

PCS 542

User Manual

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PCS 542 User Manual
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Contents

Introduction	1
About this manual.....	1
How your PCS 542 will operate	1
Feature Highlights.....	7
The PCS range	9
Basic Call Handling.....	10
Making a Call	10
Alternatively.....	10
Answer a call	11
Dial Ahead.....	12
Mute a call	13
Pause a call	13
Place a call on hold	13
Transferring a call.....	14
Parking a call	15
Conference Call	17
Call Waiting	18
Switch to Hands Free	19
Changing the volume	19
Calls History	21
View the contents of your Calls History.....	21
Identifying the type of call.....	21
Viewing the details of a call.....	22
Missed Calls	23
Redial a number	23
Ring back a caller.....	24
Select an alternative number to dial	24
Delete a call	25
Contacts Directory	26
View the Directory.....	26
Make a call via the Directory	28
Transfer a call via the Directory	28
Alternative method to view the directory	29
Departments.....	31
Working as a member of a Department	31
Receiving a Department call	31
Make a call to a Department.....	32
Transfer a call to a Department.....	32
Calls History	32
Settings	33
Quick Settings.....	37
Call Divert/Follow Me	37
Status Message	39
Extension Anywhere.....	40
Do Not Disturb.....	41
Voicemail	42
Receiving a message	42
Listen to a message	42
Message Handling.....	43

Delete a message	44
Ring back a caller	44
Ring back the caller on an Alternative number	44
Record a Greeting	45
Listen to a message while on a call	45
Leave a message for a colleague	46
Leave a message for a colleague using Dial Ahead	46
Leave a message for a colleague using the Contacts directory	46
Transfer a call to a colleague's voicemail	46
Transfer a call to a colleague's voicemail using the Contacts directory	47
Record a call (Personal).....	47
Record a call (Department).....	47
Voicemail for Departments	48
Leave a message for a Department	48
Leave a message for a Department using the Contacts directory	48
Transfer a call to a Department's voicemail	49
Transfer a call to a Department's voicemail using the Contacts directory	49
Call Centre Working	50
The PCS 542 in a call centre environment	50
Call Centre Feature comparison chart.....	51
PCS 542 Administration	52
Hot Desking/Log In	52
Partnering your PCS 542 with your PC or laptop	53
Using SSL on your PCS542	54

Introduction

About this manual

This manual contains all that you need to know to operate your PCS 542 connected to a SpliceCom maximiser operating system 3.3 software. This manual assumes that the PCS 542 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 542 will operate

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 26.

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 33) so that when you login to another handset (as described in the Hot Desking/Log In section from page 50) 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 542 will be your permanent desktop phone and as 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 50 for further information.

Hands free Operation

Hands free operation of the PCS 542 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 19.

If you connect a headset to the headset port on the PCS 542 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 33 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.

Home Page

The default display on your telephone when idle will display your extension number, User Name, Company Name and the current date and time.



Screen Saver Mode

Your PCS 542 may be configured so that the 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 542 again the display will return to full brightness. Your PCS 542 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 542 again the display will return to normal. Please refer to your System Administrator for further information.











Control Buttons

The PCS 542 has many built features that can be accessed via either a single key press or via the Quick-settings or Settings functions.



Feature Keys

The 10 Feature Keys on the right hand side of the allow you to quickly access some of the most common phone features via a single button press. Pressing the button again returns you to the PCS 542's home screen.

	Volume Up Control.
	Volume Down Control
	Messages. Pressing this shows you your voicemail messages, pressing this again reverts you back to the home page.
	History. Pressing this shows you your call history, see page 21 for details on call history.
	Call Park. Pressing this displays the 4 configured park-slots on your system, these may not be available on your system. Please see you system administrator for further details.
	Record a daily greeting, Pressing this allows you to record a daily greeting, please refer to page 45 for further details.
	Record a permanent greeting, Pressing this allows you to record a permanent greeting, please refer to page 45 for further details.
	Pause a call. You may wish to Pause a call when you need to look up information for the caller, please refer to page 13 for further information.
	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. Refer to page 47 for further details.
	Backspace. Pressing this key removes the last entered character from the screen.

Control Buttons (Continued)

The PCS 542 has 8 grey Function buttons that allow you to perform in call actions such as hold, conference and Divert and Status functions as well as directory searching.



Handsfree

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



Mute

The Mute button will enable you to turn on off the microphone so the calling party cannot hear you. Please refer to the Mute a call section from page 13 for further details.



Directory

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 26 for further details.



Hold

The Hold button is used place a call on hold. Please refer to the Place a call on hold section from page 13 for further details.



Switch

Switch allows you 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.



Conference

This button allows you to create a 3 way conference, please see xxx for further details



Quick Settings

This allows you quickly setup diverts, Extn Anywhere and change your status for your user. See page 37 for further information.

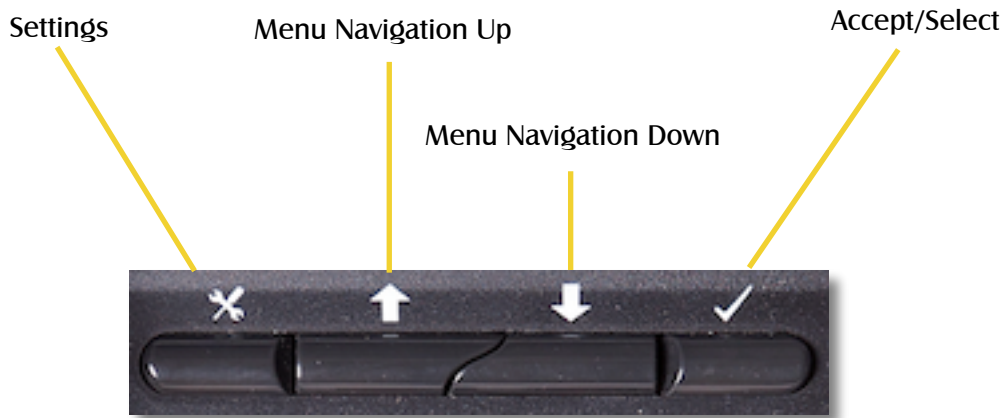


Do Not Disturb

This allows you to place yourself into DND so that you do not receive calls, other than those setup in your DND exceptions.

Control Buttons (Continued)

Under your PCS 542's screen there are 4 buttons, these are used to navigate, select and change your phones settings.



Settings

This enters into the PCS 542's main settings and allows you to change defaults, Contrast and shows the PCS 542's setup information.



Move Up

Allows you to navigate the screen in an upwards direction.



Move Down

Allows you to navigate the screen in a downwards direction.

