

TALKSWITCH DOCUMENTATION

START GUIDE

RELEASE 4.10

CT.TS005.002503

talkswitch®



ANSWERS WITH INTELLIGENCE®

INTRODUCTION

About this guide

This guide describes the steps required to do basic installation and configuration of your TalkSwitch telephone system. Once you have completed these steps, your system can be further customized for your needs. For complete configuration details, refer to the *TalkSwitch User Guide*.

This guide is intended for use with TalkSwitch CA, CVA or VS models.

Where to go for further information

The guides listed below, and many other resources, can be found on the TalkSwitch Configuration Software CD, in the TalkSwitch folder in the Windows **Start** menu once the software has been installed, and online at **www.talkswitch.com/support** or **<http://global.talkswitch.com>**.

- For complete configuration information, refer to the *TalkSwitch User Guide* after completing the steps in this guide.
- For information on setting up a TalkSwitch system to use Voice over IP (VoIP), refer to the *TalkSwitch VoIP Network Configuration Guide*.

Troubleshooting

The TalkSwitch system and the configuration software are designed for ease of use. However, if you encounter difficulties with the installation or configuration of your TalkSwitch:

- Consult the documents on the TalkSwitch Configuration Software CD or in the TalkSwitch folder on your PC.
- Access additional TalkSwitch information online at **www.talkswitch.com/support** or **<http://global.talkswitch.com>**.

Contacting Technical Support

- Contact your authorized TalkSwitch reseller.
- If you purchased directly from TalkSwitch, e-mail **support@talkswitch.com**, providing your company name and TalkSwitch product information.
- Call our support line at **1-866-393-9960** (toll free in continental North America) or at **613-725-2466**, Monday to Friday from 9:00 am to 8:00 pm EST.

BEFORE YOU BEGIN

Check package contents

Whether you have purchased a system with one or multiple TalkSwitch units, each package you receive should include the following:



- TalkSwitch unit
- TalkSwitch Configuration Software CD
- AC adapter
- RJ-11 telephone cables (1 for each incoming line)
- RJ-45 Ethernet cable or USB cable (for 24-CA)
- Quick Reference Cards for each extension
- Wall mounting template, screws and anchors for optional wall-mounting of your TalkSwitch unit.

Ensure that you have the minimum system requirements

You will need a PC to configure your TalkSwitch. Ensure that your PC meets the following minimum system requirements:

- Windows Vista (32 bit), XP, 2000 operating system
- 120 MB free hard disk space
- 256 MB RAM
- 800x600 video resolution

Network equipment: If your system includes multiple TalkSwitch units, you will need an Ethernet switch. If you plan on using VoIP or configuring your system remotely, you will need an Ethernet switch (or router with an integrated switch) and a broadband Internet connection.

Check your premises telephone wiring

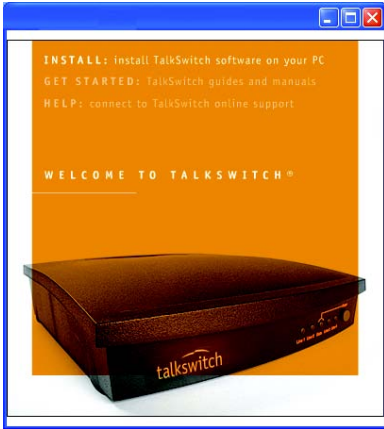
TalkSwitch doesn't require telephone wiring beyond the standard infrastructure in most commercial and residential buildings. If your premises requires additional wiring, consult an authorized TalkSwitch reseller in your area.

Important! Lightning and electrical surges can cause damage to the TalkSwitch unit. We recommend using surge protection equipment on all external telephone and power lines connected to this device.



STEP 1 — INSTALL THE TALKSWITCH SOFTWARE

1. Ensure that you have Administrator privileges on your Windows Vista, XP or 2000 system.
2. Turn your computer on and insert the CD into the CD-ROM drive.
3. The *Install* main window will appear within 20 seconds. Click **INSTALL** and follow the instructions.



If the installation program does not automatically start (for example, if Autorun is disabled on your PC):

1. From the desktop, double-click the **My Computer** icon.
2. Double-click on the CD drive labeled **TalkSwitch**.
3. Double-click on **startscreen.exe** located in the start folder.
4. Click **Install** and follow the instructions.

