

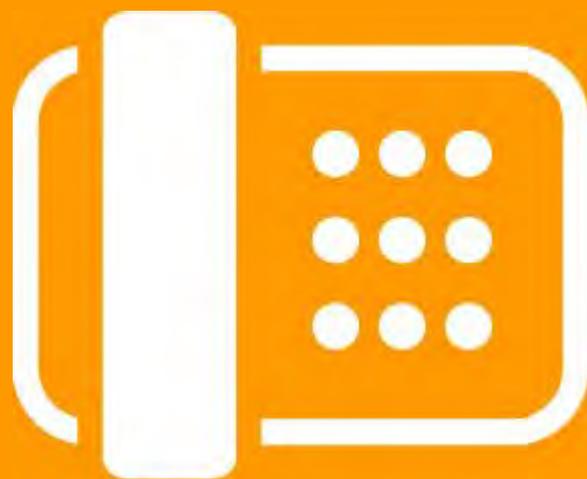
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# Flip Connect

# SpliceCom PCS 571G / 572G

## User Guide

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## Introduction

### About this manual

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This manual contains all that you need to know to operate your PCS 571/572 connected to a SpliceCom **maximiser** system using version 3.2 software. This manual assumes that the PCS 571/572 telephone has been connected and configured by your System Administrator, and is ready for use. If this is not the case please refer to your System Administrator for further assistance.

### How your PCS 571/572 will operate

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#### Your User Account

You are a “User” of the SpliceCom **maximiser** telephone system and as such you have a User account on the system. Your User name will be used to identify you as you make, receive and transfer calls. Each of your colleagues will also have a User account and will be identified in the same way, by their User name. A list of the Users of your telephone system can be viewed via the Directory as explained in the Contacts Directory section from page 22.

As a User on the system you will be given an extension number, eg 2021, and possibly a DDI number, eg 01632 563862. So that when a colleague rings your extension number or an external contact rings your DDI number these will be routed to your User account.

Your User account will store all of your User settings (as described in the User Settings section from page 31) so that when you login to another handset (as described in the Hot Desking/Log In section from page 55) these settings will be available to you and your calls will be routed to whichever phone you are logged on to.

#### Logging On

In most implementations the PCS 571/572 will be your permanent desktop phone and such it will have been automatically allocated to you by your System Administrator therefore there will be no need for you to log in or log out. However, if you are a Hot Desk User, in other words a User who has been given the ability to log in to any phone on the system because, for example, you need to move around the building or you are rarely in the office and do not need a permanent telephone please refer to the Hot Desking/Log In section from page 55 for further information.

#### Home Page

The default display on your telephone when idle will display the SpliceCom logo together with your User Name, extension number and the current date and time. Please refer to your system administrator if you would like this changed, for example, to display your company logo. You can also determine what is displayed on the screen when your handset is idle, please refer to the Defaults section from page 37 for further details.



While using your phone you can return to your home page by pressing the context sensitive key beside the Home icon.

## Hands free Operation

Hands free operation of the PCS 571/572 enables you to have a telephone conversation via the phone's speakers. This is done by pressing the Speaker button rather than lifting the handset. You can switch between hands free and handset during a call as described in the Switch to Hands Free section from page 16.

If you connect a headset to the headset port on the PCS 571/572 your hands free conversation will be via the headset and not through the phone's speaker. You can configure your phone so that the ringing tone will only be heard via your headset, please refer to the Headset Ringing section from page 39 for further details.

Your phone can be configured so that your calls can only be handled hands free, when using a headset in most cases, and the handset will become inoperable. This may have already been configured for you. Please refer to your System Administrator for further details.

## Screen Saver Mode

Your PCS 571/572 may be configured so that the context sensitive display will dim after your phone has been idle for a certain amount of time. If this feature has been configured on your phone as soon as you use your PCS 571/572 again the display will return to full brightness. Your PCS 571/572 may also be configured so that a screen saver (blank screen) will appear either at a set time (usually during the night) or when your phone has been idle for a certain amount of time. If this feature has been configured on your phone as soon as you use your PCS 571/572 again the display will return to normal. Please refer to your System Administrator for further information.

## Control Buttons



The Mute button will enable you to turn on or off this facility. Please refer to the Mute a call section from page 10 for further details.



The Volume Down button will enable you to reduce the headset or hands free or ringing volume on your PCS 571/572. Please refer to the Changing the volume section from page 16 for further details.



The Volume Up button will enable you to increase the headset or hands free or ringing volume on your PCS 571/572. Please refer to page 16 for further details.



The Speaker button will place your phone off-hook and enable you to use hands free mode. Please refer to the Changing the volume section from page 16 for further details.



The Recall button is used place a call on hold. Please refer to the Place a call on hold section from page 11 for further details.



The Messages button will enable you to view your Calls History & voicemail messages. Please refer to the Calls History section from page 18 and Voicemail section from page 44 for further details.



The Contacts button is used to search for an entry on the system database and dial a number stored for the relevant contact. Please refer to the Contacts Directory section from page 22 for further details.



The Favourites button can be used to access your Park slots and speed dials. Please refer to the Parking a call section from page 12 and the Favourites (Speed Dials) section from page 31 for further details.



The Page Up button can be used to search within the Calls History, Contacts and Favourite pages.



The Page Down button can be used to search within the Calls History, Contacts and Favourite pages.



The SpliceCom LED will flash if you have Do Not Disturb set and/or you have received a new voicemail message.

### Your phone off hook



When your phone is off hook, ie when you lift the handset or press the Speaker button, the context sensitive key beside the Hang Up icon will enable you to cancel a call you are starting to make. If your phone is off hook because you have lifted your handset, when you press this key Call Status will be displayed to enable you to pick up a call or dial one of your speed dials. (For further information on these facilities please refer to the Parking a call section from page 12 and the Favourites (Speed Dials) section from page 31 for further details.) Alternatively, replace your handset. If your phone is off hook because you have pressed the Speaker button or are using hands free, when you press this key your home page will be displayed.

## Feature Highlights

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### Access to the System Database

Your PCS 571/572 gives you access to a database of information stored on your **maximiser** system that provides directories of telephone numbers (internal and external) to help you to quickly and easily make and transfer calls.

### Dial Ahead

The Dial Ahead facility allows you to enter a number on the keypad before actually dialling the number. This is useful if you have, for example, a long international number to enter. If you enter an internal number, Dial Ahead will check the status of the colleague's extension; whether the User is free, busy or has do not disturb set. You can then choose to ring your colleague, leave a voicemail message (if enabled) or ring back later.

### Parking a Call

All calls received can be put on hold and the call remains in your control. However another way to place a call on hold is to park the call into a system area that allows your colleagues to easily pick up the call when they are ready and in the meantime you are able to continue with other calls.

### Favourites

As well as access to a directory of telephone numbers stored on the telephone system's database you can also have your own list of "favourite" numbers that you regularly call or transfer calls to. Your Favourites will also act as Busy Lamp Fields indicating when internal extensions are engaged or receiving calls and allow you to pick up a call ringing on a colleague's extension.

## Call Recording

Your PCS 571/572 gives you the ability to manually instigate personal call recording allowing you to record your calls as and when required. Each call recording can be saved as a voicemail message and therefore easily accessed or saved in a centralised file. Please note that feature is controlled by your system administrator; please contact your system administrator for further details.

## Voicemail

The SpliceCom **maximiser** system provides standard voicemail functionality allowing your callers to leave a message and your PCS 571/572 allows you to easily manage these messages. Please note that feature is controlled by your system administrator; please contact your system administrator for further details.

## Viewing Notes during a call

During the process of a call you can view notes related to that call or to the contact the call was made to or received from. The note might have been added when the call was originally received by, for example, the receptionist before transferring the call to you and may give details of the nature of the call helping you to deal with the call proficiently. If the call is received from or made to an external number stored on the central database you can view the notes previously saved with this contact.

## Hot Desking

If you share your PCS 571/572 with other colleagues you can log in using your own extension number and access code so that you can use your own settings and be identified with your name when you make and receive calls.

## SpliceCom LED

The SpliceCom LED will flash if you have Do Not Disturb set and/or you have received a new voicemail message.

## The PCS range

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From affordable entry-level phones, through IP terminals that unify advanced telephony and IT applications at the desktop, to native IP Phone applications that run on Smart Phones, Tablets, PCs and Macs; in SpliceCom's comprehensive PCS telephony family you'll find the product that's the ideal match for every specific business requirement - whatever it may be.

Designed to complement other market leading and stylish IT equipment on your desktop, SpliceCom's PCS 552, PCS 56x, PCS 57xG & PCS 58xG IP Phones combine looks, intelligence and desirability in equal measure. The world's slimmest desktop IP phones provide easy access to the benefits delivered by **maximiser**, SpliceCom's range of innovative and award-winning Unified Communications platforms. All PCS 5xx IP phones have large graphical displays, intuitive multi-functional context sensitive keys, and bold instantly recognisable icons to provide the ease-of-use associated with mobile phones, so delivering the ultimate business telephony user experience.

The IP 530 is SpliceCom's entry-level IP Phone, designed to work with **maximiser** to address everyday business telephony needs. The PCS 520 is a display phone with pre-configured system access keys, desktop paging and combined Do Not Disturb/Message Waiting LED, with the entry-level PCS 505 completing SpliceCom's range of desktop phones.

SpliceCom's iPCS is a native IP Phone application for Smart Phones and Tablets, allowing a mobile device to operate as a highly functional system phone extension. This makes it an ideal **maximiser** Office Mobility solution for the replacement of existing DECT wireless systems, or as an alternative for SIP/WiFi phones.

Navigate is a Phone Partner application, delivering powerful personal call management features via Windows 7 & Windows 8 PCs for users of SpliceCom's broad range of PCS IP Phones, or existing 3rd party analogue telephones. Providing point and click access to both commonly used and advanced **maximiser** telephony & integrated Microsoft features, Navigate provides a single intuitive interface to manage business communications for all employees across an organization, irrespective of their role. Navigate can also be used as an IP Softphone with the addition of an associated licence, with PCS 60 offering similar functionality for Apple Mac OS X users and those running versions of Microsoft operating systems prior to Windows 7.



## Basic Call Handling

### Make a call



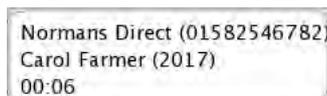
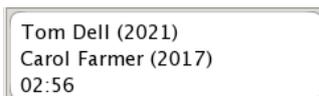
- 1 Lift the handset or press the Speaker button. You will hear the dial tone.
- 2 Using the key pad, dial the number (internal or external) required
- 3 The call will be made and Call Status will display your name and the details of the number you are ringing.

Alternatively,



- 1 Using the key pad, dial the number (internal or external) required
- 2 Press the context sensitive key beside the Dial icon or lift your handset
- 3 Call Status will display the details of the call

### Call Status



Call Status will display the name of the person you have called (if known by the system), the number you have dialled, your name and number, and length of time of the call.



If you have started to make a call, have changed your mind and wish to stop the call press the context sensitive key beside the Hang Up icon or replace your handset.

If you are required to enter further digits once the call has been made, for example, when presented with an auto attendant use the alpha-numeric key pad to enter the digits.

