

Panasonic KX-NS700 **Multiple Companies Use the Auto Attendant** **Telquest Tech Support**

This Help Sheet explains how to have Multiple Companies use the Auto Attendant.

Each company can have its calls answered by the Auto Attendant with different Custom Service Menu.

This first example has all calls going Directly/Immediately to the Auto attendant.

Company A uses CO Lines 1, 2 & 3

Company B uses CO Lines 4, 5 & 6

We set all CO Lines to go to the Auto Attendant (500)

1. Click Here...

2. Click Here...

3. Click Here...

4. Click Here...

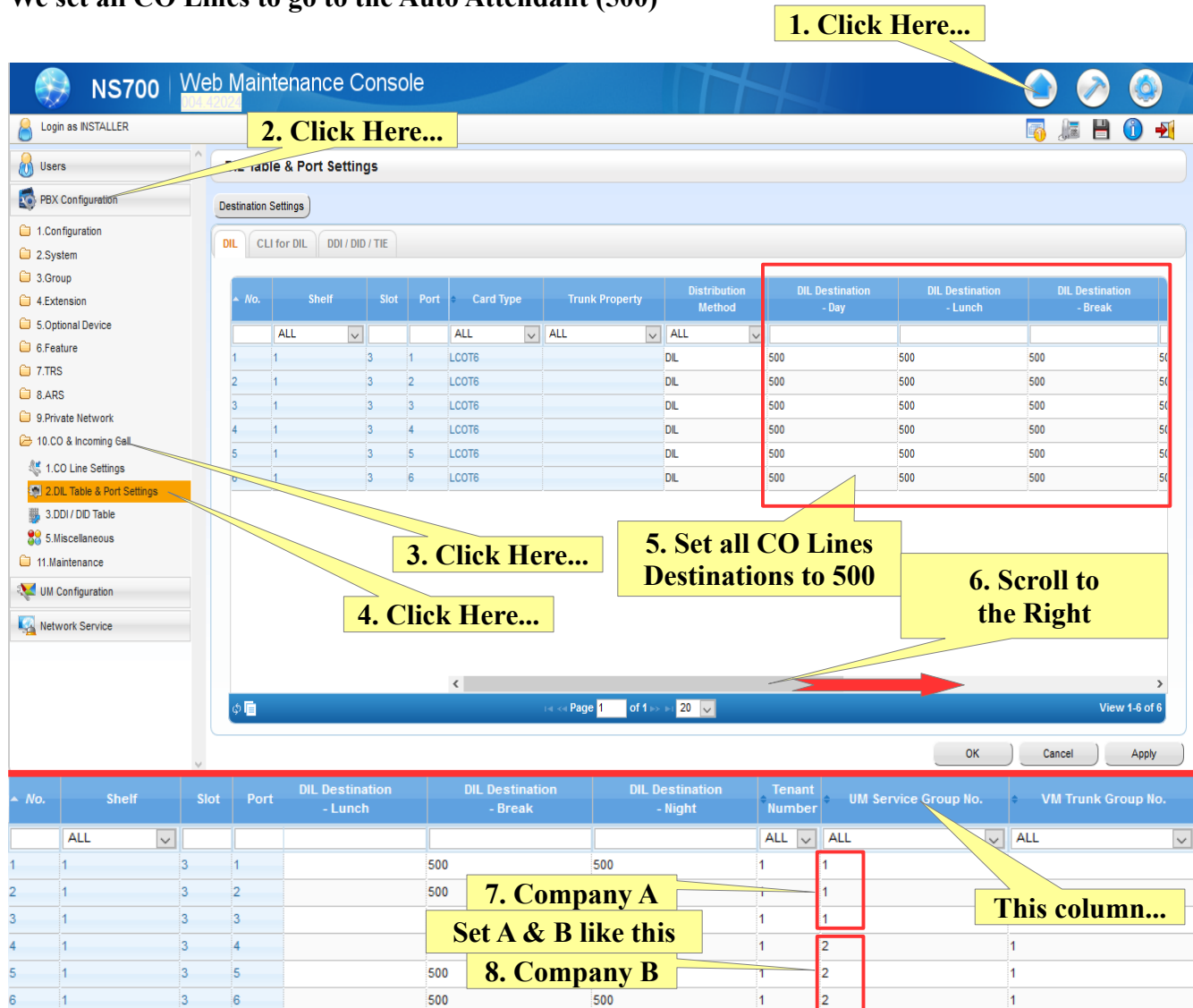
5. Set all CO Lines Destinations to 500

6. Scroll to the Right

7. Company A Set A & B like this

8. Company B

This column...



