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## Introduction

This user guide contains all that you need to know to operate your iPCS application via an Android or iOS device (iPhone or iPad) and assumes that the iPCS Software has already been installed and configured <sup>1</sup> Your SelectVoice server should be using version SV1.3 software or above.

The iPCS software can be downloaded via the Android Play Store or the Apple App Store and is only supported on devices running Android 8 and iOS 12 and above. Once the iPCS is installed on your device you will then need to configure it for use. In order to do this, you will also need the iPCS Gateway Application installed and configured on your SelectVoice system <sup>2</sup>

## iPCS Considerations

When making a call on iPCS utilising a Wifi zone you must stay within that zone for the duration of the call. If you leave the Wifi zone the phone will automatically select a GSM data connection, iPCS calls will then be made over that service. Having re-entered a wifi zone the next call will be made or received over that service. If needing to move between a Wifi and a data service a call can be first parked and then when the data connection has been established the call can then be picked up from the park slot. The option of **Wifi Only** will now keep the iPCS connected via Wifi and if you go out of range the iPCS will disconnect.

If you are on an iPCS call and you receive a call via your GSM network, this call will take priority over the iPCS call. If an iPCS call is active and a GSM call comes into the mobile, the iPCS call will be automatically placed on hold. Once the GSM call has been completed or rejected the iPCS call will resume automatically. This functionality is controlled by the device operating system which dictates that GSM calls will take priority over all other calls.

When using the iPCS in a mobile data environment the iPCS can get disconnected if the data signal becomes poor. This will mean that the iPCS is no longer Logged In and will try to reconnect on 3 attempts, if after 3 attempts a connection is not made it will try to connect every 5 minutes from then on.

When using an iPCS the User you are logged in as should not have any forwarding set up that goes to the mobile number you are running the iPCS on.

iPCS can be used in conjunction with Extension Anywhere based upon your system configuration.

### NOTE:

<sup>1</sup> If this is not the case please refer to your system administrator for further assistance.

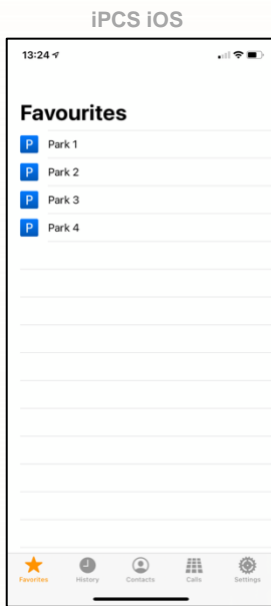
<sup>2</sup> Please speak to your SpliceCom provider for further information.



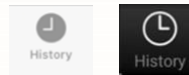
## Opening the iPCS application

The Favourites screen will be displayed. The buttons at the bottom of the screen will give you access to your speed dials, your calls history, the system directories, the keypad and some of your User settings.

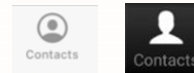
Further details on these facilities will be covered in the relevant section of this manual.



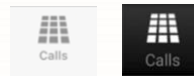
Make a call via your favourites (Speed Dials) and Park Un-Park calls.



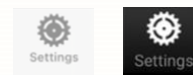
View your call history, providing a list of the incoming and outgoing call to your iPCS together with any voice messages



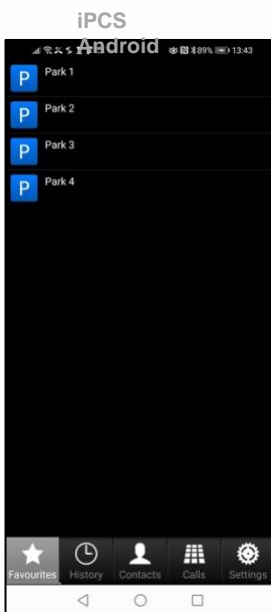
Make a call to a number stored in the system directories



Display the keypad and make the call



Quick Settings for your iPCS user account





## Feature Highlights

### Access to the System Database

iPCS gives you access to a database of information stored on your maximiser system. This database provides directories of telephone numbers to help you to quickly and easily make and transfer calls.

### Parking a Call

All calls received by your extension 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 one of the system areas (or Park Slot). You can use this method to place a call on hold while you deal with another call or as a way of transferring the call as your colleagues will be able to pick up the call if they have access to the same park slot.

### Favourites

As well as access to the directories stored on the telephone system's database you can also set up your own list of "favourite" numbers that you regularly call or transfer calls to. Your Favourites will also act as Busy Lamp Fields indicating when internal extensions are engaged or receiving calls and allow you to pick up a call ringing on a colleague's extension. For further details on how to set these up please refer to your system administration. Once configured your Favourites will then be displayed within the Favourites screen on your iPCS.

### Voicemail

The SelectVoice system provides a standard voicemail functionality which can be enabled on your system and for you as a User allowing your callers to leave a message if you are unable to deal with a call. iPCS allows you to manage these messages.

### Settings

iPCS gives you the ability to set Do Not Disturb, Divert modes and an Out of Office message on your User account via the Settings screen.



## Basic Call Handling

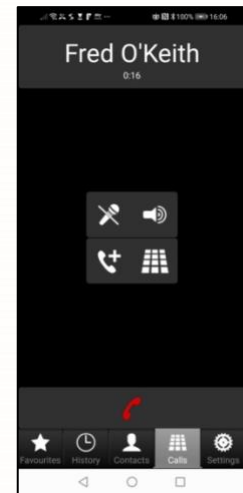
### Making a Call

In order to make a call from the iPCS simply press the Calls icon in the bottom bar, this will present you with a Dial pad as below:

- Enter an internal Ext or an external number you wish to dial.
- You can use the Backspace button to make changes to the number you have entered
- Tap the call icon and the entered number will be dialled

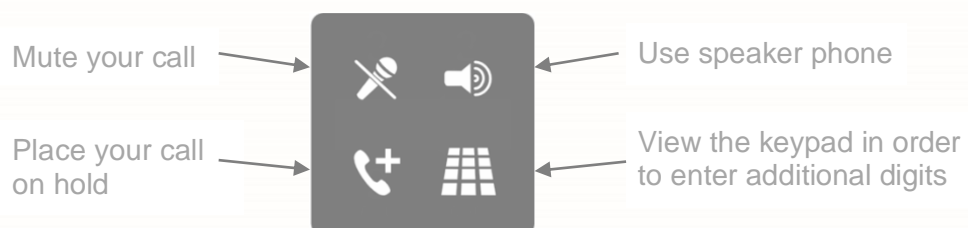


- The Calling. screen will be displayed indicating that the call is being dialled.
- If you have started to make a call, change your mind and wish to stop the call tap the red handset icon.



### In Call Options


Once the call is answered the call options are displayed.






## Entering additional digits

You may be required to enter further digits once a call has been made when, for example, presented with an auto attendant, this can be done as follows.

- Within the Call options tap the Keypad button 
- The Keypad will be displayed.
- Enter the number(s) required.
- Each number will flash as you enter it.

Tap the Back button  to return to the Call screen when finished.

### NOTE:

<sup>1</sup> "Connected" will be displayed at the top of the screen to indicate that your iPCS is connected to the maximiser system.

<sup>2</sup> If you wish to make a call by looking up the number in the system directories please refer to the Using Contacts section from page 18.





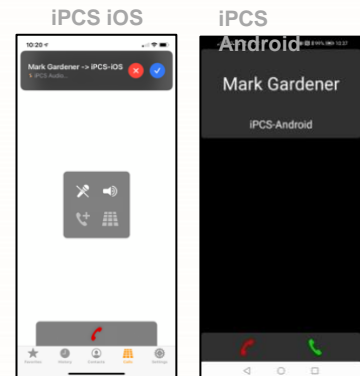
## Answer a Call

Answering a call can be done in different ways depending on the state of the iPhone.

### iPCS is open and active

- When you receive a call the caller's number or name will be displayed in the Call screen.
- Tap answer to answer the call.

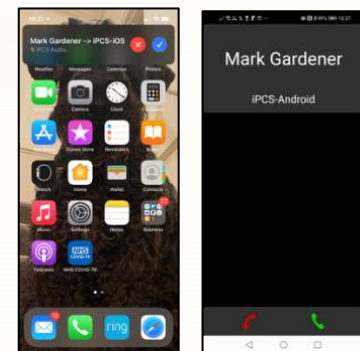
Please note that if the CLI received with the call is matched in the system directories the User's or Contact's name will be displayed.



