

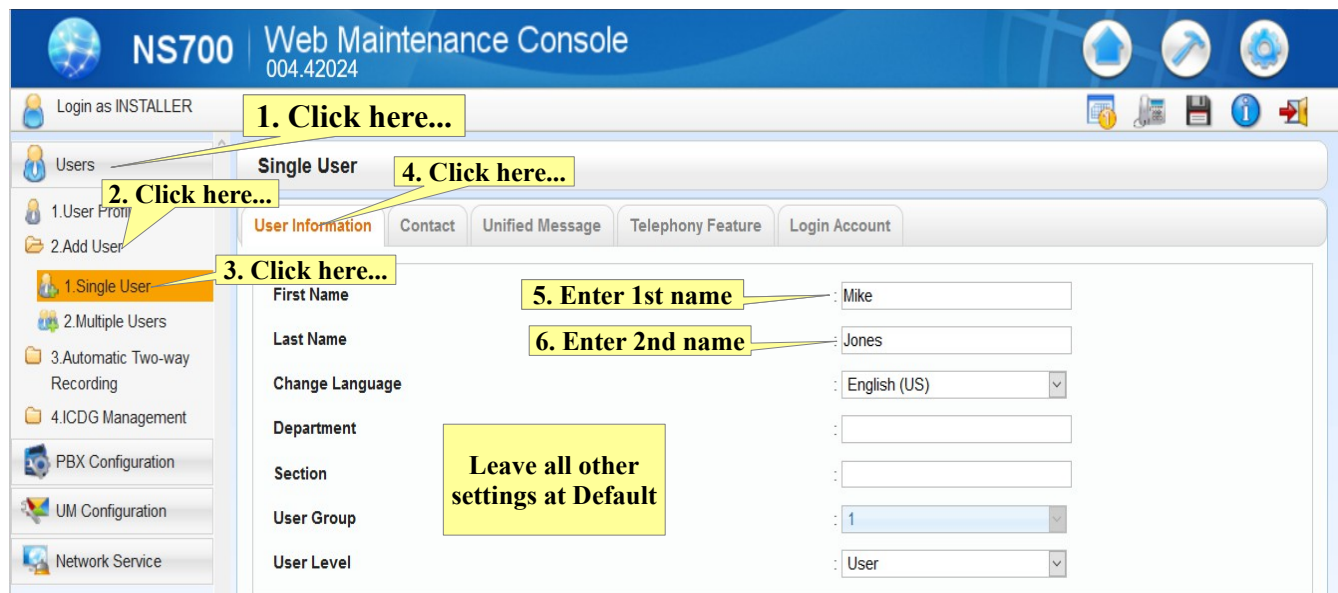
## Panasonic NS-700 ACD Supervisor Telquest Tech Support

The ACD Supervisor is able to monitor Que Groups and Agents.

You must first create a new User.

I am only going to show you the required areas to allow the User to be an ACD Supervisor.

You will also need a VOIP DSP Card (KX-NS5110 is the smallest)



**NS700 Web Maintenance Console**  
004.42024

Login as INSTALLER

**1. Click here...** (Users)

**2. Click here...** (Add User)

**3. Click here...** (Single User)

**4. Click here...** (User Information)

**5. Enter 1st name** (First Name: Mike)

**6. Enter 2nd name** (Last Name: Jones)

Change Language: English (US)

Department:

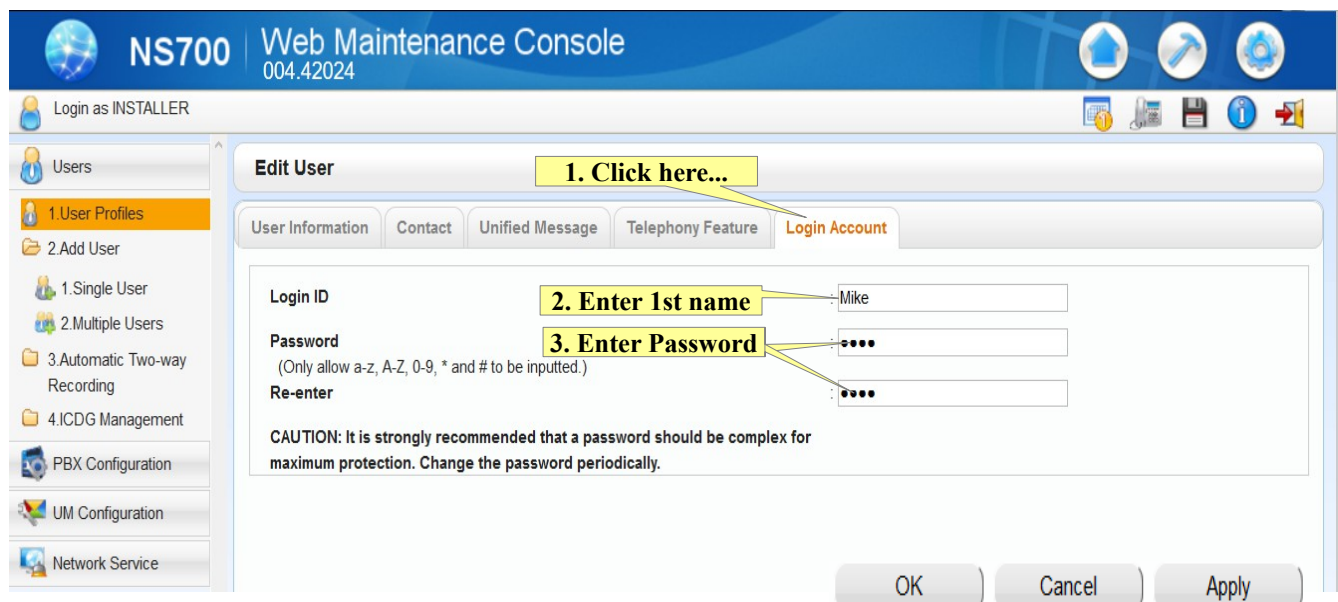
Section:

User Group: 1

User Level: User

**Leave all other settings at Default**

Same screen...



**NS700 Web Maintenance Console**  
004.42024

Login as INSTALLER

**1. Click here...** (Login Account)

**2. Enter 1st name** (Login ID: Mike)

**3. Enter Password** (Password: )

Re-enter:

**CAUTION:** It is strongly recommended that a password should be complex for maximum protection. Change the password periodically.

OK Cancel Apply

## Page 2 Same screen...

NS700 Web Maintenance Console 004.42024

Login as INSTALLER

**1. Click here...**

**2. Enter Mikes Ext.**

**3. Click here...**

OK Cancel Apply

To activate Built In ACD function, must install AK at first

Activation Key Installation

MPR-ID : 47010806F0C60C76

Number of activated IP-GW : 8 / 32

Number of activated IP-Softphone : 0 / 0

Activate Pre-installed Activation keys

Don't forget that you need a Call Center license.  
It is the KX-NSF201 Activation Key.  
It gives you all of the Call Center features.

Activated feature	Pre-installed	Activation key	Features in total	System total
CA Basic (two lines)	0	0	0	-
CA Pro (user)	0	10	10	-
CA Supervisor (user)	0	0	0	-
CA Network Feature (user)	0	128	128	-
CA Operator Console (user)	0	0	0	-
CA Thin Client Server	0	0	0	-
Call Centre Feature Enhancement	0	1	1	-

Need to Install Call Center Features enhancement Key

Set ALL Features as indicated below

NS700 Web Maintenance Console  
004.42024

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(DPT) Group

### Miscellaneous

**Options**

**Call Log to ICD Group when ICD Member Answered**  
☒ Enable ☐ Disable

**Call Log to ICD Group when Overflow Destination Answered**  
☒ Enable ☐ Disable

**ICD Group Key Mode**  
☒ Group DN ☐ Enhanced Phantom

**Longest Idle Distribution**  
☒ Enable (ACD) ☐ Disable (UCD)

**Wrap-up Timer based on**  
☒ Extension ☐ ICD Group Member

**Overflow immediately when All Logout**  
☒ Enable (Queueing Busy Destination) ☐ Disable (Keep Queueing)

**Call Log for Built-in ACD Report (Activation Key Required)**  
☒ Enable (Logging) ☐ Disable

**ICD Group Unanswered Call Log**  
☒ Enable ☐ Disable

### ICD Group Call Monitor View

Screen Update Time (s)

**Announcement of Estimated Waiting Time**

Calculated based on (the following time x number of calls in queue)