No.	Shelf	Slot	Port	Card Type	Trunk Property	Distribution Method	DIL Destination - Day	DIL Destination - Lunch	DIL Destination - Break
1	1	3	1	LCOT6	ALL	DIL	500	500	500
2	1	3	2	LCOT6	ALL	DIL	500	500	500
3	1	3	3	LCOT6	ALL	DIL	500	500	500
4	1	3	4	LCOT6	ALL	DIL	500	500	500
5	1	3	5	LCOT6	ALL	DIL	500	500	500
6	1	3	6	LCOT6	ALL	DIL	500	500	500

No.	Shelf	Slot	Port	DIL Destination - Lunch	DIL Destination - Break	DIL Destination - Night	Tenant Number	UM Service Group No.	VM Trunk Group No.
1	1	3	1	500	500		1	1	
2	1	3	2	500			1	1	
3	1	3	3				1	1	
4	1	3	4				1	2	1
5	1	3	5	500			1	2	1
6	1	3	6	500	500		1	2	1

Page 2

Program the UCM Service Group

UCM Service Group Number 1 (Company A) is already set correctly by default.

We will only need to program UCM Service Group Number 2 (Company B).

1. Click Here...

2. Click Here...

3. Click Here...

4. Set each Service Parameter Day, Night, Lunch & Break to 2

Scroll to the Right for the other Service Parameters

These are the UM Service Group Numbers

Service Group	Day Mode - Company Greeting No. (Extension)	Day Mode - Company Greeting No. (Other)	Day Mode - Incoming Call Service	Day Mode - Incoming Call Service Parameter	Day Mode - Incoming Call Service Prompt	Day Mode - Prompt for DTMF Input Callers
1	Other	1	Custom Service Menu	1	Primary	Primary
2	Other	1	Custom Service Menu	2	Primary	Primary
3	Other	1	Custom Service Menu	1	Primary	Primary
4	Other	1	Custom Service Menu	1	Primary	Primary
5	Other	1	Custom Service Menu	1	Primary	Primary
6	Other	1	Custom Service Menu	1	Primary	Primary
7	Other	1	Custom Service Menu	1	Primary	Primary
8	Other	1	Custom Service Menu	1	Primary	Primary
9	Other	1	Custom Service Menu	1	Primary	Primary
10	Other	1	Custom Service Menu	1	Primary	Primary
11	Other	1	Custom Service Menu	1	Primary	Primary
12	Other	1	Custom Service Menu	1	Primary	Primary
13	Other	1	Custom Service Menu	1	Primary	Primary
14	Other	1	Custom Service Menu	1	Primary	Primary
15	Other	1	Custom Service Menu	1	Primary	Primary
16	Other	1	Custom Service Menu	1	Primary	Primary
17	Other	1	Custom Service Menu	1	Primary	Primary
18	Other	1	Custom Service Menu	1	Primary	Primary
19	Other	1	Custom Service Menu	1	Primary	Primary
20	Other	1	Custom Service Menu	1	Primary	Primary

