











# **Unified Communications**

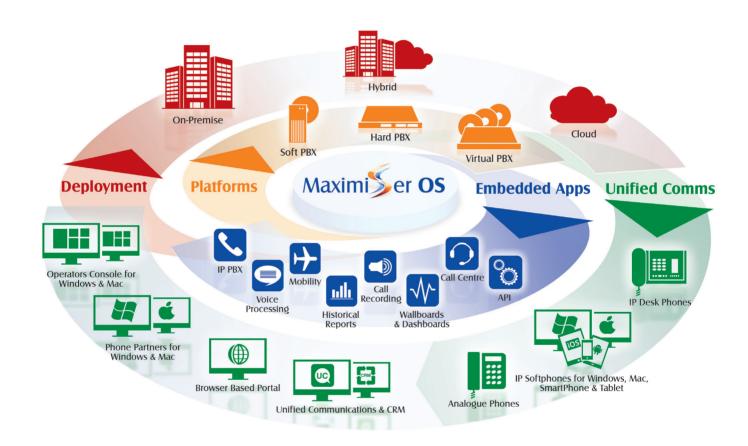


# The SpliceCom Difference

SpliceCom's product architecture is unique. All core platforms, phones and business management applications have been developed in-house by the same British-based development team. This, and the fact that a single voice operating system, Maximiser OS, underpins ALL SpliceCom's platforms, guarantees system interoperability, delivering un-paralleled price/performance and true competitive business advantage.

SpliceCom systems work together as one- by design - which means that features, applications and benefits are delivered in a totally consistent manner, completely independent of how (soft, hard or virtual), what (single site or multi-site) or where (on-premise, in the cloud or hybrid) they're deployed. And with SpliceCom Select you can add a complete and complimentary end-to-end service delivery, including cloud based virtual servers, site connectivity and SIP services, for a single supplier solution offering total peace of mind.

There's something in the SpliceCom portfolio to meet every business need. Small or large, simple or complex, soft or hard, one building or many, in the office or out of it, unified communications or business telephony, CAPEX or OPEX; SpliceCom always deliver the perfect solution for your specific requirements - which is why our customers know we're absolutely The Right Choice For Voice!



#### **Unified Communications**

SpliceCom offer a wide range of phones and voice apps that allow you to unify your communications in the way you've always wanted to. From the striking PCS family of desktop phones, through IP Softphones for Smart Phones, Tablets, PCs and Macs, to simple analogue phones; there's something for everyone in SpliceCom family of Unified Communication Devices.

There's also a comprehensive collection of Unified Control applications to provide comprehensive desktop control of voice natively via your Windows or Mac computer or internet browser. These range from "Phone Partners", delivering all of SpliceCom's value-added system features to analogue phone users to full voice integration with your core IT business apps, be they CRM, ERP or PIMs.

And because all of SpliceCom's core voice platforms, devices and apps have been developed in-house by the same team, they all work together and are interchangeable. You can handle your communications on one device, or many – it's your choice, based on the way you want to work. Advanced system features are implemented in a common way across all devices, making it easy to switch from one to another, if that's what you want to do. But don't just take our word for it, take a look through this brochure and get a demo from one of our accredited partners.

# **Unified Devices - IP Deskphones**

#### **PCS 582GX**

Offering the intuitive use and operation expected from today's Smart Phones, the PCS 582GX has been developed with today's business requirements in mind. In addition to running telephony apps on the large, full colour, touch screen, graphics display, the built-in browser of the PCS 582GX allows business critical information from your core IT applications to be "pushed" to the desktop in a controlled manner.

- Large, graphical, colour touch screen LCD interface
- Context Sensitive Display
- 2 x Gigabit Ethernet LAN Ports
- Hands free operation
- 802.3af Power over Ethernet
- 2 x USB 2.0 ports for WiFi and external keyboard
- Headset connection
- Message Waiting/Do Not Disturb "S" LED indicator
- Operator Console Mode available (requires Operator Console Licence)
- Integral web browser
- Wall mountable
- PC partnering available through Navigate (Microsoft Windows 7 & 8) or PCS 60 (Mac OS X)
- Hearing aid compatible



#### **PCS 573G**

PCS 573G delivers efficiency improvements on a business wide basis. Senior executives will benefit from the easy access to regularly called numbers, especially given the ability to see the status of colleagues before dialling. Eighteen visible softkeys with the potential for un-limited page scrolling makes key information easily accessible.

