



KX-NS500 BUSINESS COMMUNICATIONS SOLUTION

GREATER ACCESSIBILITY. HIGHER QUALITY COMMUNICATIONS.

For any small or medium-sized business looking to take advantage of Panasonic's reputation for quality technology, without needing a huge budget, the new KX-NS500 unified communication solution provides the answers. This smart hybrid PBX is a cost-effective legacy and IP communication system for companies with up to 250 employees, that can be flexibly configured and expanded according to the specific requirements of their business.

The KX-NS500 has advanced features and starts from six analogue trunks and 18 extensions, up to 288 extensions with an Expansion Unit. The KX-NS500 is also a unified communication system which has rich IP features, such as mobile linking, integrated voicemail and e-mail, instant messaging (chat), and presence information.

It can also use built-in applications such as a call centre solution, mobile solution and voicemail system to provide more efficient work and increased customer satisfaction.

KEY FEATURES

- Smart hybrid PBX system for small and medium-sized businesses
- Expand from six analogue trunks and 18 extensions, up to 288 extensions with Expansion Unit
- Cost-effective installation and operation
- Built-in applications include call centre solution, mobile solution and voicemail
- Easy evolution from analogue to IP communications

THE SYSTEM THAT GROWS WITH YOUR BUSINESS

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 the operator is away.

USE EXISTING RESOURCES

Existing analogue PTs and digital PTs from Panasonic can continue to be used, enabling a system to be replaced at a low cost without wasting resources.

ENHANCED VOICEMAIL

The KX-NS500 can be expanded to a voicemail system that can record a maximum of 24 channels at the same time and store up to 400 hours. It also sends an e-mail to notify users when they have new voice messages. The messages can also be received as attachment files and forwarded. E-mail notification can also be sent for missed calls where the customer did not leave a message, enabling users to quickly contact the customer.

CALL CENTRE SOLUTION

The KX-NS500 includes an advanced call routing function for small to medium size call centres. This function can be used without an external CTI server. More efficient call reception enables you to effectively utilise limited resources to assist in improving customer service.

AUTO-RECORDING AND BACKING-UP CONVERSATIONS

The voicemail system function can be used to automatically record conversations with customers. The recorded voice data can be automatically saved to USB memory or an external server via the internet, and listened when required. The data can be used to understand problems or opportunities relating to customer service.

COMPATIBLE WITH MODERN, STYLISH PHONES

Using Panasonic's latest wireless and desk applications.

SPECIFICATIONS

| | | KX-NS500 | KX-NS520 |
|----------------------------------------|------------------------|----------------------------------------------------------------------------------------------------------------------|-------------------|
| Main CPU | | Cortex A8 600 MHz | Cortex A8 300 MHz |
| Power Input | | 100 V AC to 130 V AC: 2.2 A/200 V AC to 240 V AC: 1.3 A; 50 Hz/60Hz | |
| Power Consumption (when fully mounted) | | 110 W | |
| External Backup Battery | | External battery port is supported | |
| Memory Backup Duration | | 7 years | |
| Dialling | Trunk | Dial Pulse (DP) 10 pps, 20 pps Tone (DTMF) Dialling | |
| Extension | | Dial Pulse (DP) 10 pps, 20 pps Tone (DTMF) Dialling | |
| Mode Conversion | | DP-DTMF, DTMF-DP | |
| Ring Frequency | | 20 Hz/25 Hz (selectable) | |
| Operating Environment | Temperature | 0 °C to 40 °C | |
| | Humidity | 10 % to 90 % (non-condensing) | |
| Conference Call Trunk | | From 10 x 3-party conference call to 4 x 8-party conference call | - |
| Music on Hold (MOH) | | Maximum 8 ports (Level Control: -31.5 dB to +31.5 dB per 0.5 dB) MOH: Selectable Internal/External Music Source port | - |
| External Paging | | Maximum 6 ports (Volume Control: -15.5 dB to +15.5 dB per 0.5 dB) | - |
| LAN Port | 1 (for LAN connection) | 10BASE-T/100BASE-TX (Auto MDI/MDI-X) | - |
| Extension Connection Cable | SLT | 1-pair wire (T, R) | |
| DPT | | 1-pair wire (D1, D2) or 2-pair wire (T, R, D1, D2) | |
| PT-interface CS | | 1-pair wire (D1, D2) | |
| PT-interface CS (High-density) | | 4-pair wire (D1, D2) | |
| DSS Console and Add-on Key Module | | 1-pair wire (D1, D2) | |
| Air-cooling Method | | Fan | |
| Dimension | | 430 mm (W) x 88 mm (H) x 367 mm (D) | |
| Weight (when fully mounted) | | Under 4.5 kg | |