STEP 2 — CONNECT TALKSWITCH TO YOUR PC OR NETWORK

TalkSwitch can be set up anywhere in the vicinity of your incoming phone lines and computing equipment.

- TalkSwitch 48-CA, 48-CVA and VS models can be connected to your PC using a Local Area Network (LAN) or USB connection. CA models also offer a Serial (RS-232) connection.
- The TalkSwitch 24-CA can be connected to your PC using a USB or Serial connection.

If you're installing a TalkSwitch system with multiple units, or you're adding a TalkSwitch unit to an existing system, refer to the *Networking TalkSwitch on a LAN* section on page 13.



TalkSwitch CA and CVA models



TalkSwitch VS models



Connection Options

Connect using LAN (Ethernet or IP): Connect one end of the provided RJ-45 Ethernet cable to the LAN port at the back of the TalkSwitch unit and the other end directly to your Ethernet switch. Ensure your computer is connected to the same switch.

Connect using USB: Using a USB A-to-B cable, connect the **B** end to the USB port at the back of TalkSwitch, and the **A** end to the USB port of your PC.

Power up TalkSwitch

1. Connect the provided AC adapter to the power port at the back of the TalkSwitch unit and plug the adapter into an available power outlet.



Warning! Never use a power adapter other than the one provided with TalkSwitch.

2. Press the **Power** button on the front of the unit. The lights on the front panel will flash for a few moments during boot-up, then stop. The **Data** light will remain lit indicating that the TalkSwitch unit is on.

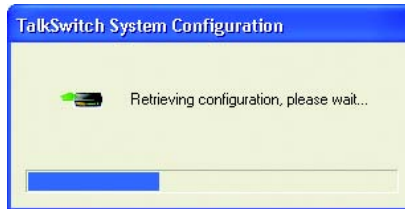
STEP 3 — OPEN THE TALKSWITCH CONFIGURATION SOFTWARE

Double-click the **TalkSwitch** icon on your desktop (this icon was created during the software installation), or from the *Start* menu, select **Programs -> TalkSwitch 4.10 -> TalkSwitch Configuration 4.10**.



TalkSwitch Software will now attempt to detect your unit, displaying the progress on a *Detecting TalkSwitch Units* window.

When the software detects your TalkSwitch, a progress bar appears while TalkSwitch transfers information to the PC. When complete, the TalkSwitch configuration software will launch.



If software was unable to detect your TalkSwitch automatically, a dialog box opens requesting you to select the connection type.

LAN connection:

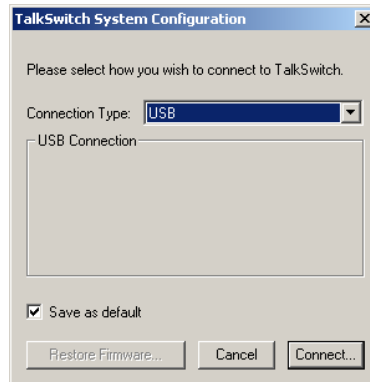
From the *Connection Type* menu, select *Ethernet* and click **Connect**.

USB connection:

From the *Connection Type* menu, select *USB* and click **Connect**.

Once connection has been established, the TalkSwitch configuration software will launch.

Note: If you encounter difficulties opening the TalkSwitch configuration software, check that all your wires and plugs are securely connected.

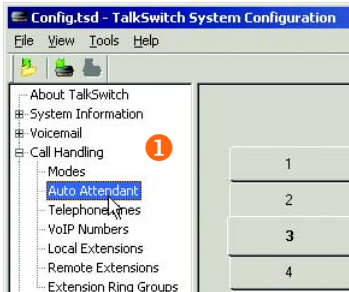


STEP 4 — CONFIGURE AN AUTOMATED ATTENDANT

An auto attendant can be set up to answer incoming calls and play a recorded greeting. For example, an auto attendant greeting can instruct callers to dial their party's extension or reach a particular area of the company.

If you do not wish to set up an auto attendant at this time, you can proceed to the *STEP 5 — Configure Incoming Telephone Lines*.

