

iPCS
for iPhone & iPad
User Manual

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iPCS for iPhone & iPad User Manual
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Contents

Introduction.....	1
About this manual.....	1
How iPCS will operate.....	1
Feature Highlights.....	3
The PCS range.....	4
Basic Call Handling	5
Make a Call.....	5
Answer a Call.....	6
End a Call.....	7
Mute a call.....	7
Using Speaker Phone.....	7
Place a call on hold.....	8
Transfer a Call.....	8
Parking a call.....	9
Conference Call.....	10
Using Contacts.....	11
Viewing your Calls History.....	13
Identifying the type of call.....	13
Call Info Screen.....	13
Missed Incoming Calls.....	14
Redial a number.....	14
Dial a previous caller.....	15
Users Directory	16
Search the Users directory.....	16
Make a call to a User.....	17
Transfer a call to a User.....	17
Receiving a call from a colleague.....	17
Departments.....	18
Working as a member of a Department.....	18
Make a call to a Department.....	18
Transfer a call to a Department.....	19
Contacts Directory	20
Search the Contacts directory.....	20
Make a call to a Contact.....	21
Transfer a call to a Contact.....	21
Receiving a call from a Contact.....	22
Favourites	23
View your Favourites.....	23
Make a call using a Favourite.....	24
Transfer a call using a Favourite.....	24
Call Pick up.....	24
Grouping Favourites.....	24

Prioritising Favourites	25
Quick Settings	27
Do Not Disturb	27
Call Forwarding.....	28
Out of Office Message	30
Voicemail.....	32
Receiving a Message	32
Viewing your voicemail messages	32
Message Info Screen	33
Listen to a message	33
Ring back a caller	34
Message Handling	34
Voicemail Settings.....	35
Recording a Greeting.....	36
Voicemail for Departments.....	38
iPCS Configuration.....	40
Turn on or off the iPCS.....	40
Icons in Brief.....	41
Index.....	44

Introduction

About this manual

This manual contains all that you need to know to operate your iPCS application via an iPhone or iPad, which being run via a SpliceCom **maximiser** system using version 3.2 software. This manual assumes that the iPCS software has been loaded and configured on your iPhone or iPad by your system administrator. If this is not the case please refer to your system administrator for further assistance.

How iPCS will operate

The iPCS software will be configured to log on to the **maximiser** system via your User account and therefore will become your telephone. If you are logged on to a telephone in the office at your desk, for example, this will be logged out and all your calls will be routed to your iPCS. Please ensure that you do not have any forwarding set to the mobile you are using to run iPCS. (Please refer to the Call Forwarding section from page 28 for further details.)

When you make a call via your iPCS utilising a Wi-Fi zone you must stay within that zone for the duration of the call. If you leave the Wi-Fi zone the phone will automatically select 3G as your data connection and iPCS calls will then be made over that service. Having re-entered a Wi-Fi zone the next call will be made or received over that service. If you need to move between a Wi-Fi and 3G service a call can be parked and then when the 3G connection has been established the call can then be picked up from the park slot. (Please refer to the Parking a call section from page 9 for further details.)

If you use the iPCS in a 3G environment the iPCS can get disconnected if the 3G signal becomes poor. This will mean that the iPCS is no longer logged on to the **maximiser** system and will make three attempts to reconnect. If after three attempts a connection is not made it will try to connect every 5 minutes from then on.

If you are on a call via your iPCS and you receive a call via your GSM network, this call will take priority over the iPCS call. The iPCS call will be automatically put on hold. Once the GSM call has been completed or rejected the iPCS call will resume automatically. This functionality is controlled by the iOS operating system which dictates that GSM calls will take priority over all other calls.

Your User Account

You are a "user" of the SpliceCom **maximiser** telephone system and as such you have a User account on the system. Your User name will be used to identify you as you make, receive and transfer calls. Each of your colleagues will also have a User account and will be identified in the same way, by their User name. A list of the Users of your **maximiser** system can be viewed via the Contacts screen as explained in the Users Directory section from page 16.

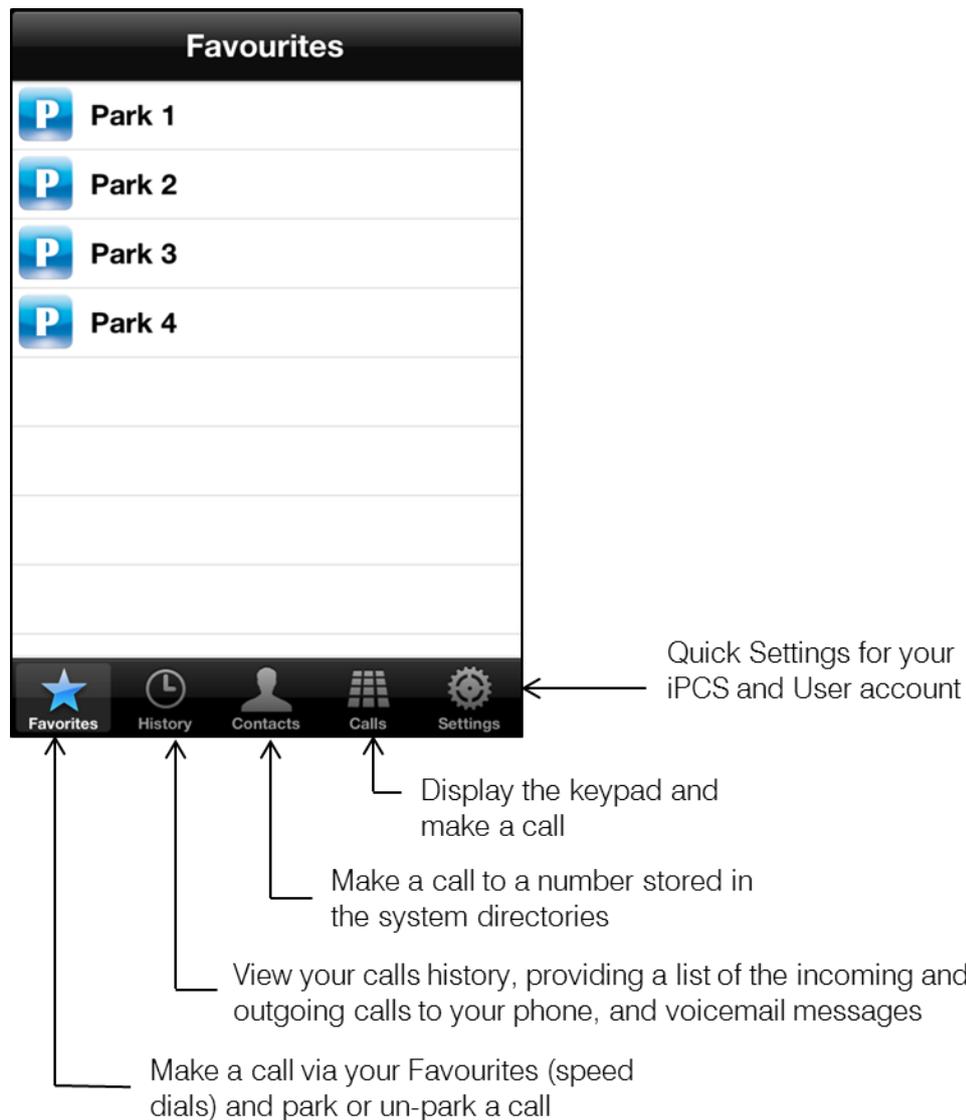
As a User on the system you will be given an extension number, eg 2021, and possibly a DDI number, eg 01632 563862. So that when a colleague rings your extension number or an external contact rings your DDI number these will be routed to your User account. Your DDI number may also be the number that is presented as your CLI when you make a call, please refer to your system administrator for further details.

Your User account will store all of your User settings, such as Favourites, forwarding, DND, and so on, so that when you log on to the telephone on your desk or your iPCS or another handset on your telephone system these settings will always be available to you.

Opening the iPCS application

Tap the iPCS icon on your Home screen to open the application

The Favourites screen will be displayed. The buttons at the bottom of the screen will give you access to your speed dials, your calls history, the system directories, the keypad and some of your User settings.



Further details on these facilities will be covered in the relevant section of this manual.

Feature Highlights

Access to the System Database

iPCS gives you access to a database of information stored on your **maximiser** system. This database provides directories of telephone numbers to help you to quickly and easily make and transfer calls.

Parking a Call

All calls received by your extension can be put on hold and the call remains in your control. However, another way to place a call on hold is to park the call into one of the system areas (or Park Slot). You can use this method to place a call on hold while you deal with another call or as a way of transferring the call as your colleagues will be able to pick up the call if they have access to the same park slot.

Favourites

As well as access to the directories stored on the telephone system's database you can also set up your own list of "favourite" numbers that you regularly call or transfer calls to. Your Favourites will also act as Busy Lamp Fields indicating when internal extensions are engaged or receiving calls and allow you to pick up a call ringing on a colleague's extension. For further details on how to set these up please refer to your system administration. Once configured your Favourites will then be displayed within the Favourites screen on your iPCS.

Voicemail

The SpliceCom **maximiser** system provides standard voicemail functionality which can be enabled on your system and for you as a User allowing your callers to leave a message if you are unable to deal with a call. iPCS allows you to manage these messages.

