

VisionMobility User Manual

What's New in Document ref V1.1/0310/2

Vision 1.1
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What's New in document ref V1.1/0310/2
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SpliceCom Ltd
The Hall Business Centre, Berry Lane
Chorleywood, Herts WD3 5EX
Tel: 01923 287700
Website: www.splicecom.com

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This document details the updated sections of VisionMobility User Manual reference V1.1/0310/2. Each section has been listed in the same order that they appear in the manual.

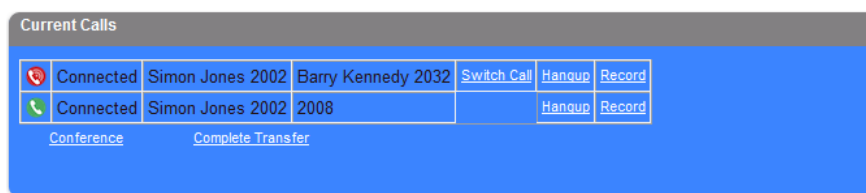
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Basic Call Handling

Transfer a Call

Announced transfer

- 1 From the Main menu select Web Phone
- 2 In the Search: box enter the internal or external number you wish to transfer the call to
- 3 Select the Call button. This will place the first call on hold.
- 4 Wait for the call to be answered and announce the caller
- 5 The two calls will be displayed in the Current Calls pane. (Note that the call you are currently connected to is displayed with a green icon and the first call is displayed with a red icon to indicated this call is on hold)



- 6 To transfer the original call select Complete Transfer

Alternatively, to clear the current call and return to the original caller

- 6 Select Hang Up next to the current call (displayed with a green icon)
or
Wait for the other end to hang up and use the Recall/Hold button on your handset to return to your original call.

Alternatively, to return to the original call and put the second call on hold

- 6 Select Switch Call
- 7 Note that the call you are currently connected to is displayed with a green icon and the other call is displayed with a red icon to indicated this call is on hold.
- 8 Finally, select Complete Transfer to connect the two calls (regardless of which call you are currently connected to).

Unannounced Transfer (Blind Transfer)

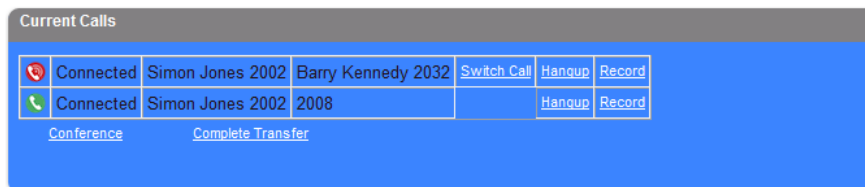
- 1 From the Main menu select Web Phone
- 2 In the Search: box enter the internal or external number you wish to transfer the call to
- 3 Select the Transfer button.
- 4 You will no longer have control of the call

Conference Call

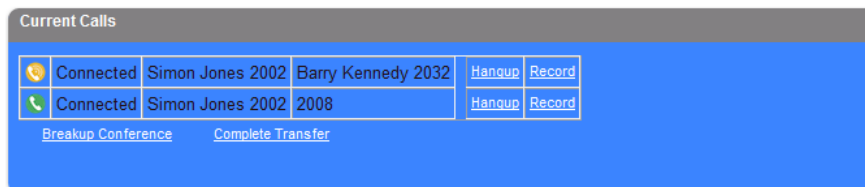
The conferencing facility allows you to create a 3-way conversation between yourself and two internal and/or external calls. (Please note that this feature must be enabled on your telephone system. Please refer to your System Administrator if this feature is not available.)

Creating a conference call

- 1 Make a call to the first internal or external number required
- 2 If necessary, from the Main menu select Web Phone
- 3 In the Search: box enter the internal or external number of the second call to be made
- 4 Select the Call button. This will place the first call on hold.
- 5 Once the call has been answered select Conference



- 6 You are now in a 3-way conference with your two calls.



Cancel a conference call

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

- 1 Select Breakup Conference.
- 2 The call you are currently connected to will be displayed with a green icon. The other call will be put on hold and displayed with a red icon.

You can click on Switch Call to toggle between the two calls.

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

You can end a particular call by selecting Hang up beside the relevant call, or wait for the other end to hang up. You will return to a 2-way conversation with your remaining call.

