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**What happens if all the phone lines are in use?**

You can only make or receive as many phone calls as you have phone lines. If all lines are in use, you cannot make any more outbound calls, and incoming callers will receive a busy signal. This is a limitation of the phone company, not of Talkswitch. Adding additional phone lines is the best way to alleviate the problem.

**What is the difference between extensions and lines?**

Lines are the connections to the telephone network supplied to you by your telephone company. Extensions are the telephones attached to telephone lines. TalkSwitch allows two or more extensions to use the same line.

The Talkswitch 24 has 2 lines and 4 extensions.

- 2 people can make inbound/outbound calls at the same time.
- While the 2 people are on the phone, the remaining 2 can speak to each other on their extensions or retrieve their Voicemail.
- If either of them tried to make an outbound call, they would hear a rapid busy signal.

**Does TalkSwitch work in overseas locations?**

TalkSwitch is currently in use in many countries outside of North America, but because different countries have different voltage requirements, dial tones and telecommunication regulations, we recommend you contact us for specific details about operability in your location.

**Does the CVA work with SIP/Soft phones etc?**

The TalkSwitch 48-CVA is designed to interoperate with all SIP devices. Interoperability testing has not, however, been completed on all SIP devices. The TalkSwitch 48-CVA has currently been tested successfully with Mediatrix voice gateways and Sipura gateways. Please contact us for additional interoperability details.

**What is the difference between PBX and Key systems?**

Private Branch Exchange (PBX) and Key systems allow their users to share telephone company lines between multiple telephone users. PBX systems automate this function and typically offer many additional features. TalkSwitch is a PBX system.

Key systems display line use on proprietary telephones and require users to select an available line to make a call.

**What is toll restriction?**

Toll restriction limits the ability to make long distance calls from some extensions. TalkSwitch is currently developing toll restriction capabilities.

There are also third-party devices (for an example, see <http://www.sandman.com/autodial.html>) and telephone company services that can block long distance calls if toll restriction is an immediate requirement.

**How do Call Bridge and Call Back work?**

Call Back and Call Bridge work together to allow you to place calls from your office telephone system when you are away from the office. For example, you may be overseas at a hotel and wish to check your Voicemail and place some calls. Instead of using expensive hotel lines, you can have TalkSwitch call you at the hotel. Once that call is connected, you can access your system and place calls through TalkSwitch. This allows you to take advantage of your office long distance savings plan while you're on the road.

Call Back is the process where TalkSwitch calls you at your remote location and allows you to access the system. Once connected, you can call extensions, check Voicemail, change system settings and access Call Bridge.

Call Bridge allows you make outbound calls using the TalkSwitch phone lines.

### What do Line Hunt Groups do?

TalkSwitch automates the selection of an available outside telephone line with Line Hunt Groups. When you place an outbound call from a local extension, TalkSwitch hunts for available lines until it finds one available for use.

### How do Remote Extensions work?

Remote extensions allow traveling and mobile employees to stay connected with the office telephone system. TalkSwitch remote extensions are among the most powerful in the industry. When you're out of the office TalkSwitch is able to forward calls received at the office out to your cell phone, pager, or other number (i.e. your home or cottage). Each TalkSwitch unit in your system is capable of forwarding calls to 8 different remote extensions, to a maximum of 32 remote extensions. The call is forwarded by dialing out on one of your incoming phone lines.

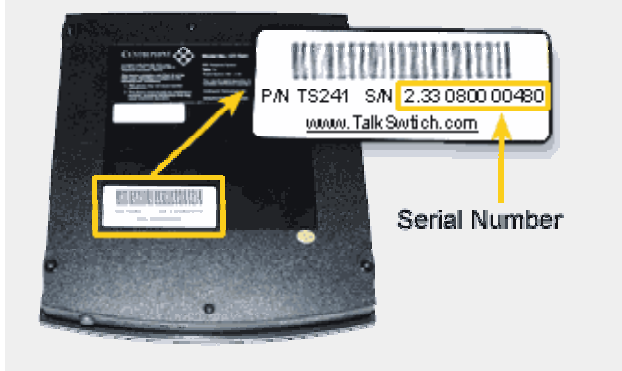
TalkSwitch transfers calls to remote extensions with three different methods of line use, depending on the services you have available:

- TalkSwitch can forward the call to the remote extension on another line. This method requires two free lines, but the caller will hear TalkSwitch music on hold, and the call can be transferred back to another extension on the system.
- Calls can be forwarded to a remote extension on the same line they came in on with 3-way calling service from your telephone company. This option saves line use, but the caller will not hear music on hold, and the call cannot be transferred back to another extension.
- With Centrex Transfer and Clear service, calls can be forwarded to a remote extension with the same line. That line is then cleared, leaving the remote extension connected directly to the calling party without going through TalkSwitch. With this method, the call is no longer in the TalkSwitch system, so call control features like transferring are unavailable.

### How can I upgrade the capacity of my TalkSwitch 24?

You can purchase an upgrade kit on our [website](#) or by calling us at 888-332-9322 x 301. You'll need your serial number to buy the upgrade.

### Locating your TalkSwitch serial number



The serial number is on a sticker on the bottom of your TalkSwitch unit as shown.

**Can I network a TalkSwitch 24?**

No. The TalkSwitch 24 is not networkable. If you need more extensions or lines you can upgrade your TalkSwitch 24 to a networkable Talkswitch with 4 lines, 8 local extensions and the ability to expand to 16 lines and 32 local extensions.

**Can TalkSwitch handle incoming calls differently after hours?**

Yes. With Mode Scheduling, two sets of call answering options can be set up to run at different times of the day. You can greet callers with one message during business hours and a different one after hours. After-hours calls can also be routed to available staff, a different number, or directly to voicemail.

Modes can be switched via your telephone using touch-tone commands, or automatically switched at times of day or days of the week that you configure.

**Does TalkSwitch work with T1 lines?**

Talkswitch can work with a T1 Line and a Multiplexer (MUX), which splits the T1 into regular analog phone lines that can be plugged into the TalkSwitch. There is no direct connection for a T1 Line.

**How does TalkSwitch work with call waiting?**

TalkSwitch can work with call waiting, but we don't recommend it for use with the system. Because the Auto Attendant is unable to respond to a call waiting interruption, incoming calls will be handled inconsistently. We recommend adding an extra line if your call volume is too large for your current configuration.

**How do extensions get their numbers on TalkSwitch?**

All TalkSwitch extensions have 3 digits. The first digit indicates whether an extension is local (1) or remote (2). The second number is the unit ID of the TalkSwitch the extension is plugged into. Since each TalkSwitch system can have up to 4 individual units networked together, this digit can be 1, 2, 3 or 4. If you have one TalkSwitch, your second digit will by default be 1. The third number tells you which port the phone is plugged into.



*The TalkSwitch extension port configuration*

**Is TalkSwitch covered by a warranty?**

Yes. TalkSwitch comes with a one-year limited warranty that covers the entire contents of the TalkSwitch package.

TalkSwitch also offers a 30-day, money back, satisfaction guarantee on its products when purchased directly from TalkSwitch from within North America.

**What is Call Cascade?**

The Call Cascade routes calls through a series of options if the targeted extension isn't answered. Call Cascade settings can be configured to ring other extensions, Remote Extensions or Ring Groups, or it can send calls to another announcement or Voicemail. Different Call Cascades can be triggered

depending on whether the target extension is busy, not answered, on "do not disturb" or screens the call.

#### **Do multi-line phones work with TalkSwitch?**

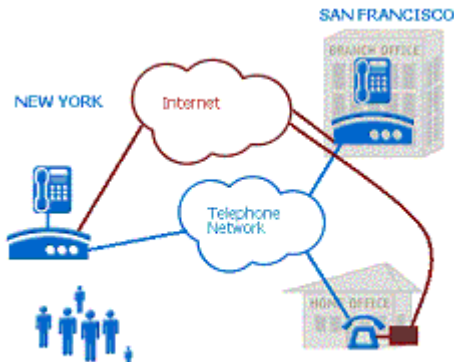
Most two-line phones have separate plug-ins for two incoming telephone lines (line 1 and line 2). If your two-line telephone does not have separate plug-ins, you can use a "Line 1 / Line 2" line splitter to separate the two lines.

