## Panasonic KX-NS700 Telquest Tech Support

Add a Special Option

## 1. Click here...

The Special Option eliminates the need for a caller to dial 9 when in a Personal Custom Service Menu


Set the Overflow No Answer in the ICD Group:

## 1. Click here...

(I am using 601 as an example)


Page 2
Verify that you have an ICD Group Mailbox. (I am using 601 as an example)


You are still on the same page...
Set the Personal Custom Service Menu for the ICD Group Mailbox...


## Page 3

This will appear...


Page 4

Theory of operation: ( Using ICD Group 601 in this example )
A call comes in on a CO, Sip or PRI Line.
It is sent to ICD Group 601.
If the call is not answered by the ICD's Timeout value, it is sent to Floating Number 500. Floating Number 500 is the Voice Mail System. / UM (Unified Message)

Floating Number 500 will send the call to ICD Mailbox 601.
ICD Mailbox 601 will play a short Greeting, that you can change, and then send the call to the External Number specified in its Personal Custom Service Menu.

You cannot have "Dead Air" as a greeting in Mailbox 601.
Just record "Please hold while your call is being transferred.

