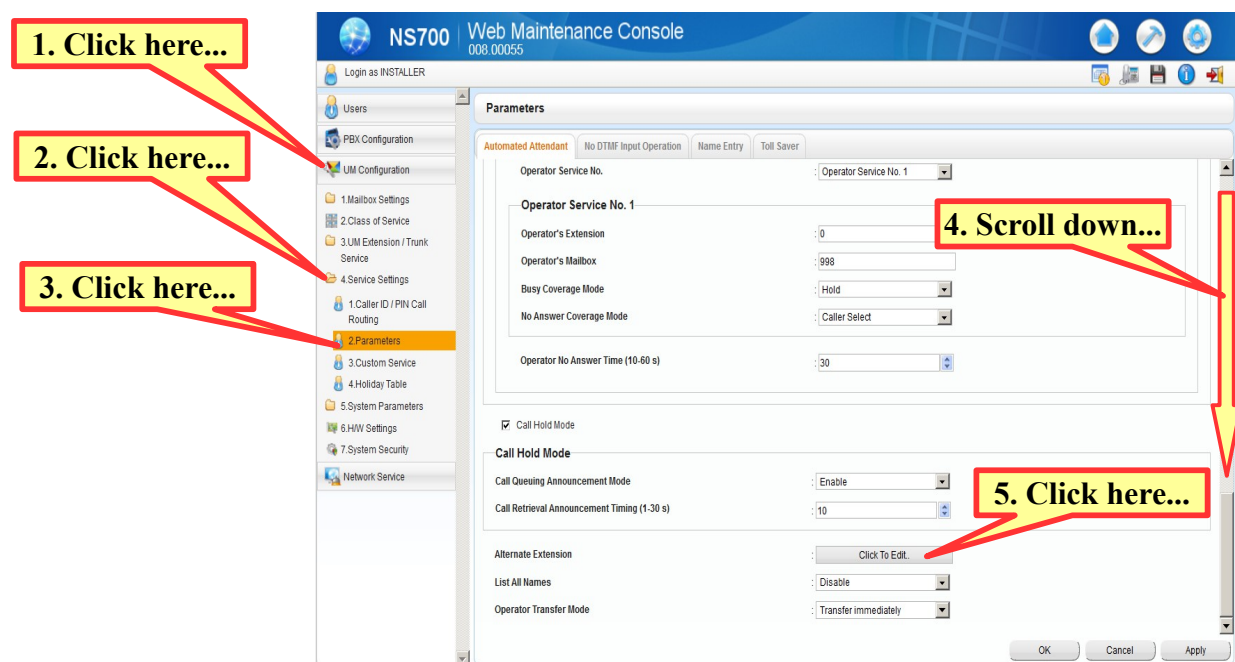


Panasonic NS-700 Alternate Extension Transfer Group Telquest Tech Support

You can add Extensions to an Alternate Extension Transfer Group.

This feature allows the Auto Attendant to use a different sequence when Transferring calls.

Add Extensions to the Alternate Extension Transfer Group



When a call is answered and transferred to a phone by the Auto Attendant, the Auto Attendant monitors to see if the call is answered.

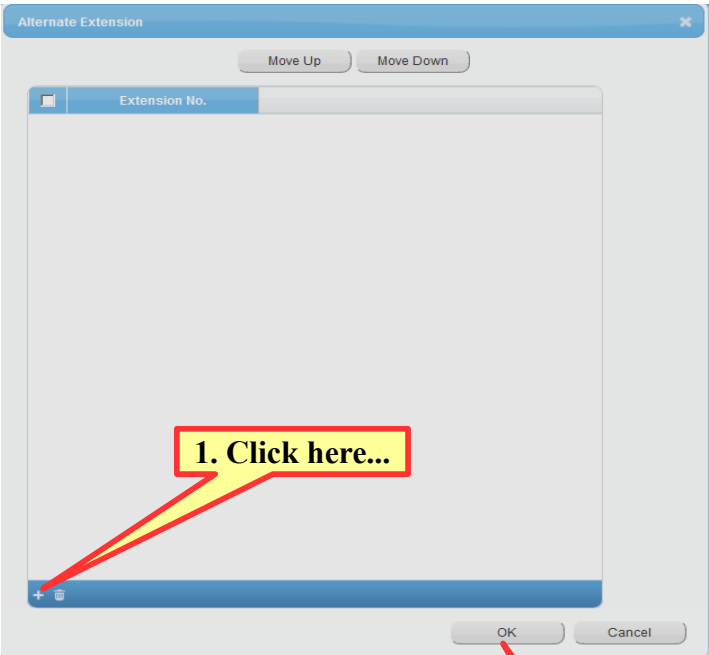
If the call is not answered after a set period of time, the Auto Attendant pulls the call back and transfers it to the mailbox of the phone.

