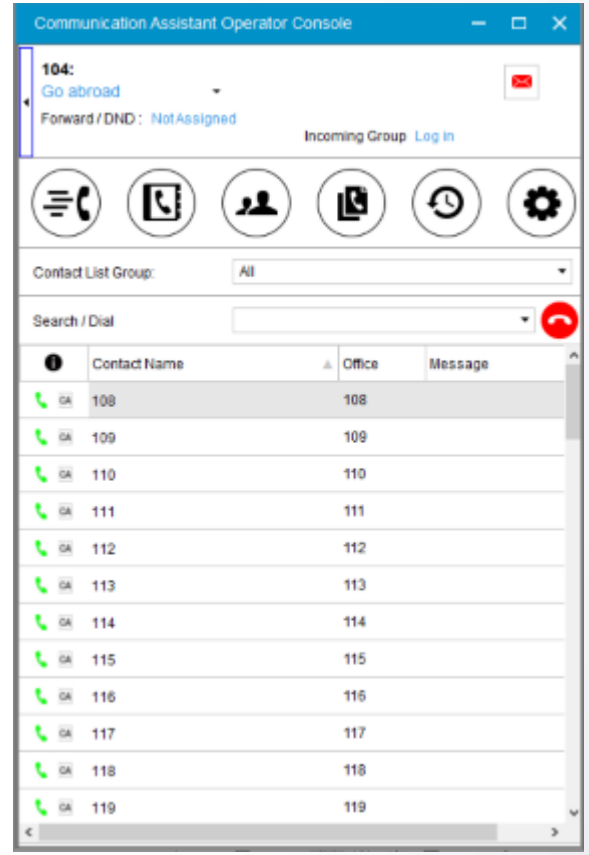
CA Console

Console

Click

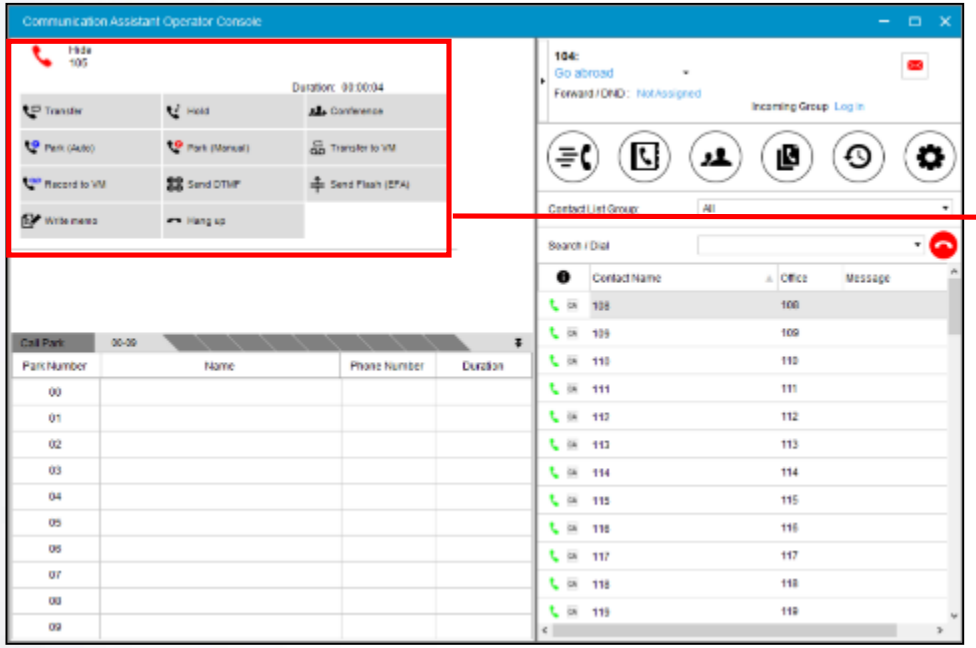


Show / Hide call handling window

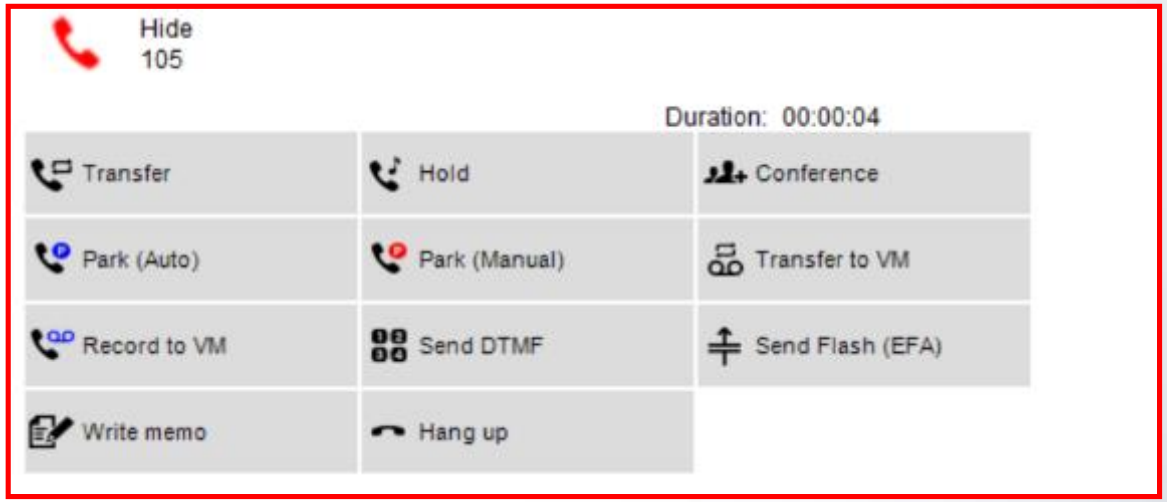


CA Console

Console

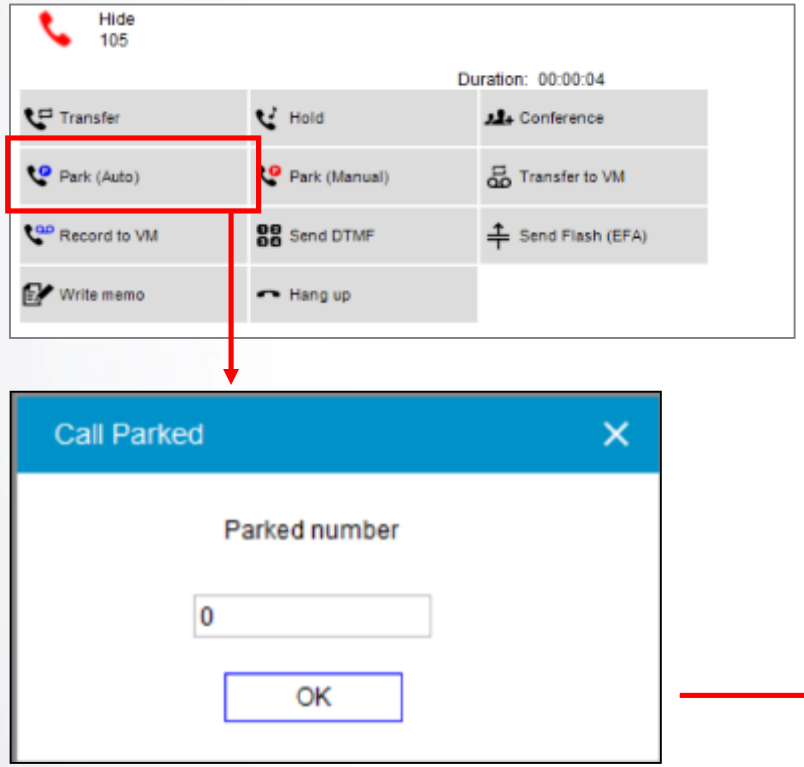


During a live call, handling and other context sensitive functions are presented.

