

DETECTING AND ROUTING FAXES

CT.TS005.514.EN - 02

DETECTING AND ROUTING FAXES

1. CHOOSE A METHOD TO HANDLE INCOMING FAXES

Only you can decide how you want to configure your office. Some solutions will be suited to your needs, others won't. Take a look at each option to decide what is best for you.

Option 1 : Dedicated Fax Line

You may already have an incoming dedicated fax line. Simply connect this line to your fax machine directly and the remaining incoming telephone lines to your TalkSwitch. Incoming telephone lines will be handled by the TalkSwitch and your fax will work the way it has always worked.

Before installing TalkSwitch, both phones and faxes are on dedicated lines.

After installing TalkSwitch the fax machine remains on its own dedicated line. All incoming telephone lines are shared by the remaining office phones.



Advantages: It's easy to set up, and you don't need to change the way your fax handles calls.

Disadvantages: The dedicated fax line can not be shared with the other phone devices, i.e. you can not make an outbound voice call on your fax line.

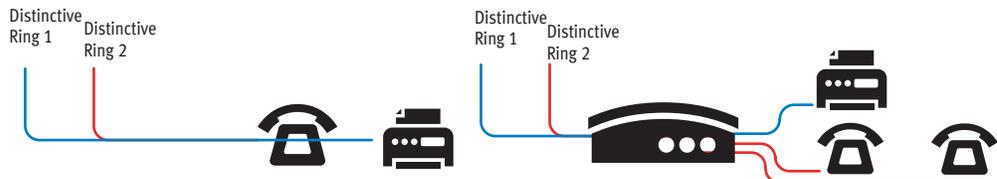
The dedicated fax line costs money, and may not be used as often.

Option 2 : Distinctive Ring

Distinctive ring is a service provided by your phone company where a second phone number is added to the same physical telephone line. i.e you have two telephone numbers that ring on the same line - each telephone number produces a different style of ring on your phones. Here's how the TalkSwitch would handle incoming calls.

A single telephone line with two assigned numbers, each number has a different ring pattern. Based on the ring pattern you pick up the phone, or let the fax answer the call.

After installing TalkSwitch, the TalkSwitch automatically routes faxes to the fax machine, and callers to the phones.



Advantages: Does not require a 2nd physical line for faxes.

More telephone lines can be added as you grow, and you can keep the same fax arrangement.

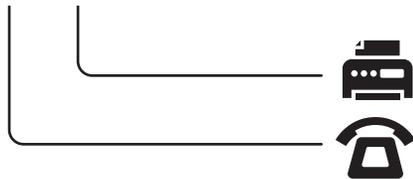
Disadvantages: You only have one line, and can therefore only handle one call at a time.

You may have to purchase distinctive ring from your phone company.

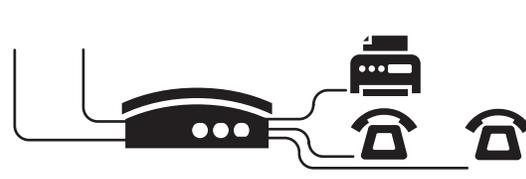
Option 3 : Automatic Detection via the Auto Attendant

The Auto Attendant must answer all incoming calls with your pre-recorded message. It will listen for a CNG tone to see if the call is an incoming fax or a human. If the call is a fax, it is routed to the fax machine, otherwise the call is treated as if it was a human. **You must create an Auto Attendant to use this method.**

Before installing TalkSwitch, both phones and faxes are on dedicated lines.



After installing TalkSwitch, all incoming calls are answered by the auto attendant. The auto attendant then directs the call to the fax or local phone extensions.



Advantages: Calls are automatically handled for you, no distinctive ring, no listening to ring patterns.