☒ Average waiting time ☐ Predefined time

Waiting time (10-3600 s)

Threshold Time for Special Announce (10-60 min)

**UM System Guidance**

UM System Guidance for Queue No. / Queue No. and Time

**ICD Group Distribution order**  
☒ FIFO ☐ Circular

**2nd line LCD display information for ICD Group redirected call**  
☒ Last destination ☐ First destination

4. Click here...

OK Cancel Apply

**Set incoming calls to Floating Extension Number 501.**

**This will cause the incoming calls to answered by the DISA Message. (501)**

**NS700 Web Maintenance Console**  
004.42024

Login as INSTALLER

**DIL Table & Port Settings**

Destination Settings

DIL CLI for DIL DDI / DID / TIE

No.	Shelf	Slot	Port	Card Type	Trunk Property	Distribution Method	DIL Destination - Day
	ALL			ALL	ALL	ALL	
1	1	3	1	LCOT6		DIL	501
2	1	3	2	LCOT6		DIL	501
3	1	3	3	LCOT6		DIL	501
4	1	3	4	LCOT6		DIL	501
5	1	3	5	LCOT6		DIL	501
6	1	3	6	LCOT6		DIL	501

1. Click here...

2. Click here...

3. Set all to 501

Page 1 of 1 20 View 1-6 of 6

OK Cancel Apply

**There are several different ways that calls can come into the system.  
Analog CO Lines, PRI or SIP with DID Numbers.**

**This example shows the most common method, Analog CO Lines.**



## Set up “1 Digit Destinations” in DISA.

This allows a caller to escape from the DISA and be sent somewhere else.

**NS700 Web Maintenance Console**  
004.42024

Login as INSTALLER

**DISA Message**

Extension List View | Destination Setting

OGM Number	Floating Extension Number	Name (20 characters)	1 Digit AA Destination (Extension Number) - Dial 0	1 Digit AA Destination (Extension Number) - Dial 1	1 Digit AA Destination (Extension Number) - Dial 2
1	501	Hello Greeting	0		602
2	502	Leave a message		500	
3	503	DISA 03			
4	504	DISA 04			
5	505	DISA 05			
6	506	DISA 06			
7	507	DISA 07			
8	508	DISA 08			
9	509	DISA 09			
10	510	DISA 10			
11	511	DISA 11			
12	512	DISA 12			
13	513	DISA 13			
14	514	DISA 14			
15	515	DISA 15			
16	516	DISA 16			

Page 1 of 4 | View 1-20 of 64

OK Cancel Apply

The above example allows a caller to escape to the following destinations:

**Dial 0: Go to the Operator**

**Dial 1: Go to Mailbox 601 and leave a message. See more info for this on Page**

**Dial 2: Ring all the phones in ICDG 602**

You can use additional “1 Digit Destinations” for more destinations.

Just scroll to the right to see them.

Name the Groups

NS700

Web Maintenance Console

004.42024

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

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
			ALL	ALL	ALL	ALL	ALL
1	601	ACD Group	Ring	Distribution	Ring	No Ring	1
2	602	Dial 2 Ring Group	Ring	Distribution	Ring	No Ring	1
	603	ICD Group 003	Ring	Distribution	Ring	No Ring	1
	604	ICD Group 004	Ring	Distribution	Ring	No Ring	1
	605	ICD Group 005	Ring	Distribution	Ring	No Ring	1
6	606	ICD Group 006	Ring	Distribution	Ring	No Ring	1
7	607	ICD Group 007	Ring	Distribution	Ring	No Ring	1
8	608	ICD Group 008	Ring	Distribution	Ring	No Ring	1
9	609	ICD Group 009	Ring	Distribution	Ring	No Ring	1
10	610	ICD Group 010	Ring	Distribution	Ring	No Ring	1
11	611	ICD Group 011	Ring	Distribution	Ring	No Ring	1
12	612	ICD Group 012	Ring	Distribution	Ring	No Ring	1
13	613	ICD Group 013	Ring	Distribution	Ring	No Ring	1
14	614	ICD Group 014	Ring	Distribution	Ring	No Ring	1

Page 1 of 7

20

View 1-20 of 128

OK

Cancel

Apply

**Note:**  
**Extensions that are members of ICDG 601 are considered as Agents.**  
**Any Extension in ICDG 601 will ring unless they are Logged Out.**

**Here you see Button 24 is programmed to use the Log-in/Log-out feature.**

24	Log-in/Log-out	Incoming Group	601	ACD Group
----	----------------	----------------	-----	-----------

## Select the “Queuing Time Table”

Same screen...

