

Panasonic NS-700 KSU Setup ACD Telquest Tech Support

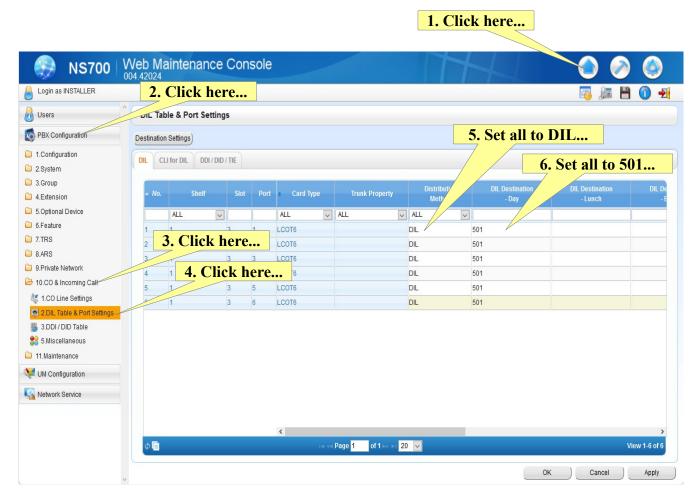
You must first install the Call Center Features Enhancement Activation Key

MPR-ID	:47010806F0C60C76		Number of activated :8		/ 32	
Number of activated IP-Softphone	:0	/0	/ 0			
Activate Pre-installed	Activation keys					
Activated	feature	Pre-installed	Activation key	Features in total	System total	
A Dasic (NO IIIIII)	feature		Activation key		System total	
A Pro (user)	feature		TVO IIITIIL	INO IIIIIL	System total	
CA Pro (user) CA Supervisor (user)		0	10 0	10 0	System total	
CA Pro (user) CA Supervisor (user) CA Network Feature (use	This (0	TVO IIITIIL	10 0	System total	
Activated CA Pro (user) CA Supervisor (user) CA Network Feature (use CA Operator Console (use CA Thin Client Server	This (0	10 0	10 0	System total	

KX-NS700

Model No.	Model Name	Description	
KX-NS5110	VoIP DSP Card (S Type) (DSP S)	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.	
KX-NS5111	VoIP DSP Card (M Type) (DSP M)		
KX-NS5112	VoIP DSP Card (L Type) (DSP L)		
	he above DSP Cards. es person will help you select the application.	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: DSP S card: 63 DSP M card: 127 DSP L card: 254 One of DSP cards can be installed on the motherboard. To operate VoIP or Unified Messaging, one of DSP S, DSP M or DSP L card must be installed in the DSP card slot.	
Remember, the D Voice Mail and A	SP Card is also used for the uto Attendant		

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Send incoming calls to DISA Message 501



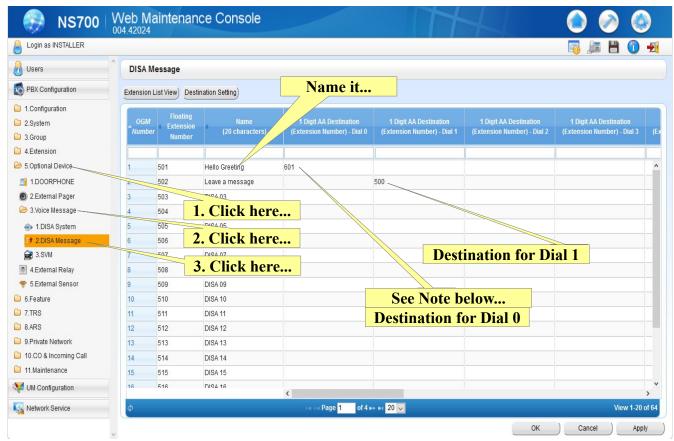
Set Destinations for DISA

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..



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.

