

## NETWORKING TALKSWITCH 48-CAs/48-CVAs

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## NETWORKING TALKSWITCH 48-CAs/48-CVAs

### 1. ATTACH TALKSWITCH UNITS TO A LAN

Connect your TalkSwitch 48-CA and/or 48-CVA units to a Local Area Network (LAN) using one of the following methods:

**NOTE:** TalkSwitch unit enclosures are not designed for stacking. We recommend wall-mounting units in a horizontal row to maximize airflow and keep the units from overheating.

#### Option #1: Ethernet Switch

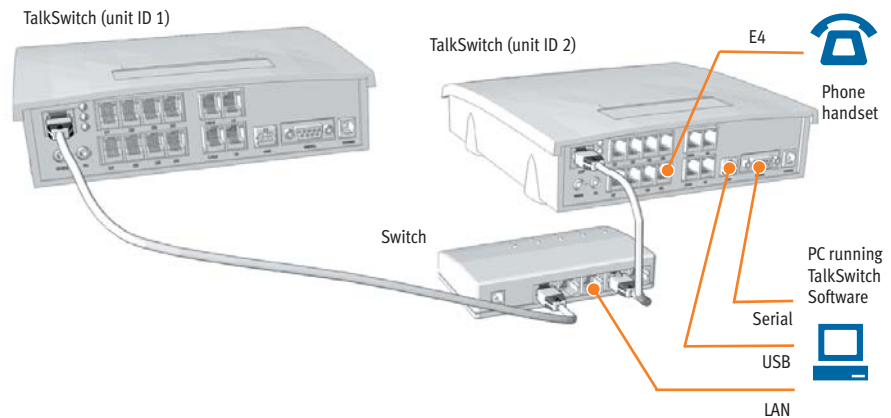
We recommend integrating your phone system into your existing LAN or running TalkSwitch on its own LAN with an Ethernet switch. A switch provides direct communication between TalkSwitch units, thus keeping the TalkSwitch voice over LAN data isolated from other data on the network.

#### Step A

Connect up to four TalkSwitch 48-CA and/or 48-CVA units (2 are shown here) to the LAN switch.

#### Step B

Make sure a computer is connected to the phone system either via the LAN or directly from the computer to the TalkSwitch through the USB or Serial port.



**Option #2: Crossover Cable**

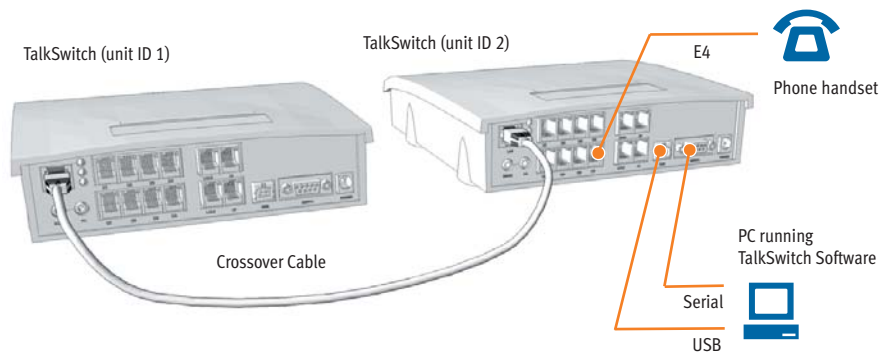
If you plan to network only **two** TalkSwitch units, it is possible to network them via a LAN crossover cable.

**Step A**

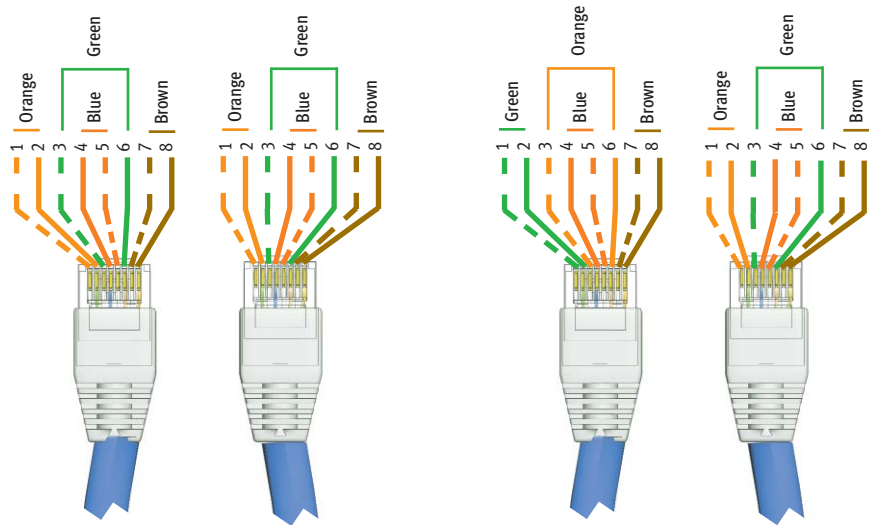
Connect the two TalkSwitch 48-CA and/or 48-CVA units with a crossover cable. Make sure you are using a crossover cable and not a regular LAN cable — see diagram.