**NS700 Web Maintenance Console**  
004.42024

Login as INSTALLER

**Group Settings**

Group FWD Member List **1. Click here...**

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

ICD Group	Floating Extension Number	Group Name (20 characters)	Queuing Time Table - Day	Queuing Time Table - Lunch	Queuing Time Table - Break
			ALL	ALL	ALL
1	601	ACD Group	Table 1	None	None
2	602	Dial 2 Ring Group	None	None	None
3	603	ICD Group 003	None	None	None
4	604	ICD Group 004	None	None	None
5	605	ICD Group 005	None	None	None
6	606	ICD Group 006	None	None	None
7	607	ICD Group 007	None	None	None
8	608	ICD Group 008	None	None	None
9	609	ICD Group 009	None	None	None
10	610	ICD Group 010	None	None	None
11	611	ICD Group 011	None	None	None
12	612	ICD Group 012	None	None	None
13	613	ICD Group 013	None	None	None
14	614	ICD Group 014	None	None	None

**2. Select this...**

Page 1 of 7 20 View 1-20 of 128

OK Cancel Apply

I have only set the “Queuing Time Table” for Day.

You can use additional Queuing Time Tables for Lunch, Break and Night.

## Set the Sequence for “Queuing Time Table”

Same screen...

**NS700 Web Maintenance Console**  
004.42024

Login as INSTALLER

**Queuing Time Table**

Sequence 1 to 8 | Sequence 9 to 16

Queuing Table	Sequence 01	Sequence 02	Sequence 03	Sequence 04
	ALL	ALL	ALL	ALL
1	Wait 05 s	Queue No. and Time	Wait 05 s	OGM 02
2	None	None	None	None
3	None	None	None	None
4	None	None	None	None
5	None	None	None	None
6	None	None	None	None
7	None	None	None	None
8	None	None	None	None
9	None	None	None	None
10	None	None	None	None
11	None	None	None	None
12	None	None	None	None
13	None	None	None	None
14	None	None	None	None
15	None	None	None	None
16	None	None	None	None

1. Click here...

Set like this...

Page 1 of 4 | 20 | View 1-20 of 64

OK Cancel Apply

Queuing Table	Sequence 05	Sequence 06	Sequence 07	Sequence 08
	ALL	ALL	ALL	ALL
1	Sequence 02	None	None	None

Set like this...

The above setting are for testing. They are short. You may want to make yours longer.

When a caller enters the Que, they will hear the Main Greeting automatically. (OGM1)  
There is no need to enter it.

You should have a Wait 5 seconds delay set as the first sequence. (Sequence 01)

Sequence 01: Wait 5 seconds before playing the Main Greeting (OGM1)

Sequence 02: Tell the caller what position they are in and how long of a wait.

Sequence 03: Wait 5 seconds

Sequence 04: Play the “Leave a Message” greeting (OGM2)

Sequence 05: Return to the Sequence 02

**Note:** A caller can only escape from the Que by dialing a 2 when “Leave a Message” is playing.



## Recording Outgoing Messages (OGM's)

Only extensions with a Class of Service with Manager enabled can record Outgoing Messages.

**NS700 Web Maintenance Console**  
004.42024

Login as INSTALLER

**COS Settings**

TRIS CO & SMDR Assistant Executive **Manager** PDN/SDN Optional Device & Other Extensions CA Miscellaneous

COS No.	COS Name	Group Forward Set	PT Programming Mode Level	Manager	Time Service Switch
1		ALL	ALL	Enable	Disable
2		Enable-Group	PROG Only	Disable	Disable
3		Enable-Group	PROG Only	Disable	Disable
4		Enable-Group	PROG Only	Disable	Disable
6		Enable-Group	PROG Only	Disable	Disable
8		Enable-Group	PROG Only	Disable	Disable
9		Enable-Group	PROG Only	Disable	Disable
10		Enable-Group	PROG Only	Disable	Disable
11		Enable-Group	PROG Only	Disable	Disable
12		Enable-Group	PROG Only	Disable	Disable
13		Enable-Group	PROG Only	Disable	Disable
14		Enable-Group	PROG Only	Disable	Disable
15		Enable-Group	PROG Only	Disable	Disable
16		Enable-Group	PROG Only	Disable	Disable

Page 1 of 4 20 View 1-20 of 64

OK Cancel Apply

Here I have given all extension in COS 1 the ability to record Outgoing Messages. You may want to use a different COS to restrict recording to fewer extensions.