Personal assistants and receptionists will find the information shown on the full colour graphical display extremely useful when handling other people's calls. The high quality quarter VGA colour screen of the PCS 573G is bright and easy to read. When the system moves to Out of Hours operation, the screen automatically blanks to save energy.

The PCS 573G also offers an integrated, two-port, Gigabit LAN switch allowing it to be run 'in serial' where Gigabit Ethernet has been deployed to the PC.

- 18 intuitive, multi-functional context sensitive keys
- 10 fixed function keys
- Large full colour, backlit, graphics display (240 x 320) with auto-dimming
- Hands free operation
- 2 x Gigabit Ethernet LAN Ports
- 802.3af Power over Ethernet
- USB 2.0 port for WiFi
- Headset connection
- Message waiting/Do Not Disturb "S" LED indicator
- Wall mountable
- PC partnering available through Navigate (Microsoft Windows 7 & 8) or PCS 60 (Mac OS X)
- Hearing aid compatible
- HD Voice



#### **PCS 563**

PCS 563 delivers efficiency improvements on a business wide basis. Senior executives will benefit from the easy access to regularly called numbers, especially given the ability to see the status of colleagues before dialling. Nine visible softkeys with the potential for un-limited page scrolling makes key information easily accessible.

Personal assistants and receptionists will find the information shown on the full colour graphical display extremely useful when handling other people's calls. The high quality quarter VGA colour screen of the PCS 563 is bright and easy to read. When the system moves to Out of Hours operation, the screen automatically blanks to save energy.

- 9 intuitive, multi-functional context sensitive keys,
  10 fixed function keys
- Large full colour, backlit, graphics display (240 x 320) with auto-dimming
- Hands free operation
- 2 x 10/100 Mbps Ethernet LAN Ports
- 802.3af Power over Ethernet
- Headset connection
- Message waiting/Do Not Disturb "S" LED indicator
- Wall mountable
- PC partnering available through Navigate (Microsoft Windows 7 & 8) or PCS 60 (Mac OS X)
- Hearing aid compatible
- HD Voice



#### PCS 553G & PCS 553

The PCS 553 is suited for deployment in many business environments. The stylish appearance masks a highly robust phone capable of performing in environments, ranging from construction sites to call centres and schools to solicitors. Identical in appearance and operation to the PCS 553G, the PCS 553 offers two 10/100 Mbps LAN ports in place of the two Gigabit ports of the "G" variant.

- 8 intuitive, multi-functional context sensitive keys,
  10 fixed function keys
- Monochrome, backlit, graphics display (64 x 128) with auto-dimming
- Hands free operation
- 2 x Gigabit Ethernet LAN Ports (PCS 552G)
- 2 x 10/100 Mbps Ethernet LAN Ports (PCS 552)
- 802.3af Power over Ethernet
- Headset connection
- Message waiting/Do Not Disturb "S" LED indicator
- Wall mountable
- PC partnering available through Navigate (Microsoft Windows 7 & 8) or PCS 60 (Mac OS X)
- Hearing aid compatible
- HD Voice



#### **PCS 542**

The entry-level PCS 542 is a cost-effective desktop IP phone, specifically designed to work with SpliceCom's range of hard, soft and hybrid phone systems to address everyday business telephony needs. The PCS 542's blend of feature convenience and ease-of-use make it the ideal choice for those who require an attractively priced, well featured telephone.

- 4 context sensitive keys
- 7 system keys
- 10 feature keys
- Monochrome, backlit display (64 x 128) with auto-dimming
- Hands free operation
- 2 x 10/100 Mbps Ethernet LAN Ports
- 802.3af Power over Ethernet
- Headset connection
- Message Waiting/Do Not Disturb LED indicator
- Wall mountable
- PC partnering available through Navigate (Microsoft Windows 7 & 8) or PCS 60 (Mac OS X)
- Hearing aid compatible



## **Analogue Phones**



# **PCS 520**

The stylish design of the PCS 520, combined with its reliability and versatility, make it the ideal choice for those companies looking for a cost-effective business phone to complement the enhanced features and facilities delivered by SpliceCom's range of IP phones.

