



Splice.com
The Right Choice For Voice

Vision WebPartner User Manual for SIP phones

Vision 1.7
May 2018



WebPartner User Manual
for SIP phones
Document No. 036
Version No. v1.7/0518/1

© Copyright Splice.com Ltd

Splice.com Ltd
The Hall Business Centre, Berry Lane
Chorleywood, Herts WD3 5EX
Tel: 01923 287700
Website: www.splice.com

Contents

Introduction	1
About this manual	1
Your User Account	1
Terminology	1
Getting Started.....	2
Logging on	2
Logging off.....	4
Basic Call Handling	5
Make a Call	5
Answer a Call.....	6
Reject a call.....	8
End a Call	8
Directory.....	9
Search for an entry	9
Extension State.....	10
Make a call via the Directory.....	10
Managing Contacts	11
Calls History.....	13
Ring back a caller or Redial a number.....	13
Managing Contacts	14
Monitor a colleague’s calls	16
Monitor a Department’s calls	16
User Configuration	17
Call Forwarding.....	17
Do Not Disturb	20
Call Waiting	21
Out of Office Message	23
Personal Details	24
Speed Dials	25
Changing your PIN.....	28
Changing your Home Page.....	28
Voicemail	30
Receiving a Message	30
Listen to a message.....	31
Ring back a caller	31
Message Handling	32
Forward a message.....	33
Managing voicemail for a Department	36
Managing voicemail for a colleague	36
Index.....	38

This page is blank

Introduction

About this manual

This manual contains all that you need to know to operate your WebPartner software in conjunction with your Splice.com telephone system.

This manual assumes that your User account has been configured to enable you to use the WebPartner software. If this is not the case please refer to your system administrator for further assistance.

Your User Account

You are a "User" of the Splice.com telephone system and as such you have a User account on the system. Your Display name will be used to identify you as you make and receive calls. All your User settings such as forwarding, DND, speed dials and so on are stored within this User account. Each of your colleagues will also have a User account and will be identified in the same way, by their Display name. A list of the Users of your system can be viewed via the Directory as explained in the Directory section from page 9.

Your User account will have been configured to enable the WebPartner software to partner your telephone handset. Your telephone conversations will be via the handset but WebPartner will assist you to handle calls quickly and efficiently. Further telephony features, not covered in this manual, are available via your handset. Please refer to the relevant user manual or to your system administrator for further details.

Terminology

The following explains the meaning of the terminology used on a Splice.com system for features you may utilise as a User on the system and via your use of the WebPartner software.

Groups

Groups are used on a Splice.com system to collect together Users who have a similar job function, eg Sales Group, or similar skill, eg French Group, for example. Due to your role in your company you may be a member of one or more Groups. A Group is then assigned to a Department as explained below.

Departments

A Department on a Splice.com system is used to determine how calls are to be routed to a Group, for example, the Catalogue Sales Department routes calls to the Sales Group. A Group can be assigned to multiple Departments and a User can be assigned to multiple Groups which means you may receive calls for one or more Department. Each Department will have an extension number and, in most scenarios, a direct line number, if external calls are to be directed to this Department. The Department will determine in which order calls are presented to the members of the Group and what will happen to calls when all the members are busy, not at their desk or gone home for the day. While a call is waiting to be answered the caller will be placed in a queue and can be played announcements and hold music while they wait.

You will be able to call these Departments internally via a Department's extension number or via the system directory as described in the Directory section from page 9. This means you can easily ring any available member of, for example, the Personnel team or Accounts department, rather than ringing one specific member of that team only to find they are not available and then having to ring another extension, and so on.

Wrap Up Time

A Department can be configured with a Wrap Up Time whereby, after you have finished a call to the Department, a certain amount time must elapse before you can take another call. This is useful when administration tasks need to be completed at the end of a call.

Contacts

The Splice.com system can store a database of contact details for external customers, suppliers, contractors, business associates, and so on. This is called the Contacts database and each entry is called a Contact. These Contacts can store the customer's telephone number, mobile number, company name, address, job title and so on. These numbers will then be used by the system to match with incoming CLI, if presented. If a match is found the Contact name is displayed on the phone receiving the call. This means that calls from important customers, for example, can be easily identified. You can also utilise these entries to speed dial the number required via your handset or WebPartner software as described in the Make a call via the Directory section from 10.

Caller Line Identification (CLI/CLID)

CLI is a service supplied by most phone providers, whereby your phone number is transmitted when you make a phone call. If a caller to your company presents their CLI with the call and this is matched in the Contacts database (described above) this caller's name will be displayed on your phone.

If you require any further information on how your Splice.com system is configured please refer to your system administrator.

Getting Started

Logging on

In order to use the WebPartner application you will require your extension number and Voicemail Access Code. You will also need the IP address of the Vision server on your system. Please refer to your system administrator for this information.

Using the web browser on your PC enter the follow URL:

`http://[ip address of the vision server]/visionmobility`

eg `http://10.0.4.150/visionmobility`

You can also run this application from a mobile phone.

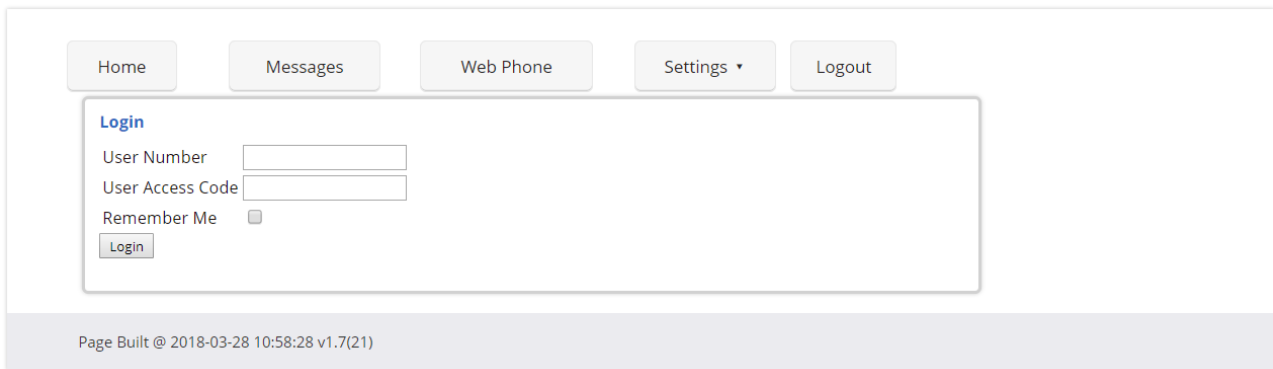
For an iPhone enter `iphone.cgi` at the end of the URL.

`http://[ip address of the vision server]/visionmobility/iphone.cgi`

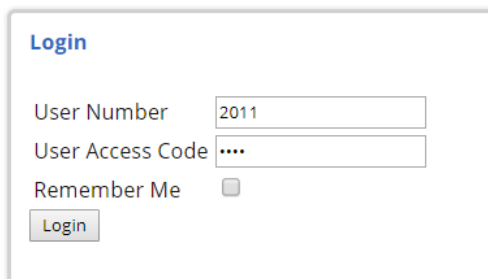
For any other type of phone enter `basic.cgi` at the end of the URL.

`http://[ip address of the vision server]/visionmobility/basic.cgi`

You will be presented with the following screen:

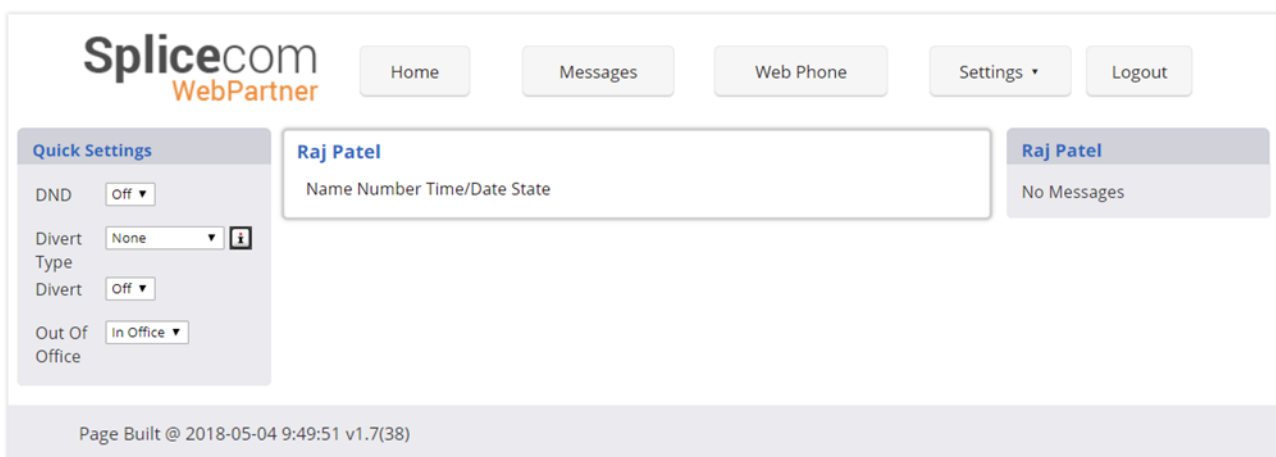


- 1 In the User Number field enter your extension number.
- 2 In the User Access Code field enter your Voicemail Access Code.
- 3 Select Remember Me if you wish your PC to store this information ready for the next time you log in.



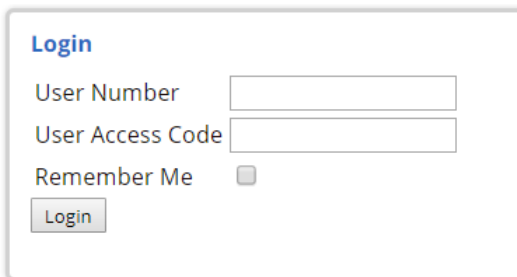
- 4 Select the Login button

You will be presented with the WebPartner application similar to the following diagram, with your User name displayed.