**To record Outgoing Message 501: (Main Message)**

**Example:**

**Thank you for calling our company.  
Please hold for the next available agent.**

**Press the Intercom button on your phone**

**Raise the handset**

**Dial \*361501 (STAR 3 6 1 5 0 1)**

**Wait until the LCD says “RECORD”**

**Wait 1 second before speaking**

**When done with your message, press the Auto Dial/Store button. (it will be flashing)**

**Your message will be played back to you.**

**To Listen to Outgoing Message 501: (Main Message)**

**Press the Intercom button on your phone**

**Raise the handset**

**Dial \*362501 (STAR 3 6 2 5 0 1)**

**Your message will be played back to you.**

---

**To record Outgoing Message 502: (Leave a Message)**

**Example:**

**If you would like to leave a message, press 1 now.**

**Press the Intercom button on your phone**

**Raise the handset**

**Dial \*361502 (STAR 3 6 1 5 0 2)**

**Wait until the LCD says “RECORD”**

**Wait 1 second before speaking**

**When done with your message, press the Auto Dial/Store button. (it will be flashing)**

**Your message will be played back to you.**

**To Listen to Outgoing Message 502: (Main Message)**


**Press the Intercom button on your phone**

**Raise the handset**




**Dial \*362502 (STAR 3 6 2 5 0 2)**






**Your message will be played back to you.**

Set up Supervisor Position


 **NS700**


Web Maintenance Console  
004.42024





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

ACD Supervisor

No.	First Name	Last Name	Ext. No.	ICD Group
1				Edit
2				Edit
3				Edit
4				Edit
5				Edit
6				Edit
8				Edit
9				Edit
10				Edit
12				Edit
13				Edit
14				Edit
15				Edit
16				Edit

