

Panasonic
ideas for life



**PANASONIC KX-NS1000 NEXTGEN
IP BUSINESS COMMUNICATIONS SERVER**

COMMUNICATION — ONE STEP AHEAD





KX-NS1000 NEXTGEN AT A GLANCE

- SIP and IP network communication server
- Integrated unified messaging with up to 24 ports per unit
- Direct support for 1000 SIP users
- Up to 256 SIP trunks
- High-performance applications

PANASONIC KX-NS1000 NEXTGEN MORE INNOVATIVE, MORE FLEXIBLE AND MORE EFFICIENT

The Panasonic KX-NS1000 has already set standards, and its latest development is raising the bar even further. The Panasonic KX-NS1000 NeXTGen makes telecommunication simpler and more flexible than ever before. The hassle-free system saves you time and money, thereby helping to boost productivity in your business.

Based on the SIP and IP protocols, the KX-NS1000 NeXTGen offers a high level of flexibility and can be integrated into your existing infrastructure. Thanks to the modular architecture, the system can be tailored to suit your requirements — regardless of whether it is to be used in a small office with two people or a large company with several locations. The system also supports a combination of TDM and IP technology, as well as systems based entirely on IP technology. Smartphones and tablet computers can also be seamlessly integrated, allowing you to enjoy all the benefits that working on your own device offers.

The KX-NS1000 NeXTGen provides an innovative unified collaboration and communication environment, including desktop tools, voicemail and an interactive voice response system (IVR). Fully transparent network features, first-class voice quality in HD wideband audio and swift capacity expansions make the KX-NS1000 NeXTGen the most complete Panasonic solution yet.

As the core component of a high-performance VoIP solution, the KX-NS1000 NeXTGen represents a secure investment, offering you optimum reliability and flexibility.

THE SERVER THAT GROWS AS YOUR NEEDS DEVELOP

The KX-NS1000 NeXTGen is a comprehensive solution for network telephony services, offering enhanced communication features and a wide range of fixed and wireless terminals, headsets and softphones. The system functions can easily be expanded by adding software applications and licences, enabling the system to meet the requirements of any company — no matter how large or small.

WIDEN YOUR OPTIONS WITH THE KX-NS1000 NEXTGEN:

- // **Quicker response to customer enquires**
Integrated applications for caller groups and call routing mean that calls are always answered by the right person
- // **Optimum productivity**
"Presence" — you know who is available and the best way of making contact
- // **More mobility**
By integrating DECT systems and mobile phones, you can even be reached while on the move
- // **Desktop integration and applications**
- // **Scalability to suit individual needs**
Direct support for up to 1000 users in a fully transparent network and for up to 8000 users for integrated QSIG networks
- // **Integration of CRM tools**
KX-NS1000 NeXTGen is compatible with a host of CRM tools, providing you with quick access to valuable customer data

GET YOUR COMPANY IN GEAR — WITH IP

SIP (Session Initiation Protocol) and IP are now absolutely essential if you want your business to run efficiently. The KX-NS1000 NeXTGen provides optimum support for both protocols. SIP-based solutions are becoming increasingly popular as utilising SIP effectively offers a number of advantages: improved user efficiency, lower communication costs and a higher degree of flexibility. The KX-NS1000 NeXTGen is the ideal solution for any small, medium or large organisation.

SIP technology enables audio, video, Internet or instant messaging transmissions to be sent via the full spectrum of communication devices — from laptops, IP terminals and organisers right the way through to smartphones and tablet PCs. The KX-NS1000 NeXTGen provides a fast and secure connection between all users and devices making it the perfect platform to enable advanced and unified communications for everyone.

MODULAR SOLUTIONS THE BUILDING BLOCKS FOR SUCCESS

The KX-NS1000 NeXTGen combines enhanced telephony functions with scalable applications that are carefully selected and optimised for a variety of business models and sizes of enterprise. The system is capable of networking both individual locations and branches of a company around the world, and makes communication easier for all employees — whether they are in the office, on the go or working from home.

As the KX-NS1000 NeXTGen is based on open technology, it is also suitable for software developers. CSTA, TAPI and multiple interfaces combined with SIP communication provide an open development environment. The functions of this environment can be expanded by adding numerous third-party applications, thereby minimising software investment costs.

UNIFIED COMMUNICATIONS THE POWER TO UNITE YOUR WORKFORCE

The KX-NS1000 NeXTGen offers unified messaging functionality and an interactive voice response system. These features enable you to optimise communication between employees at different locations and improve interaction with customers. The messaging and voicemail system, which can be programmed to suit your requirements, provides a wide range of routing options and caller groups. All the necessary hardware is integrated in the system and licences are available to expand the functions.

