

USING PHONES WITH TALKSWITCH

CT.TS005.516.EN - 02



Where is my **FLASH** Button?
 You should see a button on your telephone labeled 'Flash'/'Link'.
 If you do not have a 'Flash' button you may quickly depress and release the telephone's 'Hangup Hook' (or 'Hook Switch') once.

Transferring

FLASH **X X X**

Local Extensions111-118
 Remote Extensions211-218
 Ring Groups300-309
 Voicemail111-118
211-218
410-419
 Call Park Orbits500-509
 Auto Call Park510

USING PHONES WITH TALKSWITCH

Receiving inbound calls at your extension

How do I...

Press

PUT A CALLER ON HOLD?

FLASH

The caller hears music on hold (if Music-on-hold is enabled and a source is connected to the MUSIC jack) and is waiting for you to either transfer the call or pick it back up.

TAKE A CALLER OFF HOLD?

FLASH

You are now re-connected with the caller.

TRANSFER A CALLER?

FLASH **X X X** (extension number)

Example: **FLASH** **1 1 4** transfers the call to extension 114.

You then have two choices:

1. Wait for the extension to pick up

- i) Once the extension picks up the phone you may talk to them while the caller is still on hold.
- ii) If they want to speak to the caller, you hang up your extension, and the caller is immediately connected to the other extension or,
- iii) If they do not want to speak to the caller, or the line was busy, you will need to cancel the transfer by pressing **FLASH** **5**. Now you are reconnected to the caller.

2. Hang up your extension immediately

The call is transferred to the office extension immediately upon hanging up the phone. Under some situations the call may bounce back to you. In this case, you will hear a stutter ring followed by a long pause. Simply pick up the phone and you are re-connected to the caller.

TRANSFER A CALLER TO VOICEMAIL?

FLASH *** X X X** (extension number)

Example: **FLASH** *** 2 1 4** transfers to voicemail to extension 214.

Hang up the phone to complete the transfer.

CANCEL A TRANSFER?

FLASH **5**

You are now connected with the caller, and any transfer you attempted has been aborted.

PARK A CALLER?

FLASH *** 5 X X** (500-509)

You will then hear the attendant say "call parked at 5xx" or "that spot is unavailable". Available spots (park orbits) are 500 to 509.

PARK A CALLER USING AUTO PARK?

FLASH *** 5 1 0**

The call will be parked at the next available spot (park orbit). You will hear the attendant say "call parked at 5xx".

RETRIEVE A PARKED CALL?

*** * 5 X X** (500-509)

Pick up any extension and press *** * 5 X X** to retrieve the call parked in spot 500 to 509. If you have 'direct line access' enabled, press **FLASH** *** * 5 X X**.

? HERE'S AN EXAMPLE:

An inbound call tries two different extensions, then is transferred to voicemail.

1. A caller asks for technical support,
2. You put the caller on hold, **FLASH**
3. Then dial Mary's number **1 1 4**
4. You get no answer, so you cancel the transfer **FLASH 5** (you are now re-connected with the caller.)
5. You try Mary's Cell Phone **FLASH 2 1 4**
6. Mary picks up the phone and says she is too busy to take the call.
7. You cancel the transfer **FLASH 5**
8. You then offer the caller a chance to leave a message on Mary's voicemail. The caller wants to, so you transfer the call to Mary's voicemail **FLASH * 1 1 4**
9. If Mary has remote message notification activated, she will get a call from the TalkSwitch unit, informing her that a new voicemail message was left.

! **Direct Line Access** allows you to make external calls without having to dial '9' first. This means that you do not have access to some of the TalkSwitch features unless you press FLASH first. **If your extension has Direct Line Access enabled, skip to the procedures under the heading "Making outbound calls — with direct line access".**

Making Outbound Calls — with Hunt Groups

A hunt group refers to a group of phone lines that can be used for outgoing phone calls. By first dialing the group number (usually '9'), TalkSwitch connects outgoing calls to the first available line in that group.

How do I...	Press
CALL AN OUTSIDE NUMBER?	9 + Telephone number
Lift the receiver, press 9, then dial the telephone number. If you are having difficulties see "Direct Line Access" at right.	
INTERCOM CALL TO ANOTHER EXTENSION?	X X X (extension number)
Lift the receiver and enter the extension number. This makes any internal call including local office extensions, remote extensions and extension ring groups. If you are having difficulties see "Direct Line Access" on the previous page.	
LEAVE A VOICEMAIL MESSAGE?	* X X X (extension number)
Press * , and the mailbox number.	
RETRIEVE MY VOICEMAIL MESSAGES?	* * # or * * X X X (extension number)
Press * * , then # or the mailbox number.	
RETRIEVE VOICEMAIL MESSAGES FROM MY CELL PHONE?	
Call into the TalkSwitch, then at an auto attendant press * * , and your mailbox number. If the call is answered by a person, have them transfer you to your mailbox by pressing FLASH * * and your mailbox number.	

How do I... Press

MAKE A CONFERENCE CALL?

3 Local Extensions

- 1. Establish a call with a local extension. X X X (extension number)
- 2. Place the local extension on hold. FLASH
- 3. Call the second local extension. X X X (extension number)
- 4. Connect the three extensions. FLASH 6

2 Outside Callers/1 Local Caller

- 1. Establish a call with an outside party. 9 + Telephone number
- 2. Place the outside party on hold. FLASH
- 3. Establish a second call with an outside party. 9 + Telephone number
- 4. Connect the three parties. FLASH 6

! Hunt Groups

If these procedures don't work, you might have 'Direct Line Access' DISABLED. Open the software and change your setting for your extension to 'Direct Line Access', or use the procedures for "Making Outbound Calls with Hunt Groups".

Making Outbound Calls — with Direct Line Access

When a local extension has Direct Line Access enabled, that extension has direct access to the telephone company's dial tone. External numbers can be dialed without having to establish an outside connection first. Under these circumstances, you will need to press 'FLASH' first before accessing TalkSwitch features.

How do I... Press

CALL AN OUTSIDE NUMBER?

Telephone number

Lift the receiver, then dial the telephone number.

INTERCOM CALL TO ANOTHER EXTENSION?

FLASH X X X (extension number)

Lift the receiver, press FLASH, and enter the extension number. This makes any internal call, including local office extensions, remote extensions and extension ring groups.

LEAVE A VOICEMAIL MESSAGE?

FLASH * X X X (extension number)

Press FLASH *, and the mailbox number.

RETRIEVE MY VOICEMAIL MESSAGES?

FLASH * * # or * * X X X

Press FLASH * * and the number.

RETRIEVE VOICEMAIL MESSAGES FROM MY CELL PHONE?

Call into the TalkSwitch, then, at an auto attendant, press * * and your mailbox number. If the call is answered by a person, have them transfer you to your mailbox by pressing FLASH * * and your mailbox number.

MAKE A CONFERENCE CALL?

3 Local Extensions

- 1. Establish a call with a local extension. FLASH X X X (extension number)
- 2. Place the local extension on hold. FLASH
- 3. Call the second local extension. X X X (extension number)
- 4. Connect the three extensions. FLASH 6

How do I...	Press
MAKE A CONFERENCE CALL?	
2 Outside Callers/1 Local Caller	
1. Establish a call with an outside party.	Telephone number
2. Place the outside party on hold.	FLASH
3. Establish a second call with an outside party.	9 + Telephone number
4. Connect the three parties.	FLASH 6

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

© TalkSwitch 2005

