

Panasonic NS-700 KSU Setup ACD Telquest Tech Support

You must first install the Call Center Features Enhancement Activation Key

Activation Key Installation ➡

MPR-ID : 47010806F0C60C76 Number of activated : 8 / 32
IP-GW

Number of activated : 0 / 0
IP-Softphone

Activated feature	Pre-installed	Activation key	Features in total	System total
CA Basic (no title)	0	10	10	-
CA Pro (user)	0	0	0	-
CA Supervisor (user)	0	0	0	-
CA Network Feature (user)	0	0	0	-
CA Operator Console (user)	0	0	0	-
CA Thin Client Server	0	0	0	-
Call Centre Feature Enhancement	0	1	1	-

This uses the KX-NSF201 Activation Key

KX-NS700

Model No.	Model Name	Description
KX-NS5110	VoIP DSP Card (S Type) (DSP S)	<p>A DSP card is a digital signal processor card with DSP resources that can be used for VoIP calls, conferences, the Unified Messaging feature, and the DISA/OGM feature. The DSP cards are compliant with ITU-T G.729A and G.711 codec methods.</p> <p>Depending on the amount of your DSP resource needs, DSP S, DSP M, or DSP L cards can be installed. The number of resources provided by each type of DSP card is as follows:</p> <ul style="list-style-type: none"> DSP S card: 63 DSP M card: 127 DSP L card: 254 <p>One of DSP cards can be installed on the motherboard.</p> <p>To operate VoIP or Unified Messaging, one of DSP S, DSP M or DSP L card must be installed in the DSP card slot.</p>
KX-NS5111	VoIP DSP Card (M Type) (DSP M)	
KX-NS5112	VoIP DSP Card (L Type) (DSP L)	
<p>You need one of the above DSP Cards.</p> <p>Your Telquest sales person will help you select the best one for your application.</p> <p>Remember, the DSP Card is also used for the Voice Mail and Auto Attendant...</p>		

Send incoming calls to DISA Message 501

1. Click here...

2. Click here...

3. Click here...

4. Click here...

5. Set all to DIL...

6. Set all to 501...

NS700

Web Maintenance Console

004.42024

Login as INSTALLER

Users

PBX Configuration

1.Configuration

2.System

3.Group

4.Extension

5.Optional Device

6.Feature

7.TRS

8.ARS

9.Private Network

10.CO & Incoming Call

1.CO Line Settings

2.DIL Table & Port Settings

3.DDI / DID Table

5.Miscellaneous

11.Maintenance

UM Configuration

Network Service

DIL Table & Port Settings

Destination Settings

DIL CLI for DIL DDI / DID / TIE

No.	Shelf	Slot	Port	Card Type	Trunk Property	Distribut Meth	DIL Destination - Day	DIL Destination - Lunch	DIL Destination - Evening
1	ALL			ALL	ALL	ALL	501		
2				LCOT6		DIL	501		
3				LCOT6		DIL	501		
4				LCOT6		DIL	501		
5				LCOT6		DIL	501		
6				LCOT6		DIL	501		

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OK Cancel Apply

Set Destinations for DISA

In this example, Floating Extension Number 501 (DISA 501) is the Hello Greeting. It is played when a caller enters the ACD.

Optionally, the caller can press 2 to exit the ACD and go to ICD 602.

In this example, Floating Extension Number 502 (DISA 502) is the Leave a Message Greeting. It allows the caller to exit the ACD and leave a message.

It will send the caller to Mailbox 601 where they can leave a message to be called back..

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 Digit AA Destination (Extension Number) - Dial 3
1	501	Hello Greeting	601			
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				

You can use the above settings.

Only during the “Hello Greeting”, can the caller dial 0 and be sent to ICD Group 601 to ring 1 or more extensions.

“1 Digit AA Destination” 0 is set to ICD Group 601.

ICD Group 601 must have all the extensions that you want to ring if the caller dials 0.

“1 Digit AA Destination” 1 is set to 500 (Voice Mail).

If a caller dials 1 during the “Leave Message” greeting, they will be sent to Mailbox 601.

Be sure that you have Mailbox 601 created and that it has a greeting.

This is where callers that select “Leave a Message” will leave their message.

Set the Intercept when No Dial after DISA answers.

This will automatically direct the call to the DISA Message 501.

