● **PCS 582GX**

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PCS 582GX

Quick Reference guide

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Making an Internal Call

Making an Internal Call

Lift your handset
Enter the extension number via the alpha-numeric keypad

The Call Status screen will display whom you are ringing and your details

OR

Press the Keypad icon
Enter the extension number via the alpha-numeric keypad

Press the Dial icon or lift your handset

OR

Press the Contacts icon

Press the number on the keypad that displays the first letter of the User's name

Find the User required using the Page Up or Page Down arrow

Select the User required

Press the Dial icon to dial the selected User

OR

Press the Favourites button (unless this is your default Idle page)

From your Favourites screen find the User required using the Page Up or Page Down arrow

Press the relevant Speed Dial to dial the User required.

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

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Making an External Call

Lift your handset
Enter the external number via the alpha-numeric keypad.
(Your System Administrator will inform you if a prefix is required.)

The Call Status screen will display whom you are ringing and your details

OR

Press the Keypad icon
Enter the external number via the alpha-numeric keypad

Press the Dial icon or lift your handset

OR

Press the Contacts icon

Press the number on the keypad that displays the first letter of the Contact's name

Find the Contact required using the Page Up or Page Down arrow

Select the Contact required

Press the Dial icon to dial the Contact on the number displayed

OR

Press the Favourites button (unless this is your default Idle page)

From your Favourites screen find the Contact required using the Page Up or Page Down arrow

Press the relevant Speed Dial to dial the Contact required.

Answering a Call

Call Status will display the caller's details

Lift the handset or press Answer icon

OR

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

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

Ending a Call

Replace your handset (if you are using the handset) or press the Hang Up icon

Mute a Call

Press the Mute icon

(Note: the red circle in the Mute icon indicates that a call has been muted.)

Press the Mute icon again to un-mute a call

Switch to hands free

From handset to hands free press the Speaker icon, and replace your handset

(Note: the Speaker icon now has a red circle to indicate you are using hands free.)

From hands free to handset lift your handset.

Placing a Call on Hold

Press the New Call icon

To retrieve the call press the Hang Up icon

Transferring a Call

Announced Transfer

Announced Transfer

Place the call on hold by pressing the New Call icon

Dial the internal or external number

Wait for the call to be answered and announce the intended transfer

To transfer the original call,
replace your handset (if you are using the handset)
or press the Transfer icon

OR

OR

To return to the original call,
press the Hang Up icon,
or wait for the destination to hang up

OR

OR

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

To connect the two calls,
replace your handset (if you are using the handset)
or press the Transfer icon

Blind Transfer

Blind Transfer (un-announced transfer)

Place the call on hold by pressing the New Call icon

Dial the internal or external number

To complete the transfer,
replace your handset (if you are using the handset)
or press the Transfer icon

Transfer to voicemail

Transferring a Call to a colleague's voicemail

Place the call on hold by pressing the New Call icon

Dial the internal number

Press the Leave Msg icon

To complete the transfer,
replace your handset (if you are using the handset)
or press the Transfer icon

Transfer to voicemail

OR

Parking a Call

Picking Up a Parked Call

View your Calls History

OR

Press the Contact icons

Find and select the User required

Press the Choose icon

Press the Voicemail icon. The call will be automatically transferred to your colleague's voicemail.

Parking a Call

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

Once on a call press one of the Park icons.

Picking up a Parked Call

Press the Favourites icon (unless this is your default Idle Page)

Park Slots 1–4 will be shown at the top of the Favourites screen. The caller's name (or number) will be displayed in the relevant Park icon.

Press the relevant Park icon to retrieve the call.

Calls History

Your Calls History displays a list of calls you have made and been answered , calls you have made and not been answered , calls you have answered , calls you have missed , new voicemail messages and previously read voicemail messages .

To view your Calls History

Press the Messages icon

Use the Page Up or Page Down arrow to view your Calls History

Press the Messages icon again to exit

Redial a Number

Redial a Number

Press the Messages icon

Use the Page Up or Page Down arrow to find the call to be redialled

Select the call

Press the call again and the number displayed will be dialled

Call Back a Previous Caller

Call Back a Previous Caller

Press the Messages icon

Use the Page Up or Page Down arrow to find the call to be dialled

Select the call

Press the call again and the number displayed will be dialled

(Note: this facility will only be available if the caller's number was presented with the call.)

Delete a Call Entry

Delete a Call Entry

Press the Messages icon

Use the Page Up or Page Down arrow to find the call to be deleted

Select the entry to be deleted

Press the Delete icon

Press the Yes icon to confirm you wish to delete the entry

Press the Messages icon to exit

Voicemail

Leaving a Message

Leaving a Message for a Colleague

If the extension you are ringing is busy or is not answered you will be transferred to voicemail (if enabled) and played your colleague's greeting

Leave a message

End the call

Accessing Your Own Messages

Accessing Your Own Messages

The blue "S" LED at the bottom of the PCS 580 will flash to indicate that you have a new message

Press the Messages icon

A closed envelope icon indicates a new message

To listen to the new message select the message

Your message will be played to you

Note that the message is now displayed with an open blue envelope to indicate it is an old message and will be deleted after 7 days.

Press the Messages icon to exit

Delete a Message

Delete a Message

Press the Messages icon

Select the message to be deleted.

Press the Delete icon during the message playback.

Press the Yes icon to confirm you wish to delete the entry

Press the Messages icon to exit

Voicemail (cont)

Your Voicemail Greetings

Your Voicemail Greetings

If you have voicemail enabled you can record two voicemail greetings. The first is a daily greeting that you would normally update on a daily basis, typically giving the date and your whereabouts/availability. The second is a permanent greeting that can be used on any day. If you choose to record a permanent greeting your daily greeting will be deleted at midnight and the permanent greeting will then be used until you record a new daily greeting.

Change your Daily Greeting

Change your Daily Greeting

Press the Messages icon

Press the Greetings icon. Your current Daily Greeting will be played to you.

You will then be prompted to record your new Daily Greeting.

Press the Stop icon to save the new greeting

Change your Permanent Greeting

Change your Permanent Greeting

Press the Messages icon

Press the Permanent icon. Your current Permanent Greeting will be played to you.

You will then be prompted to record your new Permanent Greeting.

Press the Stop icon to save the new greeting

For further details on all these features and many others, please refer to the PCS 580 User Manual.

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