



**Splice.com**  
The Right Choice For Voice

# Vision

## WebPartner User Manual

### for PCS IP & analogue phones

Vision 1.7  
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WebPartner User Manual  
for PCS IP and analogue phones  
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## Introduction

### About this manual

This manual contains all that you need to know to operate your WebPartner software in conjunction with your Splicecom telephone system.

This manual assumes that your User account has been configured to enable you to use the WebPartner software. If this is not the case please refer to your system administrator for further assistance.

### Your User Account

You are a “User” of the Splicecom telephone system and as such you have a User account on the system. Your Display 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 Display name. A list of the Users of your system can be viewed via the Directory as explained in the Directory section from page 12.

Your User account will have been configured to enable the WebPartner software to partner your telephone handset. Your telephone conversations will be via the handset but WebPartner will assist you to handle calls quickly and efficiently. Further telephony features, not covered in this manual, are available via your handset. Please refer to the relevant user manual or to your system administrator for further details.

## Terminology

### Groups

Groups are used on a Splicecom system to collect together Users who have a similar job function, eg Sales Group, or similar skill, eg French Group, for example. Due to your role in your company you may be a member of one or more Groups. A Group is then assigned to a Department as explained below.

### Departments

A Department on a Splicecom system is used to determine how calls are to be routed to a Group, for example, the Catalogue Sales Department routes calls to the Sales Group. A Group can be assigned to multiple Departments and a User can be assigned to multiple Groups which means you may receive calls for one or more Department. Each Department will have an extension number and, in most scenarios, a direct line number, if external calls are to be directed to this Department. The Department will determine in which order calls are presented to the members of the Group and what will happen to calls when all the members are busy, not at their desk or gone home for the day. While a call is waiting to be answered the caller will be placed in a queue and can be played announcements and hold music while they wait.

You will be able to call these Departments internally via a Department’s extension number or via the system directory as described in the Directory section from page 12. This means you can easily ring any available member of, for example, the Personnel team or Accounts department, rather than ringing one specific member of that team only to find they are not available and then having to ring another extension, and so on.

## Wrap Up Time

A Department can be configured with a Wrap Up Time whereby, after you have finished a call to the Department, a certain amount time must elapse before you can take another call. This is useful when administration tasks need to be completed at the end of a call.

## Contacts

The Splice.com system can store a database of contact details for external customers, suppliers, contractors, business associates, and so on. This is called the Contacts database and each entry is called a Contact. These Contacts can store the customer's telephone number, mobile number, company name, address, job title and so on. These numbers will then be used by the system to match with incoming CLI, if presented. If a match is found the Contact name is displayed on the phone receiving the call. This means that calls from important customers, for example, can be easily identified. You can also utilise these entries to speed dial the number required via your handset or WebPartner software as described in the Make a call via the Directory section from 13.

## Caller Line Identification (CLI/CLID)

CLI is a service supplied by most phone providers, whereby your phone number is transmitted when you make a phone call. If a caller to your company presents their CLI with the call and this is matched in the Contacts database (described above) this caller's name will be displayed on your phone.

If you require any further information on how your Splice.com system is configured please refer to your system administrator.

# Getting Started

## Logging on

In order to use the WebPartner application you will require your extension number and Voicemail Access Code. You will also need the IP address of the Vision server on your system. Please refer to your system administrator for this information.

Using the web browser on your PC enter the follow URL:

`http://[ip address of the vision server]/visionmobility`  
eg `http://10.0.4.150/visionmobility`

You can also run this application from a mobile phone.

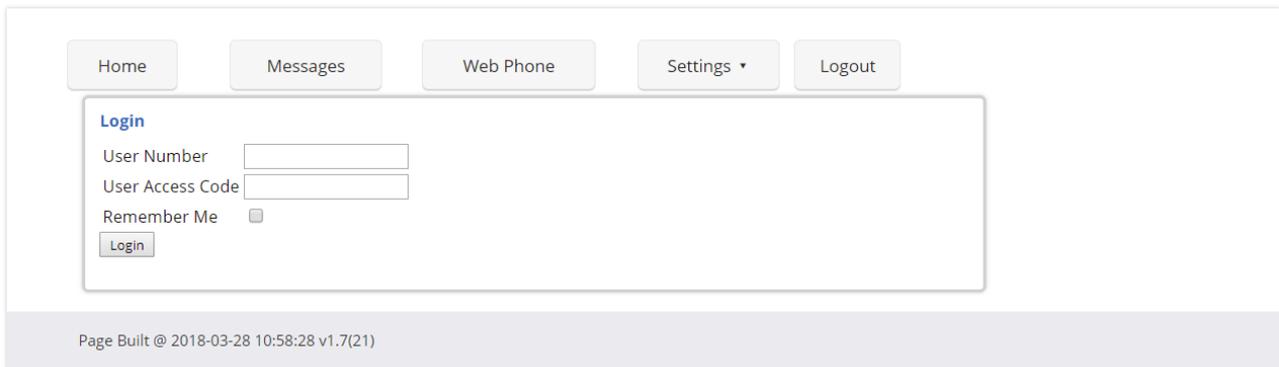
For an iPhone enter `iphone.cgi` at the end of the URL.

`http://[ip address of the vision server]/visionmobility/iphone.cgi`

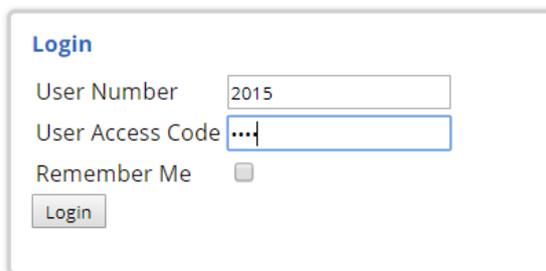
For any other type of phone enter `basic.cgi` at the end of the URL.

`http://[ip address of the vision server]/visionmobility/basic.cgi`

You will be presented with the following screen:

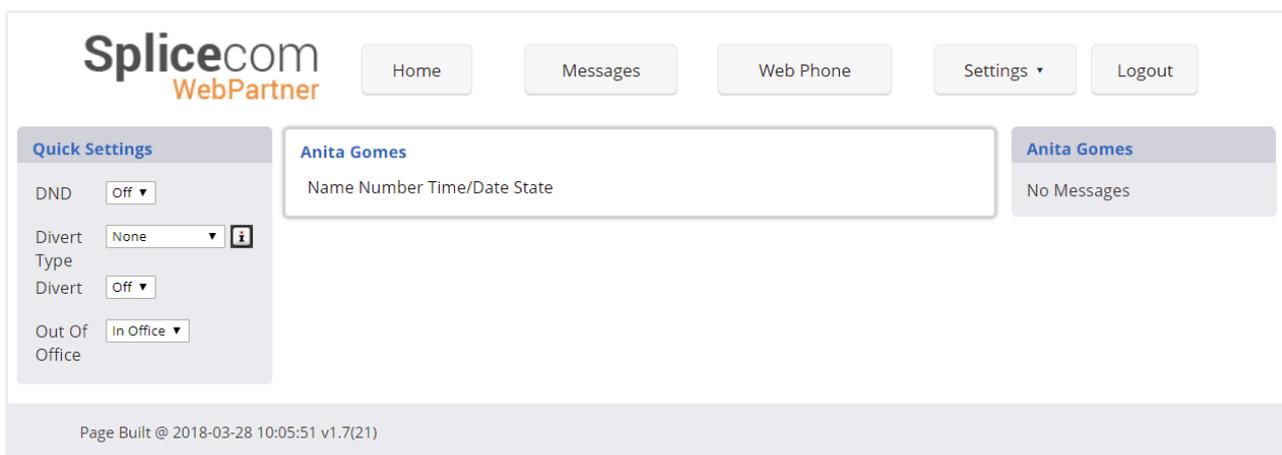


- 1 In the User Number field enter your extension number.
- 2 In the User Access Code field enter your Voicemail Access Code.
- 3 Select Remember Me if you wish your PC to store this information ready for the next time you log in.



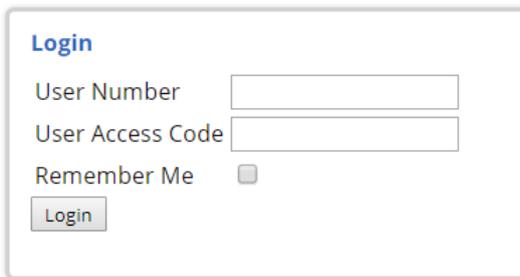
- 4 Select the Login button

You will be presented with the WebPartner application similar to the following diagram, with your User name displayed.



Please note that this diagram shows WebPartner before any calls have been received by your extension, otherwise calls made and received on your phone will be listed.

If you enter the incorrect log in details the Login failed message will be displayed at the bottom of the WebPartner pane and the Login screen will be available to enter your log in details again.



The login form is titled "Login" in blue text. It contains two input fields: "User Number" and "User Access Code". Below these fields is a "Remember Me" checkbox, which is currently unchecked. At the bottom of the form is a "Login" button.

Login failed

## Logging off

If you no longer wish to use WebPartner you can log out of the application as follows:

- 1 Select Logout button, at the top right.

You will be asked if you are sure you want to log out.



A dialog box with a light gray background and a thin border. It contains the text "Are you sure you want to log out?" in bold black font. Below the text are two buttons: "Cancel" and "Logout", both with light gray backgrounds and dark gray text.

- 2 Select the Logout button (or the Cancel button if you have changed your mind).

The Login screen will now be displayed enabling you or another colleague to log in when required.

Alternatively, you can close your browser session to log out of the WebPartner.

## Basic Call Handling

### Make a Call

- 1 Select the Web Phone button.
- 2 In the Search: box enter the internal or external number you wish to dial.

Web Phone

**Search / Call**

Search:

- 3 Select the Call button.  
The Current Calls pane will display the details of your call.

