

CONFIGURING
MODE SCHEDULING

CT.TS005.515.EN - 02

CONFIGURING MODE SCHEDULING

? What is Mode Scheduling?

You may wish to answer the phone differently, at different times of the day. TalkSwitch handles incoming calls according to configurations based on time-of-day and day-of-week, such as “office hours” and “after hours”. All aspects of the call handling, such as call cascade, and auto attendants, can be configured for time-of-day and day-of-week.

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

For complete details refer to the “TalkSwitch User Guide”.

2. CONFIGURING MODE SCHEDULING

Define the times and days you would like TalkSwitch to switch modes. Rename the Modes to suit your environment.

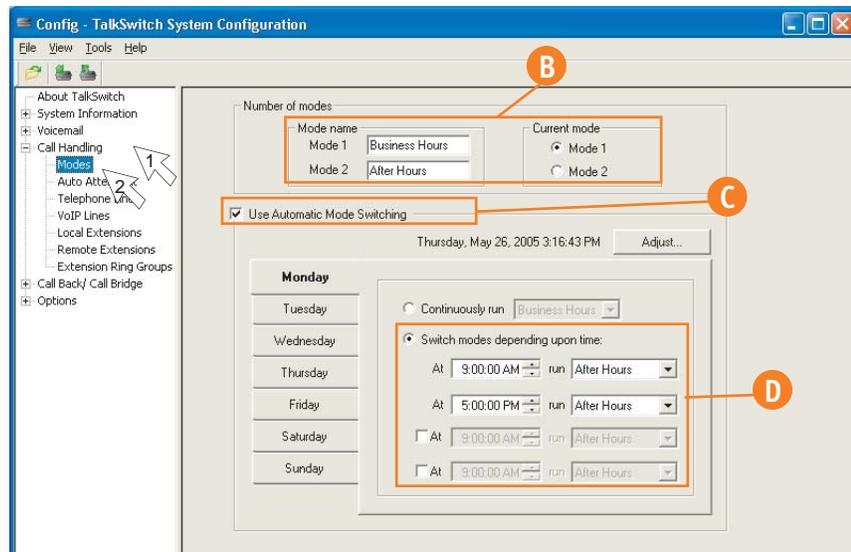
Follow the steps below.

Step A

Choose “Call Handling” and then “Modes”. — See Arrows 1 and 2 below.

Step B

Create a name for “Mode 1” and “Mode 2” for convenience. Here we have named them “Business Hours” and “After Hours”.



Step C

Activate automatic mode switching. You may also choose manual switching, in which case the modes can be changed at any local extension.

Step D

Choose the day and time that you would like the modes to change. Click on “Monday” through “Sunday” to create unique settings for each day of the week.

How to use the new modes

Manually: change the mode at any local extension by pressing **#**, entering a password if requested, then:

- 3 1 #** for mode 1, or
- 3 2 #** for mode 2

Auto Attendants and Call Cascade: can be configured to route the calls based on the mode setting, thus changing the way calls are handled during business hours vs after hours.

3. CHANGING THE AUTO ATTENDANT BASED ON MODE SCHEDULING

If you have auto attendants answering incoming calls you may want to set a different auto attendant in the evenings and weekends. Create the auto attendant settings based on the new mode.

Step A

Choose “Call Handling” and then “Telephone Lines”. — See Arrows 1 and 2 below.

Step B

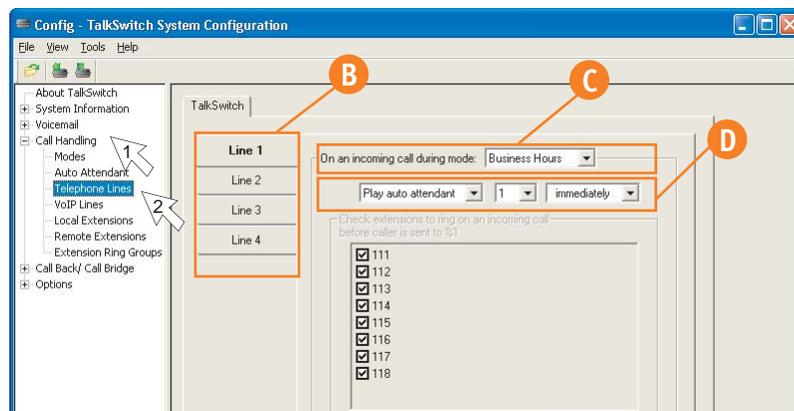
Choose a line number.

Step C

Select Mode 1, “Business Hours”.

Step D

Choose your settings for this Mode.



Step E

Repeat steps “C” and “D”, this time select Mode 2, “After Hours”, and create different auto attendant settings for this mode.

For example mode 2 might be for after hours and weekend calls. The auto attendant could inform the caller that the offices are closed and transfer them to voicemail.

4. CHANGING CALL CASCADE BASED ON MODE SCHEDULING

Call cascade is very useful for transferring incoming calls from your local to remote extensions elsewhere. Again you may wish to have your calls handled differently based on the time of day, for example after hours you may want to send your calls to voicemail instead of your cell phone.

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, perhaps “Mode 2” which might represent after hours.

Step D

Configure your call cascade sequence for “Mode 2” differently than your sequence for “Mode 1”.

For example “Mode 2” might represent after hours, where all your calls go to voicemail, instead of your cell phone.

You could even have it play an announcement saying you are not available.

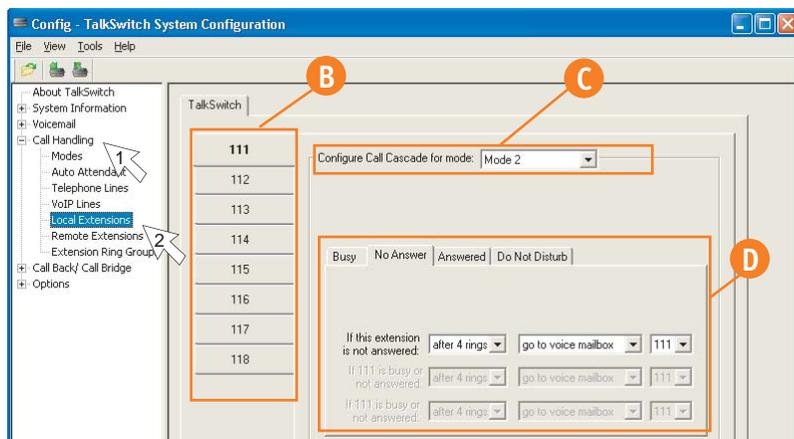
About TalkSwitch

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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5. 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.

