

# Splicecom maximiser

Free your Network

## PCS 580G User Manual

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## Introduction

### About this manual

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This manual contains all that you need to know to operate your PCS 580 connected to a SpliceCom **maximiser** system using version 3.2 software. This manual assumes that the PCS 580 telephone has been connected and configured by your System Administrator, and is ready for use. If this is not the case please refer to your System Administrator for further assistance.

### How your PCS 580 will operate

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#### Your User Account

You are a “User” of the SpliceCom **maximiser** telephone system and as such you have a User account on the system. Your User name will be used to identify you as you make, receive and transfer calls. Each of your colleagues will also have a User account and will be identified in the same way, by their User name. A list of the Users of your telephone system can be viewed via the Directory as explained from page 21.

#### Logging On

In most implementations the PCS 580 will be your permanent desktop phone and as such it will have been automatically allocated to you by your System Administrator, therefore there will be no need for you to log in or log out. However, if you are a Hot Desk User, in other words a User who has been given the ability to log in to any phone on the system because, for example, you need to move around the building or you are rarely in the office and do not need a permanent telephone please refer to page 58 for further information.

#### Controls Toolbar

These buttons will be available on the Controls Toolbar when your phone is idle and while you are using your PCS 580.



The Home button will return you to your Idle Page.



The Volume Down button will enable you to reduce the headset or hands free or ringing volume on your PCS 580. Please refer to page 15 for further details.



The Volume Up button will enable you to increase the headset or hands free or ringing volume on your PCS 580. Please refer to page 15 for further details.



The Settings button will enable you to configure your User settings such as DND, Divert and Speed Dials, as well as changing the default behaviour of your phone. Please refer to the User Settings section from page 32 for further details.



The Favourites button can be used to access your Park slots and speed dials. Please refer to page 11 and page 32 respectively for further details.



The Contacts button is used to search for an entry on the system database and dial the numbers stored for the relevant contact. Please refer to page 21 for further details.



The Keypad button will display the key pad enabling you to use the Dial Ahead feature and to make a call hands free. Please refer to page 15 for further details.



The Messages button will enable you to view your Calls History & listen to voicemail messages. Please refer to page 17 and page 46 respectively.



The SpliceCom LED will flash if you have Do Not Disturb set and/or you have received a new voicemail message.

## Idle Page

The default display on your telephone when idle will be a web page displaying the SpliceCom logo together with your User Name and extension number. This web page (called your Home Page) can be changed to display a web page presenting your company logo, for example, or a web page available on your intranet or the Internet (if a connection is available). Please refer to your System Administrator for further details. If you would like an alternative PCS 580 screen to be displayed here please refer to page 43 for further details.

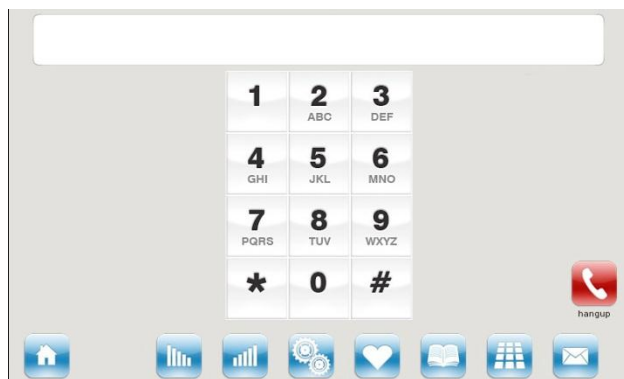
You can return to your Idle page at any time by pressing the Home button .

## Screen Saver Mode

Your PCS 580 may be configured so that the context sensitive display will dim after your phone has been idle for a certain amount of time. If this feature has been configured on your phone as soon as you use your PCS 580 again the display will return to full brightness. Your PCS 580 may also be configured so that a screen saver (blank screen) will appear either at a set time (usually during the night) or when your phone has been idle for a certain amount of time. If this feature has been configured on your phone as soon as you use your PCS 580 again the display will return to normal.

## Your phone off-hook

When your PCS 580 is off-hook the key pad is displayed allowing you to dial a number.



The Hang Up button will cancel a call you are starting to make and Call Status will be displayed to enable you to pick up a call or dial one of your speed dials. For further information on these facilities please refer to page 11 and page 32 respectively.

## Headset Operation

When a headset is connected to the PCS 580 the telephone will operate in hands free mode.

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## Feature Highlights

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### Access to the central database

Your PCS 580 gives you access to a database of information stored on your **maximiser** system that provides directories of telephone numbers (internal and external) to help you to quickly and easily make and transfer calls.

### Dial Ahead

The Dial Ahead facility allows you to enter a number on the keypad without firstly lifting the handset. This will enable you to check the status of a colleague's extension before ringing their phone. The display will show if the User is busy or has do not disturb set. You can then choose to ring your colleague or leave a voicemail message.

### Parking a Call

All calls received can be put on hold and the call remains in your control. However, another way to place a call on hold is to park the call into one of the system areas that allow your colleagues to easily pick up the call and in the meantime you are able to continue with other calls.

### Favourites

As well as access to a directory of telephone numbers stored on the telephone system's database you can also have 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.

### Call Recording

Your PCS 580 gives you the ability to manually instigate personal call recording allowing you to record your calls as and when required. Each call recording can be saved as a voicemail message and therefore easily accessed or saved in a centralised file. Please note that feature is controlled by your system administrator; please contact your system administrator for further details.

### Voicemail

The SpliceCom **maximiser** system provides standard voicemail functionality allowing your callers to leave a message and your PCS 580 allows you to easily manage these messages.

### Entering Notes during a call

During the process of a call you can entered or view notes related to that call or to the contact the call was made to or received from. This will help with the proficient handling of a call as the notes can act as a memory aid or give the recipient of the transferred call information regarding the calls purpose.

### Web Browser

The PCS 580 provides a web browser so that web pages available on the Internet or your company's intranet can be displayed to provide you with information relevant to your calls or display real time video such as a feed from a security camera, for example.

## Hot Desking

If you share your PCS 580 with other colleagues you can log in using your own extension number and access code so that you can use your own settings and be identified with your name when you make and receive calls.

## SpliceCom LED

The SpliceCom LED will flash if you have Do Not Disturb set and/or you have received a new voicemail message.

## The PCS range

To further enhance **maximiser's** advanced capabilities SpliceCom offer a wide range of Proactive Communication Stations (PCS), to deliver the ultimate in desktop productivity. Designed to compliment other market leading and stylish, high-end IT equipment on the desktop, SpliceCom's PCS 560 & PCS 570G IP Phones combine, looks intelligence and desirability in equal measure. The world's slimmest desktop IP Phones provide easy access to the wide range of benefits delivered by **maximiser** - SpliceCom's innovative and award-winning portfolio of IP-PBX/Unified Communication/Business Telephony platforms. The top of the range PCS 580G is the latest version of the world's first "keyless" IP Phone, featuring a wide-screen, full-colour, LCD touch display, to provide context sensitive displays, information & web based content. The IP 530 is SpliceCom's entry-level IP Phone, designed to work with **maximiser** to address everyday business telephony needs. The PCS 520 is a display phone with pre-configured system access keys, desktop paging and combined Do No Disturb/Message Waiting LED, with the entry-level PCS 505 completing the range.



Supplied as standard with every **maximiser** system, the PCS 60 and PCS 50 Phone Partner applications deliver similar benefits to the PCS 580G desktop station for those who choose to use PCS 570, PCS 560, PCS 570G, PCS 100, PCS 520, PCS 505 or traditional analogue telephones. The PCS 60 and PCS 50 applications can be run on Windows and Mac OS X (PCS 60), or Linux (PCS 50) desktop or laptop PCs and can also be utilised as IP Softphones.

## Basic Call Handling

### Make a call

- 1 Lift the handset
- 2 Dial the number (internal or external) required using the key pad displayed
- 3 Call Status will display your name and the details of the number you are ringing.

Alternatively,



- 1 Press the Keypad button

- 2 Enter the number (internal or external) required using the key pad displayed



- 3 Press the Dial button or lift your handset
- 4 Call Status will display the details of the call

### Call Status



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



If you have started to make a call, have changed your mind and wish to stop the call press the Hang Up button or replace your handset.



If you are required to enter further digits once the call has been made, for example, when presented with an auto attendant, press the Keypad button to enter the digits required via the key pad.

### Answer a call

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

First line - the caller's name (if the incoming number is recognised by the system) and the caller's number

Second line - who the call is for. This will either be your name, the name of the colleague who has diverted their calls to you or a Department name.

Third line - the duration of the call

### Incoming internal call



## Incoming external call

Highland Ltd (02085382355)  
Denise Loach (2021)  
00:14

This information enables you to answer the call in the required manner.



To answer the call lift your handset or press the Answer button

## Reject a call



If you do not wish to answer the call press the Hang Up button

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

## End a call



Replace your handset or press the Hang Up button

Please note:

- If you replace your handset you will be returned to the Idle Page
- If you end the call by pressing the Hang Up button Call Status will remain allowing you to pick up a call or dial one of your speed dials.
- If you are using the handset and the distant end clears the call, Call Status will remain allowing you to pick up a call or dial one of your speed dials. Replace your handset if this is not required.

## Dial Ahead

The Dial Ahead facility allows you to enter a number on the keypad but the phone will not dial the number until instructed to do so. This is useful when entering long international numbers, for example, or for checking if your colleague is available to take the call.

### Entering an internal extension number

Dial Ahead will enable you to can check the status of your colleague's extension ahead of ringing their phone.



- 1 Press the Keypad button
- 2 Enter the internal extension number required using the key pad displayed

Once the extension number has been entered on the keypad the following options are then available:



The red busy icon will be displayed if the extension is busy; otherwise your colleague's extension is free.



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



Press the Backspace button to edit the number entered on the keypad



Press the Choose button to display the list of numbers stored for this User and dial your colleague's mobile number, for example, or connect directly to your colleague's voicemail.



Press the Dial button to dial your colleague's extension (or lift your handset and the call will be automatically made.)



Press the Hang Up button to cancel the Dial Ahead

### Entering an external number

If you enter an external number on the keypad that is recognised by the system, in other words stored on the telephone system's central database, the contact's name will be displayed. The following options are then available:



Press the Backspace button to edit the number entered on the keypad



Press the Edit button to make changes to the Name, Number and Company details stored for this Contact. Please note that this option will only be available if you have the rights to edit a Contact entry.



Press the Save button to keep the changes made.



Press the Delete button to remove this Contact from the database. Please note that this option will only be available if you have the rights to delete a Contact entry.



Press the Cancel button to return to the keypad and not save any changes made to the Contact details.



Press the Choose button to display the list of numbers stored for this contact, and dial this contact's mobile number, for example.



Press the Dial button to dial the number entered (or lift your handset or press the Speaker button and the call will be automatically made.)



Press the Hang Up button to cancel the Dial Ahead

For further information on the Contacts database please refer to the Contacts Directory section from page 21.

If you enter a number that is not recognised by the telephone system only the Backspace, Hang Up and Dial buttons will be available.



Please note that if the Overlap Dial feature has been disabled on your handset Dial Ahead will be the only method of making a call. Please refer to the Defaults section from page 43 for further details.

