

The **owner friendly**® phone system for **small business**

every customer

every sale

every idea

every dollar

every day

every**call**counts



talkswitch®
ANSWERS WITH INTELLIGENCE



Small business counts on TalkSwitch®

Small is beautiful. You run a small business with big ideas. You have a small budget but big ambitions. You're in a small office with big communication needs. **We understand.** At TalkSwitch, we know that small is beautiful.

Small wonder: TalkSwitch® phone systems, phones and software are all built on a simple idea; that small businesses deserve big business phone power, but without the big business prices.

TalkSwitch® systems come complete with everything you need to handle calls professionally, control your communication costs and stay connected everywhere. We pack an amazing range of features into one compact, easy-to-use package for small, multi-branch and home-based companies with one to 64 phone users per office.



Big business features

Answer your calls with sophisticated multi-level auto attendants and dial-by-

name directories. Connect to off-site and mobile telephones as though they were on-site extensions. Seamlessly pick up your calls wherever you are. Plug in to VoIP. And more. TalkSwitch has everything you need to run your business.

Built for small budgets

Got money to burn on a phone system? We didn't think so, which is why we gave TalkSwitch systems a very reasonable price tag. But a TalkSwitch system can also save you money. TalkSwitch systems maximize your use of telephone company lines and, with VoIP-enabled systems, your broadband Internet connections.

You'll also save on long distance with our unique Call Back/Call Bridge feature and VoIP calling. Plus, you set and change your configuration options yourself, minimizing service charges. And you won't need a dedicated receptionist any more, so you can put your people somewhere more important.

Grow your own way

From bustling multi-branch businesses to home-based start-ups, there's a TalkSwitch system that fits. TalkSwitch systems grow with your business, from one to 64 phones per location. Multiple locations? No problem. TalkSwitch seamlessly connects your branch offices and teleworkers.



“TalkSwitch is the **most effective business tool** I’ve purchased in the last 10 years.”



**VoIP and traditional:
The best of both worlds**

Most systems make you choose between VoIP and the traditional network. But TalkSwitch offers a true hybrid for small business — you choose how you connect. If you don’t need VoIP yet, you don’t pay for it, but you’ll be ready; any TalkSwitch system can be upgraded to include VoIP capability.

Phone freedom

TalkSwitch systems don’t tie you down. You can choose analog or IP phones. Not just our phones — TalkSwitch systems work with standard analog phones and selected IP phones, so you’re free to use the phones you want.

PBX or key system?

Who cares? TalkSwitch systems work both ways. They’re a full PBX, with rich features and efficient line sharing, but



if you’re used to a key system, you can set them up to work that way too.

Easy to set up, easy to use

Unlike other PBXs, TalkSwitch systems are easy to set up. With user-friendly software and standard ports, TalkSwitch systems work right out of the box. Whether you do it yourself (and many of our customers do) or rely on an Authorized TalkSwitch Reseller, you’ll save time and money.

Connect anywhere

Your work doesn’t stop at the office, and neither does TalkSwitch. External IP extensions deliver full off-site extension functionality with VoIP-enabled TalkSwitch systems — just plug an IP phone into the network. And our innovative remote extensions allow any phone, anywhere, mobile or landline, to be integrated with any TalkSwitch system. It’s more than simple call forwarding; calls can be transferred and screened as well.

Extra TalkSwitch power is just a click away

Some businesses need a little extra phone power, so we’ve developed software tools that extend the capabilities of TalkSwitch systems:

- **Concerto® Console:** Manage calls and monitor line and extension usage directly from your PC. Also works off-site with external IP extensions. Highly effective for offices with receptionists and for

managing sales or service groups who use the phone as their primary tool.

- **Call Reporting:** Build full, sophisticated call reports on all aspects of your TalkSwitch system use. Track your phone use with precision for client billing and to maximize resources.

Field-tested. In a wide variety of fields.

TalkSwitch has proven itself in thousands of businesses and institutional settings; financial services, real estate offices, consultants, computer services, retail stores, schools and many more use TalkSwitch systems. And love it; 95 percent of TalkSwitch owners say they would recommend the system.

Free upgrades and free support

Yes. Free. Once you buy a TalkSwitch system, you get free upgrades on configuration software, to which we’re always adding features. And you get free tech support, so if something ever goes wrong, we’re there to help.

“I absolutely **love my phone system.** It blows away the competition at a fraction of the price.”

"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 using an outside line? Of course. But that's just the start. There's much more inside a TalkSwitch system, and you don't have to 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.

Call cascade: If your extension isn't answered, calls can ring a sequence of other extensions — the TalkSwitch system 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.

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 phone. Customize which lines to view for each extension. *Exclusively available with selected TalkSwitch IP phones.*

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

Multiple languages: TalkSwitch systems speak English, French and Spanish, so your customers and employees can communicate the way they choose.

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 systems handle 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 systems support telephone company distinctive ring features.

Public announcement: TalkSwitch systems 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.

System speed dials: Store up to 100 numbers on your system for easy access.

Automatic hotline calling: Automatically dial a set number when a specific phone is picked up. Perfect for door phones.

Caller-ID-based routing: Handle calls differently based on where they come from. Ensure critical calls get instant access and telemarketers don't.

Get TalkSwitch

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



About TalkSwitch: Our mission is to put big business phone power in the hands of small business. It's all we do. We've been working at it obsessively since 1990, developing innovative phone systems, phones and software that have answered millions of calls in thousands of businesses just like yours.

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