Hybrid IP PBX System
ver.2

KX-TDA30

The Networked System that Maximises Your Business Performance in an Age of Convergence
Creating an Intelligent Communications Environment

Revolutionary changes are occurring today in both telecommunications and information technologies. Panasonic’s Hybrid IP PBX system is a powerful communications tool designed to support businesses in today's Converged Networking age. KX-TDA30 provides advanced telephone and messaging solutions, efficient and flexible communications, DECT Wireless Mobility, Voice-Over-IP, and seamless integration with your PC through plug-n-play USB connection. In line with Panasonic's commitment to user-friendly operation, the Hybrid IP PBX system is easy to use, even if you don’t have a lot of IP experience. KX-TDA30 lets you keep pace with leading-edge technology and features that will completely transform the way your company communicates.
Alphanumeric Display
Visual feedback on this user-friendly display makes it easier to handle calls and perform other tasks. Use it to view a variety of information (see list below) or to access the Hybrid IP PBX system’s many features. You can also make calls by simply following the visual prompts shown on the display.

- Log of incoming and outgoing calls (Call Log)
- Incoming caller’s name and number (ISDN, Caller ID)
- System/personal speed dialling
- Extension lists
- Menu of system features
- Call duration
- Message waiting, absent messages, feature settings
- Calling extension’s number and name
- Time and date

Headset Jack for Hands-Free Convenience

Message/Ringer Lamp (Red/Green)
The large, easy-to-see lamp illuminates to indicate when a call comes in, so you can tell when the telephone is ringing even from a distance. The colour of the lamp indicates the status – flashing green for an internal extension line, flashing red for an outside line, and constant red to indicate that a caller has left a message.

Digital-duplex Speakerphone

Programmable Keys with Red/Green LED

Time-Saving, Easy-to-Use Navigator Key

Multi-language Capability
The Hybrid IP PBX accommodates up to five different languages, for use in areas where more than one language is commonly spoken. The language can be set at the PBX for a specific telephone extension, to meet the needs of the person who uses that extension.

Wall Mountable
- **Alphanumeric Display**

  ![Alphanumeric Display](image1)

- **Easy-to-Read Back-lit Display**

  ![Easy-to-Read Back-lit Display](image2)

- **PC Phone and PC Console (KX-T7636 and KX-T7633)**

  Plug-n-play connection via USB terminal to your PC offers an easy CTI (Computer Telephony Integration) solution. Using the PC and telephone together is more efficient and presents a more professional image to callers. PC console allows operators to manage calls more effectively.

  ![PC-Console](image3)

- **PC Phone and PC Console (KX-T7636 and KX-T7633)**

  - 3-line Back-lit Display, 24 CO Keys, and a Speakerphone
  - Optional 12 CO Keys and USB port

- **PC Phone and PC Console (KX-T7630 and KX-T7625)**

  - 3-line Display, 24 CO Keys, and a Speakerphone
  - Optional 24 CO Keys

- **PC Phone and PC Console (KX-T7603)**

  - Digital DSS Console (60 DSS)

- **KX-T7633**

  - 3-line Back-lit Display, 24 CO Keys, and a Speakerphone
  - Optional 12 CO Keys and USB port

- **KX-T7630**

  - 3-line Display, 24 CO Keys, and a Speakerphone
  - Optional 24 CO Keys

- **KX-T7625**

  - Speakerphone and 24 CO Keys

- **KX-T7640**

  - Digital DSS Console (60 DSS)

- **Digital Telephones Specifications**

  ![Digital Telephones Specifications](image4)

- **Ergonomically-Designed, 4-Step, Tilt-Angle Adjustment**

  ![Ergonomically-Designed, 4-Step, Tilt-Angle Adjustment](image5)
More Freedom, Greater Clarity

Today’s companies need to keep their employees fully accessible throughout the day. Panasonic Wireless DECT connectivity does exactly that. It also boosts customer loyalty, reduces work time and accelerates response. Wireless communication over an extended range is achieved by using multiple cell stations that boost the flexibility and mobility of your wireless handset. With the Wireless XDP, you can set your wireless telephone to have the same extension as your desk telephone, and then receive calls even when away from the desk. You’re always there, ready to receive your customers’ calls, and make the most of every business opportunity that comes along.
Panasonic Voice Processing Systems let you record, send and retrieve messages 24 hours a day, 7 days a week worldwide, and help to efficiently handle your telephone system traffic and internal communication needs. If you are short of staff, you can handle calls with the Automated Attendant Service. You can also upgrade to Unified Messaging using CTI technology that combines e-mail, fax and voice mail, giving you multi-media communication capabilities.