## View the web page

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If the colleague or external contact stored on the Contacts database you have received a call from or made a call to, or the Department you are receiving calls on behalf of, have been configured so that a web page (called an Auto URL) is displayed during the call, this web page can be accessed by pressing the Info button.



While you are viewing the web page the Dial button will flash to remind you that a call is in progress.



Press the Home button to return to Call Status

For further information on the Contacts database please refer to the Contacts Directory section from page 21 and for further information on Departments please refer to the Departments section from page 29.

For further information on Auto URLs please refer to your system administrator.

## Mute a call

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If you do not want your caller to hear a conversation that you are having with a colleague, for example, you can mute the call. You will be able to hear the caller but they will not be able to hear you.



1 Press the Mute button



2 The Mute button now has a red circle to indicate that the call has been muted. You can hear the caller but they cannot hear you.



3 Press the Mute button again to un-mute the call and the caller will be able to hear you again.

## Pause a call

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You may wish to Pause a call when you need to look up information for the caller, for example. The caller will be placed on hold and played the hold music (if configured). This facility is useful if, for example, you are using a headset and do not wish to hear the dial tone while your caller is on hold. (Please note that this feature cannot be used to make a new call when transferring a call or creating a conference as this option does not provide dial tone.)



1 Press the Pause button



2 The Pause button now has a red circle to indicate that the call is on Pause



- 3 External callers will be played “music on hold” (if configured) and internal callers will hear an intermittent beep.



- 4 To retrieve the call press the Pause button

For details of the “music on hold” configured on your system please refer to your System Administrator.

## Place a call on hold

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If you wish to transfer a call or make a second call when creating a conference, for example, you will need to put a call on hold as follows.



- 1 Press the New Call button

- 2 You will be presented with dial tone. External callers will be played “music on hold” (if configured) and internal callers will hear an intermittent beep.



- 3 To retrieve the call press the Hang Up button

For details of the “music on hold” configured on your system please refer to your System Administrator.

## Transfer a call

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### Announced Transfer



- 1 Place the call on hold by pressing the New Call button
- 2 Enter the number to be dialled (internal or external number).
- 3 Wait for the call to be answered and announce the caller



- 4 To transfer the call replace your handset or, if you are using hands free, press the Speaker button.

or

or



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

Alternatively,



- 4 To clear the call that you are currently connected to and return to the original call press the Hang Up button, or wait for the other end to hang up.

Alternatively,



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



or



- 6 Finally, to connect the two calls (regardless of which call you are currently connected to) replace your handset or, if you are using hands free, press the Speaker button.

or

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

Alternatively,



- 6 To clear the call you are currently connected to and return to the other call press the Hang Up button, or wait for the other end to hang up.

Please note that pressing the Speaker button will only transfer a call if the PCS 580 is used in hands free mode otherwise this button will switch from handset to hands free mode.

### Unannounced Transfer (Blind Transfer)



- 1 Place the call on hold by pressing the New Call button
- 2 Enter the number to be dialled (internal or external number).
- 3 Once the ringing tone is heard replace your handset or, if you are using hands free, press the Speaker button.

or



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

Alternatively,



- 2 Press the Transfer button
- 3 Enter the number to be dialled (internal or external number).  
You will no longer have control of the call.

### Receiving a Transferred Call

When you have received a transferred call the route of the call can be viewed in the History pane.



Press the Notes button



The History pane will display each User that has handled the call together with the date and time of the call.



Press the Home button to return to Call Status

## Parking a call

The Park facility allows calls to be put on hold in a system area so that the call can be picked up from another extension on the system. The PCS 580 provides four Park buttons to access Park slots 1, 2, 3 and 4 by default. If a call is parked via one of these Park buttons all users of a PCS 580, PCS 570, PCS 560 and PCS 60 with access to these Park slots will see the call parked and can retrieve the call if required.

### Park a call



Press the Park button required



The details of the caller will be displayed against the relevant Park slot.

Please note:

- if the original call was made or answered using the handset, when the call is parked Call Status will remain allowing you to pick up another parked call. Replace your handset if this is not required.
- if the call was made or received using hands free you will be returned to your idle page.

### Pick up a parked call



1 Press the Favourites button



2 The details of the caller will be displayed against the relevant Park slot.

3 Press the Park button required

Please note:

- If you pick up a parked call while in the progress of another call, this call will be automatically parked in the next available slot.
- If a parked call is not picked up within 5 minutes (the default Park Timeout) the call will be represented to you and can be answered in the normal way.
- If you are unable to pick up a call parked by a colleague you may be operating within a different "Company" to your colleague, or your Park buttons may be configured to access different park slots. Please refer to your System Administrator for further details.
- If you belong to a "Company" this Company may be configured with a different Park Timeout to the default 5 minutes described above. Please refer to your System Administrator for further details.
- By default the four Park buttons displayed are configured to access Park slots 1, 2, 3 and 4. However, if you wish the buttons to access alternative Park slots in order to create either group or "private" park slots or you wish to remove them altogether please refer to your System Administrator for further assistance.

## Notes

Notes can be entered while a call is progress which can help with the proficient handling of the call. For example, a note could contain the caller's name, company and the details of his enquiry. If you are receiving a transferred call from the switchboard, for example, the receptionist may have entered a note as a memory aid for herself and to help you understand the nature of the enquiry. You can also add your

own notes to the call which may then help the next person to handle the call if you were to transfer the call again.

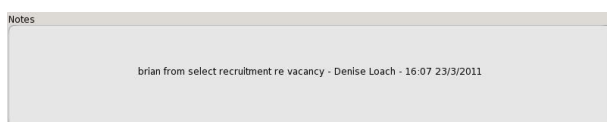
Notes can be added purely to the call itself and therefore will be deleted once the call has ended. Alternatively, if the call is made to or received from a number stored in the Contacts database the note can be added to the Contact and therefore saved permanently on the database. This means that when a call is made to or received from this Contact again previously notes can be referred to ensuring a continuity of conversation with your caller.

## View a note

During the process of a call you can view the notes related to that call or to the contact the call was made to or received from.



To view any notes press the Notes button (the red circle indicates there are notes to view).



Please note:

- If the originator of the note has added the note to the call only this text will disappear once the call has ended.
- If the call is from or to an external number stored on the Contacts database and the originator of the note has saved the text to the database this information will always be available when a call is made to or received from this number in the future.

## Add a note to a call

During a call you can enter notes to help you remember the caller's name or the details of the call, for example.



1 Press the Notes button



2 Press the Add Note button

3 Enter the text required



4 Press the Call Add button

This note will be available while the call is active but will be deleted once the call is ended.

## Add a note to a Contact

If a call has been received from or made to a number stored in the Contacts database a note can be entered and saved permanently with the Contact on the central database.



1 Press the Notes button



- 2 Press the Add Note button

- 3 Enter the text required



- 4 Press the Contact Add button

This note will be available while the call is active and saved permanently with the Contact. This note will be available to view whenever a call is received from or made to this Contact in the future.

For further information on the Contacts database please refer to Contacts Directory section from page 21.

## 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 facility is not available.)

### Create a conference call

- 1 Make a call to the first number required (internal or external)



- 2 Once the call has been answered, place the call on hold by pressing the New Call button

- 3 Make a call to the second number required (internal or external)



- 4 Once the call has been answered press the Conference button



- 5 The Conference button will now contain a red circle and you are in a 3-way conference with your two calls.

### End a conference call



Replace your handset or, if you are using hands free, press the Speaker button to end the conference. All calls will be cleared.

Please note that pressing the Speaker button will only end the conference if the PCS 580 is used in hands free mode otherwise this button will switch from handset to hands free mode.

### Cancel a conference call

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



- 1 Press the UnConf button

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



Use the Switch button to toggle between the two calls. The call you are currently connected to will be displayed in Call Status. Each call can be transferred or ended in the normal way (therefore if you replace your handset or, if you are using hands free, press the Speaker button the two calls will be connected).



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

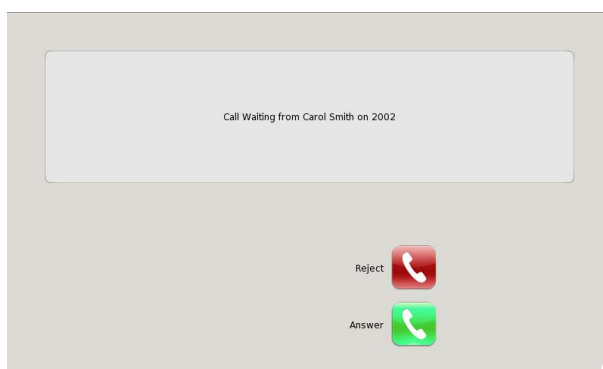
If one of the conference members ends their call you will return to a 2-way conversation with the other member of the conference. (If you hang up all calls will be disconnected – see the End a conference call section on page 13 for further details.)

## Call Waiting

Call Waiting is a facility which allows you to receive a second call while still connected to another call. By default, this feature is disabled. Please refer to your system administrator for details on how to turn this facility on or off on your extension. Once enabled you can handle your calls as follows.

### Handling a waiting call

- 1 When a second call is received you will hear an intermittent beep in your handset and the call waiting message will appear on your screen.



- 2 Press the Answer button. Your original call will be put on hold.

Alternatively,



- 2 If you do not wish to answer the call press the Reject button. The call will be passed to your Forward on Busy number (if set) or passed to voicemail (if enabled) or cancelled.

Alternatively,

- 2 The call waiting message will disappear after approximately 15 seconds and call status will return to the screen with the details of your current call displayed



- 3 Press the Switch button to view the details of the new caller. Your original call will be put on hold.



- 4 Press the Answer button to answer the call,



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



To clear the call that you are currently connected to and return to the original call press the Hang Up button, or wait for the other end to hang up.

Alternatively,



- 4 If you do not wish to answer the call press the Hang Up button. The call will be cancelled or passed to your Forward on Busy number (if set) or passed to voicemail (if enabled).

Please note that if you replace your handset or, if you are using hands free, press the Speaker button while both calls are active you will connect the two calls together.

## Switch to Hands Free

---

You may wish to switch between hands free and handset operation without interrupting the call.

### Handset to hands free



- 1 Press the Speaker button and replace the handset.



- 2 The Speaker button will be displayed with a red circle to indicate you are using hands free.

### Hands free to handset



- 1 The Speaker button will be displayed with a red circle to indicate you are using hands free.

- 2 Lift the handset.



- 3 The red circle will no longer be displayed within the Speaker button to indicate you are using the handset.

Please note that if you press the Speaker button while in hands free mode you will end the call.

## Changing the volume

---

You can change the ringing volume and conversation volume during or before a call.

### Handset Volume

#### Adjusting the handset volume before a call

- 1 Lift your handset.



- 2 Press the Volume Up or Down buttons as required.

- 3 Replace the handset when finished.

### Adjusting the handset volume during a call

If you have made or answered the call using the handset:



Press the Volume Up or Down buttons as required. The volume of your handset will increase or decrease appropriately.

### Hands free volume

If you have made or answered a call hands free:



Press the Volume Up or Down buttons as required. The hands free volume will increase or decrease appropriately.

### Ringing Volume

While an incoming call is ringing:



Press the Volume Up or Down buttons as required. The ringing volume will increase or decrease.