### Account Codes

Accounts codes can be used on your telephone system to analyse outgoing external calls when, for example, you wish to bill a customer for your time or you wish to keep a track of the cost of a project. If your User account has been configured so that you are required to enter an Account Code before making an external call the Account Code screen will be displayed after you have dialled the external number.



- 1 Enter the relevant Account Code.  
Use context sensitive key beside the Backspace icon to make any changes, if necessary.
  - 2 Press the context sensitive key beside the Enter icon
- or
- 2 Press the context sensitive key beside the Cancel icon to return to your home page

For further information on using Account Codes on your telephone system please refer to your System Administrator.

## Answer a call

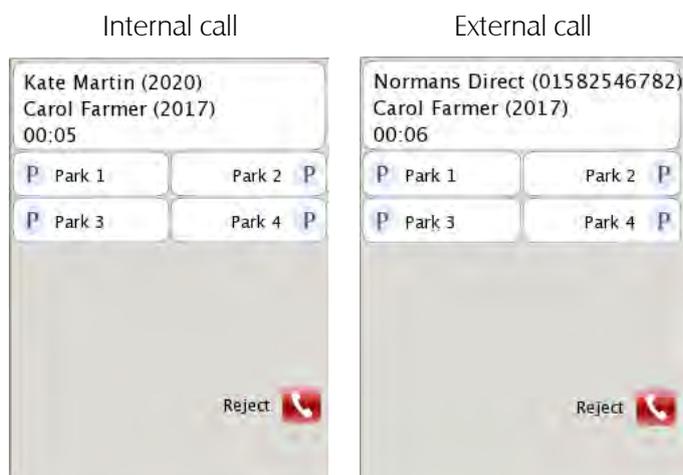
On receiving a call your handset will ring and Call Status will display the details of the call:

First line - the caller's name (if recognised by the system) and the caller's number

Second line - who the call is for. This will either be your name, the name of the colleague who has diverted their calls to you or a Department name.

Third line - the duration of the call.

This information enables you to answer the call in the required manner.



To answer the call lift your handset or press the Speaker button

## Reject a call



If you do not wish to answer a call press the context sensitive key beside the Reject icon

The call will be passed to your Forward on Busy number (if set) or passed to voicemail (if enabled) or cancelled. (Please refer to your System Administrator for further information on your Forward on Busy number.)

## View a note

During the process of a call you can view notes related to that call or to the contact the call was made to or received from. The note might have been added when the call was originally received by, for example, the receptionist before transferred the call to you and may give details of the nature of the call helping you to deal with the call proficiently. If the call is received from or made to an external number stored on the central database you can view the notes previously saved with this contact.



To view any notes press the context sensitive key beside the Notes icon

Please note:

- If the originator of the note has added the note to the call only, this text will disappear once the call has ended.

- If the call is from or to an external number stored on the central database and the originator of the note has saved the text to the database this information will always be available when a call is made to or received from this number in the future.

## End a call



Replace your handset or press the Speaker button

Please note:

- The Speaker button will only end the call if used in hands free mode otherwise this button will switch from handset to hands free mode.
- If a call is made or answered using the handset, when the distant end clears the call Call Status will remain allowing you to pick up a parked call (see the Parking a call section from page 12 for further details). Replace your handset if this is not required.

## Dial Ahead

The Dial Ahead facility allows you to enter a number on the keypad first before actually dialling the number. This means you can check you have entered the correct number, which is useful when dialling long international numbers, for example. Dial Ahead will also enable you to check the availability of a colleague before making the call.

### Entering an internal extension number

If you enter an internal extension number on the keypad Dial Ahead will check the status of your colleague's extension as follows:



The red busy icon will be displayed if the extension is busy; otherwise your colleague's extension is free.



The blue DND icon will be displayed if the extension has Do Not Disturb set and is permanently busy.



You can then choose whether to call the number, leave a voicemail message (if configured) or ring back another time using the following options:



Press the context sensitive key beside the Backspace icon to edit the number entered on the keypad



Press the context sensitive key beside the Hang Up icon to cancel the Dial Ahead



Press the context sensitive key beside the Leave Message icon to connect directly to your colleague's voicemail. Please note that this option will not be available if voicemail has not been enabled for your colleague. (Please refer to the Voicemail section from page 44 for further information.)



Press the context sensitive key beside the Dial icon to dial your colleague's extension, or lift your handset, or press the Speaker button. The call will be automatically made.



Press the context sensitive key beside the Choose icon to display the list of numbers stored for this user, and dial your colleague's mobile number, for example.

### Entering an external number

If you enter an external number on the keypad the following options are then available:



Press the context sensitive key beside the Backspace icon to edit the number entered on the keypad



Press the context sensitive key beside the Hang Up icon to cancel the Dial Ahead



Press the context sensitive key beside the Dial icon to dial the number entered,  
or lift your handset,  
or press the Speaker button.  
The call will be automatically made.



If you enter an external number that is recognised by the system, in other words stored on the telephone system's Contacts database, the contact's name will be displayed and the following option will be available:



Press the context sensitive key beside the Choose icon to display the list of numbers stored for this contact, and dial this contact's mobile number, for example.

For further information on the Contacts Directory please refer to page 22.

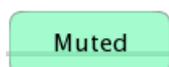
Please note that if the Overlap Dial feature has been disabled on your handset Dial Ahead will be the only method of making a call. Please refer to the Overlap Dial section from page 37 for further details.

### Mute a call

The Mute facility will allow you to prevent a caller from hearing, for example, your conversation with another colleague. You will be able to hear the caller but they will not be able to hear you.



- 1 Press the Mute button to mute your call.
- 2 The Muted message will appear in the centre of Call Status



- 3 Press the Mute button again to turn this feature off.

### Pause a call

You may wish to Pause a call when you need to look up information for the caller, for example. The caller will be placed on hold and played the hold music (if configured). However, dial tone is not given, which is

useful when you are using a headset, for example, as no sound is heard. (Please note that this feature can not be used to make a new call when transferring a call or creating a conference, for example.)



- 1 Press the context sensitive key beside the Pause icon



- 2 Pause icon now has a red circle to indicate that the call is on Pause

- 3 External callers will be played “music on hold” if configured. (Please refer to your System Administrator for further details.)



- 4 To retrieve the call press the context sensitive key beside the Pause icon

## Place a call on hold

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When you put a call on hold the caller is played “music on hold”, if configured, and you will be given the dial tone. This facility is used when you wish to make a new call when transferring a call or creating a conference call, for example.



- 1 Press the Recall button
- 2 External callers will be played “music on hold” if configured. (Please refer to your System Administrator for further details.)
- 3 To retrieve the call press the Recall button

## Transfer a call

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### Announced Transfer



- 1 Place the call on hold by pressing the Recall button
- 2 Enter the number to be dialled (internal or external number).
- 3 Wait for the call to be answered and announce the caller
- 4 To transfer the call replace your handset or press the Speaker button (if using hands free). You will no longer have control of the call.

Alternatively,



- 4 To clear the call that you are currently connected to and return to the original call press the Recall button, or wait for the other end to hang up.

Please note that you will only lose the caller if you or the caller hang up. Use the Recall button to return to the caller.

Alternatively,



- 4 To return to the original call and place the second call on hold, press the context sensitive key beside the Switch icon.
- 5 Use the context sensitive key beside the Switch icon to toggle between the two calls.
- 6 Finally, to connect the two calls (regardless of which call you are currently connected to) replace your handset or press the Speaker button (if using hands free).

Alternatively,



- 6 To clear the call you are currently connected to and return to the other call press the Recall button or wait for the other end to hang up.

### Unannounced Transfer (Blind Transfer)



- 1 Place the call on hold by pressing the Recall button
- 2 Enter the number to be dialled (internal or external number).
- 3 Once the ringing tone is heard replace your handset or press the Speaker button (if using hands free). You will no longer have control of the call.

### Receiving a Transferred Call

When you have received a transferred call the route of the call can be viewed in the History pane.



Press the context sensitive key beside the Notes icon



The History pane will display each User that has handled the call together with the date and time of the call.

### Parking a call

The Park facility allows calls to be put on hold in a system area so that the call can be picked up from any other extension on the system. The PCS 571/572 provides four Park icons to access Park slots 1, 2, 3 and 4, by default. If a call is parked via one of these Park icons all users of a PCS 5xx IP phone, PCS 60 and Navigate with access to these park slots will see the call parked and can retrieve the call if required.



## Park a call



Press the context sensitive keys beside the park slot required



The details of the caller will be displayed against the relevant Park slot.

Please note:

- if the original call was made or answered using the handset, when the call is parked Call Status will remain allowing you to pick up another parked call. Replace your handset if this is not required.
- if the call was made or received in hands free mode you will return to the home page and the park slots will not be displayed

## Pick up a parked call



1 Press the Favourites button

2 The details of the caller will be displayed against the relevant Park slot.



3 Press the context sensitive key beside the Park slot required

Please note:

- If you pick up a parked call while in the progress of another call, this call will be automatically parked in the next available slot.
- Calls can be parked via a short code. This is useful if you wish to park a call into a park slot not displayed on your PCS 571/572. Please refer to your System Administrator for the relevant short code.
- Calls can be picked up via a short code. This is useful if you wish to pick up a call parked in a slot not displayed on your PCS 571/572. Colleagues who are using an analogue handset may also need to use a short code to pick up a call. Please refer to your System Administrator for the relevant short code.
- If a parked call is not picked up within 5 minutes (the default Park Timeout) the call will be represented to you and can be answered in the normal way.
- If the Companies feature is being used on your telephone system and
  - you are unable to pick up a call parked by a colleague you may be operating within a different "Company" to your colleague. Please refer to your System Administrator for further details.
  - you belong to a "Company" this Company may be configured with a different Park Timeout to the default 5 minutes described above. Please refer to your System Administrator for further details.
- By default the four Park icons displayed are configured to access Park slots 1, 2, 3 and 4. However if you require the icons to access alternative Park slots in order to create either group or "private" park slots or you wish to remove them altogether please refer to your System Administrator for further assistance.

## Conference Call

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The conferencing facility allows you to create a 3-way conversation between yourself and two internal and/or external calls. (Please note that this feature must be enabled on your telephone system. Please refer to your System Administrator for further information.)

### Create a conference call

- 1 Make a call to the first number required (internal or external)
-  2 Once the call has been answered, place the call on hold by pressing the Recall button
- 3 Make a call to the second number required (internal or external)
-  4 Once the call has been answered press the context sensitive key beside the Conference icon
-  5 The Conference icon will now contain a red circle and you are in a 3-way conference with your two calls.

### Cancel a conference call

You may wish to cancel the conference and return to a 2-way conversation with your calls as follows.

-  1 Press the context sensitive key beside the Conference icon
  - 2 The call you are currently connected to will be displayed in the Call Status
-  Use the context sensitive key beside the Switch icon to toggle between the two calls. The call you are currently connected to will be displayed in Call Status. Each call can be transferred or ended in the normal way.
-  You can return to a conference with your two calls at any time by pressing the context sensitive key beside the Conference icon

If one of the conference members ends their call you will return to a 2-way conversation with the other member of the conference.

