The solution to your communication needs
All-in-one smart business communication server

Reducing total cost of ownership and maximizing business output are the crucial subjects for any kinds of businesses. Panasonic smart hybrid communication server can answer to these needs with built-in solutions and a variety of industry-unique terminals and applications.

Key features

- Flexible expandability from 18 extensions up to 258 extensions.
- Built-in business package such as simple contact centre solutions, voice mail, instant message app, employee productivity management applications are available.
- Smartphone integration
- Variety of terminals compatibility (DECT, IP/Digital/Analogue terminals, softphone applications, monitoring devices)

Reducing Total Cost of Ownership with built-in business package
Maximizing Business Output with integrated solutions
Fulfilling Communication +α Needs Monitoring, application integration
Reducing Total Cost of Ownership

Built-in Basic Business Communication Needs

Basic business communication needs covered by KX-NS500 platform. Without requiring external devices, you can build up office communication infrastructures. Minimizing cost, but yet satisfying your clients with fast responses.

Voice mail
Sends e-mails to notify you when you have new voice messages.

Auto Attendant & Queue Announcement
Automatic guidance for call routing and queue position can be announced. It directs clients to the right department and callers can either stay in the call line or leave a voice message after the queue announcement.

Unified Communication App
PC-based basic chat application is built into the KX-NS500 server. Additional features like CRM integration by TAPI can also be added with activation licenses.

Mobile Integration
By installing designated applications, smartphone devices can work as company extensions.

Employee Management App
Call statistics analysis report, as well as employees log-in/log out data can be managed by data with built-in application*1.

*1 Activation key needed to manage log-in/log out data.

True Hybrid

Saving costs with utilizing your existing resources
KX-NS500 supports all available network connections in one platform. Both on the outside line as well as the extension side. Whether you connect to analogue or digital lines, or via Ethernet to a SIP trunk, we will manage your connection and supply you with a voice and unified communication experience.

By applying this “True Hybrid” concept, your business can be ready even for future platform transition with minimum investment.

Saving costs with IP networking

Saving Network Costs
By connecting the KX-NS500 units in different offices with an IP network, you can construct a network that integrates both voice and data. This enables extension calls between offices over the IP network, and reduces costs.

Saving Costs when Expanding
The One-look Networking function, enabled by linking with the Panasonic KX-NS1000, lets you control the entire system including other offices with a single KX-NS1000.
Since existing devices can also be used, the system can be expanded with reduced running costs and investment costs.
Maximizing Business Output with Integrated Solutions

Location-free Office, Flexible Work Style

Built-in Media Relay Gateway
KX-NS500 has a built-in Media Relay Gateway function. You can install an extension terminal at a remote location, such as a home office, without needing another PBX. By connecting with IP networking, IP phones*1, DECT wireless systems*2 and even softphones on smartphones or PCs can be used as KX-NS500 extensions.

MRG enhances network security by rejecting connections from non-Panasonic SIP phones when SIP extension remote connections occur*3.

*1 KX-NT600 series, KX-NT500 series, KX-UT series, IP softphones, and third party SIP phones are supported.
*2 When using the KX-NS0154
*3 This function can be turned on/off in the system settings.

Use Office Phone Number with Your Mobile

Smartphone Integration

Using Smartphones as Extensions
With Panasonic Mobile Softphone, your smartphone can be registered as a company extension number. This allows you to stop using your private phone number for work while still never missing calls.

One Numbered Extension
IP phones such as desk phones or softphones can be paired to use a single number.
When making calls, the customer is notified of your office phone number instead of the number of your mobile phone.

Visually Manage Activities of Remote Employees

Employee Productivity Management
KX-NS500 supports a built-in Employee Productivity Management feature. Managers can check each employee’s log-in/log-out time record and view call activity remotely. Call performance and log-in/log-out logged data can be automatically delivered by e-mail, so managers can make use of the data according to their needs.
The KX-NS500 communication server enables a location-free workstyle by integrating mobile devices. It also packages an employee productivity management application through which employers can manage log-in/log-out time and call statistics data, even for employees who work at remote locations. A variety of terminal types enables seamless communication which leads to maximized business output.

Mobility Enhances Communication for Any Business Style

DECT Devices Integrated Solutions
Panasonic’s wireless phones include a standard model (KX-TCA185), a tough model (KX-TCA385), and a compact & lightweight (88g) model (KX-TCA285), which are suitable for use in various environments. All models are equipped with our unique technology that enables comfortable conversations, even in noisy places. By using the IP-CS with LAN Synchronization and the repeater, it is possible to construct a wireless system covering a wide range of property at a low cost. Within the coverage area, you can keep in constant touch with colleagues and customers even when moving around the work environment.