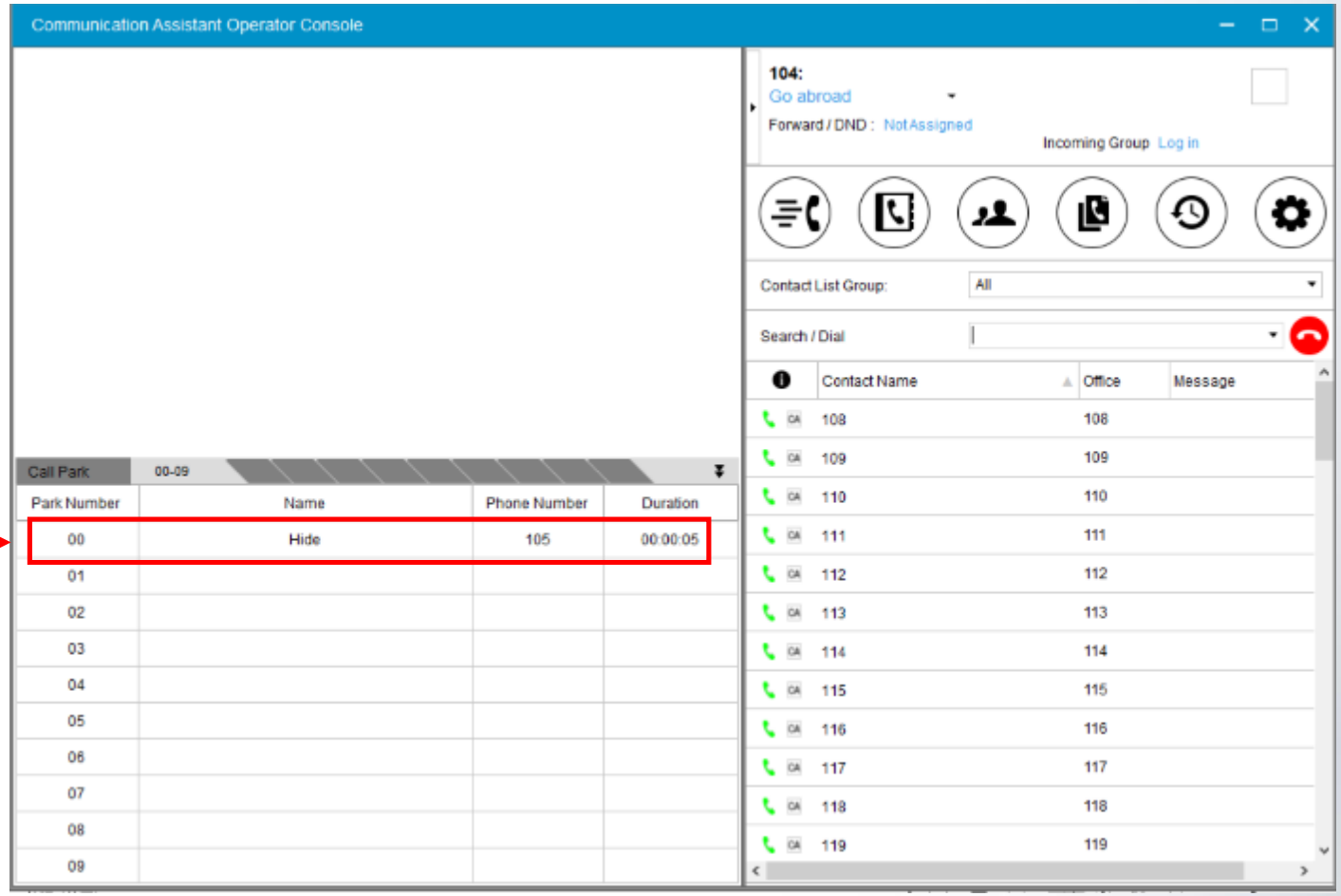


CA Console

Console

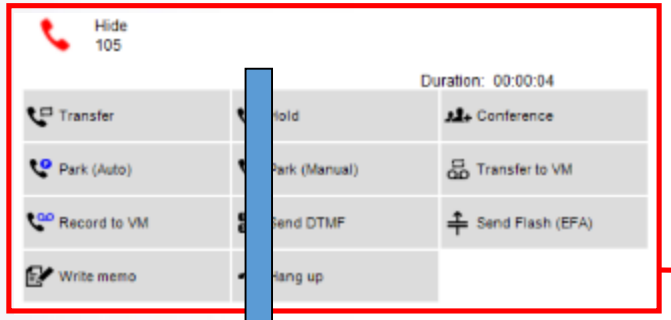


Parked call list for easy Park/Retrieve handling.