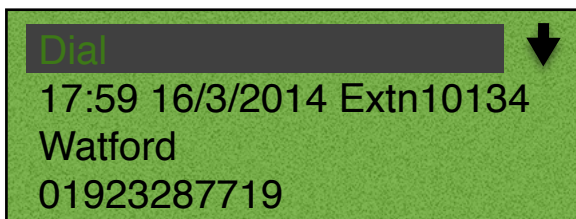


Select/Accept

This is the PCS 542's enter key, and allows you select or accept entries displayed on the screen

Navigating the PC542 Menus

Using the Navigation keys to move around the menus to make changes to the phones settings or to make selections whilst making or receiving call there could be times where more than one option is available. To show this down arrow at the end of a highlighted line is displayed to inform you that there are more options available to choose from.



If you see an arrow at the end of a line this means that extra options are available, use the navigate keys to see the extra options Available.

Your phone off hook

When your phone is off hook, i.e. when you lift the handset or press the Speaker button, the screen will display Hang Up, pressing accept will enable you to cancel a call you are starting to make. If your phone is off hook because you have lifted 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

Access to the System Database

Your PCS 542 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, ringing 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

The PCS 542 is unable to display favourites, however to use this facility you can useNavigate (Please see your system administrator for further details).

Call Recording

Your PCS 542 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 542 allows you to easily manage these messages. Please note that this 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.

Note: This facility is only available on the PCS 542 by using Navigate to partner your phone.

Hot Desking

If you share your PCS 542 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.

The PCS range

To further enhance maximiser's advanced capabilities SpliceCom offer a wide range of Proactive Communication Stations (PCS), to deliver the ultimate in desktop productivity. Designed to complement other market leading and stylish, high-end IT equipment on the desktop, SpliceCom's PCS 560 & PCS 570G IP Phones combine, looks intelligence and desirability in equal measure. The world's slimmest desktop IP Phones provide easy access to the wide range of benefits delivered by maximiser - SpliceCom's innovative and award-winning portfolio of IP-PBX/Unified Communication/Business Telephony platforms. The top of the range PCS 580G is the latest version of the world's first "keyless" IP Phone, featuring a wide-screen, full-colour, LCD touch display, to provide context sensitive displays, information & web based content. 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 analogue display phone with pre-configured system access keys, desktop paging and combined Do No Disturb/Message Waiting LED, with the entry-level PCS 505 completing the range.

Navigate is the latest PC software development by SpliceCom, delivering powerful personal call management features via your Windows PC 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 OS telephony features, Navigate provides a single intuitive interface to manage business communications for all employees across a business, irrespective of their role.

Available as standard for every SpliceCom user, Navigate delivers ALL of the benefits associated with SpliceCom's top of the range IP Phones. Calls can be dialled as normal from the IP or analogue phone's keypad, or alternatively via your Windows PC, with the same choice being available for call handling (answer, hold, transfer, park, pick-up, conference, etc.) as well.



Basic Call Handling

Making 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 the details of the number you are ringing your name, and the time on the call.

Alternatively,

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

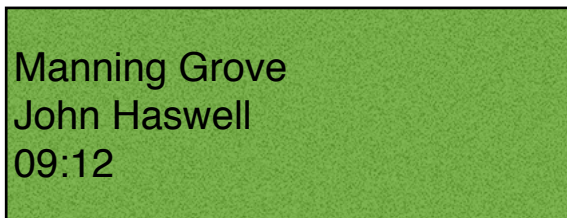
If you have started to make a call, have changed your mind and wish to stop the call press navigation down arrow to select hangup and then press Accept or replace your handset.

if you have entered and incorrect digit use the backspace key to delete this.

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.

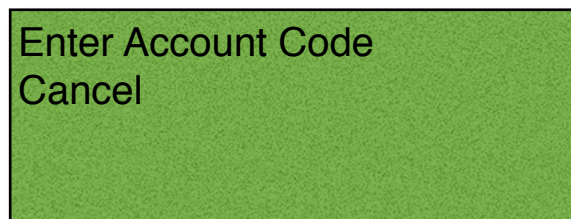
Call Status

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



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.

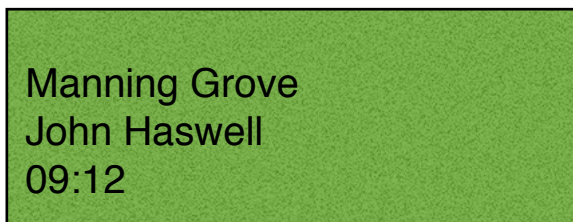


For further information on using Account Codes on your telephone system please refer to your System Administrator.

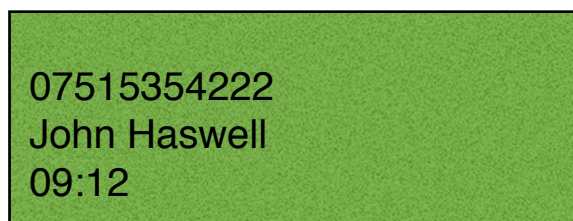
Answer a call

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

Example Internal call



Example External call



First line	The caller's name (if recognised by the system) or 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	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 If you do not wish to answer a call press the Accept key to Reject the call.

Reject a call

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.)

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 15 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 busy symbol will be displayed if the extension is busy; otherwise your colleague's extension is free.



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



The Bell symbol will be displayed if the extension is ringing.

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



Press backspace key on the direct access panel to edit the number entered on the keypad

Voicemail Use the navigation keys to select Voicemail, 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 45 for further information.)

Dial Press the accept key to ring your colleague's extension, or lift your handset, or press the Speaker button. The call will be automatically made.

Hang up Use the Navigation keys to select Hang Up to cancel the Dial Ahead.

Choose Use the Navigation keys to select Choose 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 backspace key on the direct access panel to edit the number entered on the keypad

Hang up Use the Navigation keys to select Hang Up to cancel the Dial Ahead.

Dial Press the accept key to ring your colleague's extension, 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 additional option will be available:

Choose Use the Navigation keys to select Choose to display the list of numbers stored for this user, and dial your colleague's mobile number, for example.

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 33 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 symbol will appear within 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 cannot be used to make a new call when transferring a call or creating a conference, for example.)

- Pause
- 1 Press the Pause button on the direct access panel.
- 
- 2 The pause icon will displayed to indicate that the call is Paused
 - 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 pause key on the direct access panel and the icon will disappear.

Place a call on hold

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

Transferring a call

Announced Transfer



- 1 Place the call on hold by pressing the Recall button
- 2 Enter the number to be dialed (internal or external number).
(If, for example, you enter the wrong number and wish to return to the caller, either press the Recall button or use the navigation keys **↓↑** to Hang Up.)
- 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 Switch key.
- 5 Use the Switch key 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 dialed (internal or external number).
(If, for example, you enter the wrong number and wish to return to the caller, either press the Recall button or use the navigation keys **↓↑** to select Hang Up.)
- 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.