You can even customise the system to meet the needs of different callers using Multilingual Service and Caller ID Call Routing. By combining this with a Panasonic Voice Mail System, you can get additional features that are available only from Panasonic, such as Live Call Screening, Two-Way Recording, and Two-Way Transfer.

Wide Flexibility, Easy Programming
You can use the Panasonic PBX with existing KX series telephones, and easily program it from a handset or from your PC. Software upgrades are easy too, using an SD Memory Card.

Messaging that Adds More Value and Accuracy to Your Business
Panasonic Voice Processing Systems let you to record, send and retrieve messages 24 hours a day, 7 days a week worldwide, and help to efficiently handle your telephone system traffic and internal communication needs. If you are short of staff, you can handle calls with the Automated Attendant Service. You can also upgrade to Unified Messaging using CTI technology that combines e-mail, fax and voice mail, giving you multi-media communication capabilities.

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An Affordable System that Improves Efficiency
With its intelligent call-handling functions, the Panasonic Hybrid IP PBX system can serve as the core of an efficient small contact centre for outstanding customer service. Use the Hybrid IP PBX to automatically distribute incoming calls as desired.

Calls can be queued while your team is busy on the telephone; pre-recorded messages can be played to reassure callers while they wait for their call to be answered. If there is no reply or if the phones are all busy, music or pre-recorded promotional messages can be played on hold. You can also assign a backup extension as an overflow destination for calls not answered within a specified period of time.

The system provides a variety of call distribution patterns. Effective use of the different patterns – Uniform Call Distribution (UCD), Priority Hunting, and Simultaneous Ring – can help you manage calls more efficiently.

Group Features
- VIP Call (Priority Answer)
- CLIP Distribution
- Queuing Table

Agent Features
- Log-in / Log-out
- Ready / Not Ready
- Wrap up

Supervisor Features
- Monitoring group activity in real time, with real-time display view
- Historical analysis
- Agent management with DSS
- Agent status monitor
- Remote agent log-in / out by DSS
- Autoanswer by headset
Higher Productivity, Greater Customer Satisfaction

A built-in USB port makes it easy to connect a Panasonic digital telephone to your personal computer. Using PC Phone and PC Console software, you can integrate your phone system with a database, giving you a powerful support tool for Customer Relationship Management (CRM).

The caller's ID and other information automatically pop up on your PC's display before you take the call. This makes it easy to give your customers a level of service that reflects well on your company. The easier the operator can transfer the customer to the correct person, the more professional your organisation looks and the more efficient you operate.

You can add a doorphone and Network Camera (the Panasonic KX-HCM series) for surveillance. When someone rings the doorbell, the camera will send the visitor's image to your PC display for confirmation.

Panasonic Helps to Cut Costs

Least Cost Routing (LCR) saves money by choosing the most inexpensive calling route. To prevent unauthorised people from using the telephone, you can set each extension to require a password for outgoing calls. A time limit can also be set on conversations.

Using a VoIP gateway, the Hybrid IP PBX converts telephone voice signals into IP packets, making it possible for you to use VoIP technology with your present telephone units. VoIP allows simultaneous voice and data transmission on your existing managed data network.

Company-wide Voice Network

The Hybrid IP PBX can serve as the core of an inexpensive, easy-to-use interoffice networking system. Virtual Private Networking (VPN) is a service provided by the telephone company. It uses an existing line as if it were a private line. The KX-TDA30 supports closed number dialling and digit translation to create your own private digital network.

