

Panasonic NS-700 Call Pickup via ICD Group Telquest Tech Support

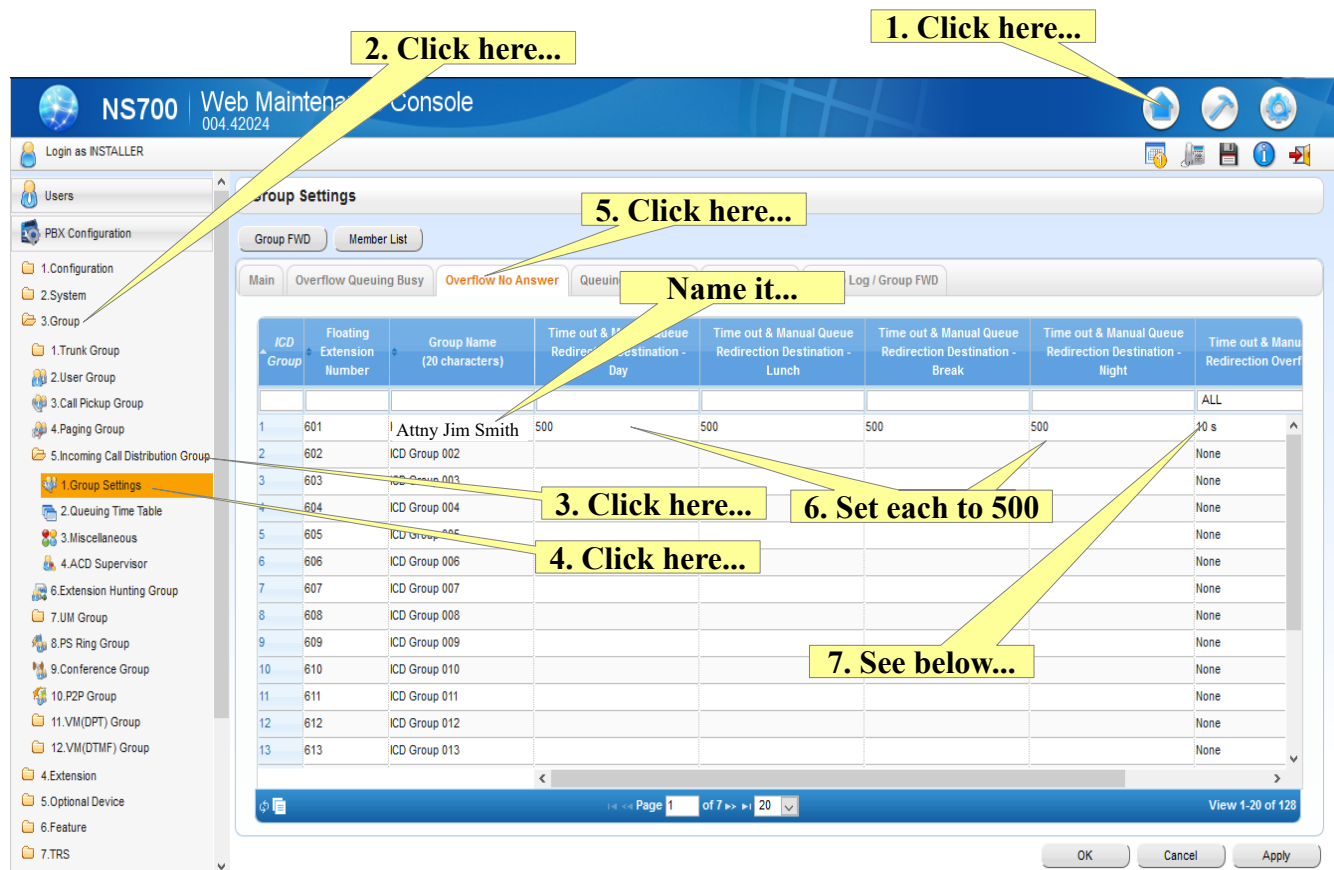
This will allow multiple extensions to ring when 1 extension is called.

It can work for incoming CO calls and or Internal Intercom calls.