Please note that this diagram shows WebPartner before any calls have been received by your extension, otherwise calls made and received on your phone will be listed.

If you enter the incorrect log in details the Login failed message will be displayed at the bottom of the WebPartner pane and the Login screen will be available to enter your log in details again.



The login form is titled "Login" in blue text. It contains two input fields: "User Number" and "User Access Code". Below these fields is a "Remember Me" checkbox, which is currently unchecked. At the bottom of the form is a "Login" button.

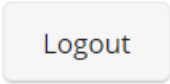
Login failed

Logging off

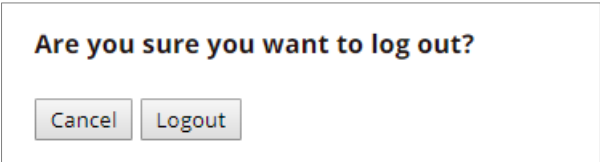
If you no longer wish to use WebPartner you can log out of the application as follows:

- 1 Select Logout button, at the top right.

You will be asked if you are sure you want to log out.



Logout



Are you sure you want to log out?

Cancel Logout

- 2 Select the Logout button (or the Cancel button if you have changed your mind).

The Login screen will now be displayed enabling you or another colleague to log in when required.

Alternatively, you can close your browser session to log out of the WebPartner.

Basic Call Handling

Make a Call

- 1 Select the Web Phone button.
- 2 In the Search: box enter the internal or external number you wish to dial.


Web Phone

Search / Call

Search:


- 3 Select the Call button.
The Current Calls pane will display that your phone is ringing.

Current Calls

	!WebPhone	Raj Patel	2011	<input type="button" value="Hangup"/>
---	-----------	-----------	------	---------------------------------------


Pick up the handset or use the handsfree facility and the call will be made.

Current Calls

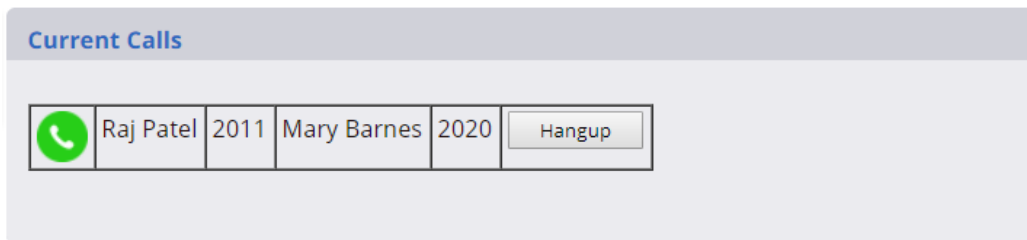
	Raj Patel	2011	Raj Patel	2011	<input type="button" value="Hangup"/>
---	-----------	------	-----------	------	---------------------------------------

Once the call is answered the Current Calls pane will display that the call is connected and the details of the call.

Current Calls

	Raj Patel	2011	02085382354	<input type="button" value="Hangup"/>
---	-----------	------	-------------	---------------------------------------

If the number dialled is matched in the telephone system's directories the Contact's or User's name will also be displayed within Current calls.

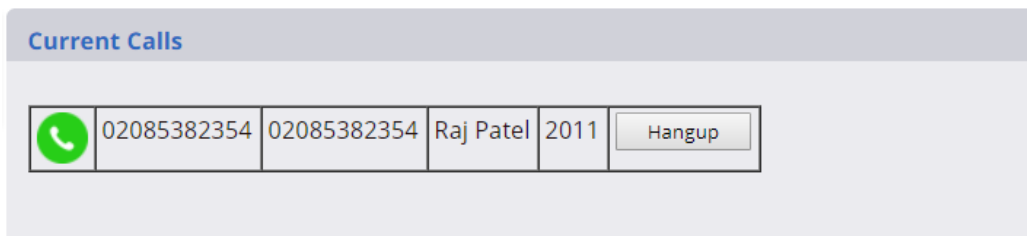


Please note if you dial a number via your handset the call details will also be displayed in the Current Calls pane.

Once the call has ended the details of the call will be displayed in your calls history. For further details please refer to the Calls History section from page 13.

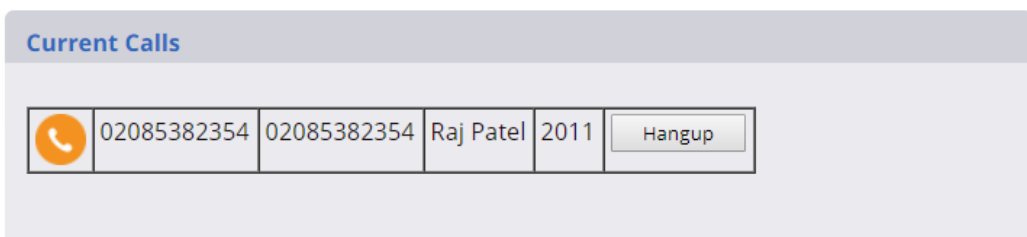
Answer a Call

- 1 On receiving a call, answer the call via your handset.
- 2 The call details will be displayed within the Current Calls pane which can be displayed by selecting the Web Phone button.



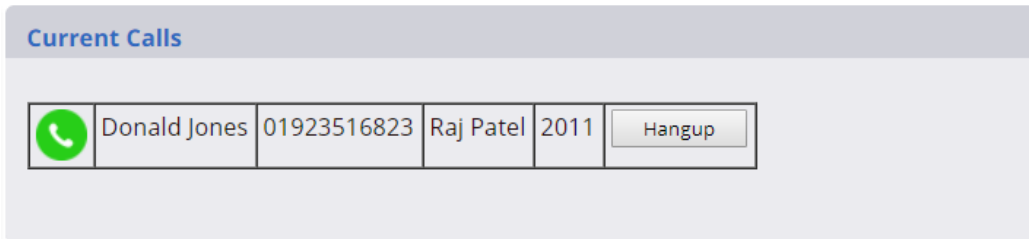
Alternatively,

- 1 On receiving a call, select the Web Phone button.
The details of the call will be displayed within the Current Calls pane

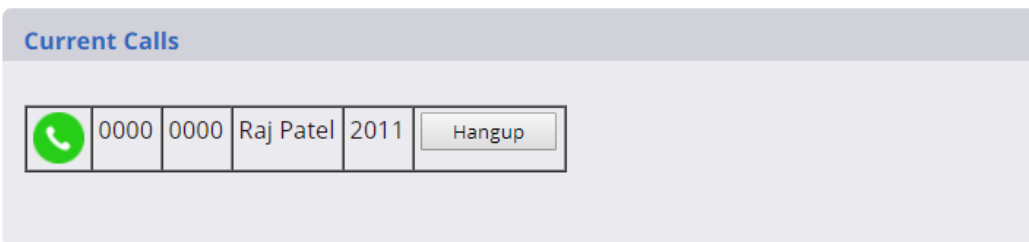


- 2 Answer the call via your handset.

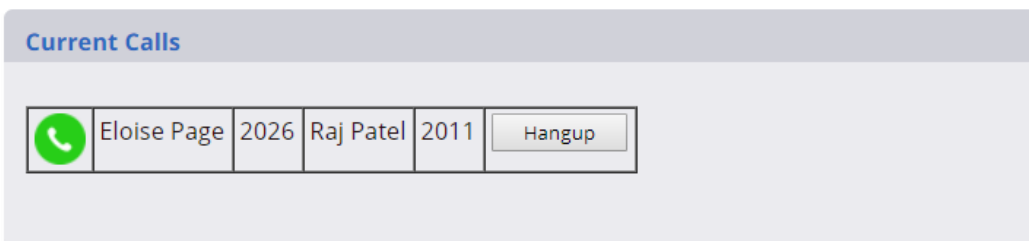
If an external caller's CLI is found within the Contacts database the Contact's name will also be displayed within the Current Calls pane.



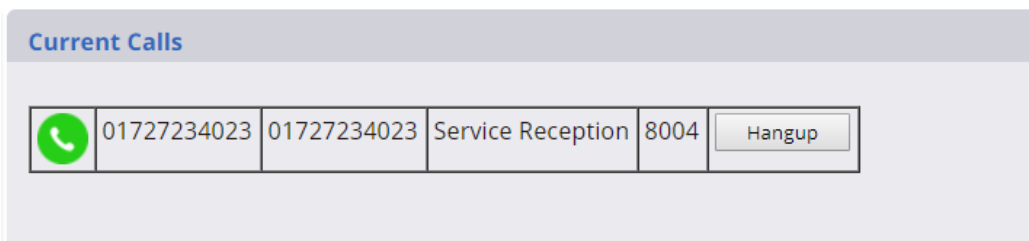
If an external caller's CLI is withheld this will be displayed as per this diagram.



If another colleague calls you their User name together with their extension number will be displayed within Current Calls.



If you are receiving calls for a Department, the Department name will be displayed in the Current Calls pane in place of your name, so that you can distinguish between a personal call and a Department call and answer the call appropriately.



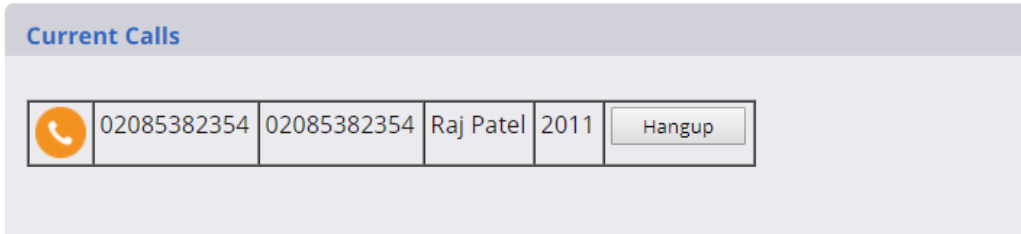
Once the call has ended the details of the call will be displayed in your calls history. For further details please refer to the Calls History section from page 13.