### iPCS is open but in the background

- When you receive a call the caller's number (and name) will be displayed in a banner at the top of the screen.
- Tap the banner to answer the call.

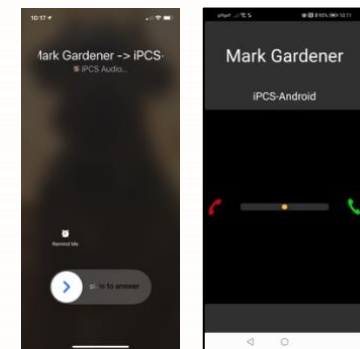
Please note that if the CLI received with the call is matched in the system directories the User's or Contact's name will be displayed.



### iPCS is open but the device is locked

- When you receive a call the caller's name (if available) and the number will be displayed in a banner in the middle of the screen.
- iOS: Drag the 'Slide to answer' button to answer the call
- iOS: Press the Sleep/Wake button TWICE to reject the call.

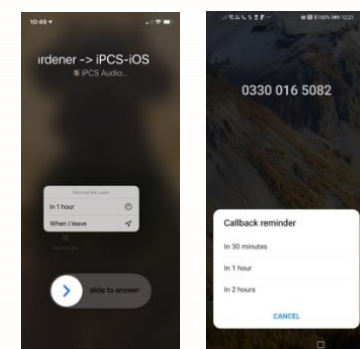
Please note, in the two scenarios above, if the CLI received With the call is matched in the system directories the User's or Contact's name will also be displayed.



### Rejecting a call and setting a reminder

Depending on the version of IOS or Android you are using on your device you might see a remind me icon when pressed this will reject the call and send the call to voicemail if enabled for your user.

You will also see a Remind Me Later menu, selecting one of these allows you to set a reminder that that persons called.





## Call options when answering a call from the lock screen (iOS Only)

When answering a call from a lock screen you are shown a Number of in call icons.



Mutes the current call.



Allows you to enter DTMF in a call.



Places the call on hands free.



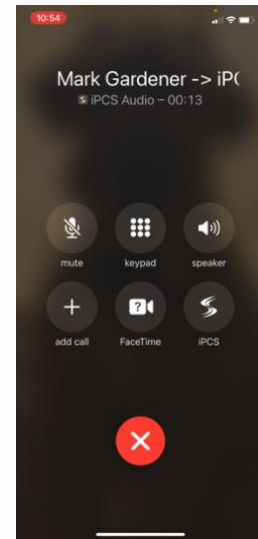
Add a call and Facetime are currently not integrated into iPCS.



Go to the iPCS Application.

Note:

Selecting the iPCS application will require you to unlock your phone.

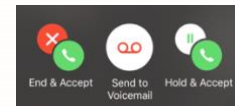


## Receiving a GSM call whilst on an iPCS call

If you are on talking to an extension or have made or received DDI call on your iPCS and you receive a GSM call you can:

### iOS

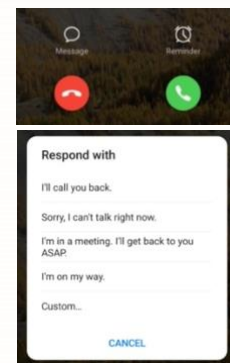
- End the iPCS call and take the GSM call.
- Send the GSM call to Voicemail.
- Answer the GSM call and the iPCS call will be put on hold.



you also have the ability to switch between both calls if you choose to answer the call by using the switch button.

### Android

- End the GSM and send it Voicemail and switch back to the iPCS call.
- Answer the GSM call and place the iPCS on hold, after You have finished the GSM call you will be switched back to the iPCS call.
- You also have the option to send a message back to the Caller by pressing the Messages icon (Note: This is an Android function and is not controlled by iPCS)





## Not Answering a call

If you do not answer a call it will be passed to your Forward on No Answer number (if set), or voicemail (if enabled) or will continue to ring until the caller hangs up. The amount of time the call will ring before going to your Forward on No Answer number or voicemail will be dependent on the time set on your User account, please refer to your system administrator for further details.



**Note:** that this will be your voicemail on the maximiser system, not the voicemail service provider of your device.

## Ending a Call

Tap the end call icon  to end the call you are on.



## 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.


- Tap the Mute button 
- The Mute button will be displayed with a red circle to indicate that Mute is  enabled.
- Tap the Mute button to listen to your caller again.

## Hands free operation

The Speaker Phone facility will enable you to operate your iPCS hands free to do this.

- Tap the Speaker button 
- The Speaker Phone button will be displayed with a red circle to indicate that the speaker is on.
- Tap the button to turn off the speaker 

## Place a call on hold

- To place your call on hold, Tap the Hold button 
- Your call is put on hold and you are presented with the keypad so that you can make another call if necessary.

External callers will be played “music on hold” if configured on your maximiser system. (Please refer to your system administrator for further details.)

To retrieve the call, tap the Back button  to return to your caller.



## Call Waiting

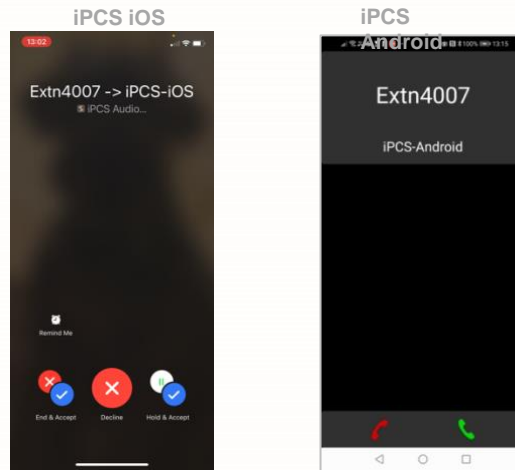
Call-waiting is a facility that allows a second call to ring on your device if you are already on a call.

If you are using an iOS device when the second call comes in, you are shown the callers details and are given the option to:




- End the current call and Accept the new call.
- Decline the call and send the second call to voicemail (If enabled)
- Hold the first call and Accept the new call.

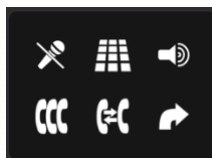
If you are using an Android device when a second call comes in, you are given the option to:

- Decline the call and send to voicemail (If configured for your user)
- Accept the call and place the first call on hold.



In both instances if you accept the new call you can:

- Switch between the two calls 
- Conference the two calls together 
- Transfer the calls together and leave the conversation 



Please refer to your system administrator for further details to enable this feature.



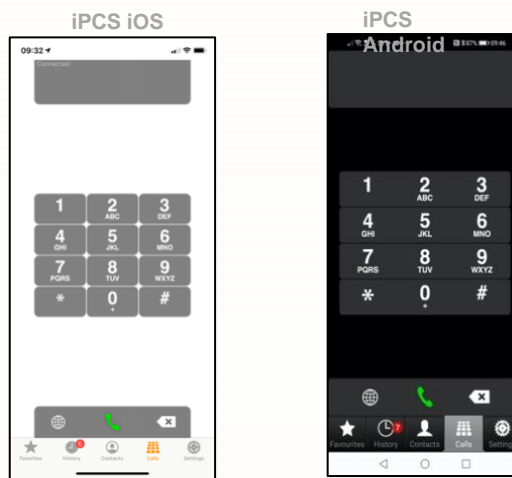
## Call Select

Call Select allows a user to have 3 phone devices logged in at the same time, allowing them to make and/or receive calls on any device, greatly simplifying mobility, both in and out of the office.

When a call select user receives a call then the other devices that user is logged in to will either show a globe icon (iPCS Android and iOS, Navigate Pro, PCS Devices and Android based Yealink Phones) a non Android based Yealink device will show a 'Call Select' button. Tapping or pressing this will Pull the call from the other device and transfer the call to the device you are using.

## iPCS (Android and iOS)

When using iPCS the Call Select icon will appear on the main call screen next to the handset icon when the user is on a call using another device.





