

## VOICEMAIL

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

For complete details refer to the "TalkSwitch User Guide".

### 2. CHOOSE VOICEMAIL SETTINGS

Local, Remote, and General Extension Voice mailboxes can all be configured in the same manner. Follow the steps below to configure these mailboxes. Additional details are provided on the following pages. See Step 7 for instructions on configuring Global Voicemail Settings.

#### Local Extension Voicemail

Voice mailboxes are automatically allocated to each Local Extension.

#### Remote Extension Voicemail

Voice mailboxes have to be explicitly assigned to remote extensions. If the remote extension does not show voicemail availability it is because the remote extension has not been activated.

#### General Voicemail

These are generic mailboxes used for general purposes, such as messages for a sales team, or technical support group. They are not associated with a local or remote extension.

#### Step A

Choose "Voicemail", and then choose the voice mailboxes to configure. "Local Ext. Voicemail" is selected in the following example. *See Arrows 1 and 2 on next page.*

#### Step B

Choose Activate Voice Mailbox. Under Remote Extensions you must make sure that the Remote Extension has been enabled otherwise you will not be able to activate its voicemail.

#### Step C

Choose whether or not to Play announcements only and prevent callers from leaving messages. Callers hear an announcement and then get disconnected. Used for information purposes.

#### Step D

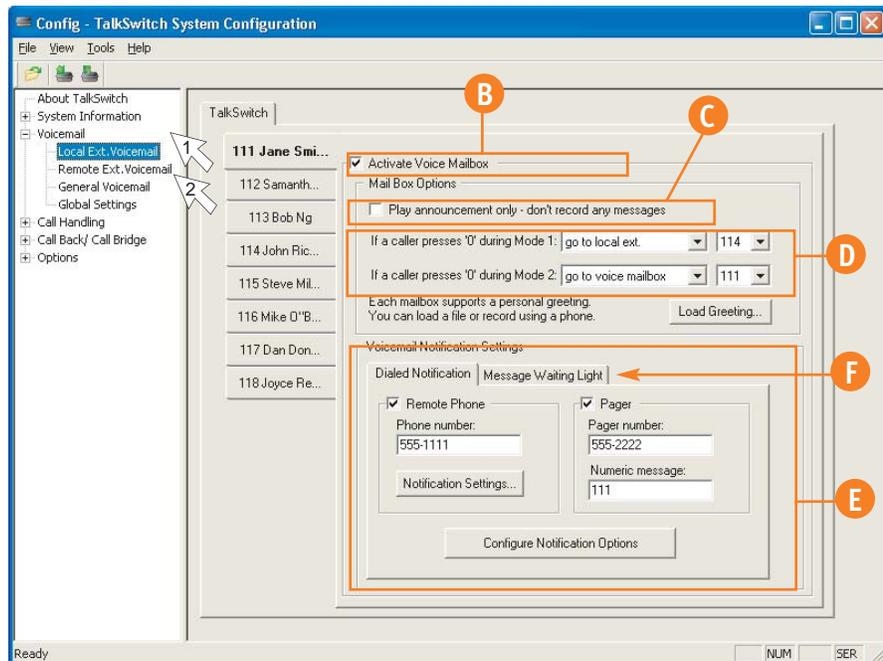
Select the action to perform when a caller presses "0" in the different modes. *Additional details on the next pages.*

#### Step E

Choose the process by which you want to be notified, either by Remote Phone or by Pager, or by both. *Additional details on the next pages.*

**Step F**

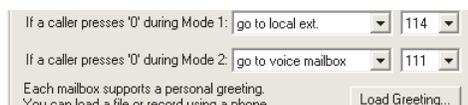
You can turn on the message waiting light at any extension or extensions when a new message is received. *Additional details on the next pages.*



Software may look slightly different from the above diagram.

**3. WHEN A CALLER PRESSES “0”**

Select what action to take when a caller presses “0” during the different modes while in a voice mailbox (Step “D” on previous page): *This option is available only for TalkSwitch 24-CA, 48-CA, and 48-CVA models with software version 3.21 or higher. Note that TalkSwitch 24, 48-NLS, and 48-NLS units networked with 48-CAs only support software version 3.13.*



- go to voice mailbox: Callers will be transferred to the specified mailbox.
- go to local extension: Callers will be transferred to the specified local extension.
- go to remote extension: Callers will be transferred to the specified remote extension.
- go to ring groups: Callers will be transferred to the specified ring group.
- play announcements: Callers will be transferred to the specified announcement.
- go to auto attendant: Callers will be transferred to the Auto Attendant.
- perform no action: No action will be performed when “0” is pressed.

#### 4. CHOOSING THE NOTIFICATION PROCESS

In Step “E” on the previous page, you have two processes by which TalkSwitch can contact you: Remote Phone or Pager. The Remote Phone could be a cell phone, a home phone, or a phone system in a remote office. The Pager is usually a text or alpha numeric messaging service. You may choose to be notified by BOTH processes, in which case TalkSwitch will continue to contact you until it has verified that you received its notification.