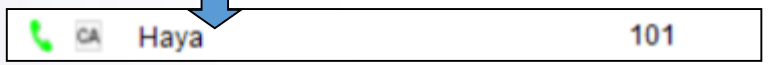


CA Console

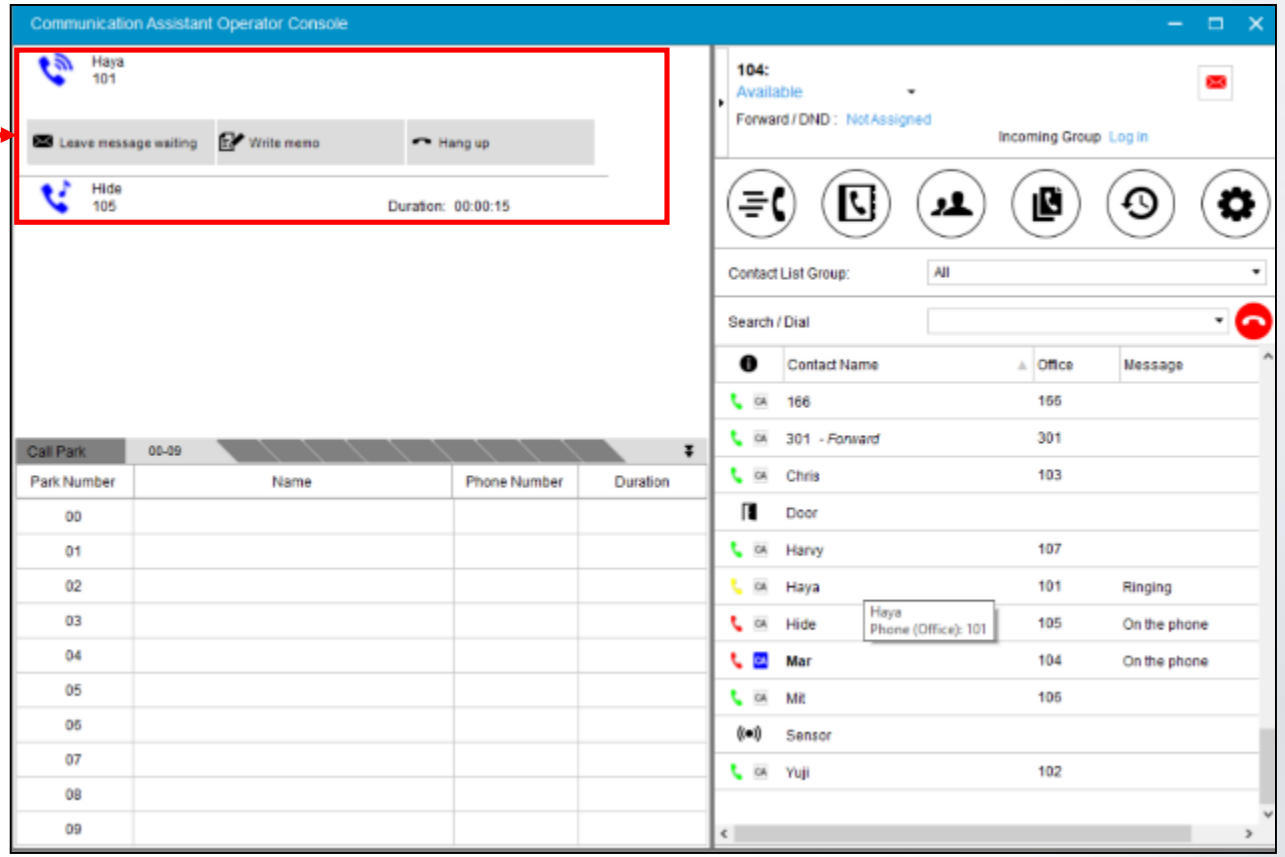
Console



Drag & Drop to transfer the call

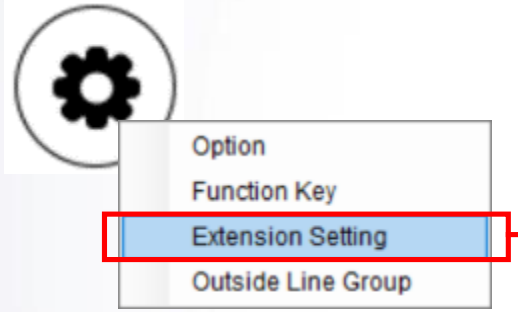


Easy and quick transfer operation by Drag & Drop



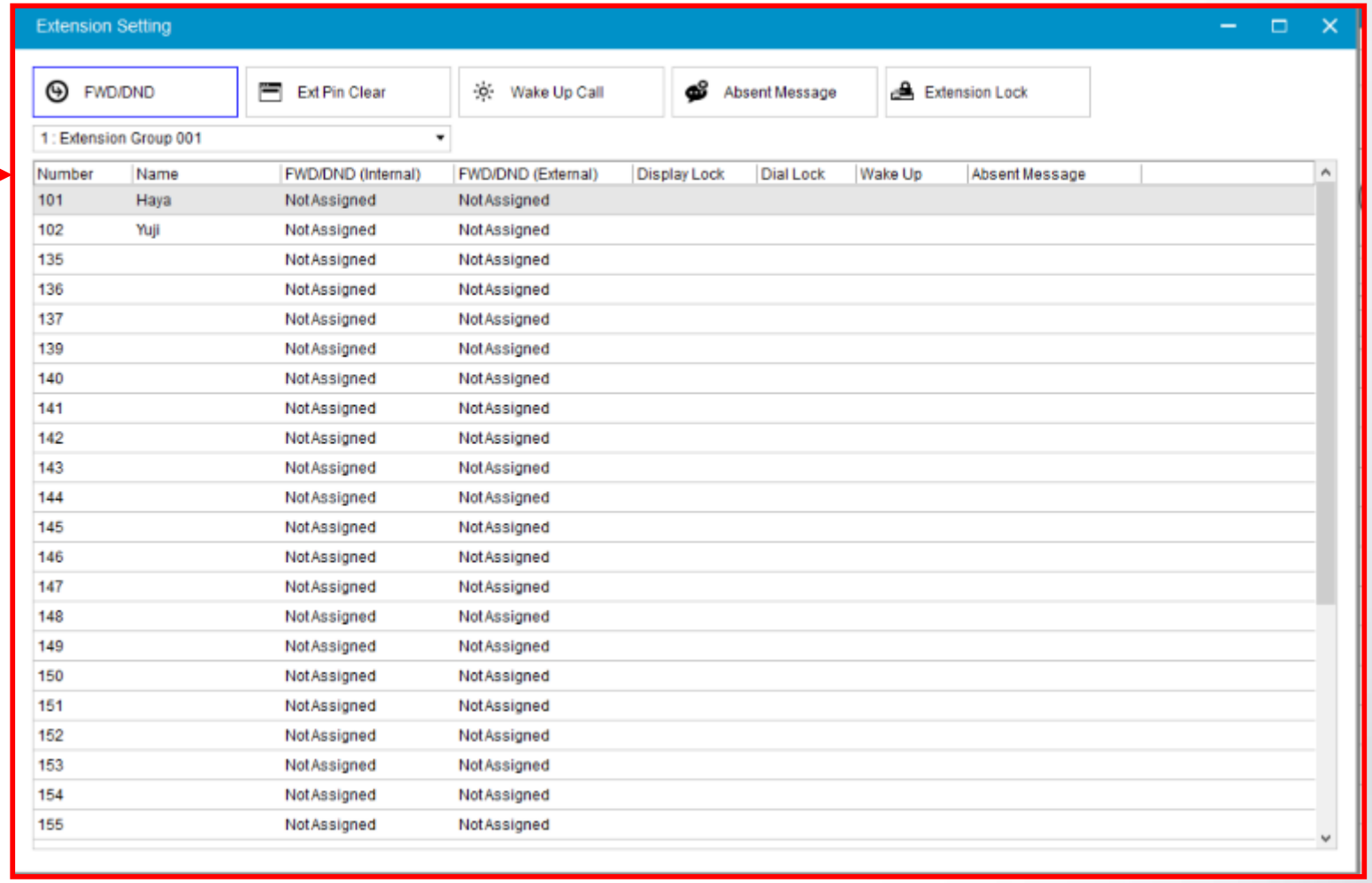
CA Console

Console



“Extension Setting” allows Operator to control other User’s extension settings remotely.

Also multiple extensions can be configured simultaneously.



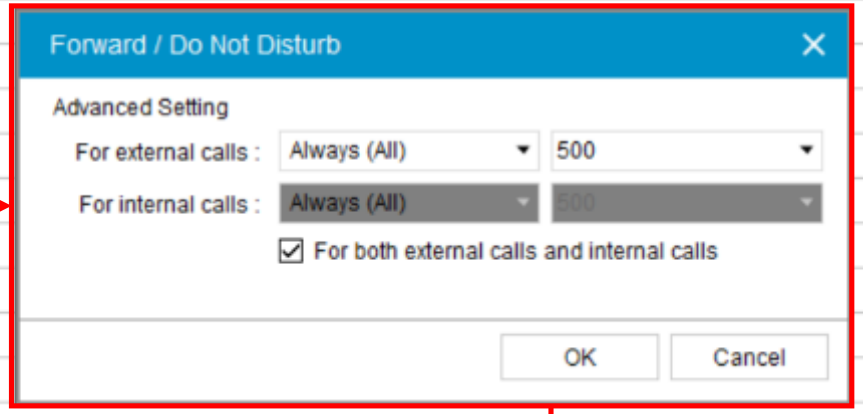
Number	Name	FWD/DND (Internal)	FWD/DND (External)	Display Lock	Dial Lock	Wake Up	Absent Message
101	Haya	Not Assigned	Not Assigned				
102	Yuji	Not Assigned	Not Assigned				
135		Not Assigned	Not Assigned				
136		Not Assigned	Not Assigned				
137		Not Assigned	Not Assigned				
139		Not Assigned	Not Assigned				
140		Not Assigned	Not Assigned				
141		Not Assigned	Not Assigned				
142		Not Assigned	Not Assigned				
143		Not Assigned	Not Assigned				
144		Not Assigned	Not Assigned				
145		Not Assigned	Not Assigned				
146		Not Assigned	Not Assigned				
147		Not Assigned	Not Assigned				
148		Not Assigned	Not Assigned				
149		Not Assigned	Not Assigned				
150		Not Assigned	Not Assigned				
151		Not Assigned	Not Assigned				
152		Not Assigned	Not Assigned				
153		Not Assigned	Not Assigned				
154		Not Assigned	Not Assigned				
155		Not Assigned	Not Assigned				

CA Console

Console

FWD/DND

Number	Name	FWD/DND (Internal)	FWD/DND (External)	Display L
101	Haya	Not Assigned	Not Assigned	
102	Yuji	Not Assigned	Not Assigned	
135		Not Assigned	Not Assigned	
136				
137				
139				
140				
141				
142				
143				
144				
145				



Number	Name	FWD/DND (Internal)	FWD/DND (External)
101	Haya	Fwd All 500	Fwd All 500
102	Yuji	Fwd All 500	Fwd All 500
135		Fwd All 500	Fwd All 500

CA Console

Console

Ext Pin Clear

Number	Name	FWD/DND (Internal)	FWD/DND (External)	Display Lock	Dial Lock
101	Haya				
102	Yuji				
135					
136					
137					
139					
140					
141					

Extension PIN Clear

Clearing Extension PIN OK?