If you end the call, ie replace your handset, you will end the conference and all calls will be disconnected.

### End a conference call

-  Replace your handset or press the Speaker button to end the conference. All calls will be cleared.

Please note that pressing the Speaker button will only end the conference if the PCS 571/572 is used in hands free mode otherwise this button will switch from handset to hands free mode.

## Call Waiting

Call Waiting is a facility which allows you to receive a second call while still connected to another call. The use of this feature is controlled by your System Administrator who will inform you whether this facility has been enabled on your extension.

### Handling a waiting call

- 1 When a second call is received you will hear an intermittent beep in your handset and the call waiting message will appear on your screen.



- 2 If you do not wish to answer the call press the context sensitive key beside the Reject icon. The call will be passed to your Forward on Busy number (if set) or passed to voicemail (if enabled) or cancelled. (Please refer to your System Administrator for further information on your Forward on Busy number.)

Alternatively,



- 2 Press the context sensitive key beside the Answer icon. Your original call will be put on hold.

Alternatively,

- 2 The call waiting message will disappear after approximately 5 seconds and call status will return to the screen with the details of your current call displayed



- 3 Press the context sensitive key beside the Switch icon to view the details of the new caller. Your original call will be put on hold.



- 4 Press the Recall button to answer the call,



To return to the original call and place the second call on hold, press the context sensitive key beside the Switch icon. Use the context sensitive key beside the Switch icon to toggle between the two calls.



To clear the call that you are currently connected to and return to the original call press the Recall button, or wait for the other end to hang up.

Alternatively,



- 4 If you do not wish to answer the call press the context sensitive key beside the Reject icon. The call will be cancelled or passed to your Forward on Busy number (if set) or passed to voicemail (if enabled). (Please refer to your System Administrator for further information on your Forward on Busy number.)

Please note that if you replace your handset while both calls are active you will connect the two calls together.

## Switch to Hands Free

You may wish to switch between hands free and handset operation without interrupting the call.



- From handset to hands free – press the Speaker button and replace the handset.
- From hands free to handset – lift the handset.

Please note:

- If you press the Speaker button while using hands free you will end the call.
- If your PCS 571/572 is configured so that your calls can only be handled hands free, when using a headset in most cases, this feature is not available.

For further information please refer to the Hands free Operation section from page 2.

## Changing the volume

You can change the ringing volume and conversation volume at any time during or before a call.

### Changing the Volume before a call

#### Hands free volume



- 1 Press the Speaker button.



- 2 Press the Volume Up or Down buttons as required.



- 3 Press the Speaker button when finished.

#### Handset volume



- 1 Lift your handset.
- 2 Press the Volume Up or Down buttons as required.
- 3 Replace the handset when finished.

## Changing the Ringing Volume



While an incoming call is ringing, press the Volume Up or Down buttons as required. The ringing volume will increase or decrease.

## Changing the Volume during a call

### Hands free volume

If you have answered the call using the Speaker button:



Press the Volume Up or Down buttons as required. The hands free volume will increase or decrease appropriately.

### Handset volume

If you have answered the call using the handset:



Press the Volume Up or Down buttons as required. The volume of your handset will increase or decrease appropriately.

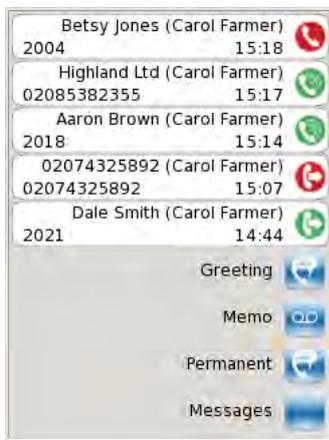
## Calls History

The Messages button allows you to view and manage a historical list of your outgoing and incoming calls - internal & external, answered & missed – and voicemail. (For further information on voicemail please refer to page 28.)

### View the contents of your Calls History



Press the Messages button.



- A list of historical calls and voicemail will be displayed.
- Entries are listed in date and time order with the newest at the top.
- There is no limit to the number of completed calls and voicemails that can be listed. However, only the last 10 missed calls are recorded.



Use the Page Down and Page Up buttons to display the entry required.



Press the Page Up button to go to the bottom of the list.



Press the Messages button to return to your home page.

### Identifying the type of call



Signifies an answered incoming call



Signifies an unanswered (or missed) incoming call



Signifies an answered outgoing call



Signifies an unanswered outgoing call



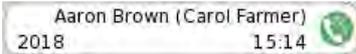
Signifies a new or unread voicemail message



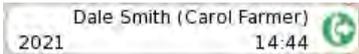
Signifies an old or read voicemail message

## Details of a call

Each call will display the following information:

Incoming Call: 

- The name of the caller (if known by the system).
- In the brackets, your user name or the name of the colleague who has diverted their calls to you or the name of the Department called
- The number received with the call (if presented)
- The time and date of the call. If the call was received today the date will not be displayed.

Outgoing call 

- The number or name of the contact (if the number is known by the system).that you called
- In the brackets, your user name
- The number that you dialled
- The time and date of the call. If the call was made today the date will not be displayed.

## Missed Calls

An incoming call received by your phone that is not answered either by yourself or by voicemail will be registered as a missed call in your Calls History.



The Missed Call banner will appear within the default home page and the SpliceCom LED on the phone will flash.



Press the Messages button to view this call.

When you return to the home page the Missed Call banner will no longer be displayed.

## Redial a number

You may wish to redial a number previous dialled, this can be done by selecting the original call from the Calls History.



1 Press the Messages button



or

2 From the Calls History press the context sensitive key beside the outgoing call required. This entry has a green background when selected.



- 3 Press the context sensitive key beside this entry again
- 4 The call will be made

## Ring back a caller

You may wish to call the number of a previous caller; this can be done by selecting the call from the Calls History.



- 1 Press the Messages button



- 2 From the Calls History press the context sensitive key beside the incoming call required. This entry has a green background when selected.
- 3 Press the context sensitive key beside this entry again.
- 4 The call will be made

Please note that if the caller's number has been withheld or not received by the system this facility will not be available.

## Select an alternative number to dial

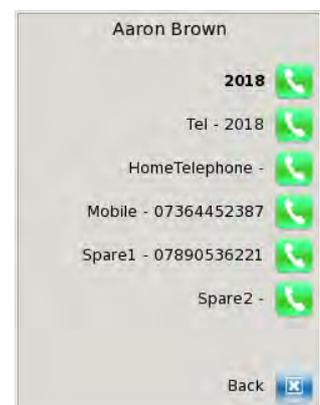
If a call has been made to or received from a number recognised by the system alternative numbers stored against this contact can be accessed via the call details.



- 1 Press the Messages button
- 2 From the Calls History press the context sensitive key beside the call required.



- 3 Select the context sensitive key beside the Choose icon
- 4 The number that the caller rang from or the number you dialled is displayed in bold at the top of the list. If you wish to dial this number press the context sensitive key beside this entry.  
Alternatively,  
Select the context sensitive key beside the number you wish to dial, eg Home, Mobile, etc



Alternatively,



- Press the context sensitive key beside the Back icon to return to the call details.

## Delete a call

---

There is no limit placed on the number of completed calls that are listed, whilst the last 10 missed calls are also recorded with the oldest entry being deleted once this number has been exceeded. You can also manually delete an entry if required.



1 Press the Messages button

2 From the Calls History press the context sensitive key beside the call required.



3 Press the context sensitive key beside the Delete icon

4 You will be asked if you are sure that you wish to delete this call



5 Select the context sensitive key beside the Yes icon. (If you select No you will be returned to the call details.) The call will be removed from the Calls History.

## Contacts Directory

Provided with the **maximiser** system is the ability to set up a database of contact information that can be accessed via your PCS 571/572. Your System Administrator is responsible for the maintenance of this database and will be able to assist you with your queries. The purpose of this database is to provide you with a directory of telephone numbers to enable you to make calls quickly and easily; and to match incoming telephone numbers so that you can identify callers and handle the calls in the appropriate manner.

The directory on your PCS 571/572 uses this database to enable to you quickly and easily call a colleague, an external customer or supplier, for example, and an internal department.

The directory enables you to call or transfer a call to a colleague without having to remember their extension number. Each of your colleagues will have a User account on the telephone system and the directory will list your colleagues by that User name making it easier for you to phone either their extension number, mobile or home number. (If you do not wish the directory to display the Users of your telephone system please refer to the Directory Filters section from page 38.)

The directory enables you to call or transfer a call to an external contact such as a customer, supplier, partner etc entered on the database. (If you do not wish the directory to display external contacts stored on the database please refer to the Directory Filters section from page 38.)

The directory will also enable you to call or transfer a call to an internal Department where the call can be answered by any one of a group of people, such as Sales, Support, Accounts etc. For further information on Departments please refer to page 28. (If you do not wish the directory to display Departments please refer to the Directory Filters section from page 38.)

The directory will display your speed dials once created (please refer to page 31 for further details) enabling you to call or transfer calls to regularly used numbers. (If you do not wish the directory to display your speed dials please refer to the Directory Filters section from page 38.)

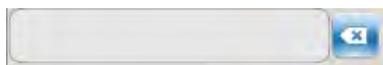
(Please note that if you create a Favourite (speed dial) for a number also stored on the database, when a call is received from this number the incoming CLI will be matched to the speed dial in preference to the database entry. This means that the speed dial name will be displayed in Call Status instead of the name stored in the database.)

### View the Directory



1 Press the Contacts button to access the directory

2 You will be presented with a Search facility to assist you in quickly finding the contact you require.

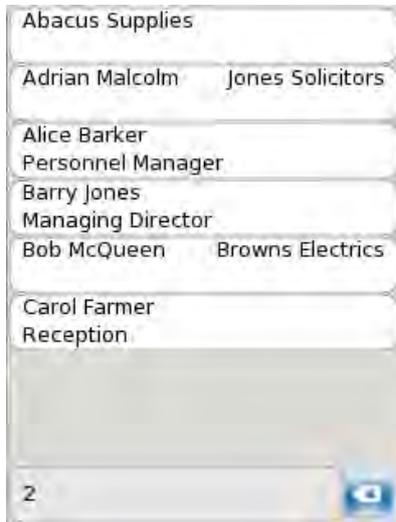


3 Press the key on the keypad displaying the letter you need

- 4 The number displayed on this key will be entered in the search box.



- 5 The directory entries commencing with the letters displayed on the key pressed will be listed



Further keys can be pressed to reduce the search. For example, if you were searching for eg Barry you could press 22779

or



Use the Page Up and Page Down buttons to find the specific entry required.

or

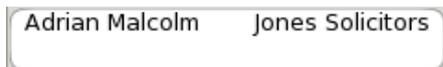


Press the Page Up button to go to the bottom of the list.



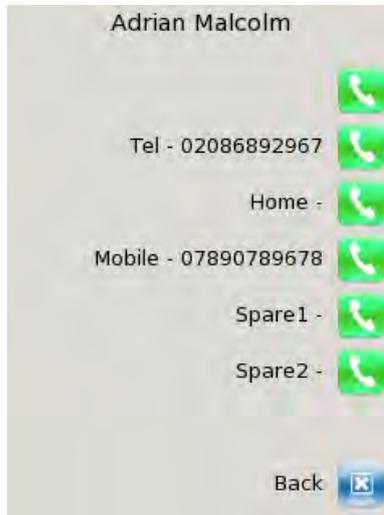
Press the context sensitive key beside the Backspace icon to edit the entry.

