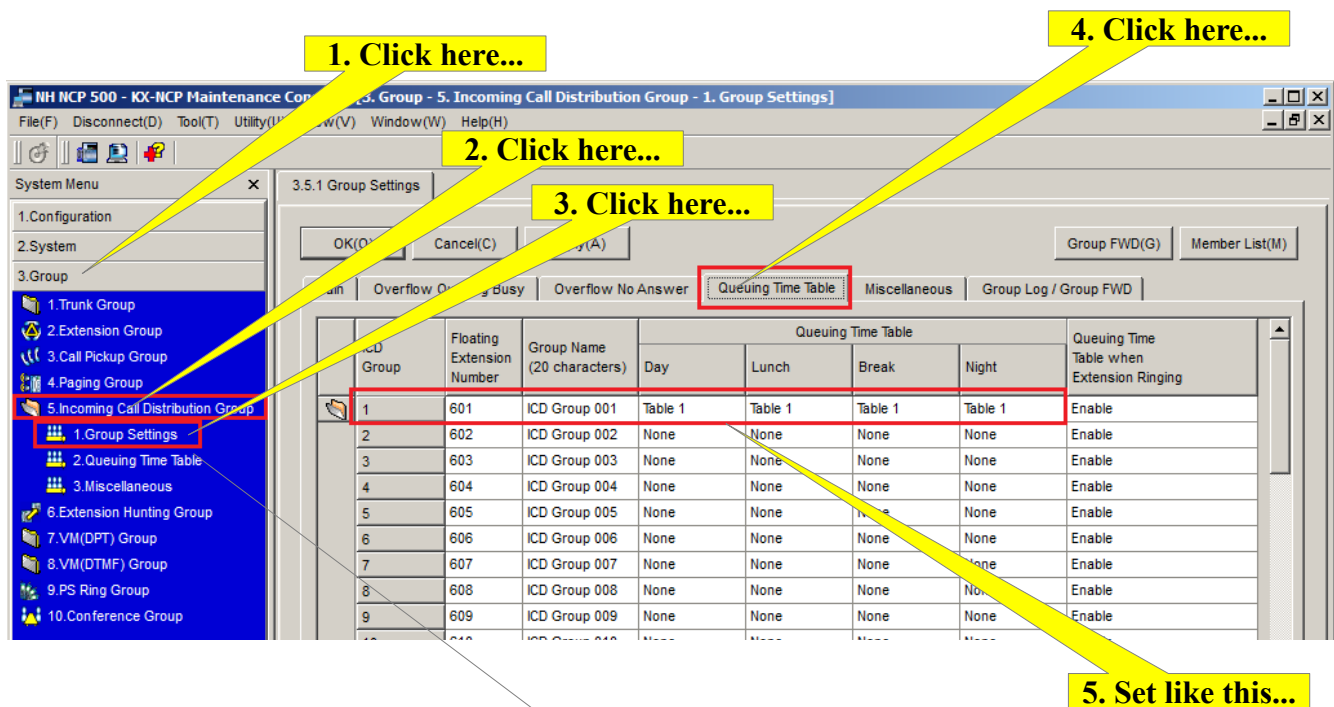


## Panasonic Call Queing Telquest Tech Support

Calls that enter into an Incoming Call Distribution Group are automatically Queued.

You can send them to Recorded Messages (Outgoing Messages), Music on Hold and set delays between Messages.

Run the Panasonic Programming Tool and connect to the KSU.



1. Click here...

2. Click here...

3. Click here...

4. Click here...

5. Set like this...

ICD Group	Floating Extension Number	Group Name (20 characters)	Day	Lunch	Break	Night	Queuing Time Table when Extension Ringing
1	601	ICD Group 001	Table 1	Table 1	Table 1	Table 1	Enable
2	602	ICD Group 002	None	None	None	None	Enable
3	603	ICD Group 003	None	None	None	None	Enable
4	604	ICD Group 004	None	None	None	None	Enable
5	605	ICD Group 005	None	None	None	None	Enable
6	606	ICD Group 006	None	None	None	None	Enable
7	607	ICD Group 007	None	None	None	None	Enable
8	608	ICD Group 008	None	None	None	None	Enable
9	609	ICD Group 009	None	None	None	None	Enable

I am using ICD Group 601 and Queuing Time Table 1 as an example.

Yours can be different .

