



**Panasonic**  
BUSINESS

# Communication Solutions

KX-NSX Series

The new business communication server



# KX-NSX Series

Companies require their operations to run efficiently. The business communication system needs to be flexible, innovative and competitive, while reducing operating costs and other expenses.

## What is the KX-NSX?

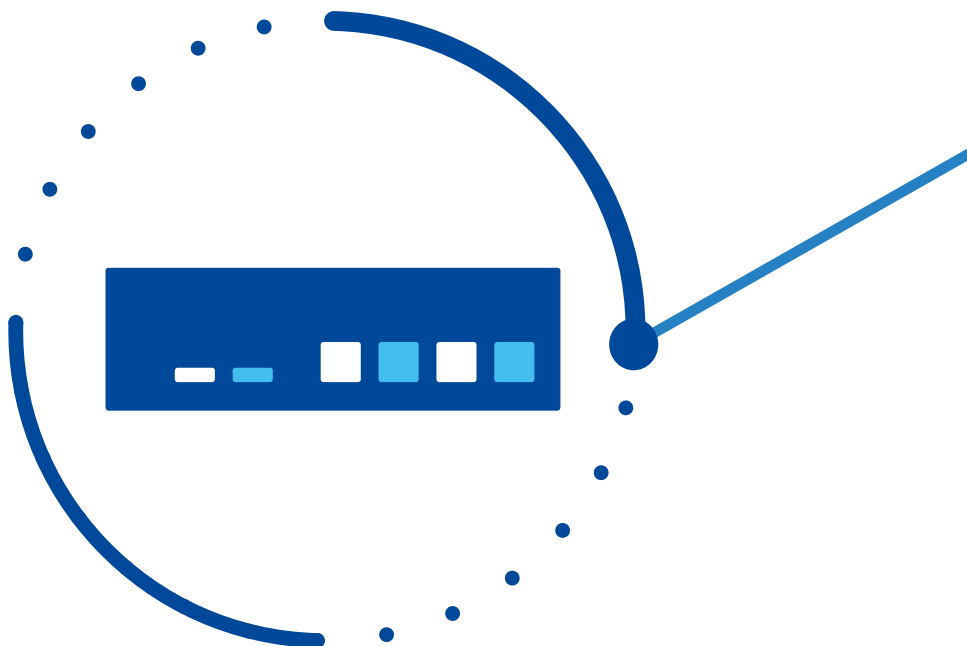
Our communication styles continue to change over the years.

When only analogue communication was available, each phone line was assigned a specific telephone number. If the user moved and wanted to keep the same number, it was necessary to reroute the phone line.

When IP started to gain popularity, it became possible to assign a telephone number to a specific device. Simply by moving the device, users could use the same number in different locations.

Now, users expect that telephone numbers can be assigned to specific users, which can then be used from any device. As a result, users can conduct business communication not only inside the office, but even outside or at home, creating an opportunity to revolutionise their work style.

The Panasonic KX-NSX series delivers the next generation of communication systems to meet today's working style.





KX-NSX provides services integrated with the users' work style. Users are classified into three groups to better facilitate their management.

#### Normal Users

For users who primarily work using a telephone (can be a fixed, cordless or softphone).

#### Mobile Users

Users, such as sales representatives, who spend most of their time out of the office and require a smartphone or other mobile device to communicate with their customers.

#### Advanced Users

For users, such as supervisors of a call centre, who hold the authority to monitor correspondence with customers.





# Flexible and Convenient Office Work

Whether you have employees that work in various locations around the office, are adding new employees, setting up a new office, starting a help desk or setting up employees to work from home - the KX-NSX can easily achieve your goals.

Multi-Devices



Each user can assign a single phone number to multiple devices such as their office phone and mobile phone, which enables a phone or mobile phone to be easily used as an office extension. Users can easily manage multiple devices spread over various locations using a single number.

Smart Desk



This function enables a number of users to share the same extension. Users apply their own profile with a service-in operation so they can only receive their personal calls and voicemail. Once they have serviced-out, it becomes available for another employee. When an employee services in at a location, they are automatically serviced out at any previous location.

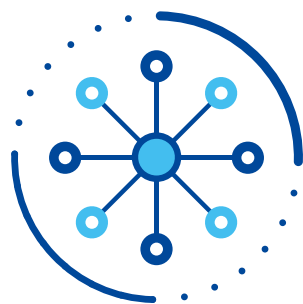


### My Portal



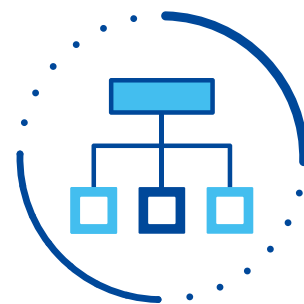
Using the My Portal web-based user interface, each user can easily operate the telephony function settings and Unified Message customisation without knowing the PBX-specific feature number.