Once you have found the entry you require:



Press the context sensitive key beside the contact you wish to view.

The list of numbers stored for this contact will be displayed. Up to 5 numbers per contact can be stored on the database.



Press the context sensitive key beside the Back icon to return to the directory.



Press the Contacts button to return to your home page

Please note:

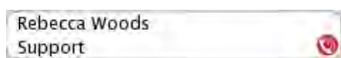
- The Search facility will remember your last entry so that when you next go to Contacts the same database entries will be displayed. Use the backspace icon to remove or edit this entry, if required.
- You can view a directory entry while on a call if, for example, you wish to look up a contact's phone number.

### Busy Lamp Field for Users

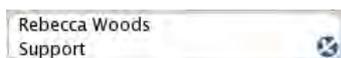
An entry displayed for an internal User will indicate if your colleague's extension is busy.



An internal User displayed with no icon indicates that your colleague's extension is free



An internal User displayed with a red icon indicates that your colleague is currently on a call.



An internal User displayed with a blue icon indicates that your colleague has Do Not Disturb set.

### Make a call via the Directory



- 1 Press the Contacts button to access the directory
- 2 Use the Search facility to find the contact required

- 3 Press the context sensitive key beside the contact you wish to call



- 4 The list of numbers stored for this contact will be displayed.

- 3 Press the context sensitive key beside the number you wish to dial. The call will be made automatically.



## Transfer a call via the Directory



- 1 Place the call on hold by pressing the Recall button



- 2 Press the Contacts button to access the directory

- 3 Use the Search facility to find the contact required

- 4 Press the context sensitive key beside the contact you wish to call.



- 5 The list of numbers stored for this contact will be displayed.

- 6 Press the context sensitive key beside the number you wish to dial. The call will be made automatically.



- 7 Wait for the call to be answered and announce the call

- 8 Transfer the call by replacing your handset or by pressing the Speaker button. You will no longer have control of the call.

If at any time during this process you wish to return to your original caller press the Recall button.

Alternatively, this method will allow you to continue talking to the caller while searching the directory for the contact you require.



- 1 Press the Contacts button to access the directory

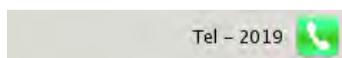
- 2 Use the Search facility to find the contact required

- 3 Press the context sensitive key beside the contact you wish to call.



- 4 The list of numbers stored for this contact will be displayed.

- 5 Press the context sensitive key beside the number you wish to dial.



- 6 Your original call will be put on hold and the new call will be made.

- 7 Wait for the call to be answered and announce the call
- 8 Transfer the call by replacing your handset or by pressing the Speaker button. You will no longer have control of the call.

For further information please refer to the Transfer a call section from page 11.

## Alternative method to view the directory

An alternative way to search for entries within the Contacts Directory is to enter each letter of the name required by pressing a key on the keypad multiple times until the letter required is entered in the search facility. For example, if you wished to enter the letter R you would press the number 7 three times. To use this alternative search method you will need to change your default settings as follows.

### Disable the default Keypad Mode



- 1 Select the Favourites button



- 2 Select the context sensitive key beside the Settings icon

- 3 Select the context sensitive key beside the Defaults icon

- 4 Press the context sensitive key beside the Keypad Mode icon to remove the tick and disable this feature.



- 5 Press the context sensitive key beside the Back icon to return to the Settings menu.

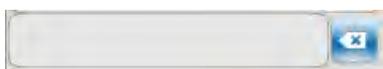


- 6 Press the context sensitive key beside the Home icon to return to the home page.

### Searching the directory with the Keypad Mode turned off



- 1 Press the Contacts button to access the directory
- 2 You will be presented with a Search facility to assist you in finding the contact you require.



- 3 Press the key on the keypad displaying the letter you need
- 4 The first letter on this key will be entered in the search box.
- 5 Continue to press the key until the letter required has been entered.



- 6 The directory entries commencing with this letter will be displayed.

Further letters can be entered to reduce the search.



## Departments

Departments are a feature of the **maximiser** system that allows calls to be routed efficiently to a group of Users by dialling one number either internally or externally.

The following describes the usage of your PCS 571/572 when Departments are used on your **maximiser** system.

### Working as a member of a Department

Due to your role in your company you may have been placed in a Group on the **maximiser** system. For example, if you are part of a Sales team you may be placed in a Sales Group, or part of a Reception team or part of a Support team you may have been placed in a Group. The purpose of creating Groups on your system is to ensure the efficient handling of incoming calls. For example, you may wish to ensure all incoming calls to Reception are shared among several colleagues to ensure the calls are answered quickly, or you may wish to ensure that support calls are shared equally among the Support team.

A Department determines the routing of a call to a Group and your System Administrator will inform you if you will be receiving Department calls and how that Department is configured.

### Receiving a Department call

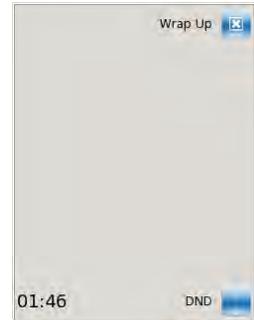
When you receive a call for a Department, instead of your details being displayed, Call Status will display the Department name. This allows you to determine, before answering the call, whether you are receiving a personal or Department call and allows you to answer the call in the correct manner.



## Wrap Up Time

If a Wrap Up Time has been configured for the Department, at the end of the call the Wrap Up screen will be displayed and you will not receive another call until this time has elapsed. This will give you time for any administrative tasks, such as updating a database etc.

- The amount of wrap up time remaining is displayed at the bottom left hand corner of the wrap-up screen.
- You can override this Wrap Up Time by selecting the context sensitive key beside the Wrap Up icon or by placing your phone off-hook and then on-hook.
- If you need more time you can select the context sensitive button beside the DND icon to turn on Do Not Disturb. To turn this off, when you are finished, please refer to the Do Not Disturb section from page 43.



(If you are an Agent within a Vision Call Centre the Wrap Up screen may display Completion Codes for you to select. Please refer to your System Administrator for further details.)

## Make a call to a Department

You may wish to ring a Department in order to talk to an available member of the Personnel department, for example, rather than ringing one specific member of that department only to find they are not available and then having to ring another extension, etc.

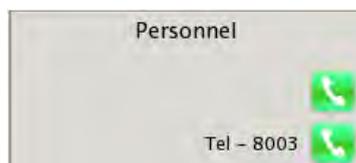
If you know the extension number of the Department required you can dial this number in the normal way. Alternatively, you can use the Contacts directory to call the Department as follows:



- 1 Press the Contacts button to access the directory
- 2 Use the Search facility to find the Department required
- 3 Press the context sensitive key beside the Department you wish to call



- 4 Press the context sensitive key beside the Tel number. A call to the Department will be made automatically.



## Transfer a call to a Department



- 1 Place the call on hold by press the Recall button



- 2 Press the Contacts button to access the directory

- 3 Use the Search facility to find the Department required
- 4 Press the context sensitive key beside the Department you wish to call



- 5 Press the context sensitive key beside the Tel number. A call to the Department will be made automatically.



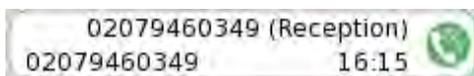
- 6 Wait for the call to be answered and announce the call
- 7 Transfer the call by replacing your handset or by pressing the Speaker button. You will no longer have control of the call.

If at any time during this process you wish to return to your original caller press the Recall button.

For further information please refer to the Transfer a call section from page 11.

## Calls History

Your Calls History can also display the incoming answered and missed calls received for a Department. Your System Administrator can configure this facility for you, if not already available.



The name of the Department receiving the call is displayed within the brackets.

This facility will also give you access to voicemail messages for the Department, please refer to the Voicemail section from page 28 for further information.

For further information on using Calls History please refer to page 18.

## User Settings

The **maximiser** system gives you the ability to configure features such as speed dials, forwarding, and do not disturb on your extension.

These features can be configured via the Settings menu which can be accessed as follows:



- 1 Select the Favourites button



- 2 Select the context sensitive key beside the Settings icon



- Press the context sensitive key beside the Home icon at any time to return to the home page.

The Settings menu can also be accessed directly from the home page by selecting the context sensitive key at the bottom.

## Favourites (Speed Dials)

Favourites allow you to set up your own personal list of regularly used telephone numbers (internal or external). These speed dials are displayed and accessed by selecting the Favourites button. Speed dials set up for internal extensions will also act as Busy Lamp Fields (BLF), in other words they will indicate when that User is on the phone, and can be used to pick up a call ringing on that colleague's extension. There is no limit to the number speed dials you can create.

### Create a Speed Dial



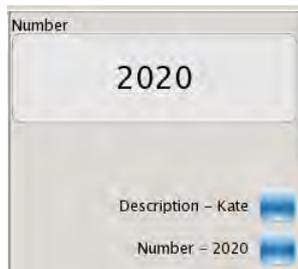
- 1 From the Settings menu select the context sensitive key beside the Favourites icon



- 2 Select the context sensitive key beside the Add New icon
- 3 Use the key pad to enter the text that will be used to identify this speed dial.
  - the number 1 key will add a space
  - the zero key will add a plus sign (+)



- 5 Press the context sensitive key beside the Number icon
- 6 Use the key pad to enter the number to be dialled (internal or external number)



7 Press the context sensitive key beside the Save icon to store the speed dial

8 The new speed dial will appear in the Favourites list in alphabetical order.



Press the context sensitive key beside the Backspace icon at any time to correct any errors.



Press the context sensitive key beside the Cancel icon at any time if you do not wish to save the new speed dial.

### Favourites page

Your speed dials will be displayed in the Favourites page and can be used to quickly and easily make calls, transfer calls and pick up calls.



Press the Favourites button.  
(The Favourites page can be accessed while the PCS 571/572 is idle or during a call.)



The Favourites page will be displayed giving the 4 park icons and your speed dials.



Use the Page Up or Page Down buttons to find the speed dial required



Press the Page Up button to go to the bottom of the list.

A speed dial displayed for an internal extension will act as a Busy Lamp field:-



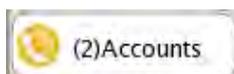
An internal speed dial displayed with a green icon indicates that your colleague's extension is free



An internal speed dial displayed with a red icon indicates that your colleague is currently on a call.



An internal speed dial flashing between a yellow and red icon indicates that either the User's extension is currently ringing or there are calls queuing for that Department. The number of calls waiting to be answered will be displayed. You can pick up a call ringing for this extension by pressing the context sensitive key beside the speed dial.



Press the Favourites button to return to your home page

Please note:

- By default your Speed Dials are displayed in alphabetical order, however your speed dials can be configured to display in a different order if required. Please refer to your System Administrator for further details.
- If you create a speed dial for a number also stored on the telephone system's database, eg a colleague's extension number, when a call is received from or made to this number the incoming CLI/outgoing number will be matched to the speed dial in preference to the database entry. This means that the speed dial name will be displayed in Call Status instead of the name stored in the database.

