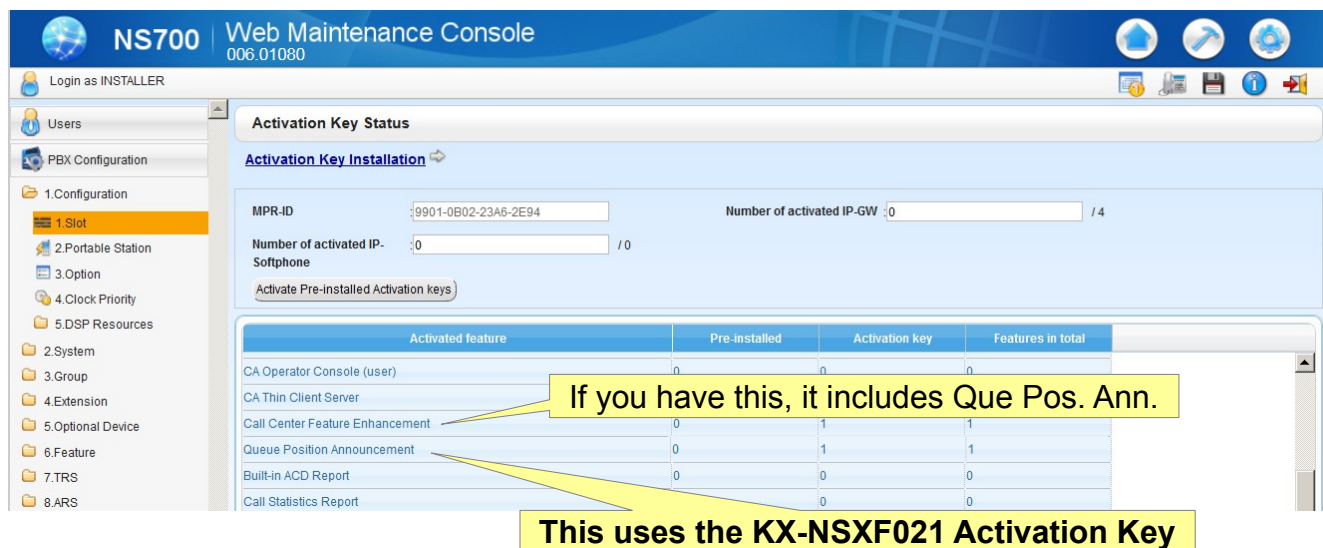


Panasonic NS-700 Call Queuing via Auto Attendant Telquest Tech Support

You must first install the Que Position Announcement Activation Key



Activation Key Status

Activation Key Installation

MPR-ID: 9901-0B02-23A6-2E94 Number of activated IP-GW: 0 / 4

Number of activated IP-Softphone: 0 / 0

[Activate Pre-installed Activation keys](#)

Activated feature	Pre-installed	Activation key	Features in total
CA Operator Console (user)	0	0	0
CA Thin Client Server	0	0	0
Call Center Feature Enhancement	0	1	1
Queue Position Announcement	0	1	1
Built-in ACD Report	0	0	0
Call Statistics Report	0	0	0

If you have this, it includes Que Pos. Ann.

This uses the KX-NSXF021 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>		

Set the incoming calls to be answered by the Auto Attendant.

1. Click here...

NS700 Web Maintenance Console
006.01080

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	Distribution Method	DIL Destination - Day	DIL Destination - Lunch
	ALL			ALL	ALL	ALL		
1	1	3	1	LCOT6		DIL	500	
2	1	3	2	LCOT6		DIL	500	
3	1	3	3	LCOT6		DIL	500	
4	1	3	4	LCOT6		DIL	500	
5	1	3	5	LCOT6		DIL	500	
6		3	6	LCOT6		DIL	500	