First, we set an ICD Group to send overflow (unanswered) calls to the VM/UM System

We will be using ICD Group 601 and extensions 101 and 102 in this example.

Extension 101 will be the Lead Extension



1. Click here...

2. Click here...

3. Click here...

4. Click here...

5. Click here...

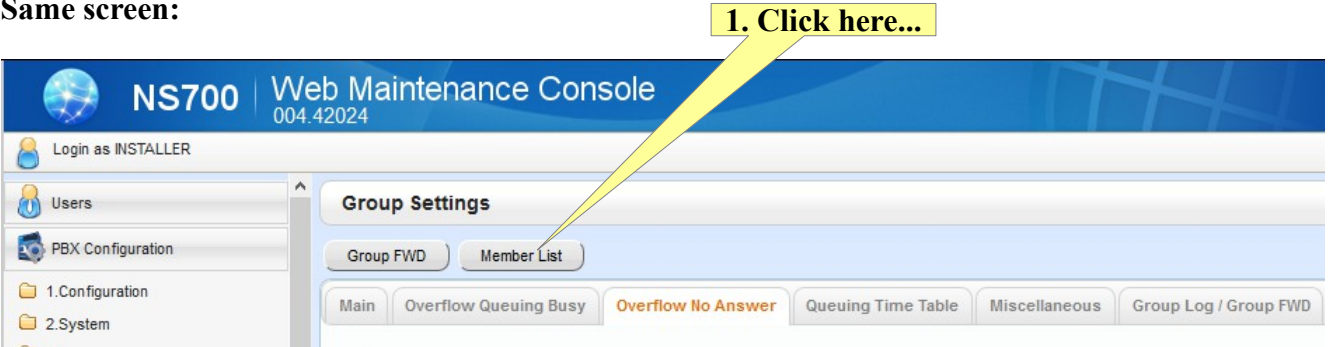
6. Set each to 500

7. See below...

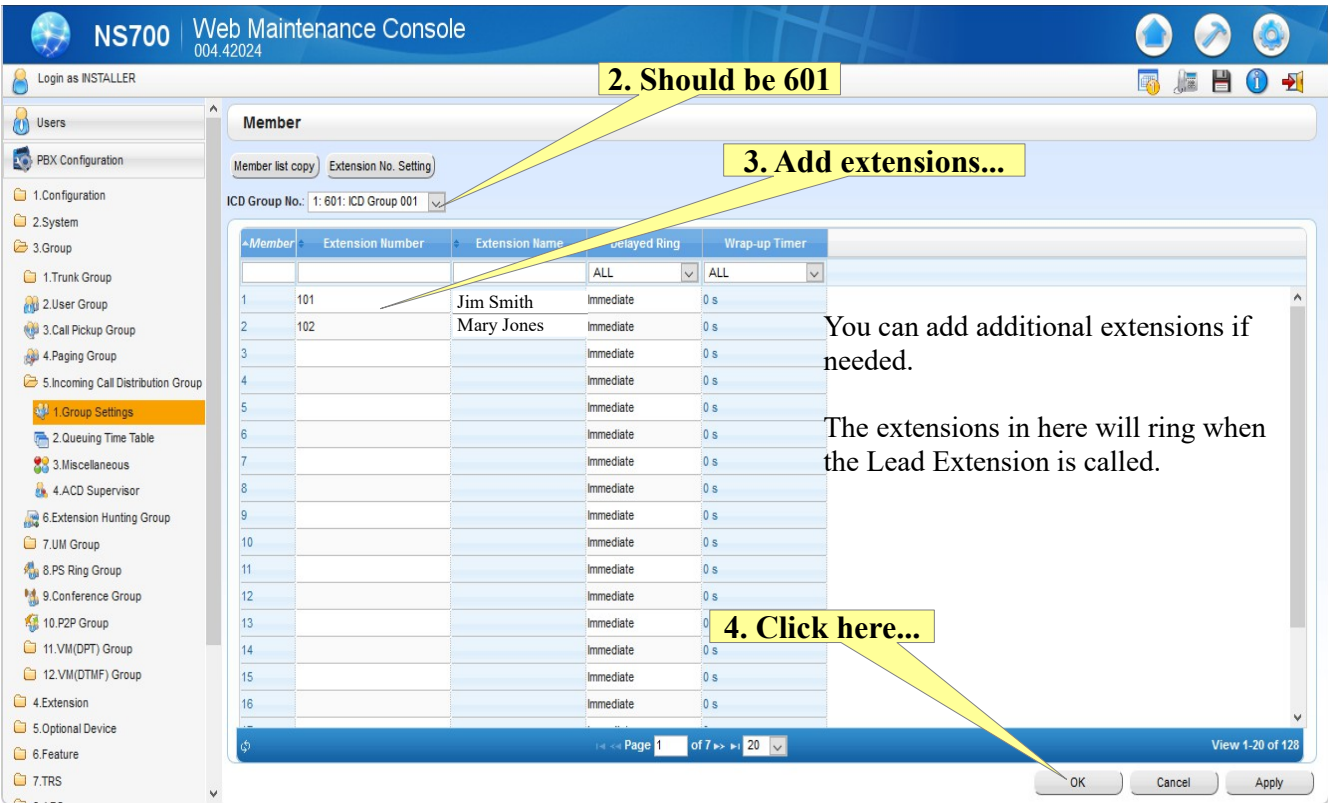
ICD Group	Floating Extension Number	Group Name (20 characters)	Time out & Manual Queue Redirection Destination - Day	Time out & Manual Queue Redirection Destination - Lunch	Time out & Manual Queue Redirection Destination - Break	Time out & Manual Queue Redirection Destination - Night	Time out & Manual Queue Redirection Over
1	601	Attny Jim Smith	500	500	500	500	10 s
2	602	ICD Group 002					None
3	603	ICD Group 003					None
4	604	ICD Group 004					None
5	605	ICD Group 005					None
6	606	ICD Group 006					None
7	607	ICD Group 007					None
8	608	ICD Group 008					None
9	609	ICD Group 009					None
10	610	ICD Group 010					None
11	611	ICD Group 011					None
12	612	ICD Group 012					None
13	613	ICD Group 013					None