Quick Setting

iPCS gives you the ability to set Do Not Disturb, Follow Me and an Out of Office message on your User account via the Settings screen.

The PCS range

From affordable entry-level phones, through IP terminals that unify advanced telephony and IT applications at the desktop, to native IP Phone applications that run on Smart Phones, Tablets, PCs and Macs; in SpliceCom's comprehensive PCS telephony family you'll find the product that's the ideal match for every specific business requirement - whatever it may be.

Designed to complement other market leading and stylish IT equipment on your desktop, SpliceCom's PCS 552, PCS 56x, PCS 57xG & PCS 58xG IP Phones combine looks, intelligence and desirability in equal measure. The world's slimmest desktop IP phones provide easy access to the benefits delivered by **maximiser**, SpliceCom's range of innovative and award-winning Unified Communications platforms. All PCS 5xx IP phones have large graphical displays, intuitive multi-functional context sensitive keys, and bold instantly recognisable icons to provide the ease-of-use associated with mobile phones, so delivering the ultimate business telephony user experience.

The IP 530 is SpliceCom's entry-level IP Phone, designed to work with **maximiser** to address everyday business telephony needs. The PCS 520 is a display phone with pre-configured system access keys, desktop paging and combined Do Not Disturb/Message Waiting LED, with the entry-level PCS 505 completing SpliceCom's range of desktop phones.

SpliceCom's iPCS is a native IP Phone application for Smart Phones and Tablets, allowing a mobile device to operate as a highly functional system phone extension. This makes it an ideal **maximiser** Office Mobility solution for the replacement of existing DECT wireless systems, or as an alternative for SIP/WiFi phones.

Navigate is a Phone Partner application, delivering powerful personal call management features via Windows 7 & Windows 8 PCs for users of SpliceCom's broad range of PCS IP Phones, or existing 3rd party analogue telephones. Providing point and click access to both commonly used and advanced **maximiser** telephony & integrated Microsoft features, Navigate provides a single intuitive interface to manage business communications for all employees across an organization, irrespective of their role. Navigate can also be used as an IP Softphone with the addition of an associated licence, with PCS 60 offering similar functionality for Apple Mac OS X users and those running versions of Microsoft operating systems prior to Windows 7.



Basic Call Handling

Make a Call

1. Tap  at the bottom of the screen
2. The keypad will be displayed
3. Enter the number you wish to dial (internal or external number)
4. Tap  and the number will be dialed

You can use the Backspace button  to make changes to the number you have entered

Please note:

- “Connected” will be displayed at the top of the screen to indicate that your iPCS is connected to the **maximiser** system.
- If you wish to make a call by looking up the number in the system directories please refer to the Using Contacts section from page 11.



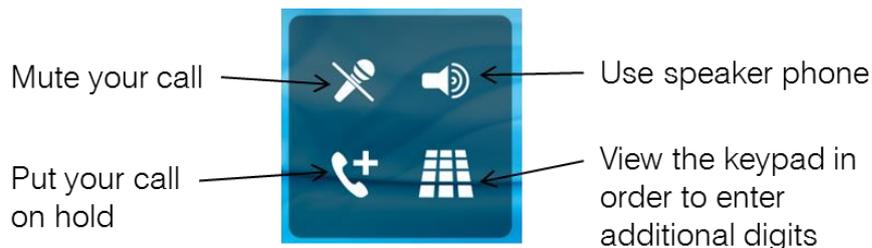
The Calling... screen will be displayed indicating that the call is being dialed.

If you have started to make a call, change your mind and wish to stop the call tap .



Call Options

Once the call is answered the call options are displayed.



Entering additional digits

You may be required to enter further digits once a call has been made when, for example, presented with an auto attendant, this can be done as follows.

1. Within the Call options tap the Keypad button 
2. The Keypad will be displayed
3. Enter the number(s) required
4. Each number will flash as you enter it.



Tap the Back button  to return to the Call screen when finished

Answer a Call

If iPCS is open and active:

1. When you receive a call the caller's number or name will be displayed in the Call screen.
2. Tap  **Answer** to answer the call

Please note that if the CLI received with the call is matched in the system directories the User's or Contact's name will be displayed.

If iPCS is open but in the background:

1. When you receive a call the caller's number (and name) will be displayed in a banner at the top of the screen

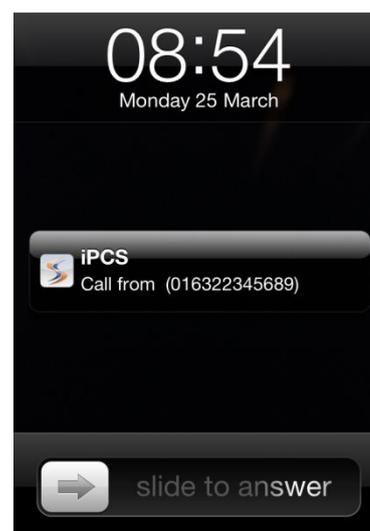
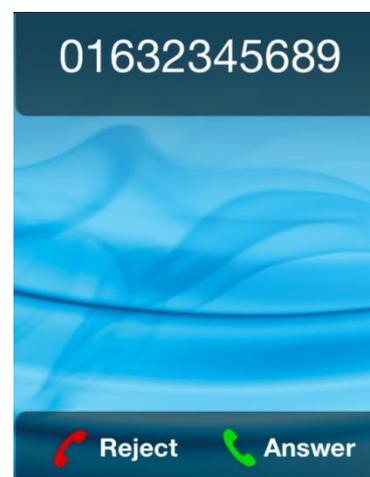


2. Tap the banner to answer the call

If the iPCS is open but the iPhone/iPad is locked:

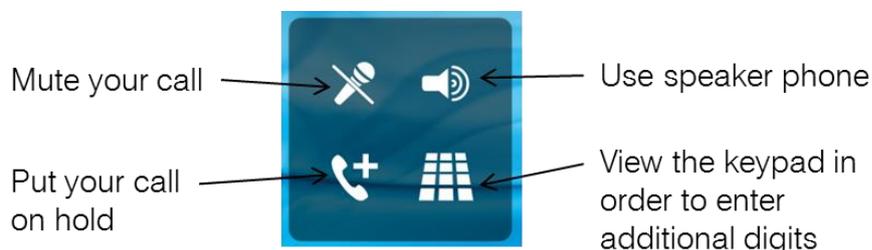
1. When you receive a call the caller's name (if available) and number will be displayed in a banner in the middle of the screen
2. Drag the "slide to answer" button to answer the call

Please note, in the two scenarios above, if the CLI received with the call is matched in the system directories the User's or Contact's name will also be displayed.



Call Options

Once the call is answered the call options are displayed.



Reject a call

If iPCS is open and active:

1. If you do not wish to answer a call, tap 
2. The call will be passed to your Forward on Busy number (if set), or voicemail (if enabled), or cancelled

If you do not answer a call it will be passed to your Forward on No Answer number (if set), or voicemail (if enabled) or will continue to ring until the caller hangs up. The amount of time the call will ring before going to your Forward on No Answer number or voicemail will be dependent on the time set on your User account, please refer to your system administrator for further details.

Please note that this will be your voicemail on the **maximiser** system, not the voicemail service provide by your iPhone.

End a Call

Tap 

Mute a call

The Mute facility will allow you to prevent a caller from hearing, for example, your conversation with another colleague. You will be able to hear the caller but they will not be able to hear you.

1. Tap the Mute button 
2. The Mute button will be displayed with a red circle to indicate that Mute is enabled.

Tap the  button to return to your caller.

Using Speaker Phone

The Speaker Phone facility will enable you to operate your iPCS hands free as follows.

1. Tap the Speaker button 
2. The Speaker Phone button will be displayed with a red circle to indicate that the speaker is on

Tap the  button to turn off the speaker.

Place a call on hold

1. Tap the Hold button 
2. Your call is put on hold and you are presented with the keypad so that you can make another call if necessary.

External callers will be played “music on hold” if configured on your **maximiser** system. (Please refer to your system administrator for further details.)

To retrieve the call, tap the Back button  to return to your caller.

Transfer a Call

1. Place the call on hold - tap the Hold button 
 2. Via the keypad displayed, enter the number to be dialled (internal or external number)
 3. Tap 
 4. Wait for the call to be answered and announce the caller
 5. Tap the Transfer button 
 6. You will no longer have control of the call
- or
5. To clear the current call and return to the original caller tap 
or
wait for the other end to hang up.
- or
5. To return to the original call and place the second call on hold, tap the Switch button 
 6. Use the Switch button  to toggle between the two calls,
 7. Finally, select tap the Transfer button  to connect the two calls (regardless of which call you are currently connected to).
- or
5. Tap  to clear the call you are currently connected to and return to the other call
or
wait for the other end to hang up

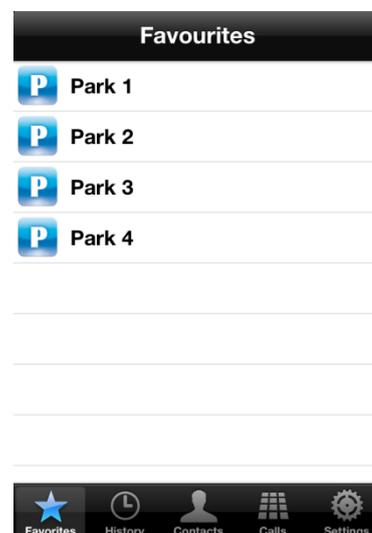
If you wish to transfer a call to number stored in the system directories, such as another colleague, external contact etc, please refer to the Transfer a call via Contacts section from page 12 for further details.

