

PCS 60

Quick Reference Guide

Version 3.2

Menu Bar

File Actions Edit View Call Vgicemal browser Window Help

Play/Pause Transfer Hold Check Logoff Home Page Back Page Forward Page Stop Refresh Add Contact Logoff Hold of Phone Calls

Call Control Toolbar

| Extension | Extension | Ext. | Time |
|-----------|-----------|-------------|----------|
| 212 | 212 | 08:01:47 AM | 08:02:26 |

Call Status



Favourites



Call Information Window

Enter name or number to dial

Dial Box

| | | | |
|------|--------------|-----------|---------------|
| DNID | Divert Calls | Divert To | Out of Office |
| CH | None | None | 200 Calls |

Quick Settings

Total Messages: New: 6 Cld 16 Missed 0 Robin Heyman: New: 6 Cld 6 Missed 0 Main: New: 0 Cld 10 Missed 0

Status Bar

Making a Call



Answering a Call

Making a Call

Lift your telephone handset and dial the number required (internal or external) using the telephone keypad (Phone Partner mode only).

OR

From your PC keyboard enter the number to be dialed (internal or external) in the PCS 60 Dial Box.

Press Enter on your PC keyboard to make the call.

The PCS 60 Call Status pane will display the name of the person you have called (if known by the system), the number you have dialed, your name and the call duration.

OR

From your PC keyboard enter the name of the person you wish to call (internal or external) in the PCS 60 Dial Box.

As you start typing the letters entered will be matched against the records in the Directory page. The list of the records displayed will reduce until the name you require appears at the top of the list.

Press Enter to make the call.

OR

Double click the entry required at any time.

Answering a Call

When you receive a call your PCS 60 will ring and the caller's details will be displayed via Floating Text on your PC screen (if enabled), together with the name of the User or Department that has been called.

Your PCS 60 Call Status screen will display the caller's name (if recognised by the system), the caller's number and who the call is for. The latter will either be your name, the name of a colleague who has forwarded their calls to you, or a Department name.

To answer the call, lift your telephone handset – or select handsfree if your telephone supports this function (Phone Partner mode only).

Answering a Call (cont)



Answering a Call (cont.)

OR

Select the Answer icon on the Call Control Toolbar.

OR

Click on the entry within Call Status.

OR

Press Enter.

OR

From the Call Menu select Answer.

Please note: If you are using your PCS 60 in Phone Partner mode all telephone conversations will utilise the telephone handset (or speaker/microphone in hands free mode). If you answer a call via your PCS 60, if you are using a PCS 5, PCS 10, PCS 505, PCS 520 or an analogue phone, your phone will continue to ring until the handset is lifted.

Ending a Call



Ending a Call

Replace your handset, or press the handsfree/speaker button (Phone Partner mode only).

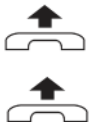
OR

Select the Hang Up icon on the Call Control Toolbar.

OR

From the Call Menu select Hang Up.

Placing a Call on Hold



Placing a Call on Hold

Press the Recall button on your phone (Phone Partner mode only).

To retrieve the call, press the Recall button a 2nd time.

Placing a Call on Hold (cont)



Transferring a Call



OR



OR



Placing a Call on Hold (cont.)

OR

Select the Hold icon on the Call Control Toolbar.
To retrieve the call, click on the call within Call Status.

OR

From the Call Menu select Hold.
To retrieve the call, click on the call within Call Status.

Transferring a Call

Announced Transfer

Place the call on hold by selecting the Hold icon on the Call Control Toolbar.
In the Dial Box enter the number to be dialed (internal or external).
Press Enter on your PC keyboard.
Wait for the call to be answered and announce the caller.
The two calls will be displayed in Call Status.
To transfer the original call;

Select the Transfer icon. You will no longer have control of the call.

OR

From the Call Menu select Transfer. You will no longer have control of the call.

OR

To return to the original caller select the Hang Up icon, or wait for the other end to hang up.

OR

To return to the original call and place the second call on hold;

Select the Switch icon.

OR

Click on the original call in Call Status.