A well-configured IVR system will undoubtedly improve the level of customer service you offer, as it ensures that all callers are forwarded to the appropriate contact person quickly and reliably. The result is shorter waiting times and less time spent on the phone. In other words: greater customer satisfaction. Call centre applications from third-party providers can even be used via the available CSTA or TAPI interfaces, with a view to improving reports and business data.

SIP TRUNKING ONE FOR ALL AND ALL VIA ONE ACCOUNT

SIP trunking enables direct dial-in to numerous end devices, each with their own direct dial number, using just one access account. This system, known as SIP DDI, goes a long way in simplifying processes — not least the company-wide use of low-cost VoIP services over the Internet. ISDN basic rate interfaces and primary rate interfaces are also available via an optional interface card. These interfaces can be installed directly into the system.

ADDED VALUE THROUGH NETWORKING

The KX-NS1000 NeXTGen is fully network-compatible and is suitable for use within individual locations and for linking multiple company sites. What's more, it offers a whole host of expansion options. The server can be scaled for use by up to 1000 people and managed by users and administrators as a single system ("One-look"), offering full transparency and an extended range of functions. (Up to 8000 users possible in a QSIG network.)

Using the KX-NS1000 NeXTGen, you can manage standalone and network systems in an IP network from any of your sites. In addition to SIP and H.323-based networking, the conventional QSIG network is also supported. If your company has more than one location, the KX-NS1000 NeXTGen enables you to communicate with your different branches in a more cost-effective manner and form virtual teams, for example. You can do this either by using existing wide area networks (WANs) or drawing on VPN services from Internet service providers.

Make even more effective use of your resources — with enhanced functions such as the integration of mobile phones, call routing, centralised messaging and conferences.

UNIFIED MESSAGING THE BEARER OF GOOD NEWS

Do you want more flexibility when managing messaging services? The KX-NS1000 NeXTGen makes that possible. The integrated unified messaging system enables you to receive voicemails or faxes in a number of different ways: as an email attachment, via the KX-NS1000 NeXTGen IMAP4 server or via the Communication Assistant toolbar for Outlook. As a result, your employees have the option of listening to voicemails using their telephone or PC.

COMMUNICATION ASSISTANT (CA) WHERE THE SERVER BECOMES A BUTLER

Optimise and simplify your business communications by establishing the perfect connection between computer and telephone: The Panasonic Communication Assistant Productivity Suite brings together a host of functions in an intuitive software solution for MS Windows. Point-and-click telephony, presence and availability information, MS Outlook integration, visual voice messaging, CRM database integration and much more besides are combined in one single application.

Four versions of the Panasonic Communication Assistant Productivity Suite are available, all of which offer high-performance functions for desktop integration and telephone system management.

HIGHLIGHTS:

- User-friendly interface with access to a range of PBX functions
- Functions for team management and collaboration
- Incorporation of presence and availability information with MS Outlook calendar integration
- IP camera integration
- Drag-and-drop conferencing
- Various versions of CA available for specific roles (reception, team leader)

THE FOLLOWING CRM SYSTEMS ARE SUPPORTED:

- Lotus Notes
- Microsoft Dynamics CRM
- ACT! 2011 (Professional/Premium)
- Goldmine
- Maximizer
- Salesforce.com
- Tigerpaw CRM
- Netsuite
- Sage CRM
- SugarCRM

*If your current CRM application is not listed, please contact one of our sales advisors for information on how to integrate the function into your application.

CA Basic Express is available to all users with the KX-NS1000 NeXTGen, enabling your employees to make and receive calls via the MS Outlook toolbar right from the word go. What's more, you can check the presence status of up to ten colleagues with just a click of a button. If you would like to expand the range of functions, you can upgrade to one of the three other versions of CA.

CA Pro offers an enhanced contact list, call history and real-time presence information, as well as access to unified messaging functions via the desktop. This version also includes an Outlook toolbar, enabling you to manage calls via MS Outlook.

Exchange Calendar integration updates presence information automatically, even changing voicemail greetings according to Scheduler settings. CA also supports integration of extensive CRM databases.

By **integrating CRM**, caller information is displayed for incoming calls, while users can dial from selected text when making outgoing calls using a keyboard hotkey — taken from the Windows clipboard or copied from documents or websites using drag and drop.

CA Operator Console features powerful tools for telephone system operators: fast and accurate drag-and-drop call handling, context-sensitive menus and transparent control for up to 16 locations with "One-look".

CA Supervisor offers innovative tools for managing and optimising your communication network: extensive, user-configurable ACD reporting with filtering and formatting wizards, ICD group management, call recording and real-time monitoring.