**Current Calls**

	Ringing (OutGoing)	Anita Gomes 2015	02085382354	Hangup	Record
---	--------------------	------------------	-------------	--------	--------

Once the call is answered the Current Calls pane will display that the call is connected.

**Current Calls**

	Connected	Anita Gomes 2015	02085382354	Hangup	Record
---	-----------	------------------	-------------	--------	--------

If the number dialled is matched in the telephone system's directories the Contact's or User's name will also be displayed within Current calls.

**Current Calls**

	Connected	Anita Gomes 2015	Carey Poynter 02078382398	Hangup	Record
---	-----------	------------------	---------------------------	--------	--------

**Current Calls**

	Connected	Anita Gomes 2015	Aaron Blisset 2005	Hangup	Cancel Recording
---	-----------	------------------	--------------------	--------	------------------

Please note:

- If you dial a number via your handset the call details will also be displayed in the Current Calls pane.
- If you are using an analogue handset and make a call before lifting your handset your phone will ring until you do so.

Once the call has ended the details of the call will be displayed in your calls history. For further details please refer to the Calls History section from page 16.

## Answer a Call

- 1 On receiving a call, answer the call via your handset.
- 2 The call details will be displayed within the Current Calls pane which can be displayed by selecting the Web Phone button.

Current Calls						
	Connected	Anita Gomes 2015	01132418924 01132418924	Hangup	Record	

Alternatively,

- 1 On receiving a call, select the Web Phone button.

The details of the call will be displayed within the Current Calls pane

Current Calls							
	Ringing (Incoming)	Anita Gomes 2015	01132418924 01132418924	Hangup	Answer	Transfer to VM	Record

- 2 Select Answer.

Please note that if you are using an analogue handset your phone will ring until you lift your handset.

If an external caller's CLI is found within the Contacts database the Contact's name will also be displayed within the Current Calls pane.

Current Calls					
	Connected	Anita Gomes 2015	Donald Jones 01923516823	Hangup	Record

If an external caller's CLI is withheld this will be displayed as per this diagram.

Current Calls					
	Connected	Anita Gomes 2015	0000 0000	Hangup	Record

If another colleague calls you their User name together with their extension number will be displayed within Current Calls.

Current Calls					
	Connected	Anita Gomes 2015	Carol Wright 2041	Hangup	Record

Once the call has ended the details of the call will be displayed in your calls history. For further details please refer to the Calls History section from page 16.

Please note that a call will ring on your phone until you answer it or the caller hangs up, unless you have Forward on No Answer set or voicemail is enabled on your User account. If either of these have been enabled, 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. For further details please refer to the Forward on No Answer section from page 22 and the Voicemail section from page 35.

## Reject a call

If you do not wish to answer a call you can reject the call as follows,

- 1 Select the Web Phone button.
- 2 Within the Current Calls pane select Hang up.

Current Calls							
	Ringing (Incoming)	Anita Gomes 2015	Raj Patel 2011	Hangup	Answer	Transfer to VM	Record

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

Alternatively,

- 2 Within the Current Calls pane select Transfer to VM
- 3 The call will be passed directly to your voicemail (if enabled).

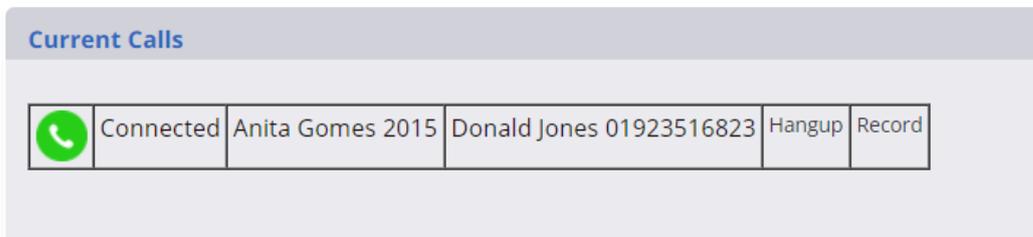
For further details on using voicemail please refer to the Voicemail section from page 35.

## End a Call

End the call via your handset

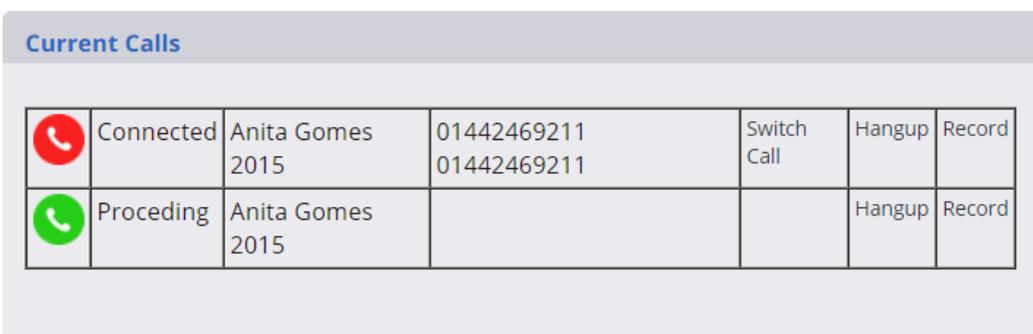
or

- 1 Select Web Phone button.
- 2 Within the Current Calls pane select Hang up.



## Place a call on hold

- 1 Select Web Phone button.
- 2 Ensure that the Search: box is empty.
- 3 Select the Call button.
- 4 A second call with a status of "Proceeding" will be displayed in the Current Calls pane. (Note that the first call is displayed with a red icon to indicate this call is on hold.)



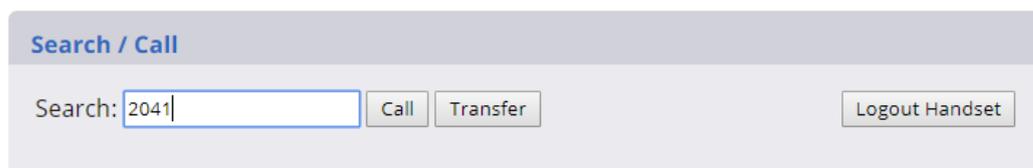
To return to the original caller select Hang up beside this new call (displayed with a green icon).

If you place a call on hold via your handset the call will be displayed in the same manner.

## Transfer a Call

### Announced transfer

- 1 Select the Web Phone button.
- 2 In the Search: box enter the internal or external number you wish to transfer the call to.



- 3 Select the Call button. This will place the first call on hold and make a call to the number entered.

Current Calls						
	Connected	Anita Gomes 2015	01442469211 01442469211	Switch Call	Hangup	Record
	Ringing (OutGoing)	Anita Gomes 2015	Carol Wright 2041		Hangup	Record

- Wait for the call to be answered and announce the caller.

The two calls will be displayed in the Current Calls pane. (Note that the call you are currently connected to is displayed with a green icon and the first call is displayed with a red icon to indicated this call is on hold)

Current Calls						
	Connected	Anita Gomes 2015	01442469211 01442469211	Switch Call	Hangup	Record
	Connected	Anita Gomes 2015	Carol Wright 2041		Hangup	Record

Conference      Complete Transfer

- To transfer the original call select Complete Transfer

Alternatively, to clear the current call and return to the original caller,

- Select Hang Up next to the current call (displayed with a green icon).  
or

Wait for the other end to hang up.

(Please note that if you are using an analogue handset use the Recall/Hold button on your handset to return to your original caller).

Alternatively, to return to the original call and put the second call on hold,

- Select Switch Call.

Note that the call you are currently connected to is displayed with a green icon and the other call is displayed with a red icon to indicate this call is on hold.

You can repeat this step as often as required to switch between the two calls.

- Finally, select Complete Transfer to connect the two calls (regardless of which call you are currently connected to).

## Unannounced Transfer (Blind Transfer)

- 1 Select Web Phone button.
- 2 In the Search: box enter the internal or external number you wish to transfer the call to.

**Search / Call**

Search:

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

## Conference Call

The conferencing facility allows you to create a 3-way conversation between yourself and two internal and/or external calls. (Please note that this feature must be enabled on your telephone system. Please refer to your system administrator if this feature is not available.)

### Creating a conference call

- 1 Make a call to the first internal or external number required.
- 2 Within the Web Phone page, in the Search: box, enter the internal or external number of the second call to be made.
- 3 Select the Call button. This will place the first call on hold.

Once the second call has been answered the two calls will be displayed as connected within the Current Calls pane. The call you are currently connected to is displayed with the green icon and the call on hold is displayed with the red icon.

Current Calls						
	Connected	Anita Gomes 2015	01442469211 01442469211	Switch Call	Hangup	Record
	Connected	Anita Gomes 2015	Peter Upton 2007		Hangup	Record
Conference		Complete Transfer				

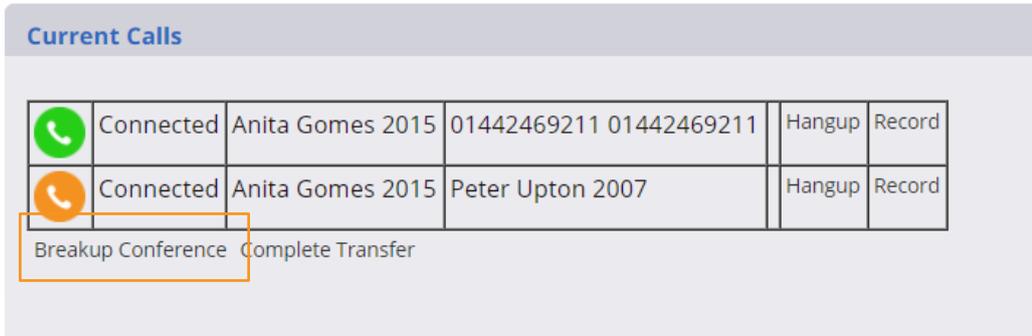
- 4 When ready, select Conference.  
You are now in a 3-way conference with your two calls.