Please note that a call will ring on your phone until you answer it or the caller hangs up, unless you have Forward on No Answer set or voicemail is enabled on your User account. If either of these have been enabled, 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. For further details please refer to the Forward on No Answer section from page 19 and the Voicemail section from page 30.

Reject a call

If you do not wish to answer a call you can reject the call as follows,

- 1 Select the Web Phone button.
- 2 Within the Current Calls pane select Hang up.



The call will be passed to your Forward on Busy number (if set) or passed to your voicemail (if enabled) or cancelled.

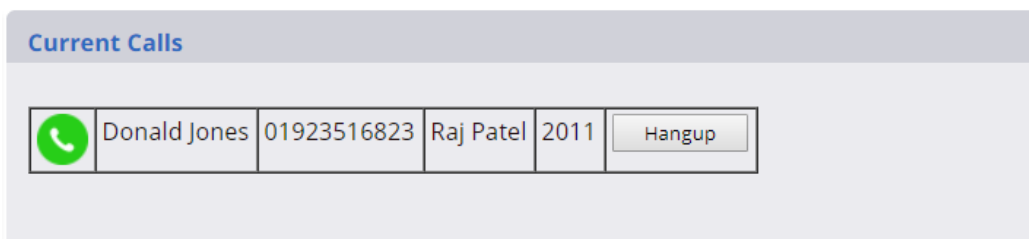
For further details on using voicemail please refer to the Voicemail section from page 30.

End a Call

End the call via your handset

or

- 1 Select Web Phone button.
- 2 Within the Current Calls pane select Hang up.



Directory







The directory of Users, Departments and Contacts on your telephone system is accessible via the Web Phone page and can be used as follows. Your system administrator is responsible for the maintenance of this directory and will be able to assist you with your queries.

Any text or numbers that you enter in the Search: box will be checked within the system and if a match is found the WebPartner will give a list of:

Users - which allows you to quickly and easily call a colleague without having to remember their extension number.

Departments - which allows you to easily ring any available member of, for example, the Personnel team or Accounts department, rather than ringing one specific member of that team only to find they are not available and then having to ring another extension, and so on.

Contacts - which allows you to easily dial an external customer, supplier, contractor etc.

Contacts						
State	Type	Name	Company	Tel	Home	Mobile Spare1 Spare2
	Department	Sales Support		8003		
	User	Sam Turner		2008		
	User	Sarah Wang		2027		
	User	Seb Deeney		2010		
	Contact	Selah Terry	Superior Signs	01525...		
	Department	Service Reception		8004		
	User	Sofia Nowak		2023		
	Contact	Stacey Woodhouse	Fine Recruitment	01298...		
	Contact	Stephen Lee	Canterbury Computing	01227...		



Search for an entry

- 1 Select Web Phone button.
- 2 In the Search: box start to enter the first few letters of the entry you require.

Search / Call

Search:

The entries matching the text you have entered will be displayed.

Contacts						
State	Type	Name	Company	Tel	Home	Mobile Spare1 Spare2
	User	Seb Deeney		2010		
	Contact	Selah Terry	Superior Signs	01525...		
	Department Service	Reception		8004		

If you wish you can continue to enter additional letters until the record you require appears at the top of the list.

Extension State

The Directory will display the current state of the relevant extension, as follows.




This extension is currently free.





This extension is currently busy and on a call.



This extension has a call ringing that has not yet been answered.

State	Type	Name	Company	Tel	H
	User	Aaron Blisset		2005	

State	Type	Name	Company	Tel	H
	User	Aaron Blisset		2005	

State	Type	Name	Company	Tel	H
	User	Aaron Blisset		2005	

Make a call via the Directory

- 1 Select the Web Phone button.
- 2 Search for the entry required as described above.
- 3 Within this entry's Tel column click on the telephone number displayed.

State	Type	Name	Company	Tel	Home	Mobile Spare1 Spare2
	Contact	Carey Poynter	Flow Free Design	02078...		

This number will be entered into the Search: box and the call will be made.

If a number is available within Home, Mobile, Spare 1 or Spare 2 fields and you wish to dial this number, click on the number and the call will be made as described above.

If you hover your mouse over an external telephone number the full number will be displayed.

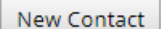
State	Type	Name	Company	Tel	Home	Mobile	Spare1	Spare2
Contact	Stephen Lee	Canterbury Computing	01227...	07723...				
							07723675213	

Managing Contacts

Create a new Contact

You may have been given the ability create new Contact entries for external associates and numbers that you think will be useful to other colleagues in your team and company. These will be saved in the centralised database and therefore will be available to all Users of your telephone system.

- 1 Select Web Phone button.
- 2 Select the New Contact button (at the bottom of the directory list)
The Contact Details form will be displayed.
- 3 Enter all the information required.



Contact Details

Name

Description

Company

Department

Telephone Number

Mobile Telephone Number

Home Telephone Number

Spare 1 Telephone Number

Spare 2 Telephone Number

Email Address

Account Code

- 3 When ready, select Update or Apply to save the new Contact.

This Contact will now be stored in the central Contacts database on the system and will be available for use by all Users. If the Contact rings your company and presents as CLI any of the numbers entered into the Telephone Number fields this Contact's Name will be displayed in the User's Call Display on their phone or software.

If you change your mind and do not wish to keep the new Contact, select the Delete button to delete the new entry. (The Cancel button is used to cancel changes to an existing Contact entry.)

Please note that if the New Contact button is not available you do not have the rights to add entries to the Contact database. Please refer to your system administrator for further details.

Amend a Contact

You may also have been given the ability to amend existing Contact entries, which can be done as follows.

- 1 Select the Web Phone button.
- 2 Search for the entry to be amended.
- 3 Within this entry's Name column click on the name displayed.
The Contact Details form will be displayed.
- 4 Make the changes required.
- 5 When ready, select Update or Apply to save the changes.

If you change your mind select Cancel instead and the changes will not be saved.

Please note that if the Update and Apply buttons are not available you do not have the rights to amend entries in the Contact database. Please refer to your system administrator for further details.

Delete a Contact





















You may also have been given the ability to delete entries that are no longer required within the Contacts database, and this can be done as follows.

- 1 Select Web Phone button.
- 2 Search for the entry required.
- 3 Within this entry's Name column click on the name displayed.
The Contact Details form will be displayed.
- 4 Select Delete to remove the Contact from the central database.
- 5 You will be asked if you wish to delete this item. Select OK.





Please note that if the Delete button is not available you do not have the rights to delete entries from the Contact database. Please refer to your system administrator for further details.

Calls History

The details of the calls received & made by your phone are displayed in the calls history list which can be accessed by selecting Messages button. (By default your calls history will also be displayed within your Home page unless configured otherwise. Please refer to the Changing your Home Page section from page 28 for further details.)

Raj Patel				
Name	Number	Time/Date	State	
 Ananya Khatri	2019	10:37 4/5/2018		
 Mary Barnes	2020	10:33 4/5/2018		
 02085382354	02085382354	10:31 4/5/2018		
 Anita Gomes	2015	10:30 4/5/2018		
 Eloise Page	2026	10:27 4/5/2018		
 0000	0000	10:10 4/5/2018		
 Donald Jones	01923516823	10:08 4/5/2018		
 Carey Poynter	02078382398	10:07 4/5/2018		
 02085382354	02085382354	10:06 4/5/2018		
 02085382354	02085382354	10:03 4/5/2018		

Call State

-  Answered incoming call
-  Missed incoming call – indicates that the call was not answered by yourself or by voicemail
-  Answered outgoing call
-  Unanswered outgoing call

Last Missed Call

Raj Patel	
Last Missed Call	
From: 02085382354	
At: 11:55 4/5/2018	
Missed Calls: 9	
Other Messages: 11	





Details of the last missed call will be displayed within the Home page and Web Phone page, together with the total number of missed calls and answered calls (Other Messages:).

You can ring back this caller by clicking on the number displayed within the From: field (this facility will only be available if the caller's number was presented with the call).

Ring back a caller or Redial a number

- 1 Select the Messages button.
- 2 Find the required entry for the call received or the call that you made.

The number received with the call or that you dialed will be displayed in the Number column.

Name	Number	Time/Date	State
 Donald Jones	01923516823	16:40 28/3/2018	
 Donald Jones	01923516823	16:32 28/3/2018	

- 3 Within the entry's Number column click on the number displayed.
You will be asked if you are sure you wish to dial this number.
- 4 Select OK to make the call.

Please note that the ring back facility will only be available if the caller's number was presented with the call.

Managing Contacts

Add a new Contact from your calls history

If you have received a call from or made a call to an external associate and feel that their number would be useful to other colleagues in your team or company, you can add this number to the system as follows. This will be saved in the centralised Contacts database and therefore will be available to all Users on your telephone system. Please note that if you do not have the rights to add entries to the Contact database this facility will not be available.

- 1 Within the Home page or Messages page, find the entry required.

	Raj Patel	2011	13:43 28/3/2018	
	01442469211	01442469211	13:36 28/3/2018	
	Peter Upton	2007	13:36 28/3/2018	

- 2 Click on the blue Contact button to the left of the entry.

The Contact Add / Edit Information form will open.

On the right hand side, within the Create a Contact section, note that the number has been automatically entered into the Number: field.

- 3 Enter the name of the associate.

You can also add the contact's company name and a mobile number, if required.

Create a Contact

Name:

Company:

Number:





Mobile:

- 4 When ready select the Add Contact button.

