# Installation & Reference Manual
# What's new in document ref v32/0410/6

Version 3.2
April 2010

Installation and Reference Manual
What's new in document ref v32/0410/6
Document No. 001a
Version No. V3.2/0410/6



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# Contents

This document details the new sections that appear in the Installation & Reference Manual reference V3.2/0410/6. Each section has been listed in the same order that they appear in the manual.

# PCS 580G

This IP phone provides:

- Standard telephony functionality
- Graphical colour touch screen LCD interface
- Context Sensitive Screen
- Ability to display real time video and graphical information during call
- Power - 802.3af Power over Ethernet
- 2 Port 10/100/1000 Mbps FDX LAN switch – supporting automatic MDI-MDIX crossover, Diffserv Quality of Service, 802.1q VLAN and 802.3af Power over Ethernet
- 2 x USB port – USB 2.0 interface for WiFi and external keyboard
- Headset connection
- Wide-angle tilting keypad/display panel
- Message waiting/do not disturb "S" LED
- Dual Mode – SIP (configured via the Call Server) & H.323
- Fully integrated with the LDAP system database for viewing and annotating customer records and notes
- Integral web browser
- Can be wall mounted
- Can be partnered with PCS 60 or PCS 50

# PCS 570G

This IP phone provides the same functionality as the PCS 570 except it has a Gigabit interface providing a 2 Port 10/100/1000 Mbps FDX LAN switch.

# 5108Plus Licence

A 5108Plus licence will increase the number of users supported by a 5108 Call Server to 12. The maximum number of analogue users stays at four however the IP users can increase to 8, or in an IP only environment all 12 users could be IP. Note that the additional users will also need an IPUser Licence.

# View the current licence status

A list of the licences installed on the system together with how many of these licences have been used is available by opening:

http://<ip address of call server>/manager/licences.php

eg http://192.168.0.1/manager/licences.php

Licence Count:

| Licence Type | Available | Used * |
|---|---|---|
| IPUser | 34 | 29 |
| MessageBox | 30 | 30 |
| OperatorConsole | 1 | 0 |
| voicemailPort | 4 | 4 |

* Only the Primary counts the licences used.
Note: Adding a new/duff licence will trigger a recount.

Modules affecting licence count in system:

| # | IP Address | Name | Type | Version | Last Seen |
|---|---|---|---|---|---|
| 1 | 192.168.6.70 | Craddock Call Server | 5100 | 3.2(1284) | 0 days ago @ 16:06:30 Wednesday, 3rd March 2010 |
| 2 | 192.168.6.15 | Phone Module 00-07-d9-00-31-20 | 5315 | 3.2(1057) | 0 days ago @ 12:16:58 Wednesday, 3rd March 2010 |
| 3 | 192.168.0.251 | VisionServer 00-26-4a-09-07-e0 | 20 | 1.0(33) | 25 days ago @ 02:37:44 Saturday, 6th February 2010 |

18:05:55 Wednesday, 3rd March 2010

# Increase the volume on an analogue port

## Phone Module

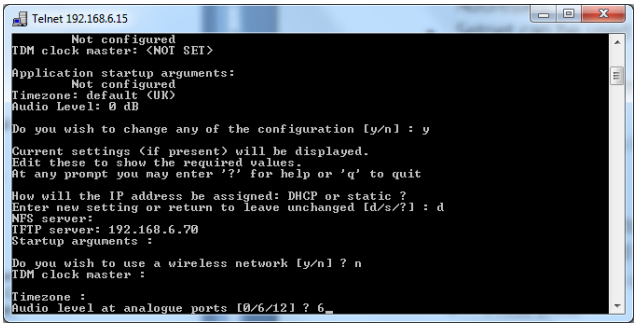
Setnet can be used to increase the volume given out on each analogue port on a Phone Module as follows:

1 Within the Command prompt enter

telnet <ip address of Phone Module> eg telnet 192.168.0.250

then press Enter

2 You will be prompted for a Username, enter *diag*, then press Enter
3 You will be prompted for the password for this Phone Module. By default this is *7388*. (The Password is set within the relevant Phone Module's configuration form.) Then press Enter.
4 Wait for a hash (#) to appear to confirm a connection has been made to the Phone Module
5 Enter *setnet* then press Enter
6 The current configuration will be displayed. You will be asked if you wish to change any of this configuration.
7 Enter *y* then press Enter
8 Press Enter until the line "Audio Level" appears
9 Type in either 6 (recommended) or 12 depending on the volume level required.
10 Press Enter
11 You will be prompted to save this new configuration. Enter *y*.
12 The configuration will be saved.
13 Enter *poweroff* to reboot the phone module.




## Call Server

To increase the volume output for the analogue ports on a Call Server a file called pots_level must be created within the /SpliceCom directory as follows:

1 Telnet on to the Call Server

2 Enter *vi /SpliceCom/pots_level*
3 Press i to go to Insert mode
4 Type in either *6* (recommended) or *12*
5 Press Esc to exit Insert mode
6 Enter :wq to quit the file and save the changes.
7 Reboot the Call Server

# Connecting a PCS 580

## Power over Ethernet considerations

Power to the PCS 580G, PCS 570G/570, PCS 560, PCS 410/400 and PCS 100 is provided by Power over Ethernet (PoE). This can be supplied by a third party PoE switch or by the following methods:

- PCS 580/570/560 – via one of the PoE LAN ports on a Call Server or Phone Module, or via a Single Terminal Ethernet Power Supply (STEPS)
- PCS 410/100 - via one of the PoE LAN ports on a Call server or Phone Module, or via a Single Terminal Ethernet Power Supply (STEPS)
- PCS 400 - via one of the PoE LAN ports on a Call server or Phone Module, or via a Single Terminal Ethernet Power Supply (STEPS). The PCS 400 can also obtain power via a PCS PSU when it is not practical to use PoE. Please note that if a PCS 400 is connected to a PoE LAN port on a 5100 or 5108 Call Server the PCMCIA card cannot be used.

