

Receiving Inbound Calls at your Extension

How Do I ...

Press ...

Put a caller on hold?

Flash

The caller hears music-on-hold* and is waiting for you to either transfer the call, or pick it back up.

* If Music-on-Hold enabled and a source is connected to the MUSIC jack.

Take a caller off hold?

Flash

You are now re-connected with the caller.

Transfer a caller?

Flash

Extension Number

X X X

Example Flash 1 1 4 transfers the call to extension 114.

You then have two choices ...

1. Wait for the extension to pick up or

- 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".

500 - 509

Retrieve a parked Call?

* * 5 X X

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



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

Local Extensions	111-118
Remote Extensions	211-218
Ring Groups	300-309
Voicemail	☑ 111-118
	☑ 211-218
	☑ 410-419
Call Park Orbits	☑ 500-509
Auto Call Park	☑ 510

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 says 'yes' 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.

Making Outbound Calls - with Hunt Groups

How Do I ...

Call an Outside number?

Lift the receiver, press **[9]** then dial the telephone number.
If you are having difficulties see "Direct Line Access" below.

Press ...

9 + tel #



What is a Hunt Group?

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.

Intercom call to another extension ?

Lift the receiver and enter the extension number
This makes any internal call including ...

- Local Office Extensions
- Remote Office Extensions
- Extension Ring Groups

If you are having difficulties see "Direct Line Access" below.

Extension Number

X X X



Intercom Numbers

Local Extensions	111-118
Remote Extensions	211-218
Ring Groups	300-309
Voicemail	<input type="checkbox"/> 111-118 <input type="checkbox"/> 211-218 <input type="checkbox"/> 410-419

Leave a Voicemail message?

Press **[*]**, and the mailbox number.

*** X X X**

Retrieve my Voicemail messages?

Press **[*][*]**, then **[#]** or the mailbox number

*** * #** OR *** * X X X**

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.



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 use the procedures on the next page.

Make a Conference Call?

3 Local Extensions

1. Establish a call with a local extension.
2. Place the local extension on hold.
3. Call the second local extension.
4. Connect the three extensions.

Extension Number

X X X

Flash

X X X

Flash 6

2 Outside / 1 Local Caller

1. Establish a call with an outside party.
2. Place the outside party on hold.
3. Establish a second call with an outside party.
4. Connect the three parties.

9 + tel #

Flash

9 + tel #

Flash 6

Making Outbound Calls - with Direct Line Access

How Do I ...

Call an Outside number?

Lift the receiver, then dial the telephone number.
If you are having difficulties see "Hunt Groups" below.

Press ...

tel #



What is 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.

Intercom call to another extension ?

Lift the receiver, press **Flash**, and enter the extension number
This makes any internal call including ...

- Local Office Extensions
- Remote Office Extensions
- Extension Ring Groups

If you are having difficulties see "Hunt Groups" below.

Extension Number

Flash X X X



Intercom Numbers

Local Extensions	111-118
Remote Extensions	211-218
Ring Groups	300-309
Voicemail	<input type="checkbox"/> 111-118 <input type="checkbox"/> 211-218 <input type="checkbox"/> 410-419

Leave a Voicemail message?

Press **Flash** *, and the mailbox number.

Flash * X X X

Retrieve my Voicemail messages?

Press **Flash** * *, and the number

Flash * * # OR * * X X X

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.



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" on the previous page.

Make a Conference Call?

3 Local Extensions

1. Establish a call with a local extension.
2. Place the local extension on hold.
3. Call the second local extension.
4. Connect the three extensions.

Extension Number

Flash X X X

Flash

X X X

Flash 6

2 Outside / 1 Local Caller

1. Establish a call with an outside party.
2. Place the outside party on hold.
3. Establish a second call with an outside party.
4. Connect the three parties.

tel #

Flash

9 + tel #

Flash 6