



SpliceCom PCS 520

Operating Instructions & User Guide

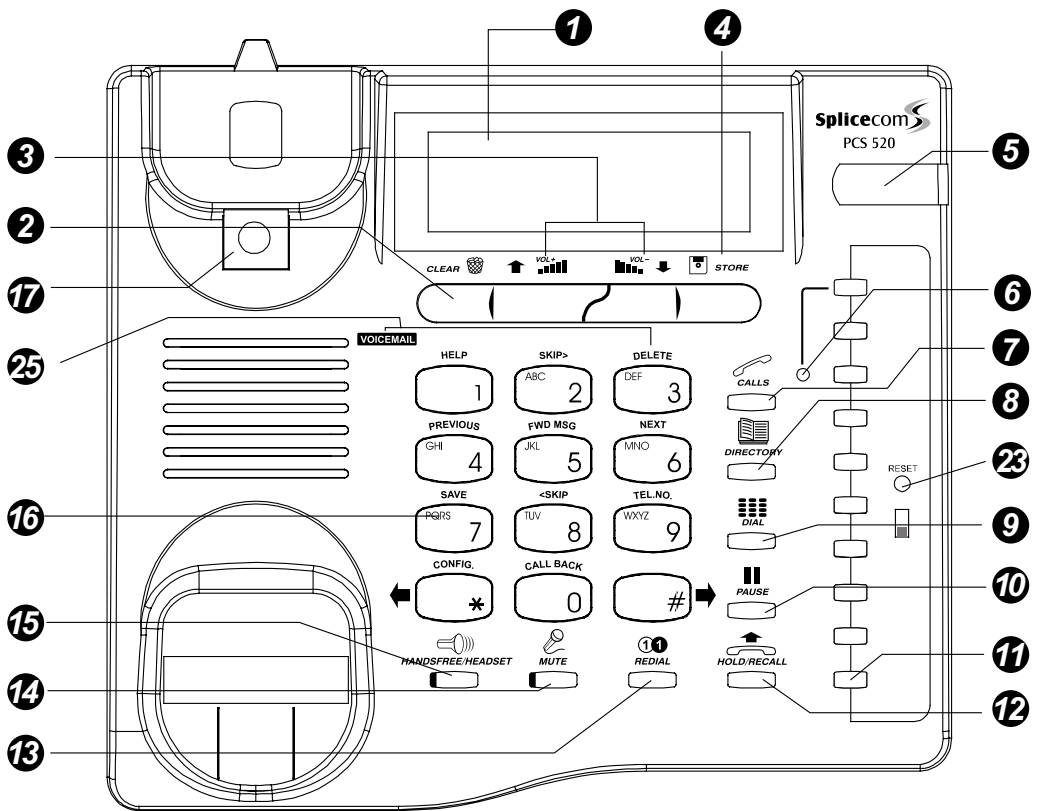
Addendum to PCS 520 Operating Instructions & User Guide

Please Note:

The PCS 520 is designed to be totally line-powered when connected to the **maximiser** Unified Communications system. 3 x AA batteries have been supplied and these should be installed in the PCS 520 telephone to prevent the display fading during prolonged ringing. The batteries are used to supplement the line power and should only need replacing if the display fades during ringing.

