

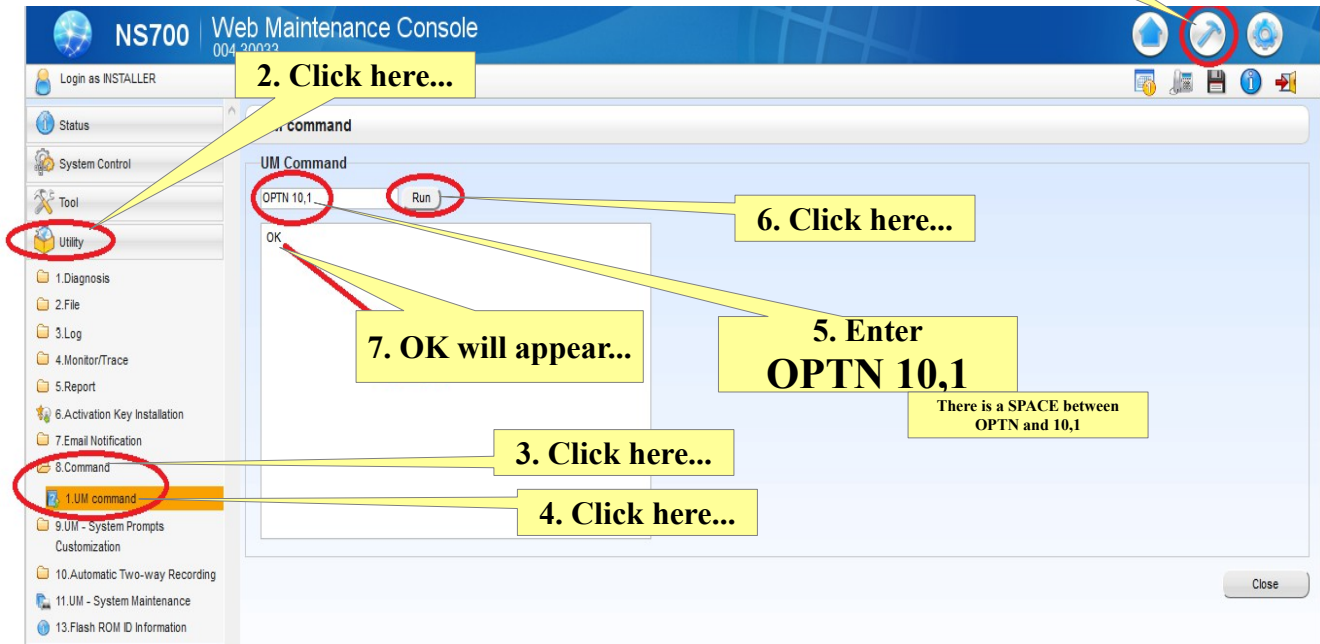
# Panasonic KX-NS700

## Timeout Forward an ICD to a Specific Mailbox

### Telquest Tech Support

#### Add a Special Option

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



1. Click here...

2. Click here...

3. Click here...

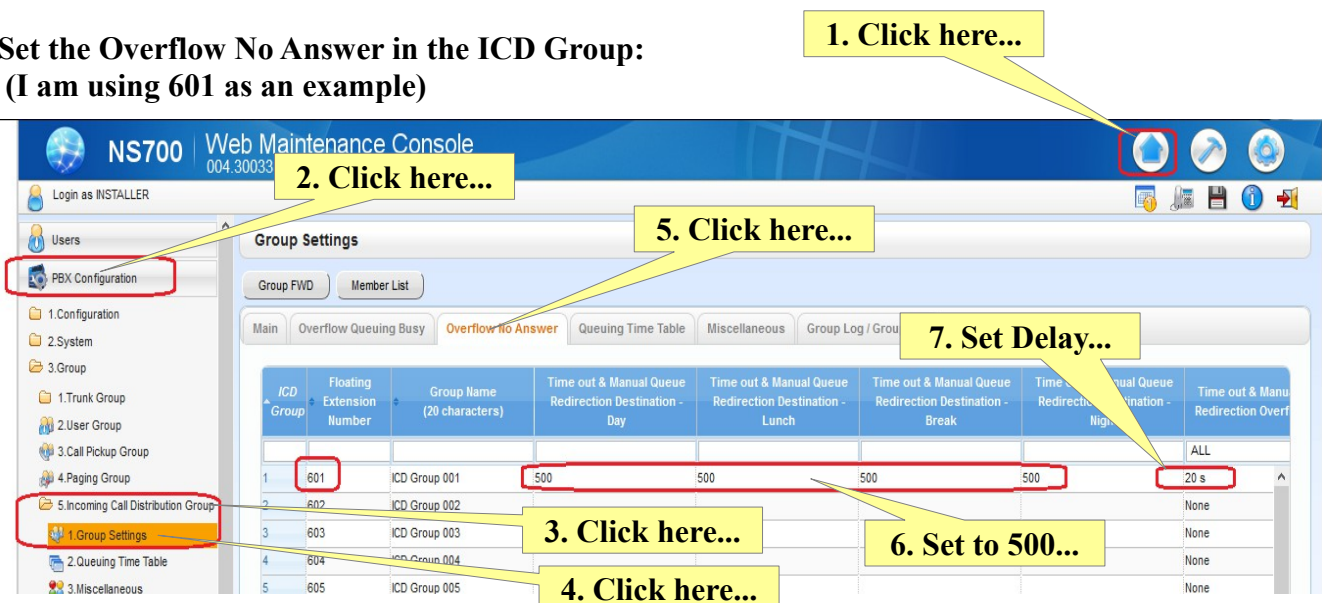
4. Click here...

