

PCS 5

Quick Reference Guide Version 3.1



The Hall Business Centre, Berry Lane, Chorleywood, Hertfordshire WD3 5EX
Tel: 01923 287700 Fax: 01923 287722 Email: info@splicecom.com Website: www.splicecom.com



Making an Internal Call



Making an Internal Call

- 1 Lift your handset.
- 2 Dial the extension via the telephone keypad

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

Making an External Call

- 1 Lift your handset.
- 2 Dial the external number required via the telephone keypad.

(Your System Administrator will inform you if a prefix is required.)

Answering a Call

- 1 Lift the handset

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

Ending a call

- 1 Replace your handset.

Using Mute

- 1 Whilst on a call select the Mute key
The microphone is now muted so the other person on the call cannot hear you. A red led indicates that Mute is on.
- 3 Selecting the Mute key a 2nd time restores normal conversation.

(Mute works in handset, handsfree and headset modes.)



Redialling a Number



Redialling a Number

- 1 Lift your handset.
- 2 Select the Redial key.

Voicemail

Leaving a Message for a Colleague

- 1 If the extension you are ringing is busy or not answered you will be transferred to voicemail (if enabled) and played your colleague's greeting
- 2 Leave a message
- 3 Replace your handset

Accessing Your Own Messages

- 1 Lift your handset.
- 2 Dial "1571" on the telephone keypad.
- 3 Listen to and manage your voicemail messages via the announced menu commands and the orange navigation keys on the telephone keypad.
- 4 Replace your handset when finished.

Deleting a Message

- 1 Whilst listening to the message to be deleted, press "3".

Saving a Message

- 1 Whilst listening to the message to be saved, press "7".

Messages are stored until listened to, and then they are deleted after 7 days unless saved.

Changing your Voicemail Greeting

- 1 Lift your handset.
- 2 Dial "1571*2" on the telephone keypad.
- 3 Your current greeting will be played to you
- 4 When requested record your new greeting
- 5 Replace your handset to save your new greeting.

Access Your Own Messages

1571

Deleting a Message

3

Saving a Message

7

Changing your Voicemail Greeting

1571*2

Voicemail (cont)

OR

- 5 Press "#" when you have finished recording the greeting.
- 6 Wait for the new recording to be played back to you
- 7 Press "7" to save the new greeting, or replace your handset.

OR

If you wish to re-record the greeting, press "2" and repeat steps 4- 5 (or 4 - 7)

OR

If you wish to delete the new greeting and return to your original messages press "3".

OR

If you wish to discard the new greeting and exit to the Configuration Options menu press "0".

Forwarding Your Calls

Setting Your Forwarding Number

- 1 Lift your handset.
- 2 Using the telephone keypad dial "**21**".
- 3 Enter the internal or external number where you wish to receive your telephone calls
- 4 Press the "#" key.
- 5 Replace your handset.

Forwarding Your Calls

- 1 Lift your handset.
- 2 Dial "**211**"
- 3 Replace your handset.

Turning Forwarding Off

- 1 Lift your handset.
- 2 Dial "**210**"
- 3 Replace your handset

OR

#

7

OR

2

OR

3

OR

0

Setting Your Forwarding Number

21

#

Forwarding Your Calls

211

Turning Forwarding Off

210