

## **Panasonic KX-NS700 Automatic System Answer Telquest Tech Support**

**The older Avaya Partner ACS system had a feature that allowed a CO Line call to be answered by the KSU and placed on Hold automatically and then play Music on Hold. It was called Automatic System Answer and required a special ASA Card.**

**Some customers liked this feature and want to continue to use it with the Panasonic KX-NS700.**

**The KX-NS700 does not have a feature like the Automatic System Answer available.**

**However, we can come close to it.**

**The methods explained in the following pages will work but will be a little different in operation than the older Partner ACS system.**

**If the differences are acceptable, then you can use the KX-NS700.**

**The main difference is in the way the calls are held in the KSU and the LED's on the phones.**

**With true Automatic System Answer, the call is answered and the actual CO Line button is placed on Hold.**

**When we use the NS700 the call will look like it is on Hold but it will be on a separate button.**

**The call will actually be in a Que Group.**

**You can also record one or more greetings that can alert the caller that they are on Hold and will be answered shortly.**

The concept is that we direct incoming calls on each CO Line into its own Incoming Call Distribution Group and have the same extensions ring in each ICD.

Example:

CO Line 1	ICD 601	Ring Extensions 101, 102, 103 etc... Overflow No Answer to ICD 611
CO Line 2	ICD 602	Ring Extensions 101, 102, 103 etc... Overflow No Answer to ICD 612
CO Line 3	ICD 603	Ring Extensions 101, 102, 103 etc... Overflow No Answer to ICD 613

Etc.....

This allows us to use the Overflow No Answer/Redirection Overflow Time feature in each ICD to redirect the call to a specific destination.

That destination is a different ICD Group which appears as a Button on the phone.

ICD 616	No Extensions Ring
ICD 615	No Extensions Ring
ICD 614	No Extensions Ring
ICD 613	No Extensions Ring
ICD 612	No Extensions Ring
ICD 611	No Extensions Ring

So, the lower buttons on a 24 button telephone would look like this:

Co Line 6	ICD 616
Co Line 5	ICD 615
Co Line 4	ICD 614
Co Line 3	ICD 613
Co Line 2	ICD 612
Co Line 1	ICD 611

Operation:

A call comes in on CO Line 1:

It is directed to ICD 601 and the members of ICD 601 set to ring, will ring.

If the call is not answered by the time the Overflow No Answer/Redirection Overflow Time is reached, the call is sent to the Redirection Destination which in this case is ICD 611.

The CO Line 1 button on the phones will lite steady RED and stop flashing and ringing.

The ICD 611 button will begin to Flash Green on all phones but not ring.  
This is the closest we can get to it looking like it is on Hold.

The caller will remain in ICD 611 until someone answers the call or they hang up.