Parking a call

The Park facility on a **maximiser** system allows calls to be put on hold in a system area, rather than on your phone. Either, a colleague can pick up the call (if they have access to the same park slot), or you can pick up the call when you wish to return to the caller. This is useful as another method to transfer a call, or if you wish to deal with other calls while a call is on hold.

By default, you will be given access to Park slots 1, 2, 3 and 4 via the four Park buttons displayed in the Favourites screen. By default, all your colleagues using iPCS, Navigate, PCS 60 or a PCS 58x/57x/56x will also have access to these same park slots. (This default configuration may be different on your system, please refer to your system administrator for further details.)

A call will remain parked for 5 minutes (default), after this time the call will be represented to your extension and you can answer the call in the normal way.



Park a call

1. Tap  at the bottom of the screen
2. Tap the Park button you wish to use
3. The call will be parked in this slot and external callers will be played the “music on hold” configured on your system
4. The caller’s number or name (if the CLI received is matched in the system directories) will be displayed beside the Park icon



You can now continue with other calls or other work. You or a colleague will be able to pick up the call when ready.

Pick up a parked call

1. Tap  at the bottom of the screen
2. Tap the Park button displaying the call you wish to pick up
3. You are now connected to the call

Transfer a parked call

1. Make a call to the intended recipient of the parked call (internal or external number)
2. Place the call on hold
3. Tap  at the bottom of the screen
4. Tap the relevant Park button to un-park the original call

5. To connect the two calls tap the Transfer button . You will no longer have control of the calls.

For further information on transferring calls please refer to page 8.

Please note:

- If a colleague needs to pick up a parked call via an analogue handset and does not have the use of Navigate or PCS 60, please refer to your system administrator for the relevant short code he/she should use.
- If a call parked by a colleague is not accessible via your Park buttons, your Park slots may have been configured differently or you may be operating within a different “Company” to your colleague. Please refer to your system administrator for further details.
- If you belong to a “Company” on the **maximiser** system, this Company may be configured with a different Park Timeout to the default 5 minutes. Please refer to your system administrator for further details.
- By default the four Park buttons displayed are configured to access Park slots 1, 2, 3 and 4. However if you wish to access alternative Park slots in order to create either group or “private” park slots, buttons to access other Park Slots, eg Park slot 5, or Park slot 7, 60, 123 etc, can be created for you. Please refer to your system administrator for further details.
- If you do not use the Park facility and wish to remove the Park buttons please refer to your system administrator for further details.

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 number required (internal or external), or you may have already received a call from the first member of the conference
2. Placed this call on hold - tap the Hold button 
3. Make a call to the second number required (internal or external)
4. Once the call has been answered tap the Conference button 
5. You are now in a 3-way conference with your two calls, as shown by the In Conference button 

Cancel a conference call

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

1. Tap the In Conference button 
2. You will return to the caller that you were last speaking to before creating the conference. The other caller will be put on hold.

Use the Switch button  to toggle between the two calls. The two calls can be connected via the Transfer button  or ended in the normal way.

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

If you tap  while on a conference you will hang up the caller that you were last speaking to before creating the conference, and return to a 2-way conversation with the other call.

If one of the conference members hangs up you will return to a 2-way conversation with the other call.

Using Contacts

The **maximiser** system directories provide access to a database of contact information that is stored centrally on your telephone system. Your system administrator is responsible for the maintenance of this database and will be able to assist you with your queries.

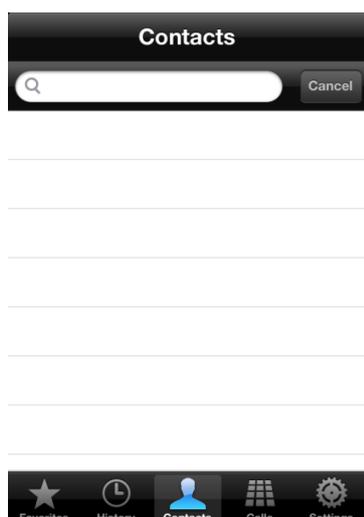
There are three directories that can be searched:

- **Users** provides a list of the User accounts on your telephone system allowing you to quickly and easily call a colleague. Please refer to the Users Directory section from page 16 for further details.
- **Departments** provides a list of Departments configured on your **maximiser** system that will allow your call to be routed efficiently to a group of Users. Please refer to the Departments section from page 18 for further details.
- **Contacts** provides a list of external contacts entered on your telephone system allowing you to quickly and easily make calls to customers, suppliers, etc. When you search the directories for a Contact, the search will be made within the Name and Company fields of each entry. Please refer to the Contacts Directory section from page 20 for further details.

Please note that iPCS will not search within the Contacts stored on your iPhone or iPad.

Search the Directories

The system directories can be accessed via  at the bottom of the screen.



1. Tap in the search field at the top of the screen
2. Using the onscreen keyboard displayed enter the name or number of the User or Department or Contact you wish to view
3. As you start typing the list of the records matching the text you have entered will be displayed.

You can use the Backspace button  on the keyboard to make changes to the text you have entered in the search field.

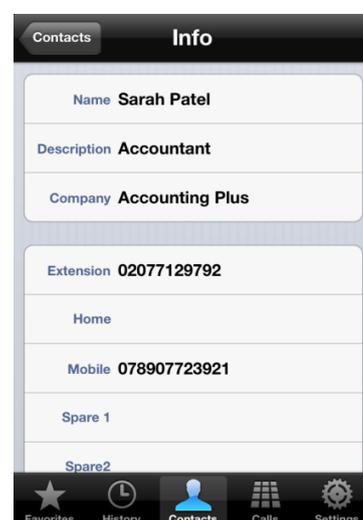
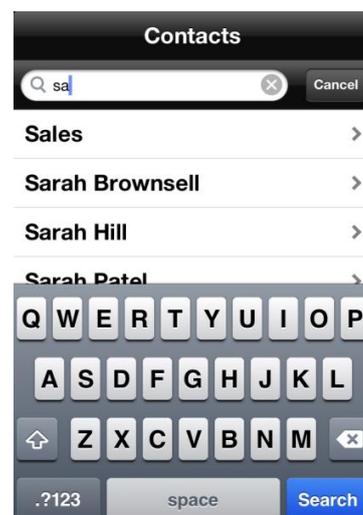
You can use the Delete button , on the right hand side of the search field, to remove all the text you have entered and start again.

You can drag the screen to scroll up and down to view all the entries displayed. This will hide the keyboard.

If you wish to hide the keyboard once you have entered the text required, tap  at the top right of the screen or  at the bottom right of the keyboard. The keyboard will return when you tap in the search field again.

Once the record you require is displayed, tap on this record to display the details stored for this entry.

Tap  at the top of the screen to return to the search screen



Make a call via Contacts

1. Tap  at the bottom of the screen
2. Using the search facility described above find the number you wish to dial
3. Tap on the number you wish to dial and the call will be made.

Transfer a call via Contacts

1. Place the call on hold - tap the Hold button 
2. Tap  at the bottom of the screen
3. Using the search facility described above find the number you wish to dial
4. Tap on the number you wish to dial and the call will be made.
5. Wait for the call to be answered and announce the caller
6. To connect the two calls, tap the Transfer button . You will no longer have control of the calls.

Please note that if you wish to continue talking to the caller while searching for the number ignore step 1. The caller will be put on hold once you make the call in step 3. For further information on transferring a call please refer to page 8.

Viewing your Calls History

All calls received or made by your extension will be logged and can be viewed via  at the bottom of the screen. The History screen will also display voicemail messages you have received, if relevant (please refer to the Voicemail section from page 32 for further details).

Entries are listed in date and time order with the newest at the top.

The time and date of each call will be displayed; together with the caller's or recipient's name (if recognised by the system) and the caller's number (if received) or the number you dialled.



Identifying the type of call

-  Signifies an answered incoming call
-  Signifies an unanswered (or missed) incoming call (up to 10 displayed, then the oldest will be deleted)
-  Signifies an answered outgoing call
-  Signifies an unanswered outgoing call
-  Signifies a new or unread voicemail message
-  Signifies an old or read voicemail message

Call Info Screen

Tap the call you wish to view and the call's Info screen will be displayed as follows.



The screenshot shows the 'Info' screen for a call. It includes a 'Back' button at the top left. The main content area has four rows: 'Name Sarah Brownsell', 'Number 02085382355', 'Time 10:12 26/3/2013', and 'Call' with a green phone icon. At the bottom is a navigation bar with icons for Favorites, History, Contacts, Calls, and Settings.