Parking a call

The Park facility allows you to put a call on hold in a system area so that the call can be picked up by another User on the system. By default, your User account will give you access to Park slots 1, 2, 3 and 4. If you park a call, all users of a PCS 570, 562, 560, 552, 542, 410 and 100, Navigate with access to the same park slot will see the call parked, and can retrieve the call if required. Colleagues with analogue handsets will be able to retrieve a parked call via a short code (please refer to your system administrator for further details).

The following describes the Park facility assuming your User account is using the default set up. If this is not the case please refer to your system administrator for further details.

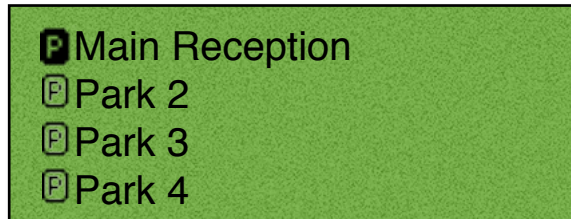
Parking a call



Pressing the Park key in the System Feature Keys area during a call displays the available park slots assigned to your user.




You can see if a park slot is being used by the park system being inverse and you will see the callers details against the park slot being used.

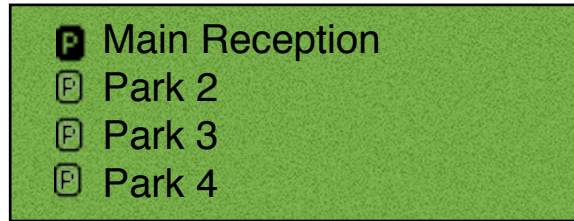





To park your call use the navigation keys **↓↑** to select the park slot you wish to use, Press accept **✓** to use the selected park slot for your call. The details of the caller will be displayed against the relevant Park slot.

Pick up a parked call

-  To pick up a call parked by another user, press the Park key in the Special function keys area,

you will be presented with all the available park slots, the callers details are displayed by each park slot.



Use the navigation keys   to select the required park slot and then press accept  The call will then be presented to you.

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 542. 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 542. 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 back 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 your User account will give you access to Park slots 1, 2, 3 and 4. However if you wish 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

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 Conference button



5 Once the conference has been established the conference Icon will be displayed on the PCS 542 display.

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 Conference button

2 The call you are currently connected to will be displayed in the Call Status



Use the Switch key 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 Conference key.

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, i.e. 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.

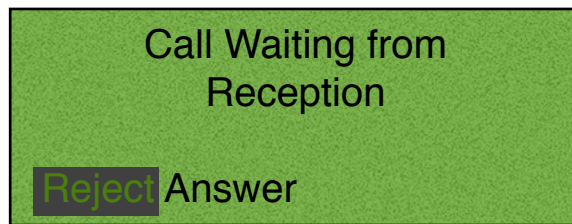
Please note that pressing the Speaker button will only end the conference if the PCS 542 is used in hands free mode otherwise this button will switch from handset to hands free mode.

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

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.



- 1 If you do not wish to answer the call press the navigation keys to select Reject, and then press accept ✓



- 2 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,



- 1 Use the navigation keys to select Answer and then press accept ✓. Your original call will be put on hold.



- 2 You can press the Switch key to toggle between the two calls. Call Status will display which calls you are connected to.

Alternatively,

- 1 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 Switch key 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,



- 5 To return to the original call and place the second call on hold, Use Switch to toggle between the two calls.



- 6 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,



- 1 If you do not wish to answer use the navigation keys to select Reject. 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.)

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 542 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 1.

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

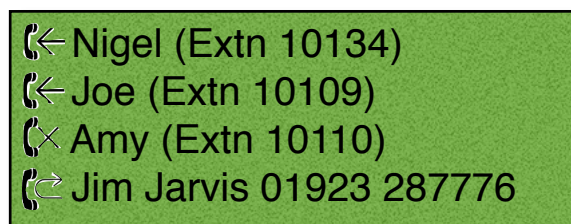
The History button allows you to view and manage a historical list of your outgoing and incoming calls - internal & external, answered & missed. (For further information on voicemail please refer to page 42.)

View the contents of your Calls History



Press the History 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 navigation keys to display the entry required.



Press the History 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

Viewing the details of a call



Use the navigation keys to select the call, and then press accept to see the call details.

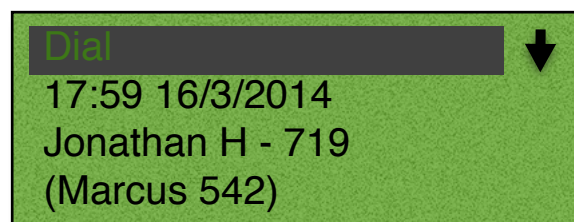
Incoming External Call

On selecting the call you will see the Time and date of the call, The name of the caller, if the incoming number is recognised by the system, the number received with the call (if presented) and your User name or the name of the colleague who has diverted their calls to you or the name of the Department called.



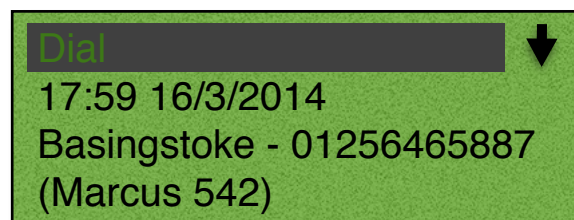
Incoming internal call

You will see the Time and date of the call, the name of the caller, the callers extension number and Your User name or the name of the colleague who has diverted their calls to you or the name of the Department called.



Outgoing External Call

You will see the Time and date of the call, the name of the contact (If the number you dialled is recognised by the system), The number you dialled and your user name.



Outgoing internal call

You will see the Time and date of the call, the name of the college that you called, the number that you dialed and your user name.



By using the navigation keys **↓↑** You will also be given the following options:

- Delete** Use this option to remove the selected record. You will be asked if you are sure you want to delete the message. Use the navigation keys **↓↑** to select Yes or No followed by accept **✓**
- Choose** If the call is from or to an internal extension number or an external number stored in the central Contacts database, this option will enable you to ring back the caller on an alternative number, such as their mobile number.
- Dial** Press accept **✓** to Dial to ring back or redial the number displayed.
- Back** Select Back to return to Calls History (or you can press the history button)

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 symbol will appear within the default home page



Press the History button to view your missed call(s).

When you return to the home page the Missed Call symbol  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 your Calls History.



- 1 Press the History button.
- 2 From the Calls History use the navigation keys **↓↑** to select the outgoing call required.
- Dial** 3 Select Dial.
- 4 The call will be made

Ring back a caller

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

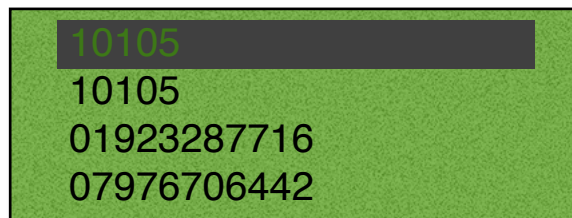
- 1 Press the History button.
- 2 From the Calls History use the navigation keys **↓↑** to select the incoming call required.
- Dial** 3 Select Dial.
- 4 The call will be made

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, ie a colleague's extension number or a number stored in the central Contacts database, alternative numbers stored with the User account or Contact can be accessed via the call details.

