

How Do I ...

Press ...

Put a caller on hold?

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.



Where is my Button?

Your hold / flash button is at the top of the vertical row of grey buttons on the right side of your TS 100 telephone.

Take a caller off hold?

You are now re-connected with the caller.



Transfer a caller?

Example transfers the call to extension 114. You then have two choices ...



Extension Number

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** . 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.

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

Transfer a caller to Voicemail?

Example transfers to voicemail to extension 214. Hang up the phone to complete the transfer.



Extension Number

Cancel a Transfer?

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



Park a caller?

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



500 - 509

Park a caller using Auto Park?

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?

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



500 - 509

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,
3. Then dial Mary's number
4. You get no answer, so you cancel the transfer (you are now re-connected with the caller.)
5. You try Mary's Cell Phone
6. Mary picks up the phone and says she is too busy to take the call.
7. You cancel the transfer
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
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.

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.

What is Direct Line Access?

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 **hold / flash** first.

How Do I ...

Retrieve my Voicemail messages?

Call an Outside number?

Intercom call to another extension ?

This makes any internal call including ...

- Local Office Extensions (111 - 118)
- Remote Office Extensions (211 - 218)
- Extension Ring Groups (300-309)

Leave a Voicemail message?

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.

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.

with Hunt Groups

Press ...

vmail

9 + tel #

Extension Number

X X X

Mailbox Number

*** X X X**

with Direct Line Access

Press ...

hold / flash **vmail**

tel #

Extension Number

hold / flash **X X X**

Mailbox Number

hold / flash *** X X X**

Extension Number

X X X

hold / flash

X X X

conf. **6**

9 + tel #

hold / flash

9 + tel #

conf. **6**

Extension Number

hold / flash **X X X**

hold / flash

X X X

conf. **6**

tel #

hold / flash

tel #

conf. **6**

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 **(transfer) * *** and your mailbox number.