OK Cancel

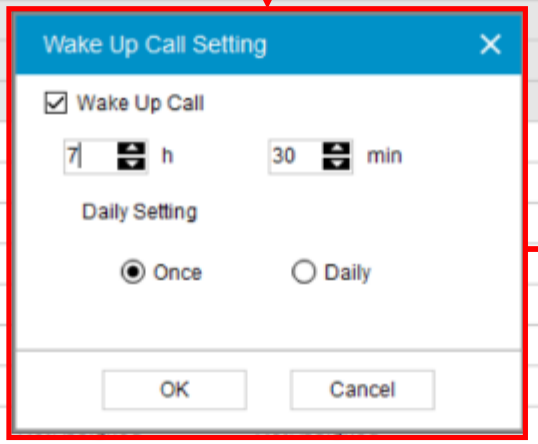
Panasonic BUSINESS

CA Console

Console

Wake Up Call

Number	Name	FWD/DND (Internal)	FWD/DND (External)	Display Lock	Dial Lock	Wake Up	Ab
101	Haya						
102	Yuji						
135							
136							
137							
139							
140							
141							
142							
143							
144							



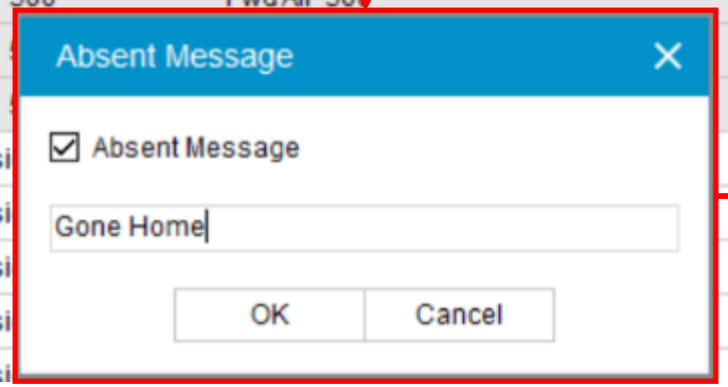
Number	Name	FWD/DND (Internal)	FWD/DND (External)	Display Lock	Dial Lock	Wake Up
101	Haya	Fwd All 500	Fwd All 500			07h 30min Once
102	Yuji	Fwd All 500	Fwd All 500			07h 30min Once
135		Fwd All 500	Fwd All 500			07h 30min Once

CA Console

Console

Absent Message

Number	Name	FWD/DND (Internal)	FWD/DND (External)	Display Lock	Dial Lock	Wake Up	Absent Message
101	Haya	Fwd All 500	Fwd All 50			07h 30min Once	
102	Yuji	Fwd All				07h 30min Once	
135		Fwd All				07h 30min Once	
136		Not Assi					
137		Not Assi					
139		Not Assi					
140		Not Assi					
141		Not Assi					

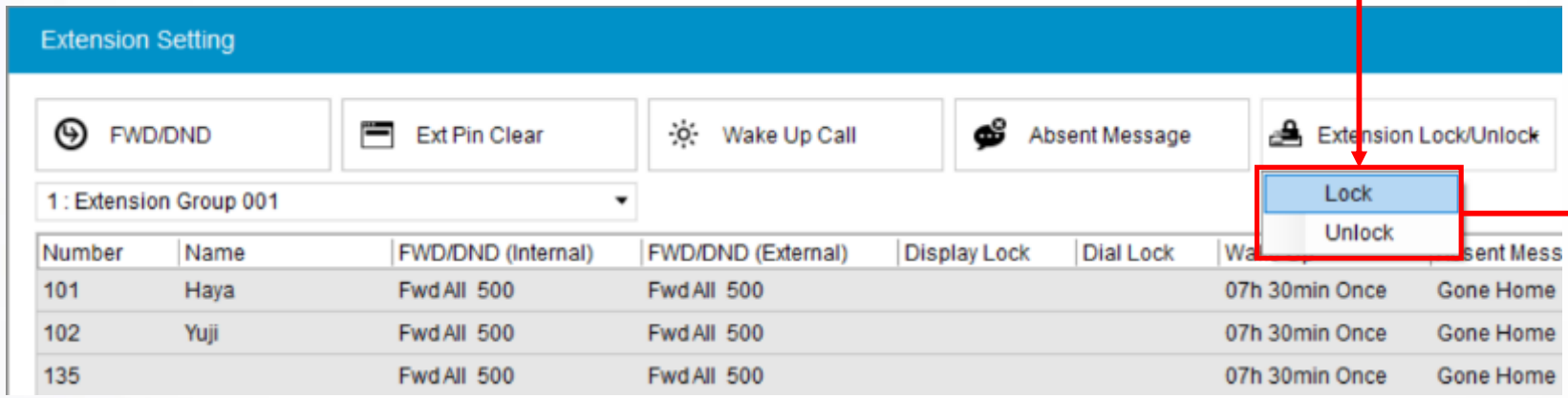


Number	Name	FWD/DND (Internal)	FWD/DND (External)	Display Lock	Dial Lock	Wake Up	Absent Message
101	Haya	Fwd All 500	Fwd All 500			07h 30min Once	Gone Home
102	Yuji	Fwd All 500	Fwd All 500			07h 30min Once	Gone Home
135		Fwd All 500	Fwd All 500			07h 30min Once	Gone Home

CA Console

Console

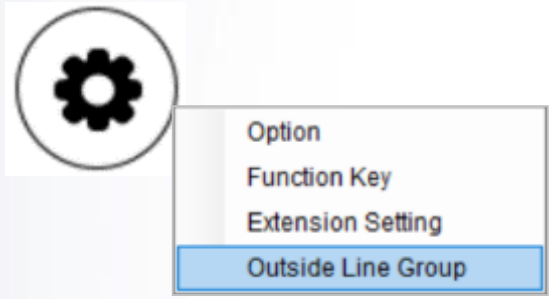
Extension Lock

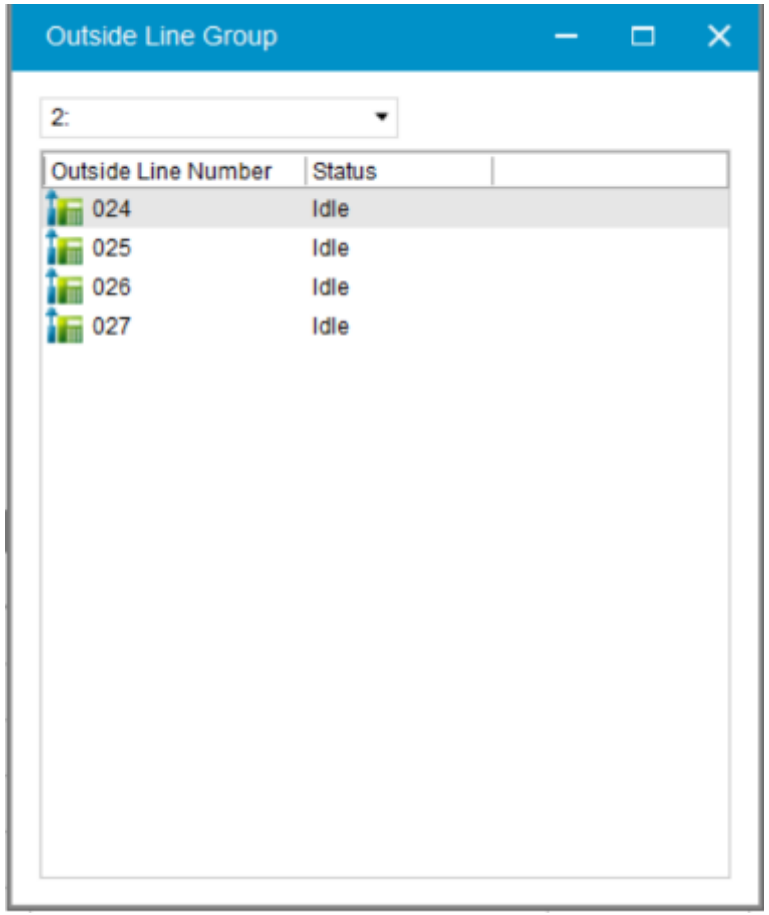


Number	Name	FWD/DND (Internal)	FWD/DND (External)	Display Lock	Dial Lock
101	Haya	Fwd All 500	Fwd All 500		Lock
102	Yuji	Fwd All 500	Fwd All 500		Lock
135		Fwd All 500	Fwd All 500		Lock