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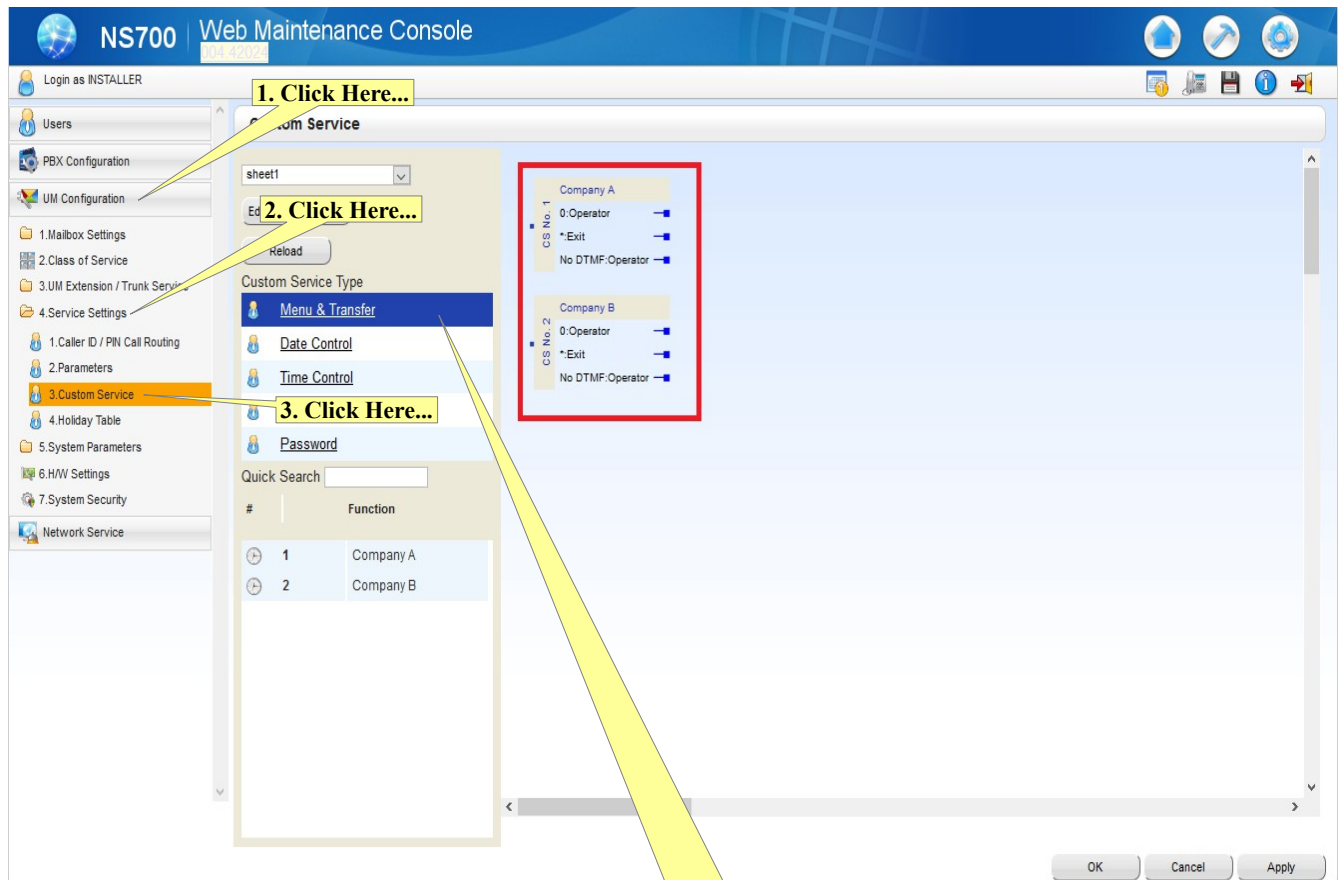
OK Cancel Apply

Page 3 You must do this whether you are using Immediate or Delayed method.

Create and Record Greetings for two Custom Service Menus.

Company A = Custom Service Menu 1

Company B = Custom Service Menu 2



This Help Sheet is not written to explain how to use the Custom Service Menus.

Quick lesson:

Click on and hold down the Left mouse button on Menu & Transfer

Drag it out to the right area and then release the mouse button.

This Help Sheet explains how to have Multiple Companies use the Auto Attendant.

Each company can have its calls answered by the Auto Attendant with different Custom Service Menu.

This second example has all calls **Delayed Ring** to the Auto attendant.

Calls will ring to programmed phones ,and if not answered after a period of time, will go to the Auto Attendant and play the correct Custom Service menu.

Company A uses CO Lines 1, 2 & 3

Company B uses CO Lines 4, 5 & 6

We use the same procedure as shown on Page 1, except that we use 601 and 602 as the Destinations.

601 is ICDG 601

602 is ICDG 602

ICDG = Incoming Call Distribution Group

NS700 Web Maintenance Console

Login as INSTALLER

DIL Table & Port Settings

Destination Settings

DIL CLI for DIL DD / DID / TIE

No.	Shelf	Slot	Port	Card Type	Trunk Property	Distribution Method	DIL Destination - Day	DIL Destination - Lunch	DIL Destination - Break
1	1	3	1	LCOT6	ALL	DIL	601	601	601
2	1	3	2	LCOT6	ALL	DIL	601	601	601
3	1	3	3	LCOT6	ALL	DIL	601	601	601
4	1	3	4	LCOT6	ALL	DIL	602	602	602
5	1	3	5	LCOT6	ALL	DIL	602	602	602
6	1	3	6	LCOT6	ALL	DIL	602	602	602

Company A

Company B

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OK Cancel Apply

Set ICD 601 and ICD 602 to “Overflow No Answer” to the Auto Attendant

Note: This Help Sheet does not explain how to add members to an ICD Group.

