

Panasonic
Communication Systems Division
Technical Advisory

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Subject: Effects of UCD FWD/DND and FWD No Answer Setting

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When defining an extension group as a UCD group there are two separate parameters that reference Call Forwarding. In screen 3-2, Extension Group, when the 'Group Type' is selected as UCD, the FWD/DND MODE field is available and the UCD SETTING field is also available. In the UCD SETTING field, there is a parameter called Forward No Answer with either ENABLE or DISABLE selected. If ENABLED is selected, the station will Ring-No answer until the System Call Forwarding timer expires and then the UCD call will ring at the next station. If DISABLE is selected, the call will ring until answered.

On screen 3-2, next to the GROUP TYPE field there is a field for FWD/DND MODE, which has an ENABLE or DISABLE option. This parameter determines if a UCD call will ring to a station that has the Fwd/DND feature set. If ENABLE is set, when the station is in a CFWD/DND mode, the UCD will see the station as LOGGED OUT and the UCD call will skip to the next station. If DISABLE is set, when the station is in a CFWD/DND mode, the station will ring and then follow the settings of the UCD Forward No Answer.

The chart below indicates how a UCD call will be handled when a station, in a UCD Group, is using the CFWD setting.

FWD/DND MODE	UCD SETTING (FWD No Answer)	RESULT OF UCD CALL
Disable	Disable	rings at station until answered
Enable	Disable	station does not ring – uses Time Table
Enable	Enable	station does not ring – uses Time Table
Disable	Enable	station rings until System-CFWD Timer Expires and then rings at next station