Annotations on the right side of the screenshot:

- ← Name of the User or Contact called, if the number dialled is matched in the system database, otherwise the number dialled will be displayed,
- ← or Name of the caller, if the CLI received with the call is matched in the system database, otherwise the caller's number will be displayed, if received
- ← The number dialled,
- ← or The number received with the call
- ← Time and date the call was made or received
- ← Dial the number displayed above

Tap  to return to the History screen.

Missed Incoming Calls

When a call has been received that you did not answer the History button will be displayed with the number of calls that you have missed.



The iPCS icon on your home screen will also display the number of calls you have missed.



Once you have viewed the missed call, by viewing the History screen, the number of missed calls will disappear. (If this number does not disappear, this means you have received a new voicemail message and this number of new messages will not disappear until you have listened to the messages. Please refer to the Voicemail section from page 32 for further details.)

All your calls will be listed by default, however if you wish to view just your missed calls and voicemail messages tap the Missed button at the top of the screen. Tap the All button to return to viewing all your calls.



Redial a number

When you make a call the details of the call are logged and can be viewed via your calls history. This information enables you to redial the number quickly and easily.

1. Tap 
2. The  and  icons indicate a number you have previously dialled
3. Tap the call displaying the number you wish to redial
4. The call's Info screen will be displayed
5. Tap  and the number will be dialled



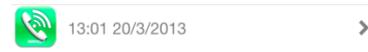
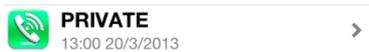
Dial a previous caller

When you receive a call the details of the call are logged and can be viewed via your calls history. This information enables you to ring back the caller quickly and easily.

1. Tap 
2. The  and  icons indicate an incoming call
3. Tap the call displaying the number you wish to dial
4. The call's Info screen will be displayed
5. Tap  and the number will be dialled



If the caller's number was withheld or not received by the system, this facility will not be available. The call will be logged either as PRIVATE, or no name or number will be displayed with the call.



Users Directory

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

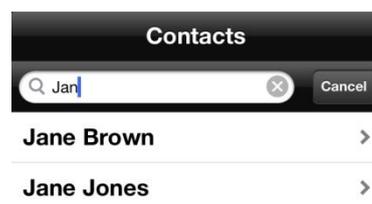
You and your colleagues can also store up to 4 external numbers in your User accounts - mobile number, home number and two spare numbers, please refer to system administrator for further details. When you search for a colleague's entry within the User directory these numbers will also be displayed (if entered). This makes it easy for you to call or transfer calls to these numbers. (Please note that these fields when configured must only contain external numbers, and must not contain internal extension numbers.)

Please refer to the Your User Account section from page 1 for further details.

Search the Users directory

The Users directory can be accessed via  at the bottom of the screen.

1. Tap in the search field at the top of the screen
2. Using the onscreen keyboard displayed enter the name or extension number of the User you wish to view
3. As you start typing the list of the records matching the text you have entered will be displayed.



You can use the Backspace button  on the keyboard to make changes to the text you have entered in the search field.

You can use the Delete button , on the right hand side of the search field, to remove all the text you have entered and start again.



If you wish to hide the keyboard once you have entered the text required, tap  at the top right of the screen or  at the bottom right of the keyboard. The keyboard will return when you tap in the search field again.

Once the User you require is displayed, tap on this record to display the details stored for this entry.

Tap  at the top of the screen to return to the search screen



Make a call to a User

1. Tap  at the bottom of the screen
2. Using the search facility described on the previous page find the User you wish to dial
3. Tap on the number you wish to dial and the call will be made.

Transfer a call to a User

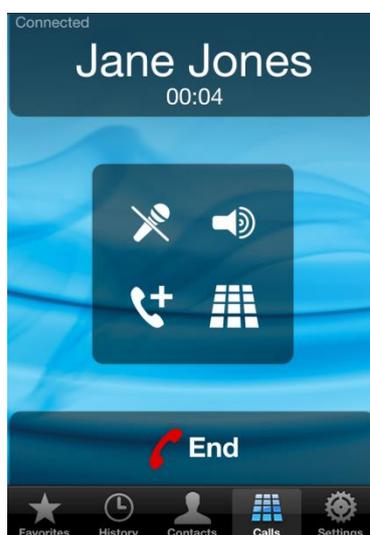
1. Place the call on hold
2. Using the search facility described on the previous page find the User you wish to dial
3. Tap on the number you wish to dial and the call will be made.
4. Wait for the call to be answered and announce the caller
5. To connect the two calls, tap the Transfer button . You will no longer have control of the calls.

Please note that if you wish to continue talking to the caller while searching for the User ignore step 1. The caller will be put on hold once you make the call in step 3.

For further information on transferring a call please refer to page 8.

Receiving a call from a colleague

If a colleague rings you from their extension or via a number stored in their User account, such as their mobile number, their User name will be displayed within your iPCS. This enables you to answer and deal with the call in the appropriate manner.



Departments

Departments are a feature of the **maximiser** system that allows calls to be routed efficiently to a group of Users by dialling one number either internally or externally.

The following describes the usage of iPCS when Departments are used on your **maximiser** system.

Working as a member of a Department

Due to your role in your company you may have been placed in a Group on the **maximiser** system. For example, if you are part of a Sales team you may be placed in a Sales Group, or part of a Reception team or part of a Support team you may have been placed in a Group. The purpose of creating Groups on your system is to ensure the efficient handling of incoming calls. For example, you may wish to ensure all incoming calls to Reception are shared among several colleagues to ensure the calls are answered quickly, or you may wish to ensure that support calls are shared equally among the Support team.

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

Wrap Up Time

A Department can be configured with a Wrap Up time whereby at the end of each call received for the Department you will not receive any further calls until this time has expired. The purpose of this feature is to give you time to complete any administrative tasks, such as completing a contact report, updating a database, and so on. Please refer to your System Administrator for further information.

Calls History

The History screen can also display the incoming answered and missed calls received for a Department. Your system administrator can configure this facility for you, if not already available. (Please refer to the Viewing your Calls History section from page 13 for further details.) This facility will also give you access to voicemail messages for the Department, please refer to the Voicemail section from page 32 for further information.

If this facility has been configured for you, the iPCS icon and History button will also indicate when a Department call has been missed, together with the number of new voicemail messages.



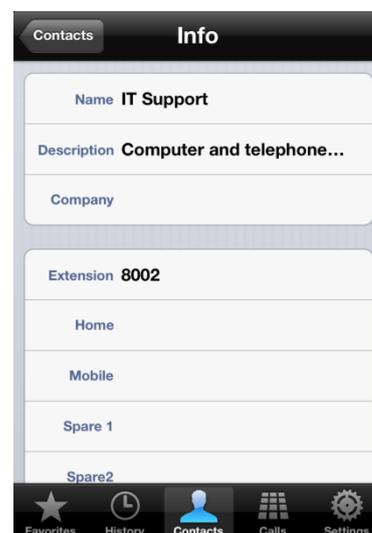
Make a call to a Department

You may wish to talk to any available member of, for example, the Personnel department or Support team. Rather than ringing one member of that department only to find they are not available and then having to ring another extension, etc. you could ring the relevant Department, if set up. Your call will be answered by any available member of this Department saving you time.

1. Tap  at the bottom of the screen
2. The keypad will be displayed
3. Enter the extension number of the Department you wish to dial.
4. Tap  and the number will be dialled.

Alternatively, you can use Contacts:

1. Tap  at the bottom of the screen
2. Tap in the search field at the top of the Contacts screen
3. Using the onscreen keyboard displayed enter the name of the Department you wish to dial
4. As you start typing the list of the records matching the text you have entered will be displayed.
5. Once the Department you require is displayed, tap on this record to display the details stored for this entry.
6. Tap on the extension number and the call will be made.



Transfer a call to a Department

1. Place the call on hold - tap the Hold button 
2. Via the keypad displayed, enter the extension number of the Department to be dialled
3. Tap 
4. Wait for the call to be answered and announce the caller
5. Tap the Transfer button 
6. You will no longer have control of the call

Alternatively, you can use Contacts:

1. Place the call on hold - tap the Hold button 
2. Tap  at the bottom of the screen
3. Tap in the search field at the top of the Contacts screen
4. Using the onscreen keyboard displayed enter the name of the Department you wish to dial
5. As you start typing the list of the records matching the text you have entered will be displayed.
6. Once the Department you require is displayed, tap on this record to display the details stored for this entry.
7. Tap on the extension number and the call will be made.
8. Wait for the call to be answered and announce the caller
9. To connect the two calls, tap the Transfer button . You will no longer have control of the calls.

Please note that if you wish to continue talking to the caller while using Contacts ignore step 1. The caller will be put on hold once you make the call in step 7.

For further information on transferring a call please refer to page 8.

Contacts Directory

A database of external Contacts such as customers, suppliers, etc can be stored on the **maximiser** system. Your system administrator is responsible for the maintenance of this database. The purpose of the Contacts database is to match the incoming number of an external call and to display the name of the caller if a match is found, and to enable you to make external calls to regular contacts quickly and easily.

Up to 5 telephone numbers can be stored for each Contact - the main Telephone Number, Mobile Number, Home Number, and two Spare numbers. If you wish to dial a Contact on any of these numbers you can search for their entry within the directory and tap on the number, as explained below.