## Calls History

The Messages button allows you to view and manage a historical list of your outgoing and incoming calls - internal & external, answered & missed; and voicemail. (For further information on voicemail please refer to page 29.)

### View the contents of your Calls History

---



Press the Messages button.

- A list of historical calls and voicemail will be displayed.
- Entries are listed in date and time order with the newest at the top.
- There is no limit to the number of calls and voicemails that can be listed unless configured otherwise. Please refer to your System Administrator for further details.



Press the Page Down and Page Up buttons to display the entry required.



Press the Page Up button to go to the bottom of the list.

Please note:



If the Messages button is displayed with a tick Calls History will only be displaying your voicemail messages.

Press the Messages button to remove the tick and view all your calls.



Press the Messages button to return to your idle page

or

or



Press the Home Page button to return to your idle page.

### Identifying the type of call

---



Signifies an answered incoming call



Signifies an unanswered (or missed) incoming call



Signifies an answered outgoing call



Signifies an unanswered outgoing call



Signifies a new or unread voicemail message



Signifies an old or read voicemail message

## Missed Calls

An incoming call received by your phone that is not answered either by yourself or by voicemail will be registered as a missed call in your Calls History.



The Messages button will appear with a red circle to indicate you have missed a call. Press this button to view the call details.



When you return to your idle page the Messages button will no longer be displayed with a red circle indicating that you have viewed and acknowledged the missed call. (Please note that if you have new voicemail message the red circle will not disappear until you have listened to the message. Please refer to the Voicemail section from page 46 for further details.)

## Details of a call

Each call will display the following information:

### Incoming Call



On the left hand side:

- The name of the caller (if the incoming number is known by the system).
- The number presented with the call

On the right hand side:

- Your user name or the name of the colleague who has diverted their calls to you or the name of the Department called
- The time and date of the call. If the call was received today just the time will be displayed.

### Outgoing call



On the left hand side:

- The name of the contact that you called (if the number you dialled is known by the system).
- The number that you dialled

On the right hand side:

- Your user name
- The time and date of the call. If the call was made today just the time will be displayed.

Please note that if, when you select an entry within Calls History as described in the next sections, the Edit button is available this indicates the call was received from or made to a number stored within the Contacts database. Please refer to the Working with the Contacts database section from page 26 for further details.

---

## Redial a number

---

You may wish to redial a number previous dialled, this can be done by selecting the original call from the Calls History.



- 1 Press the Messages button
  - 2 From the Calls History press the outgoing call required. This entry will be displayed with a green background once selected.
  - 3 Press the entry again to dial the number displayed
- or



- 3 Press the Dial button to dial the number displayed

Alternatively,



- 3 Press the Choose button
- 4 If the number you originally dialled is recognised by the system, ie you dialled an internal extension number or an external number stored within the Contacts database, the list of numbers stored with this number, eg a User's mobile number or a Contact's mobile number, will be listed. The number that you dialled will be displayed in bold at the top left hand side of the list.



- 5 Press the Dial button beside the number you wish to dial.

Alternatively,



- Press the Back button to return to the Calls History

---

## Ring back a caller

---

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



- 1 Press the Messages button
  - 2 From the Calls History press the incoming call required. This entry will be displayed with a green background once selected.
  - 3 Press the entry again to dial the number displayed
- or



- 3 Press the Dial button to dial the number displayed

Alternatively,



3 Press the Choose button

4 If the number presented with this call is recognised by the system ie you received the call from an internal extension number or an external number stored within the Contacts database, the list of numbers stored with this number, eg a User's mobile number or a Contact's mobile number, will be listed. The number presented with the original call will be displayed in bold at the top left hand side of the list.



5 Press the Dial button beside the number you wish to dial.

Alternatively,



Press the Back button to return to the Calls History.

## Delete a call

You can delete an entry from the Calls History, if required, to remove, for example, unnecessary entries such as misdialled numbers or incoming calls where the number was withheld.



1 Press the Messages button

2 From the Calls History select the call required.



3 Press the Delete button. You will be asked if you are sure that you wish to delete this call



5 Select the Yes button. The call will be removed from the Calls History.

or



Select No to cancel the delete, and you will be returned to Calls History

For further information on how the system recognises an incoming number or the number you have dialled please refer to Contacts Directory section from page 21.

## Contacts Directory

Provided with the **maximiser** system is the ability to set up a database of contact information that can be accessed via your PCS 580. Your System Administrator is responsible for the maintenance of this database and will be able to assist you with your queries. The purpose of this database is to provide you with a directory of telephone numbers to enable you to make calls quickly and easily; and to match incoming telephone numbers so that you can identify callers and handle the calls in the appropriate manner.

The directory on your PCS 580 uses this database to enable to you quickly and easily call a colleague, an external customer or supplier, for example, or an internal department.

The directory enables you to call or transfer a call to a colleague without having to remember their extension number. Each of your colleagues will have a User account on the telephone system and the directory will list your colleagues by that User name making it easier for you to phone either their extension number, mobile or home number. (If you do not wish the directory to display the Users of your telephone system please refer to the Defaults section from page 43.)

The directory enables you to call or transfer a call to an external contact such as a customer, supplier, partner etc entered on the database. (If you do not wish the directory to display external contacts stored on the database please refer to the Defaults section from page 43.)

The directory will also enable you to call or transfer a call to an internal Department where the call can be answered by any one of a group of people, such as Sales, Support, Accounts etc. For further information on Departments please refer to page 29. (If you do not wish the directory to display Departments please refer to the Defaults section from page 43.)

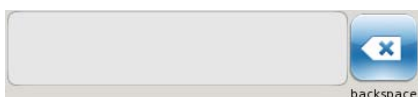
The directory will display your speed dials once created (please refer to page 32 for further details) enabling you to call or transfer calls to regularly used numbers. (If you do not wish the directory to display your speed dials please refer to the Defaults section from page 43.)

(Please note that if you create a speed dial for a number also stored on the database, when a call is received from this number the incoming number will be matched to the speed dial in preference to the database entry. This means that the speed dial name will be displayed in Call Status instead of the name stored in the central database.)

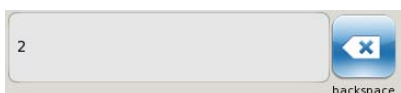
### View the Directory



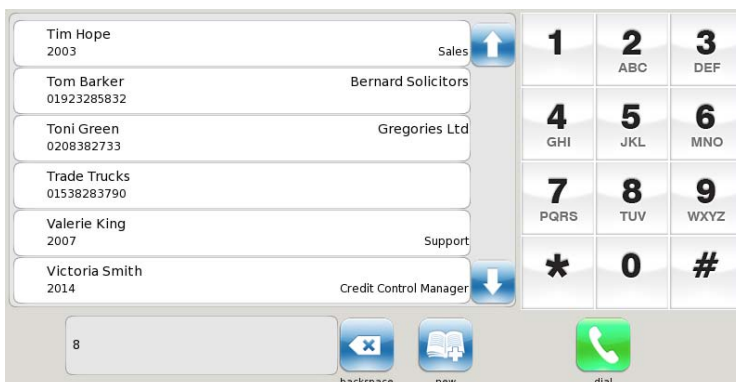
- 1 Press the Contacts button to access the directory
- 2 You will be presented with a Search facility to assist you in quickly finding the contact you require.



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



- 5 The directory entries commencing with the letters displayed on the key pressed will be listed



A colleague's entry will be displayed with their extension number. An external Contact entry will be displayed with the telephone number stored for this database entry. On the right hand side of each entry the text entered in the Contact's Company Name field and User or Contact's Description field will be displayed (for further details please refer to your system administrator).

Further keys can be pressed to reduce the search. So if, for example, you were searching for Barry you would press 22779

or



Use the Page Up and Page Down buttons to find the specific entry required.

or



Press the Page Up button to go to the bottom of the list.



Press the Contacts button to return to your idle page

or



Press the Home Page button to return to your idle page.

## Busy Lamp Field for Users

An entry displayed for an internal User will indicate if your colleague's extension is free or busy.



An internal User displayed with no icon indicates that your colleague's extension is free



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



An internal User displayed with a blue icon indicates that your colleague has Do Not Disturb set.

Please note that you can view a directory entry as described above while on a call if, for example, you wish to look up a contact's phone number.

## Make a call via the Directory

---



- 1 Press the Contacts button to access the directory
- 2 Use the Search facility to find the contact required as explained on page 21
- 3 Press the contact you wish to call. This entry will be displayed with a green background once selected.



- 4 Press the Dial button if you wish to dial the number displayed with the entry.

Alternatively,



- 4 Press the Choose button
- 5 The list of numbers stored for this contact will be displayed.  
(If you have selected a User that has voicemail enabled you will also be able to connect directly to their voicemail and leave a message.)



- 6 Press the Dial button beside the number you wish to dial. The call will be made automatically.

Alternatively,



- Press the Back button to return to the directory.

## Transfer a call via the Directory

---



- 1 Place the call on hold by pressing the New Call button



You will be presented with the keypad



- 2 Press the Contacts button to access the directory
- 3 Use the Search facility to find the contact required as explained on page 21
- 4 Select the contact you wish to call.



- 5 Press the Dial button if you wish to dial the number displayed with the contact. The call will be made automatically.
- 6 Wait for the call to be answered and announce the call
- 7 Transfer the call by replacing your handset or, if you are using hands free, by pressing the Speaker button. You will no longer have control of the call.

If you change your mind and wish to return to the caller press the Dial button  and then the Hang Up button . Note that if you have already selected an entry in the directory this number will be dialled until you press the Hang Up button.

Alternatively,



- 5 Press the Choose button

- 6 The list of numbers stored for this contact will be displayed.



- 7 Press the Dial button beside the number you wish to dial

- 8 Wait for the call to be answered and announce the call

- 9 Transfer the call by replacing your handset or, if you are using hands free, by pressing the Speaker button. You will no longer have control of the call.

Alternatively, if you wish to continue talking to the caller while you find the entry in the Contacts directory you can use the following method:



- 1 Press the Contacts button to access the directory

- 2 Use the Search facility to find the contact required as explained on page 21

- 3 Select the contact you wish to call.



- 4 Press the Dial button if you wish to dial the number displayed with contact. (Alternatively, press the Choose button and select a number from the list displayed.)

- 5 Your original call will be put on hold and the new call will be made.

- 6 Wait for the call to be answered and announce the call

- 7 Transfer the call by replacing your handset or, if you are using hands free, by pressing the Speaker button. You will no longer have control of the call.

For further information on transferring a call please refer to page 9.

## Alternative method to view the directory

An alternative way to search for entries within the Contacts Directory is to enter each letter of the name required by pressing a key on the keypad multiple times until the letter required is entered in the search facility. For example, if you wished to enter the letter R you would press the number 7 three times. To use this alternative search method you will need to change your default settings as follows.

### Disable the “one-touch” Keypad search



- 1 Press the Settings button five times



- 2 Under the Directory Search Preferences section, press Keypad button to remove the tick and disable this feature.



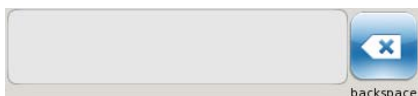


- 3 Press the Home button to return to your Idle Page.