### Multi-Connection System



The KX-NSX is ideal for any company with scalability. Supports up to 2,000 users and provides connectivity for up to 32 sites with the KX-NS series for seamless communication. It can also save costs for making calls between offices with KX-NS networking as internal calls and provides sharing of up to 128 tenants, unified messaging, an office directory and much more.

### Centralised Management



The KX-NSX enables companies spread out over multiple locations to perform remote management from a single site using IP networking. There is no need to have an administrator at every site, which enables low cost operations.



# Reliability

Communication quality and reliability are extremely important. With our communication system, the communication service can be maintained even if problems occur with the system.

## 1 + 1 Redundancy

With a primary unit and secondary unit installed, if a problem occurs with the working system on the primary unit, the backup system of the secondary unit is promoted to the working system and continues operations as KX-NSX master communication system, resulting in a continuous availability for the users.

## Simplified Isolated Mode

If network trouble occurs with a multi-site connection, the KX-NSX at each site can operate as a stand-alone system. The KX-NSX is resilient and enables communication to continue, even in inter-company networks, local activities are still operational.

## Remote Maintenance

A service engineer can remotely perform maintenance on the KX-NSX. The Panasonic cloud service enables the engineer to access your system securely, from anywhere, anytime, which allows for quick system recovery. KX-NSX maintenance is both flexible and efficient, giving you peace of mind your system is always maintained.



# Mobility

Employees can quickly and reliably communicate with customers and other members when they are away from their desk or outside the office, which leads to improved customer satisfaction and work efficiency, at the same time.

## DECT Wireless System

With a multi-zone wireless system, you can receive calls wherever you are on your premises. This reduces waiting times and enables customers to speak to the right person at the right time. You can also switch easily between desk phones and portable devices during conversations. Finally, DECT paging allows conversations to be shared among multiple participants.

## Mobile Phone Integration

Mobile phones can be connected as office extensions and used with the same number as the office phone for easy management and customer contact. With UC Pro, presence management, text chat and video call functions can be used to enhance your business work style.









# Unified Communication and Applications

KX-NSX has UC Pro support, video communication functions, a built-in call centre function (external CTI servers not required), partner application linking and more. These functions make business communication more efficient and enable users to utilise limited resources effectively.

## Panasonic UC Pro

UC Pro supports multiple devices such as PCs, tablets and smartphones 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.

## Video Communication

The combination of the video IP phone KX-HDV430 and communication IP camera KX-NTV150 or IP video doorphone KX-NTV160 enable easy video communication. When using the KX-HDV430 internally or off site, an easy video conference can be setup.

## Automatic Voice Guidance

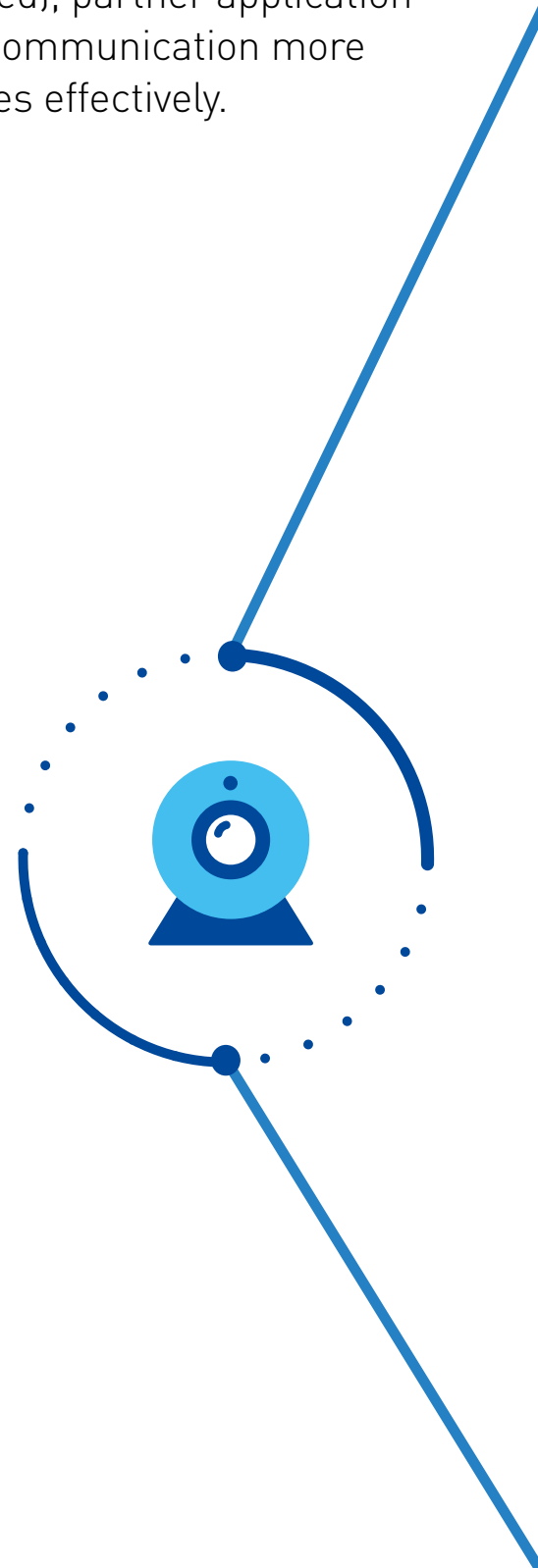
By being notified of their position in a queue through voice guidance, callers can better decide whether to wait, leave a message, or hang up. This provides a favourable impression for your business and improves the satisfaction of the customers for the service they are receiving.