The KX-TDA30 also supports QSIG* protocol, allowing you to interconnect numerous PBX locations into a large, effectively seamless virtual telephone system, and giving you access to more advanced communication functions. As an example, for customers with a Panasonic KX-TDA100 or KX-TDA200 in the head office, QSIG can be used to implement KX-TDA30s in all the branch offices. Using the network numbering plan, you can assign a telephone number to each extension in a branch or head office, reducing communication costs.

* QSIG is an industry-standard digital networking protocol. QSIG Networking is available with PBX systems that support ISDN BRI QSIG.
Hospitality

This KX-TDA Hybrid IP PBX has several built-in features that support its use in a hotel or hotel-like environment, where extensions correspond to guest rooms.

Check-in/Check-out - room status control
The hotel operator's extension can be used to view and change the check-in and check-out status of guest rooms. Flexible buttons on the hotel operator's extension can be set as Room Status Control buttons. Two buttons are available:
- Check-in - guests are checked-in. Telephone charges are cleared and Remote Extension Lock is turned off, allowing calls to be made by the guest from the room extension.
- Check-out - guests are checked-out and Extension data, such as Timed Reminder or Last Number Redial data, is cleared, and Remote Extension Lock is turned on - preventing calls. When a guest has checked-in, the DSS key LED corresponding to the guest room will light RED. It will turn off when checked-out.

Remote Wake-up call set via dialling
A hotel receptionist can set a timed reminder by using the Telephone push buttons. The guest will receive a reminder at the programmed time, on their room's extension.

Voice Mail Delete on Check-out
Guest extension messages are automatically deleted when a guest has checked-out.

SM DR for Hospitality
(ISDN-AOC* is not required.)
The SM DR (Station Message Detail Recording) prints the following information:
- Room Check-in/Check-out
- Timed Reminder Start/Answer/No Answer
- Incoming/Outgoing Trunk
- Dialed number
- Call Duration
- Account code entry
* Advice of Charge

Another SM DR feature is the programmable Message Printout. Hotel employees can use the telephone in the guest room to input charges, such as those for the minibar. The message will then be printed onto the SM DR.

Bill printout on Check-out
(ISDN-AOC* is required.)
Separately from standard SM DR, following information is printed when check-out:
- Date & Time of Check-in
- Date & Time of Check-out
- All calls made from a guest room
- Total charge for telephone call and minibar
- Total tax in charge

For Bill Printed on Check-out feature, Memory Expansion Card is required.

Simplified Voice Message Card

Installing an optional Simplified Voice Message (SVM) card in the PBX allows the PBX to provide extensions with answering machine features.
An extension user can record a personal greeting message to greet an incoming call and ask the caller to leave a voice message. The user can also play back and clear greeting messages and the voice messages left by callers.

Up to two SVM cards can be installed. The SVM card has two channels, allowing two users to access a single card at the same time. When an extension is assigned to an SVM card through system programming, a message box is created for that extension. This message box is used to store greeting messages and voice messages for that extension.
Each Proprietary Telephone (PT), Single Line Telephone (SLT), and Portable Station (PS) can be assigned its own message box.

The SVM card has the following available features:
- SVM Extension number can be set as Call Forward and Intercept Routing Destination
- Greeting messages can be recorded for each Time Mode (Day/Night/Lunch/Break)
- Message Notification via message waiting lamp on Proprietary Telephone or change in Dial Tone on Single Line Telephones.
- Callers details are recorded and displayed on Proprietary Telephone Display
- Messages are replayed in order of newest message first
- Remote mailbox access from outside line
- Remote mailbox access from different extension

Up to 125 messages with a maximum total recording time of 60 minutes can be recorded per card. This space is shared between the message boxes of all extensions assigned to that card. The recording quality and the recording time can be selected through system programming.
Feature List