Please note that if a STEPS is used with a PCS 580G or PCS 570G the LAN port (port 1) will not run at 1G.

PoE LAN ports are provided as follows:

5100 Call Server, 5108 Call Server and 5300 Phone Module – provides 4 x PoE LAN ports supporting the following combinations:

1 x PCS 580G or
1 x 410/400 or
up to 2 x PCS 570G/570 or
up to 4 x PCS 100/PCS 560 or
up to 1 x PCS 570 and 2 x PCS 100/PCS 560

4100 Call Server and 4200 Trunk Module – PoE is supplied to the LAN ports via the Power over Ethernet PSU connected to the LAN PWR port on the back of these modules. This will give power to the 2 spare pairs on each of the 8 Ethernet ports on front of these Call Servers supporting up to eight IP phones (PCS 580, 570, 560, 410/400, 100) in any combination.

(Please note that one PoE port cannot be used to provide PoE to ports on a hub or switch connected to this port.)

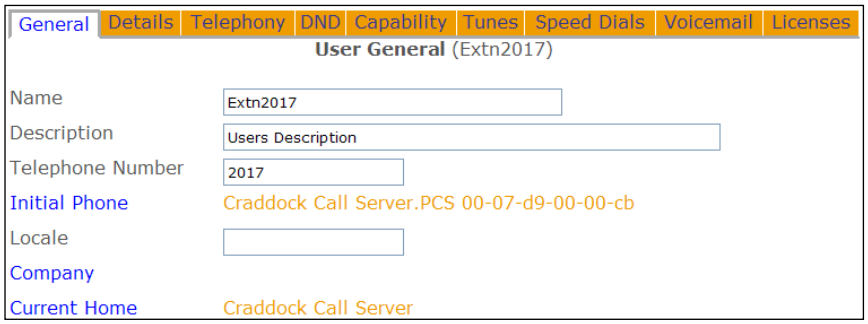
## Connecting a PCS 560/570/580

Power to a PCS 560/570/580 is supplied by Power over Ethernet (PoE). This can be provided either by a third party PoE switch or directly via a PoE LAN port available on a Call Server or 5300 Phone Module.

1 Connect the PCS 560/570/580 to the system via the network or directly to a LAN port on the Call Server or 5300 Phone Module
2 The PCS 560/570/580 is a DHCP client and must obtain its IP address from a DHCP server.
3 An IPUser licence is required and must be installed before registration
4 If the Auto Add Phones feature is turned on the Call Server will automatically register the PCS.

If the Auto Add Phones feature is turned off:
a In Manager select Unassigned Phones
b The MAC address of the PCS will identify the unit connected. Click on the unit required
c From the Status list box select Member
d Select Update when ready
e The unit will now appear under Phones

5 Once the system has registered the PCS a User will be automatically created, configured with the next available extension number.
6 The User's Initial Phone field displays the name of the PCS that is assigned to this User.



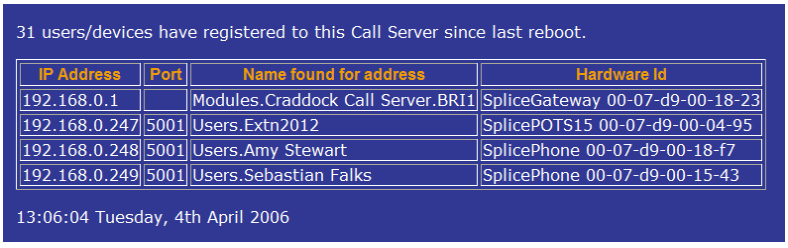

Each PCS 560/570/580 connected can be configured independently.

## Viewing the IP address

To determine the IP address of a PCS 570/560 select the Favourites button, then Settings and then Phone Information (alternatively press the key at the bottom right hand side and then select Phone Information). The IP address will be displayed at the top of the screen.

To determine the IP address of the PCS 580 press the Settings icon five times. The IP address will be displayed at the top of the Phone Information screen.

A list of the IP addresses for each PCS 570/560/580 can be viewed in Manager by selecting Utilities and then IP Addresses.




## Setting the IP Address

When connecting a PCS 560/570/580 to the system for the first time a DHCP server is required to give the PCS an IP address. This address can be viewed as described above. However once connected the PCS 560/570/580 can be given a static address as follows:

1 Within the Command prompt enter

telnet <ip address of PCS 570/560> eg telnet 192.168.0.250

2 You will be prompted for a Username, enter *diag*
3 You will be prompted for the password for this IP phone. By default this is *7388*. (The Password is set within the relevant Phone's configuration form.)
4 Wait for a # to appear to confirm a connection has been made to the PCS
5 Enter *setnet*
6 The current configuration will be displayed. You will be asked if you wish to change any of this configuration.
7 Enter *y*
8 You will be asked how the IP address will be assigned.
9 Delete the *d* and enter *s*
10 Follow the onscreen prompts entering the IP address you wish to give the PCS, eg 192.168.0.50, the netmask you wish to use, eg 255.255.255.0, the IP address of the Gateway (Default Router), eg 192.168.0.1 and the IP address of the TFTP server which will be the IP address of the Call Server to provide software to the PCS during an upgrade, eg 192.168.0.1.
11 At any other prompt make the changes you require otherwise press Enter to leave the option unchanged.
12 You will be asked if you wish to save the changes. Enter *y*.
13 Telnet will display that the changes are being saved.
14 When finished enter *poweroff* and the PCS will reboot