- 1 Press the History button.
- 2 From the Calls History use the navigation keys **↓↑** to select the incoming call required.
- Choose** 3 Select Choose.



The number received with the call or the number you dialled is displayed at the top of the list.

The extension number of the relevant User or the number stored in the Contact's Telephone Number field is displayed in the second line.

If there is a number stored in the User's or Contact's Home Telephone Number field this will be displayed against the house symbol. 🏠

If there is a number stored in the User's or Contact's Mobile Telephone Number field this will be displayed against the mobile phone symbol. 📱

If there are numbers stored in the User's or Contact's Spare 1 or Spare 2 Telephone Number fields these will be displayed in the next two lines against the telephone handset symbol, use the navigation keys to display these if present.

Alternatively,

- Back** ← Select Back 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 History button.
- 2 From the Calls History use the navigation keys **↓↑** to select the incoming call required.
- Delete** 3 Press accept to Delete
- 4 You will be asked if you are sure that you wish to delete this call
- Yes** 5 Use the navigation keys to select Yes. (If you select No you will be returned to the call details.) The call will be removed from the Calls History. The next call in your list will be displayed.

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 542. 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 542 uses this database to enable 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 39.)

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 35.)

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 31. (If you do not wish the directory to display Departments please refer to the Directory Filters section from page 35.)

The directory will display your speed dials once created 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 35.)

(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

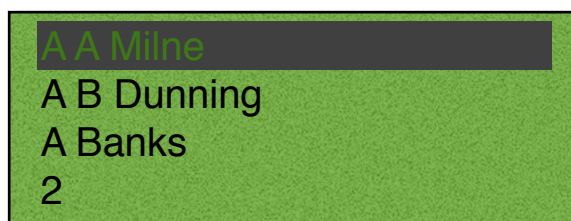


- 1 Press the Directory button to access the directory
- 2 You will be presented with a Search facility to assist you in quickly finding the contact you require.



- 3 Press the key on the keypad displaying the letter you need
- 4 The number displayed on this key will be entered

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 Craig you could press 27244

or



Use the Navigation buttons to find the specific entry required.

or



Press the Backspace key to edit the entry.

Once you have found the entry you require:

Craig Murray Use the navigation keys beside the contact you wish to view and then press accept.

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

- 1) The extension number of the relevant User or the number stored in the Contact's Telephone Number field is displayed in the top line.
- 2) If there is a number stored in the User's or Contact's Home Telephone Number field this will be displayed against the house symbol 🏠.
- 3) If there is a number stored in the User's or Contact Mobile Telephone Number field this will be displayed against the mobile phone symbol 📱.
- 4) If there are numbers stored in the User's or Contact's Spare 1 or Spare 2 Telephone Number fields these will be displayed in the next two lines against the telephone handset symbol ☎.
- 5) If you wish to leave your colleague a message use the navigation keys ↓↑ to select voicemail. This option will only be available if voicemail has been enabled for this user. Please refer to the Voicemail section from page 42 for further details.

Back

Using the navigation keys ↓↑ select Back to return to the directory.





Press the Directory button to return to your home page

Please note that 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 or not.

- | | |
|---|---|
| Sarah Rhodes | An internal User displayed with no symbol indicates that your colleague's extension is free |
| Sarah Rhodes
 | An internal User displayed with the busy symbol indicates that your colleague is currently on a call. |
| Sarah Rhodes
 | An internal User displayed with the DND symbol indicates that your colleague has Do Not Disturb set. |



Make a call via the Directory



- 1 Press the Directory button to access the directory
- 2 Use the Search facility to find the contact required
- 3 Use the navigation keys **↓↑** to select the contact you wish to call and then press accept 
- 4 The list of numbers stored for this contact will be displayed.
- 3 Use the navigation keys **↓↑** to select the number you wish to dial followed by accept . 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 Directory button to access the directory
- 3 Use the Search facility to find the contact required
- 4 Use the navigation keys **↓↑** to select the contact you wish to call and then press accept 
- 5 The list of numbers stored for this contact will be displayed.
- 6 Use the navigation keys **↓↑** to select the contact you wish to call and then press accept . 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 Directory button to access the directory
- 2 Use the Search facility to find the contact required
- 3 Use the navigation keys **↓↑** to select the contact you wish to call and then press accept ✓
- 4 The list of numbers stored for this contact will be displayed.
- 5 Use the navigation keys **↓↑** to select the contact you wish to call and then press accept ✓
- 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 14.

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 Press the settings button
- 2 Use the navigation keys **↓↑** to select Defaults and then press accept ✓

Keypad Mode ✓

- 3 Use the navigation keys **↓↑** to select Keypad mode and then press accept to remove the tick and disable this feature.

Back

- 5 Use the navigation keys **↓↑** to select Back and then press accept ✓ to return to the Settings menu.



- 6 Press the settings button to return to the home screen again.

Searching the directory with the Keypad Mode turned off



- 1 Press the Directory 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.
- 7 Further letters can be entered to reduce the search.

A

C

CRY

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.

Working as a member of a Department

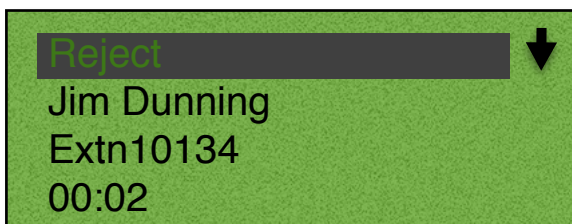
Due to your role in your company you may have been placed in a Group on the maximiser system. For example, if you are part of a Sales team you may be placed in a Sales Group, or part of a Reception team or part of a Support team you may have been placed in a Group. The purpose of creating Groups on your 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 guarantee 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.

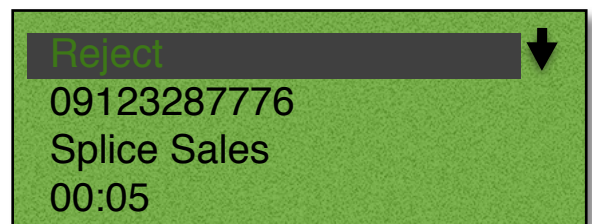
Receiving a Department call

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.

Personal Call



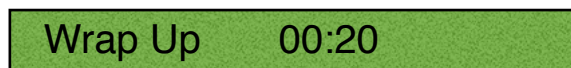
Department Call



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 in the middle of the wrap-up screen.



