Panasonic
BUSINESS

THE FREEDOM TO EXPAND AND SAVE SIMULTANEOUSLY

Introducing a communications system that grows with your business

Save communication costs

Save network costs

Save on your upfront investment

Save running costs

Save time and effort by sourcing all communications from one supplier

Is your business looking for high-quality communications technology?

Communications technology that can support your day-to-day operations and grow as your business does?

And ultra-reliable communications technology that doesn't demand a huge budget or installation time?

Panasonic's KX-NS500 unified communication platform provides the perfect solution

This smart hybrid PBX is a cost-effective legacy communication system for companies with up to 250 employees, that can be flexibly configured and expanded according to the specific requirements of a business.

The KX-NS500 has advanced features and starts from 6 analogue trunks and 18 extensions, up to 288 extensions with Expansion Units. For added flexibility and productivity, you can also take advantage of its built-in applications, such as a call centre solution, mobile solution and voice mail system to achieve greater working efficiency throughout your business and increased customer satisfaction.

Finally, should you wish to migrate to an IP communications system, the KX-NS500 is once again the ideal solution. Simply by connecting the KX-NS500, you can either migrate or expand your existing legacy system, quickly and easily.

Proven solutions for a range of industries

Hospitality

To deliver outstanding customer service in the hospitality sector, your staff need the support of effective and always-available communications technology. The KX-NS500 offers both. Comprehensive system management, PC integration and the flexibility to provide mobile communications throughout your business mean you're able to work more efficiently than ever before and your customers enjoy the most convenient, comfortable experience possible.

Healthcare

In healthcare environments, consistent, clear communications are critical. The KX-NS500 is a solution that allows your staff to access easy-to-use technology and remain in constant contact with other team members and patients or residents, wherever they are. Equally valuable is its ability to integrate with your existing care applications, such as emergency call systems.
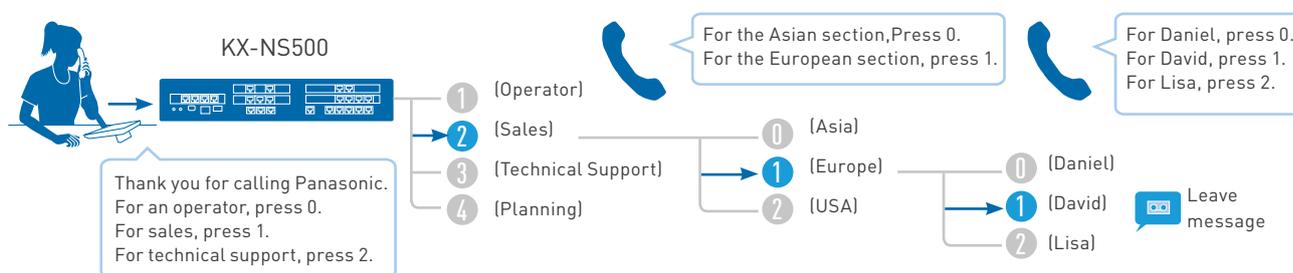
Office environments

Perfect for supporting office functions across your business, the KX-NS500 incorporates mobile telephony, desk-based phones and highly configurable voicemail systems to ensure that staff stay connected, wherever they're working. Combined, they improve functionality, reduce costs, simplify administration and enhance customer service.
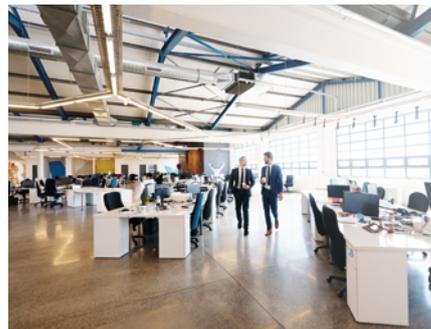
# Professional features to support your operations

Built-in auto attendant

As a standard feature, the KX-NS500 can connect customers to the appropriate section or operator according to their query in call routing with voice guidance. It can also prompt the customers to leave a voice message when your operator is away. So you never miss a call and the customer always receives the service they expect.

KX-NS500

For the Asian section,Press 0.
For the European section, press 1.

For Daniel, press 0.
For David, press 1.
For Lisa, press 2.

1 (Operator)
2 (Sales)
3 (Technical Support)
4 (Planning)

0 (Asia)
1 (Europe)
2 (USA)

0 (Daniel)
1 (David)
2 (Lisa)

Leave message

Thank you for calling Panasonic.
For an operator, press 0.
For sales, press 1.
For technical support, press 2.

