

**Panasonic**  
Communication Systems Division  
Technical Advisory

Updated: JUL 16, 02

## **Subject: TVS Tips and General Questions**

### **Turning off prompts on the KX-TV Voice Processing Systems**

Log into Mailbox 998 dial:

**5** - modify message

**6** - modify prompts

**1** or **2** for the User Prompts you want to use (you cannot alter system prompts)

**2** - all prompts

Enter prompt number

**1**- to change or **3**- to turn off prompt

(Make sure that you change the prompt modes in the custom menus in use to reflect above changes)

The following is a list of the most commonly changed prompts.

A complete list can be found in the appropriate Installation Manuals.

<b>TVS</b>			
<b>TVS</b>	<b>TVS</b>	<b>110/200/300</b>	
<b>50/80/90</b>	<b>75/100/200</b>	<b>120/220/320</b>	<b>Prompt</b>
248	317	273	“Good Afternoon”
249	318	274	“Good Evening”
250	315	275	“Good Morning”
819	316	915	“Welcome to the voice processing system”
818	352	914	“Welcome to the General Delivery Mailbox”
585	304	645	“This is the General Delivery Mailbox”
N/A	290	N/A	“Please enter the 1 <sup>st</sup> 3 or 4 letters of the persons last name for Q press 7 for Z press 9”
132	N/A	152	“Please enter the 1 <sup>st</sup> 3 or 4 letters of the persons last name”
198	N/A	221	“For Q, press 7”
199	N/A	222	“For Z, press 9”

The following prompts are automatically turned off when a company greeting is assigned in the port service menu & recorded.

Prompts 315,316,317 & 318 for the TVS 75/100/200\* (\*pre 2002 production)

Prompts 248,249,250 & 819 for the TVS 80 & 90

Prompts 273,274,275 & 915 for the TVS 110/200\*/300/120/220/320 (\*units manufactured after 1/2002)

## **To stop the “you have a call” prompt from playing when TVS transfers a call**

On default the Operator Transfer Sequence, the Extension Transfer Sequence and the Alternate Extension Transfer Sequence is set to “FX”, which enables the “you have a call” prompt. To disable the prompt, add an “A” to the transfer sequence so it reads “FXA” for the transfer sequences you would like to change.

Log onto TVS with laptop.

Then follow these keystrokes from the System Administration top menu

- 1 - Program
- 6 - Hardware settings
- 3 - PBX interface parameters
- 1 -Dialing parameter

Add an “A” to the sequence so it reads “FXA” for the transfer sequences you want to change.

## **Message waiting light not working**

If the TVS is not lighting the Message Waiting Light ( MWL ) on the telephone sets, you should verify the following three items.

From the System Administration top menu:

(1) Check the Mailbox Class of Service

- 1 - Program
  - 2 - Class of service then enter COS number
- Confirm that “Authorization of message notification” is set to **YES**.

(2) Mailbox Settings menu

- 1 - Program
  - 1 - Mailbox settings
  - 1 - Enter/edit
- Enter the Mailbox number
- The system will prompt “do you want to edit this Mailbox?” select **YES**
- 1 - Mailbox settings
- Confirm that “All calls transfer to Mailbox” is set to **NO**.

(3) From the Subscribers Mailbox:

- 6 – Other features
- 2 – Message notification
- 1 – Message waiting lamp status

## **How to default TVS**

On systems that have a rotary switch make sure that power is off, turn switch to position 5, turn on VM to start default, then before programming turn switch back to the 0 position.

On systems with Dip switches move switches 1 & 3 to the right, turn on TVS to start default. Then before programming put switches back to the left (0 position)

**HyperTerminal Settings**

Baud Rate: 9600 Bps

Word Length: 8 Bits

Parity: None

Stop Bit Length: 1 Bit

Flow Control: None

Terminal Mode: VT100

**Parts**

Cable DB-9 to DB-25 ( Radio Shack Cat# 26-269)

Cable DB-9 to DB-25 ( Radio Shack Cat# 26-117)

Null Modem Adapter 25 Pin ( Radio Shack Cat# 261496B)

Null Modem Adapter 9 Pin ( Radio Shack Cat# 26-264A)

USB to Serial Adapter ( Belkin F5U103 )