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Web Maintenance Console

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Login as INSTALLER

Users

PBX Configuration

1.Configuration

2.System

3.Group

4.Extension

5.Optional Device

1.DOORPHONE

2.External Pager

3.Voice Message

1.DISA System

2.DISA Message

3.SVM

4.External Relay

5.External Sensor

6.Feature

7.TRS

8.ARS

9.Private Network

10.CO & Incoming Call

11.Maintenance

UM Configuration

Network Service

DISA System

Option 1

Option 2

DISA Security

DISA Security Mode

☐ None

☒ Trunk

☐ ALL

Without PIN

(Activation Key Required)

☒ Disable

Intercept when destination through DISA sets DND

☒ Busy Tone

☐ Enable

☐ Busy Message

Intercept when all DISA ports are busy

☒ to Operator

☐ to AA-0

☐ to AA-9

☐ Disable (Busy Tone)

Intercept when No Dial after DISA answers

☐ to Operator

☒ to AA-0

☐ to AA-9

☐ Disable (Reorder Tone)

CO-CO with DISA

DISA to Public CO

☒ Enable

☐ Disable (Release DISA)

OK

Cancel

Apply

1. Click here...

2. Click here...

3. Click here...

4. Click here...
See Below

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 Digit AA Destination (Extension Number) - Dial 3	(Ex
1	501	DISA 01					
2	502	DISA 02					

This is AA-0

DISA Message

Extension List View

Destination Setting

OGM Number	Floating Extension Number	Name (20 characters)	1 Digit AA Destination (Extension Number) - Dial 7	1 Digit AA Destination (Extension Number) - Dial 8	1 Digit AA Destination (Extension Number) - Dial 9	Busy / DND Message No.	Fax Extension
1	501	DISA 01				ALL	
2	502	DISA 02				None	

This is AA-9

Set the No Dial Intercept Timer.

This determines how much of a delay is used from the time the call is answered by DISA and the Hello Greeting is played.

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Login as INSTALLER

Users
PBX Configuration

- 1. Configuration
- 2. System
 - 1. Date & Time
 - 2. Operator & BGM
 - 3. Timers & Counters**
 - 4. Week Table
 - 5. Holiday Table
 - 6. Numbering Plan
 - 7. Class of Service
 - 8. Ring Tone Patterns
 - 9. System Options
 - 10. Extension CID Settings
 - 11. Audio Gain
- 3. Group
- 4. Extension
- 5. Optional Device
- 6. Feature
- 7. TRS
- 8. ARS
- 9. Private Network
- 10. CO & Incoming Call
- 11. Maintenance

UM Configuration

Timers & Counters

Dial / IRNA / Recall / Tone | **DISA / Door / Reminder / U. Conf** | Miscellaneous

1. Click here...

2. Click here...

3. Click here...

4. Set to 2...

Delayed Answer Timer (s)	: 5
Mute & OGM Start Timer after answering (s)	: 1.8
No Dial Intercept Timer (s)	: 2
Dial Timer for AA (s)	: 2

Day (s)	: 40
Lunch (s)	: 40
Break (s)	: 40
Night (s)	: 40

Disconnect Timer after Intercept (s)	: 60
CO-to-CO Call Prolong Counter	: 10
CO-to-CO Call Prolong Time (x60s)	: 3
Progress Tone Continuation Time before Recording Message (s)	: 8
Reorder Tone Duration (s)	: 10

OK Cancel Apply

Set the ICD Group (601) Queuing Time Table.

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Login as INSTALLER

Group Settings

Group FWD Member List

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

1. Click here...

2. Click here...

3. Click here...

4. Click here...

5. Set like this...

ICD Group	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
1	601	Call Center	Table 1	None	None	None
2	602	Ring All Extensions	None	None	None	None
3	603	ICD Group 003	None	None	None	None
4	604	ICD Group 004	None	None	None	None
5	605	ICD Group 005	None	None	None	None
6	606	ICD Group 006	None	None	None	None
7	607	ICD Group 007	None	None	None	None
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	None	None	None	None
12	612	ICD Group 012	None	None	None	None
13	613	ICD Group 013	None	None	None	None

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OK Cancel Apply

Create the Que Sequence.

You can make this any way that you choose.

I have used short Wait Times for testing purposes.

You should start with Sequence 1 being “Wait 05 sec”.

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Login as INSTALLER

Queuing Time Table

Sequence 1 to 8 | Sequence 9 to 16

Queuing Table	Sequence 01	Sequence 02	Sequence 03	Sequence 04	Sequence 05
1	ALL	ALL	ALL	ALL	ALL
2	Wait 05 s	Queue No. and Time	Wait 05 s	OGM 02	Sequence 02
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
16	None	None	None	None	None

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OK Cancel Apply

The sequence shown here is as follows:

The Hello Greeting will play automatically when the caller arrives at the Que and there is no need to enter it.