## Monitoring Callers and Call History Report

The supervisor can monitor the live status of call centres to understand onsite problems and improve them. Call history can also be output as a report to understand problems or opportunities relating to customer service. Report data can be saved to an external server.

## Auto Recording and Backing Up Data

The KX-NSX can be used to automatically record conversations with customers, which can be listened to by supervisors, saved to an external server and used to understand problems or opportunities relating to customer service.





# What kind of communication fits with your company?

The type of communication in the workplace varies for each and every person. Panasonic provides an appropriate solution for each of these different user types.

## Standard Users

Standard users who often use PCs, need to streamline work activities and communicate more efficiently. With the KX-NSX with UC Pro, they can control communications from the screen of their PC and use IM and presence management to quickly reach co-workers. They can also easily contact people when moving around the office by using a DECT wireless system.

## Remote Users

Remote users who mainly use telecommunication, such as home office users, need to use their extension numbers at home. With the KX-NSX, they can use a software phone and Panasonic IP Proprietary Telephones as remote extensions.



### Mobile Users

Mobile users that often work outside the office need to use any mobile phone as an extension of the office phone system with one number access, presence management and more. UC Pro for the KX-NSX series is a business application that covers various business needs. Users can communicate in a suitable way anytime and anywhere.

### Reception/Operators

Receptionists and operators that receive customer queries need to streamline call handling with easy operations such as point-and-click call controls and see who's calling and why. With the KX-NSX and proprietary telephone, they can check the status of members, easily route calls and cover multiple offices.

### Executives/Supervisors

Executives and supervisors need to control the office communications of all users using extensions, mobile phones or PCs. With the KX-NSX with UC Pro, they can perform UM (Unified Messaging), video calls and one number management, etc.

### Call Centre

Call centres relating to sales, service, technical support, etc. need to be able to respond quickly while viewing customer information on a PC. The KX-NSX supports these needs and enables operators to quickly respond to customer calls. Supervisors can also monitor, record and measure how agents are doing and the reports needed to manage their sales activities such as handling sales and service calls.



# Terminal Line-up

The KX-NT500 series of fully functional IP telephones is designed for various businesses that require advanced communication.

A wide range of DECT handsets are also available to meet your business needs.





# Terminal Line-up

## IP Proprietary Telephone

### KX-NT560

- 4.4 inch Backlight LCD Display
- 4 x 8 Self Labelling, Flexible CO Buttons
- 2 Ethernet Port (1000 Base-T)
- Power-over-Ethernet (PoE)
- Full Duplex Speakerphone
- Built-in Bluetooth for Headset
- EHS support
- Eco Mode
- Available in Black and White



### KX-NT556/KX-NT553 with KX-NT505

- 6-Line (KX-NT556) or 3-Line (KX-NT553) Backlight LCD Display
- 12 x 3 (KX-NT556) or 12 x 2 (KX-NT553) Self-Labeling, Flexible CO Buttons
- 2 Ethernet Port (1000 Base-T)
- Power-over-Ethernet (PoE)
- Full Duplex Speakerphone
- EHS support
- Eco Mode
- Available in Black and White
- Option: KX-NT505 (Add-on 48-Key Module)