When a company has a large DDI number range a Contact can be created that will match any incoming call from this company so that you and your colleagues are always aware when a call is received from this company. Please refer to your system administrator for further details.

Search the Contacts directory

The Contacts directory can be accessed via  at the bottom of the screen.

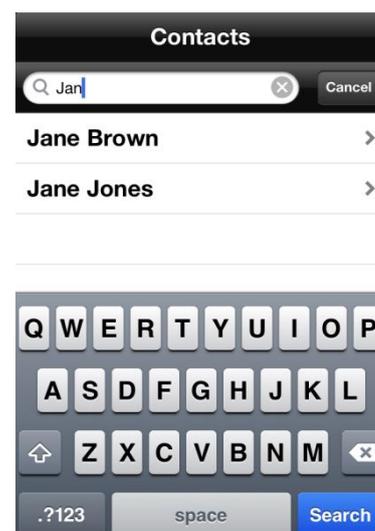
1. Tap in the search field at the top of the screen
2. Using the onscreen keyboard displayed enter the name or number of the Contact you wish to view
3. As you start typing the list of the records matching the text you have entered will be displayed.

You can use the Backspace button  on the keyboard to make changes to the text you have entered in the search field.

You can use the Delete button , on the right hand side of the search field, to remove all the text you have entered and start again.

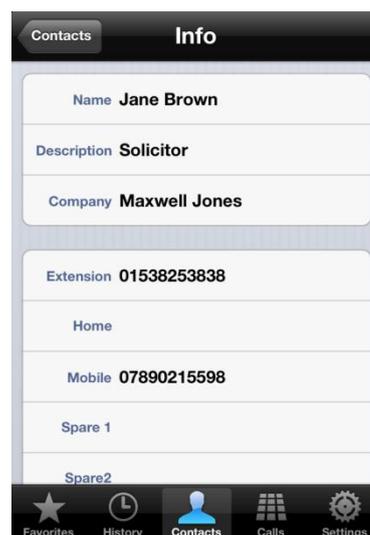
You can drag the screen to scroll up and down to view all the entries displayed. This will hide the keyboard.

If you wish to hide the keyboard once you have entered the text required, tap  at the top right of the screen or  at the bottom right of the keyboard. The keyboard will return when you tap in the search field again.



Once the Contact you require is displayed, tap on this record to display the details stored for this entry.

Tap  at the top of the screen to return to the search screen



Make a call to a Contact

1. Tap  at the bottom of the screen
2. Using the search facility described on the previous page find the Contact you wish to dial
3. Tap on the number you wish to dial and the call will be made.

Transfer a call to a Contact

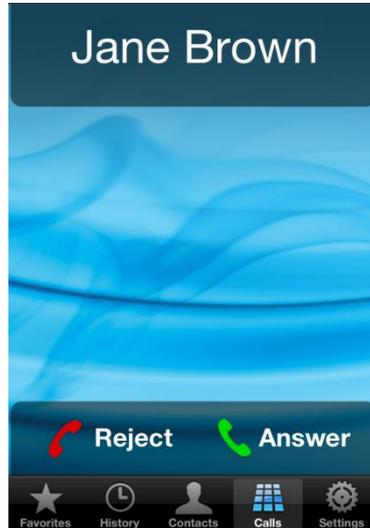
1. Place the call on hold
2. Tap  at the bottom of the screen
3. Using the search facility described on the previous page find the Contact you wish to dial
4. Tap on the number you wish to dial and the call will be made.
5. Wait for the call to be answered and announce the caller
6. To connect the two calls, tap the Transfer button . You will no longer have control of the calls.

Please note that if you wish to continue talking to the caller while searching for the Contact ignore step 1. The caller will be put on hold once you make the call in step 3.

For further information on transferring a call please refer to page 8.

Receiving a call from a Contact

If the incoming number of an external call is matched within the Contacts database the name of the caller will be displayed enabling you identify the call and answer the call in the appropriate manner.



Favourites

You can have your own personal list of regularly used telephone numbers (internal or external) stored in your User account. These are displayed and accessed within the Favourites button at the bottom left of the screen. Please refer to your system administrator for further details on how to set these up. Favourites enable you to quickly and easily make calls, transfer calls and pick up calls.

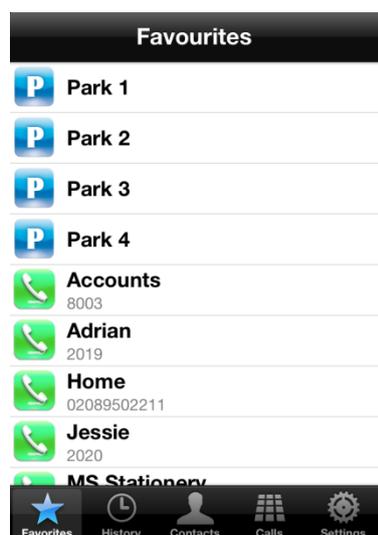


Favourites set up for internal extensions will also act as Busy Lamp Fields (BLF) in other words they will indicate when that User is on the phone, and can be used for call pick up. Both facilities are explained below.

Please note: if a telephone number entered in a Favourite is also stored in the Contacts, Users or Departments directory, when a call is made to or received from this number, the text entered in the Description field of the Favourite will be displayed with the call in preference to the name used in the corresponding Contact, User or Department directory entry.

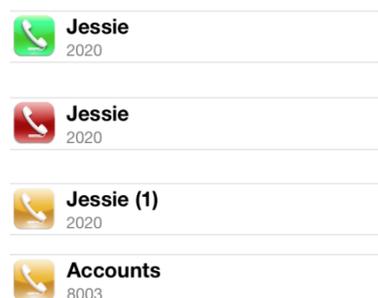
View your Favourites

Tap the Favourites button  at the bottom of the screen. The Favourites screen will be displayed.



You can drag the screen to scroll up and down to view all the entries displayed. This will hide the keyboard.

A Favourite displayed for an internal extension will act as a Busy Lamp Field:



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

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

An internal Favourite flashing between a yellow and red icon indicates that either the User's extension is currently ringing or there are calls queuing for that Department. The number of calls waiting to be answered will be displayed. You can pick up a call ringing for this extension or Department – tap on the Favourite.

Make a call using a Favourite

1. Tap  at the bottom of the screen
2. Tap the Favourite required and a call to this number will be made automatically

If you select a Favourite where the internal extension is busy you will be passed to the colleague's Forward on Busy number (if set) or to their voicemail (if enabled) or the call will be cancelled.

Transfer a call using a Favourite

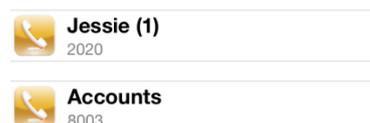
1. Tap  at the bottom of the screen
2. Tap the Favourite required
3. The original call will be placed on hold and a call will be made to the telephone number stored with the Favourite
4. Wait for the call to be answered
5. When ready select the Transfer button  to transfer the original call.

For further information on transferring a call please refer to page 8.

Call Pick up

You can pick up a call ringing on another extension via the Favourites screen. 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 Favourite displaying a flashing yellow/red icon indicates that the relevant extension has a call waiting to be answered.
2. Tap the Favourite
3. The call will be answered by your extension



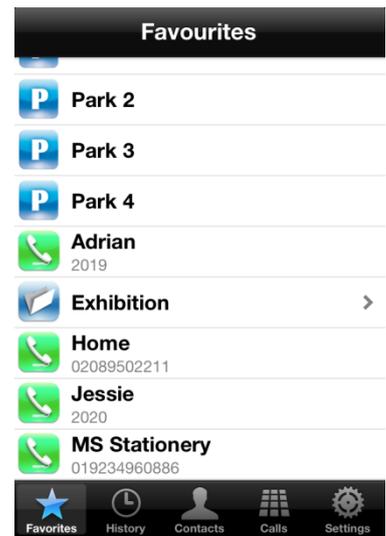
Please note:

- If you pick up a ringing call while you are on a call your original call will be put on hold. You will return to the original call when the second call is ended.
- If you do not wish your colleagues to pick up calls ringing on your phone via their Favourites, please contact your system administrator who can configure this for you.

Grouping Favourites

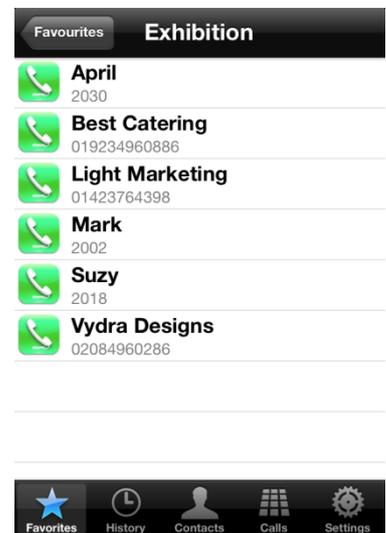
If you have multiple Favourites you may wish to organise them into Favourite Groups to make them easier to find. For example, you may wish to separate your personal Favourites from your business Favourites, or organise your Favourites by project or department, eg Exhibition, Directors, and so on. Please refer to your system administrator for further details.

Once a Favourite group has been set up within your User account this will be displayed within the Favourites screen with the Group icon .



Tap on this Group to view and use the Favourites stored within this group.