Amend a Contact from your calls history

If you have received a call from or made a call to an external associate and feel that this number would be useful to other colleagues in your team or company, and the contact already has an entry within the central database you can add this number to the existing entry as follows. Please note that if you do not have the rights to update entries in the Contact database this facility will not be available.

- 1 Within the Home page or Messages page, find the entry required.

Name	Number	Time/Date	State
 07731247643	07731247643	17:16 28/3/2018	
 Donald Jones	01923516823	16:40 28/3/2018	

- Click on the blue Contact button to the left of the entry.
The Contact Add / Edit Information form will open.
- Find the existing entry from the list of Contacts displayed. You can use the Search box under "Add to an Existing Contact" to speed up the search.

Add to an Existing Contact
Enter the name of the contact you want to add the number to;



Name	Number	Mobile
Jacob Rowe	Replace (01442469211)	Set this

If "Set this" is displayed in either the entry's Number or Mobile column this indicates that this field is currently empty.

- Select Set this within the relevant column.
The number will be entered into this field and you will be returned the previous page.

If you have received a call from or made a call to an external associate but their number is not matched by the system as their number has changed, you can update the relevant Contact entry as follows. Please note that if you do not have the rights to update entries in the Contact database this facility will not be available.

- Within the Home page or Messages page, find the entry required.

 Carol Wright	2041	12:46 28/3/2018	
 01132418924	01132418924	12:01 28/3/2018	
 01132418924	01132418924	11:54 28/3/2018	

- Click on the blue Contact button to the left of the entry.
The Contact Add / Edit Information form will open.
- Find the existing entry from the list of Contacts displayed. You can use the Search box under "Add to an Existing Contact" to speed up the search.

Add to an Existing Contact
Enter the name of the contact you want to add the number to;

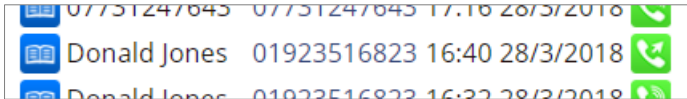
Name	Number	Mobile
Jacob Rowe	Replace (01442469211)	Replace (07731247643)

- Within either the entry's Number or Mobile column click on Replace ([existing stored number]).
The new number will be entered into this field and you will be returned to the previous page.

View a Contact entry

If you have received a call from or made a call to an external associate and their number is stored and matched by the system you can view their Contact entry as follows.

- 1 Within the Home page or Messages page, find the entry required.



- 2 Click on the blue Contact button to the left of the entry.

The Contact Details form will open for you to view the details.

If you have the rights to do so you can also update and delete the Contact entry if need be.

Monitor a colleague's calls

You may have been given the responsibility to monitor a colleague's calls. If this is the case your home page will also display your colleague's missed call information.

You can scroll to the bottom of your calls history and your colleague's calls will be listed in a separate pane.

Carol Wright

Last Missed Call

From: 2015
At: 13:09 28/3/2018

Missed Calls: 1
Other Messages: 9

Carol Wright

Name	Number	Time/Date	State
Raj Patel	2011	15:59 29/3/2018	
Anita Gomes	2015	13:56 29/3/2018	
Support	8005	12:35 29/3/2018	

You can use this list to make calls, manage the Contacts database and so on in exactly the same manner as described for your own calls history in the previous sections.

Monitor a Department's calls

You may have been given the responsibility to monitor a Department's calls. If this is the case the calls received by the Department will be displayed at the bottom of your calls history.

Service Reception

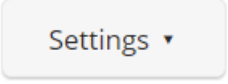
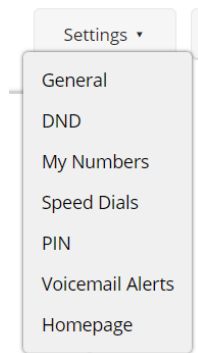
Name	Number	Time/Date	State
01727234023	01727234023	17:32 4/5/2018	
02085382354	02085382354	17:26 4/5/2018	
Floise Page	2026	17:16 4/5/2018	

You can use this list to make calls, manage the Contacts database and so on in exactly the same manner as described for your own calls history in the previous sections.

User Configuration

The Splice.com system gives you the ability to configure features such as call waiting, forwarding, do not disturb and create speed dials for your use. These features are stored within your User account on the system and therefore will be available on any phone that you log on to. The WebPartner enables you to configure these facilities via an easy to use dialogue box or via the Quick Settings pane.

Your User configuration can be accessed by selecting the Settings button, and then choosing from the menu of options provided.

Settings ▾

All these options are described in the following sections.

Call Forwarding

The Call Forwarding facility enables you to forward calls to a colleague or to your mobile, for example, when you are out of the office, not at your desk or on another call to ensure your callers can reach you wherever you are or to ensure your calls are dealt with by another member of staff.

Please note if your calls are forwarded to an internal extension and that extension is busy or not answered the caller will be passed to your voicemail (if enabled) or the call will be logged as a missed call on your extension.

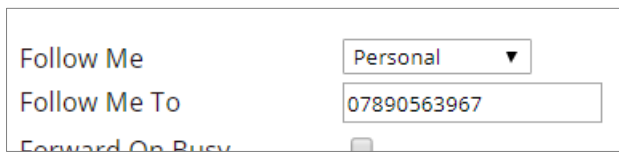
Using Follow Me

This 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 Select the Settings button and from the menu displayed select General.
- 2 From the Follow Me list box select one of the following:
 - Personal – all calls to your extension and direct line number will be forwarded.
 - Dual Personal – all calls to your extension and direct line number will be forwarded, 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, direct line number and your Department calls will be forwarded.
 - Dual All – All calls to your extension, direct line number and your Department calls will be forwarded, however your extension will also ring. This will ensure that you can pick up the call wherever you are.

- 3 In the Follow Me To field enter the internal or external number to which calls are to be forwarded.

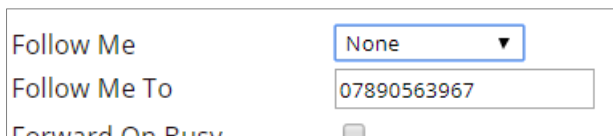


- 4 Select Update or Apply to save the changes.

Turn off Follow Me

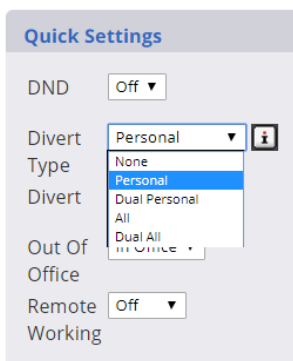
- 1 Select the Settings button and from the menu displayed select General.
- 2 From the Follow Me list box select None.

You do not need to remove the Follow Number as you may wish to use this again.



- 3 Select Update or Apply to save the changes

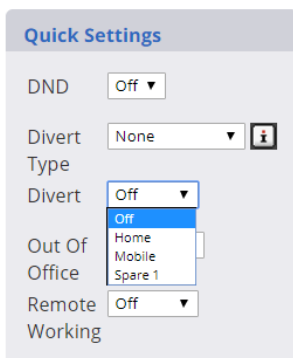
Quick Settings



Once a Follow Me number has been entered via Settings (see above), the Follow Me facility can be turned on and off via the Quick Settings pane.

- 1 Select the Home button.
- 2 Within the Quick Settings pane, from the Divert Type list box select the Follow Me mode required.

For an explanation of each option see above or click on the Information icon.

Alternatively,

If you have entered a number into your Home, Mobile, Spare 1 and/or Spare 2 Telephone Number fields, which can be found within Settings > My Numbers, you can also enter your Follow Me To number via the Quick Settings pane. (Please refer to the My Numbers section from page 24 for further information.)

- 1 Select the Home button.
- 2 Within the Quick Settings pane, from the Divert list box select the number to be entered into your Follow Me To field.

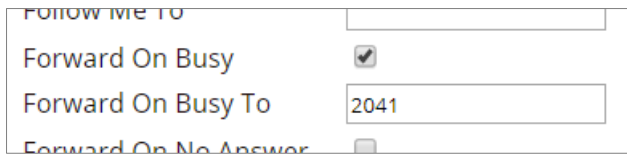
Forward on Busy

The Forward on Busy feature will redirect your calls to an internal or external number when you are on a call. This is useful if you wish to ensure your calls are answered by your assistant or another member of your team.

The feature can be turned on as follows:

- 1 Select the Settings button and from the menu displayed select General.

- 2 Select the Forward on Busy tick box
- 3 In the Forward on Busy To field enter the internal or external number to which calls are to be forwarded.



- 4 Select Update or Apply to save the changes

To turn off this feature de-select the Forward On Busy tick box

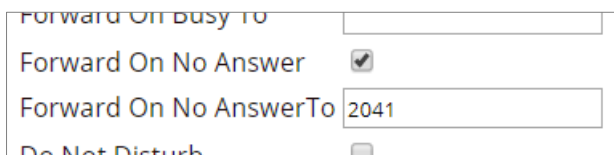
When this feature is set, if you reject an incoming call by selecting Hang Up within the Current Calls pane, the call will be routed to your Forward on Busy number. Please refer to the Reject a call section from page 8 for further details.

Forward on No Answer

The Forward on No Answer feature will redirect your calls to an internal or external number when you do not answer your extension. This is useful if you wish to ensure your calls are answered by your assistant or another member of your team or redirected to your mobile when you are temporarily away from your desk.

The feature can be turned on as follows:

- 1 Select the Settings button and from the menu displayed select General.
- 2 Select the Forward on No Answer tick box
- 3 In the Forward on No Answer To field enter the internal or external number to which calls are to be forwarded.



- 4 Select Update or Apply to save the changes

To turn off this feature de-select the Forward On Busy tick box

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.

Receiving a Forwarded Call

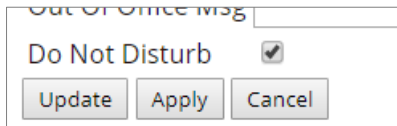
When a colleague's calls have been forwarded to your extension your colleague's details will be displayed in the Current Calls pane. This information will enable you to identify and answer a forwarded call in the required manner.