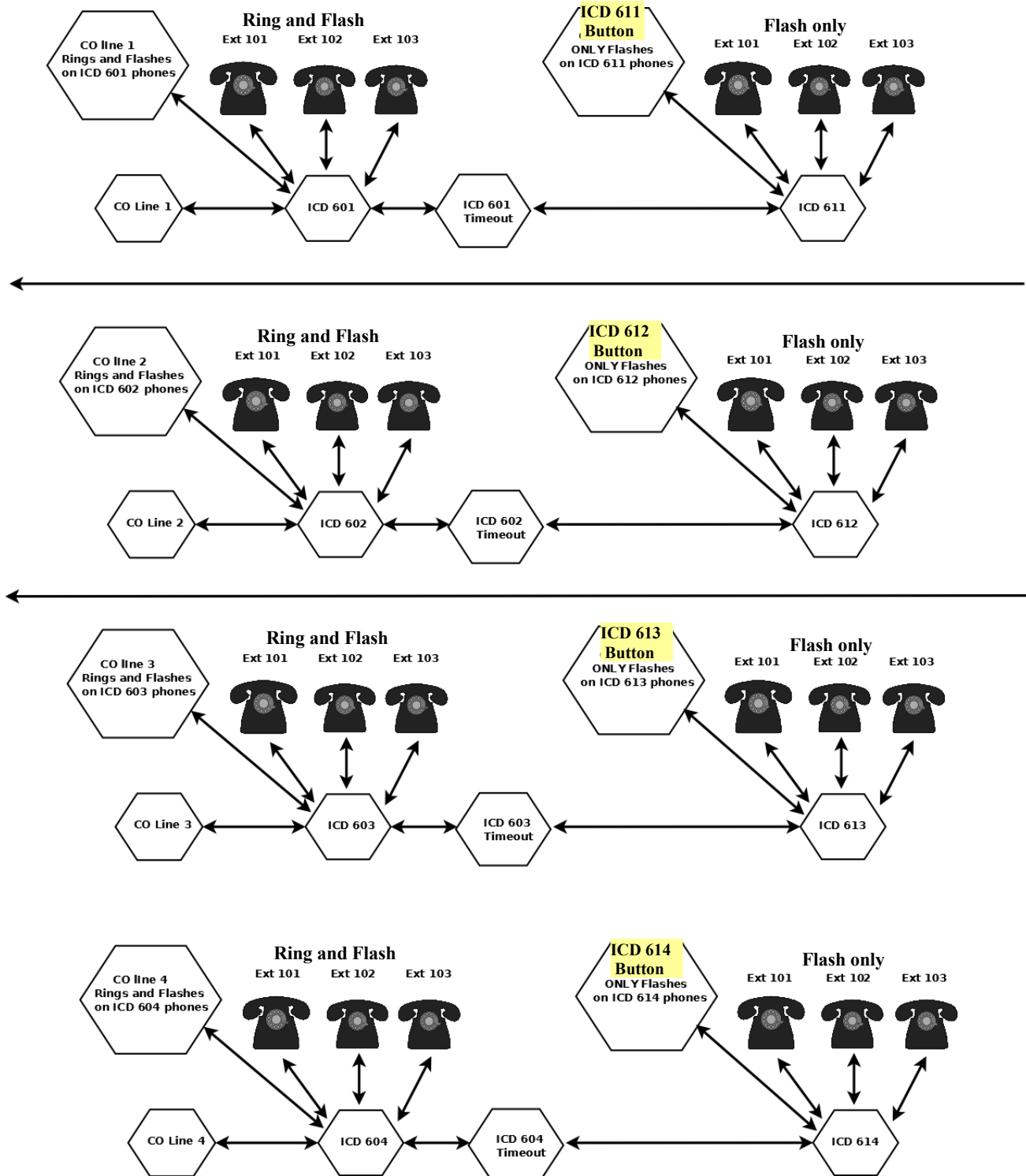
They will hear Music on Hold while they are in the ICD.

Any extension can press the Flashing Green button to answer the call.

## Call Flow Diagram

Here is a graphic representation of how a call flows with Extensions 101, 102 and 103  
I am showing CO 1, CO 2, CO 3 and CO 4 in this example.

Note that a different ICD Group is used for EACH CO Line...



## Set ICD's to Overflow

**1. Click Here...** (Points to the 'Overflow No Answer' tab)

**2. Click Here...** (Points to the '1. Group Settings' link in the left sidebar)

**3. Click Here...** (Points to the 'Overflow No Answer' tab)

**4. Set like this...** (Points to the 'Time out & Manual Queue Redirection Destination - Day' column)

**5. Scroll to the right...** (Points to the right side of the table)

**6. Set the Overflow Time Out...** (Points to the 'Time out & Manual Queue Redirection Overflow Time' column)

**7. Click Here...** (Points to the 'Apply' button)

**See Note 6 below...** (Points to the 'Time out & Manual Queue Redirection Overflow Time' column)

**These are the Overflow ICD's** (Points to the 'ICD Group' column)

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 - Evening	Time out & Manual Queue Redirection Overflow Time	Hurry-up Level
1	601	ICD Group 001	611			10 s	(601) None
2	602	ICD Group 002	612			10 s	(602) None
3	603	ICD Group 003	613			10 s	(603) None
4	604	ICD Group 004	614			10 s	(604) None
5	605	ICD Group 005	615			10 s	(605) None
6	606	ICD Group 006	616			10 s	(606) None
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					