## Transferring a Call

- Place the call on hold – tap the Hold button
- Via the keypad displayed, enter the number to be dialled (internal or external number)
- Tap the call button

## Announced Transfer

- Wait for the call to be answered and announce the caller.
- Tap the Transfer button
- You will no longer have control of the call.

## Blind Transfer

- Tap the Transfer button
- You will no longer have control of the call.

OR

- To clear the current call and return to the original caller tap or wait for the other end to hang up.

OR

- To return to the original call and place the second call on hold, tap the Switch button
- Use the Switch button to toggle between the two calls.
- Finally, select tap the Transfer button to connect the two calls (regardless of which call you are currently connected to).

OR

- Tap to clear the call you are currently connected to and return to the other call or wait for the other end to hang up.

If you wish to transfer a call to number stored in the system directories, such as another colleague, external contact etc, please refer to the Transfer a call via Contacts section from page 24 for further details.

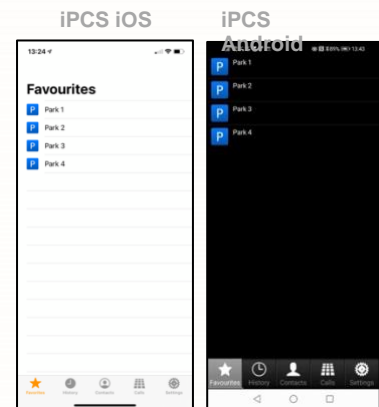


## Parking a call

The Park facility on a SelectVoice server allows calls to be put on hold in a system area, rather than on your phone. So that a colleague can pick up the call (if they have access to the same park slot), or you can pick up the call when you wish to return to the caller. This is useful as another method to transfer a call, or if you wish to deal with other calls while a call is on hold.

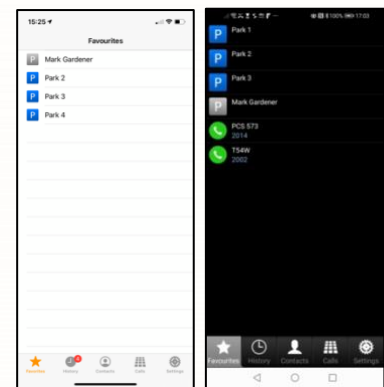
By default, you will be given access to Park slots 1, 2, 3 and 4 via the four Park buttons displayed in the Favourites screen. By default, all your colleagues using iPCS, NavigatePro, or a PCS 58x/57x/56x will also have access to these same park slots. (This default configuration may be different on your system, please refer to your system administrator for further details.)

A call will remain parked for 5 minutes (default), after this time the call will be represented to your extension and you can answer the call in the normal way.



## To park a call

- Tap Favourites at the bottom left-hand side of the screen.
- Tap the Park button you wish to use.
- The call will be parked in the selected slot and callers will be played music on hold if configured on your system.
- The caller's number or name (if the CLI received is matched in the system directories) will be displayed beside the Park icon.




You can now continue with other calls or other work. You or a colleague will be able to pick up the call when ready.

## To pick up a parked call

- Tap Favourites at the bottom left-hand side of the screen.
- Tap the Park button displaying the call you wish to pick up.
- You will be connected to the parked call.

## To transfer a parked call

- Make a call to the intended recipient of the parked call (internal or external number).
- Place the call on hold.
- Tap Favourites at the bottom of the screen.
- Tap the relevant Park button to un-park the original call.
- To connect the two calls, tap the Transfer button  You will no longer have control of the calls.

For further information on transferring calls please refer to page 14.



Please note:

- If a colleague needs to pick up a parked call via an analogue handset and does not have the use of Navigate Pro. Please refer to your system administrator for the relevant short code he/she should use.
- If a call parked by a colleague is not accessible via your Park buttons, your Park slots may have been configured differently or you may be operating within a different “Company” to your colleague.  
Please refer to your system administrator for further details.
- If you belong to a “Company” on the maximiser system, this Company may be configured with a different Park Timeout to the default 5 minutes.  
Please refer to your system administrator for further details.
- By default, the four Park buttons displayed are configured to access 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, buttons to access other Park Slots, eg Park slot 5, or Park slot 7, 60, 123 etc, can be created for you.  
Please refer to your system administrator for further details.
- If you do not use the Park facility and wish to remove the Park buttons please refer to your system administrator for further details.








## 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 if this feature is not available.



### Creating a conference call

- Make a call to the first number required (internal or external), or you may have already received a call from the first member of the conference.
- Placed this call on hold – tap the Hold button 
- Make a call to these conference number required (internal or external).
- Once the call has been answered tap the Conference button 
- You are now in a 3-way conference with your two calls, as shown by the In Conference button 


### Cancel a conference call

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

- Tap the In Conference button 
- You will return to the caller that you were last speaking to before creating the conference. The other caller will be put on hold.

Use the Switch button  to toggle between the two calls. The two calls can be connected via the Transfer button  or ended in the normal way.

You can return to a conference with your two calls at any time by selecting Conference button.

If you tap  while on a conference you will hang up the caller that you were last speaking to before creating the conference and return to a 2-way conversation with the other call. If one of the conference members end their call you will return to a 2-way conversation with the other call.



## Using Contacts

The maximiser system directories provide access to a database of contact information that is stored centrally on your telephone system. Your system administrator is responsible for the maintenance of this database and will be able to assist you with your queries.

There are three directories that can be searched:

- Users provides a list of the User accounts on your telephone system allowing you to quickly and easily call a colleague.
- Departments provides a list of Departments configured on your maximiser system that will allow your call to be routed efficiently to a group of Users. Please refer to the Departments section from page 23 for further details.
- Contacts provides a list of external contacts entered on your telephone system allowing you to quickly and easily make calls to customers, suppliers, etc. When you search the directories for a Contact, the search will be made within the Name and Company fields of each entry. Please refer to the Contacts Directory section for further details.

## Searching Directories

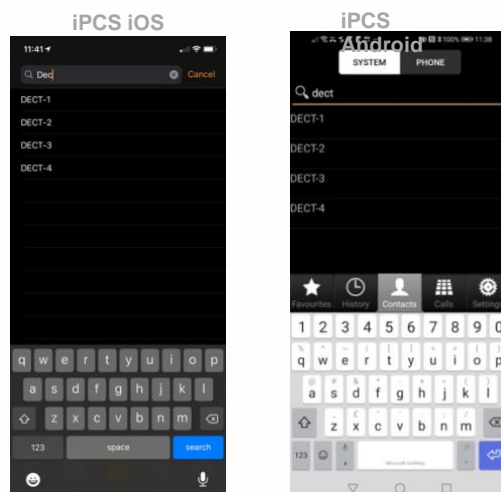
The system directories can be accessed at the bottom of the screen by pressing the Contacts icon, this is the same for both Android and iOS devices.

Select if you wish to search System or Phone contacts by tapping the icon at the top of the screen.

- Search System Contacts  System  Phone
- Search Phones Contacts  System  Phone

Using the on-screen keyboard displayed and enter the name or number of the User or Department or Contact you wish to view.

As you start typing the list of the records matching the text you have entered will be displayed.





Any errors can be correct by using the backspace button on the keyboard to make changes to the text you have entered in the search field.

You can drag the screen to scroll up and down to view all the entries displayed.

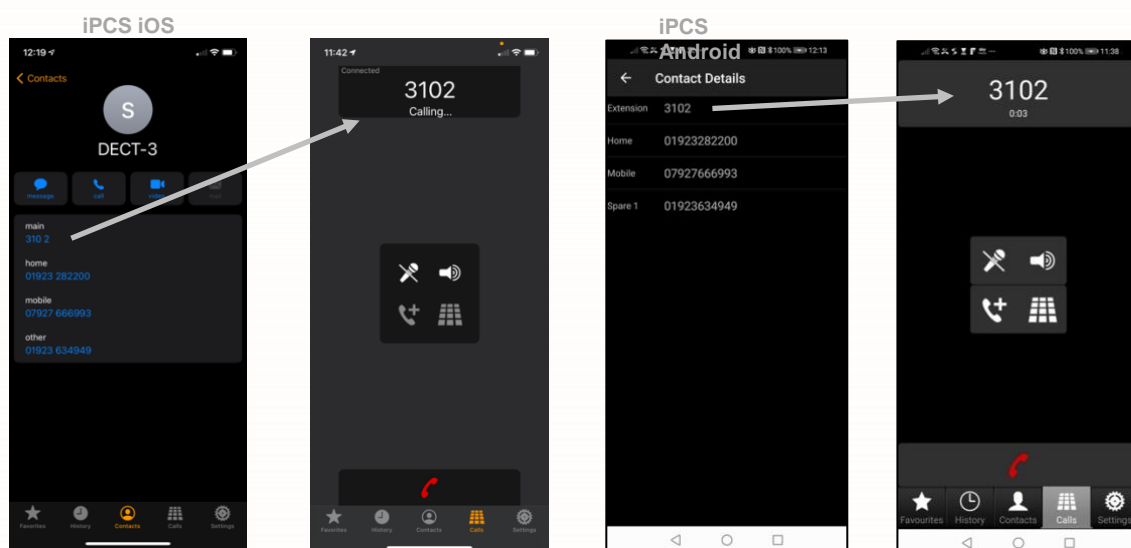
If you wish to hide the keyboard once you have entered the text required, Touch Search at the bottom right of the keyboard (iOS) or the Down triangle for Android. The keyboard will return when you tap in the search field again.