Enhanced voice mail

The KX-NS500 can be expanded to a voice mail system that can record a maximum of 24 channels and 400 hours. It also sends an e-mail to notify your users when they have new voice messages. The messages can also be received as attachment files and forwarded. Email notifications can also be sent for missed calls when no message was left, enabling your users to quickly contact the customer.

Office

New Message Notification

Forward
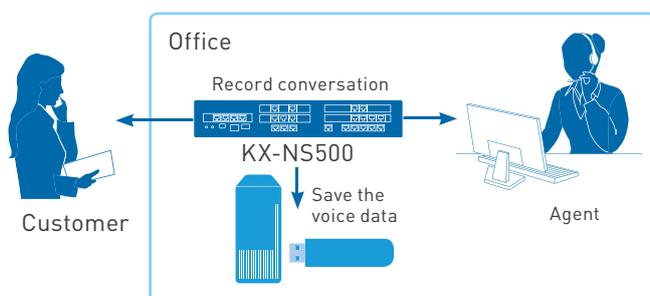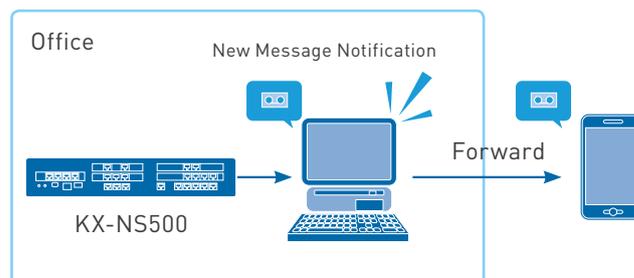
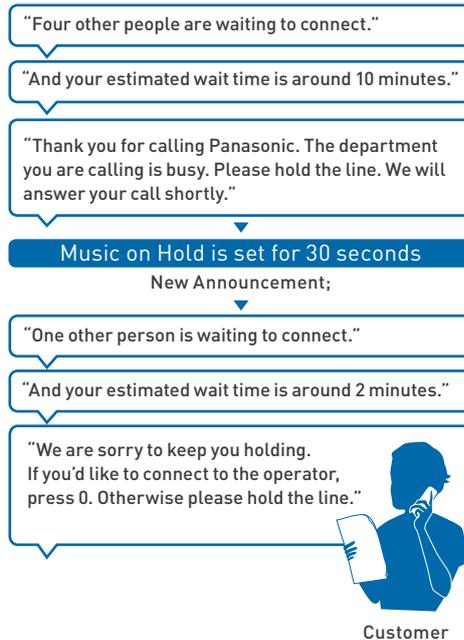KX-NS500

Auto recording and backing-up conversations

To understand issues or identify possible enhancements to your customer service, you need to have access to previous conversations. The KX-NS500 voice mail function can be used to automatically record customer conversations, saving them to USB memory or an external server via the internet.

Office

Record conversation

KX-NS500

Save the voice data

Customer

Agent

Certain features require additional licences and/or hardware. Please consult with your supplier.

Internal Call Centre Solution

Even if yours is a small or medium-sized business, using the internal call centre solution.
The KX-NS500 includes an advanced call routing function that allows you to connect to the internal call centre solution without the need for an external CTI server.

Automatic voice guidance

By letting callers know where they are in a queue through voice guidance, they can decide whether to wait, leave a message or hang up. This improves their experience of your business and maintains satisfaction at the service they're receiving.

> "Four other people are waiting to connect."

> "And your estimated wait time is around 10 minutes."

> "Thank you for calling Panasonic. The department you are calling is busy. Please hold the line. We will answer your call shortly."

Music on Hold is set for 30 seconds

New Announcement;

> "One other person is waiting to connect."

> "And your estimated wait time is around 2 minutes."

> "We are sorry to keep you holding.
> If you'd like to connect to the operator, press 0. Otherwise please hold the line."

Customer

Monitoring callers and call history reports

To ensure better customer management, your supervisors can monitor the status of live callers, agents and other group members. In this way, they can better understand any on-site problems and improve the operations of your call centre.

Monitor
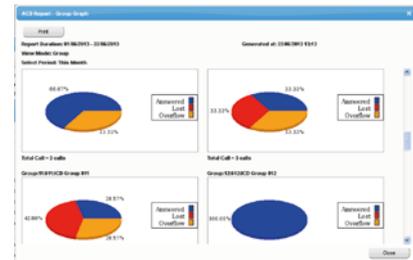
Report
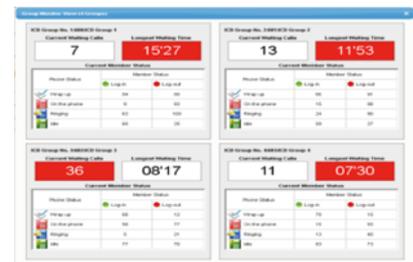
Want to stay effortlessly connected while you're on the move?

