

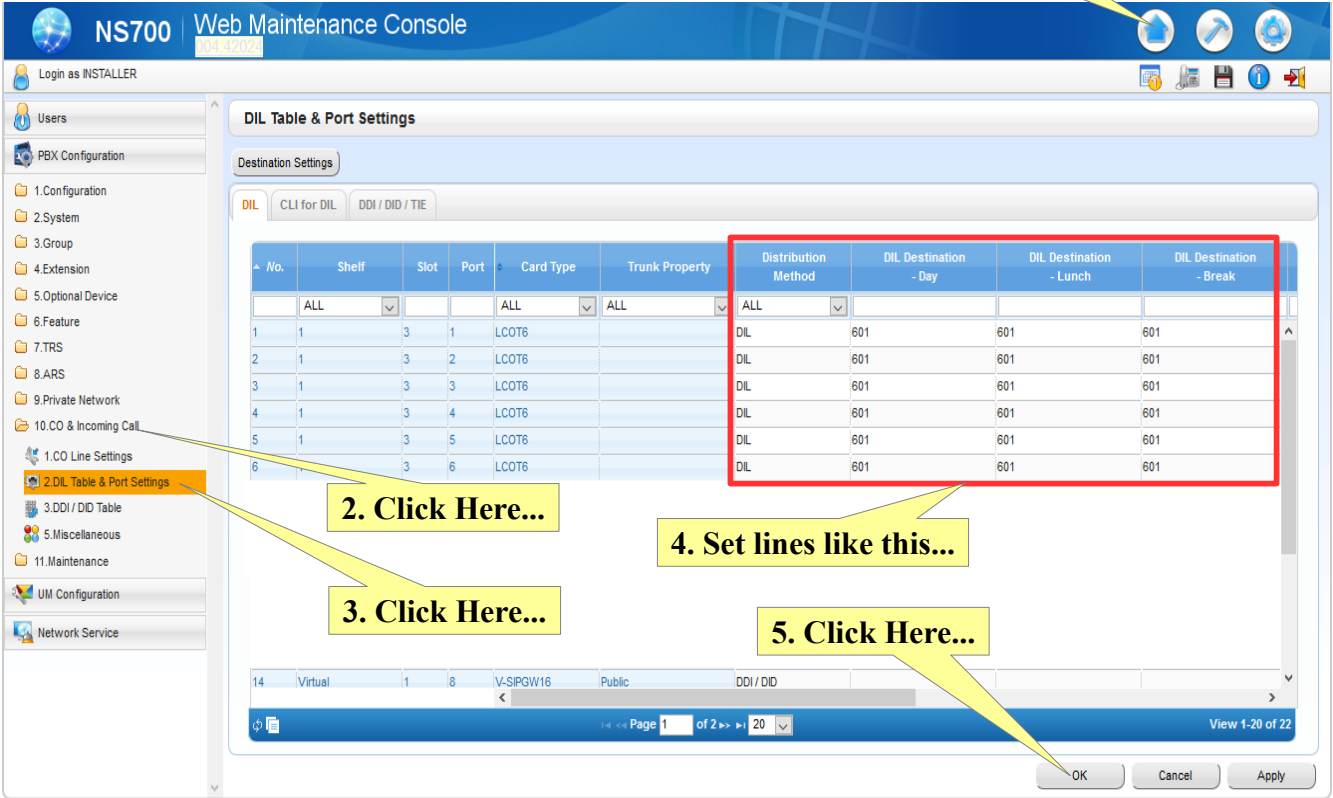
Telquest Tech Support Panasonic KX-NS700 Incoming Calls Overflow to ICD Mailbox

If a call comes into an Incoming Call Distribution Group (ICD) and it is not answered, it can be sent to the ICD's Mailbox.

A Message Waiting Button/LED can be programmed on any phone(s) to indicate that a message is in the ICD's Mailbox.

Set CO Lines to ring into ICD 601

1. Click Here...



2. Click Here...

3. Click Here...

4. Set lines like this...

5. Click Here...

Note:

Make sure that there is a Mail Box assigned to ICD 601

Assign Extensions to ring in ICD 601

NS700 Web Maintenance Console

Login as INSTALLER

Users

PBX Configuration

- 1. Configuration
- 2. System
- 3. Group
 - 1. Trunk Group
 - 2. User Group
 - 3. Call Pickup Group
 - 4. Paging Group
 - 5. Incoming Call Distribution Group
 - 1. Group Settings
 - 2. Queuing Time Table
 - 3. Miscellaneous
 - 4. ACD Supervisor
 - 6. Extension Hunting Group
 - 7. UM Group
 - 8. PS Ring Group
 - 9. Conference Group
 - 10. P2P Group
 - 11. VM(DPT) Group
 - 12. VM(DTMF) Group
 - 4. Extension
 - 5. Optional Device
 - 6. Feature
 - 7. TRS