Page 1 of 1 20 View 1-6 of 6

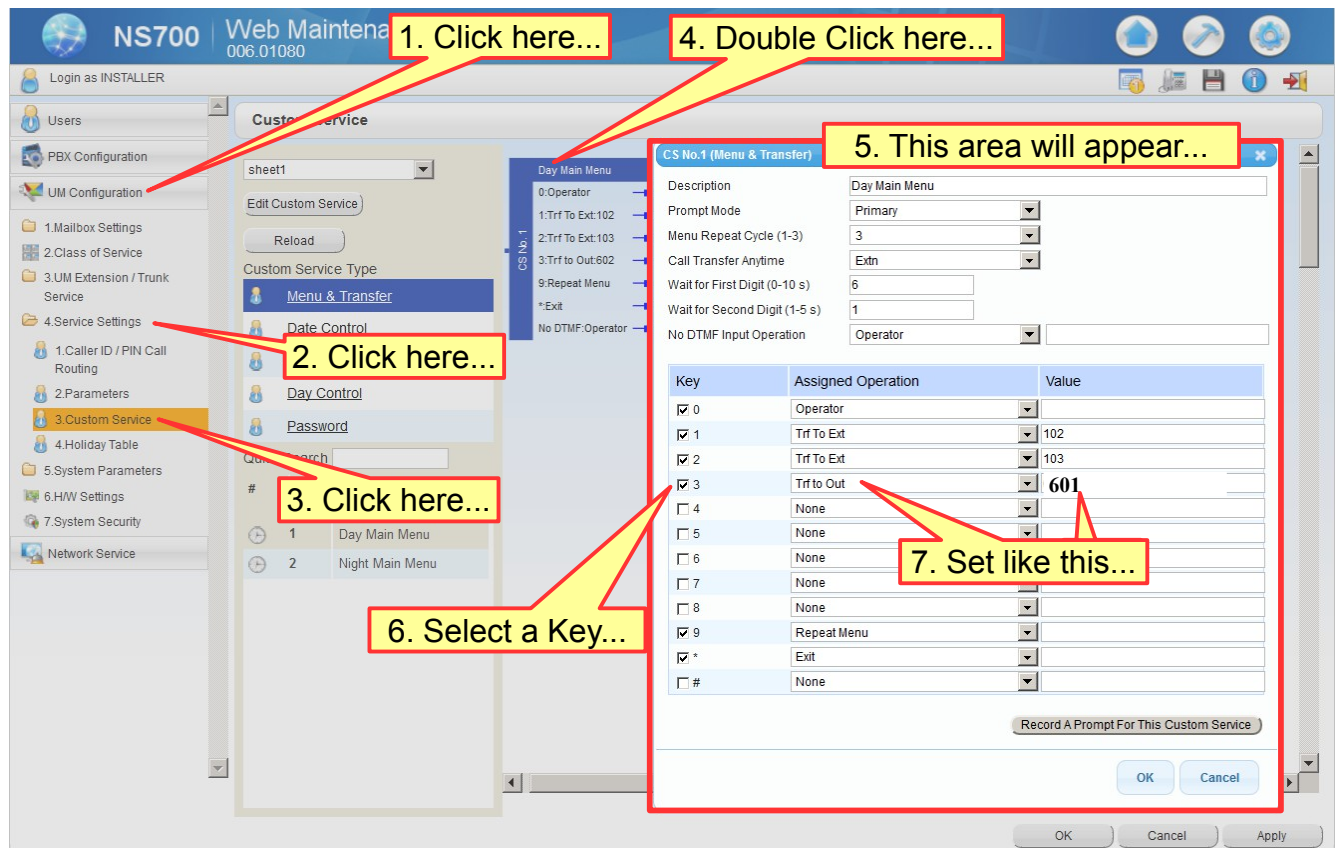
OK Cancel Apply

2. Click here...

3. Click here...

4. Set all to 500

Set a Key in the Custom Service Menu to go to an ICD.



In the example above, I used Key 3 to send the caller to Incoming Call Dist. Group 601. You cannot send a caller directly to a Que.

Note: ICD 601 is set to “Overflow No Answer” to the Que 501 (Page 9 Part B)

If ALL of the extensions in ICD 601 (in this example) are in use, only then will the caller be sent to a Que.

The Greeting for this CSM would be something like this:

Thank you for calling our company.

To reach our Operator, please dial 0 now.

To reach Tom, please dial 1 now.

To reach Susan, please dial 2 now.

To reach our Sales Group, please dial 3 now.

If the caller dials 3 and ANY of the phones in the Sales Group are idle, the idle phones will ring.

If ALL phones in the Sales Group are in use, THEN the caller will be placed in the Que.

Set Destinations for DISA/OGM Message Note: OGM = Outgoing Message

In this example, Floating Extension Number 501 (OGM 501) is the Hello Greeting.

It is automatically played when a caller enters the Que.