- 3 line LCD display with contrast settings
- Hands free operation
- Headset Socket
- Display of Calling Line Number/Name & Called Line Name
- Dual message waiting/DND indicator
- Visual ringing indicator
- 10 pre-programmed system keys/10 user definable keys
- Voicemail management keys
- PC partnering available through Navigate (Microsoft Windows 7 & 8) or PCS 60 (Mac OS X
- Hearing aid compatible



## **PCS 505**

SpliceCom's PCS 505 meets entry-level business telephony needs by providing the optimum balance between quality, features and price. The smart yet rugged design means that the PCS 505 not only looks good, but also stays that way, even in tough working environments.

- Visual call indicator/Message Waiting Lamp
- Hold/Recall key
- Last number Redial key
- Microphone Mute kev
- Headset key
- PC partnering available through Navigate (Microsoft Windows 7 & 8) or PCS 60 (Mac OS X)
- Hearing aid compatible

# **Unified Devices - IP SoftPhones**

## IPCS for Apple IOS and Android

SpliceCom's iPCS application takes mobility to the next logical stage, enabling Apple and Android Smart Phones and Tablets to be utilised as highly featured business phones - replacing the need for DECT or SIP/WiFi wireless phones in an office environment.

Providing a fully integrated IP Phone solution for the entire workforce, iPCS works in the same way as SpliceCom's PCS system phones, empowering employees with access to key business features wherever they might be- at their desk or away from it. iPCS utilises WiFi or 4G/3G connectivity to provide direct integration with SpliceCom's Maximiser OS based voice platforms.

- Features SpliceCom's unique multi-functional, Favourites application
- Access to SpliceCom's Centralised System Directory provides fast and accurate dialing of customers, suppliers, work colleagues and internal Departments
- Selectable All or Missed Call History, for both calls made to your extens and any Department(s) you might be handling calls for - includes integrated voicemail playback
- Full control of personal mobility options
- Call Recording available when used in combination with Vision Record



# **Navigate for Windows**

Navigate allows you to use your existing Windows laptop or PC as a fully featured system phone when used in conjunction with a USB or Bluetooth headset or handset. Delivering powerful personal call management features, Navigate provides 'point-and-click' access to both commonly used and advanced Maximiser OS voice features. Navigate delivers a single intuitive interface to manage voice communications for all employees across a business, irrespective of their role or location.

Navigate delivers ALL of the benefits associated with SpliceCom's top of the range IP Phones and provides full interoperability with Vision Call Centre for Agents.

- SpliceCom IP Softphone for Microsoft Windows laptops and PCs
- Utilises USB/Bluetooth headset or handset with HID support
- Delivers all of SpliceCom's advanced voice features
- Interactive Caller Display
- Pop-up Call Waiting Alert with Answer/Reveal/reject options
- Separate Favourites window with 'Always on Top option'
- Click-to-dial functionality
- Integration with Microsoft Outlook Contacts and Calendar (licence required)
- Highlight and dial telephone numbers in all Microsoft applications (licence required)
- Full interoperability with Vision Call Centre for Agents



## PCS 60 for Mac OS X

SpliceCom's PCS 60 IP application for Mac OS X allows your existing Apple laptop or desktop computer to be used as a fully featured IP Softphone.

Using a USB/Bluetooth headset or handset in conjunction with your favourite Apple computer to make and receive voice calls, PCS 60 for Mac OS X delivers all of the benefits associated with SpliceCom's top of the range IP Phones, wherever you might choose to work.