### Make a call using a Speed Dial



- 1 Press the Favourites button
- 2 Press the context sensitive key beside the speed dial required.  
The call will be made

Your speed dials will also be displayed in the Contacts Directory as described from page 22, if you do not wish to access your speed dials from the directory turn off the Speed Dial filter as described from page 38.

### Transfer a call using a Speed Dial



- 1 Place the call on hold by pressing the Recall button



- 2 Press the Favourites button
- 3 Press the context sensitive key beside the speed dial required. The call will be made
- 4 Wait for the call to be answered and announce the call
- 5 Transfer the call by replacing your handset or by pressing the Speaker button. You will no longer have control of the call.

Alternatively,



- 1 Press the Favourites button
- 2 Press the context sensitive key beside the speed dial required. Your original call will be put on hold and the new call will be made
- 3 Wait for the call to be answered and announce the call
- 4 Transfer the call by replacing your handset or by pressing the Speaker button. You will no longer have control of the call.

Your speed dials are also accessible via Call Status providing you with another method of transferring calls. The speed dials are displayed under the Park slots and are accessed by pressing the Page Down button until the speed dial required is shown.



- 1 If required, press the Page Down button until the speed dial you required is displayed in Call Status
- 2 Press the context sensitive key beside the speed dial required.
- 3 Your original call will be put on hold and the new call will be made
- 4 Wait for the call to be answered and announce the call
- 5 Transfer the call by replacing your handset or by pressing the Speaker button. You will no longer have control of the call.

For further information on transferring a call please refer to page 11.

## Call Pick up

You can pick up a call ringing on another extension via the Favourites page. This is useful if, for example, you wish to answer your colleague's phone when they are not at their desk or you wish to assist with answering calls to a Department. You do not have to be a member of the Department to pick up a Department call.



- 1 Press the Favourites button
- 2 A speed dial displaying a flashing yellow/red icon has a call waiting to be answered.
- 3 Press the context sensitive key beside the speed dial required.
- 4 The call will be answered by your extension

Please note:

- If you pick up a ringing call while you are on a call your original call will be parked in the first available park slot. Please refer to page 12 for further information on parking a call.
- If you do not wish your colleagues to pick up calls ringing on your phone via their speed dials, please contact your System Administrator who can configure this for you.

## Amend a Speed Dial



- 1 From the Settings menu select the context sensitive key beside the Favourites icon
- 2 Select the speed dial to be amended
- 3 If you wish to change the description make the changes directly into the Description box  
If you wish to change the telephone number press the context sensitive key beside the Number icon



- 4 Press the context sensitive key beside the Backspace icon to delete all or part of the existing entry, if required, and make the changes necessary.



- 5 Press the context sensitive key beside the Save icon to store the changes  
or



Press the context sensitive key beside the Cancel icon if you do not wish to save the changes.

## Delete a Speed Dial



- 1 From the Settings menu select the context sensitive key beside the Favourites icon
- 2 Select the speed dial to be deleted



- 3 Press the context sensitive key beside the Delete icon

- 4 You will be asked if you are sure you want to delete the speed dial



- 5 Press the context sensitive key beside the Yes icon to delete the speed dial  
or



Press the context sensitive key beside the No icon to cancel the deletion

## Favourite Groups

Your System Administrator can place your speed dials into groups, if you wish. This would enable you display your speed dials to colleagues and/or external contacts related to, for example, a particular project or particular department within groups such as Personal, Accounts, Roadshow, Suppliers etc. Please refer to your System Administrator for further information. Once this has been set up for you, to use a Speed Dial you would first select the group and then the speed dial required.



- 1 Press the Favourites button
- 2 Press the context sensitive key beside the Favourite Group required.



- 3 The speed dials contained within this group will be displayed.



- 4 Press the context sensitive key beside the speed dial required.  
The call will be made

Please note that by default your Favourite Groups and Speed Dials will be displayed in alphabetical order. However, if you would like your Favourite Groups displayed before your Speed Dials, for example, please refer to your System Administrator for further details.

## Telephone Numbers

Your home and mobile numbers can be entered on the central database together with two additional numbers and a number that you wish to use as your Assistant number.

These numbers are used:

- 1 To identify you when you make a call from your home, mobile or the additional telephone numbers. Your name and details will appear in Call Status.
- 2 By the Contacts Directory (please refer to the Contacts Directory page 22 for further details) to make it easier for your colleges to ring you on or transfer calls to your mobile, for example
- 3 By voicemail:
  - a. when accessing your messages from your mobile or home phone (please refer to your System Administrator for further details)
  - b. your callers can be given the option to be transferred to your assistant number rather leave a message (please refer to the Using an Assistant telephone number section from page 48 for further details).
- 4 By the Follow Me facility (please refer to the Call Divert/Follow Me section page 39 for further information).

### Enter your personal numbers

- 1 From the Settings menu select the context sensitive key beside the Telephone Numbers icon
- 2 Select the context sensitive key beside the number you wish to enter, eg Mobile.
- 3 Using the key pad enter the number required. (Do **NOT** enter internal extension numbers into Mobile, Home, Spare1 or Spare2. These fields are used to match incoming CLI and dial external numbers only.)



- 4 Press the context sensitive key beside the Save icon to store the number



- Press the context sensitive key beside the Cancel icon at any time if you do not wish to save the number entered.

Please note that if the Telephone Numbers option is not available then you are unable to edit these fields. Please refer to your System Administrator for further details.

## Defaults

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### Home Page

By default your home page will display the SpliceCom logo or your company logo (if configured), however, you may prefer to display the Favourites page, the Contacts Directory, Calls History or the dial screen whenever your phone is idle. This would be useful if, for example, you regularly need to find a telephone number quickly and prefer not to press the Contacts button each time, or you wish to constantly monitor voicemail messages without having to press the Messages button.

- 1 From the Settings menu select the context sensitive key beside the Defaults icon
- 2 Press the context sensitive key beside the Idle Page icon
- 3 Press the context sensitive key beside one of the following options:  
Home Page – display the SpliceCom logo or your company logo (default)  
Favourites – display the Favourites page  
Contacts – display the Contacts directory  
History – display the Calls History  
Keypad – display the dial screen
- 4 A tick will be displayed beside the option selected
- 5 Press the context sensitive key beside the Back icon twice to return to the Settings menu.



### Off Hook Page

By default, when your phone is off hook the dial screen (keypad) will be displayed, however, you may prefer to display either the Favourites page or Contacts directory so that you can quickly find and dial the number required.

- 1 From the Settings menu select the context sensitive key beside the Defaults icon
- 2 Press the context sensitive key beside the Off Hook Page icon
- 3 Press the context sensitive key beside one of the following options:
  - Keypad – display the dial screen (default)
  - Favourites – display the Favourites page
  - Contacts – display the Contacts directory



- 4 A tick will be displayed beside the option selected



- 5 Press the context sensitive key beside the Back icon twice to return to the Settings menu.

### Overlap Dial

By default, when you lift your handset or press the Speaker button and start to dial a number the telephone system will start to process this number and send the number to your service provider, such as

BT, for example. This is the normal operation of a telephone. However this method is different to using a phone such as a mobile, where we enter the number in first and then press the Call button. On a PCS 571/572 you can decide which method you prefer, you can either go off hook and start to dial or you can use the Dial Ahead facility as described from page 9. If you wish to always use the Dial Ahead facility when making a call you can turn off a feature called Overlap Dial as follows.

### Turn off Overlap dial

- 1 From the Settings menu select the context sensitive key beside the Defaults icon
- 2 Press the context sensitive key beside the Overlap Dial icon
- 3 The tick will disappear from the Overlap Dial icon to indicate that this feature has been disabled.

Please note that when this feature has been disabled some of the methods of making a call described in this manual will be different to the operation of your handset, you will need to select the context sensitive key beside the Dial icon to dial the number entered.

### Turn on Overlap Dial

- 1 From the Settings menu select the context sensitive key beside the Defaults icon
- 2 Press the context sensitive key beside the Overlap Dial icon



- 3 A tick will appear in the Overlap Dial icon to indicate that this feature has been enabled.

### Keypad Mode

The Keypad Mode option will enable or disable the “one-touch” method of searching within the directory. If disabled you will need to press a key on the keypad multiple times to enter the letter required in the search facility. Please refer to the Alternative method to view the directory section from page 26 for further details.

### Directory Filters

The functionality of the Contacts Directory (as described from page 22) can be adapted to suit your use of your PCS 571/572 as follows.

- Users filter – this option will enable or disable the display of the Users of your telephone system. If enabled you be able to easily dial and transfer calls to your colleagues’ extension numbers, mobile numbers etc, and you will be able to see at a glance if their extension is busy or not.
- Departments filter – this option will enable or disable the display of the Departments set up on your telephone system. If enabled you will be able quickly dial or transfer calls to a group of Users, for example, Support, Sales etc.
- Contacts filter – this option will enable or disable the display of the external contacts created on your telephone system. If enabled you will be able to easily dial or transfer calls to external telephone numbers
- Speed Dials filter – this option will enable or disable the display of your speed dials within the Contacts Directory. If you prefer to access your speed dials via your Favourites page and Call Status only disable this option. (For further information on speed dials please refer to page 31.)
- Companies filter – when the Contacts filter is turned on all contacts matching the letters entered in the search facility will be displayed. The Companies filter option will determine whether to include entries

where the company name also matches the letters entered. If you would prefer to display entries where only the name matches the letters entered disable this feature.

These features can be enabled or disabled as follows:

- 1 From the Settings menu select the context sensitive key beside the Defaults icon
- 2 Select the context sensitive key beside the Directory Filter icon
- 
 3 By default, each option is enabled, indicated by the tick. If you wish to disable a filter option press the context sensitive key beside the relevant icon to remove the tick.  
 To enable one of the filter options press the context sensitive key beside the relevant icon to display the tick.
- 
 4 Press the context sensitive key beside the Back icon to return to the Settings menu.

## Headset Ringing

By default, the ringing tone of the PCS 571/572 will be heard through the phone's speaker. However, if you are using a headset you may wish to hear the ringing through the headset instead, and thereby not disturb your colleagues around you. You can also change this setting so that the ring is heard through the speaker and your headset.

- 1 From the Settings menu select the context sensitive key beside the Defaults icon
- 2 Select the context sensitive key beside the Headset Ringing icon
- 
 3 Select the context sensitive key beside one of the following options:  
 Speaker – the ringing tone will be heard via the phone's speaker only (default)  
 Headset – the ringing tone will be heard via the headset only  
 Speaker & Headset – the ringing tone will be heard via the speaker and the headset
- 
 4 Press the context sensitive key beside the Back icon twice to return to the Settings menu.

## Call Divert/Follow Me

The Follow Me facility allows you to configure your extension so that your calls follow you to an internal extension or to an external number so that when you are, for example, working at another desk, working at home, or using your mobile etc, your calls will still reach you. You could also use this feature when you are, for example, on holiday and wish all your calls to be diverted to your assistant or another colleague.

