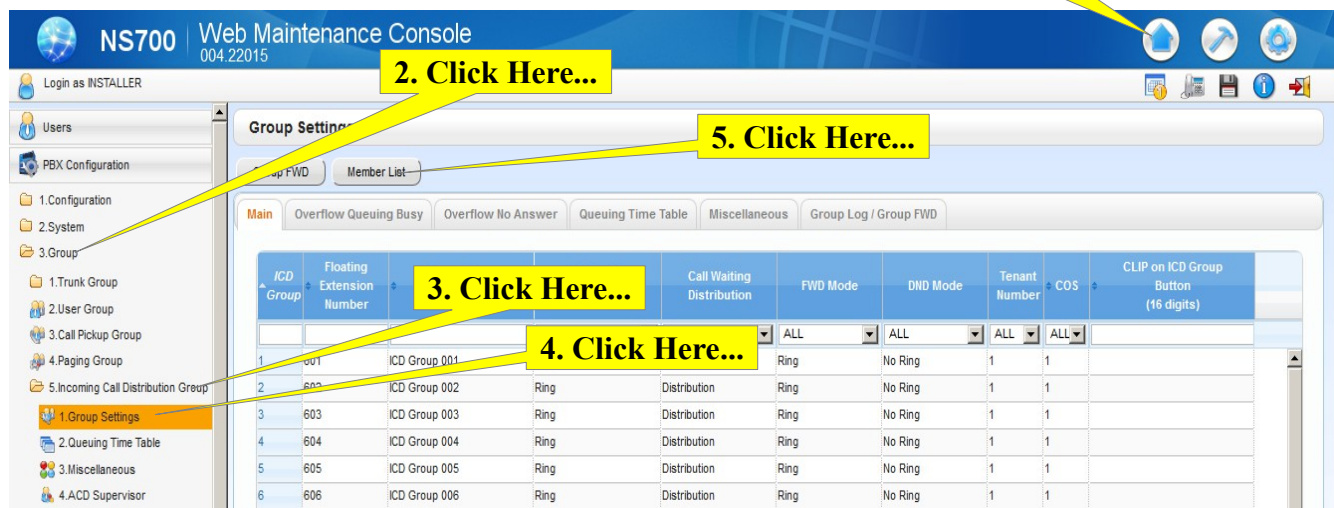


## Panasonic Key Systems ICD Hunts to Second ICD When All Members are Busy Telquest Tech Support

### Assign Members to the Incoming Call Distribution Group

1. Click Here...



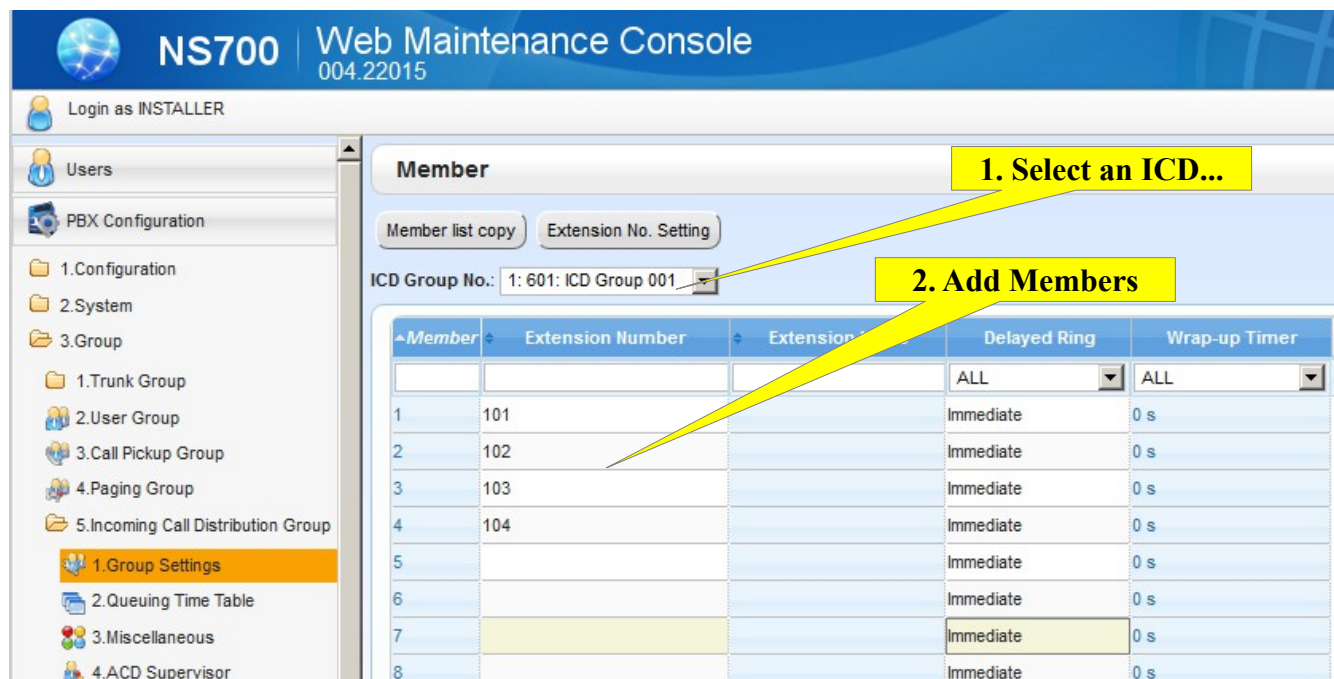
**Group Settings**

Member List

ICD Group	Floating Extension Number	ICD Group	Call Waiting Distribution	FWD Mode	DND Mode	Tenant Number	COS	CLIP on ICD Group Button (16 digits)
1	601	ICD Group 001	Ring	Distribution	Ring	No Ring	1	1
2	602	ICD Group 002	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

In the example below, Extensions 101, 102, 103 and 104 are assigned to ICD Group 601

They are all assigned to Ring Immediate



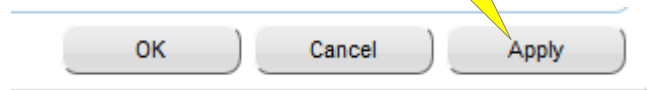
**Member**

Member list copy Extension No. Setting

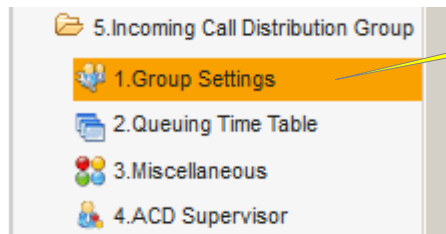
ICD Group No.: 1: 601: ICD Group 001

Member	Extension Number	Extension	Delayed Ring	Wrap-up Timer
1	101		Immediate	0 s
2	102		Immediate	0 s
3	103		Immediate	0 s
4	104		Immediate	0 s
5			Immediate	0 s
6			Immediate	0 s
7			Immediate	0 s
8			Immediate	0 s

3. Click Here...



4. Click Here...



The screen below will appear:

This example shows ICD 601 Hunting to ICD 602

If all phones in ICD 601 are in use, calls to ICD 601 will Hunt to ICD 602 immediately

NS700 Web Maintenance Console 004.22015

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. Queueing Time Table
    - 3. Miscellaneous
    - 4. ACD Supervisor

Group Settings

Group FWD Member List

Main Overflow Queuing Busy Overflow No Answer Queueing Time Table Miscellaneous Group FWD

ICD Group	Floating Extension Number	Group Name (20 characters)	Queueing Busy Destination - Day	Queueing Busy Destination - Lunch	Queueing Busy Destination - Break	Queueing Busy Destination - Night	Queueing Busy Qu Capacity
1	601	ICD Group 001	602				ALL
2	602	ICD Group 002					None
3	603	ICD Group 003					30
4	604	ICD Group 004					30
5	605	ICD Group 005					30
6	606	ICD Group 006					30

1. Click Here...

2. ICD to Hunt to..

3. Set to None...

You can set Lunch, Break & Night as well...