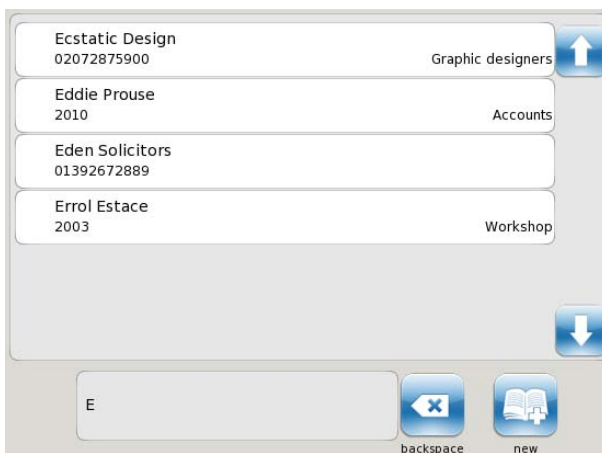
## Searching the directory with “one-touch” Keypad search turned off



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

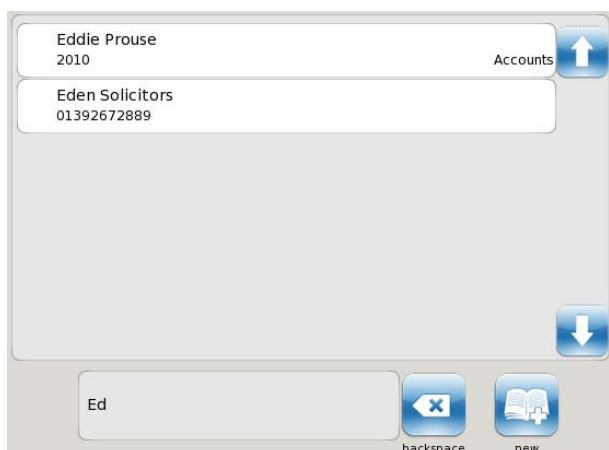


- 3 Press the key on the keypad displaying the letter you need
- 4 The first letter on this key will be entered in the search box.
- 5 Continue to press the key until the letter required has been entered.



- 6 The directory entries commencing with this letter will be displayed.

Further letters can be entered to reduce the search.



So if, for example, you wanted to search for Barry you would press 2 twice, then 2 again, then 7 three times, then 7 three times again and finally 9 three times.

## Working with the Contacts database

---

The Contacts database, stored centrally on the telephone system, can be used to store contact details for external customers, suppliers, partners etc. This database enables you to speed dial their telephone numbers via the Contacts directory and will also match the incoming number presented when this external contact phones you or a colleague. Their contact name will be displayed in Call Status enabling the call to be identified. You can add entries to this database. However, you require the necessary rights to do this. If the New Contact button, as described below, is not displayed you have not been given the necessary rights. Please remember that a Contact entry is stored centrally and is available to all Users of the SpliceCom telephone system, therefore all entries must be business related. Please refer to System Administrator for further details on the Contacts database.

### Add a Contact entry



- 1 Press the Contacts button



- 2 Press the New button (this will only be available if you have the necessary rights)

- 3 Enter the Name of the contact using the keyboard displayed

- 4 Select the Number field and enter the contact's principle number

- 5 Select the Company field and enter the contact's company name (if relevant)



- 6 Press Save to store the new entry on the Contacts database

or



- 6 Press Cancel if you do not wish to save the new entry

### Amend a Contact entry



- 1 Press the Contacts button

- 2 Find and select the entry you require  
(please refer to the View the Directory section from page 21 for further details)



- 3 Press the Edit button (this will only be available if you have the necessary rights)

- 4 Select the field you wish to edit and make the changes required using the keyboard displayed.



- 5 Press Save to store the changes

or



- 5 Press Cancel if you do not wish to save the changes

## Delete a Contact entry



- 1 Press the Contacts button
- 2 Find and select the entry you require  
(please refer to the View the Directory section from page 21 for further details)



- 3 Press the Edit button (this will only be available if you have the necessary rights)



- 4 Press the Delete button
- 5 You will be asked if you are sure you want to delete the contact



- 6 Press Yes to delete the entry

or



- 6 Press No to keep the entry

## Working with the Contacts database via Calls History

If you have made a call to or received a call from a number you would like to store within the Contacts database you can select this entry within Calls history and create a new entry using this number. (Please note that the New button described below will not be available if you do not have the necessary rights.)

If a caller's number or a number you have dialled are stored in the Contacts database, when you select this entry within Calls History you will be able to amend or delete the entry on the database. (Please note that the Edit or Delete button described below will not be available if you do not have the necessary rights to be able to amend or delete an entry on the Contacts database.)

## Create a new Contact entry via Calls History



- 1 Press the Messages button.
- 2 Select the call required  
(please refer to the View the contents of your Calls History section from page 17 for further details)



- 3 Press the New button  
(please note that this button will not be available if you do not have the necessary rights)

- 4 The caller's number or the number you dialled will be entered in the Number field
- 5 Enter the Name and Company name you wish to store with this number



- 6 Press Save to store the new entry on the Contacts database

or



- 6 Press Cancel if you do not wish to save the new entry

### Amend a Contact entry via Calls History



1 Press the Messages button.

2 Select the call required  
(please refer to the View the contents of your Calls History section from page 17 for further details)



3 Press the Edit button  
(please note that this button will not be available if you do not have the necessary rights)

4 Select the field you wish to edit and make the changes required using the keyboard displayed.



5 Press Save to store the changes

or



5 Press Cancel if you do not wish to save the changes

### Delete a Contact entry via Calls History



1 Press the Messages button.

2 Select the call required  
(please refer to the View the contents of your Calls History section from page 17 for further details)



3 Press the Edit button  
(please note that this button will not be available if you do not have the necessary rights)



3 Press the Delete button

4 You will be asked if you are sure you want to delete the contact



5 Press Yes to delete the entry

or



5 Press No to keep the entry

## 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 your PCS 580 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, your company may wish to ensure all incoming calls to Reception are shared among several colleagues to ensure the calls are answered quickly, or may wish to ensure that support calls are shared equally among the Support team.

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

As a member of the Group there may be situations when you may wish to temporarily remove yourself from the Group and therefore you will not receive Department calls. Please refer to the Group Log In section from page 35 for further information.


### Receiving a Department call


When you receive a call for a Department instead of your details being displayed Call Status will display the Department name. This allows you to determine, before answering the call, whether you are receiving a personal or Department call and allows you to answer the call in the correct manner.



These diagrams give examples of an internal and external call to a Department.

### Wrap Up Time

If a Wrap Up Time has been configured for the Department, at the end of the call you will not receive another call until this time has elapsed. This will give you time for any administrative tasks, such as updating a database, etc. You can override this Wrap Up Time by placing your phone off-hook and then on-hook or by selecting the Wrap Up button .

During the Wrap Up time you can also put your User account into Do Not Disturb by pressing the DND button . (Please note that by setting DND you will not receive any calls on your phone. Calls to your extension will be diverted to your Forward on Busy number, if set, or to your voicemail, if enabled, or will receive busy. Department calls will follow the routing configured for the Department itself.)

## View the web page

The Department may be configured to display a web page (called the Auto URL) when you receive a call to the Department. This may be displayed while the call is ringing on your phone or once you have answered the call. Alternatively, the web page may be available for you to access as and when you require. This web page might give you access to sales information, for example, when talking to customers or web sites available via the Internet or your company's intranet, to provide you with information to help you deal with the call.



Press the Info button to view the web page configured for the Department



While you are viewing the web page the Dial button will flash to remind you that a call is in progress.



Press the Home button to return to Call Status

For further information on Auto URLs please refer to your system administrator.

## Make a call to a Department

You may wish to ring a Department in order to talk to an available member of, for example, the Personnel department rather than ringing one specific member of that department only to find they are not available and then having to ring another extension, etc.

If you know the extension number of the Department required you can dial this number in the normal way. Alternatively, you can use the Contacts directory to call the Department as follows:



- 1 Press the Contacts button to access the directory
- 2 Use the Search facility to find the Department required
- 3 Select the Department you wish to call



- 4 Press the Dial button to make the call.

## Transfer a call to a Department



- 1 Place the call on hold by pressing the New Call button



- 2 Press the Contacts button to access the directory
- 3 Use the Search facility to find the Department required
- 4 Select the Department you wish to call



- 5 Press the Dial button to make the call.
- 6 Wait for the call to be answered and announce the call



- 7 Transfer the call by replacing your handset or, if you are using hands free, press the Speaker button.

or



or

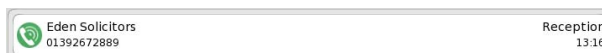
Press the Transfer button

You will no longer have control of the call.

For further information please refer to the Transfer a call section from page 9.

## Calls History

Your Calls History can also display the incoming answered and missed calls received for a Department. Your System Administrator can configure this facility for you, if not already available. The name of the Department receiving the call is displayed on the right hand side of the call entry.





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.

For further information please refer to the Calls History section from page 17.

## User Settings

The **maximiser** system gives you the ability to configure features such as speed dials, forwarding, and do not disturb on your extension.

These features can be configured by pressing the Settings button  until the required screen is displayed. Press the Home button  at any time to return to your Idle Page.

### Do Not Disturb

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

#### Turn on Do Not Disturb





1 From your Idle Page, press the Settings button once. The Telephony page will be displayed.

2 Select the DND button



A tick will be displayed in the DND button to indicate that this feature has been enabled.

When DND is enabled:

- The SpliceCom LED will flash.
- Your telephone handset will provide a broken dial tone to remind you that this feature has been enabled.
- Your calls will be automatically passed to your Forward on Busy number, if configured, or to voicemail, if enabled. (For further information on your Forward on Busy Number please refer to the Divert Numbers section from page 42.)
- When a colleague enters your extension number using the Dial Ahead facility the blue DND icon  will be displayed to indicate that you have Do Not Disturb set.
- Your entry in the Contacts Directory will display the blue DND icon  to inform your colleagues that your extension has Do Not Disturb set.

#### Turn off Do Not Disturb



1 From your Idle Page, press the Settings button once. The Telephony page will be displayed.

2 Select the DND button



The tick will no longer be displayed in the DND button to indicate that this feature has been disabled.

### Call Divert/Follow Me

The Follow Me facility allows you to configure your extension so that your calls follow you to an internal extension or to an external number, so that when you are, for example, working at another desk, working at home, or using your mobile etc, your calls will still reach you. You could also use this feature when you are, for example, on holiday and wish all your calls to be diverted to your assistant or another colleague.



If your personal Telephone Numbers, such as your mobile number, have been previously configured, these can be used to quickly set up Follow Me. Please refer to the Telephone Numbers section from page 41 for further details.

Please note:

- When Follow Me has been set your handset will provide a broken dial tone to remind you that this feature has been enabled.
- If your calls are forwarded to an internal extension and that extension is not answered or busy the caller will be passed to your voicemail and the call will be logged as a missed call on your PCS 580.

## Turn on Follow Me

Firstly, you will need to set where you wish the calls to divert to as follows.