Once the record you require is displayed, tap on this record to display the details stored for this entry.

Tap Contacts (iOS) or the back arrow (Android) at the top of the screen to return to the search screen.

## Make a call via Contacts

If the selected contact has more than one number assigned to them, those numbers will be listed against that user. Select the number to call by tapping on the appropriate number.



## Transfer a call via Contacts

- Place the call on hold – tap the Hold button
- Tap Contacts at the bottom of the screen.
- Using the search facility described above find the number you wish to dial.
- Tap on the number you wish to dial, and the call will be made.
- Wait for the call to be answered and announce the caller.
- To connect the two calls, tap the Transfer button You will no longer have control of the calls.

**Please note** that if you wish to continue talking to the caller while searching for the number do not place the call on hold. The caller will be put on hold once you make the new call.









## Viewing your Call History

All calls received or made by your extension will be logged and can be viewed via at the bottom of the screen. The History screen will also display voicemail messages you have received, if relevant (please refer to the Voicemail section from page 29 for further details).

Entries are listed in date and time order with the newest at the top.

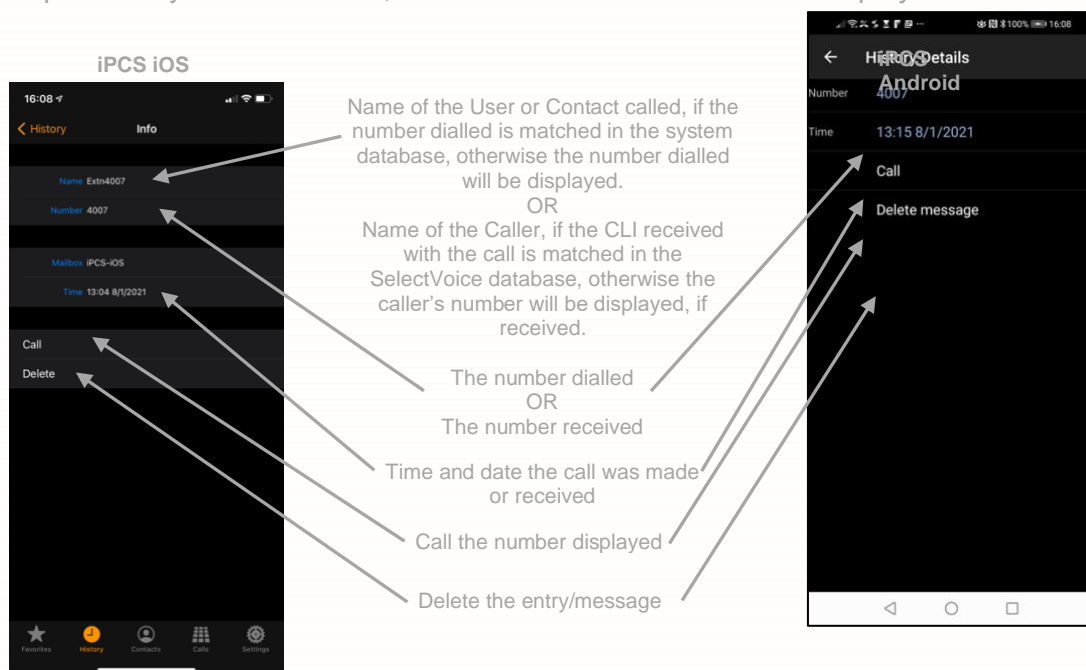
The time and date of each call will be displayed, together with the caller's or recipient's name (if recognised by the system) and the caller's number (if received) or the number you dialed.

## Identifying the type of call

-  Signifies an answered incoming call.
-  Signifies an unanswered (or missed) incoming call (up to 10 displayed, then the oldest will be deleted)
-  Signifies an answered outgoing call.
-  Signifies an unanswered outgoing call.
-  Signifies a new or unread voicemail message.
-  Signifies an old or read voicemail message.

## Call Info Screen:

Tap the call you wish to view, and the call's Info screen will be displayed as follows.



Tap History (iOS or History Details Android) to return to the History screen.



## Missed Incoming Calls

When a call has been received that you did not answer the History button will be displayed with the number of calls that you have missed.



The iPCS icon on your home screen will also display the number of calls you have missed.






Once you have viewed the missed call, by viewing the History screen, the number of missed calls will disappear. (If this number does not disappear, this means you have received a new voicemail message and this number of new messages will not disappear until you have listened to the messages. Please refer to the Voicemail section from page 33 for further details.)

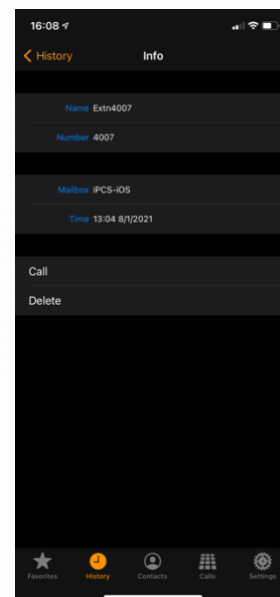
All your calls will be listed by default, however if you wish to view just your missed calls and voicemail messages tap the Missed button at the top of the screen. Tap the All button to return to viewing all your calls.



## Redial a number

When you make a call the details of the call are logged and can be viewed via your call's history. This information enables you to redial the number quickly and easily.




- Tap the history button 
- The  and  icons indicate a number you have previously dialled.
- Tap the call displaying the number you wish to redial.
- The call's Info screen will be displayed.
- Tap call and the number will be dialled.

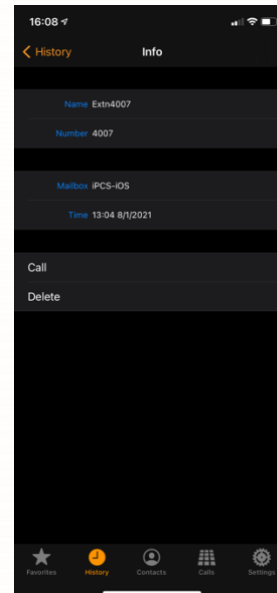




## Dial a previous caller

When you receive a call the details of the call are logged and can be viewed via your call's history. This information enables you to ring back the caller quickly and easily.

- Tap the history button  History
- The  and  icons indicate an incoming call.
- Tap the call displaying the number you wish to redial.
- The call's Info screen will be displayed.
- Tap call and the number will be dialled.



If the caller's number was withheld or not received by the system, this facility will not be available. The call will be logged either as PRIVATE, or no name or number will be displayed with the call.



## Departments

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

The following describes the usage of iPCS when Departments are used on your maximiser system.

### Working as a member of a Department

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

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

### Wrap Up Time

A Department can be configured with a Wrap Up time whereby at the end of each call received for the Department you will not receive any further calls until this time has expired. The purpose of this feature is to give you time to complete any administrative tasks, such as completing a contact report, updating a database, and so on. Please refer to your System Administrator for further information.

### Calls History

The History screen 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. This facility will also give you access to voicemail messages for the Department, please refer to the Voicemail section from page 29 for further information.

#### NOTE

All iPCS calls now also show in the iPhones calls history as well.