There are situations when you do not want the Auto Attendant to act this way.

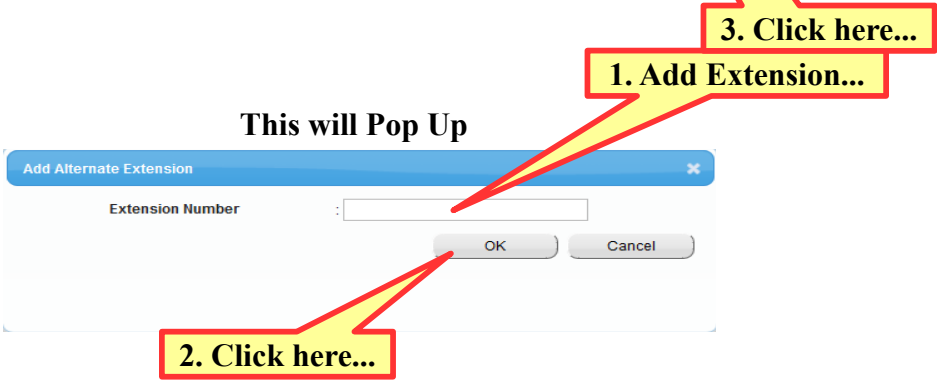
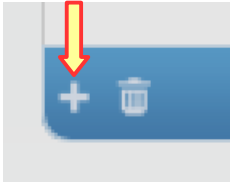
The Alternate Extension Transfer Sequence allows the Auto Attendant to answer the call, transfer it and then drop out and not monitor the call.

It is then up to the KSU to set a Timer and destination for the call to go to. (See Pages 4 & 5)