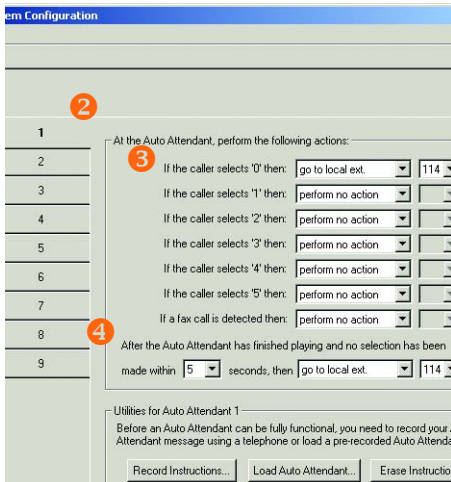
Set up an auto attendant



1. In the *TalkSwitch System Configuration* window, select **Call Handling -> Auto Attendant** from the menu at the left of the window.
2. In the main panel of the window, click **1** to configure Auto Attendant 1 (default selection). Additional auto attendants (up to 9) can be set up later using the same procedure.
3. From the drop-down lists next to *If the caller selects '0' ('9' in certain countries) then:*, select *go to local ext.*, and then 114.

We recommend assigning extension 114 to your office receptionist (or person assigned to answer general calls); extension 114 is designed to continue operating during a power failure.

If your office has other directory options (for example, dial 1 for sales), you can set these now.



4. For callers who do not have a touchtone phone, use the section: *After the Auto Attendant has finished playing and no selection has been made*. From the drop-down lists, select the number of seconds to wait (for example, 5), select *go to local ext.*, and select the receptionist's extension (for example, 114).

After phones are connected to TalkSwitch, set up your auto attendant greeting as described in *STEP 8 — Auto Attendant and Voicemail Greetings*.

For complete details and options, such as automatic fax detection, refer to the *TalkSwitch User Guide*.

STEP 5 — CONFIGURE INCOMING TELEPHONE LINES

Setting up your incoming lines will customize TalkSwitch to fit the unique needs of your business. For example, you can set all incoming calls to be answered by an auto attendant, set certain extensions to ring before an auto attendant answers, or have calls go directly to voicemail.

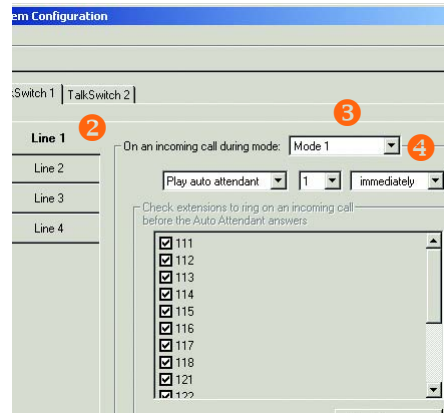
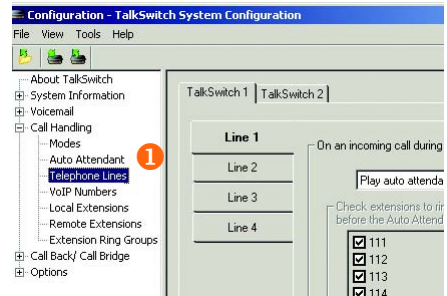
If you have not set up an auto attendant, proceed to the *Set certain extensions to ring or direct calls to voicemail* section on the next page.

Set auto attendant to answer all incoming calls

1. Select **Call Handling -> Telephone Lines** from the menu on the left of the *TalkSwitch System Configuration* window.
2. From the list of telephone lines, click **Line 1** to configure incoming line number 1.
3. From the drop-down list next to *On an incoming call during mode:*, select *Mode 1*.

Modes represent different operating schedules, such as standard business operating hours or after hours (evenings and weekends). Additional modes can be configured later.

4. From the drop-down lists, select *Play auto attendant*, select *1* and *immediately*.
5. Repeat this process for each additional incoming line.
6. If you have a system with multiple TalkSwitch units, you will notice up to four tabs (*TalkSwitch 1*, *TalkSwitch 2*, etc.) across the top of the window. Click on each tab to configure the telephone lines for each TalkSwitch unit in your network.