UC Pro is Panasonic's unified communication application. Ideal for all kinds of industries where fast, effective connectivity is key, it's our most versatile, use-friendly system yet.

Anyone, anywhere, anytime

Ready to connect to any device

- Increased productivity through seamless communication
- New levels of flexibility through multiple communication formats
- Reduced communication time thanks to instant contact/video
- Multi-device capabilities for on-the-go communication
- One-package application including CTI, instant messaging, integration and more

Wide-ranging compatibility

- Outlook, Lotus and Datasource integration
- Smart phone, tablet, PBX/IP phone and PC integration
- Windows and Mac OS compatibility
- UC Pro mobile app downloadable from Google and Apple stores

Download on the App Store

GET IT ON Google play

This powerful application can be easily integrated into existing infrastructures and features:

Up to 2500 user capacity
Bringing fast, easy connection to your lines and across your business.

Voice call
Quick and accurate dialling straight from your PC/Device.

Text chat
Simpler and more accurate than email.

Audio chat
Smooth easy voice communication.
Instantly share information through group chat.

Video chat
Remote meetings whenever they're needed.
Reduce travel and out-of-office time.

Presence
Share your location and see where others are.

Favourites
Register your frequently used contacts for instant recall.

Search
Quickly find contacts from your datasources.
Easily share directories with others.

Journal
Automatically record your entire call history.
Instantly check previous call recordings.

Unedited
Easily view all your missed calls.
Leave an out-of-office notification.

Planned
Record all your schedules.
Receive pop-up notifications.

Extension
Pair with your PBX extensions.
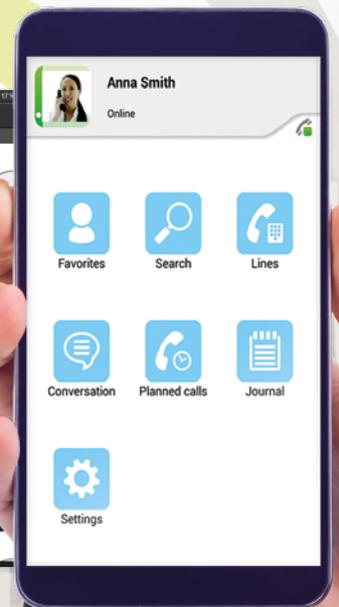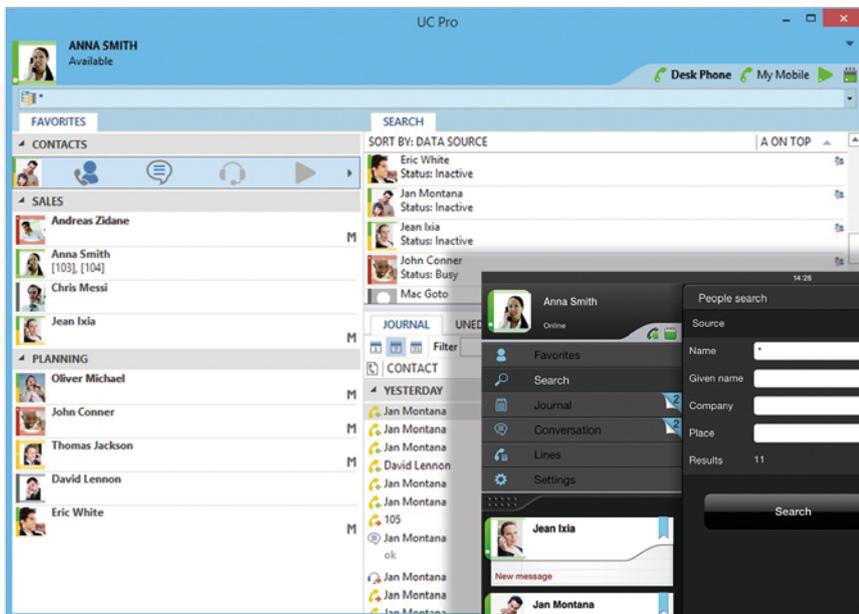Switch to an outside line with one click.

Mobile integration
Easy connection to your phone and sharing of contacts.

Integrated Calendar
Simple integration with Microsoft Exchange scheduler.

Succeeding in a cordless world

If your business employs people who work in the office and at home, the cordless capabilities of the KX-NS500 are ideal for you.

