

# “I didn’t know **small business** could do that”

Call cascades, ring groups and more; TalkSwitch helps small businesses do big things. Here are a few more of the features we build into every TalkSwitch system.

Hold, transfer and conference calls? Intercom calls to other extensions without an outside line? Of course. But that’s just the start. There’s much more inside a TalkSwitch, and you don’t pay extra to get it.

**Auto attendants:** Greet callers with messages that offer touchtone choices and connect them to extensions. It’s like having a receptionist 24 hours a day.

**Voicemail:** Built-in voicemail saves you paying your phone company monthly for it.

**Voicemail to e-mail:** Get e-mail notification of new voicemail, with or without the message attached as an audio file.

**Dial-by-name directory:** Callers select an extension by dialing the name of the person they want to reach.

**Music on hold:** Play music or custom-made announcements for callers on hold — with or without extra audio equipment.

**Optional VoIP:** Connect VoIP services, multiple locations or teleworkers. Don’t need VoIP now? Add it later on.

**Call cascade:** If your extension isn’t answered, calls can ring a sequence of other extensions. TalkSwitch finds you.

**Ring groups:** Send calls to all extensions in a department.

**Call waiting:** You know; another call comes in. Your phone beeps and shows you the caller ID, and you can flip between calls.

**Call queue:** Callers can leave a message, stay on hold, or return to the auto attendant if an extension or a ring group is busy. At your extension, you get notified of queued inbound calls.

**Automatic route selection:** Save money by sending certain kinds of outgoing calls using specific lines or services. All long-distance calls, for example, can use a specific line.

**Toll restriction:** Prevent unauthorized long-distance or pay-for-service calls.

**Line appearance:** See which lines are available or in use, right on your TalkSwitch IP set. Customize which lines to view for each extension. *Exclusively available with TS-9133i and TS-480i phones.*

**Call detail record logging:** Assign accounts to calls and track length of calls for billing of professional services.

**Multiple language prompts:** Customers with more than one language? Each auto attendant or extension can speak English, Spanish or French.

**Call forward:** Send calls to any other extension (in or out of the office), ring group, or mailbox.

**Auto fax detection:** Automatically route faxes without wasting money on a dedicated fax line.

**Call back/call bridge:** Use your office long-distance savings plan from anywhere around the world.

**Mode scheduling:** Handle incoming calls differently at different times or days. TalkSwitch handles calls professionally during and after regular business hours.

**Call screening:** Accept or redirect calls, even at your remote extensions.

**Call pickup:** Pick up calls that are ringing at other extensions.

**Distinctive ring:** Handle different kinds of calls in different ways. TalkSwitch supports telephone company distinctive ring features.

**Public announcement:** TalkSwitch can be connected to a PA system, or announcements can be made through the speakers of selected TalkSwitch telephones.

**Remote management:** Change configuration of the system remotely.

## Get **TalkSwitch**

Call your Authorized TalkSwitch Reseller to get started or to find out more about how TalkSwitch can help your business succeed.

**Available Online at: [www.OREweb.ca](http://www.OREweb.ca)**

**Or, Contact us directly:  
1-800-509-1692 Ext. 1 Local: (905) 428-8588 Ext. 1**