**This programming tells ICD's 601 through 606 to Overflow to their respective ICD's.**

### Note:

**You may have more or less CO Lines than shown here.**

**Just use more or less ICD's.**

### Also note:

**The Extensions in ICD Groups 601 through 606 that are set to Immediate, will ring.  
The Extensions in Overflow ICD Groups 611 through 616 should all be set to No Ring....**

**Assigning Members/Extensions to ICD Groups is not covered in this Help Sheet.**

### Note 6:

**6. Set the Overflow Time, determines how long the phones will ring before the call is sent to its corresponding ICD Group.**

## Assign a Queuing Time Table to Overflow ICD's

You are on the same screen..... **1. Click Here...**

**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)	Queuing Time Table - Day	Queuing Time Table - Lunch	Queuing Time Table - Break	Queuing Time Table - Night
			ALL	ALL	ALL	ALL
8	608	ICD Group 008	None	None	None	None
9	609	ICD Group 009	None	None	None	None
10	610	ICD Group 010	None	None	None	None
11	611	ICD Group 011	Table 1	None	None	None
12	612	ICD Group 012	Table 1	None	None	None
13	613	ICD Group 013	Table 1	None	None	None
14	614	ICD Group 014	Table 1	None	None	None
15	615	ICD Group 015	Table 1	None	None	None
16	616	ICD Group 016	Table 1	None	None	None
17	617	ICD Group 017	None	None	None	None
18	618	ICD Group 018	None	None	None	None
19	619	ICD Group 019	None	None	None	None
20	620	ICD Group 020	None	None	None	None

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OK Cancel Apply

This programming tells ICD's 611 through 616 to use Table 1.

We will set Table 1 sequence on the next page.

## Assign a Sequence to Table 1

**Queuing Time Table**

Sequence 1 to 8    Sequence 9 to 16

Queuing Table	Sequence 01	Sequence 02	Sequence 03	Sequence 04	Sequence 05
1	OGM 01	Wait 80 s	Sequence 02	None	None
2	None	None	None	None	None
3	None	None	None	None	None
4	None	None	None	None	None
5	None	None	None	None	None
6	None	None	None	None	None
7	None	None	None	None	None
8	None	None	None	None	None
9	None	None	None	None	None
10	None	None	None	None	None
11	None	None	None	None	None
12	None	None	None	None	None
13	None	None	None	None	None
14	None	None	None	None	None
15	None	None	None	None	None

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OK    Cancel    Apply

### Sequence 01

**OGM 01 (Outgoing Message 01)**

**OGM 01 is played as soon as the call enters into Table 1.**

**When OGM 01 finished, we go to sequence 02.**

### Sequence 02

**Wait 80 s(econds)**

**Music on Hold is played for 80 seconds.**

### Sequence 03

**Sequence 02**

**Return to Sequence 02**

**Table 1 simply plays OGM 01 once and then continues to play Music on Hold indefinitely.**

**You can record multiple OGM's and build the sequences differently.**

**This just shows a simple sequence.**

# Options

The sequence on Page 6 will play an OGM Greeting and Music on Hold until either the call is answered by one of the phones or the caller hangs up.

In some cases, you may want to use a sequence that will send the caller to an Auto Attendant after a certain period of time.

Here is a sequence example that times out to an Auto Attendant:

First, we must set a Destination for each of the Overflow ICD Groups.  
They are all set the same since we want all of them to go to Auto Attendant.