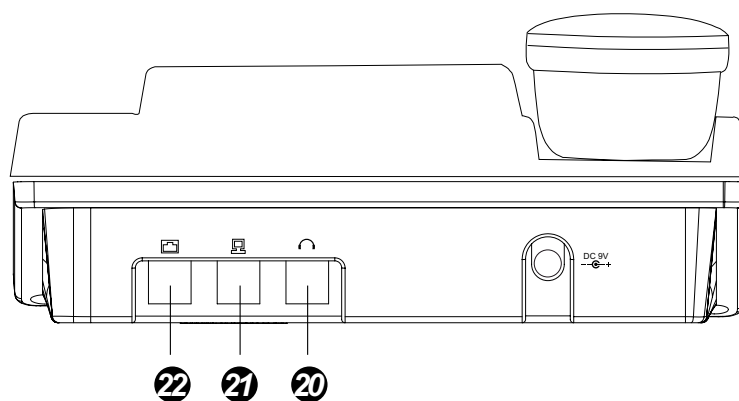
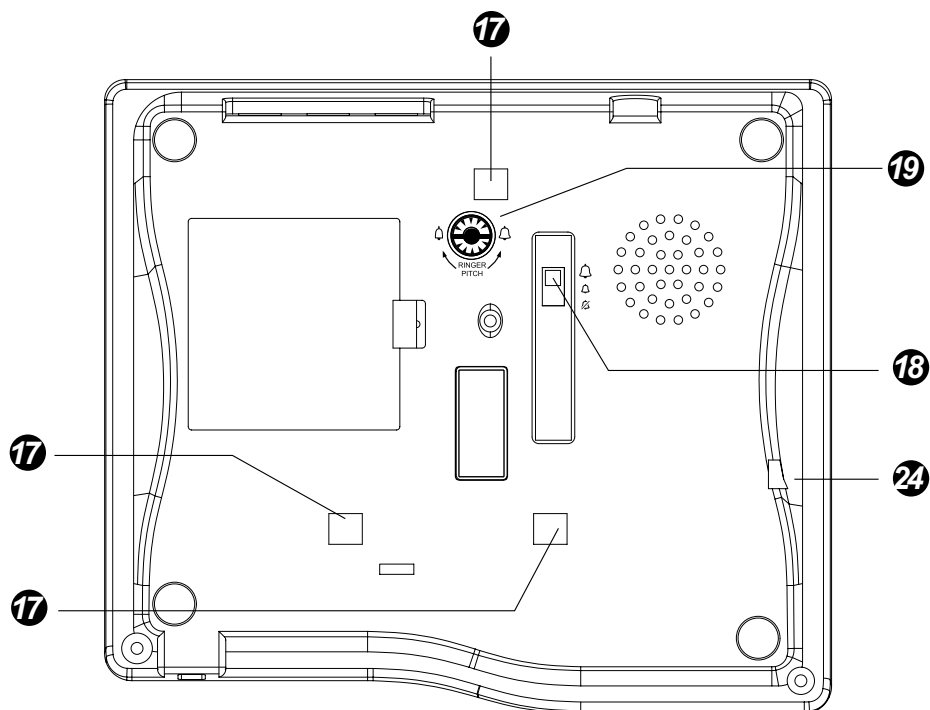
1st July, 2008

Figure One



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Introduction

The SpliceCom PCS 520 telephone has been designed for use with the SpliceCom **maximiser** business telephone system. Feature include; 10 Pre-Programmed **maximiser** Feature Access Buttons, Paging/Auto Answer, Voicemail Waiting/DND Activated LED, Integrated Voicemail Management and Line Power.

The telephone is able to show caller display information provided that this option has been switched on by your installer.

When a call is received at the telephone, it will display the number of the person calling you (there are some exceptions to this like withheld numbers). This information is stored together with information about the time/date of the call and whether you answered the call or not. Information on the last 80 calls is retained in the telephone memory and it is possible to scan through these calls and dial someone back by simply pressing one button.

There is an independent directory for you to store the telephone numbers and names of 100 entries. If one of your directory "Names" calls you, then the display will show not only the number calling you but the name, as stored in your directory or the **maximiser** business telephone system memory.

As well as a directory of numbers it is possible to store up to 10 names and numbers using ten two-touch memory buttons.

It is also possible to use this telephone in combination with a headset. There is a universal interface in the telephone which will allow connection of most headsets, providing that they have an RJ11 plug for connection to the headset socket situated at the back of the telephone.

Intended Use

The SpliceCom PCS 520 telephone supports Touch-Tone Dialling (DTMF) only.

The telephone has been designed for use with the SpliceCom **maximiser** business telephone system.

Declaration of Conformity

SpliceCom declares that this product SpliceCom PCS 520 is in conformity with the following harmonised standards.

Health & Safety **EN60950**

Electromagnetic Compatibility EN55022 : 1998 & EN55024 : 1998

Telecom **EN301437 : 1999 & TBR38 : 1998**

Following the provisions of Council Directive on radio equipment and telecommunications terminal equipment.

March 2008

Safety

When using your telephone equipment, the following safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons.

Read and understand all instructions. Follow all warnings and instructions marked on the telephone. This telephone can be hazardous if immersed in water.