If you break the conference and the call you are connected to hangs up use the Recall/Hold button on your handset to return to the other call.

End a conference call

If you hang up the call while on a conference you will end the conference.

Directory

The Directory displayed within the Web Phone page provides 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.

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

The list of Departments allows you to easily ring a Department in order to talk to any available member of, for example, the Personnel team rather than ringing one specific member of that team only to find they are not available and then having to ring another extension, etc.

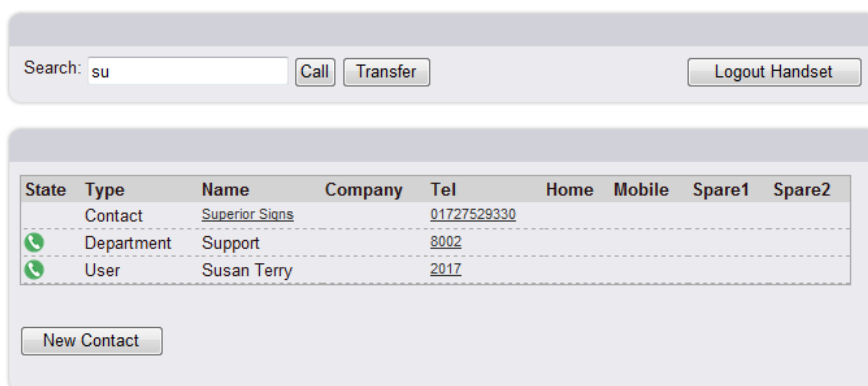
A database of external Contacts such as customers, suppliers, contractors etc can be stored on the **maximiser** system. The purpose of this database is to allow you to easily dial regularly used numbers to external contacts, and to match the incoming number of an external call and display the name of this caller if a match is found.

Search:

State	Type	Name	Company	Tel	Home	Mobile	Spare1	Spare2
	Department	Sales		8001				
	User	Simon Jones		2002				
	User	Sophie Elton		2024				
	Contact	<u>Stacey Wodehouse</u>	Fine Recruitment					
	Contact	<u>Stephen Lee</u>	Canterbury Computing					
	User	Stuart Gerrard		2030				
	Contact	<u>Superior Signs</u>		01727529330				
	Department	Support		8002				
	User	Susan Terry		2017				

Search for an entry

- 1 From the Main Menu select Web Phone
- 2 In the Search: box start to enter the first few letters of the entry you require
- 3 The entries matching the text you have entered will be displayed.



If you wish you can continue to enter additional letters until the record you require appears at the top of the list.

Extension State

The Directory will display the current state of the relevant extension:

- This extension is currently free
- This extension is currently busy and on a call
- This extension has a call ringing that has not yet been answered

State	Type	Name	Company	Tel	Home	Mobile	Spare1	Spare2
	Department	Sales		8001				
	User	Simon Jones		2002				
	User	Sophie Elton		2024				
	Contact	Stacey Wodehouse	Fine Recruitment					
	Contact	Stephen Lee	Canterbury Computing					
	User	Stuart Gerrard		2030				
	Contact	Superior Signs		01727529330				
	Department	Support		8002				
	User	Susan Terry		2017				

Make a call via the Directory

- 1 From the Main Menu select Web Phone
- 2 Search for the entry required as described above
- 3 Within the Tel column click on the telephone number to be dialled
- 4 This number will be displayed within the Search: box and the call will be made

Transfer a call via the Directory

- 1 From the Main Menu select Web Phone
- 2 Search for the entry required as described above
- 3 Within the Tel column click on the telephone number to be dialled
- 4 This number will be displayed within the Search: box and the call will be made. The original call will be put on hold
- 5 Wait for the call to be answered and transfer the call as described in the Basic Call Handling
- 6 Transfer a Call section from page 4.

User Configuration

Call Waiting

The Call Waiting feature allows you to receive a second call while connected to another call.