**Step B**

Make sure a computer is connected to the phone system either via the USB or Serial port.



**LAN Cables : Straight through and Crossover**



**Straight through cable:**  
Notice how both ends are identical

**Crossover cable:**  
The ends are different. Pins 1 & 3 are reversed, and pins 2 & 6 are reversed.

## 2. POWER UP ALL TALKSWITCH UNITS

Connect the AC adapters to each TalkSwitch unit and turn the unit on by pressing the power button on the front of each unit. The lights on the front of the TalkSwitch units will be flashing. This means that they are powered up, and connected to the LAN, but their ID numbers conflict. Changing the unit ID numbers will resolve this. See step 3 next.

## 3. CHANGING TALKSWITCH UNIT ID'S

### What is a unit ID?

Each TalkSwitch unit identifies itself on the network with their unit ID number. A conflict will arise if two units on the LAN have the same ID number. To avoid this conflict, each unit's ID must be set to a unique number between 1 and 4. All units shipped from the manufacturer will have been given ID number 1.

### Use a phone to set the unit ID numbers

It is convenient to identify the second TalkSwitch on the LAN as ID 2, the third TalkSwitch as ID 3 etc. The first TalkSwitch unit on the LAN does not need to be changed as it's ID is already set at ID 1. Change the ID number for each of the remaining units on the LAN by following these steps:

#### Step A

Connect a phone to jack E4 of TalkSwitch unit 2. (see diagram on previous page)

#### Step B

Make sure the TalkSwitch is on. If it is not, connect the AC adapter and turn the power button on at the front of the unit.

#### Step C

Lift the phone handset, you should hear a system prompt indicating that there is a conflict and a new unit ID needs to be chosen.

#### Step D

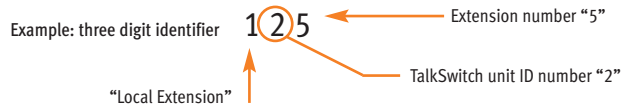
Select an available unit ID, such as 2 for TalkSwitch unit 2. Once the unit ID has been accepted, the lights on the front panel will stop flashing.

#### Step E

Repeat the steps again for each additional TalkSwitch unit.

**Numbering for each unit on the LAN**

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, has a unique numbering system where the second digit in the three digit identifier becomes the unit ID number. See the table below.



	Unit ID 1	Unit ID 2	Unit ID 3	Unit ID 4
Local Extensions	111-118	121-128	131-138	141-148
Remote Extensions	211-218	221-228	231-238	241-248
Local Mailboxes	111-118	121-128	131-138	141-148
Remote Mailboxes	211-218	221-228	231-238	241-248
General Mailboxes	410-419	420-429	430-439	440-449

**4. INSTALL YOUR TALKSWITCH SOFTWARE**

Install the TalkSwitch software on your PC. If you have not done so, you may follow the instructions on the CD or see the “TalkSwitch User Guide”.

**5. OPEN YOUR TALKSWITCH SOFTWARE**

**Step A**

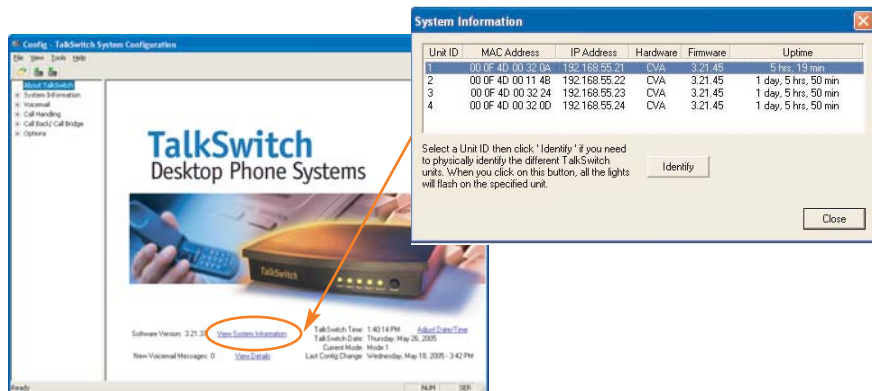
Ensure that a TalkSwitch unit is connected to the PC via the Serial or USB connection. Alternatively, you can connect the PC to the phone system LAN using a LAN cable. Details can be found in the “TalkSwitch User Guide”.