Set certain extensions to ring or direct calls to voicemail

Option 1

Ring mode: Mode 1

Ring extensions only | 111 | after 3 rings

Check extensions to ring on an incoming call

<input checked="" type="checkbox"/>	111
<input type="checkbox"/>	112
<input type="checkbox"/>	113
<input checked="" type="checkbox"/>	114
<input type="checkbox"/>	115
<input type="checkbox"/>	116
<input type="checkbox"/>	117
<input type="checkbox"/>	118

Option 1

To have certain extensions ring without playing an auto attendant, select *Ring extensions only*. Click the checkboxes next to the extensions to ring.

Note: you can adjust the ring sequence by clicking **Adjust Sequence**.

Option 2

Ring mode: Mode 1

Play auto attendant | 1 | after 3 rings

Check extensions to ring on an incoming call before the Auto Attendant answers

<input checked="" type="checkbox"/>	111
<input type="checkbox"/>	112
<input type="checkbox"/>	113
<input checked="" type="checkbox"/>	114
<input checked="" type="checkbox"/>	115

Option 2

To have certain extensions ring for a time before the auto attendant is played, select *Play auto attendant*. Select the auto attendant number (for example, 1), select the number of rings (for example, *after 3 rings*), and select the extensions to ring from the list (by default they are all selected).

Note: you can adjust the ring sequence by clicking **Adjust Sequence**.

Option 3

Ring mode: Mode 1

Go to voice mailbox | 111 | after 3 rings

Check extensions to ring on an incoming call before caller is sent to Voicemail

<input checked="" type="checkbox"/>	111
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Option 3

To have all incoming calls directed to voicemail, select *Go to voice mailbox*, select the mailbox number (for example, 111), and the number of rings (for example, *after 3 rings*).

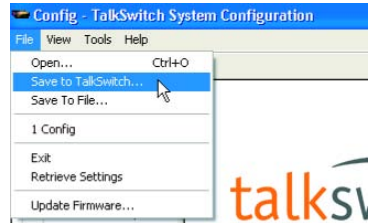
Repeat the process described in the options above for each additional line.

If you have a system with multiple TalkSwitch units, click on each tab (*TalkSwitch 1*, *TalkSwitch 2*, etc.) to configure options for incoming calls on all TalkSwitch units in a network.

STEP 6 — SAVE SETTINGS TO TALKSWITCH

This step will transfer the settings you have configured from your computer to the TalkSwitch system.

In the *TalkSwitch System Configuration* window, select **File -> Save to TalkSwitch...** A progress bar indicates that the configuration information is being sent to the TalkSwitch system.



STEP 7 — CONNECT TELEPHONES AND PERIPHERALS

Connect incoming (external) telephone lines



Important! Lightning and electrical surges can cause damage to TalkSwitch. We recommend using surge protection equipment on all external telephone and power lines connected to a TalkSwitch system.

Single-line connection (1 incoming phone line per wall phone jack)

Use the RJ-11 telephone cables provided to connect external phone lines to TalkSwitch. These cables have a two-wire connector for connection to a single-line wall jack.

Two-wire connector

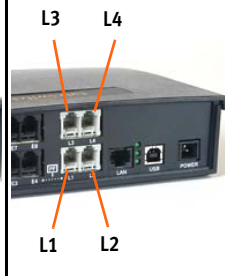


1. Connect one end of the provided RJ-11 telephone cable to the wall phone jack of an incoming phone line and the other end to the L1 jack at the back of the TalkSwitch unit.
2. If necessary, connect additional external phone lines to the L2, L3 and L4 jacks of the TalkSwitch unit using the same method.

2-line unit



4-line unit



Dual-line connection (2 incoming phone lines per wall phone jack)

TalkSwitch VS units require that each phone line be connected to a separate TalkSwitch line jack. Use single-line cables or a dual-to-two-single jack adapter.

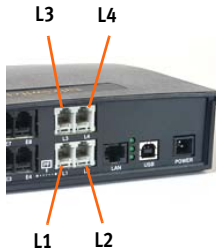
Four-wire connector



2-line unit



4-line unit



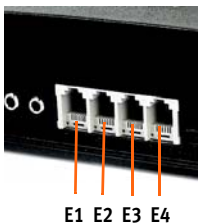
For TalkSwitch 48-CA and 48-CVA, connect a four-wire RJ-11 telephone cable to the wall phone jack of the incoming phone lines and the other end to the L1/L2 jack of the TalkSwitch unit.

Note: Four-wire cables are not provided with the TalkSwitch unit.