- 1 From your Idle Page, press the Settings button once
- 2 Press the Divert To button
- 3 If you have previously entered your personal Telephone Numbers, press the Mobile or Home or Assistant button
- 4 You will be returned to the Telephony screen
- 5 The Divert To button will display the number you have set as your Divert To number, eg Divert To (Mobile)
- or
- 3 Press the Number button
- 4 Using the keyboard displayed, enter the internal or external number you wish to divert your calls to




- 5 Press the Save button
- 6 The Divert Numbers screen will be displayed and the Follow Me To Number field will the display the number you have just entered.

If you wish to edit this number, select this field and amend the entry.


Finally, you will need to set which calls will be diverted and this will enable Follow Me for those calls.



- 1 From your Idle page, press the Settings button once
- 2 Press the Divert button

- 3 Press one of the following buttons:
  - Personal – all calls to your extension and direct line number will be diverted
  - Dual Personal – all calls to your extension and DDI number will be diverted, However, your extension will also ring. This will ensure that you can pick up the call wherever you are.
  - All – all calls to your extension, direct line number and any Department calls will be diverted
  - Dual All – All calls to your extension, direct line number and any Department calls will be diverted, However, your extension will also ring. This will ensure that you can pick up the call wherever you are.
- 4  You will be returned to the Telephony screen. The Divert button will display your Follow Me settings, eg Divert (Personal) and a tick will indicate that this facility has been enabled.

## Turn off Follow Me

- 1  From your Idle page, press the Settings button once
- 2 Press the Divert button
- 3 Press the None button
- 4 You will be returned to the Telephony page and the Divert button will display “Divert (None)”

You do not need to change the Divert To number as you may wish to use this number again.

## Receiving a Diverted Call



Nick Eustace (2017)  
Peter Jenkins (2018)  
00:09

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

## Out of Office Message

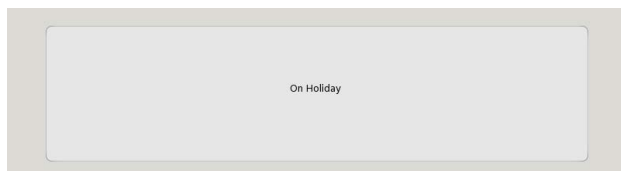
When you are unable to answer your phone you may wish to inform your colleagues that you are at lunch or in a meeting, for example. An Out of Office Message can be configured and this will be displayed on your colleagues' PCS 580, 570, 560 or 60 when they attempt to call you. By selecting an Out of Office Message this will also change your voicemail greeting; please refer to your System Administrator for further information on how to record your Out of Office voicemail greetings.

## Setting an Out of Office Message

- 1  From your Idle page, press the Settings button once
- 2 Press the Status (In the Office) button
- 3 Press either In Meeting, At Lunch, On Holiday or Off Site
- 4  You will be returned to the Telephony page. The Status button will display the Out of Office setting in brackets and a tick will indicate that this facility has been enabled.

## Making a call to a colleague with an Out of Office message

When a call is made to a colleague who has an Out of Office message set this information will appear on the screen while the call is ringing. This feature will not change the manner in which your call is handled.



## Turn off the Out of Office message



- 1 From your Idle page, press the Settings button once
- 2 Press the Status button
- 3 Press the In the Office button



- 4 You will be returned to the Telephony page. The Status button will display In The Office in brackets and the button will be empty indicating that this facility has been disabled.

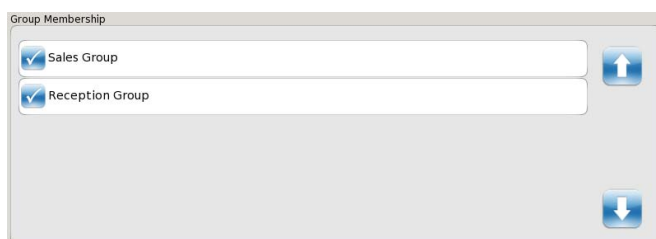
## Group Log In

If you are a member of a Group on your telephone system you may wish to have the ability to log yourself in and out of the group when required. The use of this facility is controlled by your system administrator, please refer to your system administrator for further information. For further information on Groups and Departments please refer to page 29.

## Log out of a Group



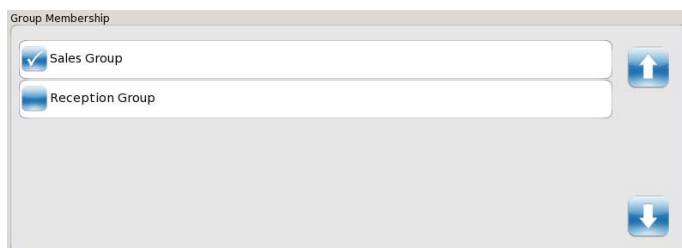
- 1 From your Idle page, press the Settings button once
- 2 The list of Groups that you belong to will be displayed.



Use the Page Up  and Page Down  buttons to find the Group you require, if relevant.



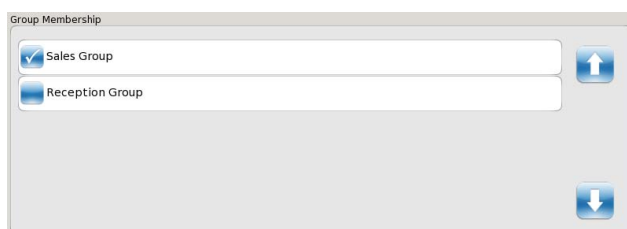
- 3 A tick within the Group button will indicate that you are currently logged into this Group.
- 4 Press the Group required and the tick will disappear to indicate that you are logged out of this Group.



## Log in to a Group



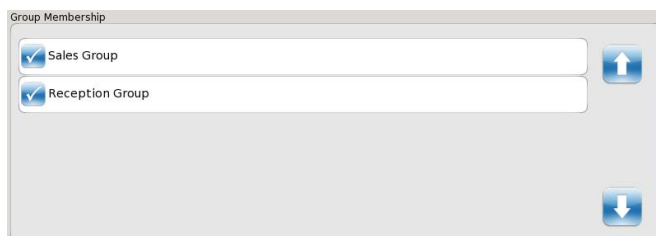
- 1 From your Idle page, press the Settings button once
- 2 The list of Groups that you belong to will be displayed.




Use the Page Up  and Page Down  buttons to find the Group you require, if relevant.



- 3 A Group button without a tick indicates that you are currently logged out of this Group.
- 4 Press the Group required and a tick will be displayed in the Group button to indicate that you are logged into this Group.



## Favourites (Speed Dials)

Favourites allow you to set up your own personal list of regularly used telephone numbers (internal or external). These speed dials are displayed and accessed by selecting the Favourites button . Speed dials set up for internal extensions will also act as Busy Lamp Fields (BLF), in other words they will indicate when that User is on the phone. There is no limit to the number speed dials you can create.

## Create a Speed Dial



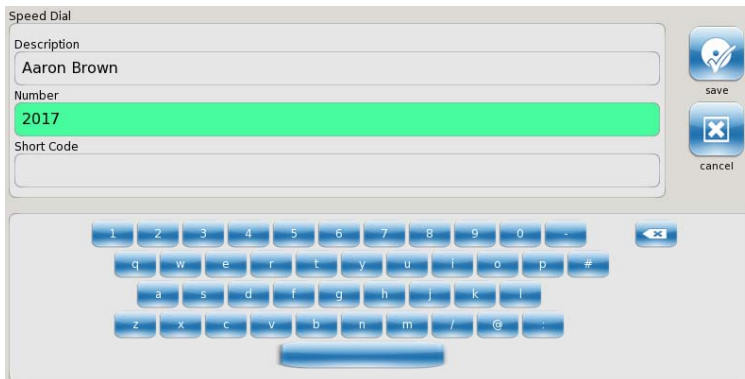
- 1 From your Idle page, press the Settings button twice



- 2 Select the Add New button



- 3 Select the Description field and use the Backspace button to delete the word "new". (This button can be used at any time to correct any errors.)
- 4 Use the keyboard displayed to enter the text that will be used to identify this speed dial.
- 5 Select the Number field
- 6 Use the keyboard to enter the number to be dialled (internal or external number)



The image shows a 'Speed Dial' form with three input fields: 'Description' containing 'Aaron Brown', 'Number' containing '2017', and 'Short Code' which is empty. To the right of the fields are 'save' and 'cancel' buttons. Below the fields is a numeric keypad with letters assigned to numbers (e.g., 1-9, 0, \*, #) and a backspace button.



- 7 Press the Save button to store the speed dial
- 8 The new entry will be displayed in the Speed Dials list, in alphabetical order



The image shows a 'Speed Dials' list with five slots. Slots 1-4 are empty. Slot 5 contains 'Aaron Brown' with number '2017'. Slot 6 contains 'Barbara Evans' with number '2001'. There are up and down arrow buttons on the right side of the list, and an 'add' button at the bottom.

- 9 Repeat steps 2 to 7 to add additional Speed Dials, if required



Press the Cancel button at any time if you do not wish to save the new speed dial.

Please note:

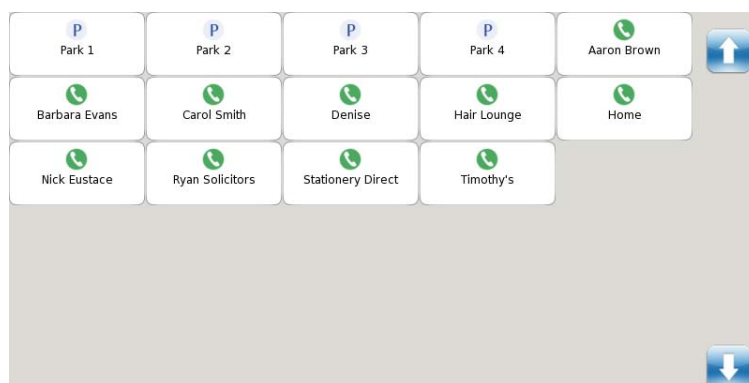
- The top four entries within the Speed Dial list relate to your Park buttons, please refer to your System Administrator before making changes to these entries.
- If you create a speed dial for a number also stored on the telephone system's database, eg a colleague's extension number, when a call is received from this number the incoming CLI will be matched to the speed dial in preference to the database entry. This means that the speed dial name will be displayed in Call Status instead of the name stored in the database.

## Favourites page

Your Speed Dials will be displayed in the Favourites page and can be used to quickly and easily make calls, transfer calls and pick up calls. The Favourites page can be accessed while the PCS 580 is idle or during a call.



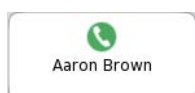
Press the Favourites button.



The Favourites page will be displayed giving the 4 park buttons and your speed dials.

Use the Page Up  and Page Down  buttons to find the speed dial you require, if relevant.

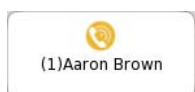
A speed dial created for an internal extension will act as a Busy Lamp field:–



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



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



An internal speed dial 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 by selecting the speed dial.



Press the Favourites button to return to your idle page

Please note: By default your Speed Dials are displayed in alphabetical order, However, your speed dials can be configured to display in a different order if required. Please refer to your System Administrator for further details.

## Amend a Speed Dial



- 1 From your Idle page, press the Settings button twice

Use the Page Up  and Page Down  buttons to find the speed dial you require, if relevant.