Current Calls						
	Connected	Anita Gomes 2015	01442469211 01442469211	Hangup	Record	
	Connected	Anita Gomes 2015	Peter Upton 2007	Hangup	Record	
Breakup Conference		Complete Transfer				

If you wish to connect the two calls and remove yourself from the conference select Complete Transfer.

### Cancel a conference call

To cancel the conference, select Breakup Conference.



You will be return to a 2-way conversation with your calls. The call you are currently connected to will be displayed with a green icon. The other call will be put on hold and displayed with a red icon.

You can click on Switch Call to toggle between the two calls.

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

or

You can select Complete Transfer to connect the two calls and relinquish your control of the calls.

or

You can end a particular call by selecting Hang up beside the relevant call or wait for the other end to hang up. You will return to a 2-way conversation with your remaining call.

Please note that if you are using an analogue handset and you break up the conference and the call you are connected to hangs up, use the Recall/Hold button on your handset to return to the other call.

### End a conference call

If you hang up the call while on a conference you will end the conference.

## Directory

The directory of Users, Departments and Contacts on your telephone system is accessible via the Web Phone page and can be used as follows. Your system administrator is responsible for the maintenance of this directory and will be able to assist you with your queries.

Any text or numbers that you enter in the Search: box will be checked within the system and if a match is found the WebPartner will give a list of:

Users - which allows you to quickly and easily call a colleague without having to remember their extension number.

Departments - which allows you to easily ring any available member of, for example, the Personnel team or Accounts department, rather than ringing one specific member of that team only to find they are not available and then having to ring another extension, and so on.

Contacts - which allows you to easily dial an external customer, supplier, contractor etc.

Contacts						
State	Type	Name	Company	Tel	Home	Mobile Spare1 Spare2
	Department	Sales Support		8003		
	User	Sam Turner		2008		
	User	Sarah Wang		2027		
	User	Seb Deeney		2010		
	Contact	Selah Terry	Superior Signs	01525...		
	Department	Service Reception		8004		
	User	Sofia Nowak		2023		
	Contact	Stacey Woodhouse	Fine Recruitment	01298...		
	Contact	Stephen Lee	Canterbury Computing	01227...		

## Search for an entry

- 1 Select Web Phone button.
- 2 In the Search: box start to enter the first few letters of the entry you require.

**Search / Call**

Search:

The entries matching the text you have entered will be displayed.

Contacts						
State	Type	Name	Company	Tel	Home	Mobile Spare1 Spare2
	User	Seb Deeney		2010		
	Contact	Selah Terry	Superior Signs	01525...		
	Department Service	Reception		8004		

If you wish you can continue to enter additional letters until the record you require appears at the top of the list.

## Extension State

The Directory will display the current state of the relevant extension, as follows.

-  This extension is currently free.
-  This extension is currently busy and on a call.
-  This extension has a call ringing that has not yet been answered.

State	Type	Name	Company	Tel	H
	User	Aaron Blisset		2005	

State	Type	Name	Company	Tel	H
	User	Aaron Blisset		2005	

State	Type	Name	Company	Tel	H
	User	Aaron Blisset		2005	

## Make a call via the Directory

- 1 Select the Web Phone button.
- 2 Search for the entry required as described above.
- 3 Within this entry's Tel column click on the telephone number displayed.

State	Type	Name	Company	Tel	Home	Mobile Spare1 Spare2
	Contact	Carey Poynter	Flow Free Design	02078...		

This number will be entered into the Search: box and the call will be made.

If a number is available within Home, Mobile, Spare 1 or Spare 2 fields and you wish to dial this number, click on the number and the call will be made as described previously.

If you hover your mouse over an external telephone number the full number will be displayed.

State	Type	Name	Company	Tel	Home	Mobile	Spare1	Spare2
Contact	Stephen Lee	Canterbury Computing	01227...	07723...				
							07723675213	

## Transfer a call via the Directory

If you are on a call that you wish to transfer but need to look up the number within the directory, this can be done as follows.

- 1 Within the Web Phone page search for the entry required as described above.
- 2 Within this entry's Tel column click on the telephone number displayed.

This number will be entered into the Search: box and the call will be made. The original call will be put on hold.

Wait for the call to be answered.

- 3 When ready select Complete Transfer.

For further details please refer to the Transfer a Call section from page 8.

## Managing Contacts

### Create a new Contact

You may have been given the ability create new Contact entries for external associates and numbers that you think will be useful to other colleagues in your team and company. These will be saved in the centralised database and therefore will be available to all Users of your telephone system.

- 1 Select Web Phone button.
- 2 Select the New Contact button (at the bottom of the directory list)
- 3 The Contact Details form will be displayed. Enter all the information required.

New Contact

**Contact Details**

Name

Description

Company

Department

Telephone Number

Mobile Telephone Number

Home Telephone Number

Spare 1 Telephone Number

Spare 2 Telephone Number

Email Address

Account Code

- 4 When ready, select Update or Apply to save the new Contact.

This Contact will now be stored in the central Contacts database on the system and will be available for use by all Users. If the Contact rings your company and presents as CLI any of the numbers entered into the Telephone Number fields this Contact's Name will be displayed in the User's Call Display on their phone or software.

If you change your mind and do not wish to keep the new Contact, select the Delete button to delete the new entry. (The Cancel button is used to cancel changes to an existing Contact entry.)

Please note that if the New Contact button is not available you do not have the rights to add entries to the Contact database. Please refer to your system administrator for further details.

### **Amend a Contact**

You may also have been given the ability to amend existing Contact entries, which can be done as follows.

- 1 Select the Web Phone button.
- 2 Search for the entry to be amended.
- 3 Within this entry's Name column click on the name displayed.
- 4 The Contact Details form will be displayed.
- 5 Make the changes required.
- 6 When ready, select Update or Apply to save the changes.

If you change your mind select Cancel instead and the changes will not be saved.

Please note that if the Update and Apply buttons are not available you do not have the rights to amend entries in the Contact database. Please refer to your system administrator for further details.

### **Delete a Contact**

You may also have been given the ability to delete entries that are no longer required within the Contacts database, and this can be done as follows.

- 1 Select Web Phone button.
- 2 Search for the entry required.
- 3 Within this entry's Name column click on the name displayed.
- 4 The Contact Details form will be displayed.
- 5 Select Delete to remove the Contact from the central database.
- 6 You will be asked if you wish to delete this item. Select OK.

Please note that if the Delete button is not available you do not have the rights to delete entries from the Contact database. Please refer to your system administrator for further details.

## Calls History

The details of the calls received & made by your phone are displayed in the calls history list which can be accessed by selecting Messages button. (By default your calls history will also be displayed within your Home page unless configured otherwise. Please refer to the Changing your Home Page section from page 33 for further details.)

Anita Gomes				
	Name	Number	Time/Date	State
	0000	0000	16:21 28/3/2018	
	Carol Wright	2041	16:11 28/3/2018	
	Donald Jones	01923516823	16:09 28/3/2018	
	Aaron Blisset	2005	16:02 28/3/2018	
	Carey Poynter	02078382398	16:00 28/3/2018	
	Carey Poynter	02078382398	14:25 28/3/2018	
	Carey Poynter	02078382398	14:25 28/3/2018	
	Aaron Blisset	2005	14:18 28/3/2018	
	Raj Patel	2011	13:43 28/3/2018	
	01442469211	01442469211	13:36 28/3/2018	
	Peter Upton	2007	13:36 28/3/2018	
	Carol Wright	2041	13:14 28/3/2018	
	Carol Wright	2041	13:09 28/3/2018	
	01442469211	01442469211	13:09 28/3/2018	
	Carol Wright	2041	13:09 28/3/2018	

### Call State

-  Answered incoming call
-  Missed incoming call – indicates that the call was not answered by yourself or by voicemail
-  Answered outgoing call
-  Unanswered outgoing call

### Last Missed Call

**Anita Gomes**

**Last Missed Call**  
 From: 01923516823  
 At: 16:32 28/3/2018

Missed Calls: 2  
 Other Messages: 18

Details of the last missed call will be displayed within the Home page and Web Phone page, together with the total number of missed calls and answered calls (Other Messages:).

You can ring back this caller by clicking on the number displayed within the From: field (this facility will only be available if the caller's number was presented with the call).

### Ring back a caller or Redial a number

- 1 Select the Messages button.
- 2 Find the required entry for the call received or the call that you made.

The number received with the call or that you dialled will be displayed in the Number column.

Name	Number	Time/Date	State
 Donald Jones	01923516823	16:40 28/3/2018	
 Donald Jones	01923516823	16:32 28/3/2018	

- 3 Within the entry's Number column click on the number displayed.  
You will be asked if you are sure you wish to dial this number.
- 4 Select OK to make the call.

Please note that the ring back facility will only be available if the caller's number was presented with the call.

## Managing Contacts

### Add a new Contact from your calls history

If you have received a call from or made a call to an external associate and feel that their number would be useful to other colleagues in your team or company, you can add this number to the system as follows. This will be saved in the centralised Contacts database and therefore will be available to all Users on your telephone system. Please note that if you do not have the rights to add entries to the Contact database this facility will not be available.

- 1 Within the Home page or Messages page, find the entry required.

 Raj Patel	2011	13:43 28/3/2018	
 01442469211	01442469211	13:36 28/3/2018	
 Peter Upton	2007	13:36 28/3/2018	

- 2 Click on the blue Contact button to the left of the entry.

The Contact Add / Edit Information form will open.

On the right hand side, within the Create a Contact section, note that the number has been automatically entered into the Number: field.

- 3 Enter the name of the associate.

You can also add the contact's company name and a mobile number, if required.

**Create a Contact**

Name:

Company:

Number:

Mobile:

- 4 When ready select the Add Contact button.