Option #1 (Use your phone as one TalkSwitch Extension): Disregard the telephone's Line 2 jack (plug-in). Connect the telephone's Line 1 plug-in to any one of TalkSwitch's extension jacks. You will still be able to access both telephone lines in the same manner as if you were using a single line telephone attached to TalkSwitch.

Option # 2 (Use your phone as two TalkSwitch extensions.): You could use your two-line telephone as two separate TalkSwitch extensions. Connect the telephone's Line 1 and Line 2 plug-ins to two separate extension jacks.

#### **How does the TalkSwitch 48-CVA work with VoIP?**

VoIP is an acronym for Voice over Internet Protocol, which refers to sending telephone calls over data networks such as the Internet instead of the traditional telephone network. VoIP-enabled systems like the TalkSwitch 48-CVA convert the sound of a voice call into data to send over the Internet to another location. As with any IP PBX, TalkSwitch 48-CVA systems require broadband connections in each location, and each location must have a TalkSwitch 48-CVA or a voice gateway to translate the call back into sound on your telephone.



*Using VoIP with TalkSwitch: In the scenario pictured above, calls can be sent over the Internet between branches. There is a TalkSwitch 48-CVA in New York and one in San Francisco, and a voice gateway in the home office.*

#### **Does TalkSwitch work with third-party VoIP services such as Vonage?**

Many third-party VoIP services are delivered with a voice gateway that allows you to connect the VoIP service to traditional telephone equipment. Such services can be used with TalkSwitch systems by connecting the VoIP line to the regular phone line port. TalkSwitch will treat the VoIP line as though it were a traditional telephone line.

TalkSwitch is currently building relationships with VoIP service providers and conducting interoperability tests for direct connection of third-party VoIP services to the TalkSwitch 48-CVA. We will announce our interoperability with specific services on our website.

**Do you have unified messaging/computer integration?**

Unified messaging capabilities are potential features for future release. Dialing numbers selected directly from computer contact lists is another.

**Can I upgrade Voicemail time?**

Voicemail capacity can be upgraded by inserting an upgrade card in the following models; TalkSwitch 48-NLS, TalkSwitch 48-CA and the TalkSwitch 48-CVA. Upgrade capacities are 30 minutes, 1 hour, 2 hours and 4.5 hours.

**Does TalkSwitch automatically detect faxes?**

Yes. If your calls are answered by the Auto Attendant, it can automatically detect faxes and route them to your fax machine. With automatic fax detection, you don't need a dedicated fax line.

**Which phone should I use with the TalkSwitch System?**

Our TalkSwitch TS100 speakerphone is pre-programmed to work with TalkSwitch systems, but you can use any regular analog telephone. This includes cordless digital phones - 900 MHz, 2.4 GHz and cordless phones.

**What do these telecommunications acronyms stand for?**

CENTREX – Central Office Exchange  
CODEC – Compressor/Decompressor  
DHCP – Dynamic Host Configuration Protocol  
DNS – Domain Name Service  
DSL – Digital Subscriber Lines  
DTMF – Dual Tone Multi-Frequency  
FCC – Federal Communication Commission  
FXO – Foreign exchange Office  
FXS – Foreign exchange System  
ISDN – Integrated Service Digital Network  
KSU – Key System Unit  
NAT – Network Address Translation  
PBX – Private Branch Exchange  
POTS – Plain Old Telephone Service  
PSTN – Public Switched Telephone Network  
QoS -Quality of Service  
REN – Ringer Equivalency Number  
RJ-11 – Registered Jack-11 - Supports 2 lines  
RJ-45 – Registered Jack-45 – Supports 8 Lines  
RMA – Return Merchandise Authorization  
SIP – Session Initiation Protocol  
SOHO – Small Office Home Office  
UPS – Back-Up Power Supply  
VoIP – Voice over Internet Protocol  
VPN – Virtual Private Network  
WRA – Warranty Return Authorization

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