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

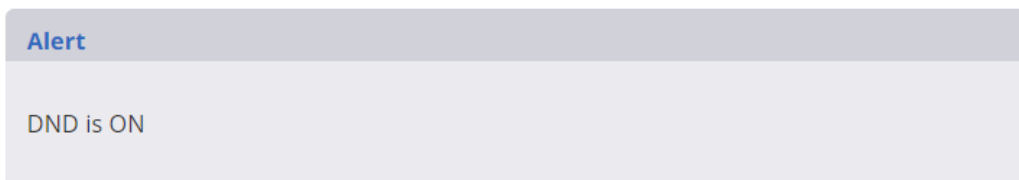
- 1 Select the Settings button and from the menu displayed select DND.
- 2 Select the Do Not Disturb tick box



- 3 Select Update or Apply to save the changes

Your calls will be automatically passed to your Forward on Busy number (if configured) or to your voicemail (if enabled) or your callers will receive the busy tone.

The Home page and Web Phone page will also remind you that this feature has been enabled with the following alert.

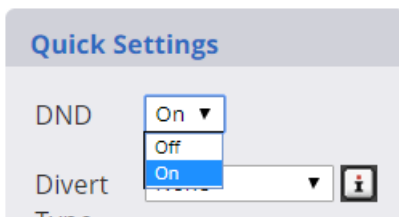


Turn off Do Not Disturb

- 1 Select the Settings button and from the menu displayed select DND.
- 2 De-select the Do Not Disturb tick box.
- 3 Select Update or Apply to save the changes

Please note that this feature can also be enabled and disabled via Settings > General.

Quick Settings



Do Not Disturb can be turned on and off via the Quick Settings pane.

- 1 Select Home button.
- 2 Within the Quick Setting pane, from the DND list box select Off or On.

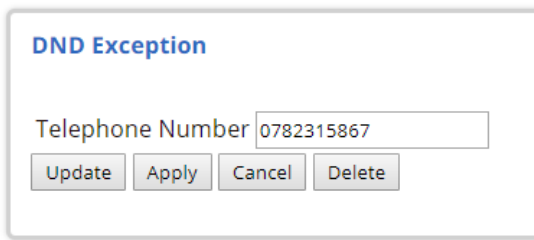
Do Not Disturb Exception Number

You may wish to turn on Do Not Disturb but still receive a call from a colleague or an external number, if for example, you are expecting an urgent call. The relevant number can be set as a Do Not Disturb exception as follows.

Entering a DND Exception Number

- 1 Select the Settings button and from the menu displayed select DND.
- 2 Select the Add DND Exception button.

- 3 In the Telephone Number field enter the internal or external number required.



- 4 Select Update or Apply to save the number.

The number will be displayed within the DND Exceptions list.



Once a DND Exception number has been entered, even when you have Do Not Disturb enabled, you will still receive calls from this number. These numbers can stay in the list as long as required to be used each time you turn on Do Not Disturb. (Please note that this feature will only be available if the exception number is presented as CLI when a call is received.)

Edit a DND Exception Number

- 1 Select the Settings button and from the menu displayed select DND.
- 2 Within the DND Exceptions list select the number to be amended. This will take you to the Telephone Number field.
- 3 Make the changes required.
- 4 Select Update or Apply to save the changes.

Removing a DND Exception Number

- 1 Select the Settings button and from the menu displayed select DND.
- 2 Within the DND Exceptions list select the number to be deleted. This will take you to the Telephone Number field.
- 3 Select the Delete button.
- 4 You will be asked if you are sure you wish to delete this item.
- 5 Select OK to delete the entry.

Call Waiting

The Call Waiting feature allows you to receive a second call while connected to another call.

Turn on Call Waiting

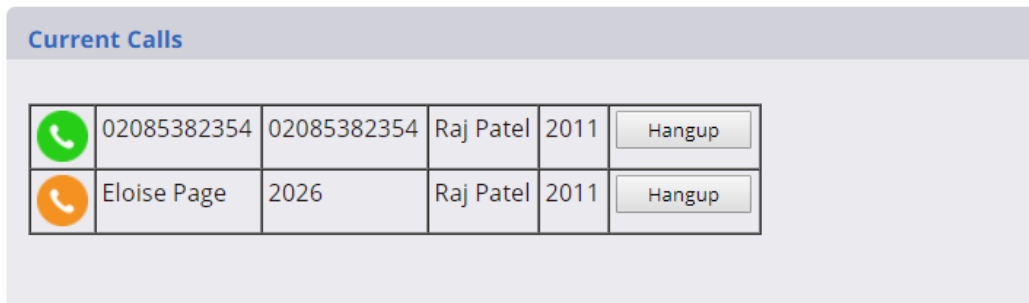
- 1 Select the Settings button and from the menu displayed select General.
- 2 From the Call Waiting list box select Enabled.



- 3 Select Update or Apply to save the changes.

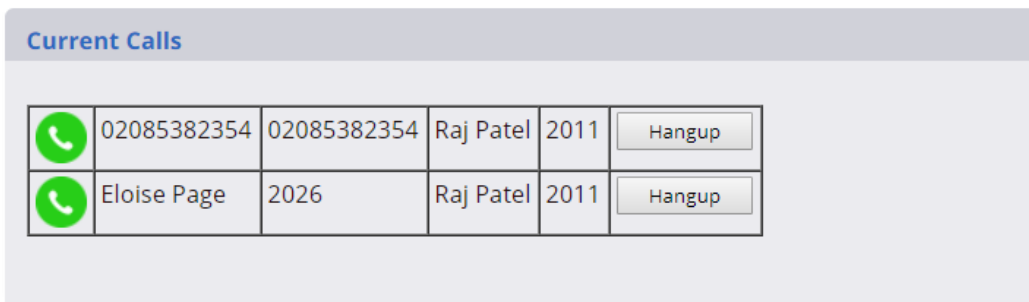
Handling a waiting call

- 1 When a second call is received you will hear an intermittent beep via your telephone handset.
- 2 The Current Calls pane will display the details of the second call waiting to be answered.



- 3 Use your handset to answer and control the two calls. (Please refer to the relevant user manual for further details.)

WebPartner will display the two calls being handled on your phone.



You can use the Hangup button beside the relevant call to end either of the calls and continue the conversation with the other call.

Please note

- if you choose to ignore a call waiting the call will be automatically passed to your Forward on No Answer number (if set) or to your voicemail (if enabled), otherwise the call will continue to ring on your extension.
- The Phone Tools and No Beep options are not used a SIP phone.

Turn off Call Waiting

- 1 Select the Settings button and from the menu displayed select General.
- 2 From the Call Waiting list box select Disable.



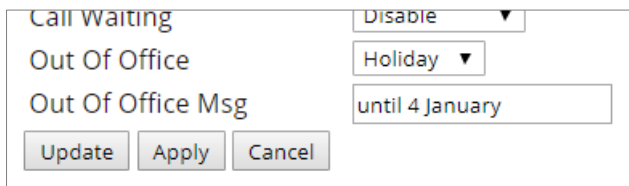
- 3 Select Update or Apply to save the changes.

Out of Office Message

When you are unable to answer your phone you may wish to inform your colleagues of your whereabouts and when you will be available. An Out of Office Message can be configured and this will be displayed on your colleagues' PCS 5xx IP Phone and Navigate when they attempt to call you.

Setting an Out of Office Message

- 1 Select the Settings button and from the menu displayed select General.
- 2 From the Out of Office list box select Meeting, Lunch, Holiday or Off Site.
- 3 In the Out of Office Msg text box enter the message that will accompany the above message eg "until Monday", "until 3 pm" etc.

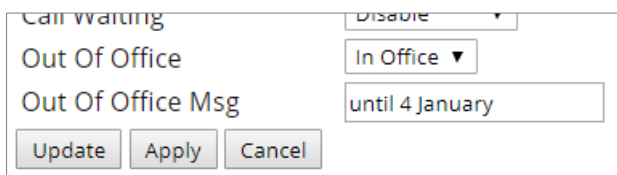


- 4 Select Update or Apply to save the changes

When you have an Out of Office message set your voicemail greeting will also change. Your callers will be played the In Meeting greeting, the At Lunch greeting, the On Holiday greeting or the Off Site greeting depending on the Out of Office message you have selected. If you wish to record a specific greeting for each Out of Office message please refer to your system administrator for further details.

Turn off the Out of Office message

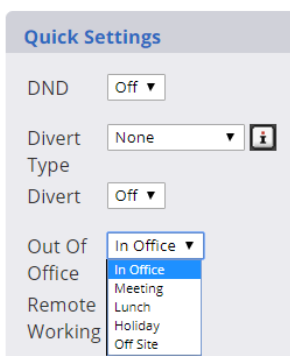
- 1 Select the Settings button and from the menu displayed select General.
- 2 From the Out of Office list box select In Office.



- 3 Remove the text within the Out of Office Msg field if this will not be required again, otherwise it can remain for use another time.
- 4 Select Update or Apply to save the changes.

Please note that this feature can also be enabled and disabled via Settings > DND.

Quick Settings



The Out of Office message can be turned on and off via the Quick Settings pane.

- 1 Select the Home button.
- 2 Within the Quick Settings pane, from the Out of Office list box select Meeting, Lunch, Holiday, Off Site to turn on this feature, or In Office to turn off this feature.

Please note that if any text is contained within the Out of office Msg field, this text will be displayed with the Out of Office option selected. If this is not required, deleted the text in this field as explained above.