If you suspect a natural gas leak, report it immediately, but use a telephone away from the area in question.

Never push objects of any kind into the equipment through housing slots. To reduce the risk of electric shock, do not disassemble this telephone. There are no user serviceable parts.

Avoid using the telephone during thunderstorms in your immediate area.

Installation

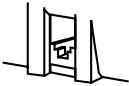
Please refer to **Figure One** at the front of this user guide

22



This jack is used to connect a line cord to your telephone.

24



The handset cord plugs in here.

20



A headset plugs in here.

21



The jack labelled is used to connect a device such as a modem to your telephone.

18



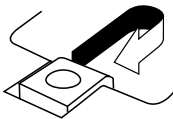
A 3-position switch is used to control the volume of the ring tone. Select from loud ring, quiet ring or ringer off.

19



Turn the pitch control to adjust the pitch of the ringer.

17



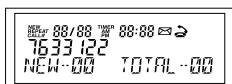
Wall mounting - An additional wall bracket is required - Using the template supplied with the bracket, position where you want to fix your telephone. Drill two holes and fix roundhead screws. Attach the telephone to the bracket. Slide the bracket into place on the screws. Remove the handset retainer by pushing up out of the slot. Turn the retainer through 180° and place back in its slot.

Wall brackets can be obtained from your distributor.

Telephone Features

Please refer to **Figure One** at the front of this user guide

1



The telephone is supplied with a protective cover over the display. Carefully peel this off before using the telephone.

The large LCD panel normally shows the time of day and the number of new calls that you have not yet viewed. With incoming calls or when viewing the directory or viewing the calls list it will show the date, the number and the name of the caller (if programmed into the directory or the **maximiser** business telephone system). There are several prompts that also tell you what state the telephone is in at a particular moment in time (see detailed instructions on page 16).

2

CLEAR



Use this button to delete a Directory memory.

Access the Directory memory to be deleted and press this button **TWICE** in quick succession.

“ERASE” will appear on the display and the memory will be deleted.

3



To adjust the volume of the Handset, Headset and Handsfree, press the and volume buttons.

Note: The and can also be used as Scroll Up or Down buttons to review the Redial, Directory and the Caller memory list. The Scroll buttons also serve as Edit buttons during memory storage.

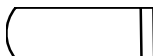
4



STORE

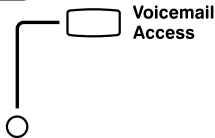
Use this button to program the 100 telephone numbers and names in your Directory and the 10 Direct Access memory buttons **11**.

5



The red call indicator flashes when your telephone rings. It is also capable of flashing continuously when a voicemail message has been left, if this feature has been enabled on **maximiser**.

6



This light flashes to let you know that you have a new voicemail message(s). The light flashes faster when your PCS 520 is left in a Do Not Disturb state.

7




Pressing this button allows recent call information to be shown on the display.

8





You can store up to 100 telephone numbers and names in your personal directory.

Use this button to access a memory; a call can be made by pressing the  button.

9



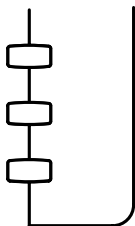
Use this button to dial a number on the display. This can be a call from your Directory  or an incoming call stored in the call memory  or one of the calls in the Last Number Redial memory.

10



Press this button to insert a pause.

11






The Direct Access memory buttons have been pre-programmed with the 10 most frequently used **maximiser** System Access Codes. These are accessed via the one-touch memory buttons. A further 10 memory locations have been provided and can each be programmed with a maximum of 32 digits and 16 alpha characters. These can be accessed by pressing the memory keys twice. (see detailed instruction on page 19)

12



Press this key during a call to place it on hold. This will enable you to transfer the call to another party.

13

Press this button to redial the last number you dialled from the keypad. Using the  and  buttons, you can scroll through the last five numbers you dialled. To call any of the numbers press the  button when the correct number is displayed on the screen.

14

This button mutes the microphone so the other person on the call cannot hear you. A red lamp indicates the mute is on. Pressing it a second time releases the mute and returns you to normal conversation. It works in Handset, Handsfree and Headset mode.