The Multi-Cell DECT System also provides various cordless solutions, by making extension phones cordless and enabling you to keep in touch with people in charge, whenever and wherever they are, as long as they're within the coverage area.

Mobile phone integration

There's no need for you to have multiple contact numbers for people who also use a mobile phone. The KX-NS500 includes features for integrating mobile phones and smartphones with your office communications network, allowing mobile terminals (including smartphones and softphones) to be used just like office extensions – making and receiving calls and using system short-dialling codes from mobile devices.

## Using desktop phones and softphones with the same number

One-numbered extension
You can pair the desktop phone at your office with a softphone on your smartphone, enabling both phones to be called with a single extension number. You can also forward calls to the paired phone at the touch of a button. This enables customers to easily contact you using a single number.

Softphone   Office phone
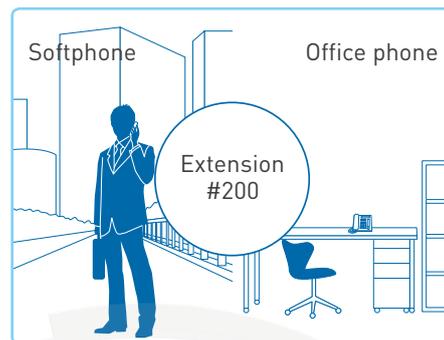
Extension #200

Multi-cell DECT system

The multi-cell DECT System lets you continue conversations over lightweight, cordless extensions while you are away from your desk or moving around an office, factory, warehouse, or other large facility.

Office
KX-NS500
Shop floor
Hand-over
Warehouse
Meeting room
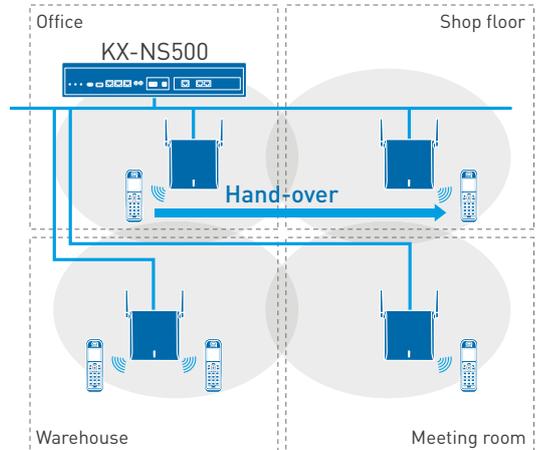
Simultaneously receiving calls with grouped phones

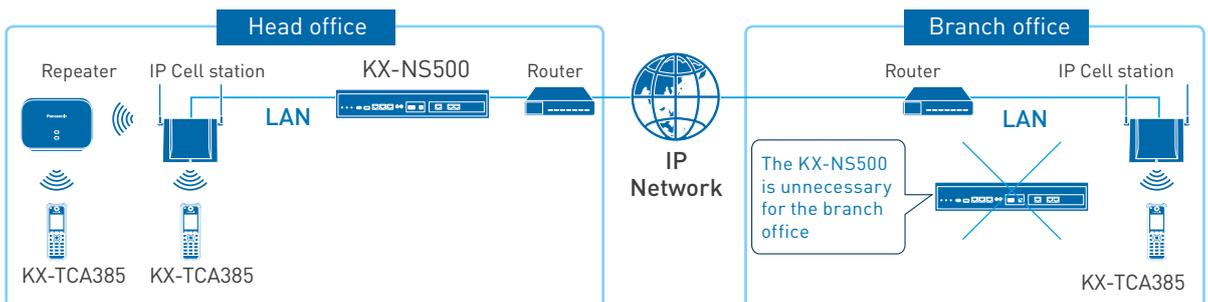### Outside destinations in ICD Group

Up to four mobile phones can be assigned as members of an Incoming Call Distribution (ICD) group, and receive calls to the group. Calls to the extension in the office can be received simultaneously on mobile phones. This enables a member of the group to handle calls when the main contact person is away.

Office
Simultaneous Ringing
Outside
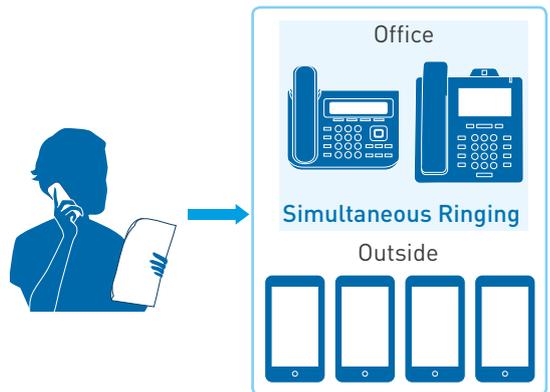
Expandable call range

IP cell station

An IP cell station allows you to connect a PBX via LAN. If there is a LAN in your work place, you can communicate with remote locations such as branch offices via an IP cell station, increasing the efficiency of your business. Even if you do not have a LAN, you can use a repeater to expand the range of calls within the same office. Feel free to expand the call range according to your business needs.