Semi-Automatic Paging System
Using the semi-automatic paging system enables you to efficiently share information. With this system, pre-recorded common announcement messages are prompted through the external pager by simple operation. Professional pre-recorded announcements with high-quality sound can be paged to floors regardless of your employees’ announcement skills. For example, it’s a convenient feature when you need to broadcast an advertisement announcing the start time of a time-limited sale to customers. This can also be used for daily fixed messages to staff working on a large floor.

Ergonomic and Stylish Mid-range Terminals with Colour LCD

KX-NT680/KX-NT630
KX-NT680 is an IP phone model with a large colour LCD display. Its flat & slim design fits any type of office design and its UI design enables intuitive operation. Users can set a customised image on the colour LCD, so it’s possible to use it for branding, or for displaying simple operation procedures or advertisements. KX-NT630 is a mid-range IP phone with self-labelling flexible function keys and the same flat & slim design concept as KX-NT680. The KX-NT6 series supports SRTP and MGCP-TLS, enabling secure encrypted communication.

* KX-NT680 only.
**Fulfilling Communication + a Needs**

**Monitoring, Application Integration**

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### Safety, Monitoring, and More

Using the Communication IP Camera (KX-NTV150) and IP Video Doorphone (KX-NTV160) as extensions for KX-NS500, you can set up a simple monitoring system. The KX-NTV series has motion/voice detection features and informs you by phone calls or e-mails. It also has digital input/output ports to integrate with external alarm systems.

Additionally, you can make an entrance monitoring system by combining KX-HDV430 and KX-NTV160, or a wide area monitoring system by integrating professional CCTV cameras.

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### Built-in Interface to Integrate with Hotel FOS Applications

The KX-NS500 supports a FOS (Front Office Software) interface function. You can connect the KX-NS500 directly to a FOS without purchasing a third party external interface equipment to construct a cost efficient hotel system.

Integration with third party FOSs also enables easy call management for receptionists and operations, and streamlines wake-up call setting and management. This makes locking out phones of checked-out guests a one-touch operation.

Customer satisfaction is further improved with KX-NS500 V7.0 and later. It supports Fidelio compatible FOS from third party vendors and features such as room changes or SIP-based voice mail, improving integration between applications and phone systems.¹²

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*¹ A third-party door opener is necessary for this use case.
*³ Requires inter-operability testing prior to installation.
KX-NS500 supports more than simple voice communication. You can build a monitoring system in cooperation with IP Camera, IP Video Doorphone, professional CCTV cameras, and operate the hotel system efficiently with built-in FOS interface function. Furthermore, various integrated communication apps empower high-speed and accurate information sharing and communication among employees.

Work Efficiently with Diverse Communication Methods

Unified Communication Application

**Communication Assistant (CA)**

CA is a highly intuitive PC-based application suite with powerful point and click telephony and screen-based presence, availability, and a variety of collaboration tools. It can be used with or without a server.

**CA Basic-Express/CA PRO**

For Personal Productivity

Perform call parking and call transferring with simple drag-and-drop in a graphical interface. Multi-site support is also available when using One-look Networking.

**CA Operator Console**

For Operator or Receptionists

Easily make calls by searching for a desired contact from a customisable contact list. Also check the phone status and PC status of employees working at remote locations.

**CA Supervisor**

For Teams or Executive Users

Monitor the performance of set extension groups in real-time with simple mouse operations, and manage operators by listening in on telephone conversations and taking over calls.

**UC Pro 2***

UC Pro 2 supports multiple devices such as Windows® PCs and mobile phones (iOS / Android™) and provides collaborative functions, including presence management, audio/text/video chat, and synchronization with Outlook® Calendar. Mobile clients can communicate with an account that is also registered to their PC, so they can take care of business while out of the office. For Windows users, screen sharing is also available, which makes voice communication smoother by enabling you to share information visually.

**Mobile Softphone***

The Panasonic Mobile Softphone for smartphones is a SIP based softphone that includes an audio/video communication, Push Notification and does not require a server at the end user site. It also comes with SIP TLS features, which enhances security by hiding SIP passwords from crackers. This application enables your smartphone to work as a company phone wherever you are, while enhancing communication and minimizing costs.

**Partner Applications***

Partner applications enable you to enhance and customise the functions of the KX-NS500 to meet the needs of specific industries such as hotels, healthcare, and call centres.

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*1 An internet connection (Wi-Fi®, 3G/4G/LTE) is required to use the application on mobile devices such as smartphones or tablets. Voice quality may depend on the network environment.

*2 The application can be installed via the App Store or Google Play™.
Please contact your nearest Panasonic dealer for the necessary information on things such as Activation Keys. Some models and applications are available in limited countries. The images shown of products display and lamps are composite images. Weights and dimensions are approximate. Design and specification subject to change without notice. These products may be subject to export control regulations. In accordance with the provisions of the Microsoft Corporation, acquisition of client access licenses (CAL) is separately required.

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- Safety Precaution: carefully read the operating instructions and installation manual before using these products.

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