- SpliceCom IP Softphone for Apple Mac laptops and desktop computers
- Utilises USB/Bluetooth headset or handset with HID support
- Delivers all of SpliceCom's advanced voice features
- Caller Display
- Context sensitive toolbar
- Fully integrated with unified Maximiser OS system directory for speedy, error-free dialing, and viewing/annotating customer records and notes
- Web panel displays real time video and graphical information during a call
- Can be upgraded to Operator Console Mode by adding an Operator Console licence
- Apple integration includes Apple Address Book dialing, highlight and dial any number on screen, iChat status update



#### PCS 60 Operators Console for Windows & Mac OS X

SpliceCom's PCS 60 Operators Console has been specifically designed to elevate business productivity and enhance the overall company image at the main point of customer contact by delivering an improved operator service. By utilising the standard PCS 60 application and expanding its capability through the addition of the Operators Console Licence, SpliceCom's PCS 60 Operators Console has been specifically developed to the USB/Bluetooth, handset/headset as an IP Softphone application.

The PCS 60 Operators Console can be deployed in single screen or dual screen modes, runs under the Microsoft Windows and Apple Mac OS X operating system. The PCS 60 Operators Console can also be deployed with a touch-screen monitor to deliver direct operator control.

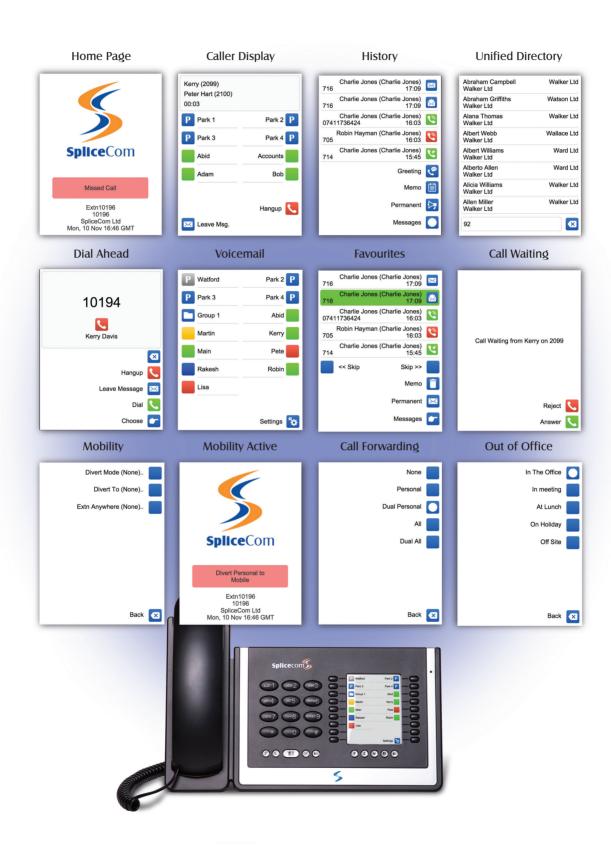
- Standard telephony functionality
- Large screen Presence option with 'right click' User settings override
- CLI display 'ghosting' option when utilising PC for other applications
- Screen Pop Control Interface for large system deployments
- Context sensitive toolbar within Control interface
- Fully integrated with the system database for speeding dialling, viewing and annotating customer records and notes



# The World At Your Fingertips

SpliceCom's PCS 573G and PCS 563 phones have been specifically designed to be easy-to-use and so save time and improve the effective performance of every business phone user.

The wide range of productivity enhancing applications and services available through the PCS 573G and PCS 563 IP phones are all accessed via intuitive multi-functional context sensitive keys, grouped around the large, full colour, graphics display.



#### The Power Of Touch Screen Control

SpliceCom's PCS 582GX IP Phone provides touch screen access to dedicated, easy-to-use, icon driven, advanced business telephony features and much, much more, including; web, intranet, IP TV, IP Video/web cam and web-enabled content delivery.



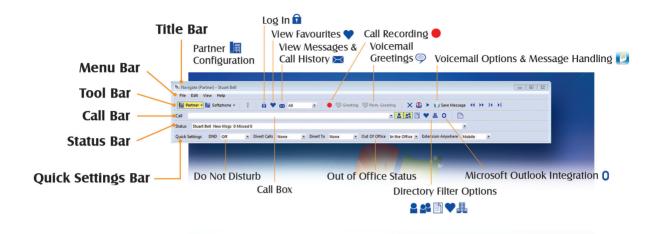
## Handle Business Calls On Your SmartPhone Or Tablet