SYSTEM CAPACITY

MAXIMUM TRUNKS

THE PBX SUPPORTS THE FOLLOWING NUMBER OF TRUNKS.

| TYPE | | KX-NS500 | With 1 KX-NS520 | With 2 KX-NS520 | With 3 KX-NS520 |
|-------------------------------|----------|---------------|-----------------|-----------------|-----------------|
| Total Number of Trunks | | 100 ch | 130 ch | 160 ch | 190 ch |
| Legacy | | 36 ch | 66 ch | 96 ch | 126 ch |
| | PRI30 | 30 ch | 60 ch | 90 ch | 120 ch |
| | E1 | 30 ch | 60 ch | 90 ch | 120 ch |
| IP | Analogue | 12 lines | 24 lines | 36 lines | 48 lines |
| | | 64 ch | 64 ch | 64 ch | 64 ch |
| | H.323 | 32 ch | 32 ch | 32 ch | 32 ch |
| | SIP | 64 ch | 64 ch | 64 ch | 64 ch |

MAXIMUM TERMINAL EQUIPMENT

THE FOLLOWING SHOWS THE NUMBER OF EACH TERMINAL EQUIPMENT TYPE SUPPORTED BY THE PBX.

| TYPE | | KX-NS500 | With 1 KX-NS520 | With 2 KX-NS520 | With 3 KX-NS520 |
|---------------------------|------------------------|------------------|------------------|------------------|------------------|
| Extensions (DXDP*) | | 162 (168) | 194 (208) | 226 (248) | 258 (288) |
| Legacy (DXDP*) | | 34 (40) | 66 (80) | 98 (120) | 130 (160) |
| | SLT | 32 | 64 | 96 | 128 |
| | DPT (DXDP*) | 18 (24) | 34 (48) | 50 (72) | 66 (96) |
| IP | APT | 8 | 16 | 24 | 32 |
| | | 128 | 128 | 128 | 128 |
| | IP-PT** | 128 | 128 | 128 | 128 |
| | SIP | 128 | 128 | 128 | 128 |
| | SIP Phone**3 | 128 | 128 | 128 | 128 |
| | S-PS | 128 | 128 | 128 | 128 |
| DSS Console | | 8 | 8 | 8 | 8 |
| CS | | 20 | 24 | 28 | 32 |
| | DPT-CS (2 ch) / (8 ch) | 4 / 2 | 8 / 4 | 12 / 6 | 16 / 8 |
| IP-CS/SIP-CS | | 16 | 16 | 16 | 16 |
| PS | | 128 | 128 | 128 | 128 |
| VM | | | | | |
| ESVM (ch) | | 2 | 2 | 2 | 2 |
| Built-in UM (ch) | | 24 | 24 | 24 | 24 |
| TVM Unit | | 2 | 2 | 2 | 2 |
| Doorphone | | 2 | 4 | 6 | 8 |
| Door Opener | | 2 | 4 | 6 | 8 |
| External Sensor | | 2 | 4 | 6 | 8 |

*1 When Digital XDP is used.

*2 KX-NT500 series, KX-NT300 series, and KX-NT265 (software version 2.00 or later only).

*3 KX-UT Series, KX-NT700 and third party SIP phones (SIP hardphones/SIP softphones).