System Features
- Automatic Fax Transfer
- Automatic ISDN Setting (BR)
- Automatic Route Selection (ARS)/ Least Cost Routing (LCR)
- Background Music (BG M)
- Budget Management
- Busy on Busy
- CTI (CTI, TAPI)
- Call Park with Indication
- Call Pickup Group
- Calling Line Identification Distribution (CLID)
- Class of Service (CO S)
- Call Data Security
- Delayed Ringing
- Direct In Line (DIL)
- Direct Inward Dialling (IDID)
- Direct Inward System Access (DISA)
- DoorPhone/ Door Opener
- Echo Cancellation
- Extension Lock
- Emergency Call
- Existing APT/ DPT Compatibility
- External BG M
- External Relay Control
- External Sensor
- Flexible Numbering Plan (4 digits)
- Floating Extension
- Grouping Message
- Host PBX Access Code
- Hunting Group
- Hunt-up Transfer
- Incoming Group (Hunting Group)
- Intercept Routing - Busy ON D
- Intercept Routing - No Answer
- Intercept to Trunk
- Main Processing (MP), Card/ CS Software Download
- Manager Functions
- Multiple Language Support
- Online Diagnostics
- Operator Functions
- PC Console/ PC Phone
- PC Programming
- Paging Group
- Quick Setup
- Remote Alarm Notification
- Remote Extension Status Control through DISA
- Remote Extension Lock
- Ring Group
- Simplified Voice Message (SVM)
- Special Carrier Access
- Station Message Detail Recording (SMDR)
- Tenant Service
- Timed Reminder
- Time Service (Day/ Night/ Lunch/ Break)
- Toll Restriction
- Trunk Group
- Uniform Call Distribution (UCD)
- User Group
- VPC
- Visual Caller ID

<Voice Mail (VM) Features>
- Automatic Configuration - Quick Setup
- Call Forwarding to VM
- Caller’s Identification Notification to VM
- Intercept Routing to VM
- Live Call Screening (SCS)
- Remote PBX Data Control by VM
- VM (Digital/DTMF) Integration
- VM Call Transfer
- VM on the LCD

<Extension Features>
- Absent Message
- Account Code Entry ( Forced)
- Automatic Callback Busy
- Automatic Pause Insertion
- Automatic Redial
- Boss - Secretary
- Caller ID to SLT
- Call Forwarding (All Calls, Busy, Busy/ No Answer, No Answer, Follow Me, From Incoming Group)
- Call Hold
- Calling Party Control (CPC) Signal Detection
- Call Pickup (Directed, Group, DSS, Deny)
- Call Setting
- Call Transfer (Screened, Unscreened, One-Touch Transfer, Transfer Recall)
- Conference
- CTI (CSTA, TAPI)
- Dial Type Selection
- Digital Duplex SP phone
- Digital extra Device Port (IDP)
- Direct One-Touch Answering
- Do N or Disturb (DN), DN or Override
- DSS Console
- Executive Busy Override
- Extension Directory
- Extensions-To-Trunk Call Duration Time
- External Feature Access
- Flexible Buttons
- Hands-free Operation
- Hardwire Headset Selection
- Hot Line
- Large LCD Features with Backlight
- Last Number Redial
- Lay-by/ Lay-Off
- Messages Waiting
- Multi-Lingual Display
- Multi-Tap Hup Call Forwarding (4 steps)
- User on Hold
- O'Hara Call Announcement (O HCA)
- O'Hara Monitor
- One-neat Dialling
- Paging (Busy, Paging Transfer)
- Parallelled Telephone (APT/ DPT=SLT, DPT/ SLT=PS)
- Redial, Last Number
- Remote Station Control
- Special Carrier Access
- Speed Dialling - Personal/ System
- Time and Date Display
- Tone-Pulse Conversion
- Trunk Answer from Any Station (TAFAS)
- VolP Network (Built-in IP-GW)
- VolP Network to Private Network
- Private Network to Public Network
- DISA Call to the Network
- Closed Numbering
- ARS with VoIP
- Multiple Subscriber Numbers (MSN)
- Malicious Call Identification (MCID)
- ISDN Extension
- ISDN Call Transfer (CT)
- ISDN Extension
- ISDN Extension
- ISDN Call Forward (CFU/ CFNR/ CFBU)
- ISDN Call Transfer (CT)
- ISDN Service Features
- Advice of Charge (AOC)
- Call Hold (HOLD)
- Calling Line Identification Restriction (CLIR)
- Calling Line Identification Presentation (CLIP)
- Completion of Calls to Busy Subscriber (CCBS)
- Connected Line Identification Presentation (CLI)
- Connected Line Identification Restriction (CLIR)
- Executive Busy Override
- Do Not Disturb (DND)
- Do Not Disturb Override
- Direct One-Touch Answering
- Digital eXtra Device Port (XDP)
- Digital Duplex SP-phone
- Dial Type Selection
- Extension Directory
- ISDN Call Forward (CFU/ CFNR/ CFBU)
- ISDN Call Transfer (CT)
- ISDN Extension
- ISDN Service Features
- Advice of Charge (AOC)
- Call Hold (HOLD)
- Calls to the Network
- Private Network to Public Network
- Public Network to Private Network
- QSIG Network (BRN)
- Transfer to External PBX
- Virtual Private Network (VPN)
- VoIP Network (Built-in IP-GW)