### Amend a Contact from your calls history

If you have received a call from or made a call to an external associate and feel that this number would be useful to other colleagues in your team or company, and the contact already has an entry within the central database you can add this number to the existing entry as follows. Please note that if you do not have the rights to update entries in the Contact database this facility will not be available.

- 1 Within the Home page or Messages page, find the entry required.

Name	Number	Time/Date	State
 07731247643	07731247643	17:16 28/3/2018	
 Donald Jones	01923516823	16:40 28/3/2018	

- 2 Click on the blue Contact button to the left of the entry.  
The Contact Add / Edit Information form will open.
- 3 Find the existing entry from the list of Contacts displayed. You can use the Search box under "Add to an Existing Contact" to speed up the search.

Add to an Existing Contact  
Enter the name of the contact you want to add the number to;

Name	Number	Mobile
Jacob Rowe	Replace (01442469211)	Set this

If "Set this" is displayed in either the entry's Number or Mobile column this indicates that this field is currently empty.

- 4 Select Set this within the relevant column.

The number will be entered into this field and you will be returned the previous page.

If you have received a call from or made a call to an external associate but their number is not matched by the system as their number has changed, you can update the relevant Contact entry as follows. Please note that if you do not have the rights to update entries in the Contact database this facility will not be available.

- 1 Within the Home page or Messages page, find the entry required.

 Carol Wright	2041	12:46 28/3/2018	
 01132418924	01132418924	12:01 28/3/2018	
 01132418924	01132418924	11:54 28/3/2018	

- 2 Click on the blue Contact button to the left of the entry.  
The Contact Add / Edit Information form will open.
- 3 Find the existing entry from the list of Contacts displayed. You can use the Search box under "Add to an Existing Contact" to speed up the search.

Add to an Existing Contact  
Enter the name of the contact you want to add the number to;

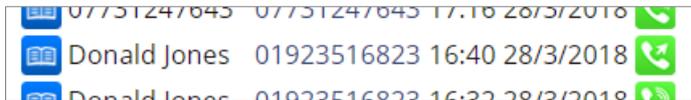
Name	Number	Mobile
Jacob Rowe	Replace (01442469211)	Replace (07731247643)

- 4 Within either the entry's Number or Mobile column click on Replace ([existing stored number]).  
The new number will be entered into this field and you will be returned to the previous page.

## View a Contact entry

If you have received a call from or made a call to an external associate and their number is stored and matched by the system you can view their Contact entry as follows.

- 1 Within the Home page or Messages page, find the entry required.



- 2 Click on the blue Contact button to the left of the entry.

The Contact Details form will open for you to view the details.

If you have the rights to do so you can also update and delete the Contact entry if need be.

## Monitor a colleague's calls

You may have been given the responsibility to monitor a colleague's calls. If this is the case your home page will also display your colleague's missed call information.

You can scroll to the bottom of your calls history and your colleague's calls will be listed in a separate pane.

### Carol Wright

#### Last Missed Call

From: 2015  
At: 13:09 28/3/2018

Missed Calls: 1  
Other Messages: 9

### Carol Wright

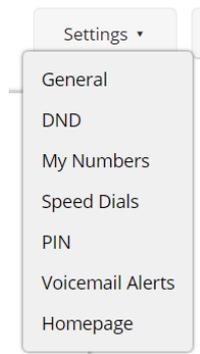
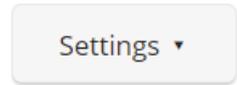
Name	Number	Time/Date	State
Raj Patel	2011	15:59 29/3/2018	
Anita Gomes	2015	13:56 29/3/2018	
Support	8005	12:35 29/3/2018	

You can use this list to make calls, manage the Contacts database and so on in exactly the same manner as described for your own calls history in the previous sections.

## User Configuration

The Splice.com system gives you the ability to configure features such as call waiting, forwarding, do not disturb and create speed dials for your use. These features are stored within your User account on the system and therefore will be available on any phone that you log on to. The WebPartner enables you to configure these facilities via an easy to use dialogue box or via the Quick Settings pane.

Your User configuration can be accessed by selecting the Settings button, and then choosing from the menu of options provided.



All these options are described in the following sections.

## Call Forwarding

The Call Forwarding facility enables you to forward calls to a colleague or to your mobile, for example, when you are out of the office, not at your desk or on another call to ensure your callers can reach you wherever you are or to ensure your calls are dealt with by another member of staff.

Please note:

- When Follow Me or Forwarding 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 busy or not answered the caller will be passed to your voicemail (if enabled) or the call will be logged as a missed call on your extension.

## Using Follow Me

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

### Turn on Follow Me

- 1 Select the Settings button and from the menu displayed select General.
- 2 From the Follow Me list box select one of the following:
  - Personal – all calls to your extension and direct line number will be forwarded.
  - Dual Personal – all calls to your extension and direct line number will be forwarded, 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 your Department calls will be forwarded.
  - Dual All – All calls to your extension, direct line number and your Department calls will be forwarded, however your extension will also ring. This will ensure that you can pick up the call wherever you are.

- 3 In the Follow Me To field enter the internal or external number to which calls are to be forwarded.

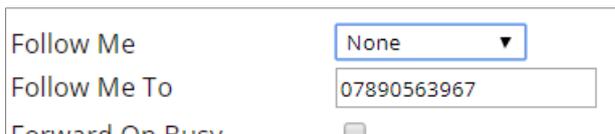


- 4 Select Update or Apply to save the changes.

## Turn off Follow Me

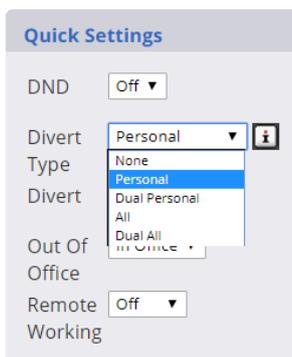
- 1 Select the Settings button and from the menu displayed select General.
- 2 From the Follow Me list box select None.

You do not need to remove the Follow Number as you may wish to use this again.



- 3 Select Update or Apply to save the changes

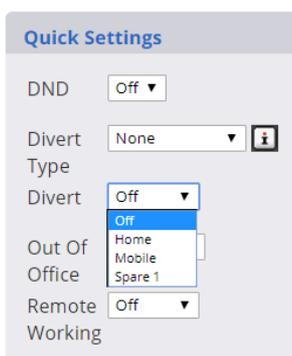
## Quick Settings



Once a Follow Me number has been entered via Settings (see above), the Follow Me facility can be turned on and off via the Quick Settings pane.

- 1 Select the Home button.
- 2 Within the Quick Settings pane, from the Divert Type list box select the Follow Me mode required.

For an explanation of each option see above or click on the  Information icon.



Alternatively,

If you have entered a number into your Home, Mobile, Spare 1 and/or Spare 2 Telephone Number fields, which can be found within Settings > My Numbers, you can also enter your Follow Me To number via the Quick Settings pane. (Please refer to the My Numbers section from page 27 for further information.)

- 1 Select the Home button.
- 2 Within the Quick Settings pane, from the Divert list box select the number to be entered into your Follow Me To field.

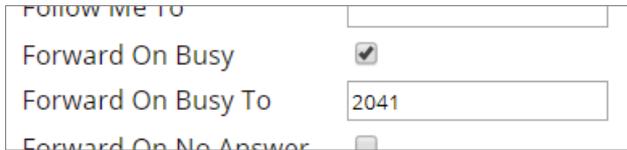
## Forward on Busy

The Forward on Busy feature will redirect your calls to an internal or external number when you are on a call. This is useful if you wish to ensure your calls are answered by your assistant or another member of your team.

The feature can be turned on as follows:

- 1 Select the Settings button and from the menu displayed select General.

- 2 Select the Forward on Busy tick box
- 3 In the Forward on Busy To field enter the internal or external number to which calls are to be forwarded.



FOLLOW ME TO  
 Forward On Busy   
 Forward On Busy To   
 Forward On No Answer

- 4 Select Update or Apply to save the changes

To turn off this feature de-select the Forward On Busy tick box

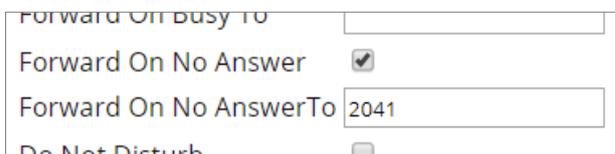
When this feature is set, if you reject an incoming call by selecting Hang Up within the Current Calls pane, the call will be routed to your Forward on Busy number. Please refer to the Reject a call section from page 7 for further details.

## Forward on No Answer

The Forward on No Answer feature will redirect your calls to an internal or external number when you do not answer your extension. This is useful if you wish to ensure your calls are answered by your assistant or another member of your team or redirected to your mobile when you are temporarily away from your desk.

The feature can be turned on as follows:

- 1 Select the Settings button and from the menu displayed select General.
- 2 Select the Forward on No Answer tick box
- 3 In the Forward on No Answer To field enter the internal or external number to which calls are to be forwarded.



Forward On Busy To   
 Forward On No Answer   
 Forward On No Answer To   
 Do Not Disturb

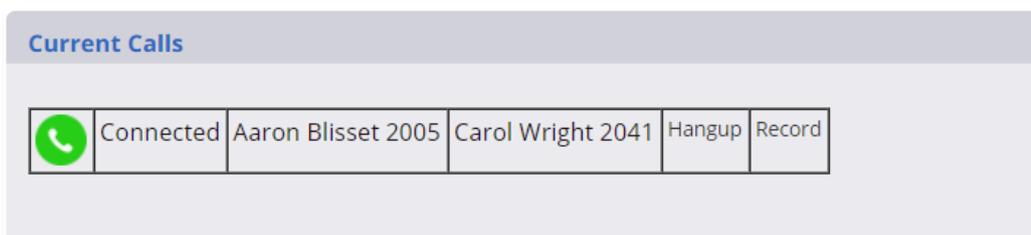
- 4 Select Update or Apply to save the changes

To turn off this feature de-select the Forward On Busy tick box

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.

