

# Command and Control

**Communication is key to running a successful business, whether you are small or large. Communication bottlenecks can seriously affect customer service, damage client relationships and lower productivity.**

Panasonic Enhanced Communication Productivity Suites offer an affordable, flexible, and reliable solution that can deliver improvements such as:

- Increased Revenue
- Reduced Cost & Improved Employee Productivity
- Enhanced Customer Satisfaction
- Strengthened Competitive Position



Office Worker Checking Voice Mail



Phone Operators



Remote Worker Using Softphone



Supervisor Supporting Team Members



Office Workers



For more information visit  
[panasonic.com/bts](http://panasonic.com/bts)

## Key Features

- Seamless Networking/Searching Across Multiple Platforms
- Point and Click Call Control
- Versatile Conferencing Feature
- Presence Functionality
- Instant Messaging
- Visual Voice Mail Access
- Unified Communication (integrated with the TVA50/200)
- Microsoft® Outlook® Toolbar Enhancement
- Integration with Microsoft® Outlook®, CRM (TAPI)\* and Third Party Database Contact Lists
- Thin Client Support<sup>1</sup>
- Call History Logging
- Desktop Call Center Applications
- Agent Log In/ Log out and Wrap Up
- Supervisor Call Group Monitoring
- Compatible with Hard and Soft Phone Options

\* Not available with CA Basic

## Specifications

| Type                              | CA BASIC              | CA PRO                 | CA SUPERVISOR | CA OPERATOR CONSOLE |
|-----------------------------------|-----------------------|------------------------|---------------|---------------------|
| Free Keys <sup>2</sup>            | 5 Users               | 2 Users (60-day Trial) | None          | None                |
| Additional Users                  | Key Required          | Key Required           | Key Required  | Key Required        |
| Maximum Users                     | 240/1022 <sup>3</sup> | 240/1022 <sup>3</sup>  | 4/128         | 128                 |
| Presence/Instant Messaging (Chat) | Yes                   | Yes                    | Yes           | Yes                 |
| Call History (Entries)            | 10                    | 1000                   | 1000          | 1000                |
| Contact (Entries)                 | 10                    | 1000                   | 1000          | 1000                |
| Microsoft Office® Integration     | Yes                   | Yes                    | Yes           | Yes                 |
| IP Softphone Module <sup>4</sup>  | Key Required          | Key Required           | Key Required  | Key Required        |

## Requirements

| Systems                                     |   |  |                                      |
|---|---|--|--------------------------------------|
| Communication Platforms                     | KX-NCP500/1000, KX-TDE100/200/600               |  |                                      |
| Messaging                                   | KX-TVA50, KX-TVA200                             |  |                                      |
| Compatible System Phones                    | Digital Proprietary Telephone (DPT)             |  |                                      |
|   | IP Telephone (IPT), KX-NT700 Speakerphone       |  |                                      |
|   | Single Line Telephone (SLT), DECT Wireless (PT) |  |                                      |
|   | Softphone                                       |  |                                      |
| PBX / CA Software Version Compatibility     |   |  |                                      |
|   | KX-TDE00<br>KX-TDE200                           | KX-TDE600                              | KX-NCP500<br>KX-NCP1000              |
| CA V1.0                                     | -   | -                                      | V1.0                                 |
| CA V1.5 with Server                         | V2.0100 with<br>KX-NCS4910 <sup>5</sup>         | V2.000 with<br>KX-NCS4950 <sup>5</sup> | V1.0 with<br>KX-NCS3910 <sup>5</sup> |
|   | V3.0  | V3.0                                   | V2.0                                 |
| CA V1.5/V2.0 Serverless<br>(PBX Connection) | V3.0  | V3.0                                   | V1.0 with<br>KX-NCS3910 <sup>5</sup> |
|   |   |  | V2.0                                 |
| CA V2.0 with CA Server                      | V3.0000   | V3.0003                                | V2.01                                |
| CA V3.0                                     | V4.1000   | V4.1000                                | V4.1000                              |

1 - Key required. Currently supports Microsoft Terminal Services and Citrix XenApp.

2 - A limited number of copies of CA Basic can be used on your PBX's network without activation keys. Also, a limited number of free 60-day trials are available for CA Pro and CA Operator Console. All keys are installed in the KX-NCP and KX-TDE platforms via system programming tool.

3 - Server version.

4 - Number of Softphone users is limited by the NCP system capacity.

5 - Enhance key required.