VERSATILITY A WHOLE HOST OF RESOURCES AT YOUR DISPOSAL

Business communications today take place through a variety of different media: speech, messaging, email and even text-based chat. With the KX-NS1000 NeXTGen, all of these technologies are managed centrally in just one system. With presence information that is updated on an ongoing basis, you always know when and how best to reach a contact. Bring your main communication channels together in a single, integrated system — and save time and increase productivity as a result.

IP-TERMINALS

Pure performance - Attractive design: Panasonic offers a wide line-up of IP terminals with a ergonomic design for all use.

KX-UT670

- Large 7-inch touchscreen display
- High-quality wideband voice transmission
- Eco mode
- Plantronics EHS-compatible
- 2x 1 Gb Ethernet ports, PoE
- USB-Port, SD-Card-Slot



KX-NT560

- 4.4-inch LCD display with backlighting
- 24 freely programmable function keys
- High-quality wideband voice transmission
- Eco mode
- Plantronics EHS-compatible
- Integrated Bluetooth
- 2x 1 Gb Ethernet ports, PoE
- Available in black and white



KX-NT543

- 3-line display with backlighting
- 24 freely programmable function keys
- Eco mode
- Plantronics EHS-compatible
- 2 Ethernet ports, PoE
- Available in black and white



KX-NT546

- 6-line display with backlighting
- 24 freely programmable function keys
- Eco mode
- Plantronics EHS-compatible
- 2 Ethernet ports, PoE
- Available in black and white



KX-NT321

- Single-line display
- 8 freely programmable function keys
- Full-duplex hands-free system
- 2 Ethernet ports, PoE
- Available in black and white



KX-NT343

- 3-line display with backlighting
- 24 freely programmable function keys
- Full-duplex hands-free system
- 2 Ethernet ports, PoE
- Optional Bluetooth support
- Available in black and white



KX-NT346

- 6-line display with backlighting
- 24 freely programmable function keys
- Full-duplex hands-free system
- 2 Ethernet ports, PoE
- Optional Bluetooth support
- Available in black and white



KX-NT366

- 6-line display with backlighting
- 4 x 12 programmable, self-labelling keys
- Full-duplex hands-free system
- 2 Ethernet ports, PoE
- Optional Bluetooth support
- Available in black and white

MULTI-CELL-DECT

No matter where you use your DECT handset - Panasonic offers the right solution. You can select handsets for the office area or for extremely rugged environments.



KX-UDS124

- 4-channel base station with excellent voice quality
- DECT encryption
- Air synchronisation
- 100 Base TX Ethernet port
- Seamless handover and roaming between cellular networks



KX-UDT131

- 1.8-inch colour LCD display
- Vibration alert for calls
- 200 hours on standby, up to 14 hours talk time
- Directory with space for 500 numbers
- Bluetooth
- Dustproof and splashproof in accordance with IP65
- Full-duplex wideband
- Noise suppression feature



KX-UDT121

- 1.8-inch colour LCD display
- Vibration alert for calls
- 200 hours on standby, up to 14 hours talk time
- Directory with space for 500 numbers
- 2.5-mm headset connection
- Bluetooth



KX-UDT111

- 1.8-inch colour LCD display
- Vibration alert for calls
- 200 hours on standby, up to 12 hours talk time
- Directory with space for 500 numbers
- 2.5-mm headset connection



KX-TCA364
TOUGH



KX-TCA275
COMPACT BUSINESS



KX-TCA175
BUSINESS



KX-WT115
ENTRY

DECT-HANDSETS (KX-WT AND KX-TCA-SERIES)

- Colour LCD display ¹
- Illuminated keypad
- Multi-lingual display
- Hands-free functionality
- Programmable softkeys ⁴
- Support for PBX functions ⁴
- Directory with space for 200 entries
- Headset connection
- 10 ringtones ¹
- 10 programmable hotkey combinations
- Vibration alert ²
- Meeting mode ²
- Dustproof and splashproof in accordance with IP64 ³

¹ KX-TCA175 and KX-TCA275 only

² KX-TCA364 and KX-TCA275 only

³ KX-TCA364 only

⁴ WT115 not supported

KX-NS1000 NEXTGEN AND END DEVICES YOU HAVE IT IN HAND

The KX-NS1000 NeXTGen gives you the choice of whole host of superb end devices: SIP terminals, IP phones, IP softphones, headsets and more. Integrate mobile phones too (for example with the solution offered by Mobisma) and you will have the optimum set-up for all types of user.