CA Console

Console





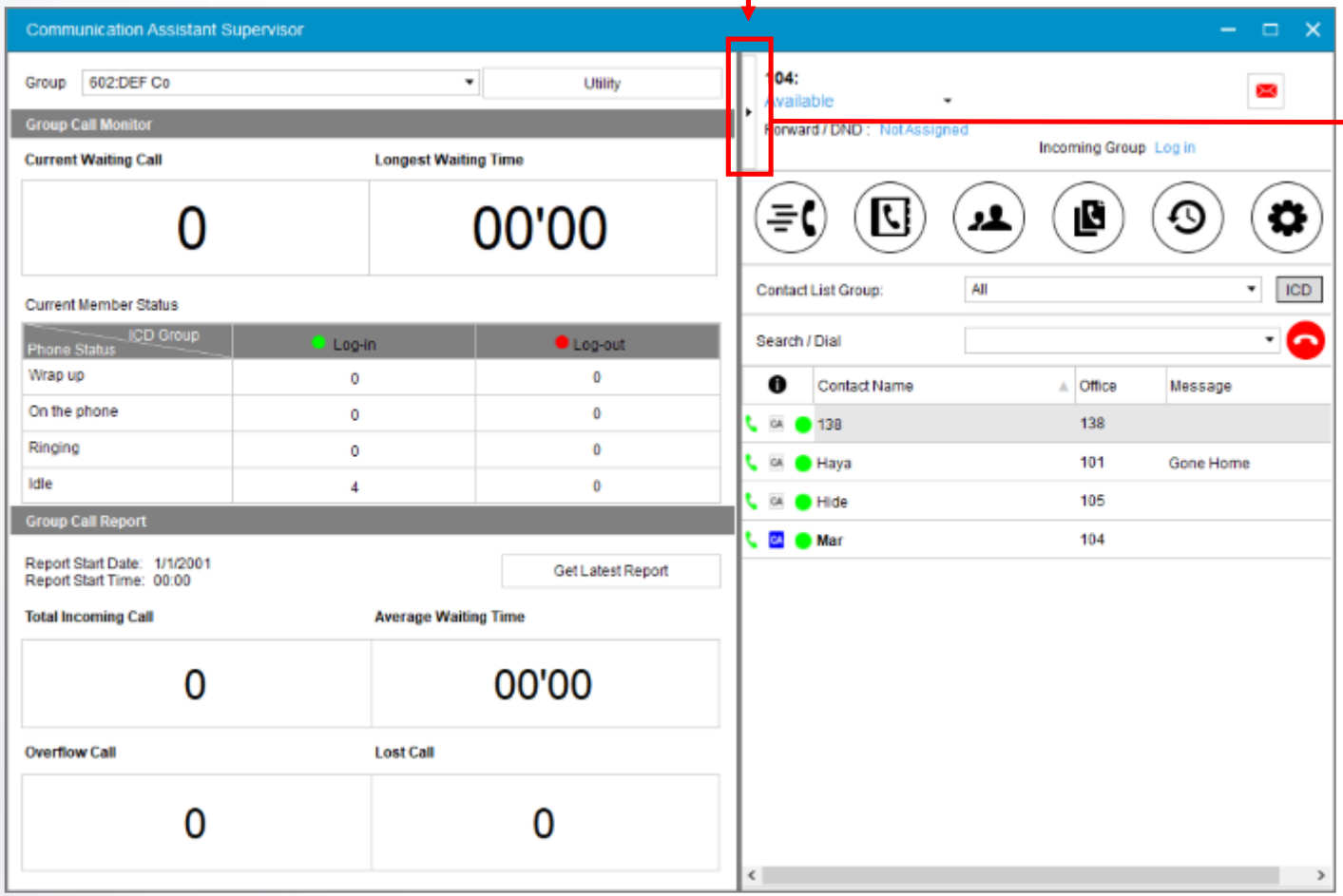
CA Supervisor

CA Supervisor

Supervisor

Click

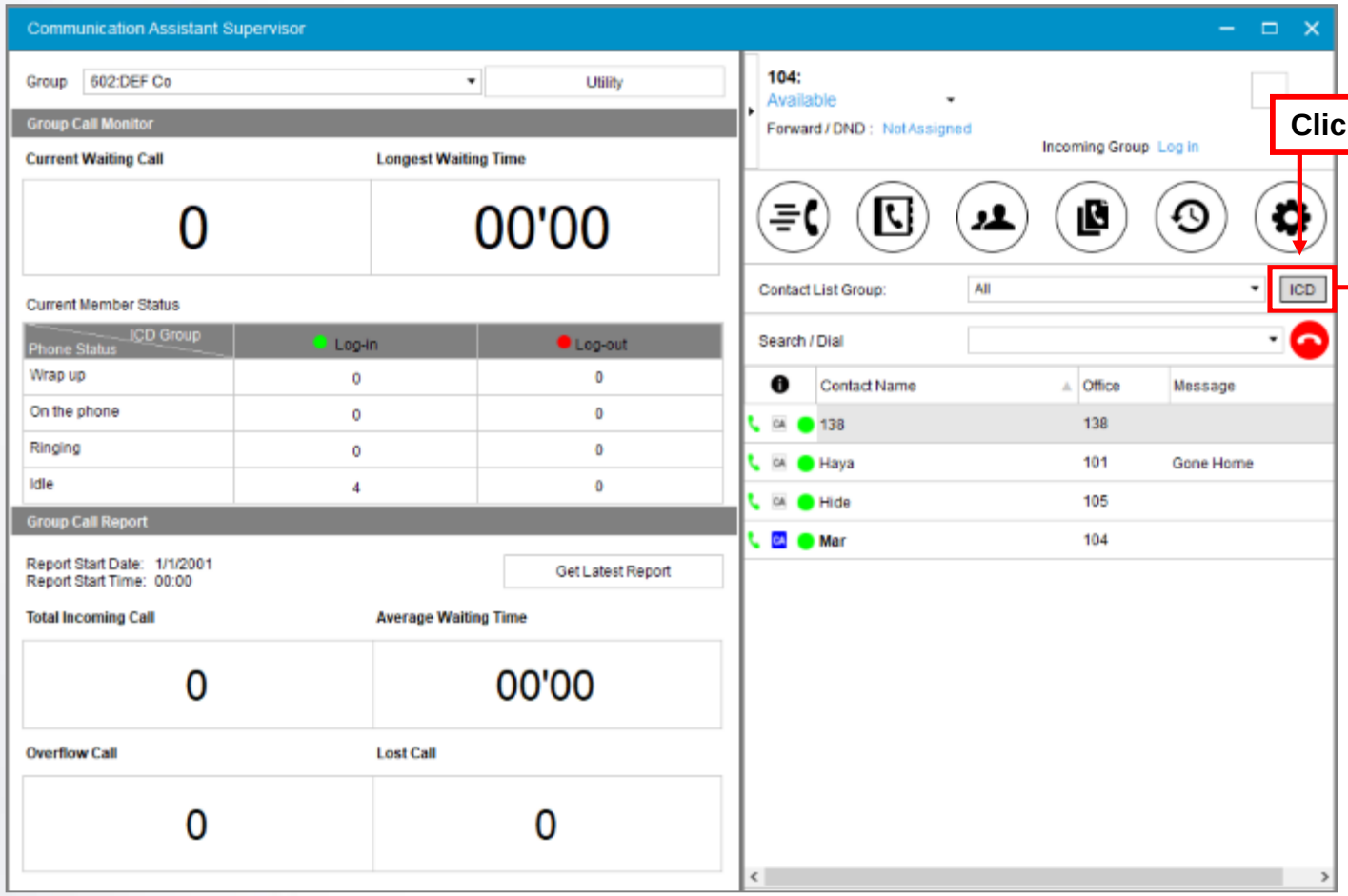
Show / Hide ICD Group status window



CA Supervisor

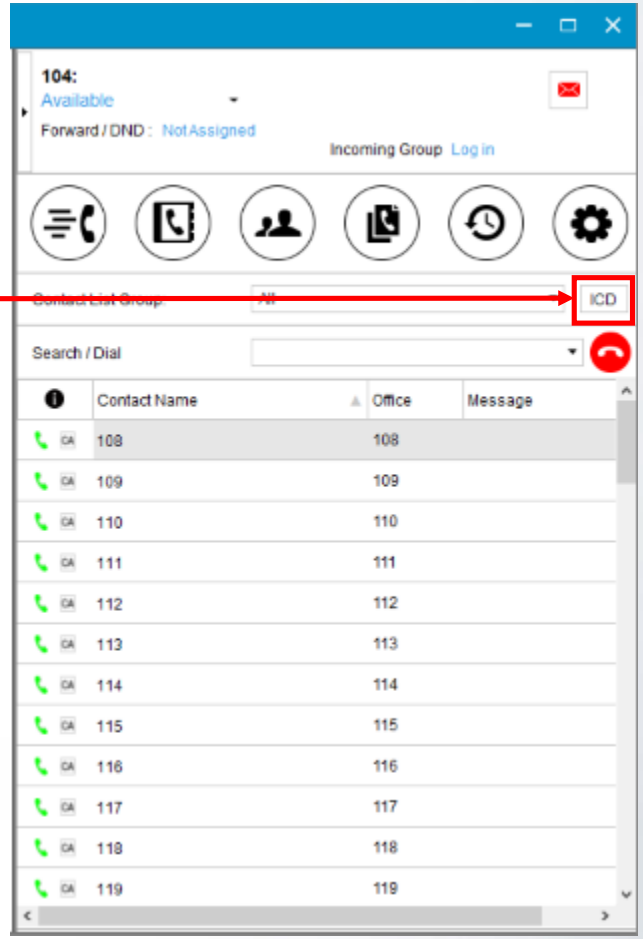
Supervisor

To show ICD-Group member only



Click