Networking Features
- ARS with VoIP
- Closed Numbering
- DISA Call to the Network
- Private Network to Public Network
- Public Network to Private Network
- QSIG Network (BRN)
- Transfer to External PBX
- Virtual Private Network (VPN)
- VoIP Network (Built-in IP-GW)

Hospitality Features
- Call Billing for Guest Room
- Remote Wake-up Call
- Room Status Control
- SM OR for External Hotel Application
- DPT: Digital Proprietary Telephone
- APT: Analogue Proprietary Telephone
- ST: Single Line Telephone

*1 When the KX-TDA Hybrid JP-PBX is integrated with KX-TVM Voice Processing System

<DECT Features>
- Automatic Handover
- Headset Compatibility
- Incoming & Outgoing Call Log
- Hands-free Operation
- Extension-to-Trunk Call Duration Time
- Extension Directory
- Executive Busy Override
- Do Not Disturb (DND)
- Do Not Disturb Override
- Direct One-Touch Answering
- Digital eXtra Device Port (XDP)
- Digital Duplex SP-phone
- Dial Type Selection
- Extension Directory
- ISDN Call Forward (CFU/ CFNR/ CFBU)
- ISDN Call Transfer (CT)
- ISDN Service Features
- Advice of Charge (AOC)
- Call Hold (HOLD)
- Calls to the Network
- Private Network to Public Network
- Public Network to Private Network
- QSIG Network (BRN)
- Transfer to External PBX
- Virtual Private Network (VPN)
- VoIP Network (Built-in IP-GW)

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- ARS with VoIP
- Closed Numbering
- DISA Call to the Network
- Private Network to Public Network
- Public Network to Private Network
- QSIG Network (BRN)
- Transfer to External PBX
- Virtual Private Network (VPN)
- VoIP Network (Built-in IP-GW)

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*1 When the KX-TDA Hybrid JP-PBX is integrated with KX-TVM Voice Processing System
System Capacity

Maximum Configuration

The Hybrid IP-PBX supports the following configuration.

<table>
<thead>
<tr>
<th>Line Type</th>
<th>Maximum Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Toll Line</td>
<td>12</td>
</tr>
<tr>
<td>VoIP Line</td>
<td>8</td>
</tr>
<tr>
<td>Extension (except DXDP)</td>
<td>24</td>
</tr>
<tr>
<td>Extension (DXDP)</td>
<td>20</td>
</tr>
</tbody>
</table>

Maximum Terminal Equipment

<table>
<thead>
<tr>
<th>Terminal Equipment Type</th>
<th>Without Additional AC Adapter</th>
<th>With Additional AC Adapter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Without MEC Card</td>
<td>Total 24</td>
<td>Total 24</td>
</tr>
<tr>
<td>With MEC Card</td>
<td>Total 24</td>
<td>Total 48</td>
</tr>
<tr>
<td>USB Module</td>
<td>28</td>
<td>28</td>
</tr>
<tr>
<td>Telephone</td>
<td>28</td>
<td>28</td>
</tr>
<tr>
<td>Voice Processing System</td>
<td>1 System*</td>
<td>1 System**</td>
</tr>
<tr>
<td>(with PSTN/ISDN terminal)</td>
<td>24</td>
<td>24</td>
</tr>
<tr>
<td>PSTN/ISDN Terminal</td>
<td>62</td>
<td>62</td>
</tr>
<tr>
<td>PC Console</td>
<td>2</td>
<td>2</td>
</tr>
<tr>
<td>PC Phone</td>
<td>24**</td>
<td>24**</td>
</tr>
<tr>
<td>Door Operator</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Doorphone</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>External Sensor</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>External Relay</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Add-on Key Module</td>
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<td>24</td>
</tr>
<tr>
<td>USB Module</td>
<td>Total 24</td>
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<tr>
<td>Without MEC Card</td>
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<td>28</td>
<td>28</td>
</tr>
<tr>
<td>With MEC Card</td>
<td>Total 24</td>
<td>Total 48</td>
</tr>
</tbody>
</table>