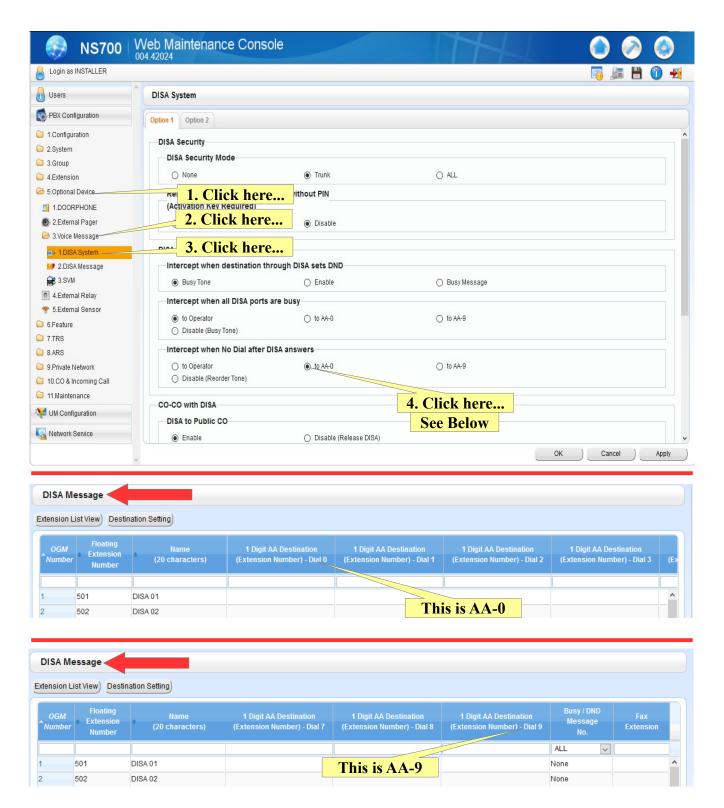
"1 Digit AA Destination" 0 is set to ICD Group 601. ICD Group 601 must have all the extensions that you want to ring if the caller dials 0.

"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.

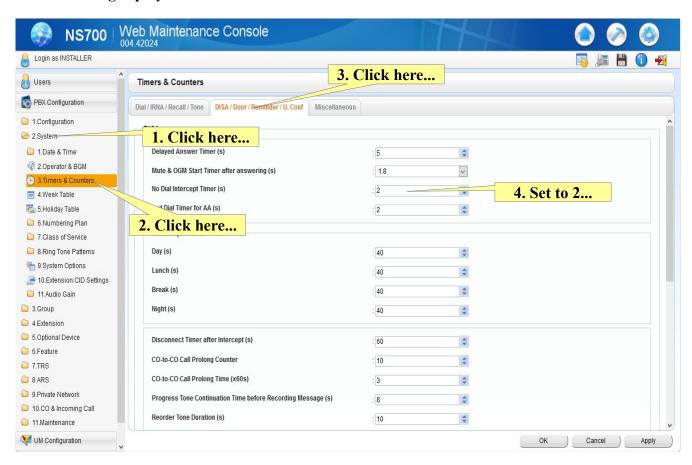
Set the Intercept when No Dial after DISA answers.

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

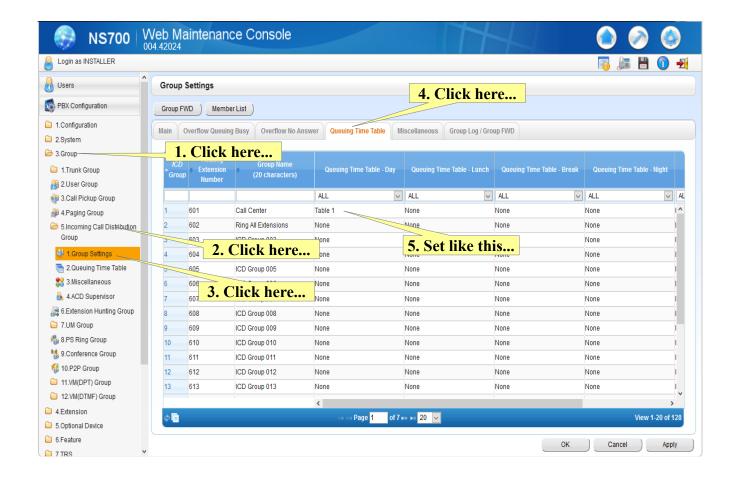


Set the No Dial Intercept Timer.

