Title: Setting up an Incoming Call Distribution Group to overflow to a mailbox

Associated Systems: TDA50, TDA100, TDA200, TDA600, TDE100, TDE200, TDE600, NCP500, NCP1000, TAW848, TVA50, TVA200

Associated Tech Notes: None

Applications:

- Customer wants to ring multiple phones and if no one answers overflow to a common mailbox for all phones
- Customer wants to have different groups of phones ring then overflow to specific mailboxes for each related group

What is covered:

After reviewing this technical note you will know the following:
- Incoming call distribution (ICD) group
- Overflow to floating number of TVA
- Difference between intercept to mailbox enabled and disabled
- DIL to ICD group
- Extension group on TVA
- Mailbox for ICD floating number

*Note: This technical note does not cover how to set up your TVA to integrate with your Panasonic phone system. This needs to be in place before the information in this technical note can be followed.
Step 1:  
Connect to your Panasonic phone system with the appropriate programming console software. 
Click 3 for Group, 5 for Incoming Call Distribution Group, 1 for Group Settings; here you will see all your default ICD group floating numbers and related tabs, Overflow Queuing Busy, Overflow No Answer, etc. 
For this technical note we will be using ICD group 601. Once we are finished you can follow the procedures covered in this technical note for other ICD group numbers, 602, 603, etc.
Step 2:
Click on the Overflow No Answer tab; here you will see you overflow destinations for all time service modes for each corresponding ICD group. Enter the floating number of you VM DPT group, which can be found under 3 for Groups, 7 for VM DPT Group, 2 for Unit Setting. Be sure to enter an overflow time to the right. This timer determines the amount of time in seconds the incoming call will ring the ICD group until it overflows to your VM DPT floating number.
**Step 3:**
Click on Member List(M) in the upper right hand corner of the screen, here you will be able to add your extension members to your corresponding ICD group. You will notice in the center of this screen you can select each individual ICD group by clicking the scroll down arrow to the right of ICD Group No.

**Step 4:**
Next we are going to click on 3 for Groups, 7 for VM DPT Group and 1 for System Settings. Find Intercept to Mailbox, the center option. By default this program is enabled and you will leave it like this for this application.
**Quick Tip:**
Intercept to Mailbox determines what is sent when the incoming call overflows from an ICD group to the floating number of the VM DPT group.

- **Enabled** = Send ICD group floating number extension
- **Disabled** = Do not send ICD group floating number extension

If you want your call to overflow to a mailbox leave this setting as enabled.

If you are using trunk service and want to send the VM trunk group ID in the case of different greetings for different incoming trunks set this program to disable.

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**Step 5:**
We are now going to assign your incoming lines to ring your ICD group. Click 10 CO & Incoming Call (9 on the KX-TAW848). Click 2 DIL Table & Port Settings. On this screen you can assign your ringing destination for all your incoming lines for each time mode, day, lunch, break and night. You can also assign the distribution method, DIL for analog lines.
and DID for digital T1 or ISDN PRI lines. Enter 601 as your destination. This will complete the programming of the phone system. Move to step 6 to program the TVA voice processing unit.

Step 6:
We are now ready to program the TVA portion. Connect to the TVA with a PC and the required programming console. Click on System Parameters then click the Extension Group tab at the bottom. You will notice a split screen on this window. The left side will be the Group List No. and the right side will be the Extension No. Click Add… on the left side to assign the group list number and enter 601. For the group name you can use whatever you want; we will use Group
Mailbox 601 for this technical note. Click OK and you will see the assignment in the left hand window. Next click Add… on the right hand window to add you extension numbers to the group. Enter the first extension number and click OK. You will see the extension number you just added in the right window. You will need to do this for each extension you want to add to the group. These extension numbers should correspond with the extensions you assigned as members to ICD group 601 earlier in this technical note. Remember to click Apply at the bottom right hand corner to save your program. We just set up an extension group 601 with the required extensions as members. In step 7 we will create a mailbox 601. This will allow the message lamps on all of our extension group 601 members to light anytime someone leaves a message in mailbox 601.

*Quick Tip1:
When assigning a group list number the extension number that you use cannot have a mailbox already assigned. You will get an error informing you a mailbox already exists for this extension

*Quick Tip2:
Extension group members cannot have a personal mailbox already assigned. You will get an error informing you a mailbox already exists for this extension. If you would like to have a personal mailbox and also receive messages for group 601 you can program a flexible button as a message waiting for another extension 601. 4.1.4 of the PBX programming console.
Step 6:
We are now going to create a mailbox for ICD group 601. Click Mailbox Settings at the top of the gray task bar menu to the left on your TVA programming console. Click Manage All Mailboxes In The System. Click Add Mailbox… For the mailbox number enter 601 and for the extension number enter 601. First and last name are optional and not needed for this application to work. However it is recommended you assign a name to the mailbox, this will make things easier to manage in the future if you need to make a change, for this technical note we have used Group and 601. Click OK and you will see mailbox 601 that you just added. Again remember to click apply in the lower right hand corner to save the program. That’s it you are now finished.

For further information or help on this technical note please contact; Panasonic Business Telephones Technical Support at 1-888-713-2310.

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