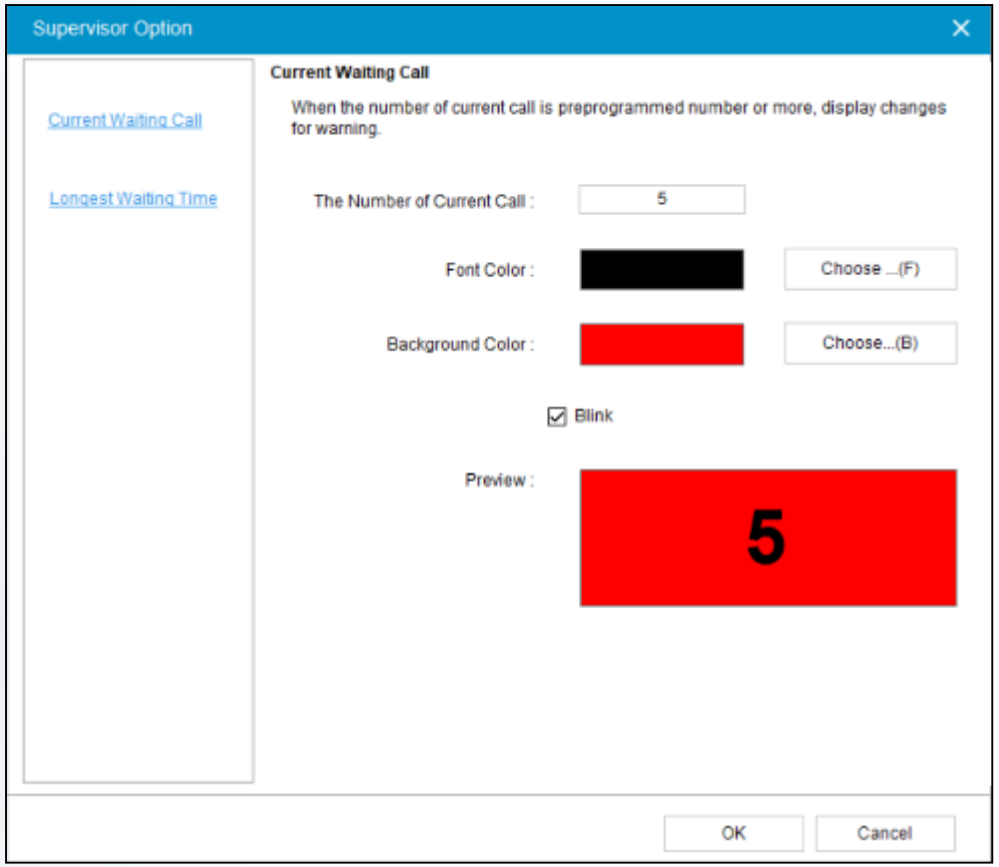
To show all contacts

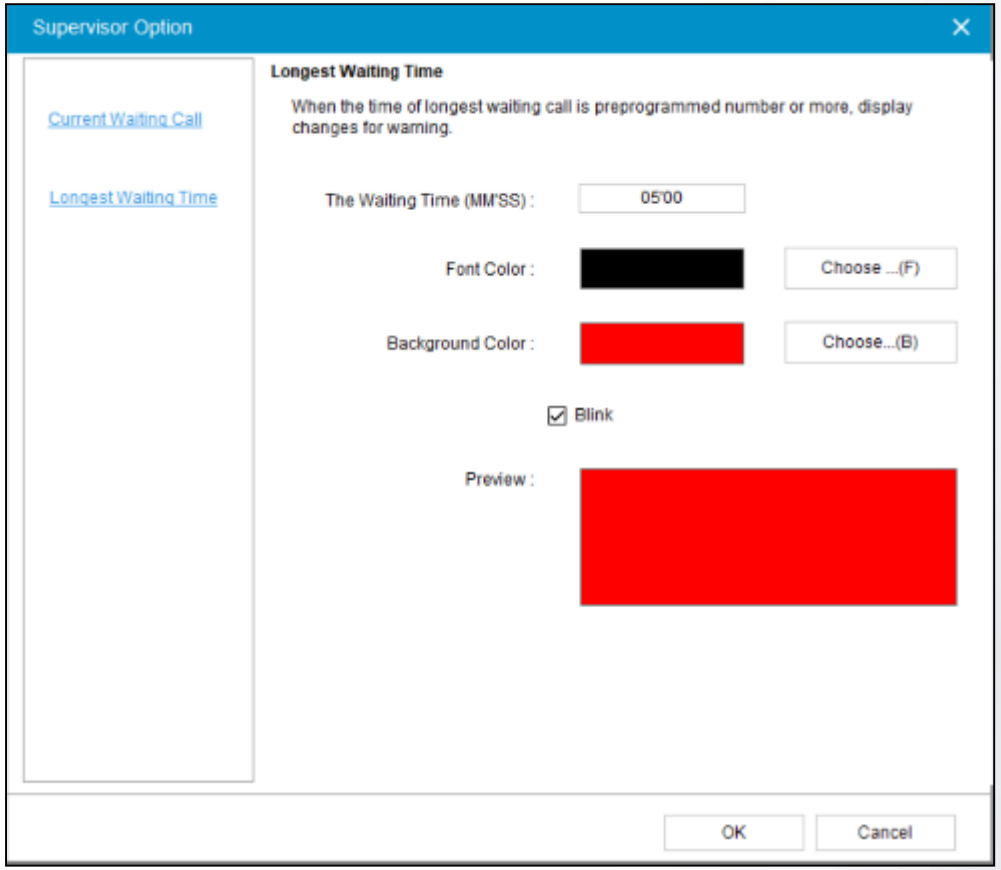


CA Supervisor

Supervisor

Open configuration options for live queue status window

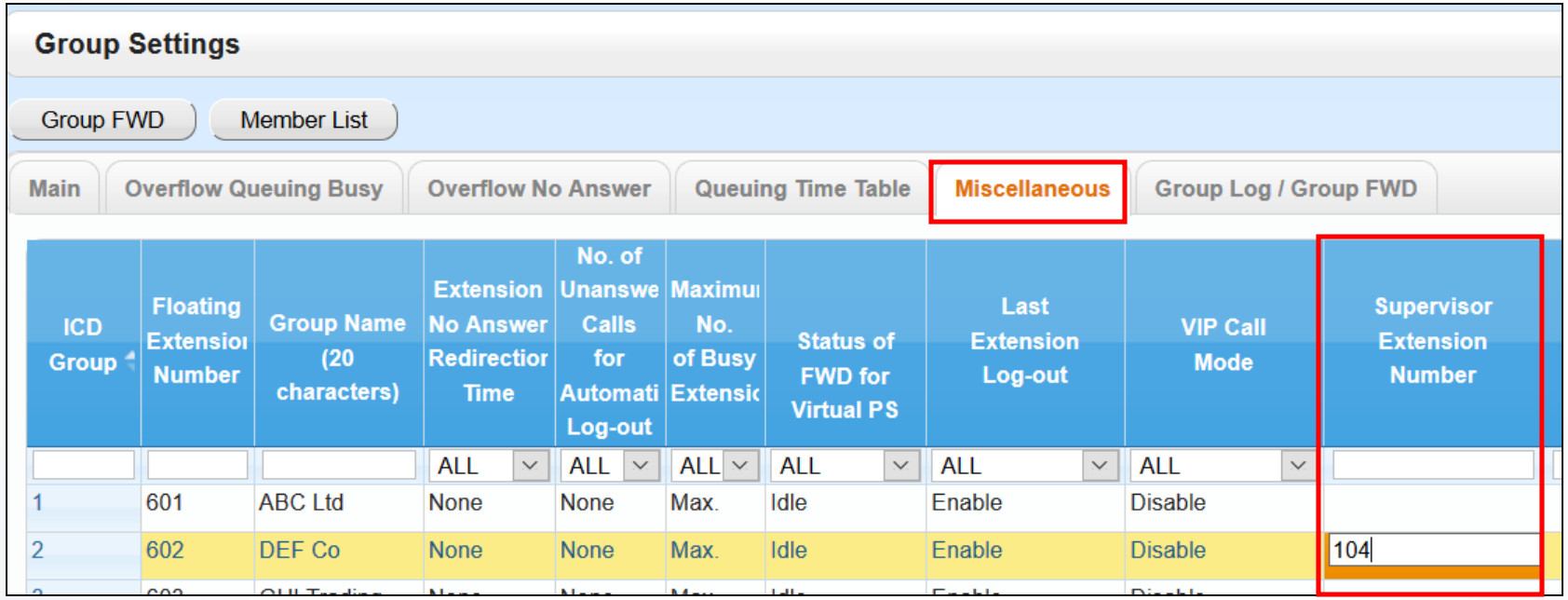




CA Supervisor

Supervisor

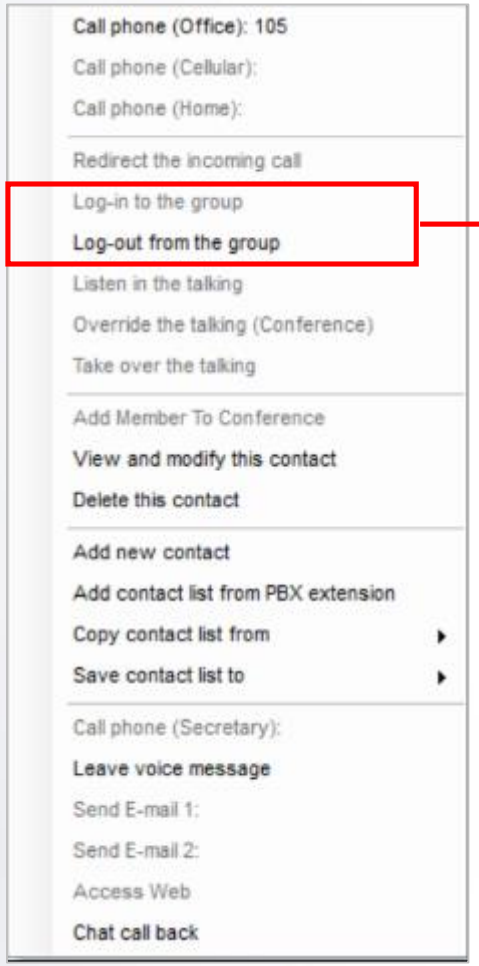