Page 1 of 1

20

View 1-16 of 16

OK

Cancel

Apply

1. Click here...

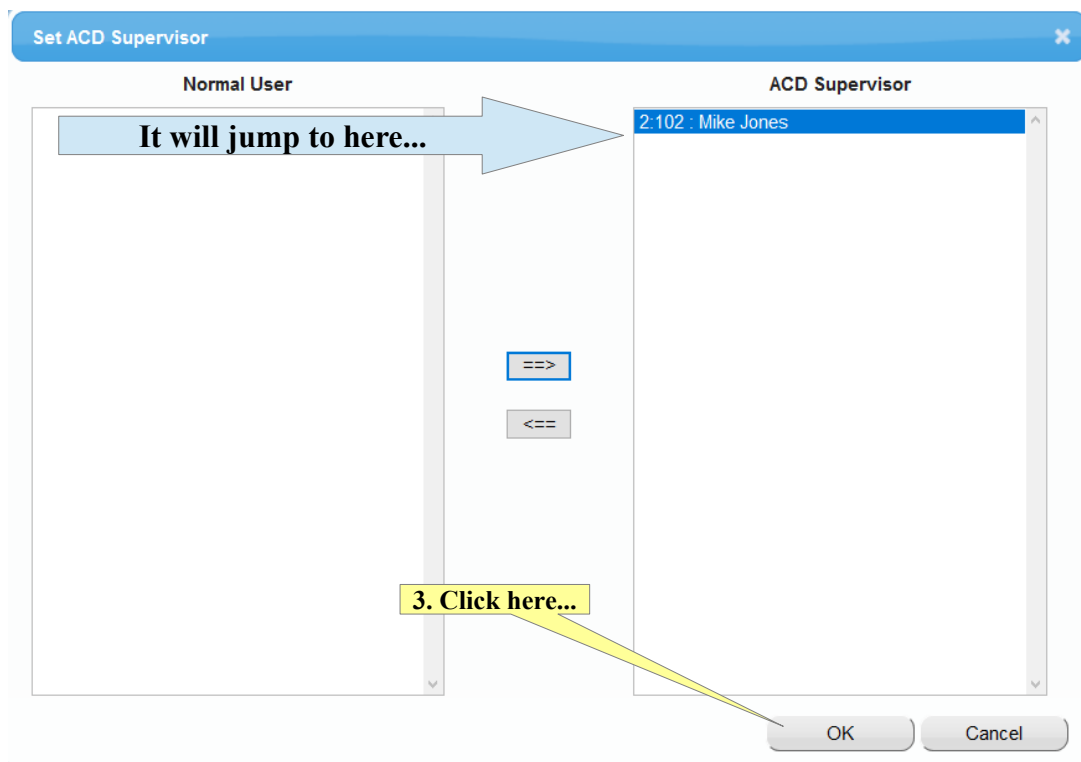
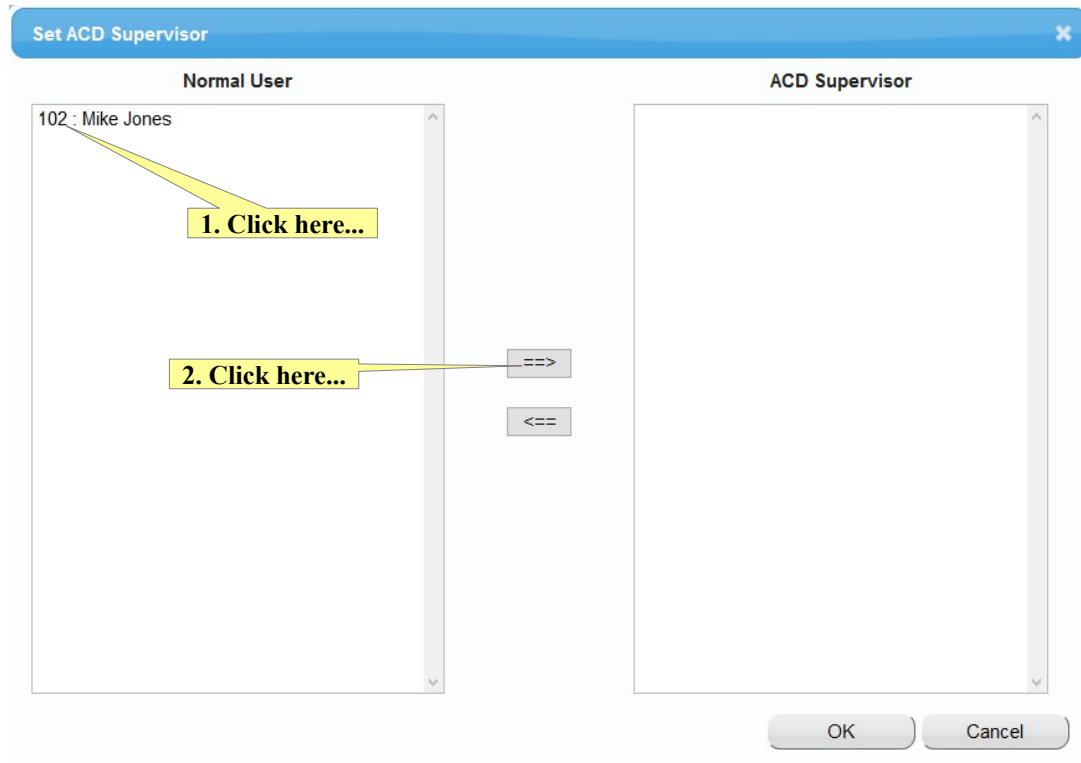
2. Click here...

3. Click here...

4. Click here...

Set up Supervisor Position continued...

This screen will appear...



NS700 Web Maintenance Console  
004.42024

Login as INSTALLER

1: 601 ACD Group

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

ACD Supervisor

No.	First Name	Last Name	Ext. No.	ICD Group
1	Mike	Jones	102	Edit
2				
3				Edit
4				Edit
5				Edit
6				Edit
7				Edit
8				Edit
9				Edit
10				Edit
11				Edit
12				Edit
13				Edit
14				Edit
15				Edit
16				Edit