15

This button will activate the two-way Handsfree speech circuit. Lifting the Handset will revert to Handset working. Pressing the button when in Handset mode will switch to Handsfree, allowing you to replace the Handset in the cradle without disconnecting the call in progress. When a Headset is plugged in to the Headset socket **20** the Handsfree function is disabled to allow the button to operate the Headset.

16

A standard telephone keypad with the number "5" having a raised dot for visually impaired users.

23

If the telephone appears not to function correctly pressing this button will reset the telephone.

25



Integrated Voicemail Management allows you to easily manage the contents of your voicemail box.


The following section explains how to use your SpliceCom PCS 520 with the SpliceCom **maximiser** business telephone system.

Operating Instructions

Basics

To make a call: Pick up handset and dial the number e.g. 02087654321 - there is no need to dial a 9 prefix but if you do, the call will still get through. Both 999 and 9999 will call the emergency services.

Holding a call: Press the  button on the PCS 520. You will hear dial tone, the other end will hear a hold message/music (for external calls) or a comfort tone/beep (for internal calls). The call will remain on hold until you press the  again, or hang up.

Transferring a call: Answer the call, then press the  button – you should hear the dial tone. Dial the internal/external number required.


If you hear ringing you can then replace your handset and the caller will be immediately connected to the destination – this is known as blind transfer.

OR



For an announced transfer.

You hear ringing and wait till the destination answers.

If the destination is willing to take the call – replace the handset to complete the transfer.

If the destination is unwilling to take the call – press the  button to clear that call and talk to the caller again. You will be returned to the original caller if/when the destination hangs up.

Call Waiting: During a call you hear a beep in your ear – this indicates you have another call waiting. If you ignore it, the beep will repeat every few seconds for 20 seconds.

You can press the  button to put the original caller on hold and talk to the new call. Once you have finished, you can press the  button to clear the call and return to the original call.

OR

Conclude the original call and put the handset down, the original call will clear and the new one will ring.

Voicemail: SpliceCom's **maximiser** business telephone system features integrated voicemail, which is available to answer your telephone when you are busy or unavailable. Typically your voicemail will answer any call that has rung for 20 seconds.

Using Voicemail: If you have new voicemail messages, the envelope icon will be shown on the caller display of your PCS 520. To check or listen to your messages, press Direct Access memory button 1 (or dial *50 or 1571 using the PCS 520 keypad) – messages are then played in the order recorded. Messages are stored until you listen to them. Once you have listened to a message, it is automatically deleted after 3 days, unless you choose to save it. While listening to a message, you can press “3” to delete it. A message is marked as heard once you have listened to the first 10 seconds. The integrated Voicemail Management Guide **25** will enable you to manage your Voicemail messages effectively.

Leaving a message for a colleague: After dialling their extension and being transferred to voicemail, press **#** to cut the greeting and start recording. Press 0 during the greeting/recording to be transferred to reception or a nominated departmental/personal alternative (if configured).

Collecting a message: Messages can be collected by pressing Direct Access memory button 1, dialling ***50** or 1571 from your PCS 520 keypad, dialling a general number configured by your administrator, dialling the external DDI number for the Voicemail, or dialling your extension number, then pressing ***** during the greeting. Dependent on your system configuration, you may be prompted for an account (extension) number and/or access code (pin/password). The voicemail will then automatically play your new messages in time order and then any old messages.

Navigation: You can navigate your way through messages if required by pressing buttons on the PCS keypad. It is probably easier to remember them by referring to the chart below which is also provided on the PCS 520 keypad:

1 Play help	2 Skip forward 2 seconds >	3 Delete this message
4 Play previous message <<	5 Forward this message...	6 Play next message >>
7 Save this message	8 Skip back 2 seconds <	9 This caller's number
* Configuration options...	0 Return this call	#

5 - Forwarding options:

- 1 – Copy to another voicemail user with a message from you
- 2 – Copy to another mailbox
- 3 – Copy to your email address
- 0 – Abandon