SYSTEM FEATURE CAPACITY

| | ITEM | CAPACITY | |
|---------------------------------------------|---------------------------------------------------------|-------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| System | Absent Message—Extension | 1 x 16 characters | |
| | Absent Message—System | 8 x 16 characters | |
| | Call Park Zone | 100 | |
| | Conference | 3 – 8 parties per conference (32 parties total) | |
| | COS | 64 | |
| | DID/DDI Table | 32 digits, 1000 entries | |
| | Extension number | 1 – 5 digits | |
| | Extension Personal Identification Number (PIN) | 10 digits, 1 entry/extension | |
| | Host PBX Access Code | 10 digits, 10 entries/trunk group | |
| | Number of Characters of Name | 20 | |
| | Printing message | 8 | |
| | Queuing Time Table | 64 | |
| | Ring Tone Pattern Plan | 8 | |
| | Simultaneous Programmers | One manager programmer + 32 personal programmers | |
| | SMDR Call Storage | 1000 calls (Without SD card)/40000 calls (With SD card) | |
| | Special Carrier Access Code | 16 digits, 20 entries | |
| | Tenant | 8 | |
| | Time Service Holiday | 24 | |
| | Verification Code | 4 digits, 1000 entries | |
| | Dialling | Verification Code Personal Identification Number (PIN) | 10 digits, 1000 entries |
| Emergency Call | | Dialling Emergency Call 32 digits, 10 entries | |
| Hot Line | | 32 digits | |
| Key Pad Protocol Dial (ISDN Service Access) | | 32 digits | |
| Personal Speed Dialling | | 32 digits, 100 entries/extn. | |
| Quick Dialling | | 8 digits, 4000 entries | |
| Redial | | 32 digits | |
| System Speed Dialling | | 32 digits, 1000 entries/tenant | |
| One-touch Dialling—PT | | 32 digits, 5000 entries/system | |
| One-touch Dialling—PS | | 32 digits, 1000 entries/system | |
| Groups | | Conference Group | 32 (32 members/group for Conference Group Mode, 32 members/group for Broadcast Mode) |
| | | User Group | 32 |
| | | Call Pickup Group | 64 |
| | | Idle Extension Hunting Group | 64 (16 extensions/group) |
| | | Incoming Call Distribution Group | 128 (128 extensions/group) |
| | Paging Group | 32 | |
| | PS Ring Group | 32 | |
| | Trunk Group | 64 | |
| | UM Group | 1 | |
| | VM (DPT) Group | 2 units x 12 ports (24 channels) | |
| | VM (DTMF) Group | 2 groups x 32 channels | |
| TRS/Barring | P2P Group | 32 | |
| | TRS/Barring Level | 7 | |
| | TRS/Barring Denied Code | 16 digits, 100 entries/level | |
| | TRS/Barring Exception Code | 16 digits, 100 entries/level | |
| ARS | Routing Plan Table | 48 entries | |
| | Leading Number Table | 16 digits, 1000 entries | |
| | Leading Number Exception Table | 16 digits, 200 entries | |
| | ARS Carrier | 48 | |
| | Itemised Billing Code | 10 digits | |
| | Authorisation Code for Tenant | 16 digits | |
| | Authorisation Code for Trunk Group | 10 digits | |
| Call Log and Message Waiting | Outgoing Call Log—PT | 100 records/extn. 1520 records/system | |
| | Outgoing Call Log—PS | 100 records/extn. 640 records/system | |
| | Incoming Call Log—PT | 100 records/extn. 3040 records/system | |
| | Incoming Call Log—PS + Incoming Call Distribution Group | 100 records/extn. or group Total 2560 records/system | |
| | Message Waiting—PT + SLT | 256 | |
| Voice Message | Message Waiting—PT + SLT | 256 | |
| | Outgoing Message (OGM) | 64 | |
| | OGM Total Recording Time | Approx. 20 minutes | |
| | Build-in Simplified Voice Message (SVM) | 125 messages | |
| Hospitality and Charge Management Features | SVM Total Recording Time | 120 minutes | |
| | Billing items for guest rooms | 1000 records/PBX (Without SD card)/ 10000 records/PBX (With SD card) | |
| | Hotel Operator | 4 | |
| | Charge Rate | 7 digits including a decimal | |
| Networking | Charge Denomination | 3 currency characters/symbols | |
| | TIE Line Routing and Modification Table | 32 entries | |
| | Leading Number | 3 digits | |
| | PBX Code | 7 digits | |
| | NDSS: Monitored PBXs | 8 | |
| | NDSS: Registered Extensions for Monitor PBX | 250 | |
| Unified Messaging | Mailboxes | 500 subscriber mailboxes 1 System Manager mailbox 1 Message Manager mailbox | |
| | Group Distribution List | User: 4 groups, 40 members per group System: 20 groups, 200 members per group | |
| | Service Group | 64 entries | |
| Web Maintenance Console Accounts | Unified Messaging Ports | 24 ports | |
| | Users (User) | 500 accounts | |
| | Users (Administrator) | 8 accounts | |
| | Installer | 1 account | |
| | Password (all account types) | 4 – 16 characters | |