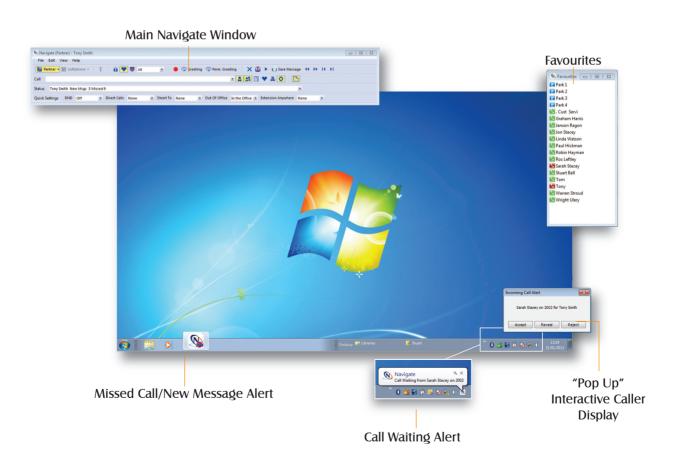
SpliceCom's iPCS application takes Office Mobility to its logical conclusion, enabling Smart Phones and Tablets to be utilised as high specification Maximiser OS extensions.



# Manage Calls On Your PC

Navigate delivers powerful personal call management features via your Windows PC, either as an IP Softphone or as a "Phone Partner" app 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 OS telephony features, Navigate provides a single intuitive interface to manage business communications for all employees across a business, irrespective of their role.



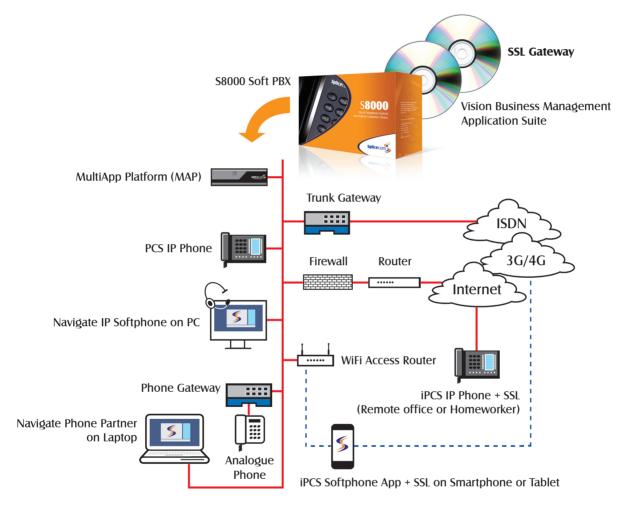


## Secure Connectivity For Mobile, Remote And Home Working

Maximiser OS supports SSL on the following IP Phones and IP Softphones.

- PCS 542
- PCS 553
- PCS 553G
- PCS 563
- PCS 573G
- Navigate IP Softphone
- PCS 60 for Mac OS X IP Softphone
- iPCS for iPhone/iPad and Android

SSL support allows IP Phones/Softphones deployed in mobile, remote office or homeworking environments where an on-site 5100 Call Server, S8000/S716 Soft PBX or 5500 Network Service Gateway does not exist to create a secure SSL link back to the host PBX through the Internet. A Virtual Private Network (VPN) tunnel is not required when utilising SSL for site-to-site connectivity.



# Widening Customer Choice

SSL operation requires SpliceCom's SSL Gateway to be provisioned on the site where the host soft/hard/virtual Maximiser OS PBX is located. To simplify installation, management and on-going support, your SSL Gateway can be supplied pre-loaded on SpliceCom's own MultiApp Platform (MAP), giving you great peace of mind. You can also save costs by running SpliceCom's Soft PBX and Vision Business Management Suite simultaneously on the same MAP. Alternatively, you run SpliceCom's SSL Gateway on your own PCs or Servers as a native Linux application, or as a virtualised app to fit in seamlessly with your existing VMware or Microsoft