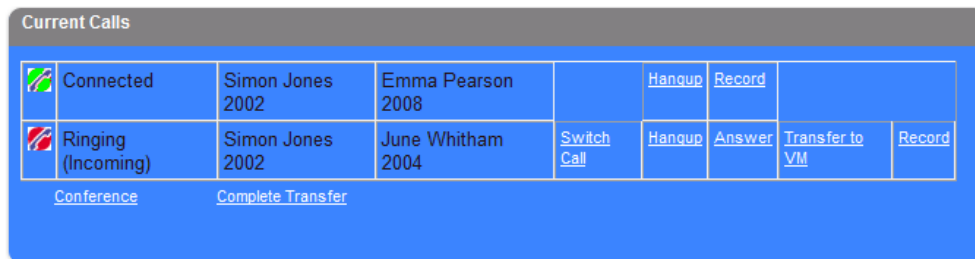
Turn on Call Waiting

- 1 From the Main menu select Settings
- 2 If necessary, select the General tab
- 3 From the Call Waiting list box select Enabled
- 4 Select Update or Apply to save the changes



Handling a waiting call

- 1 When a second call is received you will hear an intermittent beep via your telephone handset.
- 2 The Current Calls screen will display the details of the second call waiting to be answered.



- 3 Select Switch Call. The first call will be placed on hold.
- 4 You will now be connected to your second call.

Alternatively,

- 3 Select Hang up and your call will be passed to your Forward on Busy number (if set) or to your voicemail (if enabled) or your caller will get the busy tone

Alternatively,

- 3 Select Transfer to VM to transfer the call directly to your voicemail (this option will only be available if voicemail is enabled on your account).

When you have two calls active on your phone you can:-

- Select Switch Call to toggle between the two calls.
- Select Conference to create a 3-way conference between yourself and the two calls. (For further information please refer to the Conference Call section from page 4.)
- Select Complete Transfer to connect the two calls
- Select Hang Up to end the call you are currently connected to.

If you choose to ignore a call waiting the call will be automatically passed to your Forward on No Answer number (if set) or to your voicemail (if enabled), otherwise the call will continue to ring on your extension.

If the caller you are connected to hang ups use the Recall/Hold button on your handset to return to your other call.

Turn off the Intermittent Beep

When the Call Waiting feature is enabled you may not wish to hear the intermittent beep when a second call is received and may wish to be informed visually via VisionMobility only. This tone can be turned off as follows:

- 1 From the Main menu select Settings
- 2 If necessary, select the General tab
- 3 From the Call Waiting list box select No Beep
- 4 Select Update or Apply to save the changes

Please note that the Phone Tools option is not used with VisionMobility.

Turn off Call Waiting

- 1 From the Main menu select Settings
- 2 If necessary, select the General tab
- 3 From the Call Waiting list box select Disable
- 4 Select Update or Apply to save the changes

Remote PSTN

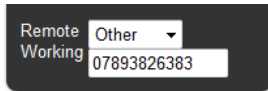
If you are a user of an analogue handset or a PCS 560, 570 or 580 you can use the Remote PSTN feature when you are, for example, working from home. This feature will allow you to receive and make calls from, for example, a home telephone or mobile as though you were in the office. This means callers/recipients will be unaware that you are working from home, you will not incur any call charges and you will be able to handle the call as if you were in the office, eg transfer calls.

Your System Administrator can configure this facility for you. Once set up you can use the Remote Working list box in your Quick Settings pane to turn this feature on or off. This list box will use your Home, Mobile, Spare 1 and/or Spare 2 Telephone Number fields if configured. These can be found within the My Numbers tab of your Settings configuration form.

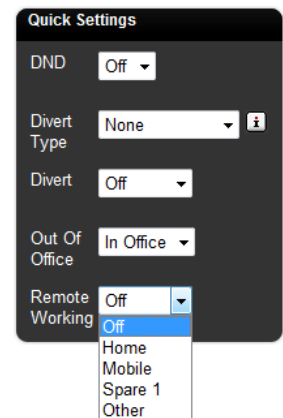
Turn on Remote PSTN

- 1 Within the Quick Settings pane, from the Remote Working list box, select the number you wish to select as your Remote PSTN number

If you select Other a text box will be displayed which will allow you to enter the number you require.



Remote Working: Other
07893826383



Quick Settings

DND: Off

Divert Type: None

Divert: Off

Out Of Office: In Office

Remote Working: Off (dropdown menu open showing: Home, Mobile, Spare 1, Other)

Turn off Remote PSTN

- 1 Within the Quick Settings pane, from the Remote Working list box, select Off at the top.

Please refer to your System Administrator for further information on the Remote PSTN feature.