You can override this Wrap Up Time by selecting the context sensitive key beside Wrap Up or by placing your phone off-hook and then on-hook.

If you need more time you can select the context sensitive button beside DND to turn on Do Not Disturb. To turn this off, when you are finished, please refer to the Do Not Disturb section from page 41.

(If you are an Agent within a Vision Call Centre the Wrap Up screen will not display Completion Codes as these will appear on Navigate 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 Directory button to access the directory.
- 2 Use the Search facility to find the Department required.
- 3 Use the navigation keys **↓↑** to select the Department you wish to call and then press accept.
- 4 A call to the Department will be made automatically.

Transfer a call to a Department



- 1 Place the call on hold by press the hold button
- 2 Press the directory button to access the directory
- 3 Use the Search facility to find the Department required
- 4 Use the navigation keys to select the Department you wish to call and then press accept ✓
- 5 Press accept to call the extension number displayed. ✓
- 6 Wait for the call to be answered and announce the call



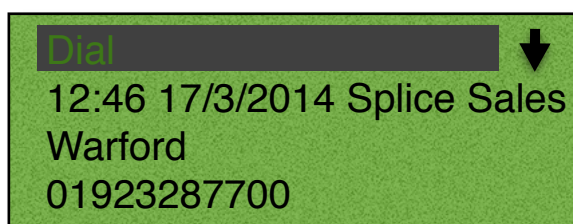
- 7 Transfer the call by replacing your handset or by pressing the Speaker button. You will no longer have control of the call.

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. If a call was received by a Department this will be displayed on the second line of the call details.



This facility will also give you access to voicemail messages for the Department, please refer to the Voicemail section from page 42 for further information.

For further information on using Calls History please refer to page 21.

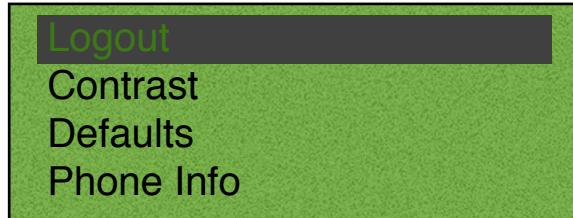
Settings

The PCS 542 gives you the ability to configure the phones features, These features can be configured via the Settings menu which can be accessed as follows:



Press the Settings key. (Note: Pressing the Settings key again returns you to you home page)


You will be presented with the following options, use the navigation keys to move around the menu items and accept to select an option:

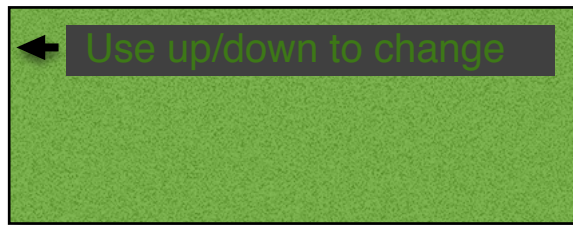


Logout

This allows you to logout from the phone, and allows other users to login to your phone as themselves (Hot Desking, Please refer to your system administrator for further details) NOTE: Please see page 54 if your phone has been setup to use SSL.

Contrast

This allows you to change the contrast of the phones display by using the navigation keys . 



Press settings again to return to main menu once you have adjusted your scene contrast.

Defaults




Selecting defaults gives you a further 5 options:

1) 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 542 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 12. 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

Defaults

1 From the Settings menu select Defaults by using the navigation keys   and pressing accept 

Overlap Dial

2 Use the navigation   keys to select Overlap Dial and then press the accept key 




3 The tick will disappear to indicate that this feature has been disabled

4 Press the settings key sensitive key to return to the Settings menu.


Note: 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 Dial to dial the number entered.

Turn on Overlap Dial

- | | |
|---|--|
| Defaults | 1 From the Settings menu select Defaults by using the navigation keys ↓↑ and pressing accept ✓ |
| Overlap Dial | 2 Use the navigation ↓↑ keys to select Overlap Dial and then press the accept key ✓ |
|  | 3 A tick will appear to indicate that this feature has been enabled. |
| | 4 Press the settings key to return to the Settings menu. |

2) Park and Dial

This facility allows you to enable dial tone once a call has been parked so that you can make a follow on call, by default this is disabled.

- | | |
|---|--|
| Defaults | 1 From the Settings menu select Defaults by using the navigation keys ↓↑ and pressing accept ✓ |
| Park and Dial | 2 Use the navigation ↓↑ keys to select Park and Dial and then press the accept key ✓ |
|  | 3 A tick will appear to indicate that this feature has been enabled.
Note: Pressing the accept key again will disable this feature. |
| | 4 Press the settings key to return to the Settings menu. |

3) 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 29 for further details.






4) Directory Filters

The functionality of the Contacts Directory (as described from page 26) can be adapted to suit your use of your PCS 542 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
- **Favourites 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.





- **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:

- | | |
|---|--|
| Defaults | 1 From the Settings menu select Defaults by using the navigation keys ↓↑ and pressing accept  |
| Directory Filter | 2 Use the navigation ↓↑ keys to select Directory Filters and then press the accept key  |
| | 3 By default, each option is enabled, indicated by the tick.
If you wish to disable one of these use the navigation keys ↓↑ to select the relevant option and then press accept  to remove the tick.
Note: To enable this option again press accept  again to display the tick. |
|  | 4 Press the settings key to return to the Settings menu. |

5) Headset Ringing

By default, the ringing tone of the PCS 542 will be heard through the phone’s speaker. However, if you are using a headset you may wish to hear the ringing though 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.

- | | |
|---|---|
| Defaults | 1 From the Settings menu select Defaults by using the navigation keys ↓↑ and pressing accept  |
| Headset Ringing | 2 Use the navigation ↓↑ keys to select Headset Ringing and then press the accept key  |
| | 3 Use the Navigation keys ↓↑ and press accept  to select 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 |
|  | ✓ A tick will be displayed beside the option selected.
4 Press the settings key to return to the Settings menu. |

Phone Info

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:

- Defaults..
- 1 From the Settings menu use the navigation keys **↓↑** to move to Phone Info and then press accept **✓** to show the Phone Information.



- 2 Press settings again to return back to main menu.

The following information is displayed:-

1	192.168.200.101 3.3(73)
2	00-07-d9-90-01-1f
3	192.168.200.11 192.168.200.11
4	Marcus 542 - 10134

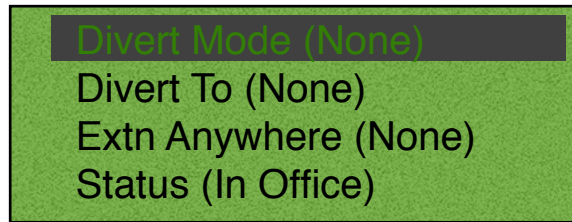
- | | | |
|------|---|--|
| Line | 1 | IP address and version of software your PCS 542 is running. |
| Line | 2 | Hardware address of the PCS 542. |
| Line | 3 | address of the call server that the PCS 542 is connected and the IP address of your voicemail service. |
| Line | 4 | User's name and extension number. |



NOTE: Pressing the Settings key at any time return's you to your home page.