Photo: KX-NT556 with KX-NT505

### KX-NT551

- 1-Line Backlight LCD Display
- 8 Flexible CO Buttons
- 2 Ethernet Port (1000 Base-T)
- Full Duplex Speakerphone
- Power-over-Ethernet (PoE)
- Eco Mode
- Available in Black and White



## DECT Portable Station

### Tough Model KX-TCA385

- IP65\*1 Compliant Dust Protection and Splash Resistance
- 1.8 inch Colour LCD
- 12 Flexible Keys
- Noise Reduction
- DECT Paging
- Vibration
- Built-in Bluetooth



Dimensions (W x D x H) (mm):  
55.0 x 23.0 x 151.5  
Weight: 150 g (Belt clip is included)

### Slim & Light Model KX-TCA285

- 12 Flexible Keys
- 1.8 inch Colour LCD
- Noise Reduction
- DECT Paging
- Vibration
- Built-in Bluetooth



Dimensions (W x D x H) (mm):  
48.5 x 17.9 x 127.5  
Weight: 88 g

### Standard Model KX-TCA185

- 12 Flexible Keys
- 1.8 inch Colour LCD
- Noise Reduction
- DECT Paging
- Vibration



Dimensions (W x D x H) (mm):  
48.2 x 25.4 x 146.3  
Weight: 115 g

\*1 IP65 compliant: Protection against dust entering the handset, and protection against water spraying from any direction.

\*Dimensions and weight values do not include the charger.

# Terminal Line-up

## SIP Telephone

### KX-HDV430

- Video Communication
- 4.3 inch Backlight LCD Display
- Colour Touch Panel
- 3 x 8 Self Labelling, Programmable Buttons
- 2 Ethernet Port (1000 Base-T)
- Power-over-Ethernet (PoE)
- Full Duplex Speakerphone
- Built-in Bluetooth for Headset
- EHS support
- Available in Black and White



### KX-HDV330

- 4.3 inch Backlight LCD Display
- Colour Touch Panel
- 3 x 8 Self Labelling, Programmable Buttons
- 2 Ethernet Port (1000 Base-T)
- Power-over-Ethernet (PoE)
- Full Duplex Speakerphone
- Built-in Bluetooth for Headset
- EHS support
- Available in Black and White



### KX-HDV230

- 2.3 inch Backlight LCD Display
- 5.1 inch Self Labelling Backlight LCD Display
- 2 x 12 Self Labelling, Programmable Buttons
- 2 Ethernet Port (1000 Base-T)
- Power-over-Ethernet (PoE)
- Full Duplex Speakerphone
- EHS support
- Available in Black and White



### IP Camera KX-NTV150

- Communication IP Camera
- Video Communication
- Dedicated Camera for the KX-NSX/KX-NS series
- Built-in Wi-Fi
- Power-over-Ethernet (PoE)/AC Adaptor
- One Touch Calls
- Auto Dialling with Sensor



### KX-HDV130

- 2.3 inch Backlight LCD Display
- 2 Programmable Buttons
- 2 Ethernet Port (100 Base-TX)
- Power-over-Ethernet (PoE)
- Full Duplex Speakerphone
- Available in Black and White



### IP Video Doorphone KX-NTV160

- IP Video Doorphone
- Video Communication
- Dedicated Camera for the KX-NSX/KX-NS series
- IP43 Support
- Power-over-Ethernet (PoE) only
- One Touch Calls
- Auto Dialling with Sensor







## IP Phone/IP Camera (SIP)

The KX-HDV series of IP phones offer streamlined functions and high definition voice quality and the KX-HDV430 can be linked to a KX-NTV series IP camera to directly view a video feed from the IP camera.

#### **Trademarks and registered trademarks**

- Microsoft®, Windows® and Outlook® are registered trademarks of Microsoft Corporation in the U.S. and other countries.
- The Bluetooth word mark and logos are owned by the Bluetooth SIG, Inc. and any use of such marks by Panasonic Corporation is under licence. Other trademarks and trade names are those of their respective owners.

#### **Important**

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

- Some models will be available to 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.

---

**Panasonic System Communications Company Europe (PSCEU)  
Communication System Business Unit,  
Panasonic House, Willoughby Road,  
Bracknell, Berkshire RG12 8FP  
United Kingdom**

W: [business.panasonic.co.uk/communication-solutions](http://business.panasonic.co.uk/communication-solutions)  
T: Phone : +44 (0) 2070226530

**Panasonic**  
BUSINESS