Group Settings

1. Click Here... (points to PBX Configuration)

2. Click Here... (points to Group Settings)

4. Click Here... (points to Overflow No Answer tab)

3. Click Here... (points to Group Name column)

5. Set like this... (points to the 'p 005' value in the Group Name column)

6. Time Delay until the Auto Attendant answers (points to the 20 s value in the Time out & Manual Queue Redirection Destination - Night column)

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 Over
1	601	Company A	500	500	500	500	20 s
2	602	Company B	500	500	500	500	20 s
3	603	ICD Group 003					None
4	604	ICD Group 004					None
5	605	ICD Group 005					None
6	606	ICD Group 006					None
7	607	ICD Group 007					None
8	608	ICD Group 008					None
9	609	ICD Group 009					None
10	610	ICD Group 010					None
11	611	ICD Group 011					None
12	612	ICD Group 012					None
13	613	ICD Group 013					None

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Send the call to the Auto Attendant. (Not to the ICD Mailbox)

System Settings

1. Click Here... (points to System Settings)

2. Click Here... (points to Unit Settings)

3. Click Here... (points to Overflow to Mailbox for Call to ICD Group)

Call Waiting on UM Group

☒ Enable ☐ Disable

Intercept to Mailbox for Call to Extension

☒ Enable ☐ Disable

Overflow to Mailbox for Call to ICD Group

☐ Enable ☒ Disable

Transfer Recall to Mailbox

☒ Enable ☐ Disable

Testing

**Call in to a number that is used by Company A.
You should get the greeting recorded in Custom Service Menu 1.**

**Call in to a number that is used by Company B.
You should get the greeting recorded in Custom Service Menu 2.**

If you used the Directly/Immediately method, your call should be answered after 1 or possibly 2 rings.

If you used the Delayed Ring method, your call should be answered after the Time Delay value that you set on Page 5.

PRI Info

Info for using a PRI and you want multiple companies to go to different Auto Attendants.

In this example, I have 3 DID Numbers for Company A and 3 DID Numbers for Company B

The Main DID Number for Company A goes to Extension 500

The Main DID Number for Company B goes to Extension 500

NS700 Web Maintenance Console
007.00138

Login as INSTALLER

DDI / DID Table
2. Click Here...

Automatic Registration | Name Generate | Destination Setting

ID	DDI / DID Number (32 digits)	DDI / DID Name (20 characters)	DDI / DID Destination - Day	DDI / DID Destination - Lunch	DDI / DID Destination - Break	DDI / DID Destination - Night
1	2125551212	Company A Main #	500			
2	2125551213	Company A Jim Smit	102			
3	2125551214	Company A Joe Red	103			
4	5165554320	Company B Main #	500			
5	5165554329	Company B Tom West	151			
6	5165554328	Company B Mike Kip	152			
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						