## Receiving a Forwarded Call

When a colleague's calls have been forwarded to your extension your colleague's details will be displayed in the Current Calls pane. This information will enable you to identify and answer a forwarded call in the required manner.



**Current Calls**

	Connected	Aaron Blisset 2005	Carol Wright 2041	Hangup	Record
---	-----------	--------------------	-------------------	--------	--------

## 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 Select the Settings button and from the menu displayed select DND.
- 2 Select the Do Not Disturb tick box



- 3 Select Update or Apply to save the changes

Your calls will be automatically passed to your Forward on Busy number (if configured) or to your voicemail (if enabled) or your callers will receive the busy tone.

Your telephone handset will provide a broken dial tone to remind you that this feature has been enabled. The Home page and Web Phone page will also remind you that this feature has been enabled with the following alert.

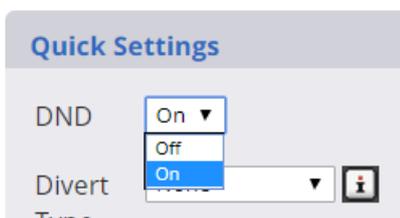


### Turn off Do Not Disturb

- 1 Select the Settings button and from the menu displayed select DND.
- 2 De-select the Do Not Disturb tick box.
- 3 Select Update or Apply to save the changes

Please note that this feature can also be enabled and disabled via Settings > General.

### Quick Settings



Do Not Disturb can be turned on and off via the Quick Settings pane.

- 1 Select Home button.
- 2 Within the Quick Setting pane, from the DND list box select Off or On.

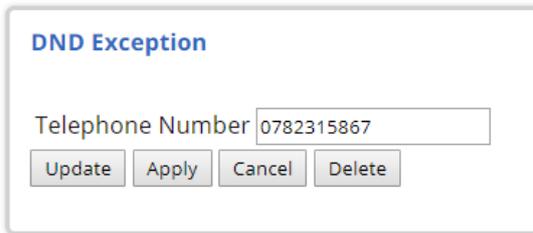
## Do Not Disturb Exception Number

You may wish to turn on Do Not Disturb but still receive a call from a colleague or an external number, if for example, you are expecting an urgent call. The relevant number can be set as a Do Not Disturb exception as follows.

### Entering a DND Exception Number

- 1 Select the Settings button and from the menu displayed select DND.

- 2 Select the Add DND Exception button.
- 3 In the Telephone Number field enter the internal or external number required.



- 4 Select Update or Apply to save the number.

The number will be displayed within the DND Exceptions list.



Once a DND Exception number has been entered, even when you have Do Not Disturb enabled, you will still receive calls from this number. These numbers can stay in the list as long as required to be used each time you turn on Do Not Disturb. (Please note that this feature will only be available if the exception number is presented as CLI when a call is received.)

### Edit a DND Exception Number

- 1 Select the Settings button and from the menu displayed select DND.
- 2 Within the DND Exceptions list select the number to be amended. This will take you to the Telephone Number field.
- 3 Make the changes required.
- 4 Select Update or Apply to save the changes.

### Removing a DND Exception Number

- 1 Select the Settings button and from the menu displayed select DND.
- 2 Within the DND Exceptions list select the number to be deleted. This will take you to the Telephone Number field.
- 3 Select the Delete button.
- 4 You will be asked if you are sure you wish to delete this item.
- 5 Select OK to delete the entry.

## Call Waiting

The Call Waiting feature allows you to receive a second call while connected to another call.

### Turn on Call Waiting

- 1 Select the Settings button and from the menu displayed select General.
- 2 From the Call Waiting list box select Enabled.



- 3 Select Update or Apply to save the changes.

## Handling a waiting call

- 1 When a second call is received you will hear an intermittent beep via your telephone handset.
- 2 The Current Calls pane will display the details of the second call waiting to be answered.

Current Calls								
	Connected	Anita Gomes 2015	02085382354 02085382354		Hangup	Record		
	Ringing (Incoming)	Anita Gomes 2015	Raj Patel 2011	Switch Call	Hangup	Answer	Transfer to VM	Record

Conference      Complete Transfer

- 3 Select Switch Call.

The first call will be placed on hold.

You will now be connected to your second call.

You can repeat this step as often as required to switch between the two calls.

If the caller you are connected to hang ups use the Recall/Hold button on your handset to return to your other call.

When you have two calls active on your phone you can,

- Select Switch Call to toggle between the two calls.
- Select Conference to create a 3-way conference between yourself and the two calls. (For further information please refer to the Conference Call section from page 10.)
- Select Complete Transfer to connect the two calls.
- Select Hang Up to end the call you are currently connected to.

Alternatively, if you do not wish to answer the second call,

- 3 Select Hang up and your call will be passed to your Forward on Busy number (if set) or to your voicemail (if enabled) or your caller will get the busy tone.

or

- 3 Select Transfer to VM to transfer the call directly to your voicemail (this option will only be available if voicemail is enabled on your account).

If you choose to ignore a call waiting the call will be automatically passed to your Forward on No Answer number (if set) or to your voicemail (if enabled), otherwise the call will continue to ring on your extension.

## Turn off the Intermittent Beep

When the Call Waiting feature is enabled you may not wish to hear the intermittent beep when a second call is received and may wish to be informed visually via WebPartner only. This tone can be turned off as follows:

- 1 Select the Settings button and from the menu displayed select General.
- 2 From the Call Waiting list box select No Beep.



- 3 Select Update or Apply to save the changes

Please note that the Phone Tools option is not used with WebPartner.

### Turn off Call Waiting

- 1 Select the Settings button and from the menu displayed select General.
- 2 From the Call Waiting list box select Disable.



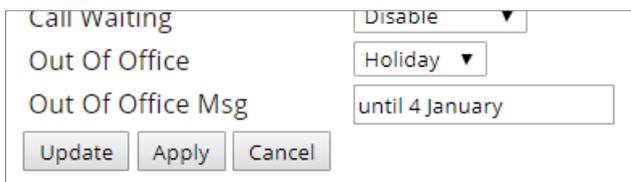
- 3 Select Update or Apply to save the changes.

### Out of Office Message

When you are unable to answer your phone you may wish to inform your colleagues of your whereabouts and when you will be available. An Out of Office Message can be configured and this will be displayed on your colleagues' PCS 5xx IP Phone and Navigate when they attempt to call you.

#### Setting an Out of Office Message

- 1 Select the Settings button and from the menu displayed select General.
- 2 From the Out of Office list box select Meeting, Lunch, Holiday or Off Site.
- 3 In the Out of Office Msg text box enter the message that will accompany the above message eg "until Monday", "until 3 pm" etc.

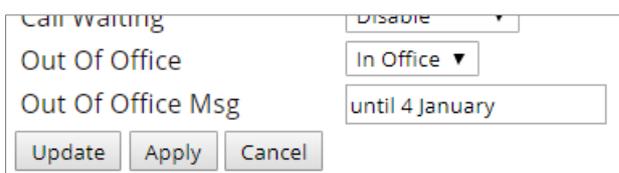


- 4 Select Update or Apply to save the changes

When you have an Out of Office message set your voicemail greeting will also change. Your callers will be played the In Meeting greeting, the At Lunch greeting, the On Holiday greeting or the Off Site greeting depending on the Out of Office message you have selected. If you wish to record a specific greeting for each Out of Office message please refer to your system administrator for further details.

#### Turn off the Out of Office message

- 1 Select the Settings button and from the menu displayed select General.
- 2 From the Out of Office list box select In Office.

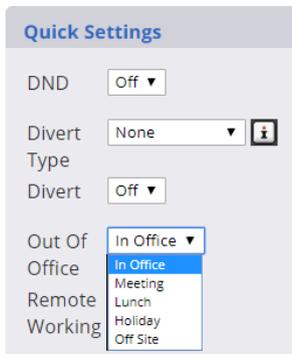


- 3 Remove the text within the Out of Office Msg field if this will not be required again, otherwise it can remain for use another time.

- 4 Select Update or Apply to save the changes.

Please note that this feature can also be enabled and disabled via Settings > DND.

## Quick Settings



The screenshot shows the 'Quick Settings' pane with the following options:

- DND: Off
- Divert Type: None
- Divert: Off
- Out of Office: In Office (with a dropdown menu open showing Meeting, Lunch, Holiday, and Off Site)
- Remote Working: (empty)

The Out of Office message can be turned on and off via the Quick Settings pane.

- 1 Select the Home button.
- 2 Within the Quick Settings pane, from the Out of Office list box select Meeting, Lunch, Holiday, Off Site to turn on this feature, or In Office to turn off this feature.

Please note that if any text is contained within the Out of office Msg field, this text will be displayed with the Out of Office option selected. If this is not required, deleted the text in this field as explained above.

## Personal Details

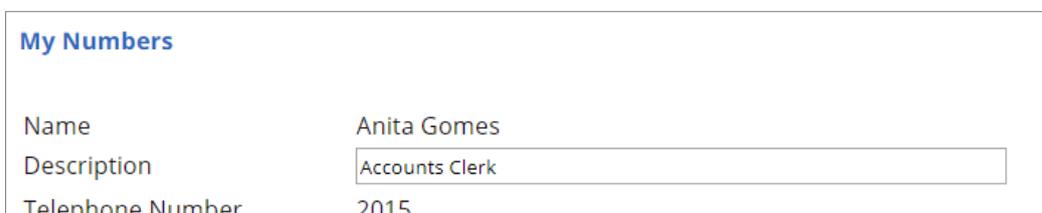
Your personal information such your job description/department, personal phone numbers and email address can be stored within your User account on the system. Their usage by the system and how to configured these are described in the section as follows.

You will not be able to change your User Name or extension number. If you have a need to change either of these please speak to your system administrator for assistance.