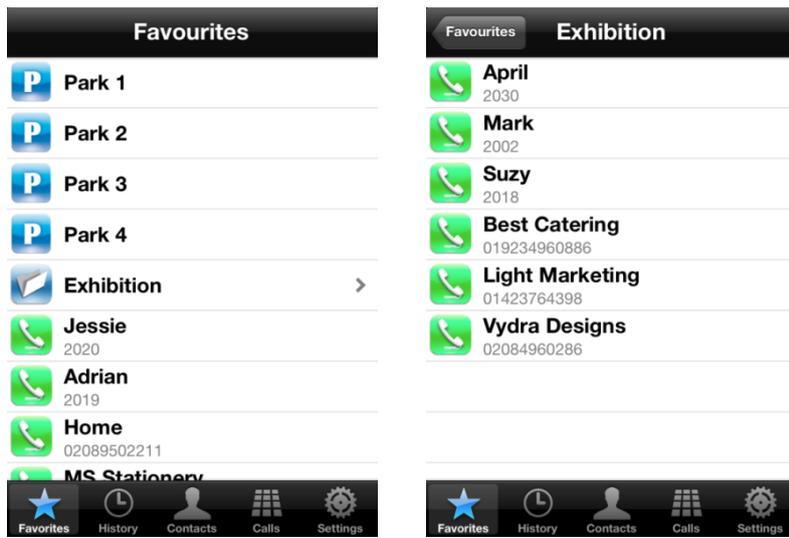
Tap  at the top left of the screen to return to the Favourites screen.



Prioritising Favourites

All Favourites and Favourite Groups will be displayed in alphabetical order by default. However if you wish to display your Favourites in a different sequence a display order number can be assigned to a Favourite and Favourite Group.

The following diagrams demonstrate a Favourite and a Favourite group that have been configured to appear at the top of the list, and Favourites within a Favourite group configured into specific order.



Please refer to your system administrator for further details on this facility.

Quick Settings

The **maximiser** system gives you the ability to configure features such as forwarding, do not disturb, and an Out of Office Message on your extension. iPCS enables you to configure these facilities via the Quick Settings screen. Please note that these settings are stored in your User account and therefore will travel with you when you log on to another handset.

Your Quick Settings can be accessed by selecting the Settings button  at the bottom of the screen.



Do Not Disturb

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

You may wish to turn on Do Not Disturb but still receive a call from a colleague or an external number. This is useful if you are expecting an urgent or important call but do not wish to be disturbed by other calls. The relevant number can be set as a Do Not Disturb Exception, please refer to your system administrator for further details.

Turn on Do Not Disturb

1. Tap the Settings button  at the bottom of the screen
2. Slide the Do Not Disturb button to On

The Settings button at the bottom of the screen will indicate that Do Not Disturb is turned on.

Your calls will be automatically passed to your Forward on Busy number, if configured, or to voicemail, if enabled, or cancelled. Calls will be logged in your Missed Calls list.

When a colleague uses the Users directory, via Navigate, PCS 60, or a PCS 56x, 57x or 58x, to find your entry they will be informed you have DND set.



Turn off Do Not Disturb

1. Tap the Settings button  at the bottom of the screen
2. Slide the Do Not Disturb button to Off

Call Forwarding

The Call Forwarding facility on the maximiser system 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.

The following describe how to set your Follow Me facility via Quick Settings on your iPCS. For details on setting Forward on No Answer and Forward on Busy please refer to your system administrator.

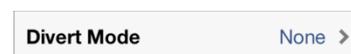
Using Follow Me

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.

The iPCS enables you to set Follow Me to one of your personal numbers (Home, Mobile, Spare1 and Spare2) which must have been previously configured in your User account. Please refer to your system administrator for details on how to enter these numbers. If you wish to set Follow Me to a colleague via their internal extension number please refer to your system administrator for further details or set this via voicemail (please refer to the Voicemail Settings section from page 35 for further details).

Turn on Follow Me

1. Tap the Settings button  at the bottom of the screen
2. Tap the Divert Mode option



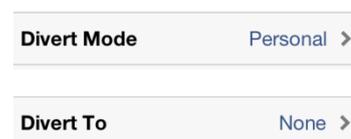
3. From the Divert Mode screen select one of the following:
 - Personal** – all calls to your extension and direct line number will be forwarded
 - Dual Personal** – all calls to your extension and direct line number will be forwarded, however your extension will also ring. This will ensure that you can pick up the call wherever you are.
 - All** – all calls to your extension, direct line number and any Department calls will be forwarded
 - Dual All** – all calls to your extension, direct line number and any Department calls will be forwarded, however your extension will also ring. This will ensure that you can pick up the call wherever you are.

A tick will be displayed beside the option selected.

4. Tap the Settings button  at the top left hands side of the screen
5. Note that the Divert Mode is now set to the option that you selected above
6. From the Settings screen tap Divert To
7. From the Divert To screen select either Mobile, Home, Spare1 or Spare2. (These must have been previously configured in your User account.)

A tick will be displayed beside the option selected.

Please note: Ensure that you do not have any forwarding set to the mobile you are using to run iPCS.



To return to the Settings screen, tap the Settings button  at the top left hand side of the screen. Note that the Divert To option is now set to the option selected above.



Turn off Follow Me

1. Tap the Settings button  at the bottom of the screen
2. Tap the Divert Mode option
3. From the Divert Mode screen tap None

A tick will be displayed beside None.

To return to the Settings screen, tap the Settings button  at the top left hand side of the screen. Note that the Divert To option is now set to None.

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

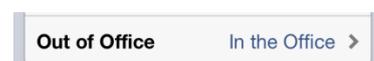


Out of Office Message

When you are unable to answer your phone you may wish to inform your colleagues of your whereabouts. An Out of Office Message can be configured and this will be displayed on your colleagues' Navigate, PCS 60, PCS 56x, 57x or 58x when they attempt to call you.

Setting an Out of Office Message

1. Tap the Settings button  at the bottom of the screen
2. Tap the Out of Office option



3. From the Out of Office screen select one of the following:
 - In Meeting
 - At Lunch
 - On Holiday
 - Off Site

A tick will be displayed beside the option selected.

To return to the Settings screen, tap the Settings button  at the top left hand side of the screen. Note that the Out of Office option is now set to the option selected above.



Please note that if voicemail is enabled on your User account, when you set an Out of Office message 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 selected. By default, this will be your Permanent Greeting. However you can record a specific greeting for each Out of Office message as described in the Recording a Greeting section from page 36.

Turn off the Out of Office message

1. Tap the Settings button  at the bottom of the screen
2. Tap the Out of Office option
3. From the Out of Office screen select In the Office
4. A tick will be displayed beside this option

To return to the Settings screen, tap the Settings button  at the top left hand side of the screen. Note that the Out of Office option is now set to In the Office.

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.

If your colleagues have voicemail enabled, you will automatically transfer to their voicemail if they are busy or do not answer their phone.

Further information on using voicemail is available in the Understanding Voicemail document obtainable via the SpliceCom website or your system administrator.

Receiving a Message

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

When a caller has left a message the History button will display this as a missed call.



The iPCS icon on your home screen will also display the number of voicemail messages you have received.



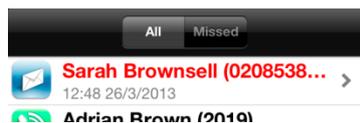
The History button and iPCS icon on your home screen will display the number of missed calls and new voicemail messages you have received. The number of missed calls will disappear once you have viewed these in the History screen, the number of voicemail messages will disappear once you have listened to the messages.

Divert an incoming call to voicemail

If the iPCS is open and active, and you do not wish to answer an incoming call and wish to route the caller to your voicemail, tap  **Reject**, and the call will be passed to your voicemail (unless you have Forward on Busy set).

Viewing your voicemail messages

Your voicemail messages can be viewed via the History screen – tap the History button  to access this screen.