	PCS582GX			
Device Type	IP Phone	IP Phone	IP Phone	IP Phone
Unified Maximiser OS System Directory	•	•		•
• Contact Directory		•		•
User Directory with Busy State		•		•
• Departmental Directory		•	•	•
Personal Speed Dials/DSS		•		•
Favourites/BLF/Presence		•		
Caller Display		•	•	
Calling Name/Number		•		
• Called Name		•	•	•
Mobility Control		•	•	•
Extension Anywhere	•	•	•	•
• Divert	•	•	•	•
• Find Me/Follow Me	•	•		
Out of Office Messages				
Hot Desk Support				
End Point Recording				
Trunk Side Recording	•		•	
Dial Ahead				
3-Way Conferencing				
Visual Call Pickup		•		
Call History & Messaging List		•		•
Last Number Redial				
		•		•
Intercom	•	•	•	•
Works with Navigate/PCS60 Phone Partne	r			
Works with Vision Mobility	•			
Optional Operator Feature Set	•		•	
Visual Message Waiting Indication	•		•	
Visual Do Not Disturb Indication	•		•	
Graphics Display	Colour Touch Screen	Colour	Colour	Monochrome
Feature Keys	Unlimited	18 Context Sensitive	9 Context Sensitive	8 Context Sensitive
Call Park Buttons	Peter	Swea	•	•
Headset Connector				• 1
Wall Mountable	6) • \	La s Manager		•
Gigabit (1,000 Mbps) Interface				PCS 552G only
SSL Support				
NAME OF THE PARTY	# \ •	Medy Ward		pqrs 7
Hearing Aid Compatible				
HD Voice				
		000		



#### **Consistent Operation Across Locations And Devices**

Maximiser OS's unique distributed, single system architecture delivers true Hot Desk facilities for employees moving between locations and/or devices. This allows your personal attributes to be automatically set and DDI calls, Departmental hunt group calls and voicemail to be delivered to you wherever you choose to work, totally independent of geographical location and/or the device you choose to handle your calls on.



Simply log-in to your device of choice – or one in any office throughout your business - and it will take on your complete profile.

## **Unified Control**

To complement SpliceCom's comprehensive range of Unified Devices there's also a wide selection of native and web-based Unified Control applications available. These have all been designed to harness your existing investment in core IT applications, laptop and desktop computers to make business more productive and life even easier when it comes to handling voice calls.

## Phone Partners for Windows & Mac OS X

SpliceCom's IP Softphone applications - Navigate for Windows and PCS 60 for Mac OS X – can also be deployed as Phone Partners, enabling existing computers to control advanced voice features and functionality when used alongside SpliceCom's wide range of PCS Phones, or existing analogue phones.

Phone Partners are typically used with SpliceCom's PCS IP Phones because of user preference – the desire to drive voice via the computer desktop rather than the desktop. With analogue phones it's a case of protecting and further energising existing investment by delivering all of the functionality associated with our top of the range IP phones to low functionality handsets. Phone Partners also aid workforce efficiency through their integration with core computer apps and functionality.

- SpliceCom Phone Partner for Microsoft Windows & Apple Mac OS X computers
- Works with SpliceCom PCS IP Phones and existing analogue phones
- Delivers all SpliceCom's advanced IP telephony features
- Interactive Caller Display
- Click-to-dial functionality
- Full access to unified Maximiser OS system directory for speedy, error-free dialing, and viewing/annotating customer records and notes
- Integration with Microsoft Outlook Contacts and Calendar (Windows only - licence required)
- Highlight and dial telephone numbers in all Microsoft applications (Windows only - licence required)
- Integration with Apple Address Book. Highlight and dial any number on screen. iChat status update (OS X only)
- Full interoperability with Vision Call Centre for Agents



## **Vision Mobility**

Ideal for today's mobile working practices, Vision Mobility is a browser based Phone Partner, specifically aimed at business users of notebook/laptop PCs, Tablets and Smart Phones to deliver more freedom over the way they handle their voice calls when away from the office through greater flexibility and control. Accessed through a standard web browser, Vision Mobility doesn't need any native PC applications to be loaded. And there's no requirement for complex routing or Virtual Private Networks (VPNs), so it's easy to set up, use and maintain, making it "IT Department Friendly".