Quick Settings

Quick settings allows you to quickly select and change some of the more common user features supported.



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 Quick Settings menu use the navigation keys **↓↑** to select Divert To and then press accept ✓
- 2 If you have entered your personal telephone numbers these options will be listed, otherwise just Number will be displayed.
- 3 Use the navigation keys **↓↑** to select Mobile, Home, Spare numbers or Assistant to divert your calls to your mobile number, home number, spare numbers or to your assistant.
- ✓ 4 A tick will be displayed beside the option selected.
- Back 5 Use the navigation keys **↓↑** to select Back and then press accept ✓ to return to the Divert menu.
- Divert To ✓ 6 Divert To will be displayed with a tick. (Go to step 7.)
or
- Number 3 Use the navigation keys **↓↑** to select Number and press accept
- 4 Enter the internal or external number you wish to forward your calls to, you can correct any entry mistakes by using the backspace key
- Save Use the navigation keys **↓↑** to select Save and then press accept ✓ to save the number you have entered
- Number ✓ You will be returned to the list number options and Number will be displayed with a tick.
- Back 5 Use the navigation keys **↓↑** to select Back and then press accept ✓ to return to the Divert menu.
- Divert To ✓ 6 Divert To will be displayed with a tick.
- Divert Mode 7 Use the navigation keys **↓↑** to select Divert Mode and then press accept ✓

- 8 Use the navigation keys **↓↑** to select one of the following options followed by accept:
 - **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.

Personal ✓

- 9 A tick will be displayed beside the option selected.

Back

- 10 Use the navigation keys **↓↑** and accept ✓ to select Back to return to Divert menu.


Divert Mode ✓

- 11 Divert Mode will be displayed with a tick

Divert ✓

- 12 Divert is displayed with a tick to indicate that you have Follow Me set.
- 13 Press the Quick Settings key to return to your home page.

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.
 - The Divert symbol  will be displayed within your home page.
- 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 542.

Turn off Follow Me

- 1 Press the Quick Settings key to enter the Quick Settings menu.

Divert Mode ✓

- 2 Use the navigation keys **↓↑** and then accept ✓ to select Divert Mode

None

- 3 Use the navigation keys **↓↑** and accept ✓ to select None and a tick will be displayed beside this option

- 4 Use the navigation keys **↓↑** and accept ✓ to select Back 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 Quick Settings key to return you to your home page. Note that Divert no longer displays a tick indicating that Follow Me has been turned off.

Receiving a Diverted Call

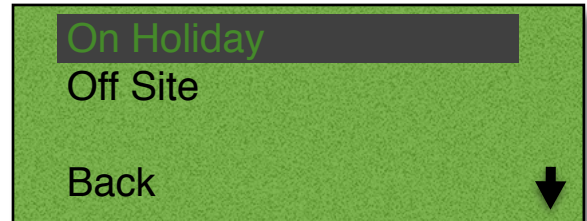
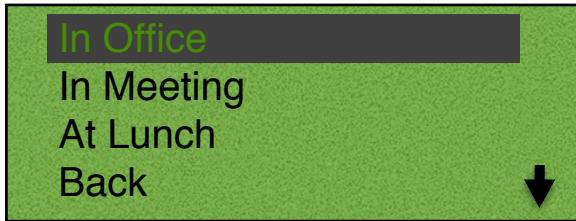
When a colleague's calls have been diverted to your extension your colleague's name will be displayed in Call Status under the caller's number or name. This information will enable you to identify and answer a diverted call correctly.

Status Message

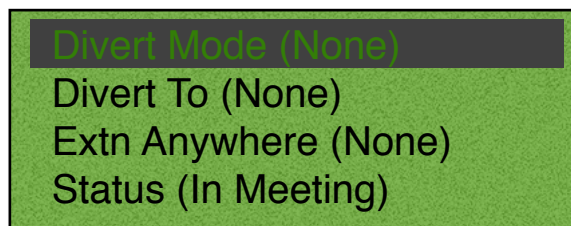
When you are unable to answer your phone you may wish to inform your colleagues that you are at lunch or in a meeting, for example. An Out of Office Message can be configured and this will be displayed on your colleagues' PCS 580, 570, 562, 560, 552 or Navigate when they attempt to call you. By selecting an Out of Office Message this setting will also change your voicemail greeting; please refer to your System Administrator for further information on how to record your Out of Office voicemail greetings.

Setting a Status Message

From the Quick Settings menu use the navigation keys **↓↑** to select Status and then accept **✓**



Use the navigation keys to select an out of office status to select that status press accept selecting back or pressing the Quick status key again will take you back to the main menu and display your current status.



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 Quick Settings menu use the navigation keys **↓↑** to select Status.

In Office

- ✓ 2 Press accept **✓** to select In Office.



- 3 Press the Quick settings key to return to your home page.

Extension Anywhere

Extension Anywhere 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 symbol 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, e.g. 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 Press the Quick settings key.

Extn. Anywhere

- 2 Use the navigation keys **↓↑** to select Extn.Anywhere and then press accept **✓**

- 3 Use the navigation keys **↓↑** to Select Number.

- 4 Enter the number you wish to receive and make calls from, use the backspace key **←** if you enter a number incorrectly.

Save

- 5 Use the navigation keys **↓↑** to select Save and then press accept **✓**. Note that a tick is displayed beside Number.

Back

- 6 Use the navigation keys **↓↑** to select Back and then accept **✓** and note that Extn. Anywhere is displayed with a tick followed by the entered number in brackets.



- 7 Press Quick Settings to return to the home page where the Extn Anywhere icon is displayed.

Disable Remote PSTN



Extn. Anywhere

- 1 Press the Quick settings key.
- 2 Use the navigation keys **↓↑** to select Extn.Anywhere and then press accept ✓
- 3 Use the navigation keys **↓↑** to select None and then press accept ✓ this will turn this facility off.
- 4 Press the Quick settings key to return to your home page.



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 Press the Do not disturb key.

When DND is enabled:

- The Do Not Disturb symbol will be displayed within your home page.
- The message 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 on a PCS5xx handset to your extension the relevant DND symbol will be displayed to indicate that you have Do Not Disturb set.
- Your entry in the Contacts Directory will display the DND symbol to inform your colleagues that your extension has Do Not Disturb set. Your colleagues who are using Navigate or a PCS 5xx handset will also be informed that you have Do Not Disturb set via their respective directories.