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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Set the ICD Group (601) Queuing Time Table.

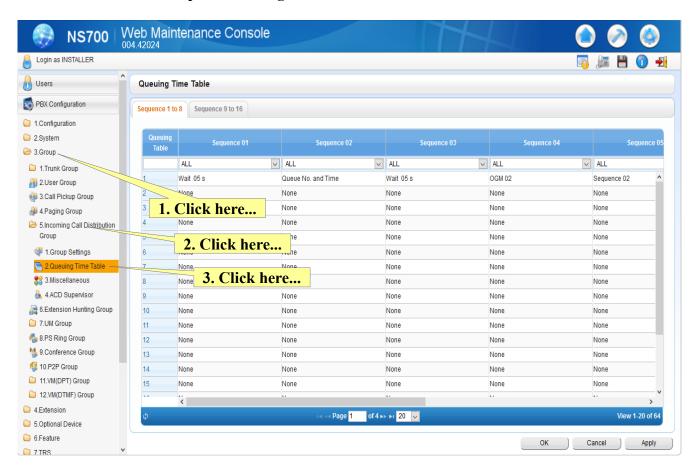


Create the Que Sequence.

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".



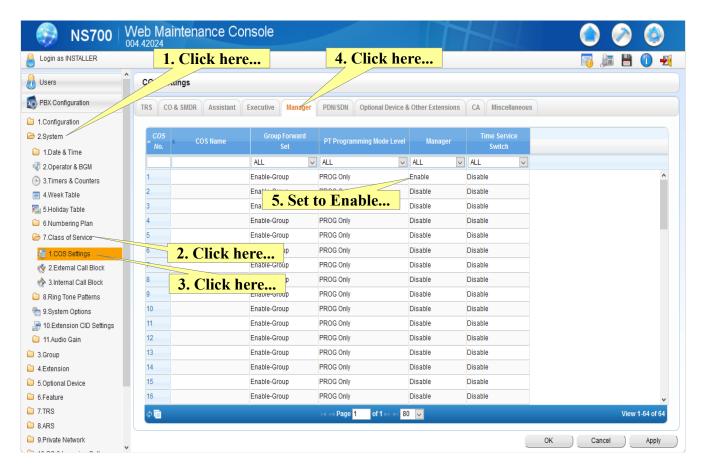
The sequence shown here is as follows:

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.

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Recording the Outgoing Messages (OGM)



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)

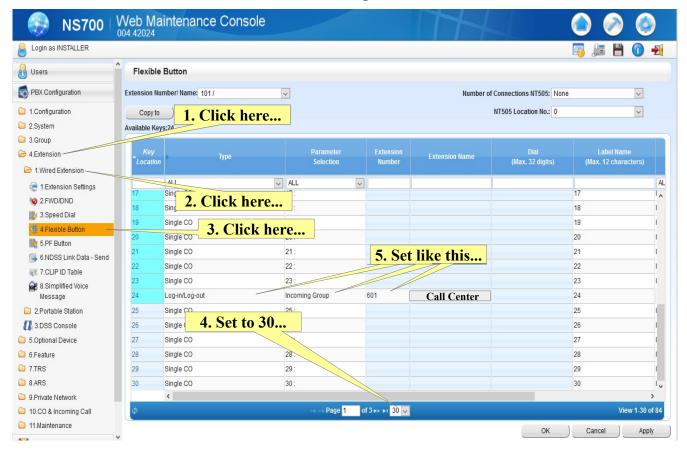
Press the Auto Dial/Store button on the phone when you are done speaking.

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.



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.

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Add Extensions to ICD Group 601 These Extensions will be able to Log-in and Log-out

