

Telquest Tech Support Call Pickup with Ringing Panasonic NS-700

It is possible to have a DSS Button on one extension Flash and Ring when another extension is receiving a call.

It is done by using the Call Pickup Group feature.

This setting determines how many seconds the LCD will display the incoming call of a group member.

1. Click here... (points to the 'Miscellaneous' tab)

2. Click here... (points to '3. Timers & Counters' in the left sidebar)

3. Click here... (points to the 'Timers & Counters' section header)

4. Click here... (points to the 'Miscellaneous' sub-tab)

5. Scroll down... (points to the scroll bar on the right side of the configuration area)

6. Set like this... (points to the 'LCD Display Duration (s)' dropdown menu, which is currently set to 15)

The screenshot shows the 'NS700 Web Maintenance Console' interface. The left sidebar lists configuration categories: Users, PBX Configuration, 1. Configuration, 2. System, 3. Timers & Counters (selected), 4. Week Table, 5. Holiday Table, 6. Numbering Plan, 7. Class of Service, 8. COS Settings, 9. External Call Block, 10. Internal Call Block, 11. Ring Tone Patterns, 12. System Options, 13. Extension CID Settings, 14. Audio Gain, 15. Group, 16. Extension, 17. Optional Device, 18. Feature, 19. TRS, 20. ARS, 21. Private Network. The main content area is titled 'Timers & Counters' and includes tabs for 'Dial / IRNA / Recall / Tone', 'DISA / Door / Reminder / U. Conf', and 'Miscellaneous'. The 'Miscellaneous' tab is active, showing settings for 'voice mail (caller from VM to CO)', 'During Conversation' (DTMF Speed, DTMF Inter-digit Pause, Pause Signal Time), 'System Wireless' (PS Out of Range Timer), 'SVM' (Recording Time, Dial Tone Continuous Time), 'Conference Group Call' (Ring Duration), and 'Call Pickup Group Monitor' (LCD Display Duration). The 'LCD Display Duration (s)' is set to 15. At the bottom are 'OK', 'Cancel', and 'Apply' buttons.

Page 2

This setting tells the DSS Button to Flash on Incoming Calls.

NS700 Web Maintenance Console
004.42024

Login as INSTALLER

System Options

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

DSS Key

DSS key mode for Incoming Call
☒ On or Flash ☐ Off

Call Pick-up by DSS key for Direct Incoming Call
☒ Enable ☐ Disable

Call Pick-up by DSS key for ICD Group Call
☒ Enable ☐ Disable

Automatic Transfer for Extension Call
☐ Enable ☒ Disable

Caller Information
☐ Enable ☒ Disable

Private Network

Public Call through Private Network
Minimum Public Call

TIE Call by Extension Numbering
☒ Enable ☐ Disable

Send CLIP of CO Caller
when call is transferred to CO (CLIP of Held Party)
☐ Enable ☒ Disable

when call is forwarded to CO
☒ Enable ☐ Disable

Send CLIP of Extension Caller
when call is forwarded to CO
☒ Enable ☐ Disable

System Wireless

Out of Range Registration
☐ Enable ☒ Disable

SDN Delayed Ringing with LCD
☐ Enable ☒ Disable

Transfer

Automatic Answer for Transferred Call
☐ Enable ☒ Disable

Display Information from Mobile Extension (MEX)
when using Automatic Walking COS
☒ Extension Number ☐ MEX CLIP

OK Cancel Apply

This setting enables the Pickup Group.

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Login as INSTALLER

Call Pickup Group

All Setting **3. Click here...**

Pickup Group 1 - 4 Pickup Group 5 - 8

1. Click here...

2. Click here...

User Group	User Group (20 chara)	Pickup Group 1st	Pickup Group 2nd	Pickup Group 3rd	Pickup Group 4th
1	Extension Group 01	1:	33:	34:	35:
2	Extension Group 02	2:	33:	34:	35:
3	Extension Group 03	3:	33:	34:	35:
4	Extension Group 04	4:	33:	34:	35:
5	Extension Group 05	5:	33:	34:	35:
6	Extension Group 06	6:	33:	34:	35:
7	Extension Group 07	7:	33:	34:	35:
8	Extension Group 08	8:	33:	34:	35:
9	Extension Group 09	9:	33:	34:	35:
10	Extension Group 10	10:	33:	34:	35:
11	Extension Group 11	11:	33:	34:	35:
12	Extension Group 12	12:	33:	34:	35:
13	Extension Group 13	13:	33:	34:	35:
14	Extension Group 14	14:	33:	34:	35:
15	Extension Group 15	15:	33:	34:	35:

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OK Cancel Apply

NS700 Web Maintenance Console
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Login as INSTALLER

Call Pickup Group Member

ON OFF

Main User Group 1 - 16 User Group 17 - 32

1. Name it...

2. Enable it...

Call Pickup Group	Call Pickup Group Name	Call Pickup Group Monitor Feature
1	Pickup 1	Enable
2		Disable
3		Disable
4		Disable
5		Disable
6		Disable
7		Disable
8		Disable
9		Disable
10		Disable
11		Disable
12		Disable
13		Disable
14		Disable

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OK Cancel Apply

This setting determines which extensions will ring and display information about a call.

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Login as INSTALLER

Extension Settings

Copy to CLIP Generate

« Main Intercept Destination Intercept No Answer Time CLIP UM Option 1 Option 2 **Option 3** Option 4 Option 5 Option 6 Option 7 »

No.	Extension Number	Extension Name (20 characters)	Call Pickup Deny	Call Pickup Group Monitoring	Executive Override Deny	Absent Message (16 characters)	Inter by
1	101		Disable	Display & Tone1	Disable		Tone Call
2	102		Disable	Display & Tone1	Disable		Tone Call
3	103		Disable	Disable	Disable		Tone Call
4	104		Disable	Disable	Disable		Tone Call
5	105		Disable	Disable	Disable		Tone Call
6	106		Disable	Disable	Disable		Tone Call
7	107		Disable	Disable	Disable		Tone Call
8	108		Disable	Disable	Disable		Tone Call
9	109		Disable	Disable	Disable		Tone Call
10	110		Disable	Disable	Disable		Tone Call
11	111		Disable	Disable	Disable		Tone Call
12	112		Disable	Disable	Disable		Tone Call
13	113		Disable	Disable	Disable		Tone Call
14	114		Disable	Disable	Disable		Tone Call

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OK Cancel Apply

Each extension that needs to be in the Call Pickup Group needs to be set as shown above and below. The Extensions in a particular User Group are also in the same Pickup Group.

Extensions can be assigned to a call pickup group according to their extension user groups.

NS700 Web Maintenance Console
004.42024

Login as INSTALLER

Extension Settings

Copy to CLIP Generate

« Main Intercept Destination Intercept No Answer Time CLIP UM Option 1 Option 2 Option 3 Option 4 »

All Exts. in User Group 1 by default

Note: NT Phones are in Group 31 by default. Change them to Group 1.

No.	Extension Number	Extension Name (20 characters)	User Group	COS	Extension PIN
1	101	DPT (T76xx/DT)	1	1	Edit
2	102	DPT (T76xx/DT)	1	1	Edit
3	103	No Connection	1	1	Edit

OK Cancel Apply

You need to have a DSS Button to indicate incoming calls for the other extension(s)

Here we see Ext 101 & 102 Monitor each other for incoming calls.

Flexible Button

Extension Number/ Name: 101 / 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)
	ALL	ALL				
1	Single CO	1:				01
2	Single CO	2:				02
3	Single CO	3:				03
4	Single CO	4:				04
5	Single CO	5:				05
6	Single CO	6:				06
7	Single CO	7:				07
8	Single CO	8:				08
9	Single CO	9:				09
10	Single CO	10:				10
11	Single CO	11:				11
12	DSS		102			12
13	Single CO	13:				13
14	Single CO	14:				14

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OK Cancel Apply

Flexible Button

Extension Number/ Name: 102 / 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)
	ALL	ALL				
1	Single CO	1:				01
2	Single CO	2:				02
3	Single CO	3:				03
4	Single CO	4:				04
5	Single CO	5:				05
6	Single CO	6:				06
7	Single CO	7:				07
8	Single CO	8:				08
9	Single CO	9:				09
10	Single CO	10:				10
11	Single CO	11:				11
12	DSS		101			12
13	Single CO	13:				13
14	Single CO	14:				14

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OK Cancel Apply

The phones that are Monitoring other phones will receive a Single Beep and a Message in their LCD.

There is about a 15 second delay (about 3 rings) until the Monitoring phone beeps.
There is no setting to change this.

This is Tone 1 as selected on Page 4.

Then there is a 15 seconds period with no beep, just flashing DSS Button and LCD “ANSWER” message.

If the call is not answered after 15 seconds, the cycle repeats along with a beep.