Required PBX ICD Group configuration for CA Client to run in Supervisor mode and to control the required ICD Groups.

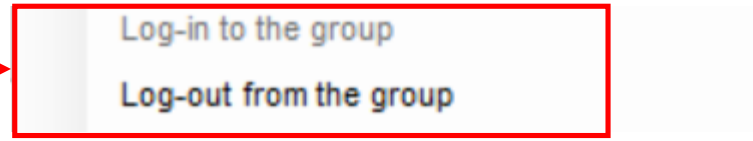


Detailed Operation Menu

Supervisor

Remote Log-In/out



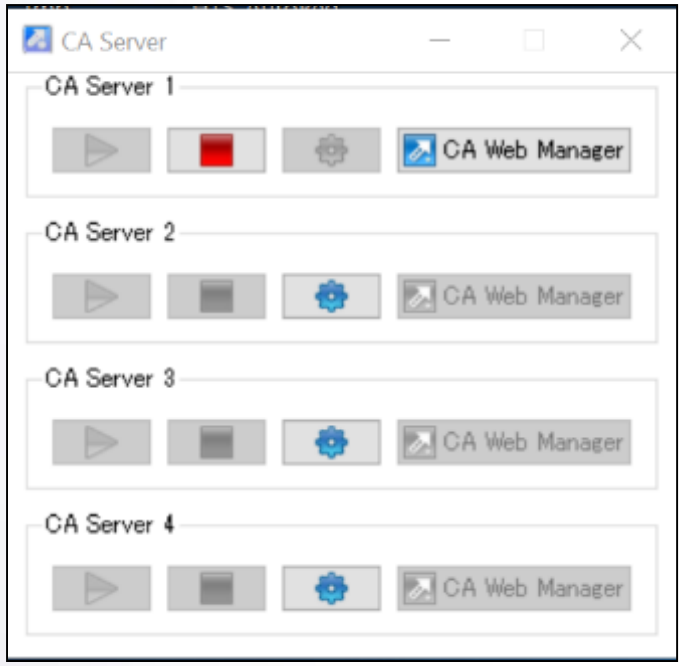


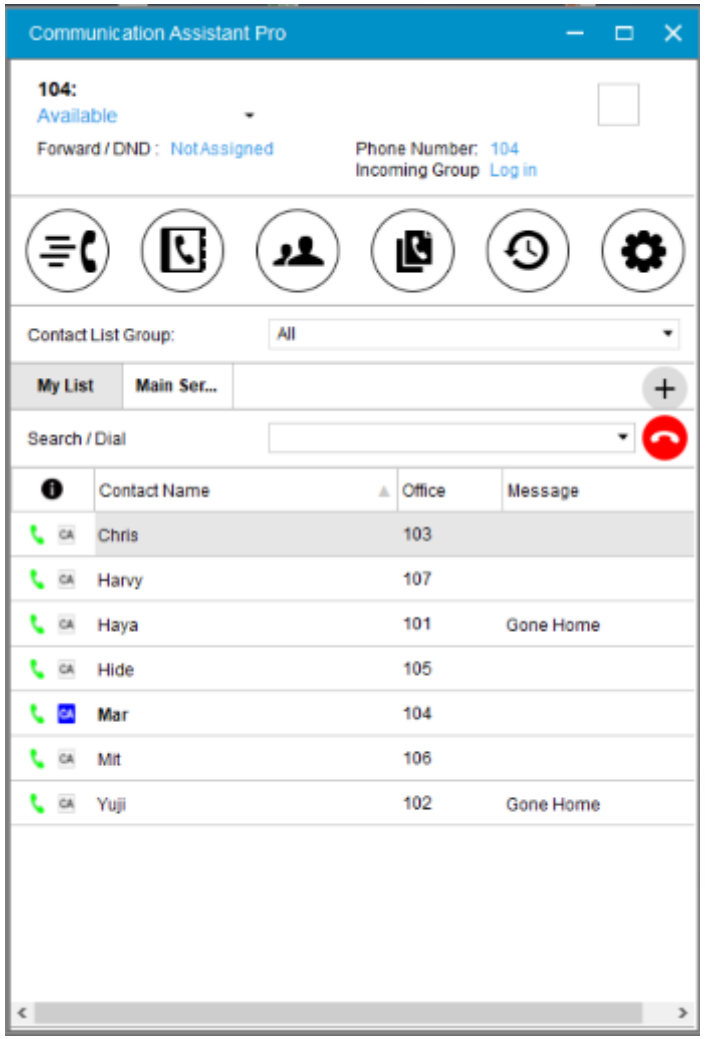
Log-in/out can be controlled remotely.