Turn off Do Not Disturb



- 1 Press the Do not disturb key.
- 2 The DND icon will disappear to indicate that this feature has been disabled. When you lift the handset you will receive normal dial tone.

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.

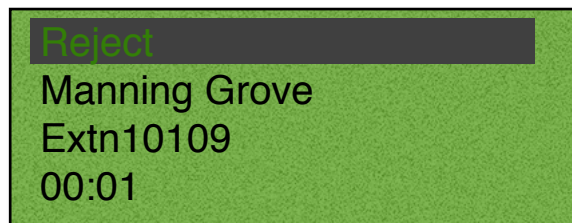


If a caller has left a message the “New Message” symbol will appear within the default home page and the Message LED on your handset will flash until you have listened to the message.

Divert an incoming call to voicemail

Reject

If you do not wish to answer a call press accept to reject the call.



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.)

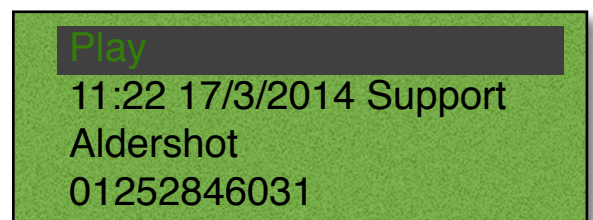
Listen to a message




- 1 Press the Messages button.
You will be presented with a list of your voicemails, 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 navigation keys to select a voicemail to listen to and then press accept .

The details of the message will be displayed giving,

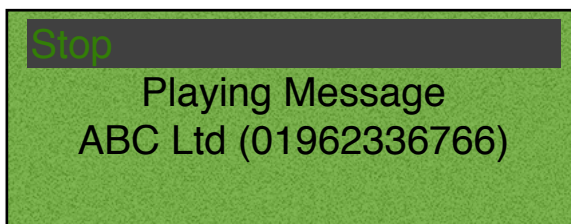
- Time and date of the call
- The caller’s name, if recognised by the system
- The number received with the call (if presented)
- The recipient of the call, which in most cases will be your User name. (However, if you are handling calls for a Department or another colleague these names will be displayed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



(NOTE: 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.)


Press accept  to play the message.



Press accept  to Stop playing the message and to return to the message details.



Whilst the message is being played the following options are available by pressing the appropriate key on the numeric keypad.



The message will now be displayed with an open envelope symbol  as this is now an old message and will be deleted after 7 days unless manually saved.

If you wish to listen to another message use the navigation   keys to select the message required.

Press the Message button  to return to your home page.

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, instead of your own, 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 47 for further details.

Message Handling

When a message is selected the following options are available:







- Delete** Delete the message permanently.
- Choose** Ring back the caller on an alternative number to the number received with the call. 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.
- Dial** Ring back the caller on the number displayed. (Please note that if a number was not presented with the call this feature will not be available.)
- Back** Return to Calls History.

Delete a message

-  1 Press the Messages button. Your Messages will be displayed.
- 2 Use the navigation   buttons to find the relevant message and then press accept to display the entry required.
- Delete 3 Use the navigation  buttons to scroll through the options, select delete by pressing accept.
- 4 You will be asked if you are sure that you wish to delete this call
- Yes 5 Press accept  to select Yes. (If you select No you will be returned to the message details.) The message will be permanently deleted.










Ring back a caller

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

-  1 Press the Messages button. Your Messages will be displayed.
- 2 Use the navigation   buttons to find the relevant message and then press accept  to display the entry required.
- Dial 3 Use the navigation   buttons to scroll through the options, select dial by pressing accept.

Ring back the caller on an Alternative number

If a caller that has left you a message is recognised by your telephone system, further numbers stored for this contact may be available when viewing the message details and these numbers can be dialled.

-  1 Press the Messages button. Your Messages will be displayed.
- 2 Use the navigation   buttons to find the relevant message and then press accept  to display the entry required.
- Choose 3 Use the navigation   buttons to scroll through the options, select choose by pressing accept .
- 4 The list of numbers stored for this caller will be displayed as follows:
 The number received with the call is displayed at the top of the list.
 The extension number of the relevant User or the number stored in the Contact's Telephone Number field is displayed in the second line.
 If there is a number stored in the User's or Contact's Home Telephone Number field this will be display against the house symbol.
 If there is a number stored in the User's or Contact's Mobile Telephone Number field this will be displayed against the mobile phone symbol.
 If there are numbers stored in the User's or Contact's Spare 1 or Spare 2 Telephone Number fields these will be displayed in the next two lines.
- 5 Use the navigation   buttons to scroll through the options, select the number to dial by pressing accept.

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 daily greeting button.
- 2 Your current greeting will be played
- 3 When requested record your new greeting and press the hash key (#) when finished.
- 4 Your new message will be played back to you.
- 5 Hang up and your new greeting will be saved.

Record a Permanent greeting



- 1 Press the Permanent greeting button.
- 2 Your current greeting will be played
- 3 When requested record your new greeting and press the hash key (#) when finished.
- 4 Your new message will be played back to you.
- 5 Hang up and your new greeting will be saved.

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 navigation **↓****↑** buttons to select a message and then press accept.
- Play 4 Press accept to Play the message. Your caller will be put on hold and the message will be played
- Stop 5 Press accept to Stop playing the message and to return to your call

or






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.
- Voicemail** 2 Use the navigation   buttons to select voicemail and then press accept. 
- 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 Use the navigation   buttons to select voicemail and then press accept  in 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 26.)



- 1 Press the Directory button to access the Contacts directory.
- 2 Use the Search facility to find the colleague required.
- 3 Press accept  next to your colleague's name.
- 4 The list of numbers stored for this colleague will be displayed.
- Voicemail** 5 Use the navigation buttons   to select Voicemail 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.
- Leave Msg** 3 Once the call has been connected press the navigation keys   to select Voicemail and then press accept. 
- 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 26.)

- 
- 1 Place the call on hold by pressing the Recall button
 - 2 Press the Directory button
 - 3 Use the Search facility to find the colleague required
 - 4 Use the navigation keys   to select your colleague's name followed by accept
- Voicemail
- 5 Use the navigation keys   to select Voicemail followed by accept  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 14.

Record a call (Personal)




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 option is not available please refer to your System Administrator.

-  During a call press the record button, you will see a record icon appear on the PCS 542's screen 
-  To end the recording press the Record button and the icon  will disappear.

Record a call (Department)

If you are answering calls on behalf of a Department, your system administrator may have setup Mandatory recording for both in and outbound calls for training or legal purposes. However if when you are on a call and a customer needs to give you their credit card details there is a feature called CVW Masking that enables you to temporarily stop the recording of these details.

-  During a Department call you will see the record icon on the PCS 542's screen.
-  To temporarily stop recording press the record button  you will then see the record icon change to the Masked icon.

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.