### Turn on Follow Me

- 1 From the Settings menu select the context sensitive key beside the Divert icon
- 2 Press the context sensitive key beside the Divert To icon
- 3 If you have entered your personal telephone numbers as described in the Telephone Numbers section from page 36 these options will be listed, otherwise just Number will be displayed.
- 4 Press the context sensitive key beside the Mobile, Home, Spare numbers or Assistant icon to divert your calls to your mobile number, home number, spare numbers or to your assistant.



5 A tick will be displayed within the icon for the option selected.



6 Press the context sensitive button beside the Back icon to return to the Divert menu. (Go to step 7.)

or

4 Press the context sensitive key beside the Number icon

5 Enter the internal or external number you wish to forward your calls to



Press the context sensitive key beside the Save icon to save the number you have entered



The number entered will be shown and a tick displayed in the icon.



6 Press the context sensitive key beside the Back icon to return to the Divert menu

7 Press the context sensitive key beside the Divert Mode icon

8 Press the context sensitive key beside one of the following options:

- Personal – all calls to your extension and DDI number will be diverted
- Dual Personal – all calls to your extension and DDI number will be diverted, however your extension will also ring. This will ensure that you can pick up the call wherever you are.
- All – all calls to your extension, DDI number and any Department calls will be diverted
- Dual All – all calls to your extension, DDI number and any Department calls will be diverted, however your extension will also ring. This will ensure that you can pick up the call wherever you are.



9 A tick will be displayed within the icon for the option selected.



10 Press the context sensitive key beside the Back icon to return to Divert menu.



11 Press the context sensitive key beside the Back icon to return to Settings. Note that Divert displays the options configured and a tick indicating that Follow Me has been turned on.

Please note:

- When Follow Me has been set your handset will provide a broken dial tone to remind you that this feature has been enabled.
- If your calls are forwarded to an internal extension and that extension is not answered or busy the caller will be passed to your voicemail (if enabled) or logged as a missed call on your PCS 571/572.

## Turn off Follow Me

- 1 From the Settings menu select the context sensitive key beside the Divert icon
- 2 Press the context sensitive key beside the Divert Mode icon

- 3 Press the context sensitive key beside the None icon and a tick will be displayed within this icon.
- 4 Press the context sensitive key beside the Back icon to return to the Divert menu

You do not need to change the Divert To number as you may wish to use this number again.

Press the context sensitive key beside the Back icon to return to Settings. Note that the Divert option no longer displays a tick indicating that Follow Me has been turned off.

## Receiving a Diverted Call



Kate Martin (2020)  
Tom Dell (2021)  
00:09

When a colleague's calls have been diverted to your extension your colleague's details will be displayed in Call Status under the caller's details. This information will enable you to identify and answer a diverted call correctly.

## Out of Office Message

When you are unable to answer your phone you may wish to inform your colleagues that you are at lunch or in a meeting, for example. An Out of Office Message can be configured and this will be displayed on your colleagues' PCS 5xx IP phone, PCS 60 or Navigate when they attempt to call you. By selecting an Out of Office Message this setting will also change your voicemail greeting. By default, your Permanent Greeting will be played (please refer to the Voicemail section from page 44 for further details) until a specific message has been recorded. Please refer to your System Administrator for further information on how to record your Out of Office voicemail greetings.

### Setting an Out of Office Message

- 1 From the Settings menu select the context sensitive key beside the Status icon
- 
 2 Press the context sensitive key beside either In Meeting, At Lunch, On Holiday or Off Site
- 
 3 Select the context sensitive key beside the Back icon to return to the Settings menu. The Status option will display the Out of Office setting and a tick will indicate that this facility has been enabled.

### Make a call to a colleague with an Out of Office message

When a call is made to a colleague who has an Out of Office message set this information will appear within the dial screen when using the Dial Ahead feature and while the call is ringing. This feature will not change the manner in which your call is handled.



### Turn off the Out of Office message

- 1 From the Settings menu select the context sensitive key beside the Status icon
- 
 2 Press the context sensitive key beside the In the Office icon



- 3 Select the context sensitive key beside the Back icon to return to the Settings menu. The Status option will display the Out of Office setting as In The Office and the tick will disappear to indicate that this facility has been disabled

## Group Log In

If you are a member of a Group on your telephone system you may wish to have the ability to log yourself in and out of the group when required. This feature must be previously configured on your telephone system, please refer to your System Administrator for further information. For additional information please refer to the Departments section from page 28.

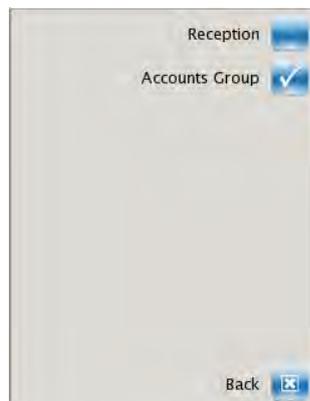
If the Groups feature has been enabled on your extension the Groups option will be available in your Settings menu.



## Log out of a Group



- 1 From the Settings menu select the context sensitive key beside the Groups icon
- 2 The list of Groups that you belong to will be displayed.
- 3 A tick within the Group icon will indicate that you are currently logged into this Group.
- 4 Press the context sensitive key beside the Group icon required and the tick will disappear to indicate that you are logged out of this Group.



## Log in to a Group

- 1 From the Settings menu select the context sensitive key beside the Groups icon
- 2 The list of Groups that you belong to will be displayed.



- 3 Press the context sensitive key beside the Group icon required and a tick will appear to indicate that you are logged in to this Group.

## Do Not Disturb

---

The Do Not Disturb facility allows you set your extension as permanently busy. This useful if, for example, you are holding a meeting in your office and do not wish to be disturbed.

### Turn on Do Not Disturb



- 1 From the Settings menu select the context sensitive key beside the DND icon
- 2 A tick will appear in the DND icon to indicate that this feature is enabled.

When DND is enabled:

- The Do Not Disturb banner will be displayed within your home page.



- The SpliceCom LED will flash.
- Your telephone handset will provide a broken dial tone to remind you that this feature has been enabled.
- Your calls will be automatically passed to your Forward on Busy number, if configured, or to voicemail, if enabled, or the caller will receive the busy tone. (For further information on your Forward on Busy Number please refer to your System Administrator.)
- When a colleague uses the Dial Ahead facility to dial your extension the blue DND icon  will be displayed to indicate that you have Do Not Disturb set.
- Your entry in the Contacts Directory will display the blue DND icon  to inform your colleagues that your extension has Do Not Disturb set. Your colleagues who are using a PCS 5xx IP phone, PCS 60 or Navigate will also be informed that you have Do Not Disturb set via their respective directories.

### Turn off Do Not Disturb

- 1 From the Settings menu select the context sensitive key beside the DND icon
- 2 The tick will disappear from the DND icon to indicate that this feature has been disabled.

## Voicemail

The voicemail facility allows your callers to leave you a message if you are on the phone or do not answer a call. Your System Administrator can enable this facility for you, if not already available.

### Receiving a message

If you are busy on a call or do not answer your phone the caller will be automatically passed to your voicemail and will be able to leave a message. By default, your extension will ring for 20 seconds before your extension is considered not answered. Your System Administrator will be able to tell you if this default setting has been changed.



If a caller has left a message the “New Message” banner will appear within the default home page and the SpliceCom LED on your handset will flash until you have listened to the message.

### Divert an incoming call to voicemail



If you do not wish to answer the call press the context sensitive key beside the Reject icon

The call will be passed to voicemail, unless you have Forward on Busy set. (Please refer to your System Administrator for information on the Forward on Busy feature.)

### Listen to a message

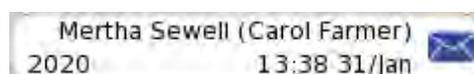


- 1 Press the Messages button.  
A list of historical calls and voicemail will be displayed. Entries are listed in date and time order with the newest at the top. There is no limit to the number of voicemails that can be listed



- 2 Use the Page Down and Page Up buttons to display the entry required.

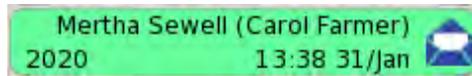
- 3 A new message will be indicated by a blue envelope .



The details of the message will be displayed giving,

- The caller’s name, if recognised by the system
- The recipient of the call in brackets, which in most cases will be your User name. (However, if you are handling calls for a Department or another colleague these names will be displayed here so that you can distinguish these from your own messages.)
- The number received with the call (if presented)
- Time and date of the call (please note that if the message was received today only the time will be displayed)

- 4 Press the context sensitive key beside the message required. The entry will become green and the message will be played.



(Please note that if your voicemail has been secured you may be requested to enter your Voicemail Access Code followed by hash (#) then the message will be played. Please refer to your System Administrator for further details.)

- 5 The message will now be displayed with an open blue icon  as this is now an old message and will be deleted after 7 days unless manually saved.
- 6 If you wish to listen to another message press the context sensitive key beside the message required.
- 7 Press the Messages button to return to your home page.



For information on how to save a message please refer to your System Administrator.

Due to your role in your company you may also be required to handle voicemail messages for a colleague, such as your manager. Your System Administrator can set this up for you if not already available. Your colleague's name will be displayed in the brackets with each message so that you distinguish between your messages and your colleague's.

You may also be required to handle messages for a Department. Please refer to the Voicemail for Departments section from page 52 for further details.

## Message Handling

When a message is selected the following options are available:

<< Skip - rewind the message by 2 seconds

Skip >> - forward the message by 2 seconds



Delete - delete the message permanently



Forward - send the message to your email account or a colleague's email account. The message will appear as a sound file in an email message and a PC with a sound card and speakers will be required to listen to the message. (This facility must be previously set up on your telephone system - please refer to your System Administrator for further information.)



Choose - to ring back the caller. This option will display the list of numbers stored for this caller, if recognised by the system. Choose the number to dial by selecting the relevant context sensitive key.

## Delete a message



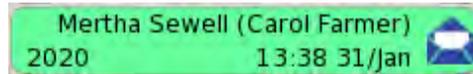
- 1 Press the Messages button. Your Calls History will be displayed.



2 Use the Page Down and Page Up buttons to display the entry required.



3 Press the context sensitive key beside the message required and the selected message will become green.



4 Press the context sensitive key beside the Delete icon.

5 You will be asked if you are sure that you wish to delete this call



6 Select the context sensitive key beside the Yes icon. (If you select No you will be returned to the Calls History details.) The message will be permanently deleted.

## Ring back a caller

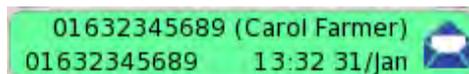
After listening to a message you may wish to ring back the caller. The number that they rang from can be dialled while listening to the message. (Please note that if the caller's number has been withheld this feature will not be available.)



1 Press the Messages button. Your Calls History will be displayed.

2 Use the Page Down and Page Up buttons to display the entry required.

3 Press the context sensitive key beside the message required. The selected message will become green and message will be played



4 Press the context sensitive key beside this message again. The number that the caller rang from will be dialled.

## Ring back the caller on an Alternative number

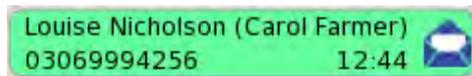
If a caller that has left you a message is recognised by your telephone system, in other words the number that the caller has rang from is stored on the system database further numbers stored for this contact are available when listening to a message and these numbers can be dialled.