If this facility has been configured for you, the iPCS icon and History button will also indicate when a Department call has been missed, together with the number of new voicemail messages.





## Make a call to a Department




You may wish to talk to any available member of, for example, the Personnel department or Support team. Rather than ringing one member of that department only to find they are not available and then having to ring another extension, etc. you could ring the relevant Department, if set up. Your call will be answered by any available member of this Department saving you time.

- Tap calls at the bottom of the screen 
- The keypad will be displayed.
- Enter the extension number of the Department you wish to dial.
- Tap  and the number will be dialled.



## Alternatively, you can use Contacts

- Tap Contacts at the bottom of the screen.
- Tap in the search field at the top of the Contacts screen.
- Using the onscreen keyboard displayed enter the name of the Department you wish to dial.
- As you start typing the list of the records matching the text you have entered will be displayed.
- Once the Department you require is displayed, tap on this record to display the details stored for this entry.
- Tap on the extension number and the call will be made.

## Transfer a call to a Department

- Place the call on hold – tap the Hold button 
- Via the keypad displayed, enter the extension number of the Department to be Dialled.
- Tap the call button 
- Wait for the call to be answered and announce the caller.
- Tap the Transfer button 
- You will no longer have control of the call.

## Alternatively, you can use Contacts

- Place the call on hold -tap the Hold button 
- Tap Contacts at the bottom of the screen.
- Tap in the search field at the top of the Contacts screen.
- Using the onscreen keyboard displayed enter the name of the Department you wish to dial.
- As you start typing the list of the records matching the text you have entered will be displayed.
- Once the Department you require is displayed, tap on this record to display the details stored for this entry.
- Tap on the extension number and the call will be made.
- Wait for the call to be answered and announce the caller.
- To connect the two calls, tap the Transfer button.  You will no longer have control of the calls.






## Favourites

You can have your own personal list of regularly used telephone numbers (internal or external) stored in your User account. These are displayed and accessed within the Favourites button at the bottom left of the screen. Please refer to your system administrator for further details on how to set these up. Favourites enable you to quickly and easily make calls, transfer calls and pick-up calls.

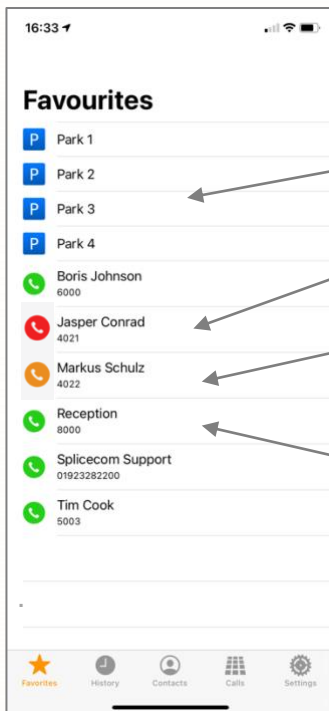
Favourites set up for internal extensions will also act as Busy Lamp Fields (BLF) in other words they will indicate when that User is on the phone, and can be used for call pick up. Both facilities are explained below.

Please note: if a telephone number entered in a Favourite is also stored in the Contacts, Users or Departments directory, when a call is made to or received from this number, the text entered in the Description field of the Favourite will be displayed with the call in preference to the name used in the corresponding Contact, User or Department directory entry.

## View your Favourites

Tap the Favourites button at the bottom of the screen. The Favourites screen will be displayed. 

A Favourite displayed for an internal extension will also act as a Busy Lamp Field.



Park Slots 1 to 4

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

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

An internal Favourite flashing between a yellow and red icon indicates that either the User's extension is currently ringing or there are calls queuing for that Department. The number of calls waiting to be answered will be displayed. You can pick up a call ringing for this extension or Department – tap on the Favourite.





## Make a call using a Favourite

- Tap at the bottom of the screen 
- Tap the Favourite required and a call to this number will be made automatically

If you select a Favourite where the internal extension is busy you will be passed to the colleague's Forward on Busy number (if set) or to their voicemail (if enabled) or the call will be cancelled.

## Transfer a call using a Favourite

- Tap at the bottom of the screen 
- Tap the Favourite required.
- The original call will be placed on hold and a call will be made to the telephone number stored with the Favourite.
- Wait for the call to be answered.
- When ready select the Transfer button to transfer the original call 

For further information on transferring a call please refer to page 14.

## Call Pick up

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

- A Favourite displaying a flashing yellow/red icon indicates that the relevant extension has a call waiting to be answered.
- Tap the Favourite.
- The call will be answered by your extension.



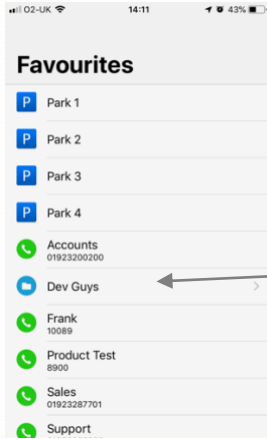
### Please note:

- If you pick up a ringing call while you are on a call your original call will be put on hold. You will return to the original call when the second call is ended.
- If you do not wish your colleagues to pick up calls ringing on your phone via their Favourites, please contact your system administrator who can configure this for you.



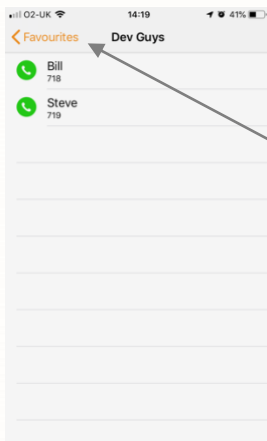
## Grouping Favourites

If you have multiple Favourites you may wish to organise them into Favourite Groups to make them easier to find. For example, you may wish to separate your personal Favourites from your business Favourites, or organise your Favourites by project or department, e.g. Dev Guys, Directors, and so on. Please refer to your system administrator for further details.



Once a Favourite group has been set up within your User account this will be displayed within the Favourites screen with the Group icon.

Tap on this Group to view and use the Favourites stored within this group.



Tap at the top left of the screen to return to the Favourites screen.

## Prioritising Favourites

All Favourites and Favourite Groups will be displayed in alphabetical order by default. However, if you wish to display your Favourites in a different sequence a display order number can be assigned to a Favourite and Favourite Group.

The following diagrams demonstrate a Favourite and a Favourite group that have been configured to appear at the top of the list, and Favourites within a Favourite group configured into specific order.

Please refer to your system administrator for further details on this facility.

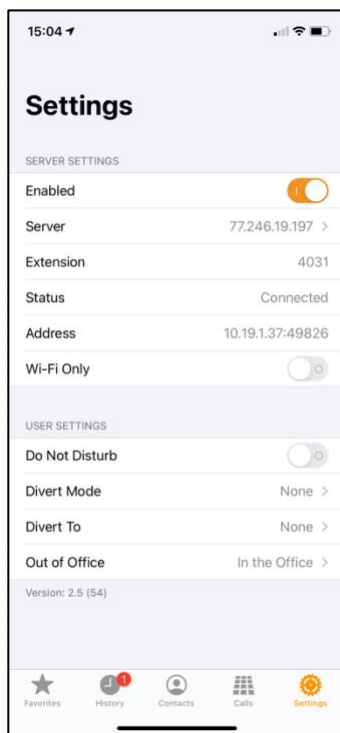


## User Settings

The SelectVoice system gives you the ability to configure features such as forwarding, do not disturb, and an Out of Office Message on your extension. iPCS enables you to configure these facilities via the Quick Settings screen.

Please note that these settings are stored in your User account and therefore will travel with you when you log on to another handset.

Your User Settings can be accessed by selecting the Settings button at the bottom of the screen 



Do Not Disturb allows you to set your extension as permanently busy.

Call Forwarding enables you to forward calls to a colleague or to your mobile

Allows you to inform your colleagues of your whereabouts.

## Do Not Disturb

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

You may wish to turn on Do Not Disturb but still receive a call from a colleague or an external number. This is useful if you are expecting an urgent or important call but do not wish to be disturbed by other calls. The relevant number can be set as a Do Not Disturb Exception, please refer to your system administrator for further details.



## Turn on Do Not Disturb

Tap the Settings button at the bottom of the screen 

- Slide the Do Not Disturb button to On 


The Settings button at the bottom of the screen will indicate that Do Not Disturb is turned on.