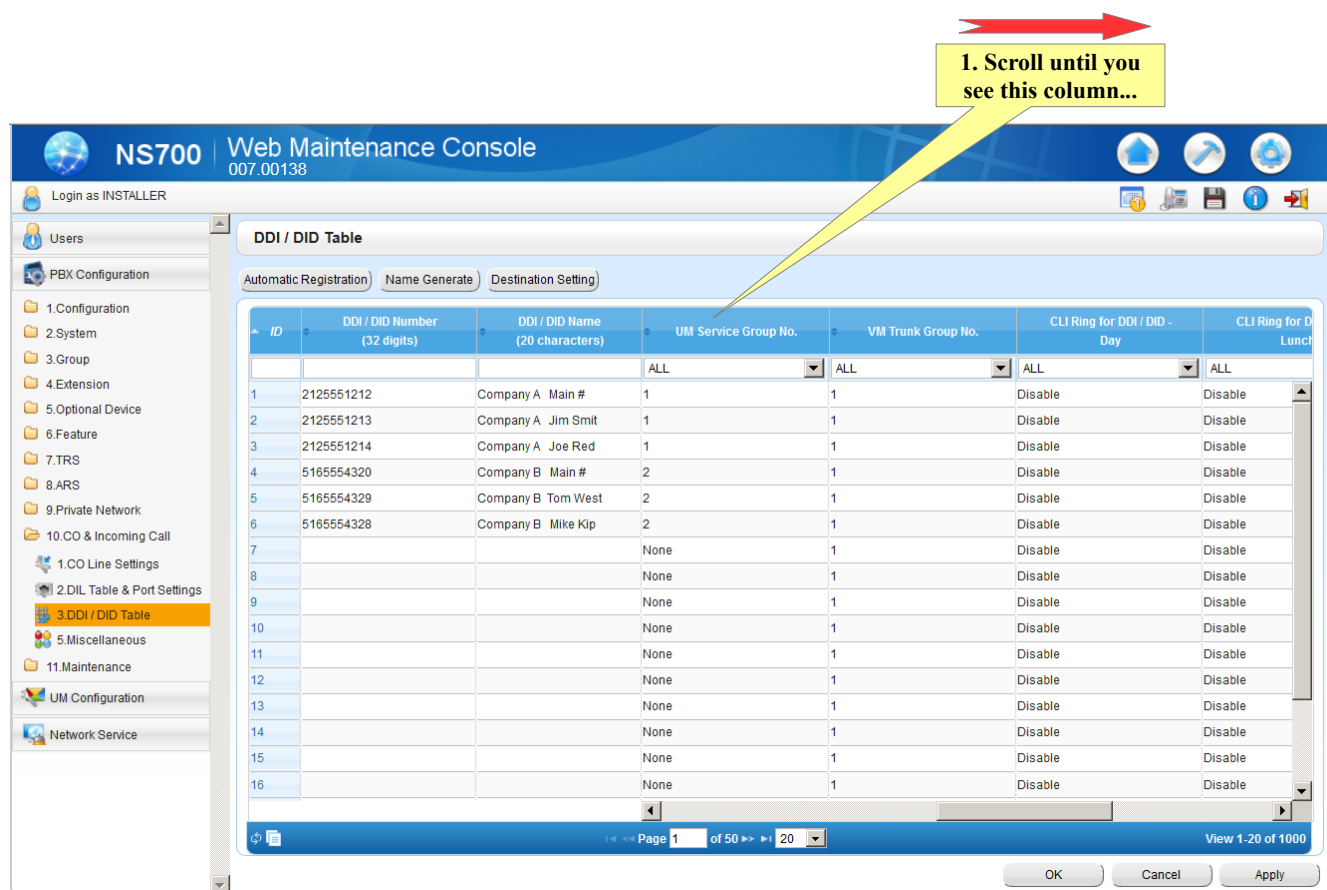
3. Click Here...

Note: Sometimes you only need the last 4 digits...

4. Click Here...

5. Scroll to the right and see Page 8

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1. Scroll until you see this column...

ID	DDI / DID Number (32 digits)	DDI / DID Name (20 characters)	UM Service Group No.	VM Trunk Group No.	CLI Ring for DDI / DID - Day	CLI Ring for D Lunch
			ALL	ALL	ALL	ALL
1	2125551212	Company A Main #	1	1	Disable	Disable
2	2125551213	Company A Jim Smit	1	1	Disable	Disable
3	2125551214	Company A Joe Red	1	1	Disable	Disable
4	5165554320	Company B Main #	2	1	Disable	Disable
5	5165554329	Company B Tom West	2	1	Disable	Disable
6	5165554328	Company B Mike Kip	2	1	Disable	Disable
7			None	1	Disable	Disable
8			None	1	Disable	Disable
9			None	1	Disable	Disable
10			None	1	Disable	Disable
11			None	1	Disable	Disable
12			None	1	Disable	Disable
13			None	1	Disable	Disable
14			None	1	Disable	Disable
15			None	1	Disable	Disable
16			None	1	Disable	Disable

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OK Cancel Apply

**Here you can see that all Company A DID Numbers are in UM Service Group 1
And you can see that all Company B DID Numbers are in UM Service Group 2**

**Even though the Main DID Number of each company goes to Extension 500 (the Auto Attendant) the
UM Service Group No. is used to determine which Custom Service Menu will be used to answer the calls.**

Page 2 explains how to set the UM Service Group No. to the Custom Service Menu that you want to use.