## Your User Description

This information can be used to inform colleagues of your job role or department, for example, within your company, however any text can be entered here that will assist your colleagues to identify you. Your Description will be displayed with your entry on the directory when searched via a colleagues' PCS 5xx phone or Navigate software. This can be entered or amended as follows.

- 1 Select the Settings button and from the menu displayed select My Numbers.
- 2 Within the Description field enter the text required.



The screenshot shows the 'My Numbers' form with the following fields:

- Name: Anita Gomes
- Description: Accounts Clerk
- Telephone Number: 2015

- 3 Select Update or Apply when ready.

## My Numbers

Your home and mobile numbers can be entered within your User account on the system. There are also two additional fields that can be used to enter any other number that you wish to store.

These numbers are used to:

- Identify you when you make a call into your company from any of these numbers. Your User Name will appear in the relevant phone's caller display.

- Enable your colleagues to easily call you on these numbers from their PCS 5xx IP Phone, WebPartner or Navigate.
- Enable voicemail to identify you when accessing your messages from your mobile or home phone (please refer to your system administrator for further details).
- Configure the call forwarding facility (please refer to the Call Forwarding section from page 20 for further information).

You can also store an Assistant Telephone Number which will enable your callers to break out of voicemail and be transferred to the internal or external number entered in this field. Please refer to the Using an Assistant telephone number section from page 35 for further details.

### Enter your personal numbers

- 1 Select the Settings button and from the menu displayed select My Numbers.
- 2 In the Mobile, Home, Spare 1 and/or Spare 2 Telephone Number fields enter the relevant numbers you wish to store.

Telephone Number	2019
Mobile Telephone Number	07723765213
Home Telephone Number	01923589234
Spare 1 Telephone Number	07890215998
Spare 2 Telephone Number	
Assistant Telephone Number	

- 3 Select Update or Apply to save the changes

Please note that internal extension numbers must NOT be entered within these four fields.

### Email Address

You can store your email address within your User account on the system and this can be used by voicemail to forward messages to your email account or by Vision to forward recordings to your email account. (The voicemail email facility must have been previously set up on your telephone system for these features to be available, please refer to your system administrator for further information.) Your email address can be entered as follows.

- 1 Select the Settings button and from the menu displayed select My Numbers.
- 2 Within the Email Address field enter your email address.

Assistant Telephone Number	
Email Address	anita@bluebirdgraphics.co.uk
<input type="button" value="Update"/> <input type="button" value="Apply"/> <input type="button" value="Cancel"/>	

- 3 Select Update or Apply to save the change.

### Speed Dials

Within your User account on the system you can set up your own personal list of regularly used telephone numbers (internal or external). These are called Speed Dials or Favourites. Speed Dials are displayed and accessed within the Web Phone page. 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.

## Create a Speed Dial

- 1 Select the Settings button and from the menu displayed select Speed Dials.
- 2 Select the New button.  
The Speed Dial Details form will be displayed.
- 3 In the Telephone Number field enter the number to be dialled (internal or external number)
- 4 In the Description field enter any text (alpha-numeric characters only) that will identify this Speed Dial.

**Speed Dial Details**

Telephone Number

Short Code

Description

- 5 Select Update or Apply to save the changes.  
or select Delete if you change your mind and do not wish to create the Speed Dial (Cancel is used to discard any changes made to an existing Speed Dial).

Your new Speed Dial will be displayed in the Current Speed Dials list.

**Current Speed Dials**

First Previous

Description	Short Code	Telephone Number
Alice	2006	
Chris	2021	
Eagles	01727238279	
Home	01923283883	
Jackie	02084117860	
Support	8005	

First Previous

Please note that when you receive a call from a number stored in one of your Speed Dials, the Description field of that Speed Dial will take priority over the Name of the User or Contact, stored on the central database, containing the same number. Hence your Current Calls pane will display the Speed Dial name.



Your Speed Dials will be displayed within the Web Phone page within the Speed Dials list on the right hand side. They can be used to quickly and easily make calls, transfer calls and pick up calls.

You can go directly to Settings > Speed Dials by clicking on the Speed Dials heading within this pane.

A speed dial configured to dial an internal extension will also act as a Busy Lamp field as follows.



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 displayed with an orange icon indicates that either the User's extension is currently ringing or there are calls queuing for that Department.



## Make a call using a Speed Dial

Click once on the green icon beside the Speed Dial required and a call to this number will be made automatically.

## Transfer a call using a Speed Dial

- 1 Click once on the green icon beside the Speed Dial required.
- 2 The first call will be placed on hold and a call will be made to the speed dial number.
- 3 Wait for the call to be answered.
- 4 To transfer the original call select Complete Transfer.

For further information please refer to the Transfer a Call section from page 8.

## Pick up a call using a Speed Dial

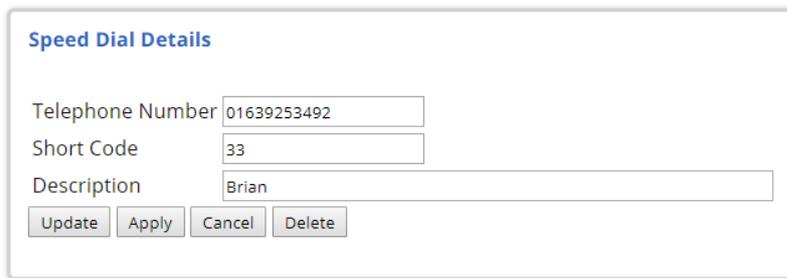
You can pick up a call ringing on another extension via your Speed Dials list. This is useful if, for example, you wish to answer your colleague's phone when they are not at their desk or you wish to assist with answering calls to a Department. You do not have to be a member of the Department to pick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

- 1 A Speed Dial displaying a yellow icon has a call waiting to be answered.
- 2 Click once on the orange icon of the Speed Dial required.
- 3 The call will be presented to your extension.

## Assign a short code to a Speed Dial

For numbers that you dial regularly you may prefer to assign a short code to a Speed Dial so, for example, you could dial just 33 to ring 01639253492. (Please note that the short code you use must not be the same as a short code you are already using for other system functionality, please refer to your system administrator for further assistance.)

- 1 Select the Settings button and from the menu displayed select Speed Dials.
- 2 Select the New button.  
The Speed Dial Details form will be displayed.
- 3 In the Telephone Number field enter the number to be dialled (internal or external number).
- 4 In the Short Code field enter the code to be used to speed dial the number.
- 5 In the Description field enter any text (alpha-numeric characters only) that will identify this Speed Dial.



**Speed Dial Details**

Telephone Number

Short Code

Description

- 6 Select Update or Apply to save the changes.

To use this Speed Dial, dial the number in the Short Code field on your handset.

## Amend a Speed Dial

- 1 Select the Settings button and from the menu displayed select Speed Dials.
- 2 Click on the number within the Telephone Number column beside the Speed Dial you wish to amend.  
The Speed Dial Details form for that Speed Dial will be displayed.
- 3 Make the changes required.
- 4 Select Update or Apply to save the changes.  
or select Cancel if you change your mind and do not wish to make the changes.

## Delete a Speed Dial

- 1 Select the Settings button and from the menu displayed select Speed Dials.
- 2 Select the Speed Dial to be deleted (click on the number within the Telephone Number column).  
The Speed Dial Details form will be displayed.
- 3 Select the Delete button.  
You will be asked if you are sure you want to delete this item.
- 4 Select OK to delete the Speed Dial.

## Speed Dials Folders

If you have multiple Speed Dials you may wish to organise them into folders to make them easier to find. For example, you may wish to separate your personal speed dials from your business speed dials, or organise them by project or department, eg Exhibition, Directors, and so on. Firstly you will need to create a folder and then assign a speed dial to that folder.

### Create a Speed Dial Folder

- 1 Create a new Speed Dial.
- 2 In the Short Code field enter GH:[folder number], eg GH:1.
- 3 In the Description field enter the name you wish to give the folder, eg Personal.

Ensure that the Telephone Number field is empty.



Telephone Number

Short Code

Description

- 4 Select Update or Apply when ready.

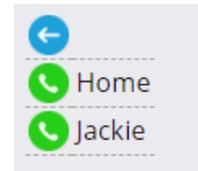
The folder will appear in the Speed Dials pane indicated by a blue icon.

### Assigning a Speed Dial to a folder

- 1 Create a new Speed Dial or open an existing Speed Dial.
- 2 In the Short Code field enter G:[folder number], eg G:1.
- 3 Select Update or Apply to save the new Speed Dial or save the changes.

This Speed Dial will now be available to use by firstly selecting the blue icon beside the relevant folder within the Speed Dials list, then the Speed Dials assigned to this folder will be displayed.

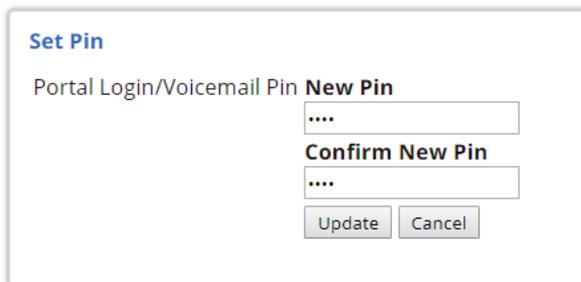
Use the Back icon to return to main Speed Dials list.



## Changing your PIN

You can change your Voicemail Access Code via the Settings. This code is used when you log on to WebPartner as described in the Logging on section from page 1. This code is also used when you wish to access your voicemail messages remotely, for example, from your mobile or from another extension within your office, please refer to your system administrator for further details.

- 1 Select the Settings button and from the menu displayed select PIN. The Set Pin form will be displayed.
- 2 In the New Pin field enter the new number you wish to use.
- 3 In the Confirm New Pin field enter the new number again.