Your calls will be automatically passed to your Forward on Busy number, if configured, or to voicemail, if enabled, or cancelled. Calls will be logged in your Missed Calls list.

When a colleague uses the Users directory, via a SpliceCom device to find your entry they will be informed you have DND set.

## Turn off Do Not Disturb

Tap the Settings button at the bottom of the screen 

- Slide the Do Not Disturb button to Off 

## Call Forwarding

The Call Forwarding facility on the maximiser system 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.

The following describe how to set your Follow Me facility via Quick Settings on your iPCS. For details on setting Forward on No Answer and Forward on Busy please refer to your system administrator.

## 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.

The iPCS enables you to set Follow Me to one of your personal numbers (Home, Mobile, Spare1 and Spare2) which must have been previously configured in your User account. Please refer to your system administrator for details on how to enter these numbers. If you wish to set Follow Me to a colleague via their internal extension number please refer to your system administrator for further details or set this via voicemail (please refer to the Voicemail Settings section from page 33 for further details).

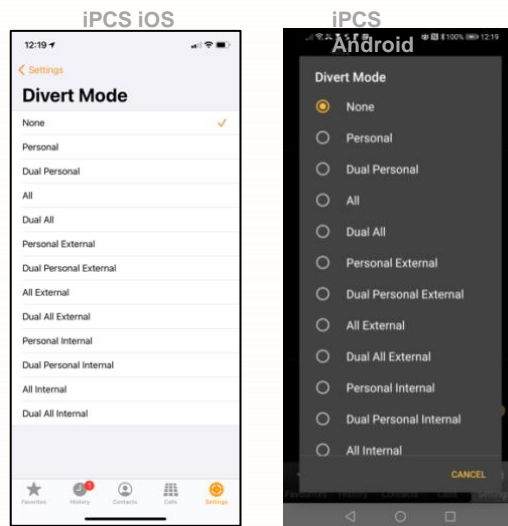


## Turn on Follow Me

Tap the Settings button at the bottom of the screen 

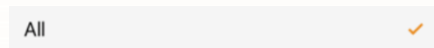
Tap the Divert Mode option 

From the Divert Mode screen select one of the following:



- None** Calls will not be forwarded.
- Personal** All calls to the User's extension number and DDI will be forwarded.
- Dual Personal** All calls to the User's extension number and DDI will be forwarded, and the User's extension will ring. (Calls to the User's Department(s) will ring on the User's extension.)
- All** All calls to the User's extension number and DDI will be forwarded plus any calls to a Department to which the User is a member.
- Dual All** All calls to the User's extension number and DDI will be forwarded plus any calls to a Department to which the User is a member, and the User's extension will ring.
- Personal External** All external calls to the User's extension number and DDI will be Forwarded.
- Dual Personal External** All external calls to the User's extension number and DDI will be forwarded, and the User's extension will ring. (Calls to the User's Department(s) will ring on the User's extension.)
- All External** All external calls to the User's extension number and DDI will be forwarded plus any calls to a Department to which the User is a member.
- Dual All External** All external calls to the User's extension number and DDI will be forwarded plus any calls to a Department to which the User is a member, and the User's extension will ring.
- Personal Internal** All internal calls to the User's extension number and DDI will be Forwarded.
- Dual Personal Internal** All internal calls to the User's extension number and DDI will be forwarded, and the User's extension will ring. (Calls to the User's Department(s) will ring on the User's extension.)
- All Internal** All internal calls to the User's extension number and DDI will be forwarded plus any calls to a Department to which the User is a member.
- Dual All Internal** All internal calls to the User's extension number and DDI will be forwarded plus any calls to a Department to which the User is a member, and the User's extension will ring.

A tick will be displayed beside the option selected.



Tap the Settings button at the top left hands side of the screen, Note that the Divert Mode is now set to the option that you selected above



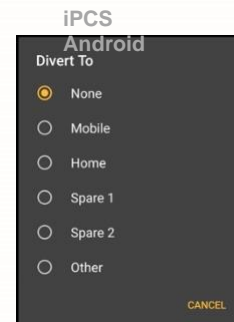
From the Settings screen tap Divert To: Divert To None >



From the Divert To screen select either

- Mobile
- Home
- Spare1
- Spare2

NOTE: These must have been previously configured in your User account.



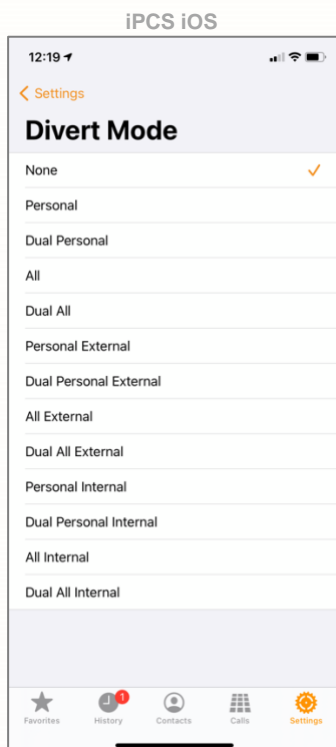
Please note: Ensure that you do not have any forwarding set to the mobile you are using to run iPCS.

To return to the Settings screen, tap the Settings button at the top left-hand side of the screen. Note that the Divert To option is now set to the option selected above.

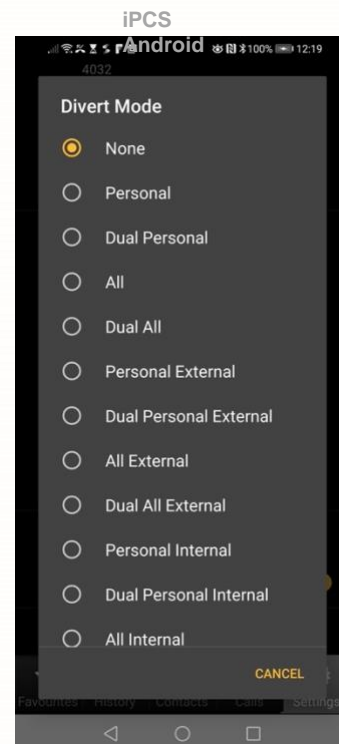
## Turn off Follow Me

Tap the Settings button at the bottom of the screen

Tap the Divert Mode option within settings Divert Mode None >



From the Divert Mode screen tap None



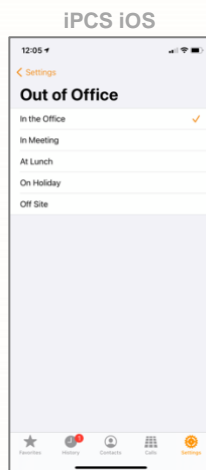
To return to the Settings screen, tap the Settings button at the top left-hand side of the screen. Note that the Divert To option is now set to None. You do not need to change the Divert To setting as you may wish to use this option again.



## Out of Office Message

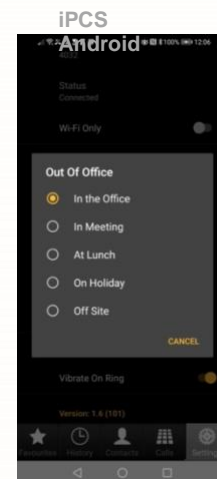
When you are unable to answer your phone, you may wish to inform your colleagues of your whereabouts. An Out of Office Message can be configured, and this will be displayed on a SpliceCom compatible device when they attempt to call you.

### Setting an Out of Office Message



- Tap the Settings button at the bottom of the screen.
- Tap the Out of Office option.
- From the Out of Office screen select one of the following:
  - In the Office
  - In Meeting
  - At Lunch
  - On Holiday
  - Off Site

A tick will be displayed beside the option selected.



To return to the Settings screen, tap the Settings button top left-hand side of the screen. Note that the Out of Office option is now set to the option selected above.

Please note: If voicemail is enabled on your User account, when you set an Out of Office message 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 selected. By default, this will be your Permanent Greeting. However, you can record a specific greeting for each Out of Office message as described in the Recording a Greeting section from page 38.

### Turn off the Out of Office message

- Tap the Settings button at the bottom of the screen.
- Tap the Out of Office option.
- From the Out of Office screen select In the Office.
- A tick will be displayed beside this option.

