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Splicecom Maximiser

**PCS563 Handset**

Making a Call

1. Lift the handset for press the speaker button. You will hear the dial tone.
2. Using the keypad dial the number (internal or external) required.
3. The call will be made and your screen will display the details of the number you are ringing, your name and the time on the call.

Receiving a Call

On receiving a call your handset will ring and your screen will display the details of the call. To answer the call lift your handset or press the speaker button. If you do not wish to answer a call press the context sensitive key beside the reject symbol on your screen.

Transfer a Call

1. Place the call on hold by pressing the Recall button.
2. Enter the number to be dialled (internal or external).
3. Wait for the call to be answered and announce the caller.
4. To transfer the call, replace your handset or press the Speaker button (if using hands free). You will no longer have control of the call.

Park a Call

The Park facility allows you to put a call on hold in a system area so that the call can be picked up by any other extension on the system. During a call Park slots 1 - 4 will be shown at the top of your screen. To park the call press the context sensitive key beside the park slot required. The caller will be put on hold and ‘music on hold’ will be played if configured.

Pick up a Parked Call

1. Press the Favourites (heart) button. The four Park slots will be displayed.
2. The details of the caller will be displayed against the relevant Park slot.
3. Press the context sensitive key beside the Park slot of the call you wish to pick up.

View Call History

Press the Messages button, and a list of historical calls and voicemail will be displayed. Entries are listed in date and time order with newest at the top. Use the Up and Down arrows to display the entry required.

Identifying Entries in Call History

Answered incoming call

Unanswered (or missed) incoming call

Answered outgoing call

Unanswered outgoing call

New or unread voicemail message

Old or read voicemail message

Listen to Voicemail

1. Press the Messages button to view call history. New messages are indicated by an envelope symbol. Press the context sensitive key beside the message required.
2. To listen to the message press the context sensitive key beside ‘Play’

Do Not Disturb

1. Select the Favourites (heart) button, then select the context sensitive key beside ‘Settings’ (you may need to press the Down button to access this if you have speed dials).

2. Select the context sensitive button beside ‘DND’

Directory

1. Press the Contacts button to access the directory.
2. Press the keypad displaying the letter you need and the directory entries commencing with the letters displayed on the key pressed will be listed.
3. Use the Up / Down buttons to find the entry required and press the context specific key beside the contact you wish to view.

Tip: Further keys can be pressed to reduce the search e.g. if you were searching for Craig you could press 27244