1 Press the Messages button. Your Calls History will be displayed.

2 Use the Page Down and Page Up buttons to display the entry required.

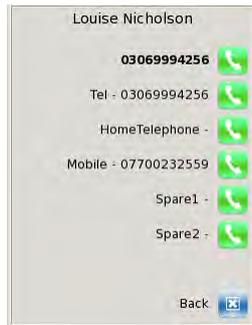
3 Press the context sensitive key beside the message required and the selected message will become green.



4 Press the context sensitive key beside the Choose icon.



5 The list of numbers stored for this contact will be displayed. The number that the caller rang from will be displayed in bold at the top of the list.



6 Press the context sensitive key beside the number you wish to dial.

## Finding your messages

Calls History can display just your voicemail messages if required. This feature is useful if you come back from holiday, for example, and do not wish to trawl through your calls history to find your voicemail messages. This can be done by enabling the Messages filter, and your incoming and outgoing answered calls will not be displayed.

### Turn on the Messages filter



1 Press the Messages button



2 Press the context sensitive key beside the Messages icon



3 The icon will display a tick to indicate that this feature has been enabled. Only your voicemail messages will be displayed.

### Turn off the Messages filter



1 Press the Messages button



2 Press the context sensitive key beside the Messages icon



3 The tick will disappear to indicate that the Messages filter has been disabled. All your incoming and outgoing calls will be displayed.

## Record a Greeting

---

A default message will be played to your callers when they are transferred to your voicemail. However you may wish to record your own personal message.

You can record two voicemail greetings. Firstly, you have a daily greeting that can be used to inform a caller of your whereabouts on a particular day, for example – “You have reached Alice Barker’s voicemail on Tuesday, 4 July. I am currently in a meeting until 11 o’clock. Please leave a message and I will call you on my return.” Your second greeting, the permanent greeting, can be used to give a message that can be used on any day, for example – “You have reached Alice Barker’s voicemail. Sorry I am unable to take your call. Please leave a message and I will get back to you as soon as possible.” If you record a permanent greeting your daily greeting is deleted at midnight and the permanent greeting is then used until a new daily greeting is recorded.

### Record a daily greeting



- 1 Press the Messages button. Your Calls History will be displayed.



- 2 Press the context sensitive key beside the Greeting icon
- 3 Your current greeting will be played
- 4 When requested record your new greeting and press the hash key (#) when finished.
- 5 Your new message will be played back to you.



- 6 Press the context sensitive key beside the Stop icon or hang up and your new greeting will be saved.

### Record a permanent greeting



- 1 Press the Messages button. Your Calls History will be displayed.



- 2 Press the context sensitive key beside the Permanent icon
- 3 Your current greeting will be played
- 4 When requested record your new greeting and press the hash key (#) when finished.
- 5 Your new message will be played back to you.



- 6 Press the context sensitive key beside the Stop icon or hang up and your new greeting will be saved.

## Using an Assistant telephone number

---

You may wish to give your callers the option to be transferred to a colleague rather than leave a message; this might be your assistant or another member of your team. The Assistant telephone number feature can be configured as follows:



1 Select the Favourites button



2 Select the context sensitive key beside the Settings icon

3 Select the context sensitive key beside the Telephone Numbers icon

4 Select the context sensitive key beside the Assistant icon



5 Press the context sensitive key beside the Backspace icon to remove any existing entry unless required. (This key can be used to make any corrections while entering the number.)

6 Enter the number required. This can be an internal or external number.



7 Press the context sensitive key beside the Save icon. The number assigned as your Assistant is now displayed.



Once this feature has been configured your caller can press 0 while listening to your greeting and be transferred to your Assistant telephone number. You will need to re-record your greeting to inform your callers that facility is available.

Please note:

- if the Telephone Numbers option is not available then you are unable to change your Assistant telephone number. Please refer to your System Administrator for further details.
- the Assistant number is also used with the Call Divert feature, please refer to the Call Divert/Follow Me section from page 39 for further details.

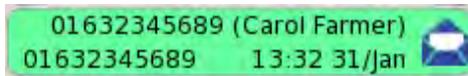
## Send a message to email

This facility allows you to forward a message to your email account or a colleague's email account. The message will appear as a sound file in an email message and a PC with a sound card and speakers will be required to listen to the message. (This facility must be previously set up on your telephone system – please refer to your System Administrator for further information.)



1 Press the Messages button.

- 2 Use the Page Down and Page Up buttons to display the entry required.
- 3 Press the context sensitive key beside the message required.



- 4 Press the context sensitive key beside the Forward icon

- 5 Use the Search facility until the User required is displayed



- 6 Select this User  
or  
If the User is displayed in green at the top of the list, press the context sensitive key beside this entry or press the context sensitive key beside the Send to Email icon
- 7 You will be informed that the message has been “Forwarded to Email” and then returned to the Search facility so that you can send the message to another colleague.

### Listen to a message while on a call

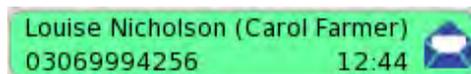
While on a call you can listen to a message. This would be useful if, for example, you wish to check the content of a message that relates to your current call. Your call will be put on hold while you listen to the message.



- 1 Press the Messages button.



- 2 Use the Page Down and Page Up buttons to display the entry required.
- 3 Press the context sensitive key beside the message required.



- 4 Your caller will be put on hold and the message will be played



- 5 Press the Recall button to return to your call.

### Leave a message for a colleague

If your colleague has voicemail enabled you will be automatically transferred to your colleague’s voicemail if they are busy or do not answer their phone. The following methods can also be used:

#### Leave a message for a colleague using Dial Ahead

You can connect directly to a colleague’s voicemail as follows:

- 1 Dial your colleague’s extension number on the keypad



- 2 Press the context sensitive key beside the Leave Message icon

- 3 Lift your handset, if required, and leave a message when requested

If you start to call your colleague and then decide to leave them a message instead press the context sensitive key beside the Leave Message icon displayed at the top right hand side of Call Status.

### Leave a message for a colleague using the Contacts directory

You may wish to leave a message for colleague but do not know their extension number. You can search for your colleague via the Contacts directory. (For further information on using the Contact directory please refer to page 22.)



- 1 Press the Contacts button to access the Contacts directory
- 2 Use the Search facility to find the colleague required
- 3 Press the context sensitive key beside the colleague's name.

Rachel Spencer  
Sales



- 4 The list of numbers stored for this colleague will be displayed.
- 5 Press the context sensitive key beside the Voicemail icon and you will be connected directly to your colleague's voicemail. Leave a message when requested.

### Transfer a call to a colleague's voicemail



- 1 Place the call on hold by pressing the Recall button
- 2 Dial your colleague's extension number either via the keypad or via a speed dial



- 3 Once the call has been connected press the context sensitive key beside the Leave Message icon
- 4 Replace your handset or press the Speaker button. You will no longer have control of the call.

Please note: that this facility will only be available if voicemail has been enabled for your colleague.

### Transfer a call to a colleague's voicemail using the Contacts directory

You may wish to transfer a call directly to a colleague's voicemail which can be achieved via the Contacts directory. (For further information on using the Contact directory please refer to page 22.)



- 1 Place the call on hold by pressing the Recall button



- 2 Press the Contacts button
- 3 Use the Search facility to find the colleague required
- 4 Press the context sensitive key beside the colleague's name

Rachel Spencer  
Sales



- 5 Press the context sensitive key beside the Voicemail icon. You will no longer have control of the call.

Please note: that this facility will only be available if voicemail has been enabled for your colleague.

For further information on transferring a call please refer to page 11.

## Record a call

During any call (internal or external or conference call) you can record the conversation. The resulting recording will become a new voicemail message and can be accessed in the usual way.

Please note that the use of this feature is controlled by your System Administrator. If the Record icon is not available please refer to your System Administrator.



During a call select the context sensitive key beside the Record icon. The Record icon will be displayed with a red circle.



To end the recording press the context sensitive key beside the Record icon again

## Record a Memo

You may wish to record a message to yourself, for example when you wish to record a reminder to perform a particular task, for example book a meeting, phone a customer etc. The resulting recording will become a new voicemail message and can be accessed in the usual way.

(Please note that the use of this feature is controlled by your System Administrator. If the Record icon is not available please refer to your System Administrator.)



- 1 Press the Messages button.



- 2 Press the context sensitive key beside the Memo icon

- 3 Record the message required



- 4 Press the context sensitive key beside the Stop icon when finished.

## Voicemail for Departments

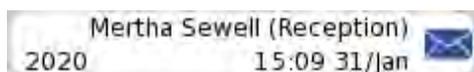
Each Department on your telephone system can be configured to use the voicemail service provided by the **maximiser** system. If voicemail has been enabled, a call to a Department will automatically pass to voicemail after the time specified by the Department's configuration on the system. Please refer to your System Administrator for further details.

## Listen to a message for a Department

Your user account can be configured so that voicemail messages received for a particular Department can be accessed via your Calls History, please refer to your System Administrator for further details, if not already available. You can retrieve and handle the messages in the same way as your personal messages.



- 1 Press the Messages button.
- 2 The new message will be displayed giving:



- The caller's name, if recognised by the system
  - The name of the relevant Department in brackets
  - The number received with the call (if presented)
  - Time and date of the call (please note that if the message was received today only the time will be displayed)
- 3 Press the context sensitive key beside the message required.
  - 4 The entry will become green and the message will be played.

Please note that if you are able to access Department voicemail messages via your PCS 571/572 the answered and missed calls for the Department will also be displayed in your Calls History. Please refer to page 18 for further information on the Calls History.

## Leave a message for a Department

You will automatically transfer to a Department's voicemail after the time specified by the Department's configuration on the system. However you can connect directly to a Department's voicemail using Dial Ahead, as follows:



- 1 Dial the Department's extension number on the keypad
- 2 Press the context sensitive key beside the Leave Message icon
- 3 Lift your handset, if required, and leave a message when requested

If you start to call a Department and then decide to leave a message instead press the context sensitive key beside the Leave Message icon displayed at the top right hand side of Call Status.

Please note: that this facility will only be available if voicemail has been enabled for relevant Department.

## Leave a message for a Department using the Contacts directory

You may wish to leave a message for Department but do not know the extension number. You can search for the Department via the Contacts directory. (For further information on using the Contact directory please refer to page 22.)



- 1 Press the Contacts button to access the Contacts directory
- 2 Use the Search facility to find the department required
- 3 Press the context sensitive key beside the Department name



- 4 The list of numbers stored for this Department will be displayed.
- 5 Press the context sensitive key beside the Voicemail icon and you be connected directly to the Department's voicemail. Leave a message when requested.

Please note: that this facility will only be available if voicemail has been enabled for relevant Department.

### Transfer a call to a Department's voicemail



- 1 Place the call on hold by pressing the Recall button
- 2 Dial the Department's extension number either via the keypad or via a speed dial



- 3 Once the call has been connected press the context sensitive key beside the Leave Message icon
- 4 Replace your handset or press the Speaker button. You will no longer have control of the call.

Please note: that this facility will only be available if voicemail has been enabled for relevant Department.