If required, connect another dual external phone line to the L3/L4 jack of the TalkSwitch unit using the same method.

Note: It is important that dual phone lines are connected to the L1/L2 and L3/L4 jacks, otherwise TalkSwitch will not recognize these lines as two separate lines.

4-extension unit



8-extension unit



Connect telephones and fax machines to TalkSwitch

For **TalkSwitch units with 4 extension ports**, connect the telephone cables from your phones to the E1–E4 jacks of the TalkSwitch unit, consecutively. If you have a fax, connect the phone cable from your fax to the E3 jack.

For **TalkSwitch units with 8 extension ports**, connect the telephone cables from your phones to the E1–E8 jacks of the TalkSwitch unit(s). If you have a fax, connect the phone cable from your fax to the E8 jack.

Take note of which telephone is connected to which jack and refer to the table below for corresponding extension numbers. For systems with multiple TalkSwitch units, refer to the *Networking TalkSwitch on a LAN* section on page 13 for further details.

TalkSwitch phone jack	8-extension units							
	4-extension units							
	E1	E2	E3	E4	E5	E6	E7	E8
Extension number (single unit systems; unit ID = 1)	111	112	113	114	115	116	117	118

Connect an audio source (optional)

There are two options to add Music on Hold to your system.

Option 1: External Audio Source

To play music while on hold, connect a 1/8" (3.5 mm) mono phono connector cable from an audio source such as a CD player, tape player, or sound card to the music jack of the TalkSwitch unit.



If you have a system with multiple TalkSwitch units, you will need to provide audio to the music jacks of each unit.

Option 2: Internal Music File

TalkSwitch can play a digital audio file (.wav format). For complete details, refer to the *TalkSwitch User Guide*.

Connect to a Public Address (PA) System (optional)

To make announcements over a Public Address (PA) system from a TalkSwitch extension, connect a 1/8" (3.5 mm) mono phone connector cable from the TalkSwitch **PA** jack to the **input** of the PA system.

For complete details, refer to the *TalkSwitch User Guide*.

STEP 8 — AUTO ATTENDANT AND VOICEMAIL GREETINGS

If you have set up an auto attendant, as described in *STEP 4 — Configure an Automated Attendant*, you should load or record a greeting now.

What should an auto attendant say?

The following is an example of a typical auto attendant greeting:

“Welcome to the ABC company. If you know your party’s three-digit extension you may dial it now. To reach reception, press ‘0’ or stay on the line.”

If the caller selects '2' then:	perform no action	
If the caller selects '3' then:	perform no action	
If the caller selects '4' then:	perform no action	
If the caller selects '5' then:	perform no action	
If a fax call is detected then:	go to local ext.	118

After the Auto Attendant has finished playing and no selection has been made within 5 seconds, then go to local ext. 114

Utilities for Auto Attendant 1

Before an Auto Attendant can be fully functional, you need to record your Auto Attendant message using a telephone or a pre-recorded Auto Attendant.

Record Instructions... Load Auto Attendant... Erase Instructions...

Load a pre-recorded auto attendant greeting

You can load a professionally pre-recorded greeting to TalkSwitch by following these steps:

1. Select **Call Handling -> Auto Attendant**.
2. Click the **Load Auto Attendant** button.
3. An information window opens asking whether or not to continue. Click **Yes** and follow the instructions. The file must be an 8khz, 8-bit, mono, μ -law .wav file. A sample greeting (auto attendant sample.wav) is provided in your TalkSwitch folder.

Record an auto attendant greeting

To record an auto attendant greeting for *Auto Attendant 1*:

1. Pick up any telephone connected to the TalkSwitch.
2. At the dial tone, press **# 4 1 #**
3. Follow the prompts to record your message. When your greeting is complete, press **#** to end the recording.

Set up and record voicemail

To set a password, record a personal greeting, and record your name for the company directory:

1. Pick up any telephone connected to TalkSwitch.
2. At the dial tone, dial *** *** and your mailbox number. Your mailbox number is your extension number.
3. Follow the prompts to set a password, record a personal greeting, and record your name for the company directory.

For complete details, refer to the *TalkSwitch User Guide*.

NETWORKING TALKSWITCH ON A LAN

Up to four TalkSwitch units* can be networked over a LAN to increase the number of lines and extensions in your system.