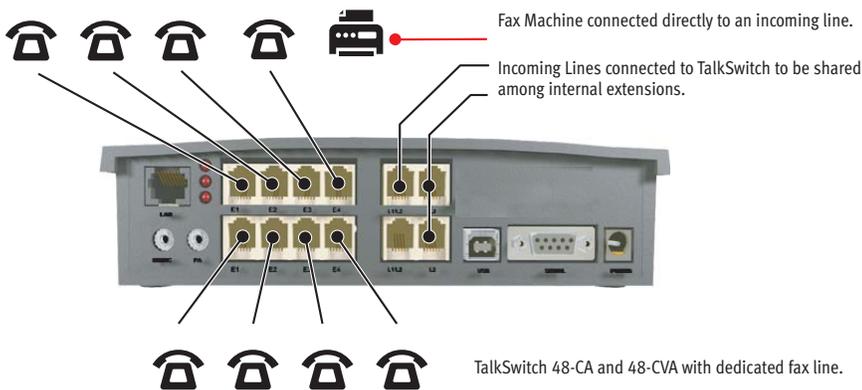
Incoming phone lines are shared between all phones and faxes making better use of your resources.

Disadvantages: Older fax machines do not emit a CNG tone, therefore the auto attendant can not detect them as an incoming fax.

If your auto attendant volume is set too high, or if your telephone lines are noisy, the auto attendant may have difficulty detecting the incoming CNG tone, and therefore not route the call to the fax machine.

? Which Option Do You Prefer?

Option	Complete This Step Only
Option 1 : Dedicated Fax Line	Step 2
Option 2 : Distinctive Ring	Step 3
Option 3 : Auto Detection via Auto Attendant	Step 5



2. DEDICATED FAX LINE

Connect the fax machine directly to the incoming fax line. The remaining incoming lines can be connected to TalkSwitch via jacks L1 to L4. The local phone extensions are connected to jacks E1 through E8.

Remember, TalkSwitch 24-CA units only have 2 incoming lines and 4 local extensions, so incoming lines are connected to jacks L1 and L2, and local phone extensions to E1 through E4.

3. DISTINCTIVE RING FAX DETECTION

3.1 Connect TalkSwitch to the PC, then Open the TalkSwitch Software

Connect TalkSwitch to your PC and open the TalkSwitch Configuration Software. For details refer to the "TalkSwitch Installation and User Guide".

3.2 Set Distinctive Ring Numbers

One of the incoming lines will have a distinctive ring number assigned to it. This number will need to be recognized by TalkSwitch as an incoming fax line. Follow the steps below.

STEP A

Choose "System Information" and then "Telephone Lines" - See Arrows

STEP B

Choose the Line number for the incoming fax.

STEP C

Activate the Line

STEP D

Enter the Line telephone number. This is the number people use to call your office.

STEP E

Enter the distinctive ring number on this line. This is the number people will call to get your fax machine

3.3 Set Fax Detection on Distinctive Ring Number

Configure the fax detection as shown.

STEP A

Choose "System Information" and then "Fax Information" - See Arrows

STEP B

Enter the Distinctive Ring number for the incoming fax. This is the number people will call to get your fax machine, and is the same as Step "E" above.

STEP C

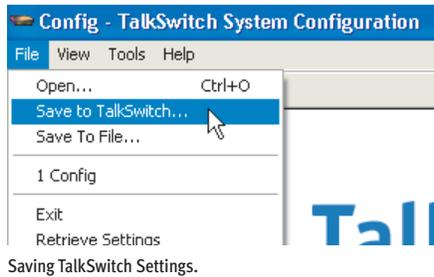
Enter the local extension number for your fax. This is the extension you will plug your fax machine into.

For TalkSwitch 24-CA, we recommend that you put your fax into extension 113.

For TalkSwitch 48-CA and 48-CVA, we suggest you put the fax into extension 118.

3.4 Save Settings to TalkSwitch

New settings must be saved to the TalkSwitch phone system for them to take effect.



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

3.5 Connect Fax to TalkSwitch

Connect the fax machine to the back of the TalkSwitch unit, as shown below. The connections should correspond to the settings you have made in the software.