*** - Configuration options:**

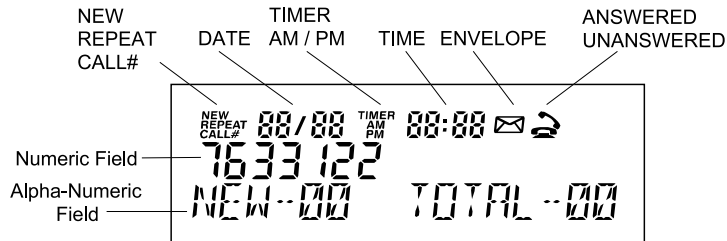
- 1 – Play help
- 2 – Record a new greeting
 - 1 – Options
 - 2 – Record a new greeting
 - 3 – Delete any new recording or restore default greeting
 - 7 – Save new greeting (hanging up will do the same)
 - 0 – Abandon
- 3 – Set forwarding
 - 1 – Options
 - 2 – Cancel forwarding
 - 3 – Forward personal/direct calls to home number
 - 4 – Forward personal/direct calls to mobile number
 - 5 – Forward personal/direct calls to spare1 number
 - 6 – Forward personal/direct calls to spare2 number
 - 7 – Forward personal/direct calls to your current number
 - 0 – Abandon
- 4 – Add a voice tag/name to number (which will then be played immediately before messages)
 - 1 – Options
 - 2 – Record new tag
 - 3 – Delete tag
 - 7 – Save tag
 - 0 – Abandon
- 5 – Change your access code
- 6 – Record extra greetings
 - 1 – Options
 - 2 – Normal
 - 3 – Permanent
 - 4 – In meeting
 - 5 – At lunch
 - 6 – On holiday
 - 7 – Off site
 - 0 – Abandon




PCS 60, PCS 50 and PCS 520: Even greater personal productivity can be realised when you use your PCS 520 phone alongside SpliceCom's PCS 60 or PCS 50 Phone Partner application. These desktop solutions deliver similar functionality to SpliceCom's top of the range PCS 410 IP Phone and are available for Microsoft Windows and Apple Mac OS X (PCS 60) and Linux (PCS 50) PCs and laptops. Some of the value added features that are delivered when you use PCS 60 or PCS 50 in conjunction with your PCS 520 include:

- Caller Display
- Access to company wide Contact, User and Departmental directories
- Personal Favourites (combining Speed Dials, Direct Station Select, Busy Lamp Field, Line Appearance and Call Pick-up functionality)
- Last Number Redial and Incoming/Missed Call Lists
- Visual Call Pick-up
- Visual Voicemail management
- Visual Park Slots
- Conference Calls
- Personal Call Recording
- Integrating your PCS 520 with the company Intranet, or Web-enabled applications




For further details on installing PCS 60 or PCS 50 and how to use it in conjunction with your PCS 520, please see the relevant SpliceCom User Guide.

Display



Note: Changing the display contrast, press  **STORE**, then  **VOL+** or  **VOL-** to select LCD contrast.

Please refer to the drawing above

NEW REPEAT CALL#	<p>This is the received calls indicator.</p> <p>NEW denotes calls not previously reviewed.</p> <p>REPEAT - indicates multiple calls from the same caller; only the Date and Time from the most recent attempt will be displayed.</p> <p>CALL # - indicates received Caller List entry number.</p>
25 / 12	<p>This is the Date field showing date in DAY/MONTH format; it shows the current date or date of received call.</p>
TIMER AM PM	<p>This field indicates Time mode status.</p> <p>TIMER - indicates Call Timer or Stop Watch mode is active.</p> <p>AM/PM - for clock display (only displays in 12 hour mode).</p>
20 : 40	<p>Displays the current time or the time of the received call in HOUR : MINUTE format. It also displays the call timer and stop watch in MINUTE : SECOND format.</p>
	<p>These symbols are used in conjunction with Caller list.</p> <p> indicates the call was answered;</p> <p> indicates call was not answered.</p>

7633

16 digit field for displaying the telephone number.

NEW--00 TOTAL--00

16 character alpha numeric display to show caller name or number of new calls and total calls received.

Setting the Clock

Lift the handset and connect the PCS 520 to the **maximiser** extension line.