Connect TalkSwitch units

Use Ethernet (RJ-45) LAN cables to connect each TalkSwitch to your Ethernet switch.

Note: TalkSwitch unit enclosures are not designed for stacking. We recommend wall-mounting the units in a horizontal row to maximize airflow prevent overheating.

Power up all TalkSwitch units

1. Connect the provided AC adapters to the power ports of each TalkSwitch unit and plug each adapter into an available power outlet.
2. Turn on the TalkSwitch units by pressing the **Power** button on the front of each unit.

For further details on networking multiple TalkSwitch units, refer to the *TalkSwitch User Guide*.

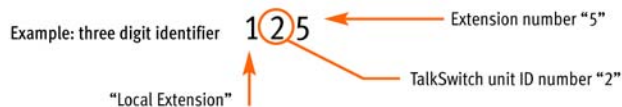
* TalkSwitch 24-CA cannot be networked.

Changing TalkSwitch unit ID numbers

Each TalkSwitch unit is pre-programmed at the factory with unit ID number 1. When you plug multiple units in for the first time or add one or more units to an existing network, the lights on the front of each TalkSwitch will flash. This is an indication that all units have the same ID number. Change the ID numbers so that they are all unique, as follows:

1. Connect a phone to any extension jack (eg. E4) of the TalkSwitch unit for which you want to change the unit ID number. Lift the phone handset.
2. The TalkSwitch prompt will indicate that there is an ID conflict. Choose a number (eg. 2) as the new unit ID number. Once the unit ID number has been accepted, the lights on the front panel will stop flashing within a few seconds.
3. Repeat the above steps for each additional TalkSwitch unit, assigning a unique ID number to each unit on the network.

After successfully changing each unit ID to a unique number, each unit can be identified by the network. More importantly, each local extension, remote extension, and voice mailbox, will have a unique number. The second digit in the three digit identifier becomes the unit ID number. See the table below.



TalkSwitch Numbering Scheme for Networked Units

	Unit ID 1	Unit ID 2	Unit ID 3	Unit ID 4
Local Extensions	111-118 151-158	121-128 161-168	131-138 171-178	141-148 181-188
Remote Extensions	210-219	220-229	230-239	240-249
Local Mailboxes	111-118 151-158	121-128 161-168	131-138 171-178	141-148 181-188
Remote Mailboxes	210-219	220-229	230-239	240-249
General Mailboxes	410-419	420-429	430-439	440-449

Configuring the Networked Units

Now that you have connected your TalkSwitch units and changed the unit ID numbers, you can configure call handling options for the new unit(s). **Return to STEP 3 — Open the TalkSwitch Configuration Software and follow the subsequent steps to complete the configuration of your expanded TalkSwitch network.**

SETUP COMPLETE

Congratulations!

Your TalkSwitch system should now be ready to accept incoming calls.

TIP: Put a TalkSwitch *Reference Card* next to each extension phone to help employees become familiar with the TalkSwitch features.

Configuring TalkSwitch units remotely

Once installation is complete, you can configure your TalkSwitch units via a TCP/IP connection between TalkSwitch and a remote PC running the TalkSwitch configuration software. For details, refer to the *TalkSwitch User Guide*.

Note: The TalkSwitch 24-CA model does not have a network connection option and cannot be configured remotely.

Note: If TalkSwitch is installed behind a router/firewall, you will need to map port 9393 to TalkSwitch to enable remote configuration. For details on port mapping, visit <http://www.portforward.com/routers.htm>.

What next

- To add remote extensions (e.g. cell phone or remote location) or take advantage of other TalkSwitch features, refer to the *TalkSwitch User Guide*.
- To configure your system to use VoIP, refer to the *TalkSwitch VoIP Network Configuration Guide*.

We trust that your **TalkSwitch phone system** will provide exceptional features, performance and value to your business. Should you have any further questions, please contact your authorized TalkSwitch reseller. If you purchased directly from TalkSwitch, visit www.talkswitch.com/support or <http://global.talkswitch.com>, or call **1.866.393.9960** (North America).

We welcome your feedback, comments and suggestions. Please e-mail us at info@talkswitch.com or write us at **TalkSwitch, 1545 Carling Avenue, Suite 510, Ottawa, ON Canada K1Z 8P9**.

Thank you for choosing TalkSwitch.

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