- 2 Select the speed dial to be amended



- 3 Press the Edit button

If you wish to change the description, select the Description field and make the changes required

If you wish to change the telephone number, select the Number field and make the required



The Backspace button can be used to delete all or part of the existing entry, if required



- 4 Press the Save button to store the changes

or



Press the Cancel button if you do not wish to save the changes.

## Delete a Speed Dial



- 1 From your Idle page, press the Settings button twice.

Use the Page Up  and Page Down  buttons to find the speed dial you require, if relevant.

- 2 Select the speed dial to be deleted



- 3 Press the Delete button

- 4 You will be asked if you are sure you want to delete the speed dial



- 5 Press the Yes button to delete the speed dial

or



Press the No button to cancel.

## Make a call using a Speed Dial



- 1 Press the Favourites button



Use the Page Up  and Page Down  buttons to find the speed dial you require, if relevant.

- 2 Press the speed dial required. The call will be made


Your speed dials will also be displayed in the Contacts Directory as described from page 21. If you do not wish to access your speed dials from the directory turn off the Speed Dial filter as described in the Defaults section from page 43.

## Transfer a call using a Speed Dial

- 1 During a call your speed dials will be displayed under Call Status.

Use the Page Up  and Page Down  buttons to find the speed dial you require, if relevant.



- 2 Press the speed dial required. Your original call will be put on hold and the new call will be made
- 3 Wait for the call to be answered and announce the call
- 4  Transfer the call by replacing your handset or, if you are using hands free, by pressing the Speaker button. You will no longer have control of the call.

For further information on transferring a call please refer to page 9.

## Call Pick up

You can pick up a call ringing on another extension via the Favourites page. 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.



- 1 Press the Favourites button
- 2 A speed dial displaying a flashing yellow/red icon has a call waiting to be answered.
- 3 Press the speed dial required.
- 4 The call will be answered by your extension

Please note that if you pick up a ringing call while you are on a call your original call will be parked in the first available park slot. Please refer to page 11 for further information on parking a call.

## Favourite Groups

Your speed dials can be organised into groups, if you wish. This would enable you to display the speed dials to colleagues and/or external contacts related to, for example, a particular project or particular department within a group, such as Personnel, Accounts, Exhibition, Office Move etc. You would firstly



select the group and then the speed dial required. Please refer to your System Administrator for further information.

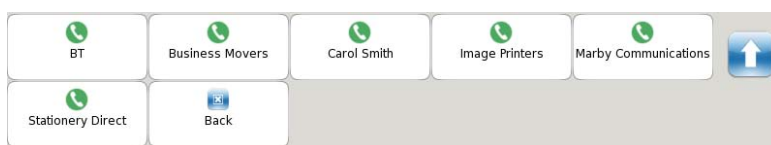
If this feature has been set up on your phone the following explains how to use this facility.



- 1 Press the Favourites button
- 2 Press the Favourite Group required.



- 3 The speed dials contained within this group will be displayed.



Use the Page Up  and Page Down  buttons to find the speed dial you require, if relevant.

- 4 Press the speed dial required.  
The call will be made



Alternatively, press the Back button to return to the main Favourites page

## Telephone Numbers

Your home and mobile numbers can be entered on the central database together with two additional numbers and a number that you wish to use as your Assistant number.

These numbers are used:

- 1 To identify you when you make a call from your home, mobile or the additional telephone numbers. Your name and details will appear in Call Status on your colleague's handset.
- 2 By the Contacts Directory (please refer to page 21 for further details)
- 3 By voicemail:
  - a. when accessing your messages from your mobile or home phone (please refer to your System Administrator for further details)
  - b. your callers can be given the option to be transferred to your assistant number rather leave a message (please refer to page 51 for further details).
- 4 By the Follow Me facility (please refer to page 32 for further information).

## Enter your personal numbers



- 1 From your Idle page, press the Settings button three times. The Telephone Numbers page will be displayed.
- 2 Select the box for the number you wish to enter, eg Mobile Number or Assistant Number
- 3 The edit screen for the relevant number will be displayed



Mobile Number

07890326478

save

cancel

1 2 3 4 5 6 7 8 9 0 .

q w e r t y u i o p #

a s d f g h j k l

z x c v b n m / @ -

- 4 Using the keyboard displayed enter the number required



- 5 Press the Save button to store the number



Telephone Numbers

Extension Number

2034

Mobile Number

07890326478

Home Telephone Number

Spare1 Number

Spare2 Number

Assistant Number


2017

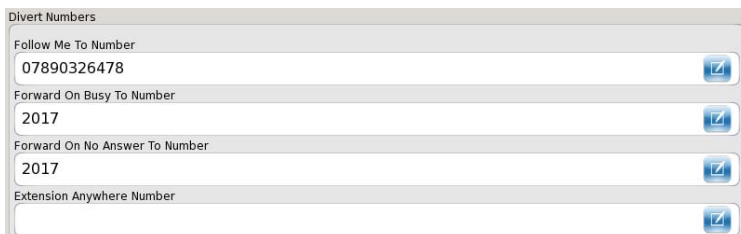


- Press the Cancel button at any time if you do not wish to save the number entered.

Please note that if you are unable to edit these fields you do not have the rights to use this facility. Please refer to your System Administrator for further details.

## Divert Numbers

The Divert Numbers screen, which is accessed by pressing the Settings button  four times, displays the numbers that your calls will forward to when you have Call Divert on, Forward on Busy and Forward on No Answer set.



Divert Numbers

Follow Me To Number

07890326478



Forward On Busy To Number

2017


Forward On No Answer To Number



2017

Extension Anywhere Number

**Follow Me To Number** – this will display the number entered when you configured Call Divert as described in the Call Divert/Follow Me section from page 32. You can edit your Follow Me To Number via this screen - select this entry and you will be taken to the Edit screen. Use the keyboard displayed to enter number required. Press the Save button  to store the changes or the Cancel button  to return to the Divert Number screen.

**Forward On Busy To Number** – this will enable you to enter or modify the internal or external number your calls will forward to when you have Forward on Busy set. Your handset is considered busy when you are on a call or have Do Not Disturb set. Please refer to your System Administrator for information on how to turn on Forward on Busy. You can enter or edit your Forward on Busy To Number via this screen - select this entry and you will be taken to the Edit screen. Use the keyboard displayed to enter number required.

Press the Save button  to store the changes or the Cancel button  to return to the Divert Number screen without saving the changes.

**Forward On No Answer To Number** - this will enable you to enter or modify the internal or external number your calls will forward to when you have Forward on No Answer set. 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 and how to turn on Forward on No Answer. You can enter or edit your Forward on No Answer To Number via this screen - select this entry and you will be taken to the Edit screen. Use the keyboard displayed to enter number required. Press the Save button  to store the changes or the Cancel button  to return to the Divert Number screen without saving the changes.

**Extension Anywhere Number** – please refer to the Extension Anywhere Number section from page 59 for further details.

## Defaults

The default settings of your PCS 580 can be altered as follows.



- 1 From your Idle page, press the Settings button five times. The Defaults page will be displayed.



**Default Idle Page** - by default your Idle Page will be a web page displaying the SpliceCom logo or your company logo or a page on your intranet or the Internet. However, you may prefer to display the Favourites page, the Contacts Directory, Calls History or the Key pad whenever your phone is idle. This would be useful if, for example, you regularly need to find a telephone number quickly and prefer not to press the Contacts button each time, or you wish to constantly monitor voicemail messages without having to press the Messages button.

Within the Default Idle Page section press:

- Web Page – to display the web page (called the Home Page) configured for your User account
- Favourites – display the Favourites page
- Contacts – display the Contacts directory
- History – display Calls History

A tick will be displayed within the option selected

**Off Hook Page** - by default, when your phone is off hook the keypad will be displayed, however, you may prefer to display either the Favourites page or Contacts directory so that you can quickly find and dial the number required.

Within the Default Off Hook Page section press:

- Keypad – display the keypad
- Favourites – display the Favourites page
- Contacts – display the Contacts directory

A tick will be displayed within the option selected

**Directory Search Preferences** - the functionality of the Contacts Directory (as described from page 21) can be adapted to suit your use of your PCS 580 as follows:

- Keypad – this option will enable or disable the “one-touch” method of searching within the directory. If disabled you will need to press a key on the keypad multiple times to enter the letter required in the search facility. Please refer to the “Alternative method to view the directory” section from page 24 for further details.
- Users – this option will enable or disable the display of the Users of your telephone system within the directory. If enabled you be able to easily dial and transfer calls to your colleagues’ extension numbers, mobile numbers etc, and you will be able to see at a glance if their extension is busy or not.
- Departments – this option will enable or disable the display of the Departments set up on your telephone system within the directory. If enabled you will be able quickly dial or transfer calls to a group of Users, for example, Support, Sales etc.
- Contacts – this option will enable or disable the display of the external contacts created on your telephone system within the directory. If enabled you will be able to easily dial or transfer calls to external telephone numbers
- Speed Dials – this option will enable or disable the display of your speed dials within the directory. If enabled you will be able to dial or transfer calls to your regularly used telephone numbers via the directory as well as via the Favourites page and Call Status. (For further information on speed dials please refer to page 32.)
- Companies – when the Contacts filter is turned on (as explained above) all contacts matching the letters entered in the search facility will be displayed. This option will determine whether to include entries where the company name also matches the letters entered. If you would prefer to display entries where only the name matches the letters entered disable this feature.
- Overlap Dial - by default, when you lift your handset or press the Speaker button and start to dial a number the telephone system will start to process this number and send the number to your service provider, such as BT, for example. This is the normal operation of a telephone. However, this method is different to using a phone such as a mobile, where we enter the number in first and then press the Call button. On a PCS 580 you can decide which method you prefer, you can either go off hook and start to dial or you can use the Dial Ahead facility as described from page 6. If you wish to always use the Dial Ahead facility when making a call you can disable this feature.

Please note that when this feature has been disabled some of the methods of making a call described in this manual will be different to the operation of your handset, you will need to select the Dial button to dial the number entered.

- Detail Info - this will determine the amount of information that will be displayed in your Speed Dials when your User account has been configured to use Operator Console Mode. Please refer to the Operator Console Mode section from page 60 for further details.

By default, each option (except Detail Info) is enabled, indicated by the tick. If you wish to disable a filter option press the relevant button to remove the tick. To enable one of the options press the relevant button to display the tick.

## Voicemail

The voicemail facility allows your callers to leave you a message if you are on the phone or do not answer a call. This feature must be previously configured on your telephone system, please refer to your System Administrator for further information.

### Receiving a message

If you are busy on a call or do not answer your phone the caller will be automatically passed to your voicemail and will be able to leave a message. By default, your extension will ring for 20 seconds before your extension is considered not answered. Your System Administrator will be able to tell you if this default setting has been changed.



If a caller has left a message the SpliceCom LED on your handset will flash and Messages button will be displayed with a red circle until you have listened to the message.

### Divert an incoming call to voicemail



If you do not wish to answer a call press the Hang Up button.

The call will be passed to voicemail, unless you have Forward on Busy set. (Please refer the Divert Numbers section from page 42 for further details.)

### Listen to a message



- 1 Press the Messages button.

A list of historical calls and voicemail will be displayed. Entries are listed in date and time order with the newest at the top. There is no limit to the number of voicemails that can be listed

Use the Page Up  and Page Down  buttons to find the message you require, if relevant.