## Communication Assistant Keys

| Systems    |                              |
|------------|------------------------------|
| KX-NCS2101 | CA Basic (1 user)            |
| KX-NCS2105 | CA Basic (5 users)           |
| KX-NCS2110 | CA Basic (10 users)          |
| KX-NCS2140 | CA Basic (40 users)          |
| KX-NCS2201 | CA Pro (1 user)              |
| KX-NCS2205 | CA Pro (5 users)             |
| KX-NCS2210 | CA Pro (10 users)            |
| KX-NCS2240 | CA Pro (40 users)            |
| KX-NCS2249 | CA Pro (128 users)           |
| KX-NCS2301 | CA Supervisor (1 user)       |
| KX-NCS2401 | CA Operator Console (1 user) |
| KX-NCS2901 | CA Network (1 user)          |
| KX-NCS2905 | CA Network (5 users)         |
| KX-NCS2910 | CA Network (10 users)        |
| KX-NCS2940 | CA Network (40 users)        |
| KX-NCS2949 | CA Network (128 users)       |
| KX-NCS2010 | CA Thin Client               |
| KX-NCS2020 | CSTA MUX Key                 |

A free version of CA Basic, known as CA Basic Express, is now available. Using either CA Server or PBX mode, you can now install CA Basic-Express for all users of the system. The functionality is similar to CA Basic.

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Design and specifications subject  
to change without notice.

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## Communication Assistant Series

### Productivity Application Suite

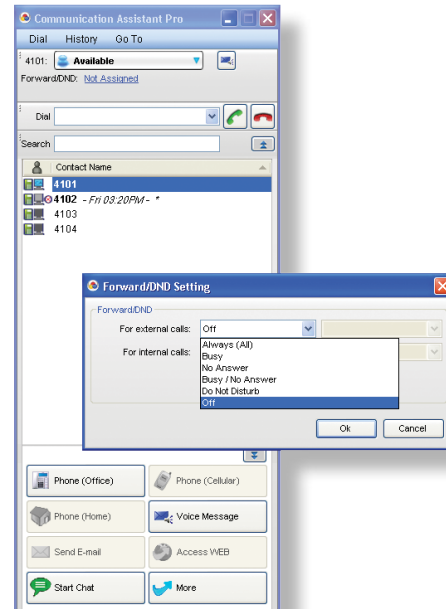
- Seamless Networking Across Multiple Platforms
- Enhanced Voice Messaging
- Versatile, Intuitive Conferencing Options



## Communication Assistant Productivity Application Suite

**Customized communication solutions for business that leverages today's best technologies.**

Using a combination of advanced telephony products along with other IP-enabled applications, Panasonic provides richer, fully-capable business communication solutions for your business today.



**Communication Assistant is a highly-intuitive application for the NCP and TDE platforms. It provides a number of features including:**

- Seamless Networking & Searching Across Multiple Platforms
- Enhanced Voice Messaging (VMA)
- Versatile, Intuitive Conferencing Capability
- Instant Messaging (Chat) and Presence Capabilities
- Microsoft® Outlook®, CRM (TAPI) and Third Party Database (LDAP) Contact Integration
- Thin Client Support<sup>1</sup>
- Softphone

In addition, you can access presence information on up to 8 other Panasonic PBXs and search and update contacts, initiate chat or make and transfer calls across the network (server version required).

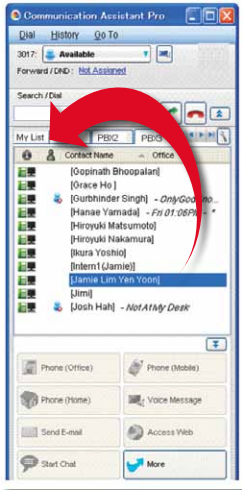




# Powerful, Versatile Connectivity

## Seamless Networking & Searching Across Multiple PBX Platforms

Communication Assistant features enhanced, built-in functionality that allows users to see across multiple PBX platforms. Once connected, users can search contacts, make calls over the network, determine Presence status and more—all from a single server PC.



With the highly versatile and intuitive “My List” feature, users can more easily search, add and manage contacts across multiple PBX platforms. Once added to the users contacts list, Presence status is updated in real time. Depending on network traffic and server PC performance, the CA server PC can maintain connections with up to 8 PBXs simultaneously. A “Search All” button, let users search contacts across all networked PBXs and also through LDAP\*. Contacts from a selected PBX can be added to “My List” via a simple drag and drop. Search multiple PBXs and add up to 128 contacts in each of up to 5 “My List” archives and up to 1,022 clients per server module.

