Panasonic

COMMUNICATION ASSISTANT
PRODUCTIVITY APPLICATION SUITE

- SEAMLESS NETWORKING ACROSS MULTIPLE PLATFORMS

- VERSATILE, INTUITIVE CONFERENCING OPTIONS

A highly intuitive **communications solution** for Panasonic platforms

Communication is key to running a successful business, whether you are small or large. Communication bottlenecks can seriously affect customer service, damage client relationships and lower productivity.

COMMUNICATION ASSISTANT PROVIDES A NUMBER OF FEATURES INCLUDING:

- Seamless Networking & Searching Across Multiple Platforms
- Versatile, Intuitive Conferencing
- Instant Messaging (Chat) and Presence
- Microsoft® Outlook®, CRM (TAPI) and Third Party Database (LDAP) Contact Integration
- Thin Client Support[1]

In addition, you can access presence information on up to 8 other Panasonic communication servers and search, update contacts, initiate chat or make and transfer calls across the network*.

*Server version required.

COMMUNICATION ASSISTANT PRODUCTIVITY APPLICATION SUITE OFFERS AN AFFORDABLE, FLEXIBLE, AND RELIABLE SOLUTION:

- Improved Employee Productivity
- Increased Revenue
- Reduced Cost
- Enhanced Customer Satisfaction
- Strengthened Competitive Position

Panasonic offers a variety of functionality levels from standard with CA Basic Express through enhanced with CA Pro to meet any need:

MODE	TARGETED SOLUTION	BENEFITS
Communication Assistant Basic Express	Point and click unified communications for desk-based or remote workers.	Helps you visually control all your communications from your PC.
Communication Assistant Pro	Point and click unified communications or desk-based or remote workers. Provides users with real-time, rich presence information.	Visually manage all your communications from your PC from anywhere in the world. Presence and chat/IM allow you to quickly identify coworker availability.
Communication Assistant Supervisor	Team supervisors to monitor employees' call activities.	Helps you to visually manage all your group members telephony activities.
Communication Assistant Operator Console	Manage and redirect multiple calls simultaneously.	Permits more efficient handling of a large volume of call traffic including parked calls. Drag and drop call transfer makes for fast and effective call handling.

Search contacts across multiple sites and quickly add to My List via simple drag & drop.
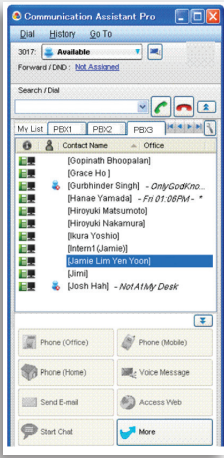
SEAMLESS NETWORKING & SEARCHING ACROSS MULTIPLE COMMUNICATION SERVER PLATFORMS

Communication Assistant features enhanced, built-in functionality that allows users to see across multiple communication server platforms.* Connect up to 16 sites with One-Look Networking on the KX-NS1000 for seamless communication and centralized system management. Once connected, users can search contacts, make calls over the network, determine presence status and more—all from a single server PC.

With the highly versatile and intuitive "My List" feature, users can more easily search, add and manage contacts across multiple communication server platforms. Once added to the users contacts list, presence status is updated in real time. Depending on network traffic and server PC performance, the CA server PC can maintain connections with up to 8 communication servers simultaneously. A "Search All" button, lets users search contacts across all networked communication servers and also through LDAP*. Contacts from a selected site can be added to "My List" via a simple drag and drop. Search multiple sites and add up to 128 contacts in each of up to 5 "My List" archives and up to 1,022 clients per server module.

*Network license is required for QSIG networks to see presence. CA Server is also required to support more than a single communication server or networks with over 240 CA users.

SIMPLIFIED TELECONFERENCING

Conference organizers can quickly check conference room availability via an intuitive Conference Management Window feature and add up 32 participants by simply dragging and dropping contacts. Up to 10 conference groups can be saved and assigned names and pin numbers for even quicker set up when the group needs to meet again.
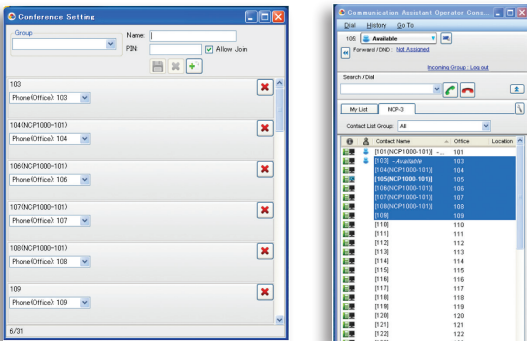
Conference initiator can add up to 32 attendees by drag & drop.