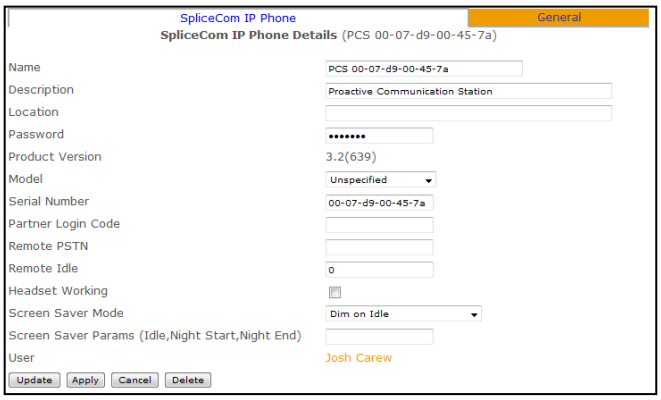
Please note:

- If a PCS 560/570/580 has been given an IP address already being used on the network a warning message will be displayed on the screen.
- To return to using DHCP follow the same instructions above. Enter *d* when asked how the IP address will be assigned.
- At any prompt you may enter a *?* for help on that option or *q* to quit.
- Setnet can be used to set the Time Zone to be used by a specific IP phone

# Setting the Password on a PCS 580/570/560/410/400/100

When using Telnet to, for example, upgrade the phone or change its IP Address. The phone's password is entered to authorise these changes. By default this is set to 7388 but this password can be changed as follows:

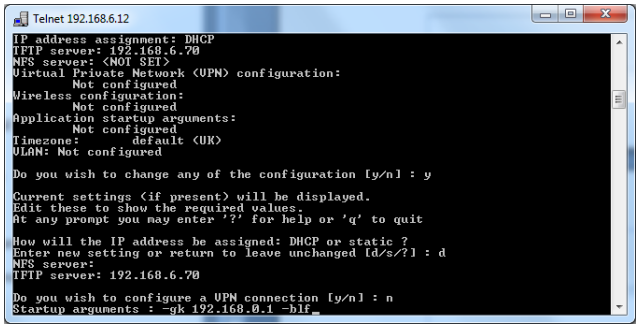
1 In Manager, from the Navigation pane, select Phones
2 Select the module that the phone is connected to, eg Call Server
3 The MAC address of the unit will identify the specific phone required
4 Select the phone required
5 In the Password field enter the alpha-numeric characters required
6 Select Update or Apply to save the changes.




# PCS 580/570/560/410/400/100 Remote Connection

If the PCS 580/570/560/400/410/100 is to be installed at a remote location, eg via a VPN connection, the phone should be configured with the IP address of the Call Server it is to connect to as follows.

1 Follow steps 1-7 as described above to telnet on to the phone and access Setnet.
2 Press Enter until the line "Startup arguments" appears.
3 Type in *–gk <ip address of call server>* eg –gk 192.168.0.1, and press Enter
4 Continue to press Enter until you are asked if you wish to save the changes. Enter *y*.
5 Telnet will display that the changes have been saved.
6 When finished enter *poweroff* and the PCS will reboot.




If the Call Server is to collect BLF data from this remote phone enter *–blf* after the IP address of the call server, eg –gk 192.168.0.1 –blf. The Call Server will then multicast this BLF information to all PCSs on the system.

If there are more than one remote IP Phone connected to the system one of these phones can be configured to collect the BLF data from all the remote phones and send this to the system. This can be achieved by entering *–relay* after the IP address, eg –gk 192.168.0.1 –relay. The other phones would then just be configured with the IP address of the call server, eg –gk 192.168.0.1.

It is recommended that no more than 5-6 remote IP phones should be configured to use this facility in order to keep the overhead on the Call Server to a minimum.

To remove this entry repeat steps 1 and 2 above. Delete the entry within Startup arguments and press Enter. Continue with steps 4, 5 and 6 above.

# PCS 60 Remote BLF

If the call server is to collect BLF information from a remote PCS 60 IP Phone the Remote BLF option should be enabled as follows.

1 From the PCS 60 or File Menu select Preferences
2 Tick Remote BLF
3 Select OK (Windows only)
4 Close down the PCS 60 and run the software again.

It is recommended that no more than 5-6 remote IP phones should be configured to use this facility in order to keep the overhead on the Call Server to a minimum.

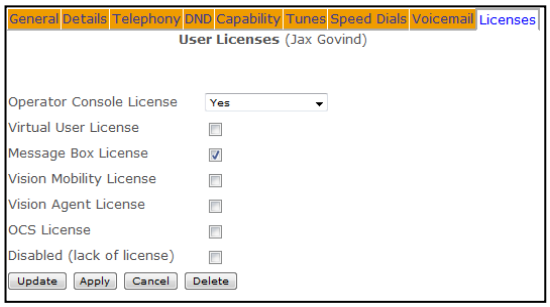
# PCS 580/570/560/60 Operator Console Mode

When a PCS 580/570/560/60 is being used by a receptionist or switchboard operator the Operator Console Mode can be enabled to provide the operator with additional data to assist with the efficient handling of calls. The additional data is displayed within the User's Favourites screen and can display a User's forwarding settings, DND settings, when the User is logged out, when the User is on a call and who they are talking to, when a User is listening to voicemail, the number of new voicemail messages awaiting a User/Department and the number of missed calls received by a User/Department.

On the PCS 60 the operator can also be given an additional window to display further Speed Dials when there is insufficient room in the Favourites pane. For further detail please refer to the PCS 60 User Manual.

The Operator Console Mode is configured as follows:

1 Install an Operator Console licence.
2 Open the User configuration form for the User who wishes to use Operator Console Mode.
3 Select the Licences page
4 From the Operator Console Licence list box select either:
   a Yes - to apply the licence to this User and enable Operator Console Mode.
   b PCS Partner only – this option can be used when a PCS 60 is partnering a PCS 5xx IP phone. By selecting this option the Operator Console Mode information will only be displayed on the PCS 60. This will prevent the IP phone from running out of memory when the User has configured many speed dials on a very active system.
5 Select Update or Apply when ready



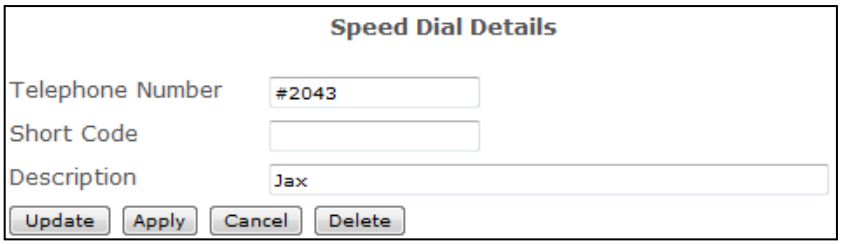

On the PCS 60 further configuration of the Operator Console Mode can be done within the Preferences dialogue box, please refer to the PCS 60 User Manual for further details.