**Step B**

Open the TalkSwitch Configuration Software. Details can be found in the “TalkSwitch User Guide”. The software will detect the number of units on the LAN.

**Step C**

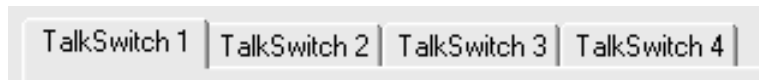
In the main window, click on **View System Information** to view information about the units in your system.



## 6. PROGRAMMING ACROSS THE NETWORK

### Selecting a TalkSwitch Unit (tabs)

You have the ability to configure all the units on the LAN at the same time using the TalkSwitch Configuration software. Each unit is identified with a tab at the top of the configuration window. See below.



'TalkSwitch 1' corresponds to the TalkSwitch with unit ID 1, 'TalkSwitch 2' with unit ID 2, etc.

### Configuration settings that use multiple tabs

#### System Information:

Telephone Lines, Local Extensions, Remote Extensions

#### Voicemail:

Local Ext. Voicemail, Remote Ext., Voicemail, General Voicemail

#### Call Handling:

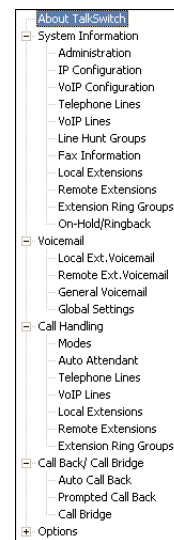
Telephone Lines, Local Extensions, Remote Extensions

#### Call Back/Call Bridge:

Auto Call Back

#### Options:

Audio Controls.



## 7. SPECIAL CONSIDERATIONS

Multiple units on a LAN will function as a single phone system. Some features are global in nature and do not scale when you add more units, other features do scale. The features below deserve special attention to make sure you get the most from your TalkSwitch.

### Auto Attendants

There are a total of 9 Auto Attendants shared by all units on the LAN, this means that all inbound calls can be answered by the same Auto Attendant no matter which unit the incoming call came to. When a new auto attendant is recorded on any unit, it is automatically 'cloned' onto all the other units without further instruction from you.

### Music on Hold

Each unit needs to be supplied with it's own audio source if you want music-on-hold for the extensions associated with the unit. There are two possible solutions; the first is to use an 1/8" audio splitter to put the same music source into all units (they can be purchased from most electronics stores). The second is to use different audio sources for each unit. In this situation the music on hold will change when the call is transferred from one unit to another across the LAN.

**Call Back:**

There are 4 Auto Call Back accounts per TalkSwitch unit. To use an announced message for a particular Auto Call Back account, you need to record the announced message on the same unit as the account. This means calling in on a line that is physically connected to the unit with the account or using an extension connected to the unit.

**Ring Groups:**

There are 10 global ring groups. Each is capable of ringing any extension on the network.

**Park Orbits:**

There are 10 global Park Orbits. Any unit can park a call and retrieve a call from any other unit.

**8. OPTIMIZING TALKSWITCH FOR NETWORK USE****Line Hunt Groups**

By default, the system tries to place outgoing calls on the same TalkSwitch unit the call originates to reduce traffic across the LAN.

Hunt lines on same unit first

Under 'System Information', the software will have 'Hunt lines on same unit first' checked as the default to facilitate this.

**Voicemail**

All local and remote extension voicemail data is stored on the unit where the extensions physically reside. If a unit is completely filled with voicemail messages, new messages will not be stored on other units, instead the system will respond with the prompt, "voicemail is not available at this time" and not accept the messages for any mailbox belonging to that unit.

Additional memory can be added to any unit using TalkSwitch memory cards.

**9. WHAT HAPPENS IF THE NETWORK CRASHES?**

Each TalkSwitch unit will still be able to answer incoming calls and transfer them to local extensions, remote extensions and voicemail on their unit. In addition all auto attendants and call handling parameters are cloned on each box, so incoming calls will be handled with full auto attendant functionality. However because the TalkSwitch units can no longer communicate with each other, no calls can be transferred to other units. In this case callers will hear a message which says 'I'm sorry that extension is not available at this time, please try again later'.

Once the network is up and working again, the TalkSwitch units will re-establish their connections and automatically restore its call handling ability.

**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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