The 'Set Pin' form contains the following fields and buttons:

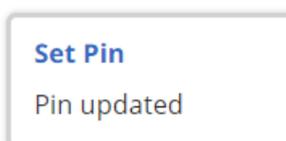
- Portal Login/Voicemail Pin
- New Pin** (input field with masked characters)
- Confirm New Pin** (input field with masked characters)
- Update button
- Cancel button

Ensure this is a secure PIN, do **NOT** enter numbers such as 1234, 12341234, 0000, your extension number and so on.

You can enter alpha-numeric characters into this field, however if you use your Voicemail Access Code to access your voicemail messages remotely enter numbers only.

- 4 Select Update to save the change.

The Pin Updated message will be displayed.



The 'Set Pin' message box displays the text: Pin updated

## Changing your Home Page

By default, your Home page, as accessed via the Home button and the page that will be displayed when you first open the Web Partner, will display your calls history within the centre of this page. However, you may prefer to display the Speed Dials, Current Calls, Search/Calls and Contacts panes, that are available via the Web Phone page, instead to make it quicker to make and handled calls. This can be configured as follows.

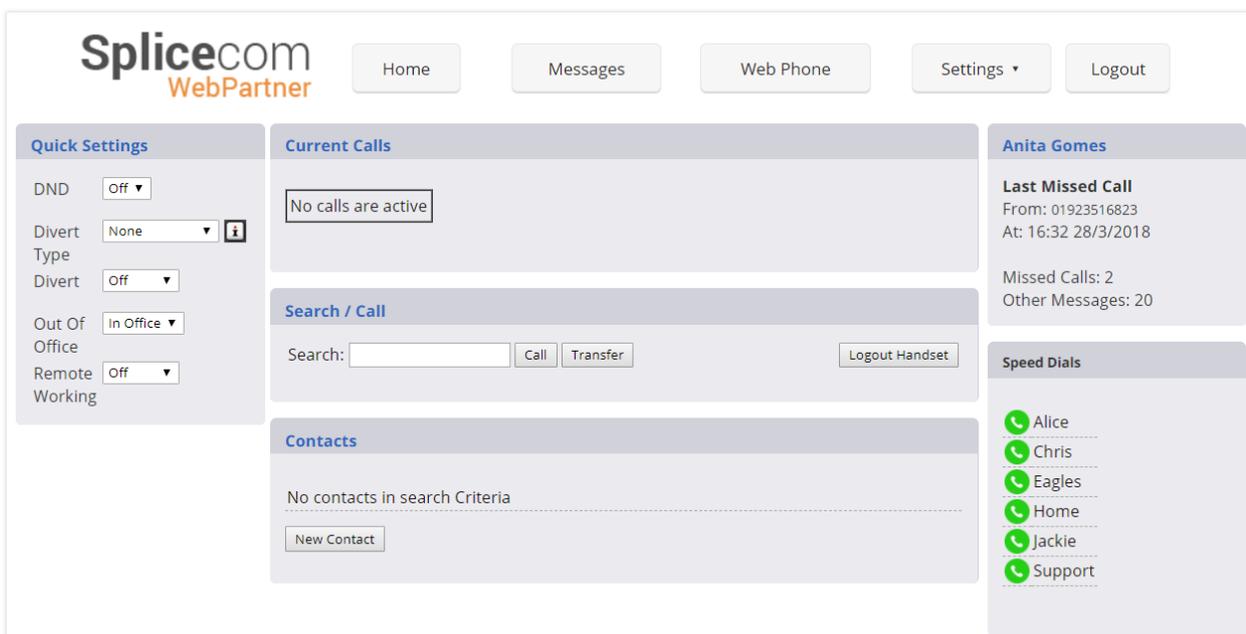
- 1 Select the Settings button and from the menu displayed select Home Page.
- 2 From the Set My Default Home Page to Display: list box select Web Phone.

**Set Homepage**

Set my default homepage to display: Web phone ▼

- 3 Select Update to save the change.

The Home page will now present the Speed Dials, Current Calls, Search/Call and Contacts panes.



The screenshot shows the Splice.com WebPartner interface. At the top, there is a navigation bar with buttons for Home, Messages, Web Phone, Settings, and Logout. The main content area is divided into several panels:

- Quick Settings:** Includes options for DND (Off), Divert Type (None), Divert (Off), Out Of Office (In Office), and Remote Working (Off).
- Current Calls:** Displays "No calls are active".
- Search / Call:** Features a search input field, Call, Transfer, and Logout Handset buttons.
- Contacts:** Shows "No contacts in search Criteria" and a New Contact button.
- Anita Gomes:** Displays "Last Missed Call" information (From: 01923516823, At: 16:32 28/3/2018) and "Missed Calls: 2, Other Messages: 20".
- Speed Dials:** Lists contacts: Alice, Chris, Eagles, Home, Jackie, and Support, each with a green phone icon.

To view your calls history, when the Web Phone page is set as your home page, select the Messages button.

You can return to displaying your calls history in your Home page as follows:

- 1 Select the Settings button and from the menu displayed select Home Page.
- 2 From the Set My Default Home Page to Display: list box select Messages.

**Set Homepage**

Set my default homepage to display: Messages ▼

- 3 Select Update to save the change.

## Remote PSTN

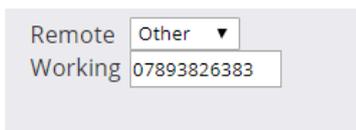
If you are a user of an analogue handset or a PCS 5xx IP Phone you can use the Remote PSTN feature when you are, for example, working from home. This feature will allow you to receive and make calls from, for example, a home telephone or mobile as though you were in the office. This means callers/recipients will be unaware that you are working from home, you will not incur any call charges and you will be able to handle the call as if you were in the office, eg transfer calls.

Your system administrator can configure this facility for you. Once set up you can use the Remote Working list box in your Quick Settings pane to turn this feature on or off. This list box will use your Home, Mobile, Spare 1 and/or Spare 2 Telephone Number fields if configured. These can be viewed and configured via Settings > My Numbers. Please refer to the My Numbers section from page 27 for further information.

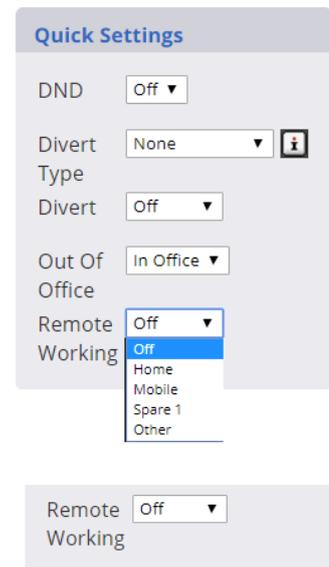
### Turn on Remote PSTN

Within the Quick Settings pane, from the Remote Working list box, select the number you wish to select as your Remote PSTN number.

If you select Other a text box will be displayed which will allow you to enter the number you require.



Remote Working: Other ▼  
07893826383



**Quick Settings**

DND: Off ▼

Divert Type: None ▼ ⓘ

Divert: Off ▼

Out Of Office: In Office ▼

Remote Working: Off ▼  
Home  
Mobile  
Spare 1  
Other

Remote Working: Off ▼

### Turn off Remote PSTN

Within the Quick Settings pane, from the Remote Working list box, select Off at the top.

Please refer to your system administrator for further information on using the Remote PSTN feature.

## Voicemail

The voicemail facility allows your callers to leave you a message if you are on the phone or do not answer a call. Your system administrator can enable this facility for you, if not already available.

### Receiving a Message

If you are busy on a call or do not answer your phone a caller will be automatically passed to your voicemail. Your greeting will be played and the caller will have five minutes to leave a message. (For information on how to record your greeting please refer to your system administrator.)

By default, your extension will ring for 20 seconds before your extension is considered not answered. Your system administrator will be able to tell you if this default setting has been changed.

When you have received a new message your handset will provide the broken dial tone.

**Anita Gomes**

---

**Last Missed Call**  
 From: 01923516823  
 At: 16:32 28/3/2018

---

**New Messages: 4**  
 Old Messages: 1  
 Missed Calls: 1  
 Other Messages: 20

Your Home page and the Web Phone page will display the number of new and old messages currently stored in your voicemail box to give you a quick visual indication of your voicemail status.

### Divert an incoming call to voicemail

If you do not wish to answer a call, within the Current Calls pane, select Hang Up to reject the call. If you have Forward on Busy set your caller will be transferred to this number, otherwise your caller will be passed to your voicemail.

If you have Forward on Busy set but you want a particular caller to go straight to voicemail, within the Current Calls pane, select Transfer to VM.

**Current Calls**

	Ringing (Incoming)	Anita Gomes 2015	Alice 2006	Hangup	Answer	Transfer to VM	Record
---	-----------------------	---------------------	---------------	--------	--------	-------------------	--------

### Using an Assistant telephone number

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

- 1 Select the Settings button and from the menu displayed select My Numbers.
- 2 In the Assistant Telephone Number field enter the number which callers are to be transferred to.

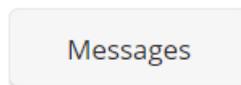
Spare 2 telephone number	
Assistant Telephone Number	2008
Email Address	anita@bluebirdgraphics.co.uk

- 3 Select Update or Apply to save the change.

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. (For information on how to record your greeting please refer to your system administrator.)

## Listen to a message

- 1 Select the Messages button..  
Your calls history will be displayed.



A new message will be indicated in the State column by a blue icon with a closed envelope.



Anita Gomes				
Name	Number	Time/Date	State	
 Alice	2006	14:03 29/3/2018		
 Raj Patel	2011	14:02 29/3/2018		
 Alice	2006	13:59 29/3/2018		
 Carol Wright	2041	13:56 29/3/2018		
 Raj Patel	2011	13:55 29/3/2018		
 Alice	2006	13:49 29/3/2018		
 Alice	2006	13:45 29/3/2018		

- 2 To listen to a message, click the entry within the Time/Date column beside the message required.  
The Message page will open and the message played.  
(Your PC will require a sound card and speakers in order for you to be able to hear the message.)