##### Remote Phone Notification

###### Step A

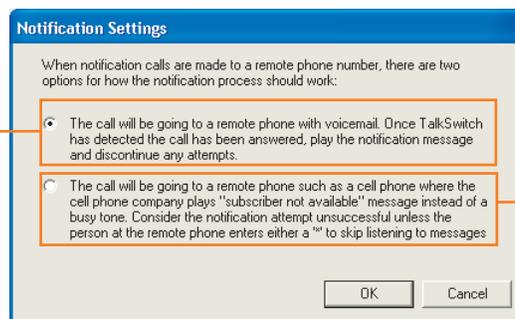
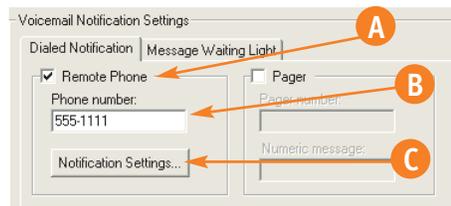
Click on “Remote Phone”.

###### Step B

Enter the Remote Phone number as it would normally be dialed from where TalkSwitch is located. For example, if your remote phone number is 613-555-1111, but you dial 555-1111 to call your phone locally, then you would enter 555-1111 as the Remote Phone number.

###### Step C

Click on the “Notification Settings” and choose either of the two settings below.



**Perform the notification process once:**  
When TalkSwitch has detected that the call has been answered, it will play the notification message once only, then discontinue any attempts to re-connect.

**Repeat the notification process until the recipient presses “\*” or “#”:**  
TalkSwitch will consider the notification attempt successful only if the person at the remote phone enters either a “\*” or a “#”. Until then, the TalkSwitch will continue to re-connect.

This option is useful for cell phones where the cell phone company plays a “subscriber not available” message instead of a busy tone. Once the cell phone is answered TalkSwitch will prompt you to respond to the incoming voicemail with a “\*” or “#”.

### Pager Notification

#### Step A

Click on “Pager”.

#### Step B

Enter the Pager number as it would normally be dialed from where TalkSwitch is located.

#### Step C

Enter the Numeric message for the pager.



## PASSWORDS, PINS, OR PHONE SYSTEMS

Some pagers, or remote phones, may require you to enter a password or PIN number. You might also be calling another phone system and trying to reach an extension within that system. In these cases you will need to enter additional digits (such as a password) after a given amount of time. Use commas (,) to create a 2 second delay followed by the additional digits you require.

Pager Example: In the Pager phone number you could enter “555-1111,,,,,12345”. This will dial the pager number 555-1111, then wait 10 seconds (5 commas) and then dial your password of “12345”.

Phone System Example: In the same way, under Remote Phone number, you could enter “555-1111,,,,,,234”. Here TalkSwitch would dial “555-1111”, then wait 16 seconds (8 commas) before dialing the extension “234” at the Remote Phone system.

In either case, TalkSwitch does not wait for the phone to pick up or for a particular message to play, instead it simply waits the prescribed time before dialing new digits. The only way to know how long to wait is to test the system yourself and count how long it takes for the remote phone system to pick up the phone, play any messages, and then offer you the opportunity to make selections.

### Configure Notification Options

Define how TalkSwitch will dial out of your office when notifying you of a voicemail. If the first connection is not successful, define how many times, and at what intervals TalkSwitch will continue to attempt to reconnect.

Under the conditions where you have chosen to be notified by both Pager AND Remote Phone, TalkSwitch makes sure that BOTH locations have been contacted before finishing the notification process. i.e. If TalkSwitch contacts you via your Pager, it will still make sure it also contacts you by Remote Phone.

#### Step A

Select which Hunt Group is used when dialing the notification phone number.

#### Step B

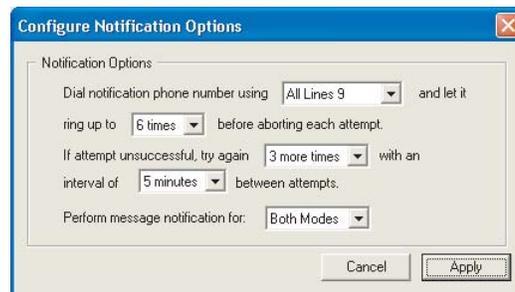
Select the number of rings before aborting the attempt.

**Step C**

Select the number of times to attempt notifying the remote phone or pager before aborting the entire process, and the time interval between each attempt.

**Step D**

Select which mode(s) to perform notification for. *This option is only available with software version 3.21 or higher.*

**5. SETTING THE MESSAGE WAITING LIGHT**

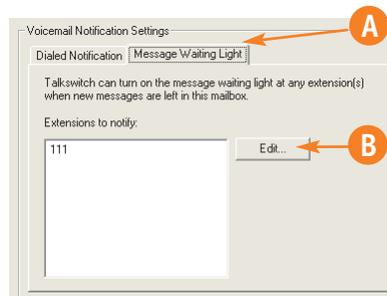
In Step “F” you can set a message waiting light to indicate when a message has been received for an extension. You can select on which local extensions in your system the light will be activated when a message is received for an extension. *This option is available only for TalkSwitch 24-CA, 48-CA, and 48-CVA models with software version 3.21 or higher. Note that TalkSwitch 24, 48-NLS, and 48-NLS units networked with 48-CAs only support software version 3.13.*

**Step A**

Click on “Message Waiting Light”.