## PCS 60 Administrator Access

A User of a PCS 60 can also be given the ability to change a User's DND and Forwarding settings via their Favourites. To enable this facility the operator will require an Administrator name and password. Please refer to the PCS 60 User Manual for information on how to configure this facility.

# Disable Call Pick Up on a Speed Dial

Speed Dials created for internal extensions can also be used to pick up a call ringing on that extension, if however a User on that extension, such as the MD of the company, does not want his/her calls picked up the hash (#) can added to the beginning of the Telephone Number field.




Please note that users of a PCS 580/570/560 will not see this # in their Settings.

# Setting up Remote PSTN operation

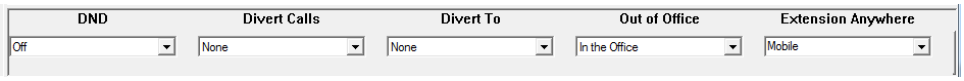
This feature is available for a user of a PCS 580/570/560 or an analogue phone port and is configured within the Phones configuration form.

## Setting Remote PSTN via a PCS 580, PCS 570, PCS 560 or PCS 60

Users' of a PCS 580, 570, 560 and 60 can activate the Remote PSTN feature via their phones. Firstly the User must be given permission to use this facility as follows. You will need the Partner Login Code used by the User's phone.

1 In Manager select Users
2 Select the User required
3 Select the Telephony tab
4 In the Remote Working Code field enter the Partner Login Code used by this User's phone.
5 Select Update or Apply when ready.


A user of a PCS 60 will now be able to turn Remote PSTN on or off via the Extension Anywhere list box displayed in the Quick Settings bar. (Please refer to PCS 60 user manual for further details.)




Users of a PCS 580, 570 or PCS 560 will be able to turn Remote PSTN on or off via Settings. (Please refer to the relevant user manual for further details.)

If numbers have been entered in the Details page of their User configuration form the User will be given the option to select these numbers from a ready-made list. Alternatively, a new number can be entered.

When the User selects or enters the number required this will be copied into the Remote PSTN field within their phone's or analogue port's configuration form, thereby enabling the Remote PSTN feature.

When the User selects None, the number within their Remote PSTN field is removed, thereby disabling the Remote PSTN feature.

# Dial Plan Commands

### In the Translate To field -

%e = dial the original extension (mainly used in a LCR Plan entry to allow extension level billing but still withhold CLI, for example, via the Dial Plan.)

# View the status of a Department

The current status of a Department (either In Hours or Out of Hours) can be viewed by opening:

http://<ip address of call server>/manager/time.php

eg http://192.168.0.1/manager/time.php

# Using a Department Out of Office Message

When all members of a Department are out of the office, in a meeting for example, they may wish to inform internal callers of their whereabouts. An Out of Office message can be configured, such as In meeting until 4.30 pm, and this will be displayed on the caller's PCS 50, 60, 100, 410/400, 560/570/580.

This feature can be set up as follows:

1 In Manager select Departments
2 From the Departments list select the Department required
3 Select the General page
4 From the Out of Office list box select the mode required, eg In Meeting.
5 In the Out of Office Message field enter the text to appear with the above selection, eg until 4.30 pm.


6 Select Update or Apply when ready
7 The message will appear on a caller's PCS 50, 60, 100, 410/400, 560/570/580 when they make a call to this Department (please refer to relevant user manual for further details.)

When an Out of Office message has been configured and a caller goes to voicemail the relevant voicemail greeting will be played, please refer to the Recording an Out of Office greeting from page 14 for further details.

To cancel an Out of Office message select "In Office" from the Out of Office list box. The text in the Out of Office Message field can remain to be used next time this feature is applied.

# View the status of a Time Plan

The current status of a Time Plan (either In Hours or Out of Hours) can be viewed by opening:

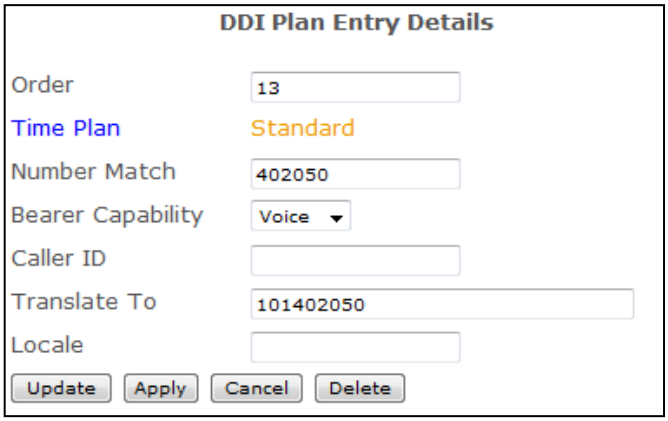
http://<ip address of call server>/manager/time.php

eg http://192.168.0.1/manager/time.php

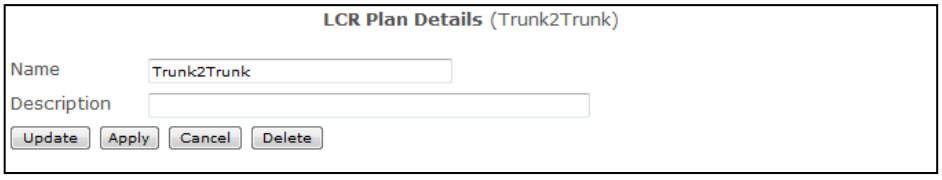
# Configuring a Trunk to Trunk call

Incoming calls via a particular trunk(s) can be routed directly to another trunk where, for example, a video conference unit is connected. This facility can be configured as follows.