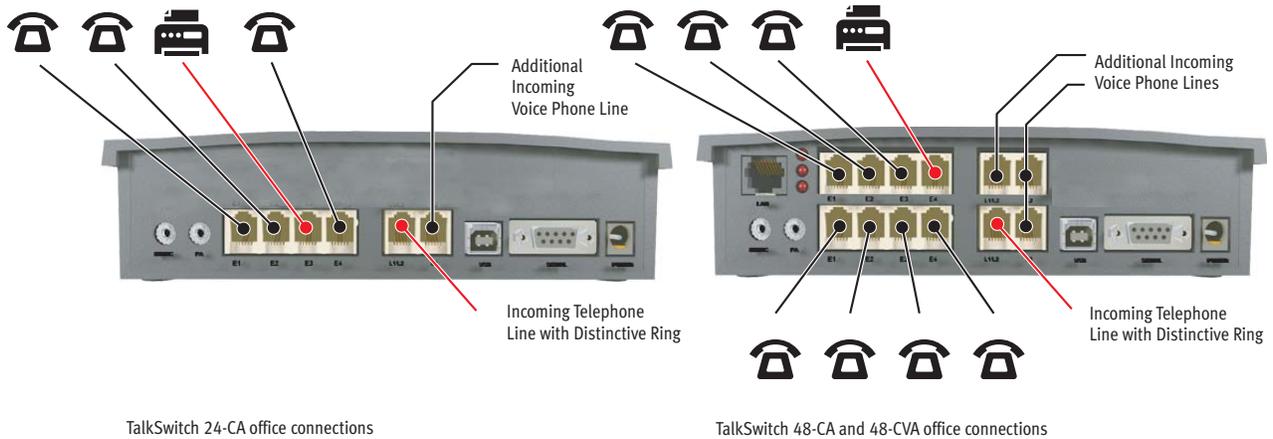


TalkSwitch 24-CA fax connections

TalkSwitch 48-CA and 48-CVA fax connections

3.6 Reconnect Phones and other Devices to TalkSwitch

You may wish to add the following telephone equipment. It is not necessary to add all these devices or lines



TalkSwitch 24-CA office connections

TalkSwitch 48-CA and 48-CVA office connections

4. AUTOMATIC DETECTION VIA THE AUTO ATTENDANT

This setting may change the way incoming calls are handled. All calls must be answered by the auto attendant. The auto attendant will then route calls to their destination.

4.1 Connect TalkSwitch to the PC, then Open the TalkSwitch Software

Connect TalkSwitch to your PC and open the TalkSwitch Configuration Software. For details refer to the "TalkSwitch Installation and User Guide".

4.2 Configure the Auto Attendant

If an auto attendant is already configured, add Step "D" only. If there is no auto attendant, we recommend starting with the Auto Attendant below. It will answer all incoming calls, play a recorded message, then allow callers to dial their party's extension or dial '0' for a receptionist. Follow these steps.

STEP A
Choose "Call Handling" and then "Auto Attendants".
See Arrows

STEP B
Choose Auto Attendant #1. Additional Auto Attendants can be configured later.

STEP C
Follow these settings as shown. Set up a human receptionist at extension 114. If you have other settings, enter the appropriate values for your office.

STEP D
Add automatic fax detection to route faxes to extension 118.

STEP E
Callers that don't have a touch tone phone can be routed to the receptionist. Again you may change the local extension of your receptionist, and the time it takes to 'fall through' to extension 114.

Step "D" above configures the incoming fax line. The default configuration assumes that the fax machine is attached to extension 118 (TalkSwitch 24-CA users should connect to extension 113). Adjust these values to match the extensions you will plug your fax into.

4.3 Configure Incoming Phone Lines

Each incoming telephone line has to be set to answer incoming calls using one of the auto attendants. Presently, only Auto Attendant #1 has been configured, so we will use Auto Attendant #1 to answer on all lines. Follow these steps.

STEP A

Choose "Call Handling" and then "Telephone Lines" - See Arrows

STEP B

Choose Line #1. Each line will be configured in succession.