This sets the amount of time the extensions will ring before the call goes to the Lead Extensions mailbox.

Same screen:



Next screen: Add Members to ICD 601



Set Lead Extension to Forward All Calls to ICD 601

NS700 Web Maintenance Console
004.42024

Login as INSTALLER

Users

PBX Configuration

- 1. Configuration
- 2. System
- 3. Group
- 4. Extension
 - 1. Wired Extension
 - 1. Extension Settings
 - 2. FWD/DND**
 - 3. Speed Dial
 - 4. Flexible Button
 - 5. PF Button
 - 6. NDSS Link Data - Send
 - 7. CLIP ID Table
 - 8. Simplified Voice Message
 - 2. Portable Station
 - 3. DSS Console
 - 5. Optional Device
 - 6. Feature
 - 7. TRS
 - 8. ARS
 - 9. Private Network
 - 10. CO & Incoming Call
 - 11. Maintenance
- UM Configuration

FWD/DND

Copy to

Extension Number / Name: 101 / Attorney Smith

Forward / DND

For external calls: Always (All)

For internal calls: Always (All)

☒ For both external calls and internal calls

Destination: 601

Destination: 601

OK Cancel Apply

1. Click here...

2. Click here...

3. Click here...

4. Select 101...

5. Set both to Always

6. Set both to 601

7. Click here...

Same screen... (cut down size)

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Extension Settings

Copy to CLIP Generate

« Main Intercept Destination Intercept No Answer Time C... Option 1 Option 2 Option 3 Option 4 Option 5 Option 6 Option 7 Option 8 »

No.	Extension Number	Extension Name (20 characters)	Shelf	Slot	Port	Port Type	Telephone Type	User Group	COS	Extension PIN
1	101	Jim Smith	1	1	1	DPT	DPT (T76xx/DT)	1	64	Edit
2	102	Mary Jones	1	1	2	DPT	DPT (T76xx/DT)	1	1	Edit
3	103		1	1	DXDP1	DPT(S-DPT)	No Connection	1	1	Edit
4	104		1	1	DXDP2	DPT(S-DPT)	No Connection	1	1	Edit
5	105		1	2	1	SLT	UNKNOWN	1	1	Edit
6	106		1	2	2	SLT	UNKNOWN	1	1	Edit
7	107		1	2	3	SLT	UNKNOWN	1	1	Edit
8	108		1	2	4	SLT	UNKNOWN	1	1	Edit

OK Cancel Apply

3. Click here...

4. Name them...

Set the Incoming Call Display to allow CO Line Name and ICD Group Name to appear in the LCD of the phones for Incoming CO Line calls.