1. Click here...

5 Click here...

Page 1 of 1 20 View 1-16 of 16

OK Cancel Apply

Set ACD Supervisor ICD Group

Supervisor: 102 Mike Jones

Available ICD Group

- 1: 601: ACD Group
- 2: 602: Dial 2 Ring Group
- 3: 603: ICD Group 003
- 4: 604: ICD Group 004
- 5: 605: ICD Group 005
- 6: 606: ICD Group 006
- 7: 607: ICD Group 007
- 8: 608: ICD Group 008
- 9: 609: ICD Group 009
- 10: 610: ICD Group 010
- 11: 611: ICD Group 011
- 12: 612: ICD Group 012
- 13: 613: ICD Group 013
- 14: 614: ICD Group 014
- 15: 615: ICD Group 015
- 16: 616: ICD Group 016
- 17: 617: ICD Group 017
- 18: 618: ICD Group 018
- 19: 619: ICD Group 019
- 20: 620: ICD Group 020
- 21: 621: ICD Group 021
- 22: 622: ICD Group 022
- 23: 623: ICD Group 023
- 24: 624: ICD Group 024

2. Click here...

3. Click here...

4 Click here...

Selected ICD Group

1: 601 ACD Group

Jumps to here...

OK Cancel



This sets how often the ICD Group Monitor View will refresh.

Set it to 5 (seconds)

**NS700 Web Maintenance Console**  
004.42024

Login as INSTALLER

**Miscellaneous**

( Activation Key Required )

☒ Enable (Logging) ☐ Disable

**ICD Group Unanswered Call Log**

☒ Enable ☐ Disable

**ICD Group Call Monitor View**

Screen Update Time (s) : 5

**Announcement of Estimated Waiting Time**

Calculated based on (the following time x number of calls in queue)

☒ Average waiting time ☐ Predefined time

Waiting time (10-3600 s) : 30

Threshold Time for Special Announce (10-60 min) : 30

**UM System Guidance**

UM System Guidance for Queue No. / Queue No. and Time : Guidance No. 1 [US-English]

**ICD Group Distribution order**

☒ FIFO ☐ Circular

**2nd line LCD display information for ICD Group redirected call**

☒ Last destination ☐ First destination

OK Cancel Apply

**1. Scroll down...**

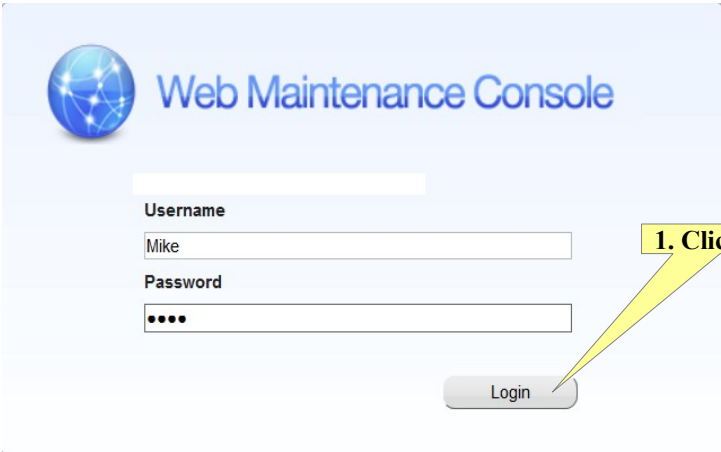
**2.. Set to 5...**

**3. Click here...**

This is a basic example of how a Supervisor can connect to the system to see the Group Monitor.