1. Key in the year, month and day.

20080 10 1
DATE--YY YYMMDD
YEAR MONTH DATE

2. Press "1" for 12HR or
Press "2" for 24HR

1--12HR 2--24HR

3. If 12HR selected,
Press "1" for AM or
Press "2" for PM

1--AM 2--PM


4. Enter time hour & minute

TIME--HHMM
HOUR MINUTE

5. The display will show
"CLOCK STORE"

CLOCK STORE


NOTE: You do not need to perform this operation if you wait for your first call to be received, clock will be set automatically to the correct time by the caller display signal.

If you want to reset date / clock, press  STORE the button and #.



Memory Function

There are four different memory stores on this telephone. All of the memory locations will accept 32 digits and 16 alpha characters.

Directory

You can store up to 100 telephone numbers and names in your personal directory. By accessing a memory, a call can be made by pressing the  button. If an incoming call is received from someone whose name is stored in the directory or in the **maximiser** Contacts directory, then that name will appear on your display together with the incoming caller's telephone number.








Programming Directory memory

To store a Directory memory; Press the  **STORE** button then press the  **DIRECTORY** button follow the screen prompts

- at "ENTER NUMBER" prompt key in the number to be stored

Press the  **STORE** button





- at "ENTER NAME" prompt key in the name to be stored using the numeric keypad press the appropriate button a number of times to display the letter you require




Press the  to move the cursor to the next space, use the   buttons to edit the name or   **VOL+**  **VOL-**  buttons to edit the number. The names will be stored in alphabetical order

Press the  **STORE** button.

Dialling a Directory memory


To dial a Directory memory; Press the  **DIRECTORY** button

You can then scroll through the complete directory by using the   **VOL+** and  **VOL-**  buttons. Each memory will appear in alphabetical order.

Alternatively, you can search for a particular letter by pressing the  , followed by the alpha key for which you want to search - press 6 once for “M” or twice for “N” for example. All entries that begin with that letter will then be scanned using the  and  buttons.

When you find the memory you require, press the  button to dial.

To delete a Directory memory

Access the Directory memory to be deleted, as described above. Press the  button TWICE in quick succession. “ERASE” will appear on the display and the memory will be deleted.


Direct Access memory

The Direct Access memory buttons have been pre-programmed with the 10 most frequently used **maximiser** System Access Codes. These are accessed via the one-touch memory buttons. A further 10 memory locations have been provided and can each be programmed with a maximum of 32 digits and 16 alpha characters. These can be accessed by pressing the memory keys twice.


Programming Direct Access memory buttons

It is possible to program the two-touch memories, but the memory protect switch located underneath the memory index card must be set to the opposite position and returned to the normal position when programming is complete.








The programming operation should be performed with extreme care as it may result in unprogramming of the one-touch buttons.

To store a Direct Access memory; Press the  *STORE* button. “STORE” will appear on the display.

Press one of the Direct Access memory buttons **11** , where you wish the memory to be stored.

At the prompt dial the number to be stored. It is possible to store the Handsfree function  as the first character. In this case when a memory button is pressed, the telephone will automatically seize the line and make the call, in Handsfree mode.

Press the  *STORE* button

- at “ENTER NAME” prompt key in the name to be stored using the numeric keypad press the appropriate button a number of times to display the letter you require. Press the  to move the cursor to the next space use the   buttons to edit the name or     buttons to edit the number

Press the  *STORE* button

“STORE COMPLETED” will appear on the display.

If you make a mistake in entering the data, simply overwrite the memory data by doing the entry again.

NOTE: The one-touch memory buttons have been pre-programmed to support the ten most frequently used **maximiser** System Access Codes. Therefore, press the desired memory button twice in quick succession to store the memory under that button for two-touch button access.

Dialling Direct Access memory buttons

Pressing any of the Direct Access memory buttons **11** once or twice will automatically display the number stored. If the Handsfree  has been programmed into the memory then pressing the memory button will automatically dial the number. If the number is displayed because the Handsfree function has not been stored, pressing the  button will dial the number.