SIP terminals from the UT series

The SIP terminals from the UT series are ideal for the KX-NS1000 NeXTGen. The terminals boast an impressive array of features including first-class HD audio quality, enhanced configuration and set-up options and large, clear LC displays to make them extremely user friendly.

What's more, the UT-series terminals impress with their extremely low level of power consumption and offer easy access to standard functions and applications.

Complete range of terminals

Whether you require a standard telephone, SIP DECT unit or a high-end terminal with touchscreen and smart desk applications, Panasonic has solutions to suit each and any user requirement.

The name Panasonic is synonymous with the ultimate in design, quality, reliability and environmental awareness, so when you use the terminal, you know you will always enjoy an exceptional user experience.

Further information on this topic can be found in the brochure and in the technical data sheet for SIP terminals.



MOBILITY (MOBILE TELEPHONY AND CORDLESS DECT)

The multi-cell DECT system is an integrated, cordless mobility solution that has been specially designed for use with the KX-NS1000 NeXTGen. This system enables automatic handover between different base stations, ensuring that there are no gaps in coverage and therefore guaranteeing reliable mobility at large sites. A number of handsets with full-function support and in different designs are available for use with this system: from standard and compact handsets through to handsets equipped with special protection.

Further information on these products can be found in the Panasonic end devices brochure.

APPLICATIONS: OF APP-SOLUTE ASSISTANCE

The KX-NS1000 NeXTGen can easily be adapted to your company's specific requirements by combining the server with applications from Panasonic Application partners. The system can be integrated into existing software infrastructures during this process.

Our partner applications provide you with numerous options for simplifying your workflows: Be reached on a single number both on your mobile phone and when based at a workstation terminal. Release CRM database information to selected employees in the telephone system. Or manage calls via the Microsoft Windows™ desktop. All this and more is possible — and it couldn't be simpler.

CONFERENCE SOLUTION: KX-NT700

If it is an important requirement in your company for team members in different locations to be able to keep in contact with each other at all times, the Panasonic Desktop SIP Conferencing System KX-NT700 is the ideal solution. This premium audio conferencing system can be integrated into day-to-day business applications and includes an application for holding IP camera video conferences and desktop enabling for up to three parties as standard.

Further information on the flexible range of high-quality terminals available from Panasonic can be found in the end devices brochure and SIP brochure.

MOBILE PHONE INTEGRATION

Do you want to incorporate mobile phones and mobile devices into your office communication network? No problem: The KX-NS1000 NeXTGen supports all functions for integrating mobile devices. Meaning mobile phones can be used in whichever way suits you: Make and receive calls, use PBX direct dial codes and even manage ICD groups using mobile devices.

Mobile client applications are available for optimum ease of use. These applications make it possible to configure and manage PBX functions using a mobile phone, guaranteeing quick and easy installation.

THE PERFECT SOLUTIONS – TO SUIT YOUR REQUIREMENTS



SALES

Many companies see personal customer contact as key to gaining a competitive edge and ensuring customer satisfaction. The flexibility and availability of sales staff are crucial factors for achieving success. The powerful and adaptable features that the KX-NS1000 NeXTGen provides are all that you need to keep in contact with and manage existing and prospective customers — such as the ability to integrate into the many CRM databases.



PUBLIC ADMINISTRATION

Public institutions can be large and complex. Incoming calls to these institutions must always be routed correctly and accurate call logs and reports are essential. The powerful IVR and unified messaging functions featured on the KX-NS1000 NeXTGen are easy to configure and ensure that these requirements are met. Calls are reliably routed and call details easily and securely logged, keeping call times and administration costs at a minimum. To ensure the availability of the reporting system, the Panasonic application interface can be fully integrated into many existing and even new report applications.



HEALTHCARE

Communication in the healthcare industry demands the highest levels of reliability, versatility and flexibility. The KX-NS1000 NeXTGen provides reliable mobile communication, enhanced call routing options and flexible integration with computers. These features make it the ideal solution, as it can easily be integrated into existing database technology and systems used in the healthcare industry, such as the PanaMed Nurse Call system.

* Further information on the PanaMed Nurse Call system can be found in our application brochure.



EDUCATION SYSTEM

Schools and universities have many rooms and often more than one site, with staff frequently moving between these locations. The SIP functions of the KX-NS1000 NeXTGen offer a simple way for you to provide terminals across multiple campus locations such as these. Integrating DECT and mobile phones means employees can always be reached — no matter where they are on the site. What's more, the intuitive application interface makes integration into existing alarm servers or time systems a breeze.

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We reserve the right to make reasonable changes to models, dimensions and colours, as well as to make modifications that bring our products in line with state-of-the-art technology and production.