Add Extensions to the Alternate Extension Transfer Group



Close up view

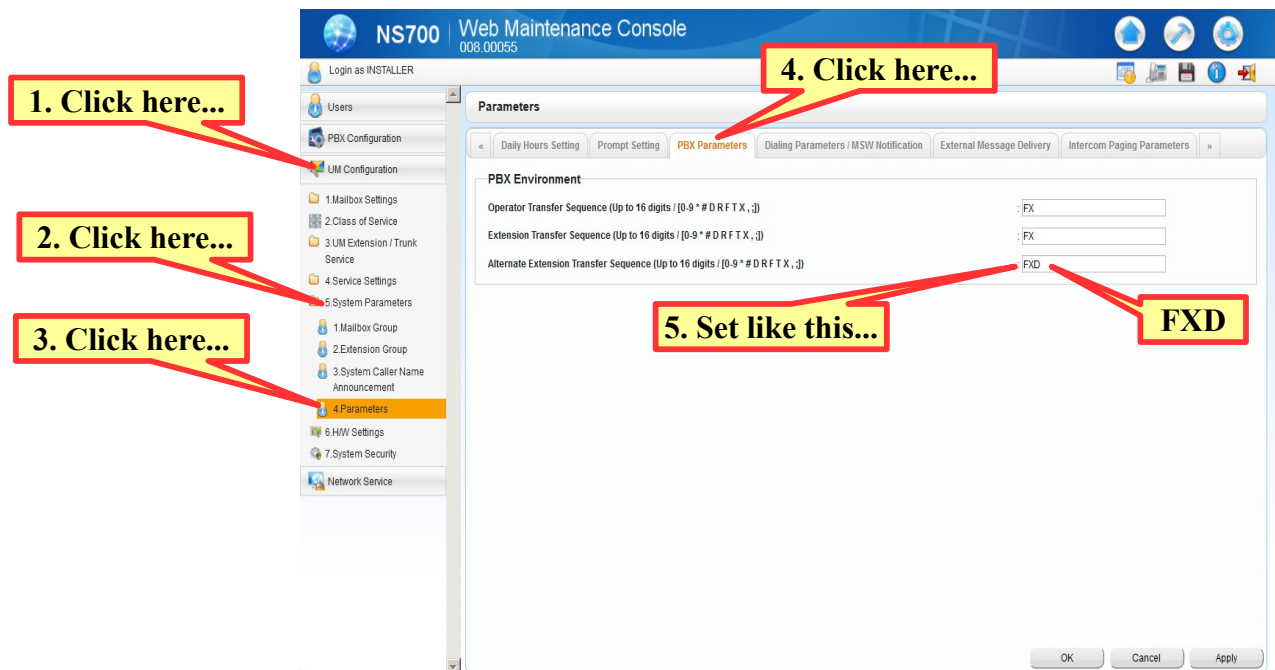


Set the Alternate Extension Transfer Sequence to be:

FXD

Flash, Transfer, Disconnect

This will stop the Auto Attendant from monitoring/Supervising Call Transfers.



Set the Extension to send calls to its mailbox

The screenshot displays the NS700 Web Maintenance Console interface. The left sidebar contains a tree view of configuration options. The main content area is titled 'FWD/DND' and shows settings for forwarding and do-not-disturb. Red callout boxes with numbers 1 through 7 point to specific elements in the interface:

- 1. Click here... (points to the 'PBX Configuration' link in the sidebar)
- 2. Click here... (points to the '4 Extension' folder in the sidebar)
- 3. Click here... (points to the '2 FWD/DND' folder in the sidebar)
- 4. Click here... (points to the '2 FWD/DND' folder in the sidebar)
- 5. Select an Extension... (points to the 'Extension Number / Name' dropdown menu)
- 6. Set like this... (points to the 'For external calls' and 'For internal calls' settings)
- 7. Click here... (points to the 'OK' button)

The 'FWD/DND' page includes a 'Copy to' button, a dropdown for 'Extension Number / Name' (currently showing '101 / Receptionist'), and a 'Forward / DND' section. This section has two rows: 'For external calls' and 'For internal calls'. Each row has a dropdown menu (both set to 'Busy / No Answer') and a text input field (both containing '500'). A checkbox labeled 'For both external and internal calls' is checked. At the bottom right are 'OK', 'Cancel', and 'Apply' buttons.

Set the Forward No Answer Time

1. Click here...

2. Click here...

3. Click here...

4. Click here...

5. Click here...

No.	Extension Number	Extension Name (20 characters)	FWD Mode for Call from CO	FWD Destination for Call from CO	FWD Mode for Call from Extension	FWD Destination for Call from Extension
1	101	Receptionist	None		None	
2	102		None		None	
3	103		None		None	
4	104		None		None	
5	105		None		None	
6	106		None		None	
7	107		None		None	
8	108		None		None	
9	109		None		None	
10	110		None		None	
11	111		None		None	
12	112		None		None	
13	113		None		None	
14	114		None		None	

2. Set delay time for each extension here...

1. Scroll to the end...

3. Click here...

No.	Extension Number	Extension Name (20 characters)	FWD Destination for Call from Extension	FWD No Answer Time (s)	Keep ring after FWD NA to CO	Remote FWD COS
1	101	Receptionist		15 (Seconds)	Disable	ALL
2	102			15	Disable	Disable
3	103			15	Disable	Disable
4	104			15	Disable	Disable
5	105			15	Disable	Disable
6	106			15	Disable	Disable
7	107			15	Disable	Disable
8	108			15	Disable	Disable
9	109			15	Disable	Disable
10	110			15	Disable	Disable
11	111			15	Disable	Disable
12	112			15	Disable	Disable
13	113			15	Disable	Disable
14	114			15	Disable	Disable