ADDING REMOTE EXTENSIONS

CT.TS005.510.EN – 02

ADDING REMOTE EXTENSIONS

? What is a Remote Extension?
A Remote Extension allows you to connect an external telephone number, such as a cell phone number to your office and have it operate as if it was a local extension in your office. The external number has most of the ability and functionality as your local extensions, such as hold and call transfer.

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 "TalkSwitchUser Guide".

2. ADD A REMOTE EXTENSION
Any external telephone number can be configured as a remote extension, including cell phones, home telephone numbers, branch offices etc.

Follow the steps below.

Step A
Choose "System Information", and then "Remote Extensions". — *See Arrows 1 and 2 on next page*.

Step B
Choose a Remote Extension number — usually start with 211, then add more later.

Step C
Activate the Remote Extension, and give it a name.

Step D
Type in the external phone number. This could be a cell phone number, or any other external telephone number.
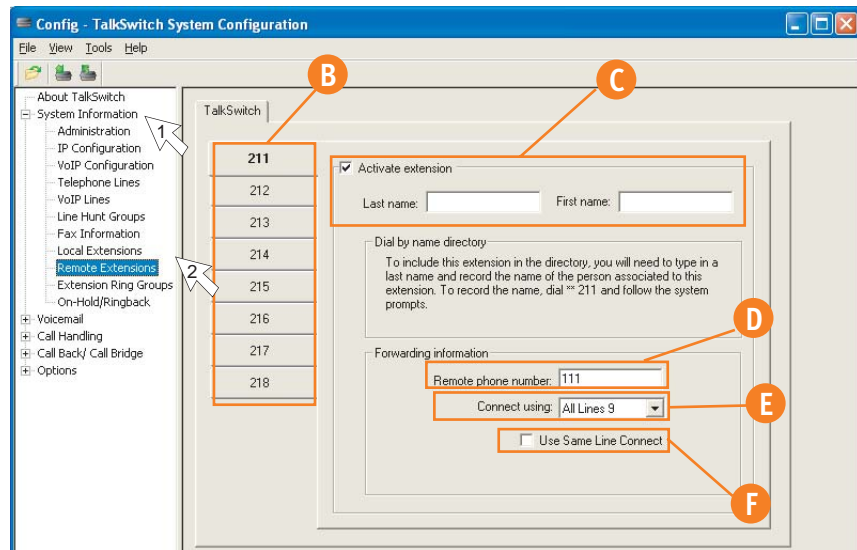
Commas (,) can be used as a two second pause in the dialing string.

Step E
We recommend that you leave this parameter at "Hunt Group 9" unless you've pre-configured another specific group.

Step F
If you have the 3-way Calling or Transfer and Clear service from the phone company, then you can use Same Line Connect.

How to forward calls to the new Remote Extension

Manually: upon answering an incoming call press flash and the extension number (211).

Auto Attendant: the auto attendant can be configured to route the call out to 211.
— *See next page for an example.*

Call Cascade: the call cascade sequence can route the call to extension 211.
— *See next page for an example.*

How to transfer calls from a Remote Extension

Press ***** *****, then dial any Local Extension, Remote Extension, or Ring Group; or

Press ***** again and a mailbox number to transfer the call to voicemail.

3. INVOKE REMOTE EXTENSIONS

Remote Extensions can be invoked by Call Cascade sequences or by the Auto Attendant.
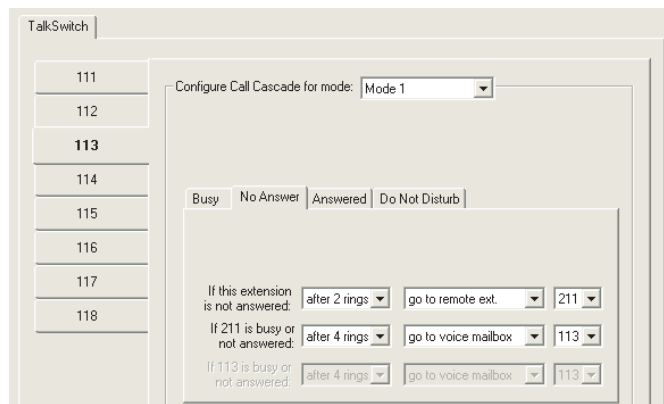
Example Using Call Cascade

Scenario:

    ext 113 is your local extension.

    ext 211 is your cell phone.

If there is no answer at your desk, the call is transferred to your cell phone. If you don't answer your cell phone, the call is forwarded to your office voicemail. The caller hears music-on-hold* throughout the entire process, and may not be aware that the call has been forwarded.

* "Play accept/reject prompt" or "play caller's name first" must be activated under the "Answered at ext." tab.

Software may look slightly different from the above diagram.

How to set this up

1. In the navigation menu, choose "Call Handling", "Local Extensions".

2. Choose the settings for each local extension and mode. See Quick Guide "Configuring Call Cascade" for more details.
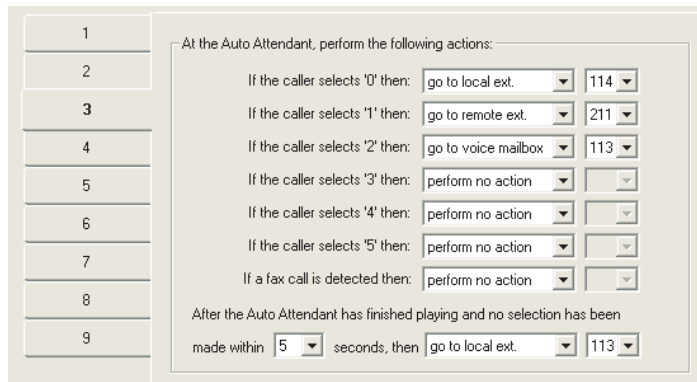
Example Using Auto Attendant

Scenario:

    ext 114 is the receptionist.

    ext 211 is your cell phone.

    ext 113 is your local extension.

The auto attendant might say ... "To reach Mr. A's cell phone press "1" to reach his office press "2", or press "0" to reach a receptionist." You can also instruct callers to directly dial the extension at the Auto Attendant.

You could use this auto attendant as a company greeting or within your call cascade sequence at your local extension.
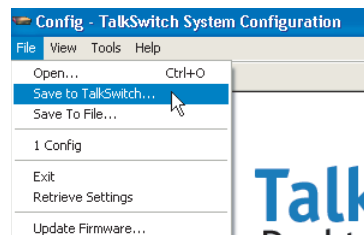
Software may look slightly different from the above diagram.

How to set this up

1. In the navigation menu choose "Call Handling", "Auto Attendant".

2. Configure the settings for a new auto attendant.

3. Invoke that auto attendant in "Call Handling" -> "Telephone Lines" or via "Call Handling" -> "Local Extension". See Quick Guide "Creating an Auto Attendant" for more details.

4. 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.

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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