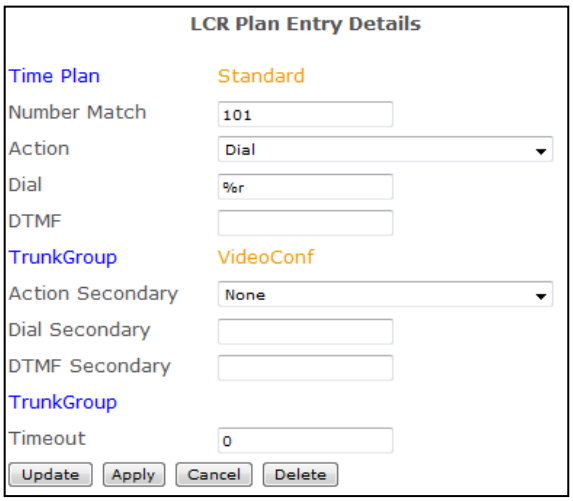
1 Open the DDI Call Plan assigned to the Trunk(s) receiving the incoming call.
1 Create a DDI Call Plan entry for the number being dialled to, for example, access the video conference unit.
2 In the Translate To field enter the DDI number prefixed with a number that does not exist on the system, similar to the following example.




3 When the system cannot find the number in the Translate To field it will look for a LCR Plan called "Trunk2Trunk". Therefore create a LCR Plan called Trunk2Trunk.




4 Within this new LCR Plan create an entry that will route the call to the Trunk Group containing the trunk that the call is to be routed out on, for example, the Trunk that the video conference unit is connected to, similar to the following example.

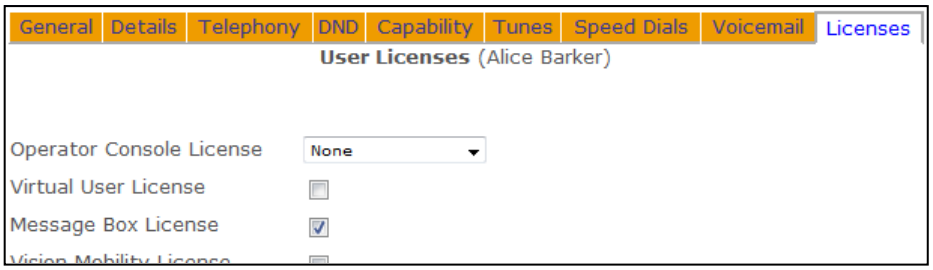



Please note that if the Trunk2Trunk LCR Plan does not exist the caller will receive busy.

# Enabling voicemail for a User

In order to provide a User with voicemail functionality a Message Box Licence must be assigned to that User.

1 In Manager select Users
2 From the Users list select the User required
3 Select the Licences page
4 Tick the Message Box License field
5 Select Update or Apply when ready.




If there are insufficient licences available this setting will not be saved. A list of which Users have been assigned MessageBox licences can be viewed in Manager by selecting Utilities and then Mailbox Licences.

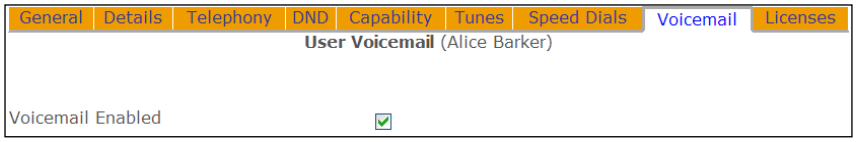
Once a MessageBox licence has been assigned the User will have use of the following facilities:

- Listen to messages
- Colleagues will be able to transfer calls to the User's voicemail
- Call recording

Further voicemail functionality can be provided to a User by configuring their Voicemail Enabled option as follows:

1 In Manager select Users

2 From the Users list select the User required
3 Select the Voicemail page
4 Tick the Voicemail Enabled field
5 Select Update or Apply

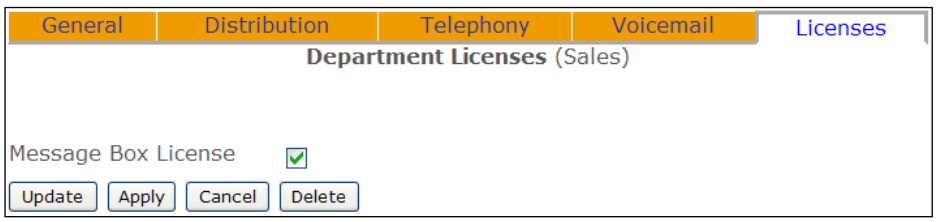



Once this option has been enabled callers to a User's extension will be automatically transferred to voicemail if the User's extension is busy or not answered.

# Enabling voicemail for a Department

In order to provide a Department with voicemail functionality a Message Box Licence must be assigned to that Department.

6 In Manager select Departments
7 From the Departments list select the Department required
8 Select the Licences page
9 Tick the Message Box Licence field
10 Select Update or Apply when ready.




If there are insufficient licences available these settings will not be saved. A list of which Departments have been assigned a MessageBox licence can be viewed in Manager by selecting Utilities and then Mailbox Licences.