A new message will be indicated by a blue envelope icon .



The details of the message will be displayed giving:

On the left hand side –


- the caller's name, if recognised by the system and the number presented with the call

On the right hand side –

- the recipient of the call, which will either be your name or, if you are monitoring Department voicemail, the relevant Department name.
- Time and date of the call

- 2 Press the message required. The entry will become green and the message will be played.



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

If you wish to listen to the message again use the Forward >> and Back << buttons to find the section you wish to hear again

If you wish to listen to another message select the message required.

For information on how to save a message please refer to your System Administrator.



Press the Messages button to return to your idle page.

## Message Handling

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When a message is selected the following options are available:

- <<     Rewind the message by 2 seconds
- >>     Forward the message by 2 seconds



Delete - delete the message permanently



Email – send the message to your email account. The message will appear as a sound file in an email and a PC with a sound card and speakers will be required to listen to the message. (This facility must be previously set up on your telephone system – please refer to your System Administrator for further information.)



Forward - send the message to a colleague's email account. The message will appear as a sound file in an email and a PC with a sound card and speakers will be required to listen to the message. (This facility must be previously set up on your telephone system – please refer to your System Administrator for further information.)



Choose - to ring back the caller, display the list of numbers stored for this caller, if recognised by the system, and choose the number to dial.

## View only your messages

When you come back to office after a holiday or an office trip, for example, you may have many messages to listen to. You can view just these messages without having to search through your entire Call History.



1     Press the Messages button.



2     Within Call History, press the Messages button





3     The Messages button will now be displayed with a tick and only your voicemail messages will be displayed.

To view all your calls again press the Message button  again to remove the tick.

## Delete a message



- 1 Press the Messages button. Your Calls History will be displayed.  
Use the Page Up  and Page Down  buttons to find the message you require, if relevant.
- 2 Select the message required and this message will be displayed with a green background.





- 3 Press the Delete button.
- 4 You will be asked if you are sure that you wish to delete this call
- 5 Select the Yes button. The message will be permanently deleted. (If you select No you will be returned to the Calls History.)



## Send a message to your email account

This facility allows you to forward a message to your email account, if, for example, you would like to save the message for future use. The message will appear as a sound file in an email and a PC with a sound card and speakers will be required to listen to the message. (This facility must be previously set up on your telephone system – please refer to your System Administrator for further information.)



- 1 Press the Messages button. Your Calls History will be displayed.  
Use the Page Up  and Page Down  button to find the message you require, if relevant.
- 2 Select the message required and this message will be displayed with a green background.





- 3 Press the Email button
- 4 You will be informed that the message has been “Forwarded to email” and then returned to Calls History.

## Send a message to a colleague's email account

This facility allows you to forward a message to a colleague's email account, if, for example, you think the message is more relevant to them than you or you would like them to hear the message. The message will appear as a sound file in an email and a PC with a sound card and speakers will be required to listen to the message. (This facility must be previously set up on your telephone system – please refer to your System Administrator for further information.)

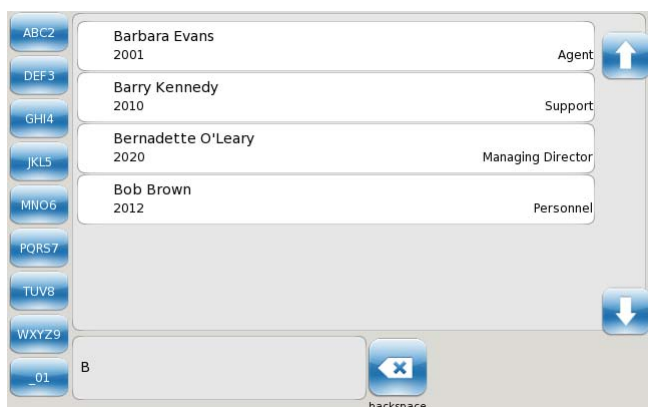




- 1 Press the Messages button. Your Calls History will be displayed.  
Use the Page Up  and Page Down  buttons to find the message you require, if relevant.
- 2 Select the message required and this message will be displayed with a green background.



- 3 Press the Forward button
- 4 Use the Search facility to find the User required



- 5 Select this entry
- 6 You will be informed that the message has been "Forwarded to *user account*" and then returned to the search facility again so that you can send the message to another colleague, if required.





- 7 Press the Messages button to return to Calls History.

## Ring back a caller

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



- 1 Press the Messages button. Your Calls History will be displayed.  
Use the Page Up  and Page Down  buttons to find the message you require, if relevant.
- 2 Select the message required and this message will be displayed with a green background.





The number that was presented with the call will be displayed on the left hand side.

- 3 Press the message again to dial the number displayed.

## Ring back the caller on an Alternative number

If a caller that has left you a message is recognised by your telephone system, in other words the number that the caller has rang from is stored on the system database, further numbers stored for this contact are available when listening to a message and these numbers can be dialled.



- 1 Press the Messages button. Your Calls History will be displayed.  
Use the Page Up  and Page Down  buttons to find the message you require, if relevant.
- 2 Select the message required and this message will be displayed with a green background.



The number that was presented with the call will be displayed on the left hand side.



- 3 Press the Choose button.



- 3 The list of numbers stored for this contact will be displayed. Press the button beside the number you wish to dial



## Record a Greeting

A default message will be played to a caller when transferred to your voicemail. However, you may wish to record your own personal message.

You can record two voicemail greetings. Firstly, you have a daily greeting that can be used to inform a caller of your whereabouts on a particular day, for example – “You have reached Alice Barker’s voicemail on Tuesday, 4 July. I am currently in a meeting until 11 o’clock. Please leave a message and I will call you on my return.” Your second greeting, the permanent greeting, can be used to give a message that can be used on any day, for example – “You have reached Alice Barker’s voicemail. Sorry I am unable to take your call. Please leave a message and I will get back to you as soon as possible.” If you record a permanent greeting your daily greeting is deleted at midnight and the permanent greeting is then used until a new daily greeting is recorded.

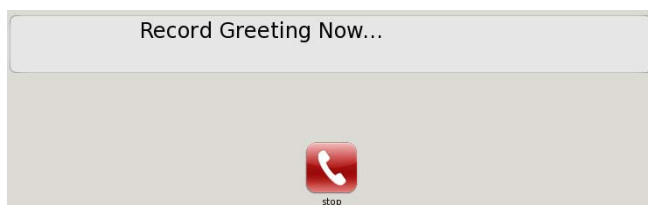
### Record a daily greeting



- 1 Press the Messages button. Your Calls History will be displayed.



- 2 Press the Greeting button
- 3 Your current greeting will be played
- 4 Listen to the instructions and when requested record your new greeting.



- 5 Press the Stop button or hang up and your new greeting will be saved.

### Record a permanent greeting



- 1 Press the Messages button. Your Calls History will be displayed.



- 2 Press the Permanent button
- 3 Your current greeting will be played
- 4 Listen to the instructions and when requested record your new greeting.



- 5 Press the Stop button or hang up and your new greeting will be saved.

### Using an Assistant telephone number

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



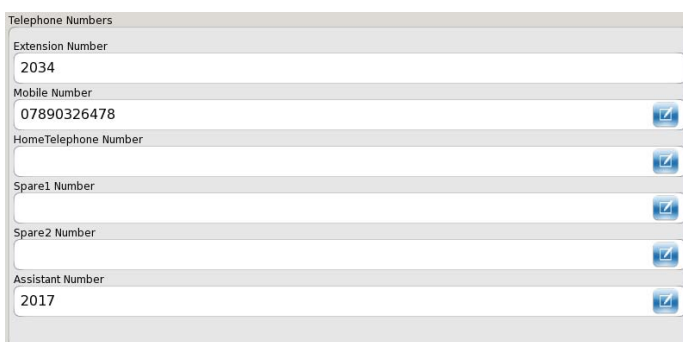
- 1 From your Idle page, press the Settings button three times. The Telephone Numbers page will be displayed.
- 2 Select the Assistant Number field
- 3 The edit screen for the Assistant Number will be displayed



- 4 Using the keyboard displayed enter the number required



- 5 Press the Save button to store the number




- Press the Cancel button at any time if you do not wish to save the number entered.

Please note that if you are unable to edit these fields you do not have the rights to use this facility. Please refer to your System Administrator for further details.

Once this feature has been configured your caller can press 0 while listening to your greeting and be transferred to your Assistant telephone number. You will need to re-record your greeting to inform your callers that facility is available.

Please note: the Assistant number is also used with the Call Forwarding feature, please refer to page 32 for further details.

## Leave a message for a colleague

You will automatically transfer to your colleague's voicemail if they are busy or do not answer their phone. However, you can connect directly to a colleague's voicemail to leave a message, using the following methods. Please note that these facilities will only be available if voicemail has been enabled for your colleague.

### Leave a message for a colleague using the Keypad.



- 1 Press the Keypad button
- 2 Enter the internal extension number required using the key pad displayed



- 3 Press the Choose button to display the list of numbers stored for this User.



- 4 Press the Voicemail button. You will be connected to your colleague's voicemail.

If you start to call your colleague and then decide to leave them a message instead press the Leave Message button displayed in Call Status.

## Leave a message for a colleague using the Contacts directory

You may wish to leave a message for colleague but do not know their extension number. You can search for your colleague via the Contacts directory. (For further information on using the Contact directory please refer to page 21.)



- 1 Press the Contacts button to access the directory
- 2 Use the Search facility to find the colleague required
- 3 Select the colleague required. This entry will be displayed with a green background.



- 3 Press the Choose button. The list of numbers stored for this colleague will be displayed.





- 4 Press the Voicemail button and you be connected directly to your colleague's voicemail. Leave a message when requested.

## Leave a message for a colleague after listening to their message

If a message has been left by a colleague and you wish to leave them a message in return you can select this option by using the Choose button.



- 1 Press the Messages button. Your Calls History will be displayed.  
Use the Page Up  and Page Down  buttons to find the message you require, if relevant.
- 2 Select the message required and this message will be displayed with a green background.



The number that was presented with the call will be displayed on the left hand side.



- 3 Press the Choose button. The list of numbers stored for this User will be displayed.



- 4 Press the Voicemail button. Leave a message when requested.

## Transfer a call to a colleague's voicemail

If a colleague is not available to take a call the caller may wish to leave your colleague a message. You can transfer this caller directly to the colleague's voicemail using the following methods. Please note that

these facilities will only be available if voicemail has been enabled for your colleague. For further information on transferring calls please refer to the Transfer a call section from page 9.

### Transfer a call to voicemail via the keypad



1 Place the call on hold by pressing the New Call button

2 Dial your colleague's extension number via the keypad



3 Once the call has been connected press the Leave Message button



4 Replace your handset or, if you are using hands free, press the Speaker button. You will no longer have control of the call.

### Transfer a call to a voicemail using the Contacts directory

You may wish to transfer a call directly to a colleague's voicemail but do not know their extension number. You can search for your colleague via the Contacts directory. (For further information on using the Contact directory please refer to page 21.)