OUTLOOK TOOLBAR ENHANCEMENT

Outlook users can maximize time spent on the phone. A pop-up window shows the caller's contact information.* Names, titles and memos from previous calls are at the call recipient's fingertips.
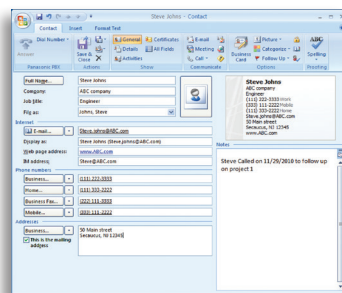
*LDAP search results are limited.

COMMUNICATION ASSISTANT – IP SOFTPHONE

CA IP Softphone module allows road warriors, sales people or support staff to use their computer as an IP phone for anytime, any-where access to the Panasonic Communication Assistant Productivity Suite.

By simply connecting to the network, IP Softphone provides the corporate teleworker and remote or traveling employees the ability to connect to the Panasonic communication server just as if you were in the office, providing cost-effective communications and access to advanced desktop productivity applications such as Communication Assistant.

COMMUNICATION ASSISTANT KEY FEATURES

- Seamless Networking/Searching Across Multiple Platforms
- Point and Click Call Control
- Versatile Conferencing Feature
- Presence Functionality
- Instant Messaging
- Microsoft® Outlook® Toolbar Enhancement
- Integration with Microsoft® Outlook®, CRM (TAPI)* and Third Party Database Contact Lists
- Thin Client Support[1]
- Call History Logging
- Desktop Call Center Applications
- Agent Log In / Log Out and Wrap Up
- Supervisor Call Group Monitoring
- Compatible with Hard and Soft Phone Options

* Not available with CA Basic

CA SERVER

PC SPECIFICATIONS		
	RUNNING 1 CA SERVER	**RUNNING 1+ CA SERVERS**
CPU	2.0 GHz Intel® Pentium®/Celeron® processor or comparable CPU	2.0 GHz Intel Core™ 2 Duo processor or comparable CPU
RAM	1024 MB	2048 MB
Hard Disk	1.5 GB available space	1.5 GB available space
Video Resolution	1024 x 768	1024 x 768
Interface	100Base-T	100Base-T

CA CLIENT (Specs may vary according to your computer's status, network conditions, other programs running, etc.)

PC SPECIFICATIONS			
		NO. OF CONTACTS IN CONTACTS LIST	
CPU	**MEMORY**	**DIRECT PBX CONNECTION**	**CA SERVER CONNECTION**
1.0 GHz Intel® Pentium®/Celeron® processor or comparable CPU	512 MB	32	1000
2.0 GHz Intel® Pentium®/Celeron® processor or comparable CPU	1 GB	128	1000
2.6 GHz Intel® Pentium®/Celeron® processor or comparable CPU	1 GB	256	1000
2.6 GHz Intel Core™ 2 Duo processor or comparable CPU	1 GB	1000	1000

	MINIMUM	**RECOMMENDED**
Hard Disk	1.5 GB available space	2.0 GB available space
Video Resolution	1024 x 768	1280 x 1024
Interface	10/100Base-T	100Base-T

SPECIFICATIONS

TYPE	CA BASIC EXPRESS	CA PRO	CA SUPERVISOR	CA OPERATOR CONSOLE
Free Keys[2]	128 Users	128 Users (60-day Trial)	4 (60-day Trial)	128 (60-day Trial)
Additional Users	Key Required	Key Required	Key Required	Key Required
Maximum Users	128/1022[3]	240/1022[3]	4/128[3]	128
Presence/Instant Messaging (Chat)	Yes	Yes	Yes	Yes
Call History (Entries)	10	1000	1000	1000
Contact (Entries)	10	1000	1000	1000
Microsoft Office® Integration	Yes	Yes	Yes	Yes
IP Softphone Module[4]	Key Required	Key Required	Key Required	Key Required

SYSTEMS	
Communication Platforms	KX-TDE600, KX-NS700G, KX-NS700, KX-NS1000
Messaging	KX-TVA50, KX-TVA200, KX-NS Series Unified Messaging
Compatible System Phones	Digital Proprietary Telephone (DPT)
	IP Telephone (IPPT), KX-NT700 Speakerphone
	Single Line Telephone (SLT), DECT Wireless (PS)
	Softphone