Once a MessageBox licence has been assigned, a Department will have use of the following facilities:
- Listen to messages
- Users will be able to transfer calls to the Department's voicemail
- Call recording

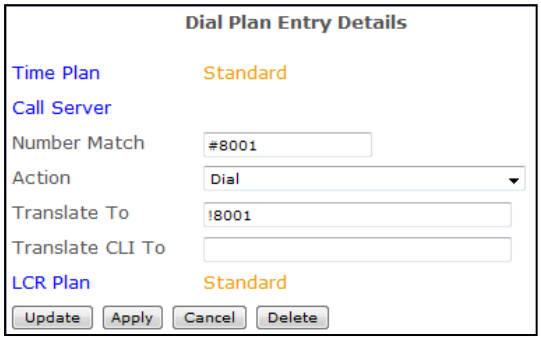
Further voicemail functionality can be provided to a Department by configuring the Voicemail Enabled option as follows:

1 In Manager select Departments
2 From the Departments list select the Department required
3 Select the Voicemail page
4 Tick the Voicemail Enabled field
5 Select Apply

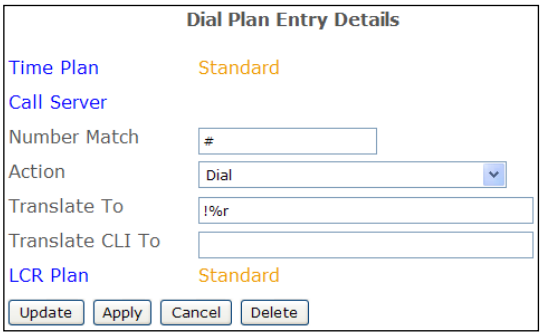

Once this option has been enabled callers to a Department will be transferred to voicemail after the time specified in the Max No Answer Time before Voicemail field or Out of Hours Max No Answer Time before Voicemail field

# Transfer to Department Voicemail

If a User wishes to be able to dial directly to a Department's voicemail or to transfer a caller to a Department's voicemail this can be done either via their PCS 580/570/560, PCS 410/400, PCS 100, PCS 60 or PCS 50, or via a Dial Plan entry similar to the following examples:




or




The exclamation mark (!) in the Translate To field = Go to Voicemail.

# Department Voicemail Settings

After accessing the Department's voicemail the User can press * and will be given the following options:

1 Repeat the options
2 Record a greeting
3 Select Forwarding
4 Add a voice tag
5 Record an initial announcement
6 Record a repeat announcement

## Recording a greeting

1 On accessing voicemail press *
2 Press 2
3 The following options will be listed:
    1 Repeat the options
    2 Record a normal daily greeting
    3 Record an out of hours greeting
    4 Record an In Meeting greeting

5 Record an At Lunch greeting
6 Record an On Holiday greeting
7 Record an Off Site greeting
0 Return to Settings

### Recording an Out of Office greeting

When an Out of Office message has been configured for a Department and a caller goes to voicemail the relevant voicemail greeting will be played. These can be recorded as follows:

1 On accessing voicemail press *
2 Press 2
3 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
4 The User's current permanent greeting will be played
5 "Speak greeting after the tone followed by hash or silence" will be played
6 Record the new greeting and press hash (#) when finished
7 The new greeting will be played back
8 The following options can then be used to save or re-record the greeting:
  1 Repeat the options
  2 Re-record the greeting
  3 Delete the greeting (Restore the previous greeting or return to the default message.)
  7 or Hang up to save the greeting (and return to the previous menu)
  0 Discard the greeting (do not save the new greeting and return to the previous menu)

## Recorded Messages

Please note that !Play will play the message once and !PlayLoop will repeat the message until the call is ended.

## Creating VXML Scripts - Using a Wild Card in a Menu Item

Please note that this option will allow callers to dial any number. It is therefore recommended that a Dial Plan is added to the relevant Voicemail Port to restrict the type of numbers that can be dialled, eg block international calls, restrict to internal numbers only, etc.

# PHP Utility Pages

Various utility pages to help with the maintenance of the system, such as licence status, time plan status, move Users' location etc, are available by opening:

http://<ip address of call server>/manager/custom0.php

eg http://192.168.0.1/manager/custom0.php

# Upgrading the Software on the PCS 580

Before starting the software patch pcs580.tar.gz must be sent to the Call Server.

## Upgrading locally

1 On the PCS 580 lift the handset.
2 Press the screen while rebooting the unit.
3 As soon as the message "**`Release screen for boot options`**" appears let go of the screen
4 The message "**`Press screen before the countdown completes to erase the config`**" will appear. Wait until the countdown finishes.
5 The message "**`Press screen before the countdown completes to erase the code`**" will appear.
6 Press the screen
7 When the message "**`Code will be erased. Please release screen to continue`**" appears let go of the screen
8 The unit will be upgraded and the reboot will complete

The version of software being used by the PCS 580 can be viewed within the Phone Information screen which can be accessed by pressing the Settings icon  five times.

## Upgrading remotely via Telnet

You will need to know the IP address of the PCS 580 which is displayed on the handset by pressing the Settings icon  five times. This Phone Information screen will also display the current software version being used by the handset.

Alternatively, a list of the IP addresses for each IP phone can be viewed in Manager by selecting Utilities and then IP Addresses.

You will also need to know the phone's Password which is configured in Manager within the relevant PCS 580 configuration form. By default this is set to 7388.

The PCS 580 can be upgraded as follows:

1 Within the Command Prompt on a PC connected to the system enter

telnet <ip address of PCS 580> eg telnet 192.168.0.248

2 When prompted for the Login name enter *diag*
3 When prompted for the Password enter the password for this phone. By default this is *7388*. (The Password is set within the relevant Phone's configuration form.)
4 A hash (#) will appear, indicating that the previous entries where accepted and a command can be entered.
5 Enter *upgrade loader <IP address of Call Server>* eg upgrade loader 192.168.0.1
6 When the hash (#) returns enter *upgrade now*
7 The PCS will reboot and automatically restart.

Please note: if you need to specify the call server that the upgrade will obtain the software from the IP address can be entered with the upgrade now command, eg upgrade now 192.168.0.50.