Pre-programmed Direct Access memory buttons





The following **maximiser** system features have been pre-programmed into the 10 one-touch Direct Access memory buttons;

1. Voicemail Access – Press this button for direct access to your voicemail box.
2. Call Park – Press this button to park the call you're on, which can then be retrieved by anyone else on your telephone system. You will be notified which park slot it has been placed in.
3. Park 1 Collect – Press this button to collect a call parked in park slot 1
4. Park 2 Collect – Press this button to collect a call parked in park slot 2
5. Park 3 Collect – Press this button to collect a call parked in park slot 3
6. Park 4 Collect – Press this button to collect a call parked in park slot 4
7. Follow Me To – Press this button, enter the number of the telephone you wish to forward your calls to and terminate with **#**. e.g. enter "02081234567 **#**" from the PCS 520 keypad.
8. Follow Me ON – Press this button to enable your calls to be forwarded to the telephone number you've previously set using Follow Me To.
9. Follow Me OFF – Press this button to turn off the Follow Me feature.
10. Change Voicemail Greeting – Press this button to listen to your current greeting and then record a new one.

Calls memory

Each call received, up to a maximum of 80 calls, can be stored in this memory. The information stored includes telephone number and name (if this information is stored in your personal or **maximiser** Contacts directory) date and time of call, whether the call was answered or not.



Displaying calls received

Press the  button to display the last call to be received on the screen. Using the   button you can move up and down through the memories to see who has called. If you wish to make a call to a particular caller, make sure that the entry is on the screen and then press the  button. The telephone will automatically call the number in Handsfree mode.

To store a Call memory to Directory Memory

Press the  button

Press the   button to select desired number from the Caller list

Press the  *STORE* button and then press the  button

Follow the screen prompts

- at “ENTER NUMBER” prompt key in the number to be stored

Press the  *STORE* button

- at “ENTER NAME” prompt key in the name to be stored

Press the  *STORE* button.

To store a Call memory to Direct Access memory

Press the  button

Press the   button to select desired number from the Caller list

Press the  *STORE* button and then press a two-touch memory button.

Follow the screen prompts

at “ENTER NUMBER” prompt key in the number to be stored



Press the  *STORE* button


- at “ENTER NAME” prompt key in the name to be stored

Press the  *STORE* button.

Deleting the Calls memory


Press the  *CALLS* button

Press the  *VOL+* and  *VOL-* button to select desired number from the Caller list that is to be erased

Press the *CLEAR*  button twice; the call is erased

There may be situations where you wish to delete the entire Calls memory

Press the  *CALLS* button





Press the *CLEAR*  button twice in quick succession holding it down after the second press until the screen has displayed “HOLD TO CLR CALL”

The screen displays “CALL MEM CLEAR” after all call memories have been erased.

Redial memory

The redial buffer stores the phone number of the last five numbers that were called from the telephone, either from the keypad or from a Direct Access memory

Viewing the Redial memories

Press the  *REDIAL* button. The last number called on the telephone will be displayed with the telephone number and the message REDIAL 1. Using the  *VOL+* and  *VOL-* buttons you can review the last five numbers called. To call any of the numbers, make sure that the entry required is on the screen and press the  *DIAL* button. The telephone will automatically call the number in Handsfree mode.

Service

Before cleaning, unplug the telephone from the modular wall jack. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

Hearing Aid Compatible

This telephone is Hearing Aid Compatible (HAC).

Warranty Terms & Service>Returns Procedure

This product is guaranteed for six years from the date of manufacture in the UK only and for 18 months in all other territories. You will find the manufacturing date on a label affixed to the underside of the phone in the format; MFG: DD/MM/YY.

