

ADDING CALL BACK/ CALL BRIDGE

CT.TS005.513.EN - 03

ADDING CALL BACK/CALL BRIDGE

? **Call Back and Call Bridge**, work together to allow you to place calls from your home/office when you are away. For example, you may be overseas at a hotel and wish to place some calls. Instead of using the expensive hotel lines, you can have your TalkSwitch call you, then you can place calls through the TalkSwitch. Place several calls and stay connected, saving you re-connection fees and using your office long distance savings plan at the same time.

Call Back is the process where TalkSwitch calls you remotely.

Call Bridge allows you to use the TalkSwitch phone lines to make outbound calls or transfers to local and remote office extensions. You will first need to call into the TalkSwitch from an outside phone number.

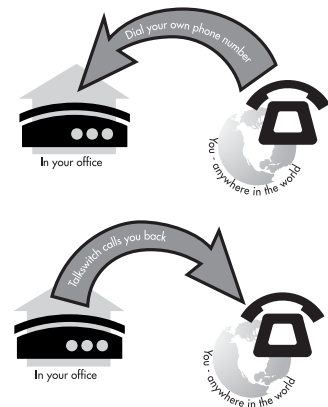
There are two methods of Call Back — Auto and Prompted.

Auto Call Back — A predefined number is called once you initiate the call back. Program the number where you will be staying as the call back number. When you reach your destination, call your TalkSwitch, let it ring twice, hang up, and the TalkSwitch will call you back!

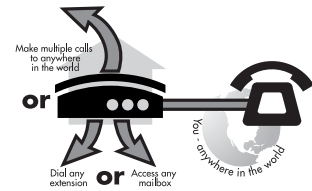
Prompted Call Back — Lets you change the call back number and any message each time you initiate the call back. If you are traveling to a variety of destinations, or you don't know the telephone number, you can change the call back number once you arrive at your destination.

HOW DOES IT WORK?

1. From your out-of-office location, dial one of the Call Back telephone numbers that has been pre-configured. In the case below this is your "Line 2 – main" office number.
2. Let the line ring at least once, but no more than three times and hang-up. Make sure there is no Auto Attendant configured to answer within this time period on this line.
3. Within 30 seconds, TalkSwitch will dial your Auto Call Back number, once answered your recorded message will play.
4. Accept the call by pressing # and your password. In the case below, your password is "12345".



- You will now hear a generic TalkSwitch Auto Attendant.
You may access your phone system as if you were in the office. Dial “9” for an outside line and make a long distance call using your office long distance charges. Listen to your voicemail or transfer to a local extension.



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

Connect TalkSwitch to your PC and open the TalkSwitch Configuration software. For details, refer to the “TalkSwitch User Guide”.

2. CREATING A CALL BACK

Follow the steps below to create a Call Back as described above.

Step A

Choose “Call Back/Call Bridge”, and then “Auto Call Back”. — See Arrows 1 and 2 below.

Step B

Choose a Call Back — usually start with #1, then add more if needed.

Step C

Activate the Call Back.

Step D

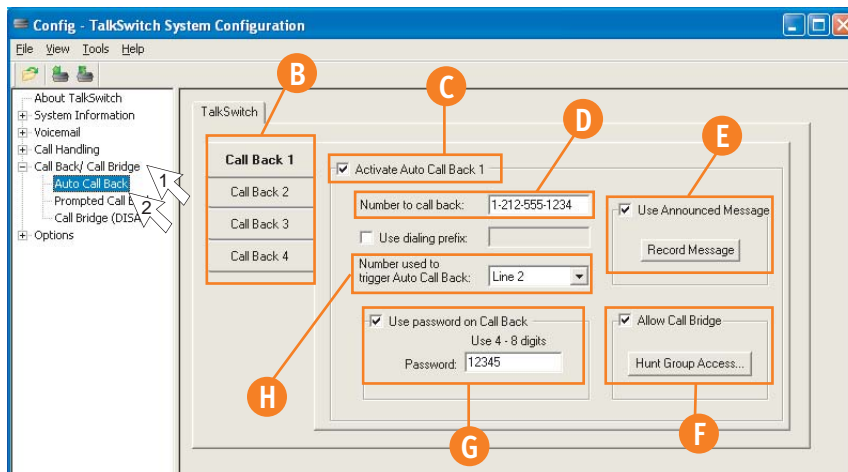
This is the number TalkSwitch will call, such as your hotel telephone number.

Step E

TalkSwitch can play a recorded announcement once someone picks up the phone. This is useful if you need the call transferred to a hotel room. (i.e. the message could say “This is a call for Bob in room 587. Please transfer the call”.)

Step F

Allow Call Bridge to make outbound calls from the TalkSwitch.



Step G

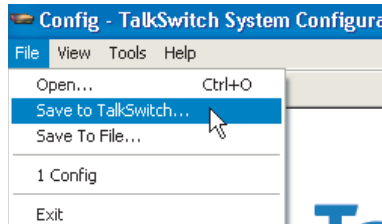
It is a good idea to add a password to prevent others from using your Call Back feature.

Step H

This is the home/office number that you will call to trigger the auto call back.

3. SAVE TALKSWITCH SETTINGS

Settings must be saved to TalkSwitch in order for them to take effect. 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.”



4. RECORD ANNOUNCED MESSAGE

This is the message that will be played when the TalkSwitch phones you back. A very useful option if you are at a hotel and need the clerk to forward the call to your room.

1. Pick up a local extension.
2. Press **#** to enter command mode, and then your password if required.
3. Press **6 1 #** to start recording Auto Call Back 1 announcement.
4. Press **7 1 #** to hear your recorded message.
5. When you are happy with your message hang up.

? Prompted Call Back

Prompted Call Back works much the same way that Auto Call Back works, except you can change the Call Back number remotely. The Call Back number is stored in TalkSwitch until you change it.

If you would like to use prompted Call Back choose “Prompted Call Back” in Step A above, then follow the same procedure above. You will notice that Prompted Call Back has only one Call Back number. This number is used until you change it remotely.

The remainder of the steps can be followed in exactly the same manner.

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