**Step B**

Click on “Edit” to select the extensions to notify when new messages arrive in a mailbox. The Voicemail Extension Indicators window opens. By default, the message waiting light will turn on at the extension associated with a local mailbox when a message is received.

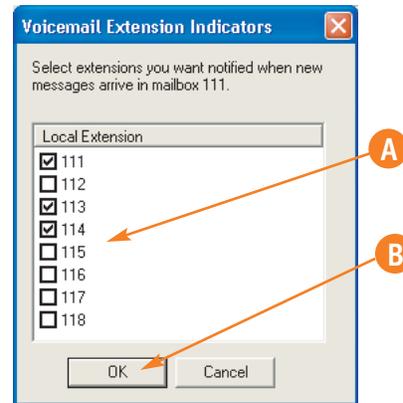


**Step A**

Select the extensions to notify when new messages arrive in a mailbox.

**Step B**

Click on "OK" when done.



**6. LOAD VOICEMAIL GREETING**

You can load a pre-recorded voicemail greeting from your PC to TalkSwitch. The file must be an 8khz, 8-bit, mono, μ-law .wav file.

**Step A**

Click on "Load Greeting..". An information box opens asking whether or not to continue.

**Step B**

Click "Yes" and follow the instructions.



**7. GLOBAL VOICEMAIL SETTINGS**

These settings allow you to control finer points of our TalkSwitch voicemail system.

**Step A**

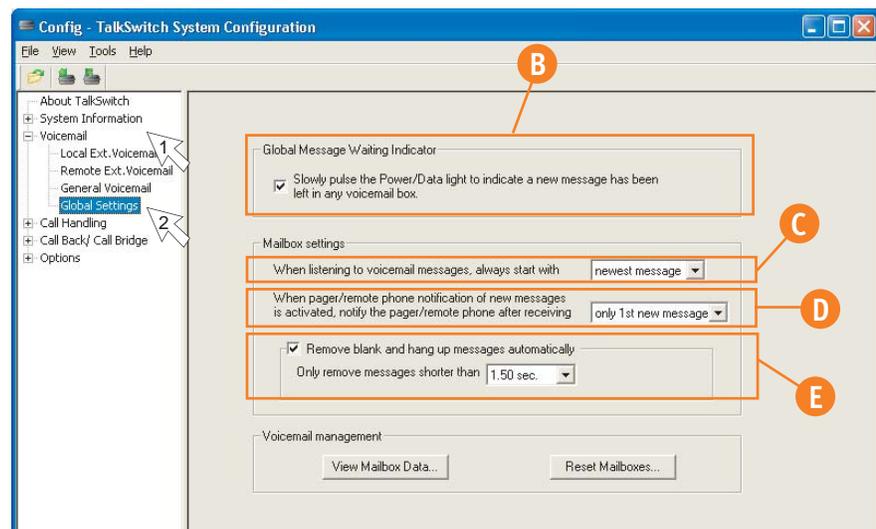
Choose "Voicemail", and then choose "Global Settings". — See Arrows 1 and 2 below.

**Step B**

Global Message Waiting Indicator. Check this box if you would like the "Power/Data" light on the TalkSwitch unit to pulse if you have voicemail in any TalkSwitch voice mailbox.

**Step C**

Choose "newest message" (default) or "oldest message" to play first.



Software may look slightly different from the above diagram.

**Step D**

If you are using Pager or Remote Phone notification, you can choose to have notification activated for every new message or only when the 1st of a series of new messages arrives.

**Step E**

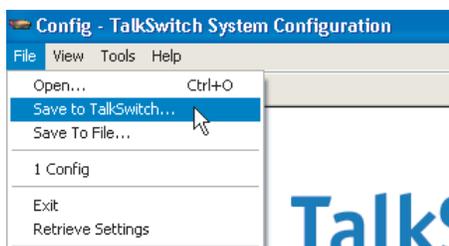
You may choose to remove messages that are blank, where nothing is said and the caller simply hangs up the phone upon reaching your voicemail.

The advantage of not deleting those messages is that with caller ID you know the caller's number.

On the other hand you may not want to be notified of blank messages.

**8. SAVE SETTINGS TO TALKSWITCH****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.



Saving TalkSwitch Settings

**9. RECORD VOICEMAIL GREETING**

You can load a pre-recorded voicemail greeting or record your own greeting using a telephone. See Step 6 of this guide for information on loading a pre-recorded voicemail greeting.

To record your own greeting using a telephone, follow the steps below:

**Step A**

Lift any internal extension and you should hear dial tone.

**Step B**

Press \* \* then # (from a local extension) or your voice mailbox number if dialing from an outside location or local extension.

**Step C**

Follow the prompted instructions.

**Step D**

You may follow additional instructions given by the prompts, and when you are done, hang up.

**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](http://www.talkswitch.com)

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