Same screen...

1. Click here...

2. Set like this

No.	Extension Number	Extension Name (20 characters)	Display Language	Incoming Call Display	Automatic LCD Switch when Start Talking	Key Pad Tone	Automatic Answer for CO Call
1	101	Jim Smith	Language1	CO Line Name	Enable	On	Disable
2	102	Mary Jones	Language1	CO Line Name	Enable	On	Disable
3	103		Language1	Caller ID Name	Enable	On	Disable
4			Language1	Caller ID Name	Enable	On	Disable
5	105		Language1	Caller ID Name	Enable	On	Disable
6	106		Language1	Caller ID Name	Enable	On	Disable
7	107		Language1	Caller ID Name	Enable	On	Disable
8	108		Language1	Caller ID Name	Enable	On	Disable
9	109		Language1	Caller ID Name	Enable	On	Disable
10	110		Language1	Caller ID Name	Enable	On	Disable
11	111		Language1	Caller ID Name	Enable	On	Disable
12	112		Language1	Caller ID Name	Enable	On	Disable
13	113		Language1	Caller ID Name	Enable	On	Disable
14	114		Language1	Caller ID Name	Enable	On	Disable
15	115		Language1	Caller ID Name	Enable	On	Disable

Note:

Internal calls to the Lead Extension will show the ICD Group Number and the ICD Group Name

Example:

->601: Attny Jim Smith

External Incoming Calls will show the CO Line Number & Name + ICD Group Number & Name

Line 001: Jim Smith co1

->601: Attny Jim Smith

Caller ID can be seen by pressing the INFO Button on the phone.

In CO Line Settings, I have Named CO Line 1 “Jim Smith co1”

CO Line Settings						
CO Line Number	Shelf	Slot	Port	Card Type	CO Name (20 characters)	Trunk Group Number
1	ALL			ALL		ALL
1	1	3	1	LCOT6	Jim Smith co1	1

Set the FWD/DND LED on the phones to be Steady instead of Flashing

This is a Global Setting and will affect all extensions...

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Login as INSTALLER

System Options

Option 1 Option 2 Option 3 Option 4 Option 5 Option 6 (CTI) Option 7 Option 8 Option 9

PT LCD

Date Display
☐ Date - Month ☒ Date - Month

Time Display
☒ 12 H ☐ 24 H

Password / Display
☒ Password ☐ Display

PT Fwd / DND

Fwd LED
☒ On (Solid) ☐ Flash

DND LED
☒ On (Solid) ☐ Flash

Fwd/DND key mode when idle
☒ FWD/DND Setting Mode ☐ FWD/DND Cycle Switch

Paging to DND Extension
☒ Do Not Page ☐ Page

Extension Status of Mobile Integration (FWD IIA to CO)
☒ Idle ☐ Busy

PT Operation

Off Hook Monitor
☒ Enable ☐ Disable

Privacy Release by SCO key
☒ Enable ☐ Disable

One-touch Busy Override by SCO key
☐ Enable ☒ Disable

JOG Dial Speed
☒ Normal ☐ High Speed

PT Ring Off Setting
☒ Enable ☐ Disable

Automatic Answer for Call from CO after
☐ No Ring ☐ 2 Rings ☒ 1 Ring ☐ 3 Rings

Automatic Hold by ICM / CO / ICD Group Key
☐ Enable ☒ Disable (Disconnect)

Hold key mode
☒ Hold ☐ Exclusive Hold

OK Cancel Apply

1. Click here...

2. Click here...

3. Click here...

4. Set like this

5. Click here...