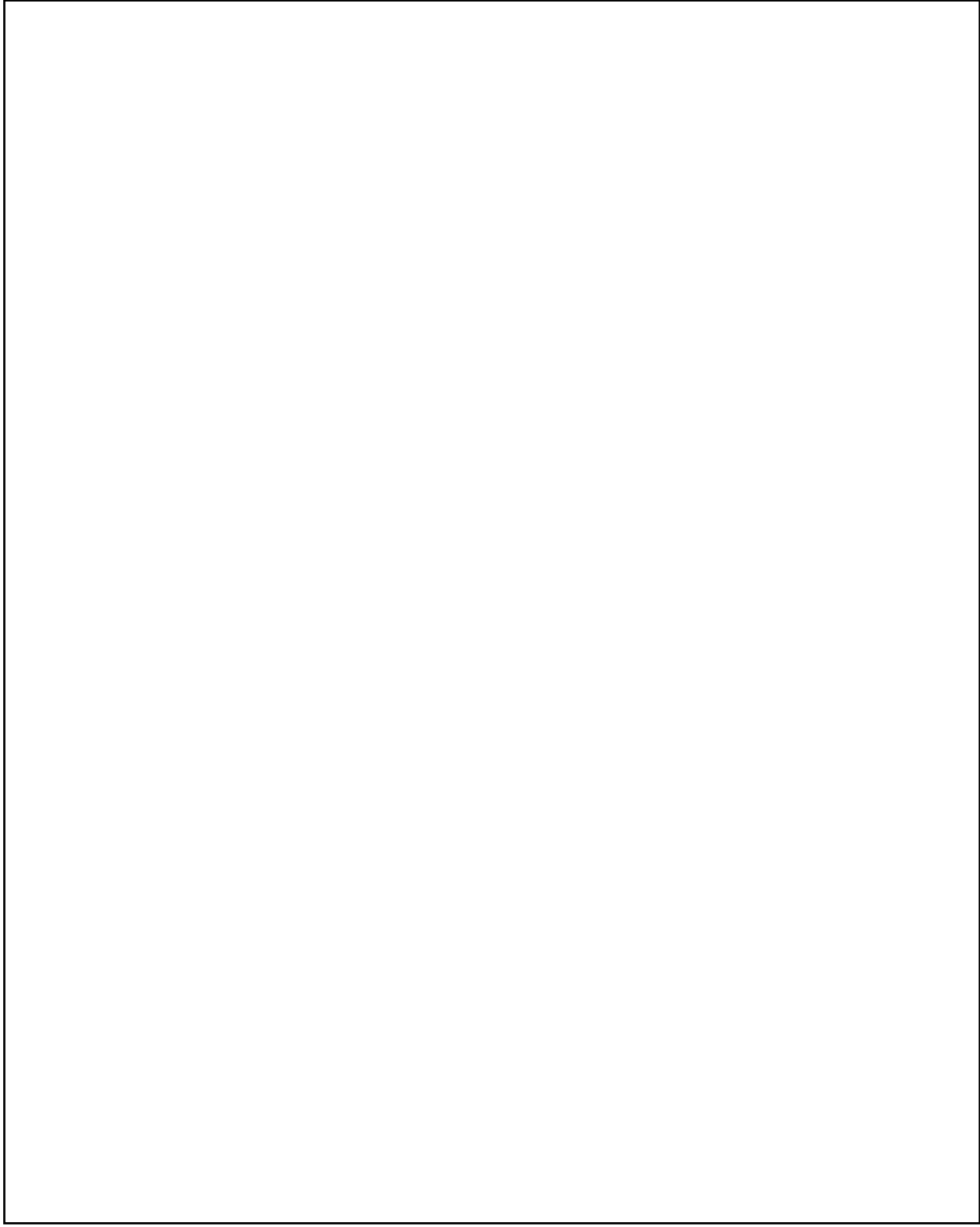
A warranty is designed to cover either manufacturing faults or component defects. It is not designed to cover fair wear and tear – the Handset Cord and Line Cord are NOT covered by this guarantee. The warranty is no exception.

We look to you, our customer, to be reasonable and sensible over the warranty. We will endeavour to repair any telephone returned within the warranty period, but we reserve the right to charge for items that we consider replaceable under wear and tear. The Handset Cord and Line Cord are not covered by this guarantee, if a Handset Cord splits within a few months it will be replaced. If a phone is returned after, say, four years of heavy use with a similar problem we may take a different view and wish to charge.

If you have a genuine warranty problem and provided that the warranty seal has not been broken, your phone will be repaired, or, at our sole discretion, replaced, with a similar telephone. In the event that a model may have been discontinued, any replacement will have similar or enhanced features.

In the event that you have to return a faulty unit, please contact the Accredited SpliceCom reseller you purchased your PCS 520 from.

This warranty is in addition to any statutory rights.





This telephone is approved to EEC directive 1999/5/EC



SpliceCom Limited

The Hall Business Centre, Berry Lane
Chorleywood, Hertfordshire, WD3 5EX

Tel:01923 287700

Fax:01923 287722

Email:info@splicecom.com

Website:www.splicecom.com

3CPCS52011-38SP