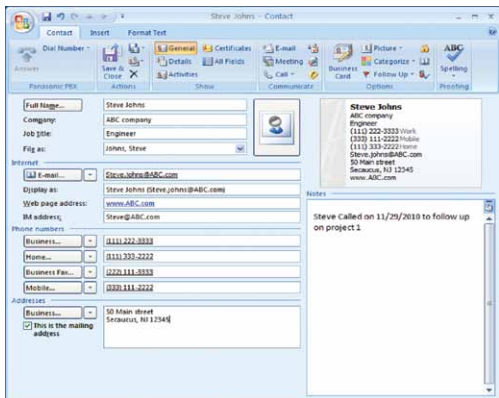
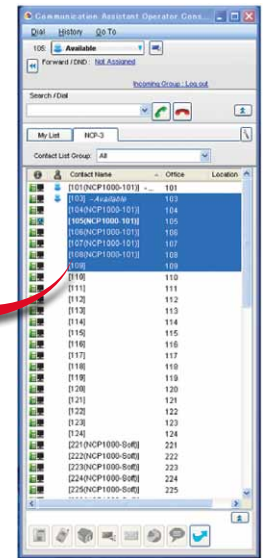
Search contacts across multiple PBXs and quickly add to My List via simple drag & drop.

## Simplified Teleconferencing

Conference organizers can quickly check conference room availability via an intuitive Conference Management Window feature and add up to 32 participants by simply dragging and dropping contacts. Up to 10 conference groups can be saved and assigned names and pin numbers for even quicker set up when the group needs to meet again.



Conference initiator can add up to 32 attendees by drag & drop.



## Outlook Toolbar Enhancement

Communication Assistant lets Outlook users maximize time spent on the phone with a new toolbar feature in which incoming calls are accompanied by a pop-up window showing the caller’s contact information\*. Call efficiency is enhanced as names, titles and memos from previous calls are at the call recipient’s fingertips.

\* LDAP search results are limited.

# Communication Assistant productivity suite removes communication obstacles, improves productivity & significantly delivers on a strong ROI.

Panasonic offers a variety of functionality levels from standard with CA Basic through enhanced with CA Pro to meet any need:

| MODE                               | TARGETED SOLUTION   | BENEFITS  |
|------------------------------------|---|---|
| Communication Assistant Basic      | Point and click unified communications for desk based or remote workers.  | Helps you visually control all your communications from your PC.  |
| Communication Assistant Pro        | Point and click unified communications for desk based or remote workers. Provides users with real-time rich presence information. | Visually manage all your communications from your PC from anywhere in the world. Presence and chat/IM allow you to quickly identify coworker availability.        |
| Communication Assistant Supervisor | Team supervisors to monitor employees' call activities.   | Helps you to visually manage all your groupmembers telephony activities.  |
| VoiceMail Assistant Module         | Enables access to unified messaging.  | Allows users to check their voicemail messages visually from a PC as well as forward messages to others as .wav files via email.                                  |
| CA Operator Console                | Manage & redirect multiple calls simultaneously.  | Permits more efficient handling of a large volume of call traffic including parked calls. Drag and drop call transfer makes for fast and effective call handling. |

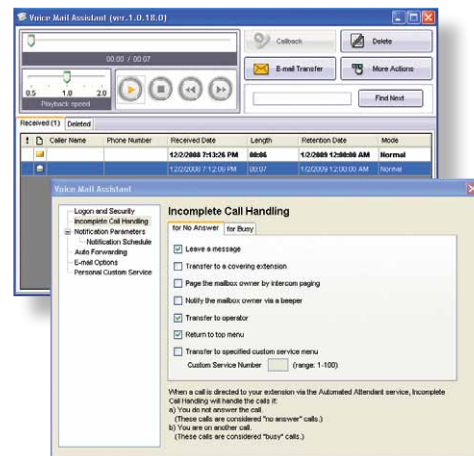
## VM Assistant – Flexible, Easy-to-Use, Unified Messaging

Access any voice messages you have and in the order that you prefer to retrieve them. All you need is a computer with network access with VM Assistant.

Additionally, companies using the optional KX-TVA Voice Messaging Solution can use Communication Assistant to visually manage their voice mails with Voice Mail Assistant.

This allows you to:

- Visually see voicemail messages
- Play and pause messages
- Skip messages forward or rewind messages
- Change the playback speed
- Delete unwanted messages
- Seamlessly share messages across all your networked PBXs
- Change and administer voice mailbox options
- Export messages to a PC
- Call back the person who has left the message
- Send a message as an email attachment
- Transfer a message as an email attachment using Outlook



## Communication Assistant – IP Softphone

CA IP Softphone module allows road warriors, sales people or support staff to use their computer as an IP phone for anytime, anywhere access to the Panasonic Enhanced Communications Suite.

By simply connecting to the network, IP Softphone provides the corporate teleworker and remote or traveling employees the ability to connect to the Panasonic NCP or TDE platforms just as if you were in the office, providing cost-effective communications and access to advanced desktop productivity applications such as Communication Assistant.