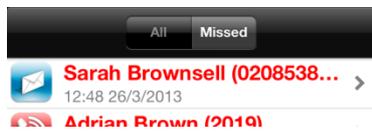


This icon signifies a new or unread voicemail message



This icon signifies an old or read voicemail message

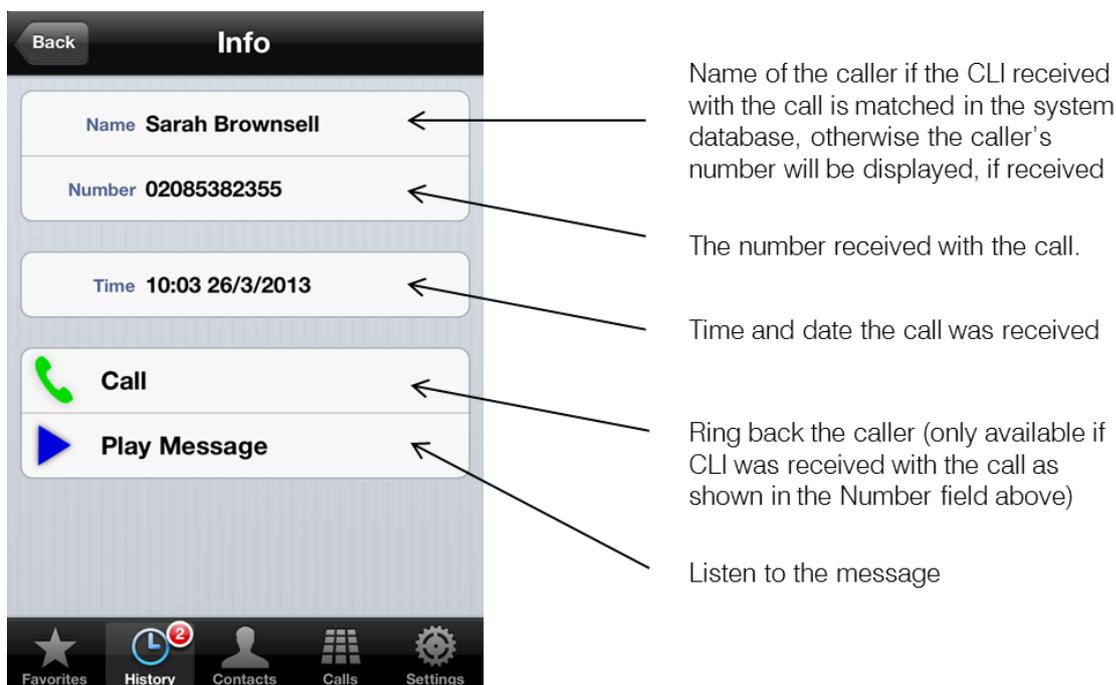
All your calls will be listed by default, however if you wish to view just your missed calls and voicemail messages tap the Missed button at the top of the screen.



Tap the All button to return to viewing all your calls.

Message Info Screen

Tap the message you wish to view and the Info screen will provide the following information.



Tap  to return to the History screen.

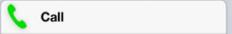
Listen to a message

1. Tap 
2. Your messages will be listed in your calls history.
3. You can drag the screen to scroll up and down to view all the entries displayed.
4. A new message will be indicated by a blue icon displaying a closed envelope 
5. Tap the message to view the message's Info screen
6. Tap 
7. This message will be played to you.
8. Tap End when finished

The message will now be displayed in your calls history with a blue icon displaying an open envelope icon , as this is now an old message and will be deleted after 7 days unless manually saved. A message is marked as old after listening to the first 10 seconds.

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 Info screen and the Call button will enable you to speed dial this number.

1. Tap  History
2. Your messages will be listed in your calls history.
3. Tap the message required to view the message's Info screen
4. Tap the Call button 

Please note that if the caller's number has been withheld or not received by the system this facility will not be available. The Number field within the Info screen will indicate if the caller's telephone number has been received.

Message Handling

While a message is being played there are various options available to you to help you manage your messages.



To access these options tap the Keypad button  and use the keypad as follows:

- 1 Play the Help message then return to your previous position
- 2 Skip forward in the message by 2 seconds
- 3 Delete the message you are currently listening to
- 4 Play the previous message

- 5 Forward the message you are currently listening to
 - 1 Forward message to another voicemail box with a message attached
 - 2 Forward message to another voicemail box
 - 3 Forward message to email
 - 0 To cancel
- 6 Play the next message
- 7 Save the message you are currently listening to
- 8 Skip back in the message by 2 seconds
- 9 Play the source of the call for the message you are currently listening to. (This feature will only be available if the caller's CLI has been presented with the call.)
- 0 Play old messages
- * Settings

Delete a message

1. While listening to a message tap the Keypad button 
2. On the keypad displayed tap 3
3. The message will be deleted

Save a message

Once you have listened to a new message it becomes an old message and will be deleted after 7 days. If you wish to keep the message for a longer period you can manually save the message as follows:

1. While listening to a message tap the Keypad button 
2. On the keypad displayed tap 7
3. The message will be deleted

Further information on message handling within voicemail is available in the Understanding Voicemail document obtainable via the SpliceCom website or your system administrator.

Voicemail Settings

Facilities that can be configured via voicemail are available via Settings as follows.

1. While listening to a message tap the Keypad button 
2. On the keypad displayed tap the asterisks (*)
3. The following options will be played to you:
 - 1 Repeat the options
 - 2 Record a greeting
 - 3 Select Forwarding
 - 4 Add a voice tag

- 5 Change your access code
- 6 Record extra greetings

For further details on using these options please refer to the Understanding Voicemail document obtainable via the SpliceCom website or your system administrator.

Recording a Greeting

Recording a Greeting

You have the facility to record up to 6 voicemail greetings. These can all be recorded via the keypad while you are listening to a message.

Daily Greeting	This is the default greeting that is played to callers until you record a Permanent Greeting described below. You would typically record a daily greeting that would inform your callers of your whereabouts on a particular day, for example – “You have reached Alice Barker’s voicemail on Tuesday, 4 July. I am currently in a meeting until 11 o’clock. Please leave a message and I will call you on my return.”
Permanent Greeting	Your permanent greeting would be typically more generic which can be used on any day, for example – “You have reached Alice Barker’s voicemail. Sorry I am unable to take your call. Please leave a message and I will get back to you as soon as possible.” If you record a permanent greeting the daily greeting is deleted at 1 am and the permanent greeting is then used until a new daily greeting is recorded.
Out of Office Greetings	The remaining four greetings are used with the relevant Out of Office message as described in the Out of Office Message section from page 30. Please note that your Permanent greeting will be used until you record a new Out of Office greeting.
In Meeting	The In Meeting greeting will be used when you have selected the In Meeting Out of Office message on your extension.
At Lunch	The At Lunch greeting will be used when you have selected the At Lunch Out of Office message on your extension.
On Holiday	The On Holiday greeting will be used when you have selected the On Holiday Out of Office message on your extension.
Off Site	The Off Site greeting will be used when you have selected the Off Site Out of Office message on your extension.

Recording a Daily Greeting

You can record a daily greeting as follows:

1. While listening to a message tap the Keypad button 
2. On the keypad displayed tap the asterisks (*), and the Settings options will be played to you.
3. Press 2
4. Your current daily greeting will be played

5. "Speak greeting after the tone followed by hash or silence" will be played
6. Record the greeting you require, and press hash (#) when you have finished
7. The new greeting will be played back.
8. The following options will be listed:
 - 1 Repeat the options
 - 2 Re-record the greeting
 - 3 Delete the greeting (this will restore the previous greeting or return to the default message.)
 - 7 Save the greeting (and return to the previous menu) or hang up
 - 0 Discard the greeting (your new greeting will not be saved and you will be returned to the previous menu)
9. Select the option required

Please note:

- You can also record your daily greeting via the Extra Greetings option which is accessed by pressing *, then 6 and then 2. You can then follow the instructions from step 3 above.
- You can record your daily greeting via a short code (eg *59). This will take you directly to your voicemail and to the Record a Greeting section in Settings. You can then follow the instructions from step 4 above. Please refer to your system administrator for further details.
- If you have recorded a permanent greeting your daily greeting will be deleted at 1 am and your permanent greeting will be used until you record a new daily greeting.

Recording a Permanent Greeting

You can record a permanent greeting as follows:

1. While listening to a message tap the Keypad button 
2. On the keypad displayed tap the asterisks (*), and the Settings options will be played to you.
3. Press 6
4. Press 3
5. Your current permanent greeting will be played
6. "Speak greeting after the tone followed by hash or silence" will be played
7. Record the greeting you require, and press hash (#) when you have finished
8. The new greeting will be played back.
9. The following options will be listed:
 - 1 Repeat the options
 - 2 Re-record the greeting
 - 3 Delete the greeting (this will restore the previous greeting or return to the default message.)
 - 7 Save the greeting (and return to the previous menu) or hang up
 - 0 Discard the greeting (your new greeting will not be saved and you will be returned to the previous menu)
10. Select the option required

Please note:

- You can record your permanent greeting via a short code (eg *60). This will take you directly to your voicemail and to the Record a Greeting section in Settings. You can then follow the instructions from step 5 above. Please refer to your system administrator for further details.
- Once you have recorded a permanent greeting your daily greeting will be deleted at 1 am and your permanent greeting will be used until you record a new daily greeting.

Recording an Out of Office greeting

When you have set an Out of Office message, as described in the Out of Office Message section from page 30, and a caller is passed to your voicemail, the relevant voicemail greeting is played. These greetings can be recorded as follows:

1. While listening to a message tap the Keypad button 
2. On the keypad displayed tap the asterisks (*), and the Settings options will be played to you.
3. Press 6
4. Press
 - 4 to record an In Meeting greeting
 - 5 to record an At Lunch greeting
 - 6 to record an On Holiday greeting
 - 7 to record an Off Site greeting
5. Your current Out of Office greeting will be played, or if this is the first time you are recording this particular Out of Office greeting your permanent greeting will be played
6. "Speak greeting after the tone followed by hash or silence" will be played
7. Record the greeting you require, and press hash (#) when you have finished
8. The new greeting will be played back.
9. The following options will be listed:
 - 1 Repeat the options
 - 2 Re-record the greeting
 - 3 Delete the greeting (this will restore the previous greeting or return to the default message.)
 - 7 Save the greeting (and return to the previous menu) or hang up
 - 0 Discard the greeting (your new greeting will not be saved and you will be returned to the previous menu)
10. Select the option required

Voicemail for Departments

Each Department can be configured to use the voicemail service provided by the maximiser system. If voicemail has been enabled, a call to a Department will automatically pass to voicemail after the time specified by the Department's configuration on the system. Please refer to your system administrator for further details.