## Set the Sequence for Queuing Time Table 1

**Selected in Step 5 on Page 1**

**1. Click here...**

Queuing Table	Sequence 01	Sequence 02	Sequence 03	Sequence 04	Sequence 05	Sequence 06	Sequence 07
1	Wait 10 s	OGM 01	Wait 20 s	OGM 02	Wait 30 s	Sequence 02	None
2	None	None	None	None	None	None	None
3	None	None	None	None	None	None	None
4	None	None	None	None	None	None	None
5	None	None	None	None	None	None	None
6	None	None	None	None	None	None	None
7	None	None	None	None	None	None	None
8	None	None	None	None	None	None	None
9	None	None	None	None	None	None	None
10	None	None	None	None	None	None	None
11	None	None	None	None	None	None	None

**Explanation of this example:**

**Sequence 01 Ring the phones in ICD 601 for 10 seconds**

**Sequence 02 Play Outgoing Message 01**

**Sequence 03 Play Music on Hold for 20 seconds**

**Sequence 04 Play Outgoing Message 02**

**Sequence 05 Play Music on Hold for 30 seconds**

**Sequence 06 Return to Sequence 2**

**Note:**

**You can add additional Sequences if you like or change the Timing of the Music on Hold.**

## How to Record Outgoing Messages (OGM) from Extension 101:

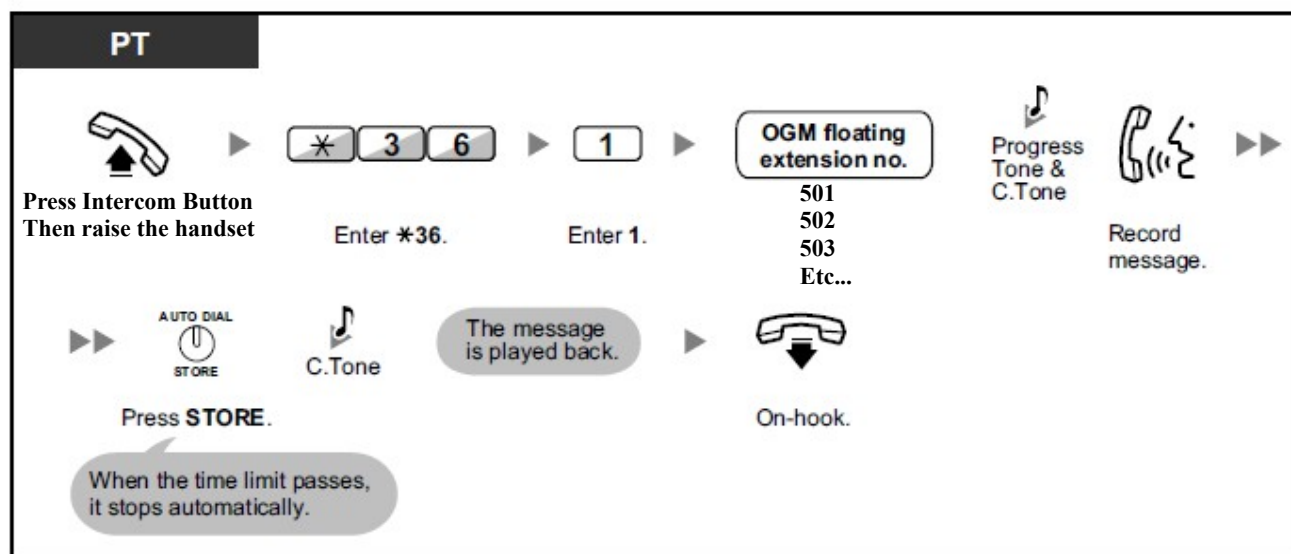
OGM 01 = Floating Extension Number 501

OGM 02 = Floating Extension Number 502

OGM 03 = Floating Extension Number 503

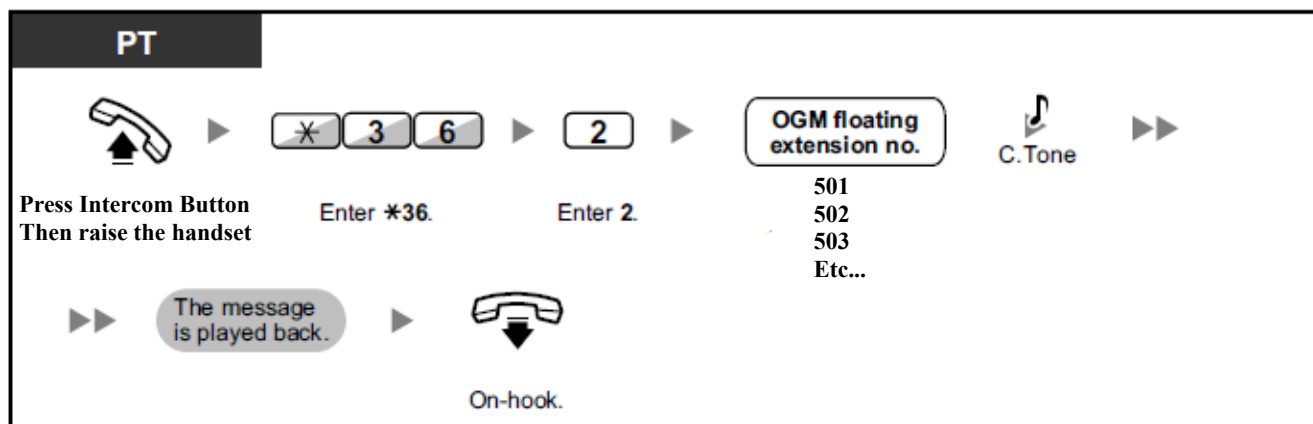
OGM 04 = Floating Extension Number 504

Etc.....



**Note:** If you get a busy when playing back, then the OGM was not recorded.

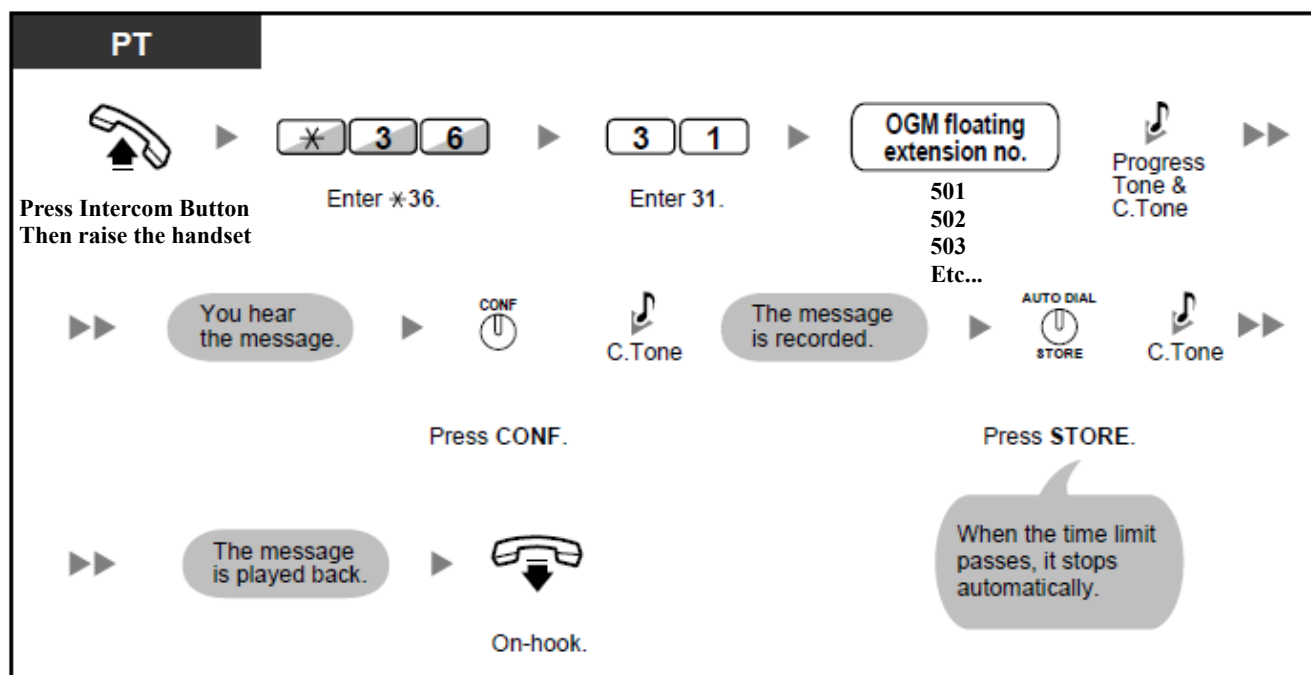
## To play back



You can also record from an External Device (MP3 Player etc...)

Plug the External Device into the BGM (MOH) Jack on the KSU.

### To record from an external BGM (MOH) port



### To clear the message

