

ADDING EXTENSION RING GROUPS

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? What is an Extension Ring Group?

A group of Local Extensions that ring in unison. TalkSwitch supports 10 ring group assignments (with three-digit identifiers from 300 to 309) that are selectable from a local extension and the auto attendant greeting.

- Independent Call Cascade functionality.
- Individualized Distinctive Ring cadence.
- TalkSwitch's Call Screening feature.

1. CONNECT TALKSWITCH TO YOUR COMPUTER, THEN OPEN YOUR TALKSWITCH SOFTWARE
For complete details refer to the "TalkSwitch User Guide".

2. CREATE EXTENSION RING GROUPS

Follow the steps below to create the first extension ring group. Repeat the steps below for each Extension Ring Group you wish to create.

Step A

Choose "System Information" and then "Extension Ring Groups". — See Arrows 1 and 2 below.

Step B

Choose an Extension Ring Group number — usually start with 300.

Step C

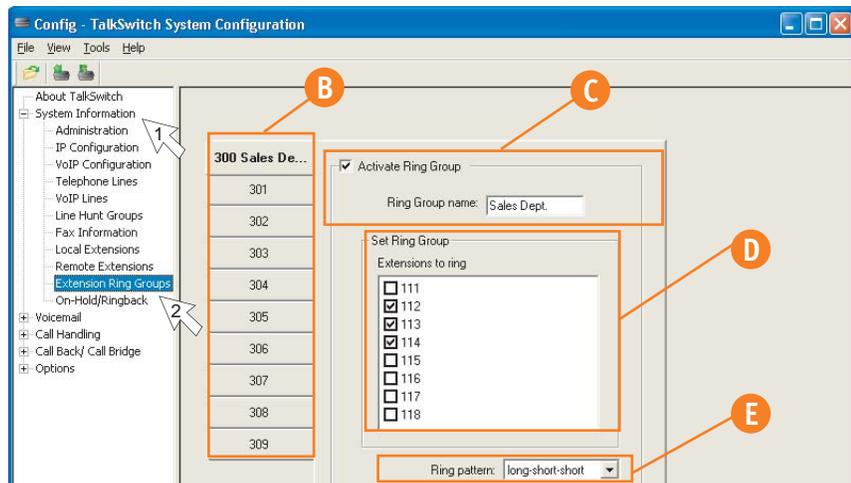
Activate the Ring Group, and give it a name.

Step D

Choose which local extensions will ring in unison.

Step E

Choose a ring pattern to help identify the incoming call before you pick up the phone.



How to forward calls to the new Extension Ring Group

Manually: upon answering an incoming call press flash and the extension number (300).

Auto Attendant: the auto attendant can be configured to route the call out to 300.
 — See next page for an example.

Call Cascade: the call cascade sequence can route the call to extension 300.
 — See below for an example.

3. INVOKE EXTENSION RING GROUPS

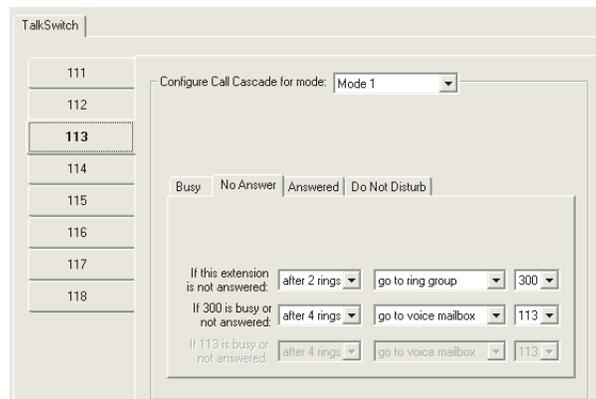
Extension Ring Groups can be invoked using the Call Cascade sequences, or by the Auto Attendant.

Example Using Call Cascade

Scenario:

- ext 113 is your local extension.
- ext 300 is your Extension Ring Group — “Sales Dept.”
- ext 114 is the receptionist.

If there is no answer at your desk, the call is transferred to the Sales Department. If no one answers the phone, the call is forwarded to your office voicemail. The caller hears music-on-hold* throughout the entire process, and may not be aware that the call has been forwarded.



How to set this up

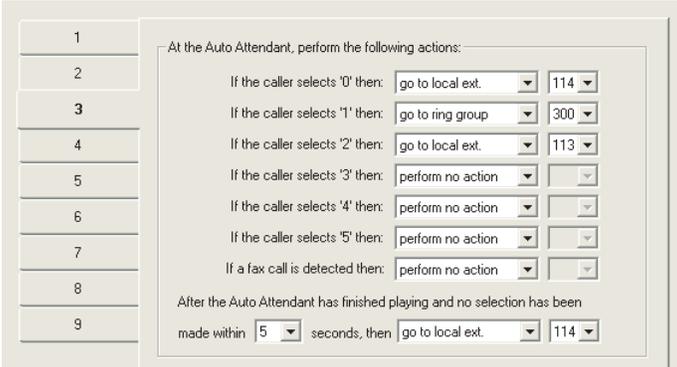
1. In the software choose “Call Handling” and “Local Extensions”.
2. Choose the settings for each local extension and mode. See Quick Guide “Configuring Call Cascade” for more details.

Example Using Auto Attendant

Scenario:
ext 113 is your local extension.
ext 300 is your Extension Ring Group — “Sales Dept.”
ext 114 is the receptionist.

The auto attendant might say ... “To reach the sales department press “1” to reach Mrs. “A”s office press “2”, or press “0” to reach a receptionist.”

You could use this auto attendant as a company greeting or within a call cascade sequence at your local extension.

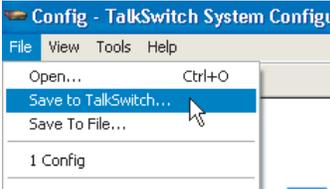


How to set this up

- 1. In the software choose “Call Handling” and “Auto Attendant”.
- 2. Configure the settings for a new auto attendant.
- 3. Invoke that auto attendant in “Call Handling” -> “Telephone Lines” or via “Call Handling” -> “Local Extension”. See Quick Guide “Creating an Auto Attendant” for more details.

4. 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.



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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