



TELEPHONE MAN OF AMERICA
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Earning Your Business Every Step of the Way!
Specializing in Telecom Equipment of all Brands, Carrier Services,
Technician Services, Maintenance Agreements & Purchasing Excess
Telecom Equipment!

I will always do my best to match or beat any competitors bid!

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TalkSwitch VoIP

USING THE TALKSWITCH TS-550i PHONE



The TalkSwitch TS-550i is a full-featured but easy-to-use IP phone. This document briefly describes how to use the phone. The reference card includes the basic features. See the *TalkSwitch TS-550i IP Phone Start Guide* for complete information on using your phone.

Buttons


Most of the buttons are similar to those on other phones, but you might not be familiar with the following:

-  — Puts a call on hold.
-  — Toggles Do not disturb on or off.
-  — Allows you to transfer a call.
-  — Allows you to configure phone options.
-  — Is used to access voicemail.
- **Softkeys** — The display screen shows the current function of each of the 3 softkeys. Softkeys change based on the call status.

Remember



- Dial **9** (0 in some countries) or **81-88** to get an outside line. This is not required if you have direct line access, which automatically chooses an outside line.
- Press  or the **Dial** softkey after dialing an outside number or extension.
- If you have direct line access, dial  before dialing a feature code or extension.

Setting up voicemail


1. Press the **Vmail** softkey, or the  button.
2. When prompted, enter a password, record a greeting and record your name for the dial-by-name directory.

A sample greeting is: *You have reached [your name]. I'm sorry that I can't answer your call. Please leave a message and I will return your call as quickly as possible. Thank you.*



Checking voicemail

1. Press the **Vmail** softkey, or the  button.
2. When prompted, enter your password + .
3. Press **1** to listen to your messages. You can also change your greeting and personal options.


Calling an outside number

1. Dial **9** (0 in some countries) or **81-88** to get an outside line. You can also press a line appearance key if programmed to use a specific line. This is not required if you have direct line access, which automatically chooses an outside line when you dial the phone number.
2. If prompted, dial an access code.
3. Dial the phone number +  or press the **Dial** softkey.


Calling an extension

Dial the extension number +  or press the **Dial** softkey. If you have direct line access, dial  first. You can also press an Extension Appearance key if programmed to monitor a specific extension.

Placing a caller on hold



Press the  button or **Hold** softkey. You can now hang up the handset or answer another call without disconnecting the caller.

Retrieving a caller on hold

Press the  button or **Resume** softkey. You can also press the flashing extension or line appearance key if associated with the call on hold.


Performing a screened transfer

A screened transfer allows the recipient to accept or refuse the transfer.

1. Press the  button.
2. Dial the extension (or outside number) + . If you are dialing an outside number, you must first dial **9** (0 in some countries) or **81-88** to get an outside line. If you have the Same Line Connect feature, you can also dial **80** to use the same line.
3. When the recipient answers, complete or cancel the transfer:
 - If the recipient wants the call, press the **Transfer** softkey or hang up.
 - If the recipient doesn't want the call, press the **EndCall** softkey, then the **Resume** softkey to retrieve the caller on hold.

Performing a blind transfer

A blind transfer does not allow the recipient to screen the call before the transfer.

Press the  button + extension (or outside number) + **Dial** softkey, then hang up.


Flexible key states

Status	LED
Incoming call	flashing green (rapid)
This extension in use	solid green
Call on hold at this extension	flashing green (slow)
Line/Extension/Queue in use	solid red
Line/Extension/Queue on hold	flashing red (slow)
Extension/Line not registered	alternating red and yellow

VOICEMAIL

Access mailbox

— Locally Press Vmail softkey, or  button

— Remotely   + <mailbox no.>

Change greeting options Dial 2

Change personal options Dial 3
(password, date stamp, remote notification options)

MESSAGE PLAYBACK CONTROLS

Rewind 10 seconds Dial 1

Go to beginning Dial 1 1

Skip ahead 10 seconds Dial 3

Skip to end of message Dial 3 3

Check time and date stamp Dial 5

Forward message Dial 6

Delete message Dial 7

Save message Dial 9

Skip to next message Dial #



ACCESSING FEATURES

Access outside line* Dial 9, 81–88 (Americas, UK)
Dial 0, 81–88 (other countries)

Do not disturb

Press the  softkey to toggle on/off.

Pick up — Any ringing extension**

Press the programmed Pickup key,
or dial  9 + .

Pick up — Specific extension**

Press the programmable key associated with the
extension ringing, or dial  7 + extension + .





















USING YOUR
TS-550i TELEPHONE
WITH TALKSWITCH


ANSWERS WITH INTELLIGENCE

 CUT ↑ and FOLD →

ACCESSING FEATURES

† **Note:** If Direct Line Access is enabled, you will automatically access an outside line. If not using the programmed key for intercom calls or indicated (††) features, you will first need to dial *.*.

Place caller on hold	Press the  button or press the flashing key associated with the call on hold.
Retrieve caller on hold	Press the flashing key associated with the call in the queue. Otherwise, dial 7 + Dial softkey to retrieve the next caller in your queue.
Answer queued call††	Press the Answer softkey or press flashing line appearance key.
Answer call waiting	Press the Answer softkey or press flashing line appearance key.
Screened transfer	Press the  button + extension (or outside number) +  . To complete transfer, press the Transfer softkey or hang up. To cancel transfer, press the EndCall softkey then the Resume softkey to connect to the caller on hold.
Blind transfer	Press the  button + extension (or outside number) + Dial softkey, then hang up.
Voicemail transfer	Press the  button +  + extension + Dial softkey, then hang up.
Conference call	Press the More softkey then press the Conf. softkey to put the first party on hold. Call the second party (for external calls, first access an outside line). Press the Join softkey to connect to all parties.
Park a caller	Press the programmed Park key. Otherwise, press the  button +  510 +  . The system will respond with a parking orbit.
Retrieve a parked caller††	At the dial tone, press the programmed UnPark key, then dial orbit +  . Otherwise, dial   + orbit +  .
Two-way intercom paging†† to TalkSwitch phones	Press the programmed Intercom key + extension + Dial softkey. Otherwise dial  84 + extension +  .
PA overhead paging††	Press the programmed Overhead Paging key, or dial  0 +  .
Attach account code to last call††	At dial tone, dial  88 +  . When prompted, enter <Account code> +  . CDR logging must be active.

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