Transferring a Call (cont)

OR



OR



Transferring a Call (cont.)

OR

From the Call Menu select Switch Call.

Select the Transfer icon to connect the two calls together, regardless of which call you are connected to.

OR

Select the Hang Up icon to clear the call you are currently connected to and return to the other call (or wait for the other end to hang up).

Blind Transfer (un-announced transfer)

Place the call on hold by selecting the Hold icon on the Call Control Toolbar.

In the Dial Box enter the number to be dialed (internal or external).

Press Enter on your PC keyboard.

Once the ringing tone is heard select the Transfer icon. You will no longer have control of the call.

Transferring a Call Directly to a Colleague's Voicemail

Place the call on hold by selecting the Hold icon on the Call Control Toolbar.

In the Dial Box enter the name or the extension number of the User required.

When the User required appears at the top of the Directory page and is highlighted select the Choose icon on the Call Control Toolbar.

Select the Voicemail button.

You will no longer have control of the call.

Parking a Call



Picking up a Parked Call



Redialling a Number



Incoming Call History

View Your Incoming Call History



Parking a Call

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

Once on a call select one of the four Park Slots in the Favourites area.

The caller's details will be displayed against the relevant Park Slot.

Picking up a Parked Call

Park Slots 1 - 4 will be shown at the top of the display. If in use, the name (or number) relating to the parked call will be shown.

Press the Context Sensitive Key alongside the relevant Park Slot to retrieve the call.

Redialing a Number

Click on the Redial icon on the Call Control Toolbar.

OR

Select the Last Numbers page in the tabs at the top of the Call Information Window

Double click on the entry required and the number displayed will be dialed.

Incoming Call History

All incoming internal and external calls (answered or un-answered) and voicemail messages (read or un-read) can be viewed and accessed via the Messages page.

View Your Incoming Call History

Click on the Messages icon on the Call Control Toolbar.

OR

Select the Messages page in the tabs at the top of the Call Information Window.

To Call a Previous Caller Back

To Delete a Call Entry



Voicemail



To Call a Previous Caller Back

Double click on the entry required.

If the caller's number has been withheld or not received by the system, this facility will not be available, The "Number" column will indicate if the caller's telephone number has been received.

To Delete a Call Entry

Select the entry you wish to delete.

Select the Delete icon.

Voicemail

Leaving a Message for a Colleague

Make a call to your 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.

OR

Click on the Send To Voicemail icon.

OR

Select Send to Voicemail from the Call menu.

Leave a message.

To Call a Previous Caller Back



OR



Deleting a Message



Saving a Message

Accessing Your Own Messages

The Messages icon will flash to indicate that you have a new message.

OR

Your handset will return broken dial tone to indicate that you have a new message (Phone Partner mode only).

Click on the Messages icon on the Call Control Toolbar.

OR

Select the Messages page in the tabs at the top of the Call Information Window.

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

Press the Messages button.

A closed envelope icon indicates a new message.

To listen to the new message double click on it.

Your message will be played back to you and the details of the message will be displayed in the Voicemail page.

The message will now be displayed in the Messages page with an open blue envelope icon and this is now an "old" message. It will be deleted after 7 days unless manually saved.

Deleting a Message

Select the message you wish to delete.

Select the Delete icon.

Saving a Message

Once a new message has been listened to it becomes an old message and will be deleted after 7 days. However, you can chose to save the message. It will then be stored until you decide to manually delete it.

Double click on the message you wish to save.

Saving a Message (cont)



OR



Saving a Message (cont.)

Select the Save Message icon.

Changing your Daily and Permanent Voicemail Greetings
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. 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.

Click on the Messages icon on the Call Control Toolbar.

OR

Select the Messages page in the tabs at the top of the Call Information Window.

Select the Greeting or the PermGreeting icon to change your daily or Permanent Greetings respectively

Your existing greeting will be played.

When requested, record your new greeting and play "hash" when you have finished.

Your new greeting will be played back to you.

Select the Hang Up icon to save the new greeting and finish.

For further details on all these features and many others, please refer to the PCS 60 User Manual



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