### View the version of software via Telnet

The version of software being run on the PCS 580 can be viewed using Telnet as described above by entering:

ver /mnt2/tpcs

## Upgrading a PCS 580/570/560 on a remote site

If the PCS 580/570/560 to be upgraded is based at a satellite office, for example, and connected via a VPN, for example, and if, during the upgrade, this connection went down the phone would become inoperable. The getupg command can be used instead to download the software to the phone first and then the upgrade will take place at the next reboot.

1 Telnet on to the PCS 580/570/560
2 Enter *getupg <ip address of call server> admin <maintainer password>*

   eg getupg 192.168.0.1 admin password

3 The software will be downloaded to the phone.
4 When this process has finished the following will be displayed:

```
Upgrade files have been saved.  Files will be installed at next reboot.
```

5 Reboot the PCS 580/570/560 at a convenient time and the phone will be upgraded.

## PCS 580 Initial Configuration Boot Menu

The boot menu can be accessed as follows:

Lift the handset, press the screen while rebooting the handset

The boot menu will be displayed giving you the following options:

"`Release screen for boot options`" = let go of the screen to view the following options.

"`Press screen before the countdown completes to erase the code`" = either,

- press the screen to erase any configuration settings such as a static IP address and return the handset to the default configuration whereby the unit will obtain its IP set up via DHCP, or
- wait for the countdown to complete to view the next option.

Please note that if this option is selected the phone must be able to communicate with a DHCP server to obtain its IP address. The phone will be inoperable until it can do so.

"`Press screen before the countdown completes to erase the code`" = either,

- press the screen to remove the current software and replace it with the version stored on the Call Server, or
- wait for the countdown to complete and the reboot will continue

Please note if the phone cannot find any new software the phone will reboot using the current software.

# PCS 580G Technical Details

## Approval

The product is CE compliant according to the European Directives for Safety and EMC.

## Safety Caution

The product should not be disassembled. There are no user serviceable parts.

## General

Dimensions (mm): 277(w) x 136(d) x 208(h)
Weight (Kg): 1.6
Environmental: 0 to 40°C
85% Relative Humidity, non condensing

## LCD

Technology: TFT
Resolution: 800x480
Colours: 262144

## Port definitions

LAN port: 10/100/1000BaseT Full Duplex, Auto MDI/MDI-X LAN port and 802.3af compliant power sink
PC port: 10/100/1000BaseT Full Duplex, Auto MDI/MDI-X LAN port.
Handset port: For connection of supplied handset.
Headset port: General 4 pin headset connection. Inner pins connect to earpiece and outer pins connect to microphone.
USB Host Interface (2 off): USB 2.0 supporting Hi-Speed (480Mb/s), Full-Speed (12Mb/s) and Low-Speed (1.5Mb/s). Support of devices also depends on driver availability.

## Power Supply Considerations

The product is powered from the LAN port.
The PCS580G is a class 3 802.3af compliant powered device, i.e. draws less than 15.4W from the 802.3af power source.

Care should be exercised when adding USB devices as exceeding the available power will cause the PCS580G to shut down. Sufficient power is generally available to drive a USB keyboard and mouse. If greater power is required then an externally powered USB hub may be used.

# PCS 570G Technical Details

## Approval

The product is CE compliant according to the European Directives for Safety and EMC.

## Safety Caution

The product should not be disassembled. There are no user serviceable parts.

## General

Dimensions (mm): 277(w) x 136(d) x 208(h)
Weight (Kg): 1.5
Environmental: 0 to 40°C
85% Relative Humidity, non condensing

## LCD

Technology: TFT
Resolution: 240x320
Colours: 262144

## Port definitions

LAN port: 10/100/1000BaseT Full Duplex, Auto MDI/MDI-X LAN port and 802.3af compliant power sink
PC port: 10/100/1000BaseT Full Duplex, Auto MDI/MDI-X LAN port.
Handset port: For connection of supplied handset.
Headset port: General 4 pin headset connection. Inner pins connect to earpiece and outer pins connect to microphone.
USB Host Interface: USB 2.0 supporting Hi-Speed (480Mb/s), Full-Speed (12Mb/s) and Low-Speed (1.5Mb/s). Support of devices also depends on driver availability.

## Power Supply Considerations

The product is powered from the LAN port.
The PCS570G is a class 2 802.3af compliant powered device, i.e. draws less than 7W from the 802.3af power source.

# Field Descriptions

A description of new fields not mentioned above.

## Users

### General Page

**Disable System LNR**
Enable/Disable. When ticked the User's Last Number Redial list is stored locally, rather than on the call server, and will be lost when the phone is rebooted.

### Licences page

**Operator Console Licence**

| | |
|---|---|
| None | No licences has been assigned to this User and therefore Operator Console Mode is disabled |
| Yes | Assigns an OperatorConsole licence to this User and enables Operator Console Mode on a PCS 580/570/560/60 or the use of the PCS Operator Console application. |
| PCS Partner only | For use with a PCS 60 partnering a PCS 5xx IP phone. Assigns an OperatorConsole licence to this User and enables Operator Console Mode on the PCS 60 only. |

### Telephony Page

**Follow Me**

| | |
|---|---|
| None | Calls will not be forwarded |
| Personal | All calls to the User's extension number and DDI will be forwarded |
| Dual Personal | All calls to the User's extension number and DDI will be forwarded, and the User's extension will ring |
| All | All calls to the User's extension number and DDI will be forwarded plus any calls to a Department to which the User is a member. |
| Dual All | All calls to the User's extension number and DDI will be forwarded plus any calls to a Department to which the User is a member, and the User's extension will ring. |
| Personal External | All external calls to the User's extension number and DDI will be forwarded |
| Dual Personal External | All external calls to the User's extension number and DDI will be forwarded, and the User's extension will ring |
| All External | All external calls to the User's extension number and DDI will be forwarded plus any calls to a Department to which the User is a member |
| Dual All External | All external calls to the User's extension number and DDI will be forwarded plus any calls to a Department to which the User is a member, and the User's extension will ring |
| Personal Internal | All internal calls to the User's extension number and DDI will be forwarded |
| Dual Personal Internal | All internal calls to the User's extension number and DDI will be forwarded, and the User's extension will ring. |
| All Internal | All internal calls to the User's extension number and DDI will be forwarded plus any calls to a Department to which the User is a member |

| | |
|---|---|
| Dual All Internal | All internal calls to the User's extension number and DDI will be forwarded plus any calls to a Department to which the User is a member, and the User's extension will ring |