NS700 Web Maintenance Console  
004.41017

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.Queueing 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 FWDMember List

MainOverflow Queuing BusyOverflow No AnswerQueueing Time TableMiscellaneousGroup Log / Group FWD

ICD Group	Floating Extension Number	Group Name (20 characters)	Queueing Busy Destination - Day	Queueing Busy Destination - Lunch	Queueing Busy Destination - Break	Queueing Busy Destination - Night
8		ICD Group 008				
9	609	ICD Group 009				
10	610	ICD Group 010				
11	611	ICD Group 011	500			
12	612	ICD Group 012	500			
13	613	ICD Group 013	500			
14	614	ICD Group 014	500			
15	615	ICD Group 015	500			
16	616	ICD Group 016	500			
17	617	ICD Group 017				
18	618	ICD Group 018				
19	619	ICD Group 019				
20	620	ICD Group 020				

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OKCancelApply

Table 1 would look like this: This sends the call to the Overflow Queuing Busy Destination

Queueing Time Table

Sequence 1 to 8Sequence 9 to 16

Queueing Table	Sequence 01	Sequence 02	Sequence 03	Sequence 04	Sequence 05
	ALL	ALL	ALL	ALL	ALL
1	OGM 01	Wait 80 s	Overflow	None	None
2	None	None	None	None	None

If you created Mail Boxes 611 through 616 when you set up the system, they must be deleted to clear the path to the Auto Attendant, otherwise the caller would go into the mailbox.

Look here to see if they exist or not: This example shows that they do exist....

**1. Click Here...**

**2. Scroll down...**

**2a. Set to 100**

**3. Check each...**

**4. Click here...**

**5. Click here...**

**Close up view...**

Mailbox Number	Extension	First Name	Last Name
<input type="checkbox"/> 182	182		
<input type="checkbox"/> 183	183		
<input type="checkbox"/> 184	184		
<input type="checkbox"/> 601	601	Mail Box	601
<input type="checkbox"/> 603	603	ICD Group 003	
<input type="checkbox"/> 604	604	ICD Group 004	
<input type="checkbox"/> 605	605	ICD Group 005	
<input type="checkbox"/> 606	606	ICD Group 006	
<input type="checkbox"/> 607	607	ICD Group 007	
<input type="checkbox"/> 608	608	ICD Group 008	
<input type="checkbox"/> 609	609	ICD Group 009	
<input type="checkbox"/> 610	610	ICD Group 010	
<input checked="" type="checkbox"/> 611	611	ICD Group 011	
<input checked="" type="checkbox"/> 612	612	ICD Group 012	
<input checked="" type="checkbox"/> 613	613	ICD Group 013	
<input checked="" type="checkbox"/> 614	614	ICD Group 014	
<input checked="" type="checkbox"/> 615	615	ICD Group 015	
<input checked="" type="checkbox"/> 616	616	ICD Group 016	
<input type="checkbox"/> 617	617	ICD Group 017	



Remember, you **MUST** have a DSP Card installed to use Outgoing Messages (OGM)