5. Enter OPTN 10,1  
There is a SPACE between OPTN and 10,1

6. Click here...

7. OK will appear...

#### Set the Overflow No Answer in the ICD Group: (I am using 601 as an example)



1. Click here...

2. Click here...

3. Click here...

4. Click here...

5. Click here...

6. Set to 500...

7. Set Delay...

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 Destination - All
1	601	ICD Group 001	500	500	500	500	20 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

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

**1. Click here...**

**2. Click here...**

**3. Click here...**

**4. Click here...**

**5. Click here...**

**6. Enter the ICD Group to search for...**

**7. Click here...**

**8. Scroll down...**

**9. You should see the ICD Group Mailbox. If you don't, then create it...**

Mailbox Number	Extension	First Name	Last Name	Mailbox Password	Mailbox Password (Message Client)	Class of Service (Mailbox)	Covering Extension
222	222	tom	smith	Edit	Edit	1	
333	333			Edit	Edit	1	
601	601	ICD Group 001		Edit	Edit	1	
602	602	ICD Group 002		Edit	Edit	1	

You are still on the same page...

Set the Personal Custom Service Menu for the ICD Group Mailbox...

**1. Click here...**

**2. Scroll to the Right...**

**3. When you see this...**

**4. Click here...**

Mailbox Number	First Name	Last Name	Auto Forwarding Expires	Personal Custom Service	Outside Numbers	No DTMF Input Operation	No DTMF Input Wait T
152			Edit	Edit		ALL	
222	tom	smith	Edit	Edit			
333			Edit	Edit			
601	ICD Group 001		Edit	Edit			
602	ICD Group 002		Edit	Edit	Edit	Recording	0 s
603	ICD Group 003		Edit	Edit	Edit	Recording	0 s
604	ICD Group 004		Edit	Edit	Edit	Recording	0 s
605	ICD Group 005		Edit	Edit	Edit	Recording	0 s
606	ICD Group 006		Edit	Edit	Edit	Recording	0 s
607	ICD Group 007		Edit	Edit	Edit	Recording	0 s
608	ICD Group 008		Edit	Edit	Edit	Recording	0 s

This will appear...

Personal Custom Service

Key	Assigned Operation	Value
3:	None	
4:	None	
5:	None	
6:	None	
7:	None	
8:	None	
9:	None	
0:		

1. Click here...

2. Select this...

None  
Transfer to Specified Mailbox  
Transfer to Specified Extension  
Transfer to Voice Mail Service  
Transfer to Automated Attendant Service  
Transfer to Specified Custom Service Menu  
Transfer to Operator  
Transfer to Outside (specified number)  
Page the Party  
Repeat Greeting

Key 9 is hard coded to work with the Special Option on Page 1

You MUST use Key 9

OK

Cancel

Personal Custom Service

Key	Assigned Operation	Value
3:	None	
4:	None	
5:	None	
6:	None	
7:	None	
8:	None	
9:	Transfer to Specified Mailbox	
0:	None	

3. Enter the Mailbox Number to be sent to...

4. Click here...

OK

Cancel

**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 Mailbox 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.**