Frequently Asked Questions

Tele Communications & Office Automation

PBX:

Q1: We have a conference phone (Polycom Sound Station 2). Is it compatible with Panasonic KX-TES824 which is not having an analog Extension?

A1: Panasonic KX-TES824 will support IP interface, only analog interface, If Polycom device have analog port for call control operations, the answer is yes you can connect to TES and use it as SLT. But if Polycom support only IP, so, we recommend using Panasonic KX-NS500 which supports both analog and IP interface for extensions.

Q2: Does the model Panasonic KX-TES824 have USB driver software for (Microsoft windows 8, 64 bit)?

A2: Currently, USB driver SW for KX-TES824 will only support windows 7 (32bit/64bit).

Q3: We lost the SD card of our kx-TDA100D system, how to set the system back to working status?

A3: SD card is very important in TDA100D system, as the SD card carries system configuration information.

Resolution:

You need to purchase SD card from nearest Panasonic authorized reseller in your place.

Install the SD card in the TDA100D system.

- If you have taken backup of the system configuration, then just login to the system and reload the backup. Your system will be running fine.
- If you have not taken the backup of the system, then you need start the configuration from scratch.

Q4: What's the main difference between KX-NS500 and KX-TDA100?

A4: The main difference of KX-NS500 over KX-TDA100 is the platform.

NS500 is using web based console maintenance while TDA is using PC maintenance console.

Smart Hybrid PBX KX-NS500 is the Successor of KX-TDA100 with higher trunk & extension capacity and can support SIP.

Q5: Would you please provide me the driver for KX-TE Maintenance Console for Windows 10 64bit?

A5: KX-TES824 windows 10 / 64bit driver is not available, current driver only supporting Windows 7 (32bit/64bit).