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

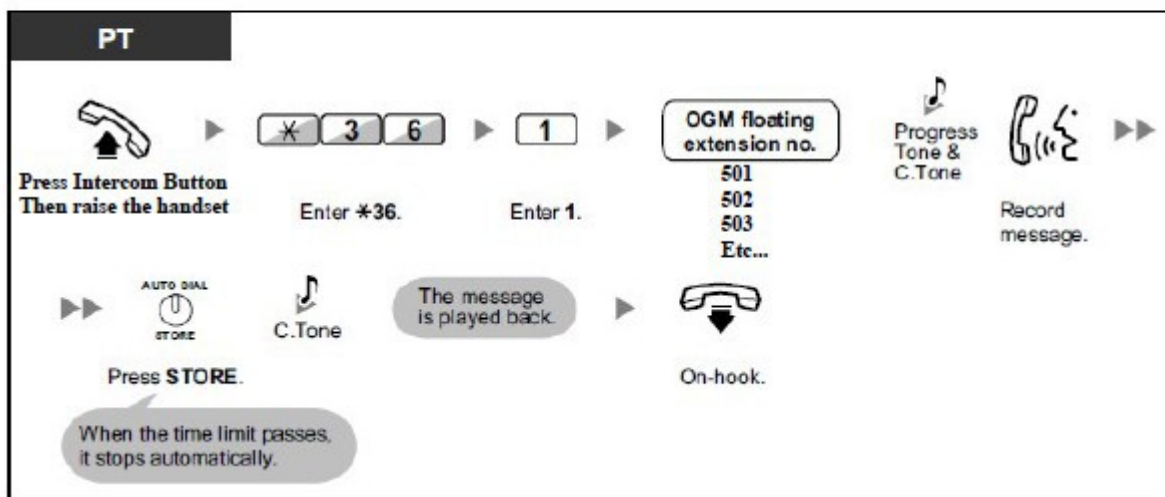
**OGM 01 = Floating Extension Number 501**

**OGM 02 = Floating Extension Number 502**

**OGM 03 = Floating Extension Number 503**

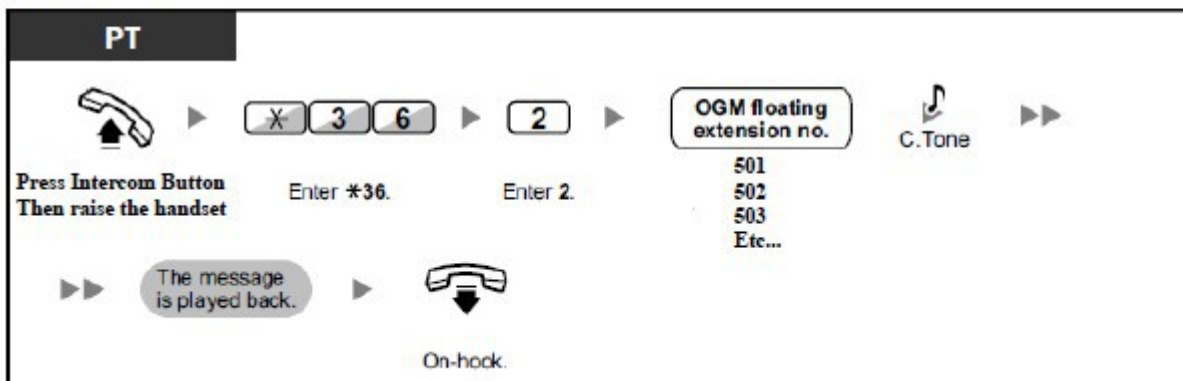
**OGM 04 = Floating Extension Number 504**

**Etc.....**



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

**To play back**



This is how the buttons will look on the phones.



You will need to assign the ICD Groups 611 through 6161 to the buttons on all the phones.

**2. Click here...**

**1. Click here...**

**3. Click here...**

**4. Set like this...**

**5. Click here...**

**You can use this to copy to all phones**

**Flexible Button**

Extension Number/ Name: 101 / Mike Jones

Number of Connections NT505: None

NT505 Location No.: 0

Copy to

Available Keys: 24

Key	Location	Type	Parameter Selection	Extension Number	Extension Name	Dial (Max. 32 digits)	Label Name (Max. 12 characters)
1	ALL	Single CO	ALL				ALL
8	Single CO		8 :				08
9	Single CO		9 :				09
10	Single CO						10
11	Group CO		3 :				11
12	Not Stored						12
13	ICD Group			611	ICD Group 011		13
14	ICD Group			612	ICD Group 012		14
15	ICD Group			613	ICD Group 013		15
16	ICD Group			614	ICD Group 014		16
17	ICD Group			615	ICD Group 015		17
18	ICD Group			616	ICD Group 016		18
19	Single CO		19 :				19
20	Single CO		20 :				20

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OK Cancel Apply