To return to the Settings screen, tap the Settings button at the top left-hand side of the screen.

Note that the Out of Office option is now set to In the Office.





## 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.

If your colleagues have voicemail enabled, you will automatically transfer to their voicemail if they are busy or do not answer their phone.

Further information on using voicemail is available in the Understanding Voicemail document obtainable via the SpliceCom website or your system administrator.

## 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.

When a caller has left a message the History button will display this as a missed call.



The icon on your home screen will also display the number of voicemail messages you have received.



The History button and iPCS icon on your home screen will display the number of missed calls and new voicemail messages you have received. The number of missed calls will disappear once you have viewed these in the History screen, the number of voicemail messages will disappear once you have listened to the messages.


## Divert an incoming call to voicemail

If the iPCS is open and active, and you do not wish to answer an incoming call and wish to route the caller to your voicemail, tap, decline icon and the call will be passed to your voicemail (unless you have Forward on Busy set).





## Viewing your voicemail messages

Your voicemail messages can be viewed via the History screen, tap the History button  to access this screen.

This icon signifies a new or unread voicemail message. 

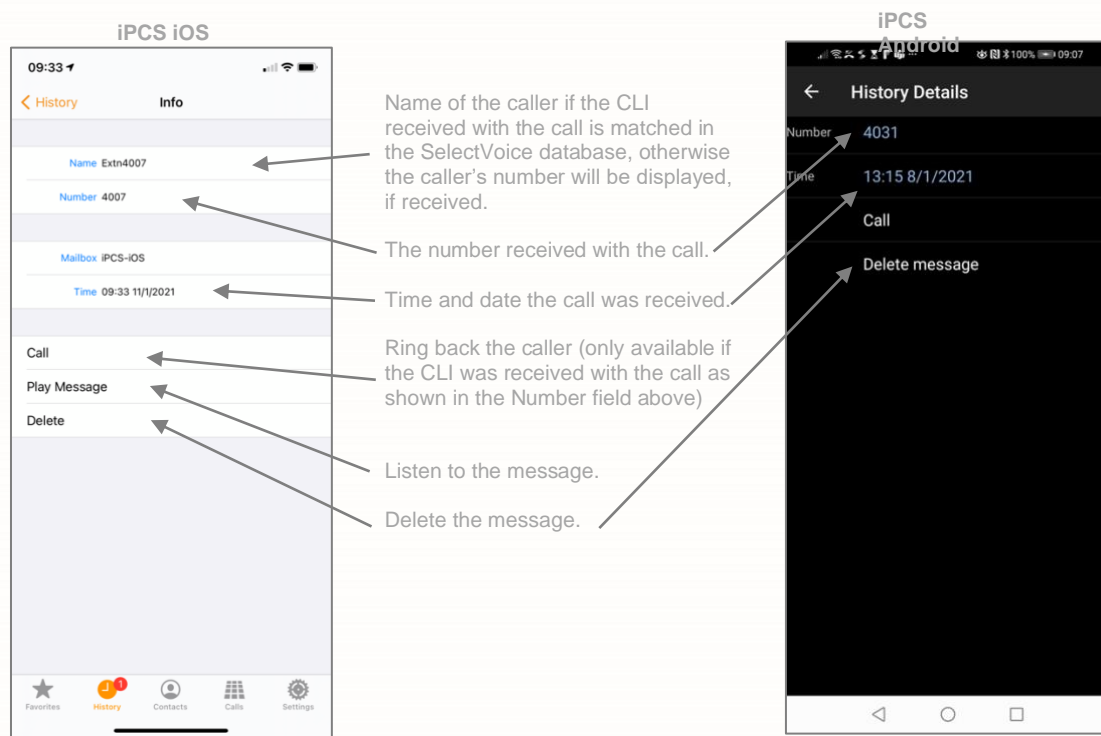
This icon signifies an old or read voicemail message. 

All your calls will be listed by default, however if you wish to view just your missed calls and voicemail messages tap the Missed button at the top of the screen.

Tap the All button to return to viewing all your calls.  

## Message Info Screen



Tap the message you wish to view, and the Info screen will provide the following information.



Tap History in the top left-hand corner to return to the History screen.





## Listen to a message

- Tap the history icon 
- Your messages will be listed in your call's history.
- You can drag the screen to scroll up and down to view all the entries displayed.
- A new message will be indicated by a blue icon displaying a closed envelope.
- Tap the message to view the message's Info screen.
- Tap 
- This message will be played to you.
- Tap End when finished.

The message will now be displayed in your calls history with a blue icon displaying an open envelope icon, as this is now an old message and will be deleted after 7 days unless manually saved. A message is marked as old after listening to the first 10 seconds.

## 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 Info screen and the Call button will enable you to speed dial this number.

- Tap the history icon 
- Your messages will be listed in your call's history.
- Tap the message required to view the message's Info screen.
- Tap the Call button 

Please note that if the caller's number has been withheld or not received by the system this facility will not be available. The Number field within the Info screen will indicate if the caller's telephone number has been received.




## Message Handling

While a message is being played there are various options available to you to help you manage your messages.

To access these options, tap the Keypad button and use the keypad as follows:

- 1** Play the Help message then return to your previous position.
- 2**  
ABC Skip forward in the message by 2 seconds.
- 3**  
DEF Delete the message you are currently listening to.
- 4**  
GHI Play the previous message.
- 5**  
JKL Forward the message you are currently listening to:
  - Forward message to another voicemail box with a message attached
  - Forward message to another voicemail box
  - Forward message to email
  - To cancel
- 6**  
MNO Play the next message.
- 7**  
PQRS Save the message you are currently listening to.
- 8**  
TUV Skip back in the message by 2 seconds.
- 9**  
WXYZ Play the source of the call for the message you are currently listening to. (This feature will only be available if the caller's CLI has been presented with the call.)
- 0**  
+ Play old messages.
- \*** Voicemail Settings.



## Delete a message

- While listening to a message tap the Keypad icon 
- On the key pad displayed tap **3**  
DEF
- The message will be deleted.



## Save a message

Once you have listened to a new message it becomes an old message and will be deleted after 7 days. If you wish to keep the message for a longer period you can manually save the message as follows:

- While listening to a message tap the Keypad button 
- On the keypad displayed tap 
- The message will be deleted.







Further information on message handling within voicemail is available in the Understanding Voicemail document obtainable via the SpliceCom website or your system administrator.

## Voicemail Settings

Facilities that can be configured via voicemail are available via Settings as follows.

While listening to a message tap the Keypad button  
On the keypad displayed tap the asterisk 

The following options will be played to you:

-  Repeat the options.
-  Record a greeting.
-  Select Forwarding.
-  Add a voice tag.
-  Change your access code.
-  Record extra greetings.

For further details on using these options please refer to the Understanding Voicemail document obtainable via the SpliceCom website or your system administrator.



## Recording a Greeting

You have the facility to record up to 6 voicemail greetings. These can all be recorded via the

<b>Daily Greeting</b>	This is the default greeting that is played to callers until you record a Permanent Greeting described below. You would typically record a daily greeting that would inform your callers 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.”
<b>Permanent Greeting</b>	Your permanent greeting would be typically more generic which 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 the daily greeting is deleted at 1 am and the permanent greeting is then used until a new daily greeting is recorded.
<b>Out of Office Greetings</b>	The remaining four greetings are used with the relevant Out of Office message as described in the Out of Office Message section. Please note that your Permanent greeting will be used until you record a new Out of Office greeting.
<b>In Meeting</b>	The In Meeting greeting will be used when you have selected the In Meeting Out of Office message on your extension.
<b>At Lunch</b>	The At Lunch greeting will be used when you have selected the At Lunch Out of Office message on your extension.
<b>On Holiday</b>	The On Holiday greeting will be used when you have selected the On Holiday Out of Office message on your extension.
<b>Off Site</b>	The Off Site greeting will be used when you have selected the Off Site Out of Office message on your extension.

keypad while you are listening to a message.