### Transfer a call to a Department's voicemail using the Contacts directory

You may wish to transfer a call directly to a Department's voicemail which can be achieved via the Contacts directory. (For further information on using the Contact directory please refer to page 22.)



- 1 Place the call on hold by pressing the Recall button



- 2 Press the Contacts button
- 3 Use the Search facility to find the Department required
- 4 Press the context sensitive key beside the Department name.



- 5 Press the context sensitive key beside the Voicemail icon. You will no longer have control of the call.

Please note: that this facility will only be available if voicemail has been enabled for relevant Department.

For further information on transferring a call please refer to page 11.

## PCS 571/572 Administration

### Hot Desking/Log In

If you are a hot desking User, in other words a User who has been given the ability to log in to any phone on the system because, for example, you need to move around the building or you are rarely in the office and do not need a permanent telephone, you can log on to a PCS 571/572.

The benefit of logging in as yourself rather than using someone else's phone is that all your User settings follow you. This means that when you make a call the recipient will know the call is from you; your calls will reach you where ever you are; you will have access to your User configuration and can set features such as DND, Follow Me etc; all your Speed Dials will be accessible to you; you will be informed when you receive a new voicemail message and you will be able to easily listen to these messages.

You will need to know your extension number and Login Access Code, please refer to your System Administrator for these details.

### Log On

If a User is already logged on to the handset you wish to use, perform the following steps:



1 Select the Favourites button



2 Select the context sensitive key beside the Settings icon



3 Press the context sensitive key beside the Logout icon

4 Enter your extension number, an asterisk (\*) and your Login Access Code, eg 2040\*1234, on the keypad



5 Select the Login icon

6 Wait for the PCS 571/572 to communicate with the telephone system.

7 When the log in is complete your home page will appear. If this is the SpliceCom logo your User Name and extension number will be displayed.

The Login screen can also be accessed directly from the home page by selecting the context sensitive key at the top.

Please note: if the SpliceCom logo is not your home page the logged in user's details can be viewed via the Phone Information, please refer to page 56 for further details.

If a User is not logged on to the handset you wish to use, the Login screen will be displayed. Follow steps 4 to 7 to log in.



When entering your details at the Login screen you can use the context sensitive key beside the Backspace icon to make any changes if necessary.

## Log off



1 Select the Favourites button



2 Select the context sensitive key beside the Settings icon



3 Press the context sensitive key beside the Logout icon

4 Wait for the PCS 571/572 to communicate with the telephone system

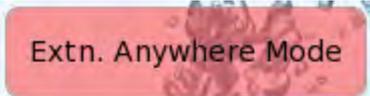
5 When the log out is complete the handset will return to the assigned User or the Login screen will be displayed.

Please note that your User account may be configured to automatically log you off after the extension is not used for a specified amount of time. This is useful if you forget to manually log off. Please refer to your System Administrator for further details.

## Remote PSTN

Remote PSTN is a facility of the telephone system which enables you to receive and make calls from your home or mobile telephone, for example, as though you were in the office. This means that your callers or recipients of your calls will be unaware that you are working at home, for example. You will not incur call charges and you will be able to handle calls as if you were in the office, eg transfer calls. If you are interested in using this facility please refer to your System Administration for further details.

If the Remote PSTN Mode banner is displayed on your phone this facility has already been configured for you and has been enabled. Your calls will be received on the Remote PSTN number configured, eg your mobile. Please refer to your System Administrator for further details.



This facility can also be configured to allow you to turn this facility on/off when required and to set the Remote PSTN number you wish to use. Please refer to your system administrator for further details. Once this has been set up you can perform the following:

### Enable Remote PSTN



1 From the Settings menu select the context sensitive key beside the Divert icon

2 Press the context sensitive key beside the Extn. Anywhere icon

3 Select Number

4 Enter the number you wish to receive and make calls from



5 Press the context sensitive key beside the Save icon. Note that a tick is displayed within the Number icon and the number entered is also displayed.



6 Press the context sensitive key beside the Back icon and note that the Extn. Anywhere option displays the number entered

Alternatively,

3 Press the context sensitive key beside the Mobile, Home or Assistant icons to divert your calls to either your mobile number, home number or to the assistant number. Note that these numbers must have been previously entered as detailed in the Telephone Numbers section from page 36.



4 Press the context sensitive key beside the Back icon and note that the Extn. Anywhere option displays the number chosen



Press the context sensitive key beside the Back icon and note that the Divert options displays the Remote PSTN setting.



Press the context sensitive key beside the Home icon to return to your home page. The Remote PSTN banner will be displayed.

### Disable Remote PSTN



1 From the Settings menu select the context sensitive key beside the Divert icon

2 Press the context sensitive key beside the Extn. Anywhere icon

3 Press the context sensitive key beside None to turn this facility off.



4 Press the context sensitive key beside the Back icon and the Extn. Anywhere options will display (None).



5 Press the context sensitive key beside the Back icon again and the Divert option will no longer display the Remote PSTN settings.



- 5 Press the context sensitive key beside the Home icon to return to your home page. The Remote PSTN banner will no longer be displayed.

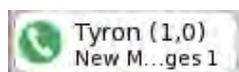
## Operator Console Mode

Operator Console Mode enables additional information to be displayed within your Speed Dial icons in Favourites. Your System Administrator can configure this facility for you, if not already available. The purpose of this facility is to give you the data required to deal with calls efficiently when, for example, you are a receptionist dealing with a large volume of calls. For further information on creating speed dials please refer to the Favourites (Speed Dials) section from page 31.

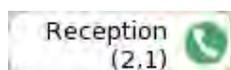
When Operator Console Mode is enabled your speed dials will provide you with the following information:



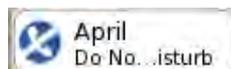
This User is currently on a call.



This User has one new message and no missed calls.



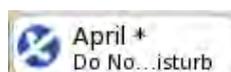
This Department has 2 new messages and one missed call



This User has Do Not Disturb turned on



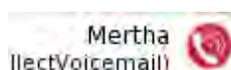
The asterisk indicates that this User has call divert set. The details of the divert mode and number are also displayed.



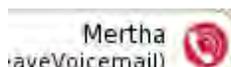
This User has Do Not Disturb turned on and has call divert set.



This User is not logged in.



This User is listening to voicemail.



This User is leaving a message for a colleague

Please note that if you are using a PCS 60 in partnership with your PCS 571/572 and the operator console information is only appearing on your PCS 60 your User account will have been configured to function in this manner. Your system administrator will be able to confirm this configuration.

## Phone Information

Your system administrator will require the set up information of the phone in order to upgrade and troubleshoot your handset, if required. This information can be accessed as follows:



1 Select the Favourites button



2 Select the context sensitive key beside the Settings icon

3 Press the context sensitive key beside the Phone Information icon.  
(Please note that if the Groups feature has been enabled on your extension you will need to press the Down arrow button to access the Phone Information icon.)

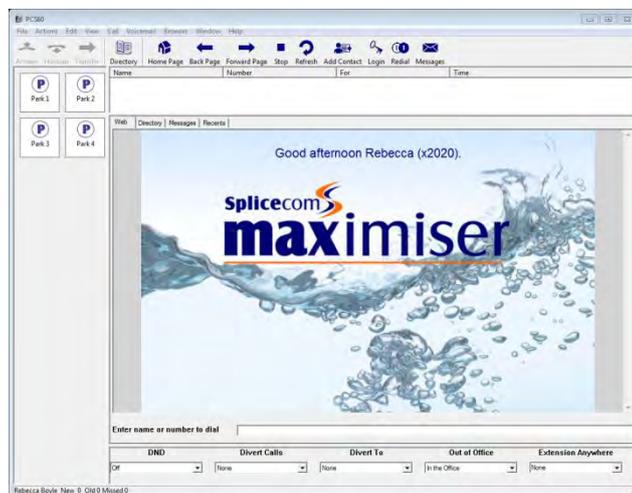
The following information is displayed:



- IP Address – IP address of the PCS 571/572
- Serial Number – hardware address of the PCS 571/572
- Registration – IP address of the Call Server to which the PCS 571/572 is connected
- Home – IP address of the Call Server providing the User’s voicemail service.
- User – name of the User currently logged in
- Number – extension number of the User currently logged in
- Version – software version currently running on the PCS 571/572, eg 3.2(891)

## Partnering your PCS 571/572 with your PC or laptop

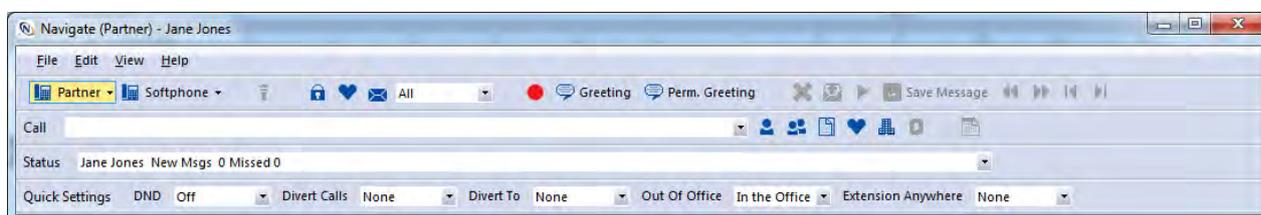
Even greater personal productivity can be realised when you partner your PCS 571/572 phone with SpliceCom’s PCS 60 or Navigate application. These desktop productivity applications deliver all of the functionality associated with the top of the range PCS 580 and are available for Windows, Mac OS X and Linux PCs and laptops.



Some of the extra features you can gain access to when using the PCS 60 in conjunction with your PCS 571/572 include;

- Manually labelling parked calls
- Making notes during a call
- Turn Call Waiting on and off
- Choose between visual and/or audible Call Waiting notification.
- Setting Forward on Busy and Forward on No Answer
- Add an exceptions number list for use when in Do Not Disturb.
- Changing your Ring Tunes
- Quick Settings tool bar
- Adding new Contacts to the directory
- Integrating your PCS 571/572 with the company Intranet or Web-enabled applications.
- Presenting Users/Departments Directories/Favourites/web pages on incoming Contact calls
- Operator Console mode User Administration
- Vision Agent features – call statistics, Completion Codes, Not Available Codes

For further details on installing the PCS 60 please refer to your System Administration. For details on how to use it in conjunction with your PCS 571/572 please see SpliceCom's PCS 60 User Manual.



Some of the extra features you can gain access to when using Navigate in conjunction with your PCS 571/572 include;

- Manually labelling parked calls
- Making notes during a call
- Separate Favourites window
- Turn Call Waiting on and off
- Choose between visual and/or audible Call Waiting notification.
- Setting Forward on Busy and Forward on No Answer
- Add an exceptions number list for use when in Do Not Disturb.
- Changing your Ring Tunes
- Quick Settings tool bar
- Adding new Contacts to the directory
- Integration with MS Outlook contacts
- Integration with MS Outlook calendar to set your Out of Office message
- Vision Agent features – call statistics, Completion Codes, Not Available Codes

For further details on installing Navigate please refer to your System Administration. For details on how to use it in conjunction with your PCS 571/572 please see SpliceCom's Navigate User Manual.

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