Group Settings

Group FWD Member List

Main Overflow Queuing Busy Overflow No Answer Queuing Time Table Miscellaneous Group Log / Group FWD

ICD Group	Floating Extension Number	Group Name (20 characters)	Distribution Method	Call Waiting Distribution	FWD Mode	DND Mode	Tenant Number	COS	CLIP on ICD Group Button (16 digits)
1	601	ICD Group 001	Ring	Distribution	Ring	No Ring	1	1	
2	602	ICD Group 002	Distribution	Distribution	Ring	No Ring	1	1	
3	603	ICD Group 003	Distribution	Distribution	Ring	No Ring	1	1	
4	604	ICD Group 004	Ring	Distribution	Ring	No Ring	1	1	
5	605	ICD Group 005	Distribution	Distribution	Ring	No Ring	1	1	
6	606	ICD Group 006	Distribution	Distribution	Ring	No Ring	1	1	
7	607	ICD Group 007	Ring	Distribution	Ring	No Ring	1	1	
8	608	ICD Group 008	Ring	Distribution	Ring	No Ring	1	1	
9	609	ICD Group 009	Distribution	Distribution	Ring	No Ring	1	1	
10	610	ICD Group 010	Distribution	Distribution	Ring	No Ring	1	1	
11	611	ICD Group 011	Ring	Distribution	Ring	No Ring	1	1	
12	612	ICD Group 012	Ring	Distribution	Ring	No Ring	1	1	
13	613	ICD Group 013	Ring	Distribution	Ring	No Ring	1	1	
14	614	ICD Group 014	Ring	Distribution	Ring	No Ring	1	1	

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OK Cancel Apply

4. Click Here...

1. Click Here...

2. Click Here...

3. Click Here...

The screen below will appear...

NS700 Web Maintenance Console

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Users

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Member

Member list copy Extension No. Setting

ICD Group No.: 1: 601: ICD Group 001

Member	Extension Number	Extension Name	Delayed Ring	Wrap-up Timer
1	101	Receptionist	Immediate	0 s
2	102	Secretary 1	Immediate	0 s
3			Immediate	0 s
4			Immediate	0 s
5			Immediate	0 s
6			Immediate	0 s
7			Immediate	0 s
8			Immediate	0 s
9			Immediate	0 s
10			Immediate	0 s
11			Immediate	0 s
12			Immediate	0 s
13			Immediate	0 s
14			Immediate	0 s
15			Immediate	0 s
16			Immediate	0 s

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OK Cancel Apply

1. Add Ext's to ring

2. Click Here...

Set the Overflow No Answer Destination to 500 / Voice Mail
Set the Overflow Timer (I am using 20 seconds. Yours may be different)

1. Click Here...

500 = Voice Mail

This sets how long the phones will ring before going to Mailbox 601

ICD Group	Floating Extension Number	Group Name (20 characters)	Time out & Manual Queue Redirection Destination - Day	Time out & Manual Queue Redirection Destination - Lunch	Time out & Manual Queue Redirection Destination - Break	Time out & Manual Queue Redirection Destination - Night	Time out & Manual Queue Redirection Over
1	601	ICD Group 001	500	500	500	500	20 s
2	602	ICD Group 002					None
3	603	ICD Group 003					None
4	604	ICD Group 004					None
5	605	ICD Group 005					None
6	606	ICD Group 006					None
7	607	ICD Group 007					None
8	608	ICD Group 008					None
9	609	ICD Group 009					None
10	610	ICD Group 010					None
11	611	ICD Group 011					None
12	612	ICD Group 012					None
13	613	ICD Group 013					None

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Add a Message Waiting Button for ICD 601's Mailbox on the Receptionists phone

1. Click Here...

2. Click Here...

3. Click Here...

This Pops Up

5. Select Message Waiting

4. Double click here

Pick a button

6. Enter 601

7. Click Here...

Extension Number/ Name: 101 / Receptionist

Number of Connections NT505: None

NT505 Location No.: 0

Location	Parameter Selection	Ex N	Label Name (Max. 12 characters)	Optional Param (or Ringing Tone Type Number)
ALL	ALL			ALL
1	1: CO LINE 1		01	Ring Tone Type
2	2: CO LINE 2		02	Ring Tone Type
3	3: CO LINE 3		03	Ring Tone Type
4	4: CO LINE 4		04	Ring Tone Type
5	5: CO LINE 5		05	Ring Tone Type
6	6: CO LINE 6		06	Ring Tone Type
7	7: CO LINE 7		07	Ring Tone Type
8	8: CO LINE 8		08	Ring Tone Type
9	9: CO LINE 9		09	Ring Tone Type
10	Not Stored		10	Ring Tone Type
11	Not Stored		11	Ring Tone Type
12	Message Waiting	601		
13	Not Stored		13	Ring Tone Type

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