

CREATING AN AUTO ATTENDANT

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? What is an Auto Attendant?

An Auto Attendant answers all incoming calls, plays a recorded message, and routes the caller to their party's extension.

TalkSwitch's nine (9) auto attendants can be used together to create powerful call routing options.

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

If you require assistance, see the "TalkSwitch User Guide".

2. CONFIGURE THE AUTO ATTENDANT

This Auto Attendant will answer all incoming calls, play your recorded message, then callers can dial their party's extension or dial "0" for a receptionist. Follow these steps.

Step A

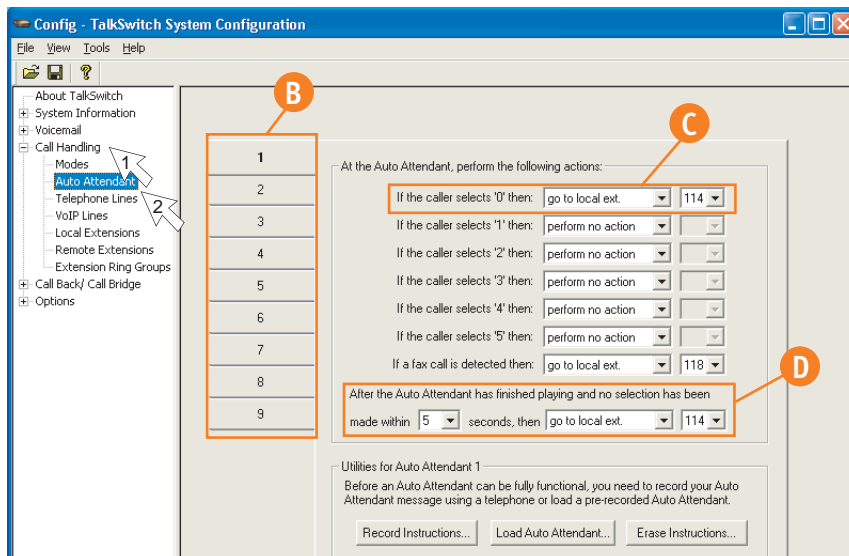
Choose "Call Handling", then "Auto Attendant". — See Arrows 1 and 2 below.

Step B

Choose Auto Attendant 1. Additional Auto Attendants can be configured later.

Step C

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

**Step D**

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



Extension 114 is often used as the receptionist as this is the only extension that works during a power failure.

Software may look slightly different from the above diagram

3. DECIDE IF YOU WANT TO INCLUDE AUTOMATIC FAX DETECTION

If you **do not** want to include automatic fax detection please go to Step 5. Other methods of fax detection and routing can be found in the Quick Guide *Detecting & Routing Faxes*.

? How does Fax Detection Work?

TalkSwitch can automatically detect incoming faxes and route them to your fax machine. To do this the auto attendant must answer all incoming calls, it will then listen for the CNG tone emitted by the incoming fax call. If the CNG tone is detected within 9 seconds the call is routed to the fax. If no CNG tone is detected, the auto attendant assumes that the incoming caller is a human and will wait for them to make a choice.

Advantages

You no longer need a dedicated fax line, and outbound calls can now share the fax line.

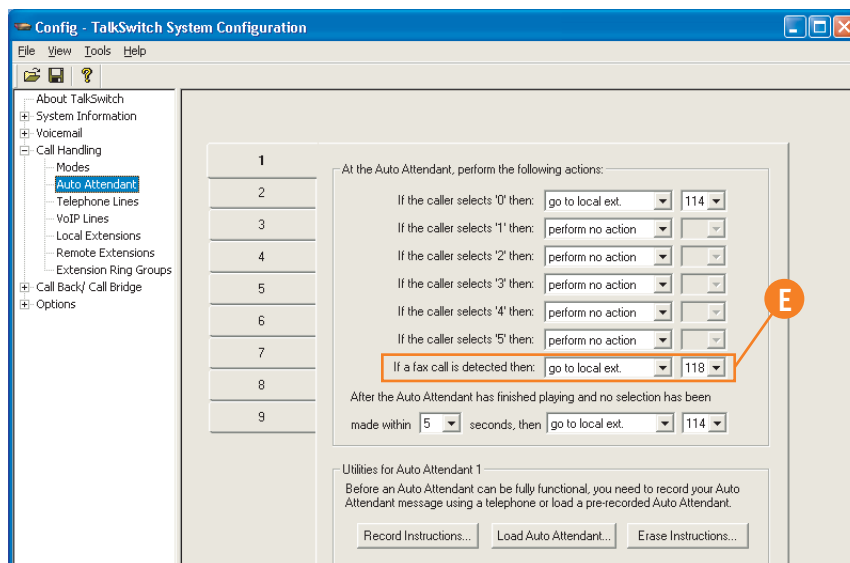
Disadvantages

Older fax machines do not emit a CNG tone, therefore the auto attendant cannot 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 not be able to detect the incoming CNG tone.

