

**< Phenomenon and workaround >**

**Messages in mailbox are deleted midnight.**

**(TVA/TVM, UM func. of NS and NSX)**

29<sup>th</sup> January 2026

Manufacturing Operations Division Business Support Group

**Panasonic**  
**CONNECT**

## < Phenomenon and workaround >

Following phenomenon is reported from the market. Then Workaround is described as below.

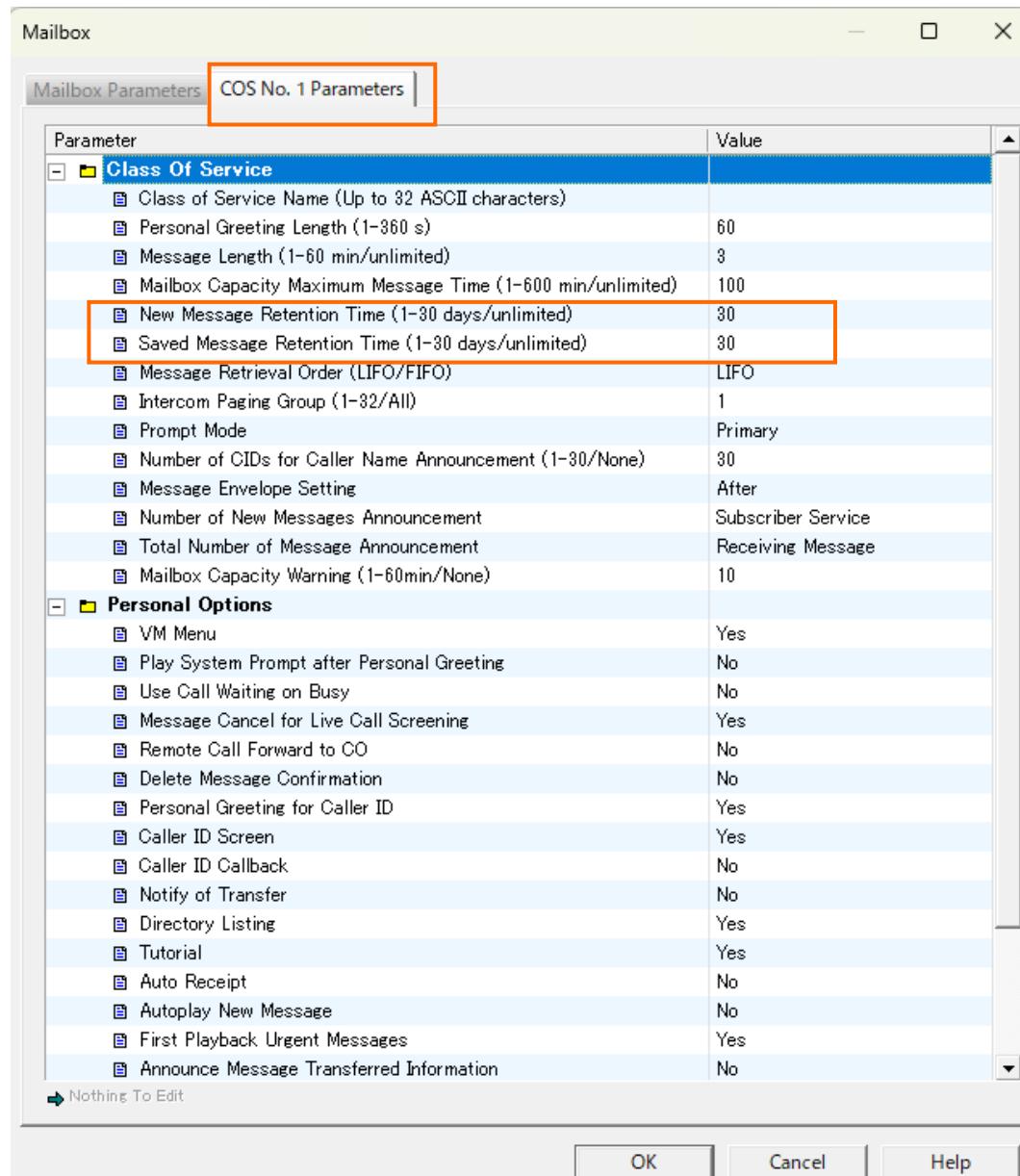
|            |  |
|------------|--|
| Phenomenon | <p>In following condition, TVA, TVM, and UM function of NS and NSX delete recorded messages midnight if it match to following condition.</p> <ul style="list-style-type: none"><li>- Retention time is set as “Unlimited” (as default, it’s 30days)</li><li>- The date is 1<sup>st</sup> January 2026 or later</li></ul> <p>* Until 2025, "Unlimited" works as "Unlimited" correctly.<br/>Parameter locations for “Retention Time” are in next 2 pages</p> |
| Cause      | Date comparing process to determine retention action works wrongly after 1 <sup>st</sup> January 2026 when retention time is set as "Unlimited".   |
| Workaround | Change Retention Time from “Unlimited” to 30days.<br>And, setup Email Notification to send messages immediately to email address for each mailbox.   |