## Recording a Daily Greeting

You can record a daily greeting as follows:

- While listening to a message tap the Keypad button
- On the keypad displayed tap the asterisks and the Settings options will be played to you.
- Press keypad button
- Your current daily greeting will be played.
- "Speak greeting after the tone followed by hash or silence" will be played.
- Record the greeting you require, and press hash when you have finished.
- The new greeting will be played back.
- The following options will be listed:

- Repeat the options
- Re-record the greeting
- Delete the greeting (this will restore the previous greeting or return to the default message.)
- Save the greeting (and return to the previous menu) or hang up
- Discard the greeting (your new greeting will not be saved, and you will be returned to the previous menu)

- Select the option required

### Please note:

- You can also record your daily greeting via the Extra Greetings option which is accessed by pressing then and then
- You can record your daily greeting via a short code (eg \*59). This will take you directly to your voicemail and to the Record a Greeting section in Settings. You can then follow the instructions above after the greeting has been played. Please refer to your system administrator for further details.
- If you have recorded a permanent greeting your daily greeting will be deleted at 1am and your permanent greeting will be used until you record a new daily greeting.



## Recording a Permanent Greeting

You can record a permanent greeting as follows:

- While listening to a message tap the Keypad button
- On the keypad displayed tap the asterisk and the Settings options will be played to you.
- Press keypad button
- Press keypad button
- Your current permanent greeting will be played.
- “Speak greeting after the tone followed by hash or silence” will be played
- Record the greeting you require, and press hash when you have finished
- The new greeting will be played back.
- The following options will be listed:
  - Repeat the options
  - Re-record the greeting
  - Delete the greeting (this will restore the previous greeting or return to the default messages.)
  - Save the greeting (and return to the previous menu) or hang up
  - Discard the greeting (your new greeting will not be saved, and you will be returned to the previous menu)
- Select the option required

### Please note:

- You can record your permanent greeting via a short code (eg \*60). This will take you directly to your voicemail and to the Record a Greeting section in Settings. You can then follow the instructions above. Please refer to your system administrator for further details.
- Once you have recorded a permanent greeting your daily greeting will be deleted at 1 am and your permanent greeting will be used until you record a new daily greeting.





## Recording an Out of Office greeting:

When you have set an Out of Office message, as described in the Out of Office Message section, and a caller is passed to your voicemail, the relevant voicemail greeting is played. These greetings can be recorded as follows:

- While listening to a message tap the Keypad button
- On the keypad displayed tap the asterisks and the Settings options will be played to you.
- Press keypad button then press:
  - to record an In Meeting greeting.
  - to record an At Lunch greeting.
  - to record an On Holiday greeting.
  - to record an Off Site greeting.
- Your current Out of Office greeting will be played, or if this is the first time you are recording this particular Out of Office greeting your permanent greeting will be played.
- “Speak greeting after the tone followed by hash or silence” will be played.
- Record the greeting you require, and press hash (#) when you have finished.
- The new greeting will be played back.
- The following options will be played:
  - Repeat the options.
  - Re-record the greeting.
  - Delete the greeting (this will restore the previous greeting or return to the default message.)
  - Save the greeting (and return to the previous menu) or hang up.
  - Discard the greeting (your new greeting will not be saved and you will be returned to the previous menu)
- Select the option required



## Voicemail for Departments

Each Department 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:

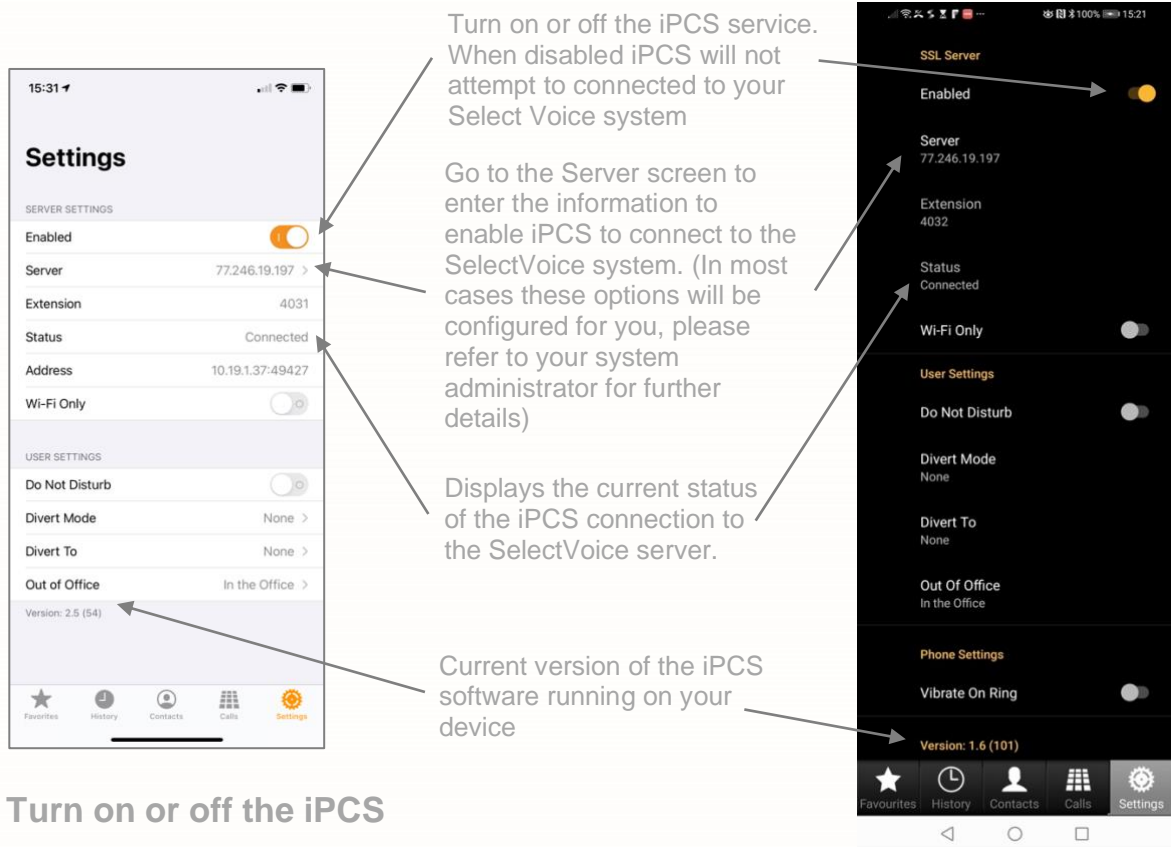
Your History screen can give you access to voicemail messages received for a Department. Your system administrator can configure this facility for you, if not already available. You can retrieve and handle the messages in the same way as your personal messages.

Please note that if you are able to access Department voicemail messages via your iPCS, answered and missed calls for the Department will also be displayed in your call history. Please refer to the Viewing your Calls History section from page 20 for further details.



## iPCS Configuration

The Setting button at the bottom of the screen will display the Server settings for your iPCS: 



Turn on or off the iPCS service. When disabled iPCS will not attempt to connect to your Select Voice system

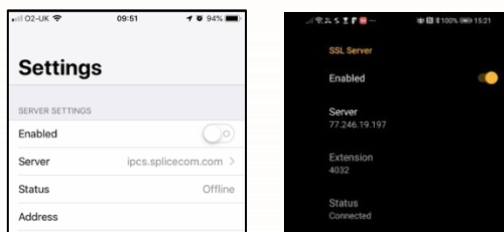
Go to the Server screen to enter the information to enable iPCS to connect to the SelectVoice system. (In most cases these options will be configured for you, please refer to your system administrator for further details)


Displays the current status of the iPCS connection to the SelectVoice server.

Current version of the iPCS software running on your device

## Turn on or off the iPCS

If you wish to disable the iPCS during a period when you are not using this service and wish to ensure the iPCS does not attempt to connect to the maximiser system you can disable this service.



- Tap 
- Slide the Enable button to Off
- The Status field will display Offline

Your calls will be routed to your Forward on No Answer number (if set), or to voicemail (if enabled) or cancelled.

When you wish to use iPCS again, slide the Enable button to On. Wait for the Status field to display Connected and you will then be able to make and receive calls via your iPCS as normal.

iPCS will make three attempts to connect to the maximiser system. If after three attempts a connection is not made it will try to connect every 5 minutes from then on. If a connection is not made "Logged Out" or "Connect Error" will be displayed in the Status field.

If you close the iPCS app via the iPhone/iPad's multitasking bar this will also disable the iPCS service.



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