PBX / CA SOFTWARE VERSION COMPATIBILITY		
	KX-NS700 KX-NS1000	**KX-TDE600**
CA V1.5 with Server	N/A	V2.000 with KX-NCS4950[5]
	N/A	V3.0
CA V1.5/V2.0 Serverless (PBX Connection)	N/A	V3.0
CA V2.0 with CA Server	N/A	V3.0003
CA V3.0	N/A	V4.1000
CA V4.2 or higher	V2.0 or higher	V5 or higher

ACTIVATION KEYS	
KX-NSA201W	CA Pro (1 user) for KX-NS series
KX-NSA205W	CA Pro (5 users) for KX-NS series
KX-NSA210W	CA Pro (10 users) for KX-NS series
KX-NSA240W	CA Pro (40 users) for KX-NS series
KX-NSA249W	CA Pro (128 users) for KX-NS series
KX-NSA301W	CA Pro (1 user) for KX-NS series
KX-NSA401W	CA Pro (1 user) for KX-NS series
KX-NSA901W	CA Pro (1 user) for KX-NS series
KX-NSA905W	CA Pro (5 users) for KX-NS series
KX-NSA910W	CA Pro (10 users) for KX-NS series
KX-NSA940W	CA Pro (40 users) for KX-NS series
KX-NSA949W	CA Pro (128 users) for KX-NS series
KX-NCA010W	CA Thin Client for KX-NS series
KX-NSA020W	CSTA Multiplexor Key for KX-NS series
KX-NCS2201	CA Pro (1 user) for KX-TDE600
KX-NCS2205	CA Pro (5 users) for KX-TDE600
KX-NCS2210	CA Pro (10 users) for KX-TDE600
KX-NCS2240	CA Pro (40 users) for KX-TDE600
KX-NCS2249	CA Pro (128 users) for KX-TDE600
KX-NCS2301	CA Supervisor (1 user) for KX-TDE600
KX-NCS2401	CA Operator Console (1 user) for KX-TDE600
KX-NCS2901	CA Network (1 user) for KX-TDE600
KX-NCS2905	CA Network (5 users) for KX-TDE600
KX-NCS2910	CA Network (10 users) for KX-TDE600
KX-NCS2940	CA Network (40 users) for KX-TDE600
KX-NCS2949	CA Network (128 users) for KX-TDE600
KX-NCS2010	CA Thin Client for KX-TDE600
KX-NCS2020	CSTA Multiplexor Key for KX-TDE600

A FREE VERSION OF CA BASIC EXPRESS, IS NOW AVAILABLE. USING EITHER CA SERVER OR PBX MODE, YOU CAN NOW INSTALL CA BASIC EXPRESS FOR ALL USERS OF THE SYSTEM.

[1] Key required. Currently supports Microsoft Terminal Services and Citrix XenApp.

[2] CA Basic Express can be used on your PBX's network without activation keys. Also, a limited number of free 60-day trials are available for CA Pro, CA Supervisor, and CA Operator Console. All keys are installed in the KX-NS communication server or KX-TDE600 platform via system programming tool.

[3] Server version.

[4] Number of Softphone users is limited by the communication server system capacity.

[5] Enhance key required.

[6] 64-bit versions of Windows XP are not supported.

[7] The Windows 8 tile-based Metro UI is not supported.

[8] 32-bit versions are not supported. Server core installation is not supported.

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CA SERVER SUPPORTED OPERATING SYSTEMS
- Microsoft Windows® XP Professional[6] Service Pack 2 or later
- Microsoft Windows Server® 2003 Standard Edition
- Microsoft Windows Vista® Business
- Microsoft Windows Server 2008 Standard Edition
- Microsoft Windows 7 Professional
- Microsoft Windows 8[7]
- Microsoft Windows Server 2012[8]

SUPPORTED BROWSERS FOR USE WITH CA WEB MANAGER
- Microsoft Internet Explorer® 6
- Microsoft Internet Explorer 7
- Microsoft Internet Explorer 8
- Microsoft Internet Explorer 9
- Microsoft Internet Explorer 10
- Mozilla® Firefox®

CA CLIENT SUPPORTED OPERATING SYSTEMS
- Microsoft Windows® XP Professional Service Pack 3 or later (32-bit[6])
- Microsoft Windows Vista® Business (32-bit/64-bit)
- Microsoft Windows 7 Professional (32-bit/64-bit)
- Microsoft Windows 8[7]
- Microsoft Windows 10 Professional (32-bit/64-bit)

For thin client environments, the following two platforms are supported:
- Microsoft Terminal Service on Windows Server® 2003 with Service Pack 1 or later and Windows Server 2008
- Citrix XenApp on Windows Server 2003 with Service Pack 1 or later (Client computer must fulfill the system requirements for Citrix XenApp)

FOR MORE INFORMATION, VISIT
us.panasonic.com/ns