

PCS 520

Quick Reference Guide

Version 3.2



Making an Internal Call



Making an External Call



Using the Internal Directory



OR



Making an Internal Call

Lift your handset or select the Handset/Headset key

Dial the extension via the telephone keypad

The Caller Display screen will show the number you are ringing.

(If the extension you are ringing is busy or not answered within 20 seconds (default) you will be passed to voicemail, if enabled.)

Making an External Call

Lift your handset or select the Handsfree/Headset key.

Dial the external number required via the telephone keypad. (Your System Administrator will inform you if a prefix is required.)

The Caller Display screen will show the number you are ringing and your details.

Using the Internal Directory to Make a Call

You can store up to 100 entries in your Internal Directory
Select the Directory key.

Scroll through the entries using Scroll Up/Down keys.

OR

Search for a particular entry using the alpha-numeric telephone keypad. e.g.If an entry starts with A press "2" once, if it starts with B press "2" twice, etc.

Select the Dial key to place the call.

Answering a Call



Ending a Call



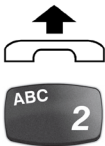
Using Mute



Placing a Call on Hold



Transferring a Call



OR



Answering a Call

Your Call Status screen will display the caller's details

Lift the handset or select the Handsfree/Headset key

(If your phone is busy or not answered within 20 seconds (default) the caller will be passed to voicemail, if enabled)

Ending a Call

Replace your handset or select the Handsfree/Headset key

Using Mute

Whilst on a call select the Mute key

The microphone is now muted so the other person on the call cannot hear you. A red led indicates that Mute is on.

Selecting the Mute key a 2nd time restores normal conversation.

(Mute works in handset, handsfree and headset mode.)

Placing a Call on Hold

Whilst on a call, select the Hold/Recall key

To retrieve the call select the Hold/Recall key again

Transferring a Call

Announced Transfer

Place the call on hold as above

Dial the internal or external number

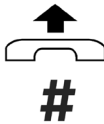
Wait for the call to be answered

To transfer the original call replace your handset

OR

To return to the original call, wait for the destination to hang up and you will be automatically connected to the original call, or select the Hold/Recall key.

Transferring a Call (cont)



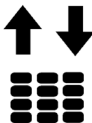
Parking a Call



Picking up a Parked Call



Redialling a Number



Transferring a Call (cont.)

Blind Transfer (un-announced transfer)

Place the call on hold as above.
Dial the internal or external number
Transfer the original call by replacing your handset.

Transferring a Call Directly to a Colleague's Voicemail

Place the call on hold as above.
Dial # followed by the internal number.
Replace your handset.

Parking a Call

This facility allows a call to be held on the system and picked up by any extension.

Once on a call select the Call Park key.

The Call Park slot (1 through 4) where the call is held will be announced to you.

Picking up a Parked Call

Select the appropriate Park Collect key (1 through 4).
Lift your handset or talk using handsfree or headset operation.

Redialling a Number

The Redial list will display the last 5 outgoing calls made from your extension.

Lift your handset or select the Handsfree/Headset key.

Select the Redial key.

Select the number to be redialled by using the Scroll Up/Down keys

Select the Dial key

Call List

To View the Calls List



To Call a Previous Caller Back



To Delete a Call Entry



Voicemail

Accessing Your Own Messages



Call List

The Calls List will display your last 80 answered and missed calls. Telephone number, name of caller (if stored in your personal or the central Contacts database), date and time of call and whether the call was answered or not are all saved.

To View the Calls List

Select the Calls key
Use the Cursor Up/Down keys to view the Call List entries.

To Call a Previous Caller Back

Select the number to be called using the Cursor Up/Down keys.
Select the Dial key.

To Delete a Call Entry

Select the entry to be deleted using the Cursor Up/Down keys
Select the Delete icon

Voicemail

Leaving a Message for a Colleague
If the extension you are ringing is busy or not answered you will be transferred to voicemail (if enabled) and played your colleague's greeting
Leave a message
Replace your handset

Accessing Your Own Messages

The Message Waiting LED and the Message icon in the Caller Display will flash to indicate that you have a new voicemail message.

The Caller Display shows MESSAGE WAITING
Select the Voicemail Access key.

Listen to and manage your voicemail messages via the announced menu commands and the orange navigation keys on the telephone keypad.

Replace your handset when finished.

Voice**mail** (cont.)

3

Saving a Message

7

Changing your Voice**mail** Greeting



OR

#

7

OR

2

OR

3

OR

0

Voice**mail** (cont.)

Deleting a Message

Whilst listening to the message to be deleted, press "3".

Saving a Message

Whilst listening to the message to be saved, press "7".

Please note: Messages are stored until listened to, and then they are deleted after 7 days unless saved.

Changing your Voice**mail** Greeting

Select the Voice**mail** Change Greeting key.
Your current greeting will be played to you
When requested record your new greeting
Replace your handset to save your new greeting.

OR

Press "#" when you have finished recording your greeting.
Wait for the new recording to be played back to you
Press "7" to save the new greeting, or replace your handset.

OR

If you wish to re-record the greeting, press "2" and repeat steps 3- 4 (or 3 - 6).

OR

If you wish to delete the new greeting and return to your original messages press "3".

OR

If you wish to discard the new greeting and exit to the Configuration Options menu press "0"

Setting Your Forwarding Number

 Follow me to

#



Forwarding Your Calls

 Follow me ON



Turning Forwarding Off

 Follow me OFF



Forwarding Your Calls

Setting Your Forwarding Number

Select the Follow Me To key.
Using the telephone keypad, enter the internal or external number where you wish to receive your telephone calls
Press the “#” key.
Select the Handsfree/Headset key.

Forwarding Your Calls

Select the Follow me ON key.
Select the Handsfree/Headset key.

Turning Forwarding Off

Select the Follow me OFF key.
Select the Handsfree/Headset key.



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