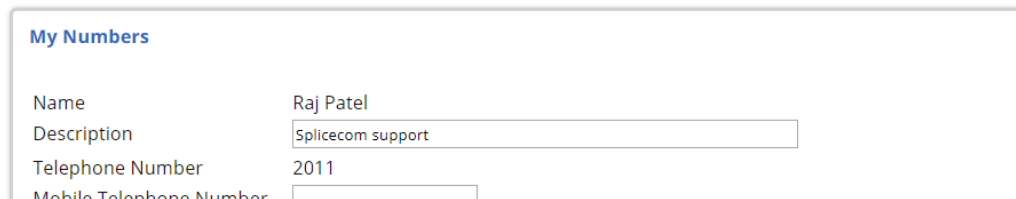
Personal Details

Your personal information such your job description/department, personal phone numbers and email address can be stored within your User account on the system. Their usage by the system and how to configured these are described in the section as follows. You will not be able to change your User Name or extension number. If you have a need to change either of these please speak to your system administrator for assistance.

Your User Description

This information can be used to inform colleagues of your job role or department, for example, within your company, however any text can be entered here that will assist your colleagues to identify you. Your Description will be displayed with your entry on the directory when searched via a colleagues' PCS 5xx phone or Navigate software. This can be entered or amended as follows.

- 1 Select the Settings button and from the menu displayed select My Numbers.
- 2 Within the Description field enter the text required.



My Numbers	
Name	Raj Patel
Description	Splice.com support
Telephone Number	2011
Mobile Telephone Number	

- 3 Select Update or Apply when ready.

My Numbers

Your home and mobile numbers can be entered within your User account on the system. There are also two additional fields that can be used to enter any other number that you wish to store.

These numbers are used to:

- Identify you when you make a call into your company from any of these numbers. Your User Name will appear in the relevant phone's caller display.
- Enable your colleagues to easily call you on these numbers from their PCS 5xx IP Phone, WebPartner or Navigate.
- Enable voicemail to identify you when accessing your messages from your mobile or home phone (please refer to your system administrator for further details).
- Configure the call forwarding facility (please refer to the Call Forwarding section from page 17 for further information).

You can also store an Assistant Telephone Number which will enable your callers to break out of voicemail and be transferred to the internal or external number entered in this field. Please refer to the Using an Assistant telephone number section from page 30 for further details.

Enter your personal numbers

- 1 Select the Settings button and from the menu displayed select My Numbers.
- 2 In the Mobile, Home, Spare 1 and/or Spare 2 Telephone Number fields enter the relevant numbers you wish to store.

Mobile Telephone Number	07723765213
Home Telephone Number	01923589234
Spare 1 Telephone Number	07890215998
Spare 2 Telephone Number	
Assistant Telephone Number	

- 3 Select Update or Apply to save the changes

Please note that internal extension numbers must NOT be entered within these four fields.

Email Address

You can store your email address within your User account on the system and this can be used by voicemail to forward messages to your email account or by Vision to forward recordings to your email account. (The voicemail email facility must have been previously set up on your telephone system for these features to be available, please refer to your system administrator for further information.) Your email address can be entered as follows.

- 1 Select the Settings button and from the menu displayed select My Numbers.
- 2 Within the Email Address field enter your email address.

Assistant Telephone Number	
Email Address	raj@bluebirdgraphics.co.uk
<input type="button" value="Update"/> <input type="button" value="Apply"/> <input type="button" value="Cancel"/>	

- 3 Select Update or Apply to save the change.

Speed Dials

Within your User account on the system you can set up your own personal list of regularly used telephone numbers (internal or external). These are called Speed Dials or Favourites. Speed Dials are displayed and accessed within the Web Phone page. Speed Dials set up for internal extensions will also act as Busy Lamp Fields (BLF), in other words they will indicate when that User is on the phone.

Create a Speed Dial

- 1 Select the Settings button and from the menu displayed select Speed Dials.
- 2 Select the New button.
The Speed Dial Details form will be displayed.
- 3 In the Telephone Number field enter the number to be dialled (internal or external number)
- 4 In the Description field enter any text (alpha-numeric characters only) that will identify this Speed Dial.

Speed Dial Details	
Telephone Number	02084117860
Short Code	
Description	Jackie
<input type="button" value="Update"/> <input type="button" value="Apply"/> <input type="button" value="Cancel"/> <input type="button" value="Delete"/>	

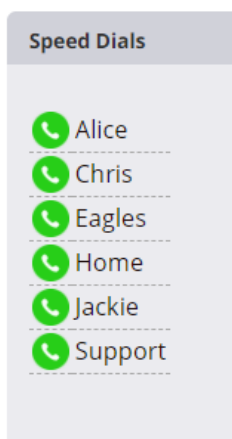
- 5 Select Update or Apply to save the changes.

or select Delete if you change your mind and do not wish to create the Speed Dial (Cancel is used to discard any changes made to an existing Speed Dial).

Your new Speed Dial will be displayed in the Current Speed Dials list.

Current Speed Dials		
	First	Previous
Description	Short Code	Telephone Number
Alice	2006	
Chris	2021	
Eagles	01727238279	
Home	01923283883	
Jackie	02084117860	
Support	8005	
	First	Previous

Please note that when you receive a call from a number stored in one of your Speed Dials, the Description field of that Speed Dial will take priority over the Name of the User or Contact, stored on the central database, containing the same number. Hence your Current Calls pane will display the Speed Dial name.



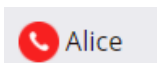
Your Speed Dials will be displayed within the Web Phone page within the Speed Dials list on the right hand side. They can be used to quickly and easily make calls, transfer calls and pick up calls.

You can go directly to Settings > Speed Dials by clicking on the Speed Dials heading within this pane.

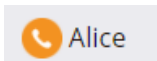
A speed dial configured to dial an internal extension will also act as a Busy Lamp field as follows.



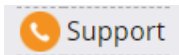
An internal speed dial displayed with a green icon indicates that your colleague's extension is free.



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



An internal Speed Dial displayed with an orange icon indicates that either the User's extension is currently ringing or there are calls queuing for that Department.



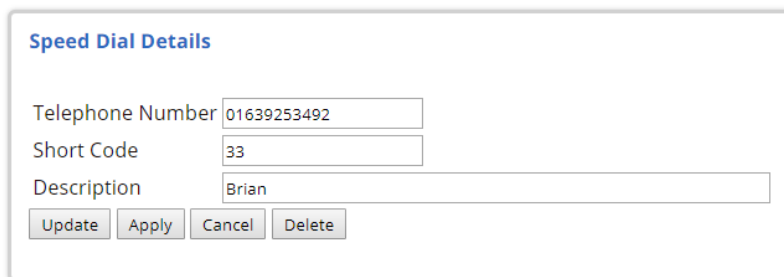
Make a call using a Speed Dial

Click once on the green icon beside the Speed Dial required and a call to this number will be made automatically.

Assign a short code to a Speed Dial

For numbers that you dial regularly you may prefer to assign a short code to a Speed Dial so, for example, you could dial just 33 to ring 01639253492. (Please note that the short code you use must not be the same as a short code you are already using for other system functionality, please refer to your system administrator for further assistance.)

- 1 Select the Settings button and from the menu displayed select Speed Dials.
- 2 Select the New button.
The Speed Dial Details form will be displayed.
- 3 In the Telephone Number field enter the number to be dialled (internal or external number).
- 4 In the Short Code field enter the code to be used to speed dial the number.
- 5 In the Description field enter any text (alpha-numeric characters only) that will identify this Speed Dial.



The screenshot shows a web form titled "Speed Dial Details". It contains three input fields: "Telephone Number" with the value "01639253492", "Short Code" with the value "33", and "Description" with the value "Brian". Below the fields are four buttons: "Update", "Apply", "Cancel", and "Delete".

- 6 Select Update or Apply to save the changes.

To use this Speed Dial, dial the number in the Short Code field on your handset.

Amend a Speed Dial

- 1 Select the Settings button and from the menu displayed select Speed Dials.
- 2 Click on the number within the Telephone Number column beside the Speed Dial you wish to amend.
The Speed Dial Details form for that Speed Dial will be displayed.
- 3 Make the changes required.
- 4 Select Update or Apply to save the changes.
or select Cancel if you change your mind and do not wish to make the changes.

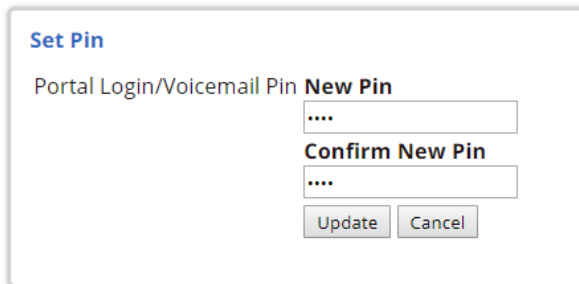
Delete a Speed Dial

- 1 Select the Settings button and from the menu displayed select Speed Dials.
- 2 Select the Speed Dial to be deleted (click on the number within the Telephone Number column).
The Speed Dial Details form will be displayed.
- 3 Select the Delete button.
You will be asked if you are sure you want to delete this item.
- 4 Select OK to delete the Speed Dial.

Changing your PIN

You can change your Voicemail Access Code via the Settings. This code is used when you log on to WebPartner as described in the Logging on section from page 1. This code is also used when you wish to access your voicemail messages remotely, for example, from your mobile or from another extension within your office, please refer to your system administrator for further details.

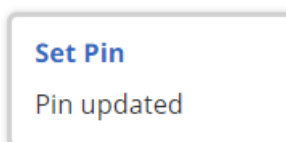
- 1 Select the Settings button and from the menu displayed select PIN. The Set Pin form will be displayed.
- 2 In the New Pin field enter the new number you wish to use.
- 3 In the Confirm New Pin field enter the new number again.



Ensure this is a secure PIN, do **NOT** enter numbers such as 1234, 12341234, 0000, your extension number and so on.

You can enter alpha-numeric characters into this field, however if you use your Voicemail Access Code to access your voicemail messages remotely enter numbers only.