Head office
Repeater   IP Cell station   KX-NS500   Router
LAN
KX-TCA385   KX-TCA385

IP Network

Branch office
Router   IP Cell station
LAN
The KX-NS500 is unnecessary for the branch office
KX-TCA385

Terminal line-up

The KX-NS500 unified communications platform is compatible with a wide selection of Panasonic's latest generation of desktop and DECT phones.

Option KX-NT505
Add-on 48-Key Module

KX-NT560

For Executives/Supervisors
For executive users that need a larger screen and higher specifications.

- 4.4 inch Backlight LCD Display
- 4 x 8 Self-Labelling, Flexible CO Buttons
- 2 Ethernet Port (1000 Base-T)
- Power-over-Ethernet (PoE)
- Built-in Bluetooth for Headset
- Eco Mode
- Available in black and white

KX-NT556 / KX-NT553

For Standard Users
For staff that often communicate with customers and want to make work more efficient.

- 6-Line (KX-NT556) or 3-Line (KX-NT553) Backlight LCD Display
- 12 x 3 (KX-NT556) or 12 x 2 (KX-NT553) Self-Labelling, Flexible CO Buttons
- 2 Ethernet Port (1000 Base-T)
- Power-over-Ethernet (PoE)
- The EHS port is compatible with Plantronics and Jabra headsets
- Eco Mode
- Available in black and white
- Options:KX-NT505

KX-NT551

For Simple Users
For cost-minded staff that need to perform simple telecommunications.

- 1-Line Backlight LCD Display
- 8 Flexible CO Buttons
- 2 Ethernet Port (1000 Base-T)
- Power-over-Ethernet (PoE)
- Eco Mode
- Available in black and white

KX-NT546

- 6-Line Backlight LCD Display
- 24 Flexible CO Buttons
- 2 Ethernet Port (100 Base-TX)
- Power-over-Ethernet (PoE)
- Eco Mode

KX-NT543

- 3-Line Backlight LCD Display
- 24 Flexible CO Buttons
- 2 Ethernet Port (100 Base-TX)
- Power-over-Ethernet (PoE)
- Eco Mode

Digital proprietary telephones

KX-DT546

Premium digital proprietary telephone, with 6 line back-lit display, 24 programmable keys and full duplex speakerphone

- 6-line graphical LCD with backlighting
- 24 freely programmable function keys
- EHS (Electronic Hook Switch)
- Speaker phone, handset and headset with full duplex
- Available in black and white colour

KX-DT543

Executive digital proprietary telephone, with 3 line back-lit display, 24 programmable keys and full duplex speakerphone

- 3-line graphical LCD with backlighting
- 24 freely programmable function keys
- EHS (Electronic Hook Switch)
- Speaker phone, handset and headset with full duplex
- Available in black and white colour

KX-DT521

Standard digital proprietary telephone, with 1 line back-lit display, 8 programmable keys and full duplex speakerphone

- 1-line graphical LCD with backlighting
- 8 freely programmable function keys
- Speaker phone, handset and headset with full duplex
- Available in black and white colour

KX-DT590

Easy expansion for enhanced professional use

- 48 fully flexible DSS buttons
- Pre-programmable one-touch number dialling
- Frequently used features
- Busy station signalling
- Available in black and white

DECT handsets

KX-TCA185

Professional DECT handset for efficient performance

- 1.8" colour LCD
- Noise reduction
- DECT paging
- Vibration

KX-TCA285

Slim and light DECT handset for highly active environments

- 1.8" colour LCD
- Noise reduction
- DECT paging
- Vibration
- Built-in Bluetooth®

KX-TCA385

Tough and durable DECT handset for every environment

- 1.8" colour LCD
- IP65 compliant dust protection and splash resistance
- Noise reduction
- DECT paging
- Vibration
- Built-in Bluetooth®

Panasonic
BUSINESS

KX-NS500 unified communications platform

Ready to take your communications to the next level?

Talk to Panasonic today.

For more information on the KX-NS500 business
communications solution, or for a discussion about your
communications requirements,
please get in touch using the details below.