STEP C

Select "Mode 1". Different Mode Scheduling can be configured later.

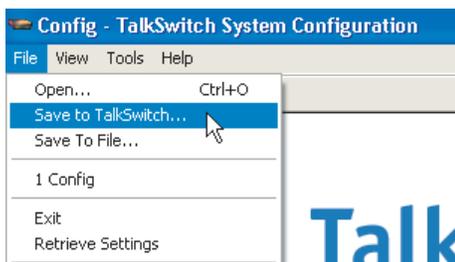
STEP D

Choose to Play Auto Attendant #1, immediately.

This will pick up all incoming calls on line 1 and play your recorded greeting

STEP E

Repeat the same setting for each of your incoming lines. Start at Step 'B', and choose Line #2. Then set the same settings in Step C and Step D



Saving TalkSwitch Settings.

4.4 Save Settings to TalkSwitch

New settings must be saved to the TalkSwitch phone system for them to take effect.

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

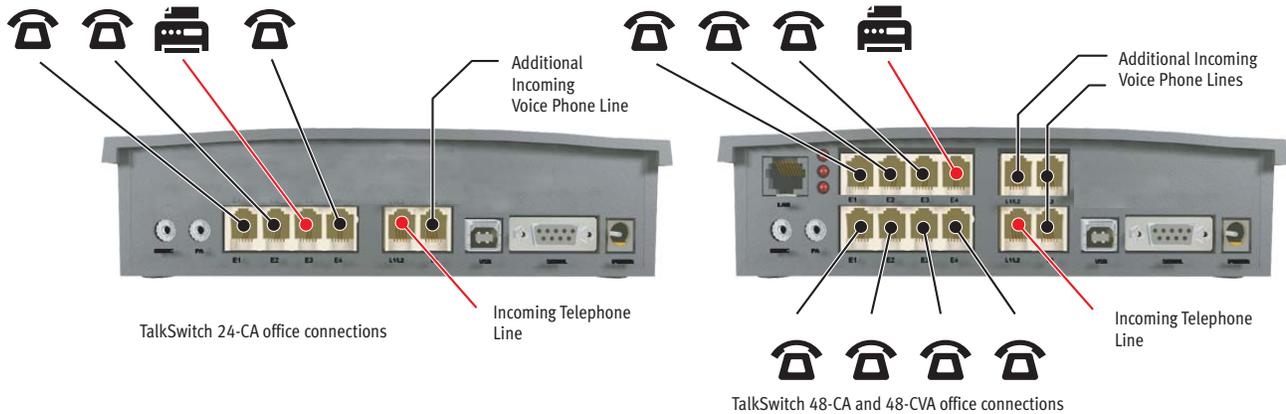
4.5 Connect Fax to TalkSwitch

Connect the fax machine to the back of the TalkSwitch unit, as shown below. The connections should correspond to the settings made in the software.



4.6 Reconnect Phones and other Devices to TalkSwitch

The following telephone equipment may be connected, however it is not necessary to add all of the suggested devices or lines.



4.7 RECORD AUTO ATTENDANT PROMPTS

For instructions on loading a professionally pre-recorded greeting, refer to the TalkSwitch Installation and User Guide.

Step A: Lift any internal extension and you should hear dial tone.

Step B: Press **#** to enter command mode. You may need to enter your password.

Step C: To begin recording your first prompt for auto attendant 1, press **4 1 #**. (This is called a DTMF command)

Step D: Record your auto attendant.

Step E: To listen to your auto attendant greeting press **5 1 #**.

Step F: You may follow additional instructions given by the prompts, and when you are done, hang up.

! Failure to Record an Auto Attendant will cause your office phone to answer with no message. The caller will hear 'dead air' and will assume that they are not connected, causing them the hang up the phone.

? **What Should an Auto Attendant Say?**
"Welcome to the ABC company. If you know your party's three digit extension you may dial it now. To reach our receptionist press "0" or stay on the line."

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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