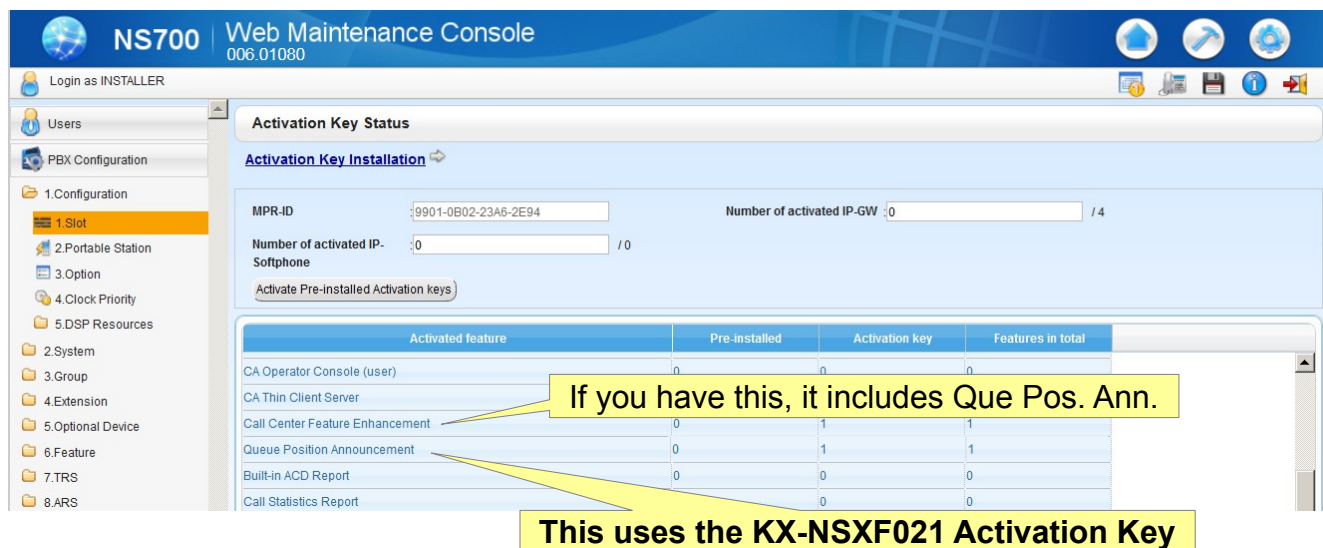**TelQuest International**
973-808-4588

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

You must first install the Que Position Announcement Activation Key

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)	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)	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.

You need one of the above DSP Cards.

Your Telquest sales person will help you select the best one for your application.

Remember, the DSP Card is also used for the Voice Mail and Auto Attendant...

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

1. Click here...

2. Click here...

4. Set all to 500

3. Click here...

Set a Key in the Custom Service Menu to go to an ICD.
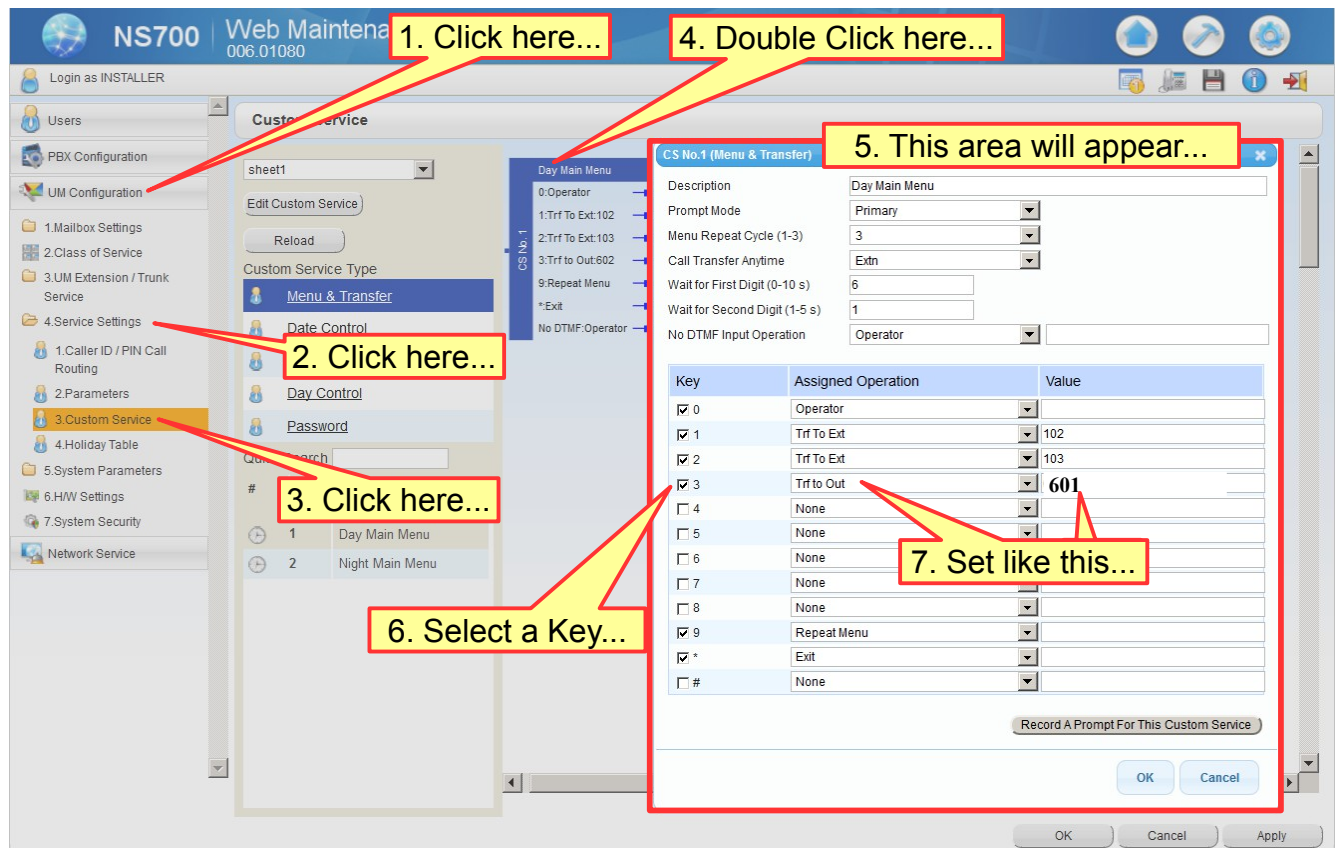
In the example above, I used Key 3 to send the caller to Incoming Call Dist. Group 601.
You cannot send a caller directly to a Que.
Note: ICD 601 is set to "Overflow No Answer" to the Que 501 (Page 9 Part B)

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..

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.

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)

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)

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.

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

Page 9 Part A

You will be returned to this screen

Page 9 Part B   **The screen below will appear**

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.