4. ADD AUTOMATIC FAX DETECTION

Step E

Add automatic fax detection to route faxes to extension 118.



Software may look slightly different from the above diagram

Add Step "E" above to configure your incoming fax line. The default configuration assumes that your fax machine is attached to extension 118 (TalkSwitch 24-CA users should connect to extension 113). Other configurations are possible. See page 17 of the User Guide, or Quick Guide *Detecting and Routing Faxes*.

5. CONFIGURE THE INCOMING TELEPHONE 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 1 and 2 below.

Step B

Choose “Line 1”. Each line will be configured in succession.

Step C

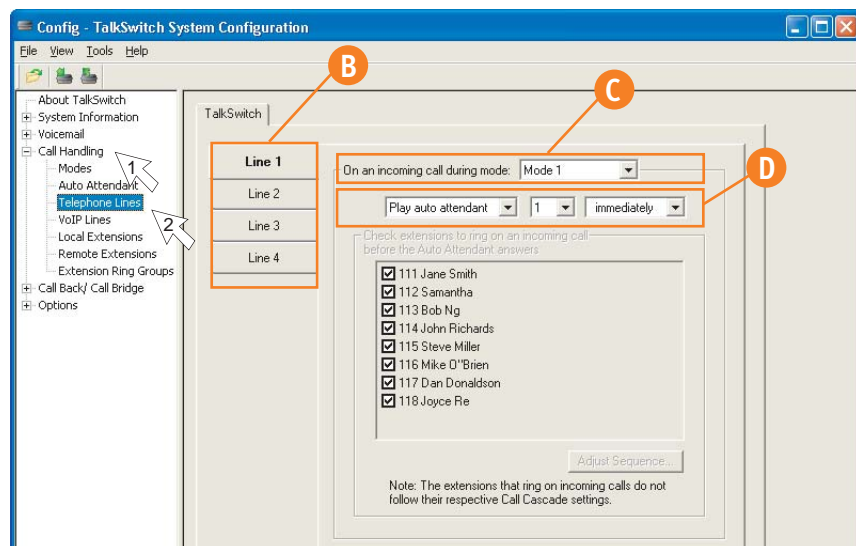
Select “Mode 1”. Different Mode Scheduling can be configured later. — See Quick Guide *Configuring Mode Scheduling*.

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 2, and choose “Line 2”. Then set the same settings in Step 3 and Step 4.



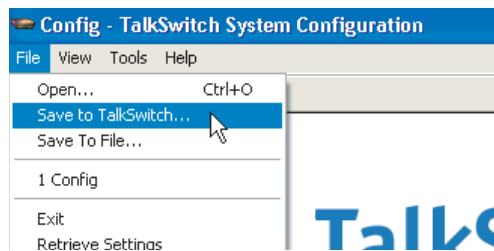
Software may look slightly different from the above diagram

6. SAVE SETTINGS TO TALKSWITCH

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

Step A

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.



7. CONNECT YOUR TELEPHONES

Step A

After disconnecting the TalkSwitch from the computer, move it to a location where it can be attached to incoming telephone lines and your telephone devices.

Step B

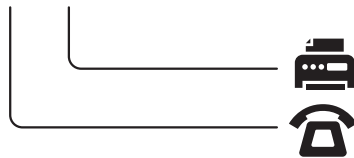
Connect phones as you had previously. For details see the Quick Guide *Connecting Phones & Devices*.

Step C

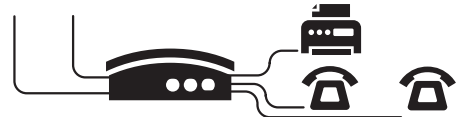
If you added “Automatic Fax Detection”, you will need to connect your fax. Do so by connecting your original incoming fax line into an available incoming phone line jack at the back of the TalkSwitch (jacks “L1” through “L4”). Then connect your fax machine to one of your local extensions, usually the last extension 118 on a TalkSwitch 48-CA and 48-CVA or extension 113 on a TalkSwitch 24-CA. — See Quick Guide *Detecting and Routing Faxes*.

AUTO FAX DETECTION

Before installing TalkSwitch. Both phones and faxes are on dedicated lines.



After installing TalkSwitch where faxes are automatically detected by the Auto Attendant. All incoming lines are shared by the office telephone devices.



8. RECORD AUTO ATTENDANT PROMPTS

For instructions on loading a professionally pre-recorded greeting, refer to the "TalkSwitch 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 **4 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 to 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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