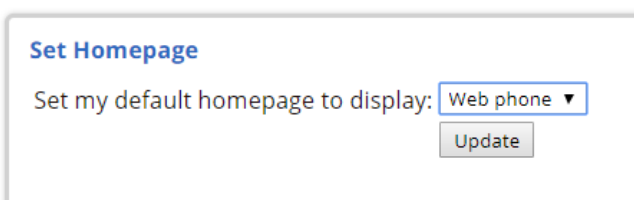
- 4 Select Update to save the change. The Pin Updated message will be displayed.



Changing your Home Page

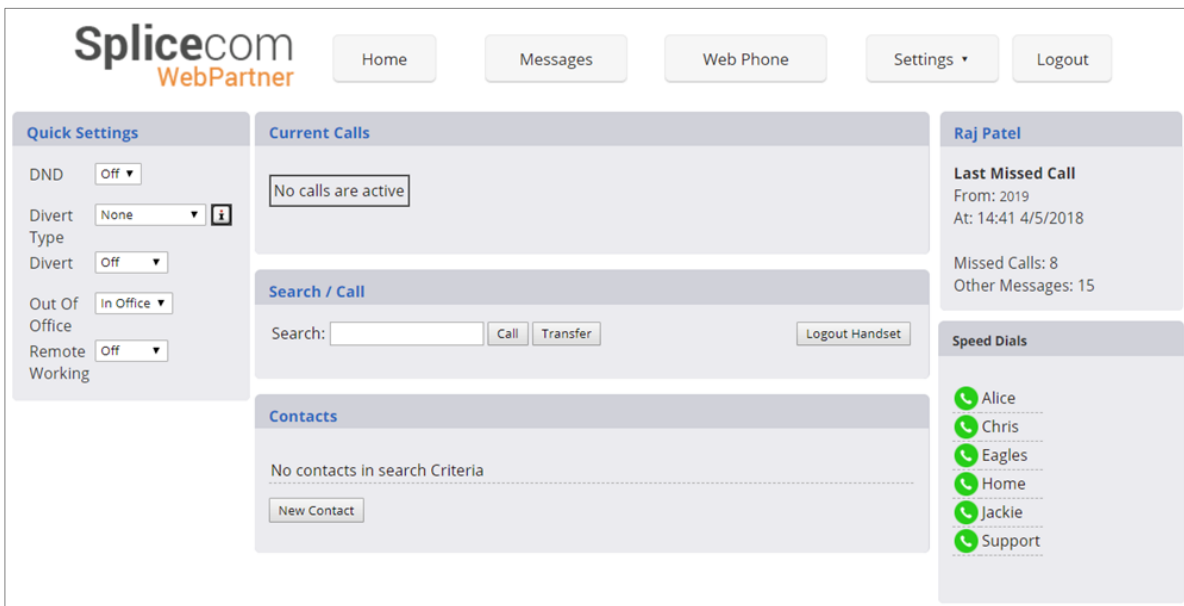
By default, your Home page, as accessed via the Home button and the page that will be displayed when you first open the Web Partner, will display your calls history within the centre of this page. However, you may prefer to display the Speed Dials, Current Calls, Search/Calls and Contacts panes, that are available via the Web Phone page, instead to make it quicker to make and handled calls. This can be configured as follows.

- 1 Select the Settings button and from the menu displayed select Home Page.
- 2 From the Set My Default Home Page to Display: list box select Web Phone.



- 3 Select Update to save the change.

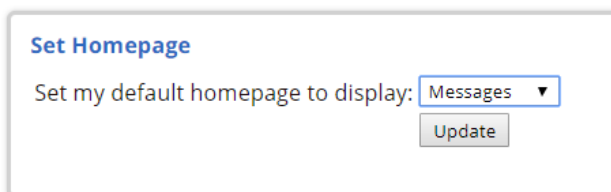
The Home page will now present the Speed Dials, Current Calls, Search/Call and Contacts panes.



To view your calls history, when the Web Phone page is set as your home page, select the Messages button.

You can return to displaying your calls history in your Home page as follows:

- 1 Select the Settings button and from the menu displayed select Home Page.
- 2 From the Set My Default Home Page to Display: list box select Messages.



- 3 Select Update to save the change.

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 a caller will be automatically passed to your voicemail. Your greeting will be played and the caller will have five minutes to leave a message. (For information on how to record your greeting please refer to your system administrator.)

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.

Raj Patel

Last Missed Call
 From: 2019
 At: 14:41 4/5/2018

New Messages: 2
 Old Messages: 1
 Missed Calls: 8
 Other Messages: 16

Your Home page and the Web Phone page will display the number of new and old messages currently stored in your voicemail box to give you a quick visual indication of your voicemail status.

Divert an incoming call to voicemail

If you do not wish to answer a call, within the Current Calls pane, select Hang Up to reject the call. If you have Forward on Busy set your caller will be transferred to this number, otherwise your caller will be passed to your voicemail.

Using an Assistant telephone number

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

- 1 Select the Settings button and from the menu displayed select My Numbers.
- 2 In the Assistant Telephone Number field enter the number which callers are to be transferred to.

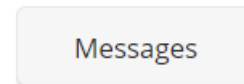
Spare 2 Telephone Number	<input type="text"/>
Assistant Telephone Number	<input type="text" value="2008"/>
Email Address	<input type="text" value="anita@bluebirdgraphics.co.uk"/>

- 3 Select Update or Apply to save the change.

Once this feature has been configured your caller can press 0 while listening to your greeting and be transferred to your Assistant telephone number. You will need to re-record your greeting to inform your callers that facility is available. (For information on how to record your greeting please refer to your system administrator.)

Listen to a message

- 1 Select the Messages button.
Your calls history will be displayed.

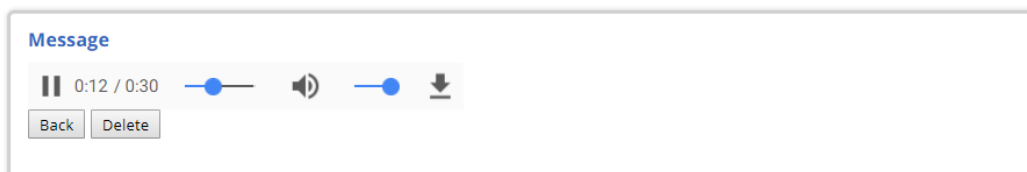


A new message will be indicated in the State column by a blue icon with a closed envelope.



Raj Patel				
Name	Number	Time/Date	State	
 Andy Crown	2022	14:59 4/5/2018		
 Eloise Page	2026	14:58 4/5/2018		
 Andy	2022	14:55 4/5/2018		
 Raj Patel	1571	14:54 4/5/2018		
 Andy	2022	14:53 4/5/2018		
 02085382354	02085382354	14:52 4/5/2018		
 Ananya	2019	14:51 4/5/2018		
 Ananya	2019	14:41 4/5/2018		









- 2 To listen to a message, click on the blue icon or the Time/Date beside the message required.
The Message page will open and the message played.
(Your PC will require a sound card and speakers in order for you to be able to hear the message.)



Select the Back button to return to the calls history list.

The message will now be displayed with an open blue icon as this is now an old message and will be deleted after 7 days unless manually saved (please refer to your system administrator for details on how to save a voicemail message).



 02085382354	02085382354	14:52 4/5/2018		
 Ananya	2019	14:51 4/5/2018		
 Ananya	2019	14:41 4/5/2018		

Please note that you can also listen to your voicemail messages via your handset, your system administrator can assist you with this facility if required.

Ring back a caller

After receiving a message from a caller you may wish to ring them back. The number that was received with the original call will be shown within the Number column of your calls history.

- 1 Select the Messages button.
- 2 Find the entry for the caller you wish to ring back.

The number received with the original call will be displayed within the Number column.










- 3 Click on this number
You will be asked if you are sure you wish to dial this number
- 4 Select OK to make the call.

Please note that this facility will only be available if the caller's number was presented with the call.

Message Handling



The following buttons can be used when listening to a voicemail message.

-  Pause the message.
-  Play the message again.
-  0:10 / 0:30 The position in the message, eg 10 seconds in / the length of the message, eg 30 second.
-  Move back and forward in the message
-  Mute the sound.
-  Change the volume.
-  Download the message as a WAV file to a location of your choice.
-  Return to the calls history
-  Delete the message and return to the calls history

Delete a message

- 1 Select the Message button.
- 2 Select the Delete Message icon beside the message to be deleted.
You will be asked if you are sure you wish to delete this message
- 3 Select OK to delete the message



Forward a message

The Forward Message facility allows you to forward a message to a colleague if, for example, the content is more relevant to another member of staff.

You can also forward a message to a colleague's email account or to your own email account. The message will appear as a sound file in an email and a PC with a sound card and speakers will be required to listen to the message. (The voicemail email facility must have been previously set up on your telephone system for this feature to be available, please refer to your system administrator for further information.)

Forward a message to a colleague's voicemail

- 1 Select the Messages button.
- 2 Select the message to be forwarded (by clicking on the blue icon or the Time/Date).
- 3 In the Forward Message Email/Search: box enter the first few letters of the colleague's User Name until the colleague required is displayed in the list below.

Forward Message

Email / Search: Send To Mailbox Send To Email

Forward to Contact / User / Department

Type	Name	Mailbox	Email
User	Carol Wright	Send Message to Carol Wright's Mailbox	
User	Chris Spencer	Send Message to Chris Spencer's Mailbox	

This page will only display Users with voicemail enabled.

- 4 Within the Mailbox column, select the Send Message to [user name]'s Mailbox link beside the relevant User.

Confirmation of this action will be displayed in the Forward Message pane.

Forward Message

Email / Search: Send To Mailbox Send To Email

Message forwarded to Chris Spencer's mailbox

Alternatively,

- 3 In the Forward Message Email/Search: box enter the colleague's User Name until the colleague required is the only User listed below.