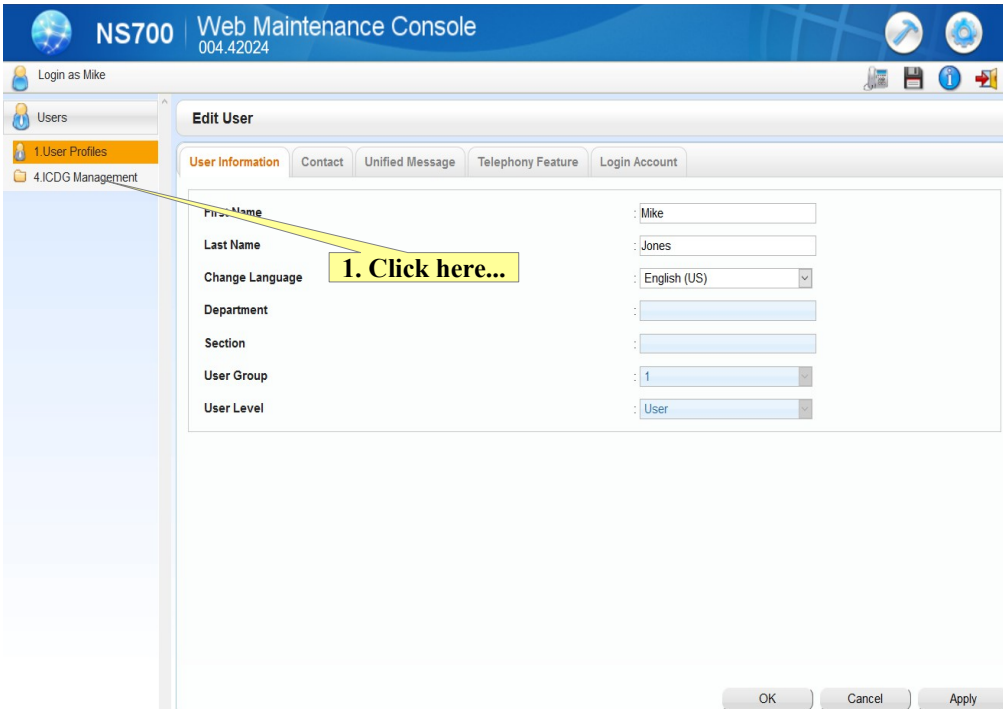
You will need to use the Manual to understand how to select the reports.

Connect and log into to the Panasonic NS-700 using a Chrome or Firefox web browser.  
Do not use Internet Explorer.  
Your installer can advise you of the systems IP Address.



The image shows the 'Web Maintenance Console' login interface. It features a blue header with a globe icon and the title 'Web Maintenance Console'. Below the header, there are two input fields: 'Username' with the text 'Mike' and 'Password' with four dots. A 'Login' button is positioned below the password field. A yellow callout box with the text '1. Click here...' points to the 'Login' button.

Next screen...



The image shows the 'Edit User' screen in the 'Web Maintenance Console'. The top header includes the 'NS700' logo, the title 'Web Maintenance Console', and the version '004.42024'. Below the header, there is a 'Login as Mike' button and a sidebar with 'Users' and '1 User Profiles'. The main content area is titled 'Edit User' and has tabs for 'User Information', 'Contact', 'Unified Message', 'Telephony Feature', and 'Login Account'. The 'User Information' tab is active, showing fields for 'First Name' (Mike), 'Last Name' (Jones), 'Change Language' (English (US)), 'Department', 'Section', 'User Group' (1), and 'User Level' (User). A yellow callout box with the text '1. Click here...' points to the 'Change Language' dropdown menu. At the bottom right, there are 'OK', 'Cancel', and 'Apply' buttons.

NS700

Web Maintenance Console

004.42024

Login as Mike

Users

1. User Profiles

4. ICDG Management

1. Group Monitor

2. ACD Report

3. ACD Scheduled Export

4. ACD Export History

Group Monitor

Start Monitor

Basic Settings

Layout

Select ICD Group

1: 1:601:ACD Group

2:

3:

4:

5:

6:

7:

8:

9:

10:

11:

12:

13:

14:

15:

16:

Options

Member Status View Mode

Highlighted Display Settings

Number of Current Waiting Calls (1-30)

Waiting Time (0-10 min/10 sec)

Color Mode

Blinking

Full Screen Display (pixels)

1024 x 768

1280 x 1024

1920 x 1080

OK

Cancel

Apply

1. Click here...

2. Click here...

3. Set like this...

4. Click here...

You will then see a screen like this: It will update every 5 seconds.

Group Monitor View (1 Group)

ICD Group No. 1:601:ACD Group

Current Waiting Calls

0

Longest Waiting Time

00'00

Current Member Status

Phone Status	Member Status	
	Log-in	Log-out
Busy	0	0
Idle	1	1

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16

Close

**You will need to provide your customer with:**

**The Operating Manual that explains how to use the ACD Supervisor Monitor and Reports.**

**It is up to you to learn and explain the operation of the ACD Supervisor to your customer.**

**The LAN IP Address of the KSU.**

**These Help Sheets explain how to program the system, not how to operate it.**

**Things to remember:**

**You will need to purchase a VOIP DSP Card (KX-NS5110 is the smallest)**

**You will need to purchase a KX-NSF201 Activation Key.**