Select the Back button to return to the calls history list.

The message will now 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 refer to your system administrator for details on how to save a voicemail message).



 Alice	2006	13:59 29/3/2018		
 Carol Wright	2041	13:56 29/3/2018		

Please note that you can also listen to your voicemail messages via your handset, your system administrator can assist you with this facility if required.

## Ring back a caller

After receiving a message from a caller you may wish to ring them back. The number that was received with the original call will be shown within the Number column of your calls history.

- 1 Select the Messages button.
- 2 Find the entry for the caller you wish to ring back.  
The number received with the original call will be displayed within the Number column.
- 3 Click on this number  
You will be asked if you are sure you wish to dial this number
- 4 Select OK to make the call.

Please note that this facility will only be available if the caller's number was presented with the call.

## Message Handling



The following buttons can be used when listening to a voicemail message.

-  Pause the message.
-  Play the message again.
-  0:10 / 0:30 The position in the message, eg 10 seconds in / the length of the message, eg 30 second.
-  Move back and forward in the message
-  Mute the sound.
-  Change the volume.
-  Download the message as a WAV file to a location of your choice.
-  Return to the calls history
-  Delete the message and return to the calls history

## Delete a message

- 1 Select the Message button.
- 2 Select the Delete Message icon beside the message to be deleted.  
You will be asked if you are sure you wish to delete this message
- 3 Select OK to delete the message



## Forward a message

The Forward Message facility allows you to forward a message to a colleague if, for example, the content is more relevant to another member of staff.

You can also forward a message to a colleague's email account or to your own 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. (The voicemail email facility must have been previously set up on your telephone system for this feature to be available, please refer to your system administrator for further information.)

### Forward a message to a colleague's voicemail

- 1 Select the Messages button.
- 2 Select the message to be forwarded (by clicking on the Time/Date).
- 3 In the Forward Message Email/Search: box enter the first few letters of the colleague's User Name until the colleague required is displayed in the list below.

**Forward Message**

Email / Search:  Send To Mailbox Send To Email

---

**Forward to Contact / User / Department**

Type	Name	Mailbox	Email
User	Carol Wright	Send Message to Carol Wright's Mailbox	
User	Chris Spencer	Send Message to Chris Spencer's Mailbox	

This page will only display Users with voicemail enabled.

- 4 Within the Mailbox column, select the Send Message to [user name]'s Mailbox link beside the relevant User.

Confirmation of this action will be displayed in the Forward Message pane.

**Forward Message**

Email / Search:  Send To Mailbox Send To Email

Message forwarded to Chris Spencer's mailbox

Alternatively,

- 3 In the Forward Message Email/Search: box enter the colleague's User Name until the colleague required is the only User listed below.

**Forward Message**

Email / Search:

---

**Forward to Contact / User / Department**

Type	Name	Mailbox	Email
User	Eloise Page	Send Message to Eloise Page's Mailbox	

- 4 Click on the Send To Mailbox button.

Confirmation of this action will be displayed in the Forward Message pane.

### Forward a message to an email account

Firstly, the voicemail email facility must have been previously set up on your telephone system for these features to be available, please refer to your system administrator for further information. Then your colleague's email address must have been entered within their User account on the system. To enter your email address into your own User account please refer to the Email Address section from page 28 for further details.

Once all the above has been configured you will be able to forward a voicemail messages to a colleague's email account and to your own. The message will be sent as a WAV attached to the email message.

- 1 Select the Messages button.
- 2 Select the message to be forwarded (by clicking on the Time/Date.)
- 3 In the Forward Message Email/Search: box enter the first few letters of your User Name or your colleague's User Name until the colleague required is displayed in the list below

**Forward Message**

Email / Search:

---

**Forward to Contact / User / Department**

Type	Name	Mailbox	Email
User	Aaron Blisset	Send Message to Aaron Blisset's Mailbox	Send Message to aaron@bluebirdgraphics.co.uk
User	Anita Gomes	Send Message to Anita Gomes's Mailbox	Send Message to anita@bluebirdgraphics.co.uk

- 4 Select the Send Message to [email address] link beside the relevant User.

Confirmation of this action will be displayed in the Forward Message pane.

**Forward Message**

Email / Search:

Message forwarded by mail to aaron@bluebirdgraphics.co.uk

Alternatively,

- 3 In the Forward Message Email/Search: box enter your User Name or your colleague's User Name until the colleague required is the only User listed below

**Forward Message**

Email / Search:

---

**Forward to Contact / User / Department**

Type	Name	Mailbox	Email
User	Anita Gomes	Send Message to Anita Gomes's Mailbox	Send Message to anita@bluebirdgraphics.co.uk

- 4 Click on the Send To Email button.

Confirmation of this action will be displayed in the Forward Message pane.

## Forward messages to email automatically

You may wish voicemail to automatically forward your new messages to an email account. This will enable you or your assistant, for example, to manage your messages within an email application. This can be useful, for example, if you access your email remotely when you are not in the office.

- 1 Select the Settings button and from the menu displayed select Voicemail Alerts.
- 2 Click on the Add Voicemail Alert button
- 3 In the Alert Destination field enter the email address that you wish the voicemail messages to be sent to.

The Type field will default to Email which is the only option available.

- 4 From the Method list box select,
  - Deliver – a copy of a message will be sent to the email address above. The original message will be marked as an old message and deleted after 7 days, or
  - Copy – a copy of a message will be sent to the email address above. The original message will still be considered a new message and will not be deleted until it has been listened to, or
  - Deliver and Delete – a copy of a message will be sent to the email address above. The original message will be immediately deleted.

**Voicemail Contact Details**

Alert Destination

Type

Method

- 5 Select Update or Apply when ready.

or if you change your mind and don't want to save this voicemail contact, select Delete. (Cancel is used to discard changes made to an existing entry.)

The new entry will be displayed within the Voicemail Alerts page.

[Add Voicemail Alert](#)

Alert Destination	Type	Method
<a href="mailto:anita@bluegraphics.com">anita@bluegraphics.com</a>	Email	Deliver and Delete

Click on the email address if you wish to amend or delete this entry.

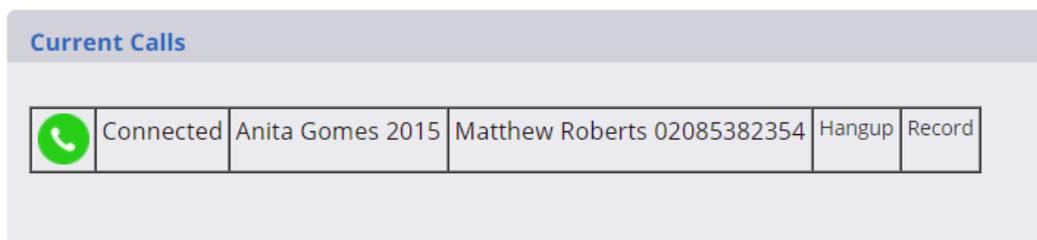
## Call Recording

Your Splicecom telephone system can be configured to record your calls either automatically or when activated by yourself via your handset or WebPartner application. Please refer to your system administrator for details on how call recording is set up on your system.

### Manually record a call

When you make or answer a call you can choose to record the conversation as follows:

- 1 Select the Web Phone button.
- 2 Beside the current call select Record



- 3 Cancel Recording will now be displayed indicating that the conversation is being recorded.



If you wish to stop recording the call select Cancel Recording at any time during the call, otherwise the recording will stop when the call is ended.

The recording will be stored as a voicemail message and can be accessed as described in the Listen to a message section from page 36.

### Automatic Call Recording

If after making or answering a call the Cancel Recording option is displayed beside the current call in the Web Phone page, your system has been configured to automatically record your calls.

Current Calls					
	Connected	Anita Gomes 2015	Matthew Roberts 02085382354	Hangup	Cancel Recording

For details on where these recordings will be stored and how to access them please refer to your system administrator.

If you wish to cancel the call recording, when taking credit card details for example, select Cancel Recording and call will no longer be recorded. You can instigate the recording again by selecting Record beside the current call.

Your system may be configured so that you cannot cancel the recording of the call, if this is the case, please refer to your system administrator for further details if required.

## Managing voicemail for a Department

You may have been given the responsibility of managing the voicemail for a Department. If this is the case the Home page will display the name of the Department and the number of new messages that have arrived for that Department.

Service Reception

**New Messages: 2**

Scroll to the bottom of your calls history and the messages can be accessed within the Department's own pane.

Service Reception					
Name	Number	Time/Date	State		
 Matthew Roberts	02085382354	17:08 29/3/2018			
 Alice Barker	2006	16:28 29/3/2018			

You can manage these messages in exactly the same manner as described for your own messages in the previous sections.

Once you have listened to a message it will become an old message and deleted after 7 days (unless manually saved, please refer to your system administrator for details on how to save a message).

Service Reception

**New Messages: 1**

Old Messages: 1

## Managing voicemail for a colleague

If you have been given the job of managing voicemail messages for a colleague your Home page will display the call details for your colleague.

Scroll to the bottom of your calls history and the colleague's messages can be accessed within the colleague's own pane.

Carol Wright

**Last Missed Call**

From: 2015

At: 13:09 28/3/2018

**New Messages: 1**

Missed Calls: 1

Other Messages: 9

**Carol Wright**

Name	Number	Time/Date	State
 Raj Patel	2011	15:59 29/3/2018	
 Raj Patel	2011	14:59 29/3/2018	 
 Anita Gomes	2015	13:56 29/3/2018	
 Support	8005	12:35 29/3/2018	

You can manage these messages in exactly the same manner as described for your own messages in the previous sections.

You will also have access to your colleague's calls history and can use the list to make calls, manage the Contacts database and so on in exactly the same manner as described for your own calls history in the Calls History section from page 16.

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