- Web Portal based Phone Partner
- Control where, how and on what you handle your calls through Quick Settings
- Listen to your voicemail messages via your web browser
- See colleagues' status at a glance
- View your personal and Departmental call history
- Dial from the central Maximiser OS system directory



# **PCS 60 Operators Console**

SpliceCom's PCS 60 Operators Console has been specifically designed to elevate business productivity and enhance the overall company image at the main point of customer contact by delivering an improved operator service. SpliceCom's PCS 60 Operators Console has been developed to partner any PCS IP phone, or existing analogue phones.

The PCS 60 Operators Console can be deployed in single screen or dual screen modes, runs under the Microsoft Windows and Apple Mac OS X operating system and can be utilised with a touch-screen monitor to deliver direct operator control.

- Operators Console for Microsoft Windows and Apple Mac OS X
- Delivers SpliceCom's advanced voice features
- Large screen Presence option with 'right click' user setting override
- CLI display 'ghosting' option when utilising PC for other applications
- Screen Pop Control interface for large system deployments
- Context sensitive toolbar within control interface
- Fully integrated with unified Maximiser OS system directory for speedy, error-free dialing, and viewing/annotating customer records and notes



#### Navigate UC

Navigate UC is a powerful personal productivity tool that allows business to benefit from the use of key IT apps ¬¬ including Microsoft Outlook, Lotus Notes and Google Contacts - to control and interact with your SpliceCom voice system from the desktop.

Navigate UC helps to increase efficiency by showing the caller's contact details on your PC screen before calls are answered and eliminating wrong numbers by enabling "click to dial" directly from Microsoft Outlook, Lotus Notes and Google Contacts.

Navigate UC also provides real time Presence information on all your colleagues, allowing you to make instant and accurate decisions as to how and when is the best time to communicate with them. This could include integrated messaging (IM), which is also integrated with Navigate UC. This allows you to send messages to one or several users simultaneously from a single window using rich text and hyperlinks. There's also a message history to keep track of past conversations.

- Helps users to decide how they want to deal with a call and then act immediately
- Integrates SpliceCom voice systems with:
  - Microsoft Outlook
  - Lotus Notes
  - Google Contacts
- Dial directly from
  - Apps listed above
  - Web pages
  - Clipboard
- Controlled pop of contact records on incoming call
- Preview window shows caller's name as found in Apps listed above, their number and call control functions
- Call history displays last 50 calls in and out
- Presence shows colleagues availability in real-time
- Integrated Messaging allows conversations with one or several colleagues



# Navigate CRM

Navigate CRM takes all of the powerful personal productivity features of Navigate UC and adds support for all the leading CRM apps and also offers integration with LDAP and ODBC databases.

Alongside "click to dial", controlled popping of contact records, preview with call control, call history, presence and Integrated Messaging, Navigate CRM also delivers a unique Address Book. This feature unifies your contact data sources in one place, allowing ALL of them to be searched simultaneously. You can then dial contacts or pop contact records from the search results on the very same screen.

Many other database apps for specific vertical markets – too many to meaningfully list here- are also supported. So if you can't see your particular database here please contact us to see if we can bring the same Unified Communication benefits to your business.

- Navigate UC+ feature set
- Integrates SpliceCom voice systems with:
  - Act!
  - Capita SIMS
  - ConnectWise
  - eGroupware
  - Goldmine
  - Maximizer
  - Microsoft Access
  - Microsoft Dynamics CRM
  - Microsoft Dynamics NAV
  - Netsuite
  - Sage 50 Accounts
  - Sage CRM
  - Sage SalesLogix
  - Salesforce
  - Sugar CRM
  - SuperOffice
  - vTiger
  - Zoho
  - LDAP Database
  - ODB













# About SpliceCom

SpliceCom is an award winning designer, developer and manufacturer of field proven, reliable, scalable and highly featured soft, hard and virtual voice systems, phones, business management applications and associated connectivity services. SpliceCom offers secure, end-to-end business voice and unified communication solutions, for deployment in on-premise, cloud based and hybrid applications, delivering tangible benefits for every company, irrespective of their industry, size or geographical spread.

ALL SpliceCom solutions are (and always have been) sold, installed and maintained through accredited channel partners. We have direct relationships with our value added reseller partners in the UK and Ireland, whilst in mainland Europe, Africa, the Middle East and Asia Pacific we have formed strategic distribution relationships in order to provide our partners with local supply and support.



The right choice for voice