Forward Message

Email / Search:

Forward to Contact / User / Department

Type	Name	Mailbox	Email
User	Eloise Page	Send Message to Eloise Page's Mailbox	

- 4 Click on the Send To Mailbox button.

Confirmation of this action will be displayed in the Forward Message pane.

Forward a message to an email account

Firstly, the voicemail email facility must have been previously set up on your telephone system for these features to be available, please refer to your system administrator for further information. Then your colleague's email address must have been entered within their User account on the system. To enter your email address into your own User account please refer to the Email Address section from page 25 for further details.

Once all the above has been configured you will be able to forward a voicemail messages to a colleague's email account and to your own. The message will be sent as a WAV attached to the email message.

- 1 Select the Messages button.
- 2 Select the message to be forwarded (by clicking on the blue icon or the Time/Date.)
- 3 In the Forward Message Email/Search: box enter the first few letters of your User Name or your colleague's User Name until the colleague required is displayed in the list below

Forward Message

Email / Search:

Forward to Contact / User / Department

Type	Name	Mailbox	Email
User	Aaron Blisset	Send Message to Aaron Blisset's Mailbox	Send Message to aaron@bluebirdgraphics.co.uk
User	Anita Gomes	Send Message to Anita Gomes's Mailbox	Send Message to anita@bluebirdgraphics.co.uk

- 4 Select the Send Message to [email address] link beside the relevant User.

Confirmation of this action will be displayed in the Forward Message pane.

Forward Message

Email / Search:

Message forwarded by mail to aaron@bluebirdgraphics.co.uk

Alternatively,

- 3 In the Forward Message Email/Search: box enter your User Name or your colleague's User Name until the colleague required is the only User listed below

Forward Message

Email / Search:

Forward to Contact / User / Department

Type	Name	Mailbox	Email
User	Anita Gomes	Send Message to Anita Gomes's Mailbox	Send Message to anita@bluebirdgraphics.co.uk

- 4 Click on the Send To Email button.

Confirmation of this action will be displayed in the Forward Message pane.

Forward messages to email automatically

You may wish voicemail to automatically forward your new messages to an email account. This will enable you or your assistant, for example, to manage your messages within an email application. This can be useful, for example, if you access your email remotely when you are not in the office.

- 1 Select the Settings button and from the menu displayed select Voicemail Alerts.
- 2 Click on the Add Voicemail Alert button
- 3 In the Alert Destination field enter the email address that you wish the voicemail messages to be sent to.

The Type field will default to Email which is the only option available.

- 4 From the Method list box select,
 - Deliver – a copy of a message will be sent to the email address above. The original message will be marked as an old message and deleted after 7 days, or
 - Copy – a copy of a message will be sent to the email address above. The original message will still be considered a new message and will not be deleted until it has been listened to, or
 - Deliver and Delete – a copy of a message will be sent to the email address above. The original message will be immediately deleted.

Voicemail Contact Details

Alert Destination

Type

Method

- 5 Select Update or Apply when ready.

or if you change your mind and don't want to save this voicemail contact, select Delete. (Cancel is used to discard changes made to an existing entry.)

The new entry will be displayed within the Voicemail Alerts page.

Voicemail Alerts

[Add Voicemail Alert](#)

Alert Destination	Type	Method
raj@bluebirdgraphics.co.uk	Email	Deliver and Delete

Click on the email address if you wish to amend or delete this entry.

Managing voicemail for a Department







You may have been given the responsibility of managing the voicemail for a Department. If this is the case the Home page will display the name of the Department and the number of new messages that have arrived for that Department.

Service Reception

New Messages: 2

Scroll to the bottom of your calls history and the messages can be accessed within the Department's own pane.

Service Reception

Name	Number	Time/Date	State
 Matthew Roberts	02085382354	17:08 29/3/2018	 
 Alice Barker	2006	16:28 29/3/2018	 

You can manage these messages in exactly the same manner as described for your own messages in the previous sections.

Once you have listened to a message it will become an old message and deleted after 7 days (unless manually saved, please refer to your system administrator for details on how to save a message).

Service Reception

New Messages: 1
Old Messages: 1

Managing voicemail for a colleague

If you have been given the job of managing voicemail messages for a colleague your Home page will display the call details for your colleague.










Scroll to the bottom of your calls history and the colleague's messages can be accessed within the colleague's own pane.

Carol Wright

Last Missed Call
From: 2015
At: 13:09 28/3/2018

New Messages: 1
Missed Calls: 1
Other Messages: 9

Carol Wright

Name	Number	Time/Date	State
 Raj Patel	2011	15:59 29/3/2018	
 Raj Patel	2011	14:59 29/3/2018	 
 Anita Gomes	2015	13:56 29/3/2018	
 Support	8005	12:35 29/3/2018	

You can manage these messages in exactly the same manner as described for your own messages in the previous sections.

You will also have access to your colleague's calls history and can use the list to make calls, manage the Contacts database and so on in exactly the same manner as described for your own calls history in the Calls History section from page 13.

Index

- All, 17
- answer a call, 6
- assistant telephone number, 30
- busy lamp field, 10
 - speed dials, 25, 26
- call forwarding, 17
- call state, 13
- call waiting, 21
- Caller Line Identification, 2
- calls history, 6, 7, 13
 - call state, 13
 - last missed call, 13
 - Messages page, 13
 - redial a number, 13
 - ring back a caller, 13
 - voicemail, 31
- CLI, 2
- cli matching
 - via a User's personal numbers, 24
 - via the Contacts database, 7
- Contacts, 2, 7, 9
 - amend a contact, 12, 14
 - create a contact, 11, 14
 - delete a contact, 12, 16
- Copy, 35
- Current Calls, 5, 6
- Deliver, 35
- Deliver and Delete, 35
- Departments, 1, 7, 9
 - monitor calls, 16
 - voicemail, 36
- description, 24
- directory, 9
 - amend a contact, 12
 - busy lamp field, 10
 - create a contact, 11
 - delete a contact, 12
 - extension state, 10
 - make a call, 10
 - New Contact button, 11
 - search, 9
 - Web Phone page, 9
- display name, 1
- divert
 - quick settings, 18
- Divert, 18
- Divert Type, 18
- DND, 20
- do not disturb, 20
 - exception number, 20
 - quick settings, 20
- Dual All, 17
- Dual Personal, 17
- email address, 25
- end a call, 8
 - extension number, 2
 - extension state, 10
 - favourites, 25
 - follow me, 17
 - quick settings, 18
 - forward a voicemail message, 33
 - forward on busy, 8, 18
 - forward on no answer, 19, 22
 - forwarding calls, 17
 - quick settings, 18
 - receiving a forwarded call, 19
 - Groups, 1
 - Hang up, 8
 - home number, 24
 - Home page, 28, 30
 - ip address, 2
 - last missed call, 13
 - logging on, 2
 - logout, 4
 - make a call, 5
 - using a speed dial, 26
 - message handling, 32
 - Messages page, 13, 29, 31
 - calls history, 13
 - voicemail, 31
 - mobile number, 24
 - monitor calls, 16
 - monitor Department calls, 16
 - my numbers, 24
 - New Contact button, 11
 - out of office message, 23
 - quick settings, 23
 - Personal, 17
 - personal numbers, 24
 - PIN, 28
 - quick settings, 17, 18, 20, 23
 - Divert, 18
 - Divert Type, 18
 - DND, 20
 - Out of Office, 23
 - redial a number, 13
 - reject a call, 8
 - ring back a caller, 13
 - voicemail, 31
 - Settings, 17
 - assistant telephone number, 30
 - call forwarding, 17
 - call waiting, 21
 - changing your Home Page, 28
 - changing your PIN, 28
 - do not disturb, 20
 - do not disturb exception number, 20
 - email address, 25
 - follow me, 17
 - forward on busy, 18

- forward on no answer, 19
- my numbers, 24
- out of office message, 23
- personal numbers, 24
- speed dials, 25
- user description, 24
- voicemail access code, 28
- Voicemail Alerts, 35
- short codes
 - speed dials, 27
- speed dials, 25
 - amend a speed dial, 27
 - assign a short code, 27
 - busy lamp field, 25, 26
 - delete a speed dial, 27
 - make a call using a speed dial, 26
 - Web Phone page, 26
- telephone handset, 1
- user account, 1
- user configuration, 17
 - assistant telephone number, 30
 - call forwarding, 17
 - call waiting, 21
 - changing your home page, 28
 - changing your PIN, 28
 - description, 24
 - do not disturb, 20
 - do not disturb exception number, 20
 - email address, 25
 - follow me, 17
 - forward on busy, 18
 - forward on no answer, 19
 - my numbers, 24
 - out of office message, 23
 - personal numbers, 24
 - quick settings, 18, 20, 23
 - speed dials, 25
 - voicemail access code, 28
 - Voicemail Alerts, 35
 - user name, 1, 3, 24
- Users, 9
- Vision server, 2
- voicemail, 8, 30
 - assistant telephone number, 30
 - automatically forward a message to email, 35
 - colleague's voicemail, 36
 - delete a message, 32
 - Departments, 36
 - divert incoming call to voicemail, 30
 - forward a message, 33
 - forward a message to a colleague, 33
 - forward a message to an email account, 34
 - listen to a message, 31
 - message handling, 32
 - monitoring voicemail, 36
 - receive a message, 30
 - reject a call, 30
 - ring back a caller, 31
 - voicemail access code, 28
- voicemail access code, 2, 28
- Web Phone page, 5, 6, 9, 30
- wrap up time, 2



Splice.com
The Right Choice For Voice

The Hall Business Centre, Berry Lane, Chorleywood, Herts, WD3 5EX tel: 01923 287700 fax: 01923 287722
email: info@splice.com website: www.splice.com