Listen to a message for a Department

Your History screen can give you access to voicemail messages received for a Department. Your system administrator can configure this facility for you, if not already available. You can retrieve and handle the messages in the same way as your personal messages.

Please note that if you are able to access Department voicemail messages via your iPCS, answered and missed calls for the Department will also be displayed in your call history. Please refer to the Viewing your Calls History section from page 13 for further details.

iPCS Configuration

The Setting button  at the bottom of the screen will display the Mobility Server settings for your iPCS as follows:



The screenshot shows the 'Settings' screen with the following sections:

- Mobility Server:**
 - Enable:** A toggle switch currently set to 'ON'.
 - Server:** 192.168.0.253 with a right-pointing chevron.
 - Status:** Connected.
- User Settings:**
 - Do Not Disturb:** A toggle switch currently set to 'OFF'.
 - Divert Mode:** None with a right-pointing chevron.
- vibrate On Ring:** A toggle switch currently set to 'OFF'.
- Version:** 1.2.1.

Annotations with arrows point to the following elements:

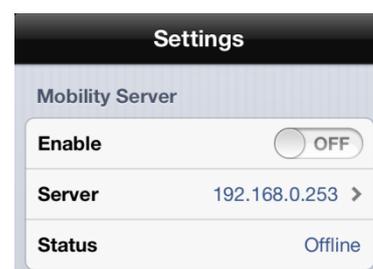
- The 'Enable' toggle switch: Turn on or off the iPCS service. When disabled iPCS will not attempt to connect to the **maximiser** system.
- The 'Server' field: Go to the Mobility Server screen to enter the information to enable iPCS to connect to the **maximiser** system. (In most case these option will be configured for you and please refer to your system administrator for further details.)
- The 'Status' field: Displays the current status of the iPCS connection to the **maximiser** system.
- The 'Version' field: Current version of iPCS software running on your device.

Turn on or off the iPCS

If you wish to disable the iPCS during a period when you are not using this service and wish to ensure the iPCS does not attempt to connect to the **maximiser** system you can disable this service.

1. Tap .
2. Slide the Enable button to Off.
3. The Status field will display Offline.

Your calls will be routed to your Forward on No Answer number (if set), or to voicemail (if enabled) or cancelled.



When you wish to use iPCS again, slide the Enable button to On. Wait for the Status field to display Connected and you will then be able to make and receive calls via your iPCS as normal.

iPCS will make three attempts to connect to the **maximiser** system. If after three attempts a connection is not made it will try to connect every 5 minutes from then on. If a connection is not made "Logged Out" or "Connect Error" will be displayed in the Status field.

If you close the iPCS app via the iPhone/iPad's multitasking bar this will also disable the iPCS service.

Icons in Brief

Main Bar



Display your Favourites and Park slots



Display your calls history



Search and speed dial numbers stored in the **maximiser's** central system database



Display the keypad and make a call



Access to Quick Settings and the iPCS system set up.

Calls – keypad displayed



Backspace – correct the number entered



Make a call to the number entered

Outgoing call



End the current call



Mute the call



The current call is muted and the caller will not be able to hear you



Speaker phone – use hands free to make the call



The speaker is currently enabled

Incoming call



Answer the call



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

On a call



Mute the call



The current call is muted and the caller will not be able to hear you



Speaker phone – use hands free during the call



The speaker is currently enabled



Put the call on hold



Display the keypad to enable you to enter additional digits when using an auto attendant, for example

 End the current call

Keypad – while on a call

 Return to the previous screen

While a call is on hold – keypad displayed

 Return to the caller on hold

 Backspace – correct the number entered

 Make a call to the number entered

Multiple calls

 Conference – create a conference between yourself and the two calls currently on your phone

 In Conference – you have created a conference with yourself and the two calls on your phone

 Switch – toggle between the two calls currently on your phone

 Transfer – connected the two calls currently on your phone

Favourites

 Park 1	Available park slot
 Adrian Brown	A call is parked in this park slot
 MS Stationery 019234960886	Tap the Favourite to ring this number
 Jessie 2020	This internal extension number is available to take calls. Tap the Favourite to ring this number.
 Jessie 2020	This internal extension number is busy. Tap this Favourite to be passed to the colleague's Forward on Busy number (if set) or to their voicemail (if enabled), otherwise the call will be cancelled.
 Jessie (1) 2020	There is a call ringing on this internal extension number. Tap the button to pick up the call.
 Accounts 8003	There is a call queuing for this Department. Tap the button to pick up the first call in the queue.
 Exhibition >	Favourites group – tap this group to view and use the Favourites stored in this group.
 Favourites	Return to the Favourites screen – displayed when viewing a Favourites group

History

 Signifies an answered incoming call

	Signifies an unanswered (or missed) incoming call (up to 10 displayed, then the oldest will be deleted)
	Signifies an answered outgoing call
	Signifies an unanswered outgoing call
	Signifies a new or unread voicemail message
	Signifies an old or read voicemail message
	All - view all your calls history
	Missed – view just your missed calls and voicemail messages
	Call the number displayed – available when viewing a call's or message's Info screen
	Play the voicemail message – displayed when viewing a message's Info screen
	Return to the History screen – displayed when viewing a call's or message's Info screen

Contacts

	Backspace – make changes to the text you have entered
	Delete – remove all the text you have entered and start again
	Hide the keyboard
	Hide the keyboard
	Return to the search screen – displayed while viewing a Contact's info screen

Settings

	Return to the Settings screen – displayed when viewing a Settings option
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Index

- answer a call, 6
- answered call
 - call options, 5, 7
- at lunch greeting, 36
- auto attendant
 - entering numbers while on a call, 6
- busy lamp field
 - favourites, 23
- call forwarding, 28
- call options, 5, 7
- call pick up, 24
- calls history, 13
 - departments, 18
 - missed calls, 14
 - redial a number, 14
 - ring back a caller, 15
 - voicemail, 33
- calls list, 13
- cli matching, 6, 20
 - via a favourite, 23
- conferencing
 - cancel a conference call, 10
 - create a conference call, 10
- contacts, 11
 - contacts directory, 20
 - departments directory, 19
 - make a call to a contact, 21
 - make a call to a department, 18
 - make a call to a user, 17
 - receiving a call from a contact, 22
 - users directory, 16
- contacts directory, 11, 20
 - make a call to a contact, 21
 - transfer a call to a contact, 21
- daily greeting, 36
- departments, 18
 - calls history, 18
 - groups, 18
 - make a call to a department, 18
 - transfer a call to a department, 19
 - voicemail, 38
 - wrap up time, 18
- departments directory, 11
- directories, 11
- divert calls, 28
- do not disturb, 27
- end a call, 7
- favourite groups, 24
- favourites, 23
 - busy lamp field, 23
 - call pick up, 24
 - cli matching, 23
 - favourite groups, 24
 - make a call using a favourite, 24
 - prioritising favourites, 25
 - transfer a call using a favourite, 24
- follow me, 28
- forward on busy, 28
- forward on no answer, 28
- forwarding calls, 28
- grouping favourites, 24
- groups, 18
- hands free, 7
- hang up a call, 7
- history, 13
- hold, 8
- icons in brief, 41
- in meeting greeting, 36
- iPCS configuration, 40
 - software version, 40
- make a call, 5
 - to a contact, 21
 - to a department, 18
 - to a user, 17
 - using a favourite, 24
 - using the system directories, 12
 - via contacts, 12
- missed calls, 14
 - department calls, 18
- mobility server, 40
- mute a call, 7
- off site greeting, 36
- on holiday greeting, 36
- out of office greetings, 36, 38
- out of office message, 30
- park a call
 - pick up a parked call, 9
 - transfer a parked call, 9
- PCS range, 4
- permanent greeting, 36, 37
- pick up a call, 24
- prioritising favourites, 25
- quick settings, 27
 - call forwarding, 28
 - divert calls, 28
 - do not disturb, 27
 - follow me, 28
 - out of office message, 30
- record a daily greeting, 36
- record a permanent greeting, 37
- record an out of office greeting, 38
- recording a greeting, 36
- redial a number, 14
- reject a call, 7
- ring back a caller
 - calls history, 15

- voicemail, 34
- settings, 35, 40
 - software version, 40
- software version, 40
- speaker phone, 7
- system directories, 11
- transfer a call, 8
 - to a contact, 21
 - to a department, 19
 - to a user, 17
 - using a favourite, 24
 - using the directories, 12
 - via contacts, 12
- user account, 1
- user configuration, 27
- users directory, 11, 16
 - make a call to a user, 17
 - transfer a call to a user, 17
- voicemail, 3, 32
 - delete a message, 35
 - departments, 38
 - divert incoming call to voicemail, 32
 - listen to a message, 33
 - message handling, 34
 - receive a message, 32
 - record a greeting, 36
 - ring back a caller, 34
 - save a message, 35
- wrap up time, 18



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