Sequence 1 Wait 5 seconds before going to Sequence 2.

Sequence 2 Tell the caller their position in the que and how long they will wait.

Sequence 3 Wait 5 seconds before going to Sequence 4.

Sequence 4 Play the Leave a Message Greeting

Sequence 5 Go back to Sequence 2 and repeat the cycle.

Recording the Outgoing Messages (OGM)

1. Click here...

2. Click here...

3. Click here...

4. Click here...

5. Set to Enable...

COS No.	COS Name	Group Forward Set	PT Programming Mode Level	Manager	Time Service Switch
1		ALL	ALL	ALL	ALL
2		Enable-Group	PROG Only	Enable	Disable
3		Enable-Group	PROG Only	Disable	Disable
4		Enable-Group	PROG Only	Disable	Disable
5		Enable-Group	PROG Only	Disable	Disable
6		Enable-Group	PROG Only	Disable	Disable
7		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

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OK Cancel Apply

You may want to use a different COS for the Manager.
COS 1 allows any extension in the system to record the OGM's.

How to Record the OGM (Outgoing Message)

Press the Intercom button on any Extension.
Dial *361 followed by the 3 digit OGM Number.

In this example you would dial:

*361501 to record OGM 501 (OGM01)

*361502 to record OGM 502 (OGM02)

Press the Auto Dial/Store button on the phone when you are done speaking.

To listen to an OGM:

Press the Intercom button on any Extension. (The first extension in the system)

Dial *362 followed by the 3 digit OGM Number.

Log-in/Log-out Button

You can add this button to allow an extension to Log In or Out of the ACD.

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Login as INSTALLER

Flexible Button

Extension Number/ Name: 101 / Number of Connections NT505: None NT505 Location No.: 0

Copy to **1. Click here...**

Available Keys: 24

Key Location	Type	Parameter Selection	Extension Number	Extension Name	Dial (Max. 32 digits)	Label Name (Max. 12 characters)
17	Single CO	ALL				17
18	Single CO	ALL				18
19	Single CO					19
20	Single CO					20
21	Single CO	21 :				21
22	Single CO	22 :				22
23	Single CO	23 :				23
24	Log-in/Log-out	Incoming Group	601	Call Center		24
25	Single CO					25
26	Single CO					26
27	Single CO					27
28	Single CO	28 :				28
29	Single CO	29 :				29
30	Single CO	30 :				30

2. Click here...

3. Click here...

4. Set to 30...

5. Set like this...

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OK Cancel Apply

Operation:

The Log-in/Log-out button is a toggle button.

When you press the Log-in/Log-out button it will toggle (alternate) the LED between On and Off.

LED On = The extension is Logged Out and will not receive ACD calls.

LED Off = The extension is Logged In and will receive ACD calls.

If all extensions in ICD 601 are Logged Out, the caller will hear the “Hello Greeting” followed by a busy signal.

Note: The Log-in/Log-out will only work for Extensions that are Members of ICD Group 601.

Add Extensions to ICD Group 601

These Extensions will be able to Log-in and Log-out

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Login as INSTALLER

Group Settings

Group FWD Member List

1. Click here...

2. Click here...

3. Click here...

4. Click here...

ICD Group	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	Call Center	Ring	Distribution	Ring	No Ring	1	1	
2	602	Ring All Extensions	Ring	Distribution	Ring	No Ring	1	1	
3	603	ICD Group 003	Ring	Distribution	Ring	No Ring	1	1	
4	604	ICD Group 004	Ring	Distribution	Ring	No Ring	1	1	
5	605	ICD Group 005	Ring	Distribution	Ring	No Ring	1	1	
6	606	ICD Group 006	Ring	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	Ring	Distribution	Ring	No Ring	1	1	
10	610	ICD Group 010	Ring	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	

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OK Cancel Apply

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Login as INSTALLER

Member

Member list copy Extension No. Setting

1. Select Call Center

ICD Group No. 1: 601: Call Center

2. Add Extensions

Member	Extension Number	Extension Name	Delayed Ring	Wrap-up Timer
1	101		Immediate	0 s
2	102		Immediate	0 s
3	103		Immediate	0 s
4	104		Immediate	0 s
5	105		Immediate	0 s
6	106		Immediate	0 s
7	107		Immediate	0 s
8	108		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