System Feature Capacity

### Specifications

**KX-TDA30**

- **Dialing**
  - Trunk: Dial Pulse (DP) 100, 200, 1000
  - Extension: Extension
- **Switching**
  - Non-blocking
- **Power Failure**
  - Backup: Several hours with optional batteries
- **Connections**
  - Trunk: RJ11 connector
  - Extension: RJ11 connector
  - Paging Output: 2-conductor jack (MINI JACK3.5mm diameter)
  - Held Output: 1-conductor jack
- **Serial Interface Port**
  - RS-232C: 1 (Max. 115.2Kbps)
- **SMDR**
  - Detail Recording: Date, Time, Extension Number, Call Duration, Charge Fee, Account Code
- **Power Source**
  - 100V AC to 240V AC, 1.5A, 50Hz / 60Hz
- **Power Consumption (Average)**
  - 1W
- **Safety Certification**
  - UL, Csa, SeMKo, Gs
- **Dimensions (W x H x D)**
  - 275 x 376 x 117mm
- **Weight (full mounted)**
  - 3.9kg

### Option List

- **KX-TDA3171**
  - 4-Port Digital Extension Card (UCI)
  - 1
- **KX-TDA3172**
  - 8-Port Digital Extension Card (UCI)
  - 2
- **KX-TDA3173**
  - 4-Port Single Line Telephone Extension Card (SLC1)
  - 1
- **KX-TDA3174**
  - 8-Port Single Line Telephone Extension Card (SLC1)
  - 2
- **KX-TDA3180**
  - 4-Port Analogous Trunk Card (LCT4)
  - 3
- **KX-TDA3182**
  - 3-Port DID Card (IX2)
  - 2
- **KX-TDA51**
  - 2-Port Analogous Trunk Card (LCT02)
  - 3
- **KX-TDA3190**
  - 4-Port Caller ID Card (CID)
  - 3
- **KX-TDA3260**
  - 2-Port BRI Card (BH2)
  - 1
- **KX-TDA3280**
  - 1-Port BRI Card (BRI1)
  - 1
- **KX-TDA3460**
  - 4-Channel VoIP Gateway Card (IP-GW)
  - 1
- **KX-TDA3191**
  - 1-Channel Message Card (MSC)
  - 1
- **KX-TDA3161**
  - 4-Port DTMF and External Input / Output Card for KX-T3936 (IPHA)
  - 1
- **KX-TDA3166**
  - 8-Channel Event Canceler Card (ECH08)
  - 1
- **KX-TDA3168**
  - Extension Caller ID Card (EXT-CID)
  - 1
- **KX-TDA3191**
  - 1-Channel Message Card (MSC)
  - 2
- **KX-TDA3182**
  - 2-Port Analogous Trunk Card (LCT4)
  - 2
- **KX-TDA3196**
  - Remote Card (RMT)
  - 1
- **KX-TDA3020**
  - SD Memory Card for Software Upgrade to Enhanced Version
  - 1
- **KX-TDA411CE**
  - 2-Channel Call Station Unit for DECT Portable Station
  - 1
- **KX-A23**
  - Additional AC Adapter
  - 1
- **KX-A28**
  - 3/4-type Backup Battery Cable
  - 1
- **KX-TDA200**
  - PC Console Software
  - 1
- **KX-TDA2050**
  - PC Phone Software
  - 1
- **KX-TDA054**
  - DTMF bi-directional output
  - 1

*Please refer to System Capacity chart.

Design and specifications are subject to change without notice. 7M105KY-TDA30V2.X© Printed in Japan.