Note: Additional DISA/OGM Recordings can be made as well. (OGM 503, OGM 504 etc...)

In this example, Floating Extension Number 502 (OGM 502) is the Leave a Message Greeting.

It allows the caller to dial 1 and exit the Que to leave a message.

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

1. Click here...

Name it...

1a. Click here...

2. Click here...

3. Click here...

Destination for Dial 1

**See Note below...
Destination for Dial 0**

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	602			
2	502	Leave a message		500		
3		DISA 03				
4		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				
16	516	DISA 16				

Page 1 of 4

View 1-20 of 64

OK Cancel Apply

You can use the above settings.

Only during the “Hello Greeting”, can the caller dial 0 and be sent to ICD Group 602 to ring 1 or more extensions.

“1 Digit AA Destination Dial 0” is set to ICD Group 602.

ICD Group 602 must have all the extensions that you want to ring if the caller dials 0.

“1 Digit AA Destination Dial 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 ICD Group (601) Queuing Time Table.

NS700 Web Maintenance Console
004.42024

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	Que Extensions	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 01 using OGM 01 (This is the Hello Recording at OGM 501)

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	OGM 01	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

Page 1 of 4 View 1-20 of 64

OK Cancel Apply

The example Sequence above is as follows:

Play OGM 01, the Hello Greeting

Play the Que Position and expected Wait Time to the caller

Wait 5 seconds

Play OGM 02 (this says "If you would like to leave a message, press 1)

Go back to Sequence 02 and Play the Que Position and expected Wait Time to the caller

This cycle of sequences will repeat itself.

This is just an example, you will need to create a Sequence that fits your customers needs.

You can have a total of 16 sequences with additional OGM's and different Wait times.

Setting Permission and 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	Enable	Disable
2		Enable-Group	PROG Only	Disable	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

Page 1 of 1 80 View 1-64 of 64

OK Cancel Apply

You may want to use a different COS for the Manager.

COS 1 gives permission to any extension in the system to record the OGM's.

Note: Extension 101 is in Class of Service 64 by default.

How to Record the OGM (Outgoing Message)

Press the Intercom button on any Extension that has been given permission.

Dial *361 followed by the 3 digit OGM Number.

If you get a Busy Signal, then you do not have permission to record.

In this example you would dial:

*361501 to record OGM 501 (OGM 01)

*361502 to record OGM 502 (OGM 02)

Note: Wait for 1 second before speaking or a short part of your recording may be omitted.

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 Que.

Flexible Button

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

Available Keys: 24

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

Page 1 of 3 30 View 1-30 of 84

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 Que calls.

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

>> If all extensions in ICD 601 are Logged Out, the caller will go immediately to Mailbox 601. <<

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

Note: I am using ICD Group 601 in this example, you may use a different ICD Group.

Add Extensions to ICD Group 601

These Extensions will ring and be able to Log-in and Log-out of the Que

NS700 Web Maintenance Console 004.42024

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. Queuing 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 FWD Member List

4. Click here...

1. Click here...

2. Click here...

3. 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	Que Extensions	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

NS700 Web Maintenance Console 004.42024

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. Queuing 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

Member

Member list copy Extension No. Setting

1. Select Que Extensions

ICD Group No. 1 Que Extensions

Member	Extension Number	Extension Name	Delayed Ring	Wrap-up Timer
			ALL	ALL
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

2. Add Extensions

3. Click Here...

These are the Extensions that will be in the Que.

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OK Cancel Apply

Page 9 Part A

You will be returned to this screen

1. Click Here...

NS700 Web Maintenance Console
006.01080

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. Queuing 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 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)	Distribution Method	Call Waiting Distribution	FWD Mode	DND Mode	Tenant Number	COS	CLIP on ICD But (16 d
1	601	Que Extensions	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

Page 9 Part B

The screen below will appear

NS700 Web Maintenance Console
006.01080

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. Queuing 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 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)	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
1	601	Que Extensions	501			
2	602	Ring All Extensions				
3	603	ICD Group 003				
4	604	ICD Group 004				
5	605	ICD Group 005				
6	606	ICD Group 006				
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				

Page 1 of 7 20 View 1-20 of 128

OK Cancel Apply

1. Set like this...

501 is the Floating Extension Number that is used on Page 3 to reach the DISA Message.

It cannot be dialed directly.
Only by Custom Service Menu or CO Line DIL Destination.