## Message Retention Time : TVA/TVM

Retention Time settings are in COS

Default value : 30 (days)

Value range: 1-30 or “Unlimited”



## Message Retention Time : NS/NSX Series

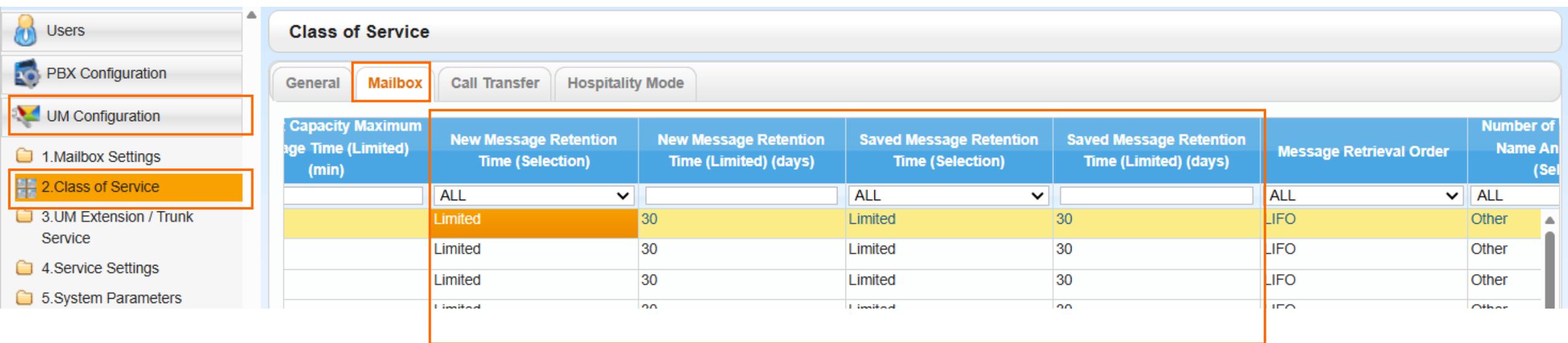
### UM Configuration > 2.Class of Service > Mailbox Tab

Retention Time settings are in COS

For both of New Message and Saved Message

| Retention Time (Selection) | Retention Time(Limited) (days) |
|----------------------------|--------------------------------|
| Limited                    | 30(range:1-30)                 |
| Unlimited                  | N/A                            |

Default value



The screenshot shows the 'UM Configuration' section of the Panasonic Connect interface. The 'Mailbox' tab is selected under the 'Class of Service' category. The 'New Message Retention Time (Limited) (days)' column is highlighted with an orange border, showing the value '30' for the 'Limited' selection. The 'Saved Message Retention Time (Limited) (days)' column is also highlighted with an orange border, showing the value '30' for the 'Limited' selection. The 'Message Retrieval Order' and 'Number of Name Ans (Sel)' columns are partially visible on the right.

| Capacity Maximum Usage Time (Limited) (min) | New Message Retention Time (Selection) | New Message Retention Time (Limited) (days) | Saved Message Retention Time (Selection) | Saved Message Retention Time (Limited) (days) | Message Retrieval Order | Number of Name Ans (Sel) |
|---|--|---|--|---|-------------------------|--------------------------|
| ALL   | ALL                                    | ALL   | ALL                                      | ALL   | ALL                     | ALL                      |
| Limited                                     | Limited                                | 30  | Limited                                  | 30  | LIFO                    | Other                    |
| Limited                                     | Limited                                | 30  | Limited                                  | 30  | LIFO                    | Other                    |
| Limited                                     | Limited                                | 30  | Limited                                  | 30  | LIFO                    | Other                    |
| Limited                                     | Limited                                | 30  | Limited                                  | 30  | LIFO                    | Other                    |



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