CA Server

CA Server

CA Server





CA Server

CA Server

CA Server is required for:

1) More than 240 CA users

CA Client Login Mode	No. of Users PBX Only (Up to 240 total users)	No. of Users with CA Server (Up to 1022 total users)
Basic Express	240	1022
Pro		
Operator Console	128	128
Supervisor	4	

2) To support multiple PBXs connect by QSIG (CA Networking)

3) CA Thin Client mode support

4) Outlook Calendar Presence integration through MS Exchange Scheduler

5) Missed Call history when CA client is logged out.

Enhancement History

Panasonic BUSINESS

CA V2.0 Feature List - 1

Feature	CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
Presence	Yes (click to view “snap-shot”)	Yes	Yes	Yes
Call History	10	1,000	1,000	1,000
Contact	10	1,000	1,000	1,000
System Speed Dial	1,000	1,000	1,000	1,000
Chat	Yes	Yes	Yes	Yes
VMA	Yes	Yes	Yes	Yes
Outlook Tool Bar	Yes	Yes	Yes	Yes
1st Party TAPI (CRM Integration)	No	Yes	Yes	Yes
IP Softphone (*)	Yes	Yes	Yes	Yes
Manual Dialing from CA	Yes	Yes	Yes	Yes

(*) IP Softphone license is required.

Panasonic BUSINESS

CA V2.0 Feature List - 2

Feature	CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
ICD group login/logout	No	Yes	Yes	Yes
Flexible Call Handling (Arriving Screen)	No	No	Yes	No
Visible Call Park List (Call Park Screen)	No	No	Yes	No
Extension Setting	No	No	Yes	No
Monitor/Seize CO line (Outside Line Group Screen)	No	No	Yes	No
Listen-in	No	No	Yes	Yes
Busy override	No	No	Yes	Yes
Take over	No	No	Yes	Yes
ICD-G Supervisor - ICD-G Member log-In/Out - Call Monitor	No	No	No	Yes

Panasonic BUSINESS

CA V2.0 Feature List - 3

Feature	CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
Ability to search by Group	Yes	Yes	Yes	Yes
Automatic Presence Change (when log-in/log-out)	Yes	Yes	Yes	Yes
Basic LDAP Integration (make outbound calls – click to dial) (*)	Yes	Yes	Yes	Yes
Chat Call Back	Yes	Yes	Yes	Yes
Dock-able 12 Function Keys toolbar for easy operation	Yes	Yes	Yes	Yes

(*) No Popup for incoming call, no integration / Sync. of LDAP contacts

Panasonic BUSINESS

CA V2.0 Feature List - 4

: With CA Server

Feature	CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
Presence icons with ability to change icons	Yes	Yes	Yes	Yes
Chat Proceeding Indication	Yes	Yes	Yes	Yes
Ability to collapse / expand left hand screen	-	-	Yes	Yes
Missed Call Log (when log-out)	-	-	-	-
Monitoring the person whom the extension is talking with.	No	No	No	Yes
Refer to Common Contact managed in CA Server	Yes	Yes	Yes	Yes
Indication of available communication type based on presence	Yes	Yes	Yes	Yes

CA V2.0 Feature List - 5

: With CA Server

Feature	CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
Thin Client (*1)	Yes	Yes	Yes	Yes
Networking Feature (*2)	No	Yes	Yes	Yes
GUI of Call Control window - Compact mode - Small icon mode - Auto-resizable width	Yes	Yes	No	Yes
New icon - Door phone / Sensor	Yes	Yes	Yes	Yes
Used history - Account code, Login Extension No.	10	10	10	10

(*1) Activation Key for CA Thin Client Server Connection (KX-NCS2010 / KX-NSA010) is required.

(*2) Activation Keys for Networking Users (KX-NCS29xx / KX-NSA9xx) are required.

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CA V2.0 Feature List - 6

Feature	CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
Combined Search/Dial field	Yes	Yes	Yes	Yes
New Call Control window (Door phone/ Sensor)	Yes	Yes	Yes	Yes
Transfer the call by "Drag & Drop"	No	No	Yes	No
Park the call by "Drag & Drop"	No	No	Yes	No
Automatic unscreened transfer	No	No	Yes	No
Transfer by the short cut key - [T] : Transfer - [Ctrl]+[T] : Transfer	No	No	Yes	No

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CA V3.0 Feature List

Feature	CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
Easy Conference	No	Yes	Yes	Yes
Supporting 2nd E-mail	Yes	Yes	Yes	Yes
Output of Caller Information	Yes	Yes	Yes	Yes
Selecting Multi contacts	Yes	Yes	Yes	Yes
New short cut keys	Yes	Yes	Yes	Yes
Restriction of Chat function	Yes	Yes	Yes	Yes
Permission of ICD Group Agent feature	No	Yes	Yes	Yes
Permission of Extension Setting feature	No	No	Yes	No
Improvement of Outlook Tool-bar	Yes	Yes	Yes	Yes
Auto update of the contact name	No	No	Yes	No
Auto Absent Message	Yes	Yes	Yes	Yes

Enhance Points of CA V4.0

: KX-NS1000 : With CA Server

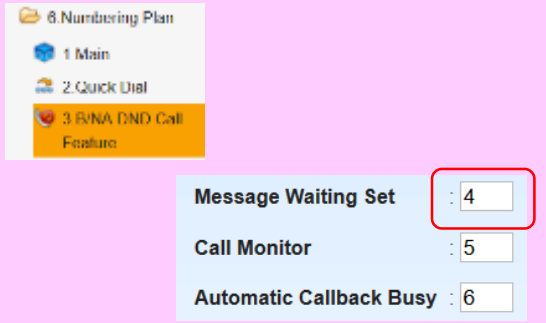
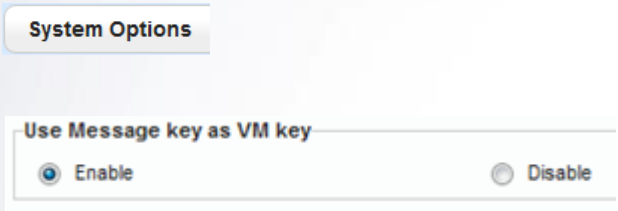
Feature	CA Basic-Express	CA Pro	CA Operator Console	CA Supervisor
KX-UT Series SIP Telephone	Yes	Yes	Yes	Yes
16 Sites Support (Up to 1,022 clients)	Yes (*1)	Yes (*1)	Yes (*1)	Yes (*1)
	Yes	Yes	Yes	Yes
UM (Unified Message)	Yes	Yes	Yes	Yes
Outlook Tool-bar Enhancement	Yes (*2)	Yes	Yes	Yes
CRM Integration (i-Link) (*3)	No	Yes	Yes	Yes
MS Exchange Scheduler Integration (*4)	No	Yes	Yes	Yes
Missed Call Log	No	Yes	Yes	Yes

(*1) Up to 240 clients (PBX mode)
(*2) History and Presence features are not available.
(*3) CRM Integration module from PSDN Software partner.
(*4) VM greeting message is not changed in case of KX-TDE/NCP series.

One touch access to VM

One touch access to VM (Built-in UM)

Message key works as VM key. (Default)
It is switchable “Message key” and “VM Key” by system programming.
VM key is useful for business office. Message key is useful for hotel guest room.

During	When you press the VM key,
Idle	VM is called even if zero new message.
Ringing by incoming call	Your mail box in VM answers.
Calling other extension Ring back tone Busy tone DND tone	Mail box of other extension in VM answers.
Talking	It works as VM transfer key.

<Technical Tips>
Message key set at flexible key works as original message key behavior. And dialing *702 works for message reply. In case assign this key on FF then remove “4” to avoid leaving a message by mistake.