### Forward On Busy

| | |
|---|---|
| None | This facility is disabled |
| Internal&External | All calls to the User's extension number and DDI will be forwarded to the Forward On Busy To number |
| Internal | Internal calls to the User's extension number and DDI will be forwarded to the Forward On Busy To number. External calls will be forwarded to voicemail, if enabled, or will receive the busy tone |
| External | External calls to the User's extension number and DDI will be forwarded to the Forward On Busy To number. Internal calls will be forwarded to voicemail, if enabled, or will receive the busy tone |

### Forward On No Answer

| | |
|---|---|
| None | This facility is disabled |
| Internal&External | All calls to the User's extension number and DDI will be forwarded to the Forward On No Answer To number after the User's No Answer Time |
| Internal | Internal calls to the User's extension number and DDI will be forwarded to the Forward On No Answer To number after the User's No Answer Time. External calls will be forwarded to voicemail, if enabled, after the User's No Answer Time. |
| External | External calls to the User's extension number and DDI will be forwarded to the Forward On No Answer To number after the User's No Answer Time. Internal calls will be forwarded to voicemail, if enabled, after the User's No Answer Time. |

## Voicemail page

### Record Mode

| | |
|---|---|
| Trunk | Records all calls but the User's Record icon will not be activated and therefore the User will not be able to cancel the recording. |

# Departments

## Telephony page

### Wrap Up Time

Default = 2 seconds. The amount of time (in seconds) given at the end of each Department call. The User will be unable to receive any further calls within this time. This will allow time for any administrative tasks at the end of a Department call. The number entered must be 2 or greater.

## Voicemail page

### Message Box Mode

Determines how voicemail messages for this Department are listened to when two or more Users simultaneously accesses this Department's voicemail.

| | |
|---|---|
| Normal | Users will be able to listen and handle all messages at the same time |

Queued Users will not listen to the same message simultaneously. First User to access this Department's voicemail will listen to message 1, then the next User will listen to message 2 and so on.

### Max Message Time (Minutes)
Default = 5 minutes. Specifies the amount of time, in minutes, a caller will have to leave a message for this Department.

### Record Mode
Trunk Records all calls but the User's Record icon will not be activated and therefore the User will not be able to cancel the recording.

## Time Plans

### Time Zone
Enter the Time Zone required for this Time Plan, eg GB, UTC, GMT, Eire, etc

## Dial Plans

### Actions

**Out of Office Lunch** – set the Out of Office field to "Lunch" for the User whose User Name or extension number has been entered in the Translate To field. If the Translate To field is blank this Action will be activated for the User on whose extension the short code was dialled.

**Out of Office Holiday** – set the Out of Office field to "On Holiday" for the User whose User Name or extension number has been entered in the Translate To field. If the Translate To field is blank this Action will be activated for the User on whose extension the short code was dialled.

**Out of Office OffSite** – set the Out of Office field to "Off Site" for the User whose User Name or extension number has been entered in the Translate To field. If the Translate To field is blank this Action will be activated for the User on whose extension the short code was dialled.

## Trunks

### General page

### Reserve Incoming Capacity
Number. The quantity of channels specified in the Capacity field, to be reserved solely for incoming calls.

### ISDN page

### Disable Clock Source
Enable/Disable. If enabled the trunk will not attempt to obtain its clock/timing source from the equipment, such as a video conferencing device, connected to this port.

### Send Progress
NT only / Yes / No
For use in Australia. Disables progress tones being sent back to a looped call interfering with the tones for the original call.

# Phones

## Analogue extension port

### POTS Phone page

### DTMF Receive Mode
Auto / H.245 Signal / RTP Event / Inband only
Default = Auto. Used when equipment such a fax server or alarm system is connected to this port. Determines how the analogue port will receive DTMF tones from the line. Leave as Auto unless specified by the third party equipment.

## IP Phones

### Product Version
The version of software running on this IP Phone.

### Remote PSTN
The number to be dialled by the system when the User assigned to this phone is working from home or on a mobile and wishes to handle calls as though they were in the office.

### Remote Idle
Seconds. The number of seconds that the User's home telephone will remain idle before a call from the maximiser system is cleared.

### Headset Working
Enable/Disable. Allows the use of headset without the need to lift the receiver

### Screen Saver Mode
For use with the PCS 580, 570, 560, 410, 400

| | |
|---|---|
| Dim on Idle | Not available. If selected this will be the same as selecting Bright Always. |
| Blank on Idle | The screen saver will appear after the handset has been idle for the number of seconds indicated in the Screen Saver Params field. |
| Blank at Night Dim on Idle | Not available. If selected this will be the same as selecting Blank at Night. |
| Blank at Night | The Screen Saver will appear between the times entered in the Screen Saver Params field |
| Bright always | The screen saver will not be used. |

### Screen Save Params
Enter as Idle Timeout (Secs),Night Start Time,Night End Time

1 If the Screen Save Mode field is set to Blank on Idle enter the number of seconds that the handset is to remain idle before the screen saver will appear, eg 900,0,0 or

2 If the Screen Save Mode field is set to Blank at Night enter the time in 24 hour clock that the screen saver will appear followed by the time in 24 hour clock that the screen saver will be removed eg 0,1730,0800

# VXML Scripts

## Menu Items

### Transfer Audio

Enter the name of the WAV file to be played during the transfer, if required. This file must be stored in the /Web directory on the call server.