Please note that if you are able to access Department voicemail messages via your PCS 542 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.
- Voicemail** 2 Use the navigation keys **↓↑** to select Voicemail and then press accept.
- 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 use the navigation keys within Call Status to select voicemail and then press accept

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 26.)



- 1 Place the call on hold by pressing the Recall button
- 2 Press the Directory button
- 3 Use the Search facility to find the colleague required
- 4 Use the navigation keys **↓↑** to select your colleague's name followed by accept
- Voicemail** 5 Use the navigation keys **↓↑** to select Voicemail followed by accept 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



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

Leave Msg

- 3 Once the call has been connected press the navigation keys **↓↑** to select Voicemail and then press accept. ✓
- 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 26.)



- 1 Place the call on hold by pressing the Recall button
- 2 Press the Directory button
- 3 Use the Search facility to find the colleague required
- 4 Use the navigation keys **↓↑** to select the Department followed by accept

Voicemail

- 5 Use the navigation keys **↓↑** to select Voicemail followed by accept ✓ 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 14.

Call Centre Working

The PCS 542 in a call centre environment

The PCS 542 is designed as a low cost phone and as such some of the features available on other PCS phones are not available (See call centre feature comparison chart on page 51). However if the PCS 542 is partnered the following call centre functionality is available via Navigate (Please see the Navigate and Vision Call Centre users manuals for further details).

Available Call Centre features with Navigate

- Inbound Completion codes.
- Outbound Completion codes.
- Not available codes.
- Group membership selection.
- Agent status bar.

Call Centre Feature comparison chart

Feature	PCS 542	PCS 552	PCS 562	PCS 572	Navigate as partner or Softphone
Auto Answer	Yes	Yes	Yes	Yes	Yes
Same information displayed for a call	Yes	Yes	Yes	Yes	Yes
Wrap-up Codes	No	Displays 7 Wrap-up codes, each code has its own multifunction button.	Displays 7 Wrap-up codes, each code has its own multifunction button.	Displays 14 Wrap-up codes, each code has its own multifunction button.	Displayed in separate window that is scrollable
Wrap-up Time	Yes	Yes	Yes	Yes	Displayed in same window as codes
Ability to remove/add yourself to a group.	No	Yes	Yes	Yes	Yes through the login window.
Ability to Set NA Codes	No	No	No	No	Yes though drop down list
Speed dial for agent alert	No speed dials/ favorites shown	Yes	Yes	Yes	Yes
DND Selection	Yes via feature button	Yes via, second level menu item in settings	Yes via, second level menu item in settings	Yes via, second level menu item in settings	Yes via drop down list
Ability to Pause a call	Yes	Yes	Yes	Yes	No
Outbound completion codes	No	Displays 7 Outbound codes, each code has its own multifunction button.	Displays 7 Outbound codes, each code has its own multifunction button.	Displays 14 Outbound codes, each code has its own multifunction button.	Displayed in separate window that is scrollable
\$agentlogin supported as a favourite	No	Yes	Yes	Yes	Yes
\$loggedinduration supported as a favourite	No	Yes	Yes	Yes	Yes

PCS 542 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 542.

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 wherever 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 Press the settings button.
- 2 Press accept to Logout ✓ Please refer to page 54 if your phone is configured for SSL.
- 3 Enter your extension number, an asterisk (*) and your Login Access Code, eg 2040*1234, on the keypad
- 4 Press accept to Login ✓
- 5 Wait for the PCS 542 to communicate with the telephone system.
- 6 When the log in is complete your home page will appear. If this is the default page your User Name and extension number will be displayed.

Login

If a User is not logged on to the handset you wish to use, the Login screen will be displayed. Follow steps 3 to 6 to log in.



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

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.

Partnering your PCS 542 with your PC or laptop

Even greater personal productivity can be realised when you partner your PCS 542 phone with SpliceCom's Navigate application. This desktop productivity application delivers all of the functionality associated with the top of the range PCS 580 and is available for Windows, Mac OS X and Linux PCs.

Some of the extra features you can gain access to when using Navigate in conjunction with your PCS 542 include;

- Integrating your PCS 542 with the company Intranet or Web-enabled applications.
- Making notes during a call
- View notes created by a colleague
- Filter your Calls History to view missed calls or voicemail messages
- Forward your voicemail messages to a colleague, and/or your email account
- 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
- Presenting Users/Departments Directories/Favourites/web pages on incoming Contact calls
- Operator Console mode

For further details on installing Navigate please refer to your System Administration. For details on how to use it in conjunction with your PCS 542 please see SpliceCom's Navigate User Manual.

Using SSL on your PCS542

Secure Socket Layer (SSL) Support allows PCS IP Phones deployed in remote office or home working environments where an on site call sever does not exist to create a secure SSL link back to the host PBX through the internet.

The PCS 542 gives you the option to use SSL, However this must have previously been setup by your System Administrator.

Logging on to an SSL enabled phone is similar to Hotdesk logon (See page 52), Enter your extension number, an asterisk (*) and your Login Access Code, eg 2040*1234, on the keypad

Log On

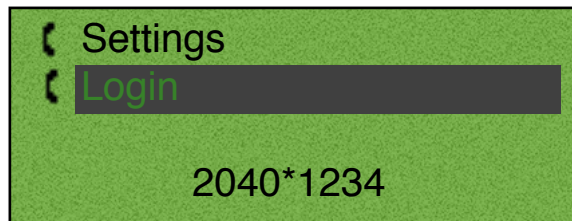
If a User is already logged on to the handset you wish to use, perform the following steps:



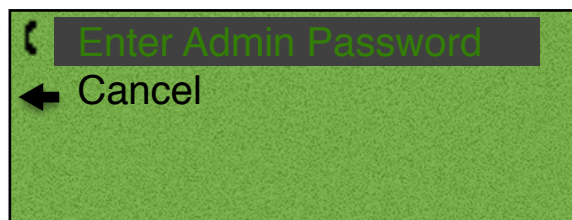
- 1 Press the settings button.
- 2 Press accept to Logout ✓
- 3 Enter your extension number, an asterisk (*) and your Login Access Code, eg 2040*1234, on the keypad.
- 4 Use the navigation keys ↓↑ to select Login.

Login

- 5 Press accept to Login ✓
- 6 Wait for the PCS 542 to communicate with the SSL Gateway.
- 7 When the log in is complete your home page will appear. If this is the default page your User Name and extension number will be displayed.



If select Settings you will get the following screen, SSL settings are protected against change and only your System Administrator is allowed to make any changes. Use the navigation keys ↓↑ to select cancel to exit out of this screen.



Please note:

- If you wish to use this facility the SSL Gateway has to have been configured for use and your user must have been given the correct license. Please check with your System Administrator if this facility is available.
- Navigate or PCS60 cannot be used to partner an SSL enabled PCS 542 at this time.



SpliceCom

Defining next-generation communication

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