1 Place the call on hold by pressing the New Call button



2 Press the Contacts button to access the directory

3 Use the Search facility to find the colleague required

4 Select the colleague required. This entry will be displayed with a green background.



5 Press the Choose button. The list of numbers stored for this User will be displayed.



6 Press the Voicemail button. You will no longer have control of the call.

Alternatively, if you wish to continue talking to the caller while you find the entry in the Contacts directory you can start from step 2 above. The caller will not be put on hold until you press the Voicemail button.

### Record a call

During any call (internal or external or conference call) you can record the conversation. The resulting recording will become a new voicemail message and can be accessed in the usual way.

Please note that the use of this feature is controlled by your System Administrator. If the Record button is not available please refer to your System Administrator.



During a call select the Record button. The Record button will be displayed with a red circle.



To end the recording press the Record button again

## Record a Memo

You may wish to record a message to yourself, for example when you wish to record a reminder to perform a particular task, for example, book a meeting, phone a customer etc. The resulting recording will become a new voicemail message and can be accessed in the usual way. The entry within Calls History will display your name on the left hand side where the caller's name is usually displayed.

(Please note that the use of this feature is controlled by your System Administrator. If the Record button is not available please refer to your System Administrator.)



- 1 Press the Messages button



- 2 Press the Memo button

- 3 Record the message required



- 4 Press the Stop button when finished.

## 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. For further information please refer to the Departments section from page 29.

### Listen to a message for a Department

Voicemail messages received for a Department can be accessed via your Calls History. 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.



- 1 Press the Messages button.

Use the Page Up  and Page Down  buttons to find the message you require, if relevant.

- 2 The new message will be displayed.



The details of the message will display:


on the left hand side –

- the caller's name, if recognised by the system and the number presented with the call

on the right hand side –

- the name of the relevant Department
- time and date of the call

- 3 Press the message required. The entry will become green and the message will be played.

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

Please note that if you are able to access Department voicemail messages via your PCS 580 the answered and missed calls for the Department will also be displayed in your Calls History. Please refer to page 17 for further information on the Calls History.

## Leave a message for a Department

When ringing a Department you will automatically transfer to the Department's voicemail after the time specified by the Department's configuration on the system. However, you can connect directly to a Department's voicemail to leave a message as follows:



- 1 Press the Keypad button


- 2 Enter the Department's extension number required using the key pad displayed



- 3 Press the Choose button



- 4 Press the Voicemail button. You will be connected to the Department's voicemail.

If you start to call a Department and then decide to leave a message instead press the Leave Message button  displayed within Call Status.

## Leave a message for a Department using the Contacts directory

You may wish to leave a message for Department but do not know the extension number. You can search for the Department via the Contacts directory. (For further information on using the Contact directory please refer to page 21.)



- 1 Press the Contacts button to access the directory

- 2 Use the Search facility to find the Department required

- 3 Select the Department required. This entry will be displayed with a green background.



- 3 Press the Choose button.



- 4 Press the Voicemail button and you be connected directly to the Department's voicemail. Leave a message when requested.

## Transfer a call to a Department's voicemail

If a caller just wishes to leave a message for a Department, you can transfer this caller directly to the Department's voicemail using the following methods. For further information on transferring calls please refer to the Transfer a call section from page 9.



### Transfer a call to a Department's voicemail using the keypad



1 Place the call on hold by pressing the New Call button

2 Dial the Department's extension number via the keypad



3 Once the call has been connected press the Leave Message button



4 Replace your handset or, if you are using hands free, press the Speaker button. You will no longer have control of the call.

### Transfer a call to a Department's voicemail using the Contacts directory

You may wish to transfer a call directly to a Department's voicemail but do not know the extension number. You can search for the Department via the Contacts directory. (For further information on using the Contact directory please refer to page 21.)



1 Place the call on hold by pressing the New Call button



2 Press the Contacts button to access the directory

3 Use the Search facility to find the Department required

4 Select the Department required. This entry will be displayed with a green background.



5 Press the Choose button.



6 Press the Voicemail button. You will no longer have control of the call.

Alternatively, if you wish to continue talking to the caller while you find the entry in the Contacts directory you can start from step 2 above. The caller will not be put on hold until you press the Voicemail button.

## PCS 580 Administration

### Hot Desking/Log In

If you are a hot desking User, in other words a User who has been given the ability to log in to any phone on the system because, for example, you need to move around the building or you are rarely in the office and do not need a permanent telephone, you can log on to a PCS 580.

The benefit of logging in as yourself rather than using someone else's phone is that all your User settings follow you. This means that when you make a call the recipient will know the call is from you; you will have access to your User configuration and can set features such as DND, Follow Me etc; all your Speed Dials will be accessible to you; you will be informed when you receive a new voicemail message and you will be able to easily listen to these messages.

You will need to know your extension number and Login Access Code, please refer to your System Administrator for these details.

Please note that a phone can be configured to be permanently assigned to a colleague or not. A handset with an assigned User will always default back to this User. Whereas a handset without an assigned User will default to the Login screen.

### Log On

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

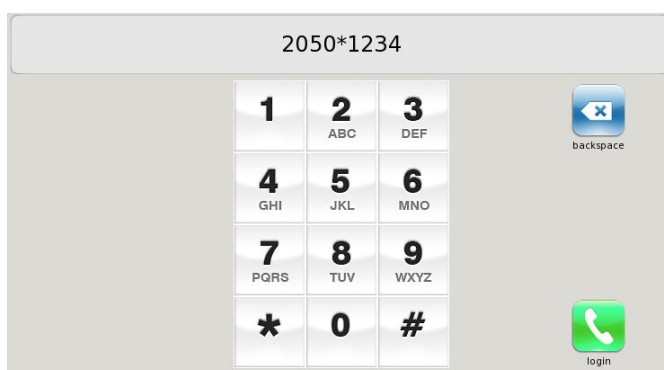


- 1 From your Idle page press the Settings button once.



- 2 Press the Logout button

- 3 Enter your extension number, an asterisk (\*) and your Login Access Code, eg 2040\*1234, on the keypad




Use the Backspace button to make any changes, if necessary.



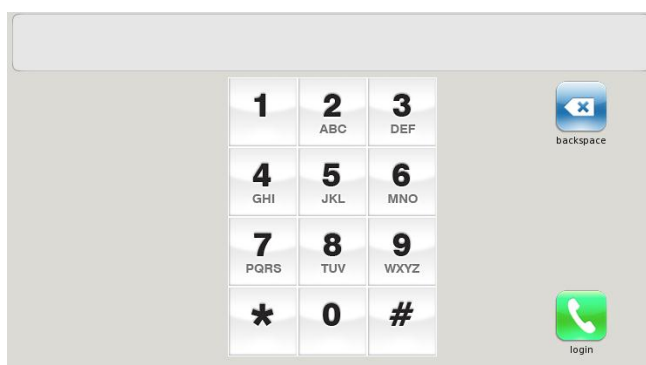
- 4 Select the Login button

(If you do not press the Login button within a few seconds the phone will return to the assigned User or the Login screen)

- 5 Wait for the PCS 580 to communicate with the telephone system.
- 6 When the log in is complete your Idle Page will appear. If this is the SpliceCom logo your User Name and extension number will be displayed.

Please note: if the SpliceCom logo is not set as your Idle Page the logged in user's details can be viewed via the Phone Information page accessed by pressing the Settings button  six times, please refer to page 62 for further details.

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



## Log off



- 1 From the Idle page, press the Settings button once.



- 2 Press the Logout button



- 3 Press the Login button and the handset will return to the assigned User or the Login screen will be displayed.

Please note that your User account may be configured to automatically log you off after the handset you are logged on to is not used for a specified amount of time. This is useful if you forget to manually log off. Please refer to your System Administrator for further details.

## Extension Anywhere Number

The Extension Anywhere Number enables you to receive and make calls from your home or mobile telephone, for example, as though you were in the office. This means that your callers or recipients of your calls will be unaware that you are working at home, for example. You will not incur call charges and you will be able to handle calls as if you were in the office, eg transfer calls. This is also called Remote PSTN. Please note that the use of this feature is controlled by your System Administrator, please refer to your System Administration for further details.

## Enable Remote PSTN



- 1 From your idle page press the Settings button four times. The Divert Numbers screen will be displayed.

- 2 Select the Extension Anywhere Number field

- 3 The edit screen for the Extension Anywhere Number will be displayed

- 4 Using the keyboard displayed enter the number where you wish to receive your calls



- 5 Press the Save button to store the number. You will be returned to the Divert Numbers screen. You will no longer be able to make or receive calls via your handset.



- 6 Press the Home button to return to the Idle Page, if required.

## Disable Remote PSTN



- 1 From your idle page press the Settings button four times. The Divert Numbers screen will be displayed.

- 2 Select the Extension Anywhere Number field

- 3 The edit screen for the Extension Anywhere Number will be displayed



- 4 Use the Backspace button delete the number



- 5 Press the Save button to save the change. You will be returned to the Divert Numbers screen. Your handset will return to normal use.



- 6 Press the Home button to return to the Idle Page, if required.

## Operator Console Mode

Operator Console Mode enables additional information to be displayed within your Speed Dial buttons within the Favourites page. Your System Administrator can configure this facility for you, if not already available. The purpose of this facility is to give you the data required to deal with calls efficiently when, for example, you are a receptionist dealing with a large volume of calls. For further information on creating speed dials please refer to the Favourites (Speed Dials) section from page 36.

When Operator Console Mode is enabled your speed dials will provide you with information such as when a User is on a call, when they have DND set, how many new messages they have waiting to be listened to, how many calls they have missed, and so on. The amount of detail displayed is determined by the Detail Info option which is configured via Settings. By default, this is turned off, However, you can enable this feature as follows:

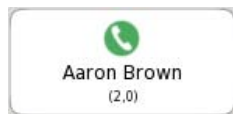


- 1 From your Idle page, press the Settings button five times. The Defaults page will be displayed.

- 2 Under the Directory Search Preferences, on the far right hand side, press the Detail Info button

The button will be displayed with a tick indicating this facility has been enabled.

## Information displayed when Detail Info is turned off



This User has two new messages and no missed calls.

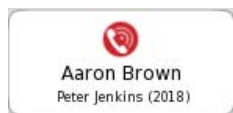


This Department has 2 new messages and 1 missed call



The asterisk indicates that this User has call divert set.

## Information displayed when Detail Info is turned on



This User is currently on a call.



This User has six new messages.



This Department has 2 new messages



This User has Do Not Disturb turned on



The asterisk indicates that this User has call divert set. The details of the divert mode and number are also displayed.



This User has Do Not Disturb turned on and has call divert set.



This User is not logged in.



This User is listening to voicemail.

## Phone Information

Your system administrator may ask you for information about your phone in order to upgrade and troubleshoot your handset. This information can be accessed as follows:



- 1 From your Idle page press the Settings button six times.

The Phone Information page will be displayed:

Phone Information	
IP Address	192.168.0.251
Serial Number	00-26-4a-09-07-e0
Registration/Home	192.168.0.1 192.168.0.1
User	Mike Doyley
Number	2034
Version	demo 3.2(1)

- IP Address – IP address of the PCS 580
- Serial Number – hardware address of the PCS 580
- Registration – IP address of the Call Server to which the PCS 580 is connected
- Home – IP address of the Call Server providing the User's voicemail service.
- User – name of the User currently logged in
- Number – extension number of the User currently logged in
- Version – software version currently running on the PCS 580

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