**CONFIGURING
CALL CASCADE**

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CONFIGURING CALL CASCADE

? **What is Call Cascade?**

TalkSwitch's unique Call Cascade feature lets you control routing options for each Local, Remote, or Ring Group extensions.

Each extension is individually customizable with a rich array of features.

For example, if a call reaches your desk and you are not there, you can have the call sent to a partner at another local extension. Failing that, the call could go to your cell phone. Finally, if your cell phone is off, the call could be bounced back to your office voicemail.

Calls can cascade up to three levels.

1. CONNECT TALKSWITCH TO YOUR COMPUTER, THEN OPEN YOUR TALKSWITCH SOFTWARE

For complete details refer to the "TalkSwitch User Guide".
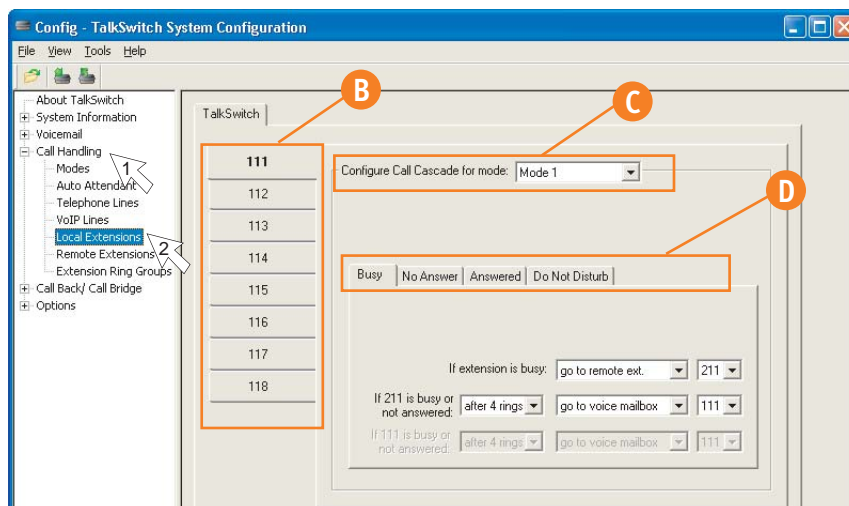
2. CONFIGURE CALL CASCADE

Each situation is different so start with the steps below, then modify the call handling options to suit your environment. Some examples on the next page will provide a good starting point.

Step A

Choose "Call Handling" and then "Local Extensions". — *See Arrows 1 and 2 below*.

Step B

Choose your Local Extension.

Step C

Choose a Mode. Modes are usually different configurations for during and after hours call handling.

Step D

Click on the tab to modify the call handling options for the given situation.

Step E

Choose "Remote Extensions" in Step A if you have additional remote extensions you wish to modify.

Call Cascade Options

Local, Remote and Ring Group Extensions: Local extensions (such as office phones), remote extensions (such as cell phones), and Ring Groups can have Call Cascading options.

Unique: Each extension can have it's own unique Call Cascade sequence.

Robust: Call Cascade can be configured for each mode on these four different options:

- Busy at Extension
- No Answer at Extension.
- Answered at Extension (call screen)
- Do Not Disturb*

*These options are shown on the next pages with examples. (*local extensions only)*

3. SAVE TALKSWITCH SETTINGS

Choose "File" then "Save to TalkSwitch". A progress bar will show the data exchange to the TalkSwitch system and should take only a few seconds to complete.

CALL CASCADE EXAMPLES

Your choices are up to you. Here are only a few examples of what you can do.

What if my extension is busy?

Send Call to Voicemail
It will default to your voice mailbox extension.

Forward to another Employee
Choose the local extension, remote extension, or ring group, to forward the call to. You can then decide what happens if that extension is busy, or not answered.

Go To an Auto Attendant
Create a new auto attendant that could explain to the caller that you are busy. Then allow the caller to forward the call to the receptionist, or a partner's phone, or your cell phone, or leave a voicemail message. The options are up to you.

Queue the Call
The caller will be put on hold until you are done at your extension. You will also hear a single beep to let you know a caller is on hold for you.

What if I am away from my desk?

Forward Call to My Cell Phone
Choose the Remote extension to forward the call to. If you have not set up a Remote Extension, TalkSwitch will automatically guide you through the set up process.

Play a busy signal
Lets callers know that you are busy and may have other priorities.

Can I screen my calls?

Play Caller's Name
Choose to have the caller's name announced when you pick up your phone.

Rejected Calls
Decide how you would like rejected calls handled. You have all the versatility of TalkSwitch's Call Cascade.

What if I don't want to be disturbed*?

Activate Do Not Disturb
At your local extension, dial *62 to activate/de-activate your extensions' Do Not Disturb.

Rejected Calls
Decide how you would like rejected calls handled.   You have all the versatility of TalkSwitch's Call Cascade.

* Not available on Remote Extensions, nor Ring Group Extensions

About TalkSwitch
TalkSwitch® is dedicated to providing small and multi-location businesses with innovative telecommunications solutions. Since 1990, TalkSwitch has delivered rich features, high functionality and unbeatable value. Ideal for businesses with up to 32 telephone users per office, TalkSwitch systems provide users with options to connect to both the traditional telephone network (PSTN) and Voice over IP (VoIP) networks. TalkSwitch is headquartered in Ottawa, Canada. For more information call (888) 332-9322 or visit our website at **www.talkswitch.com**

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