

Splice**com**  
**maximiser**

Analogue Telephone &  
Voicemail User Manual

Oct 2004 Part No. DOC-MN-TELE-01





This manual describes how to use the system, it does not cover details of the specific telephone on your desk.

## Basics

**To make a Call:** Pick up the handset and dial the number e.g. 02087654321 - there is no need to dial a 9 prefix but if you do, the call will still get through. Both 999 and 9999 will call the emergency services.

**Receiving a call:** If your telephone has caller display, it will display details of the incoming call on the screen e.g.

02087654321  
SUSAN SMIT-BRIAN

The first line is the caller's telephone number. The -Brian is who the call is for; this could also say Main or Sales etc. The Susan Smit is as much of the caller's name as can be fitted into the remaining display. The system administrator must enter the names into the system. (Maximum 10,000)

**Holding a call:** Press the "recall" button on the telephone. You will hear the dial tone, the other end will hear a hold message/music (external) or beep (internal). The call will remain on hold until you press "recall" again, or hang up.

**Transferring a call:** Answer the call, then press "recall" - you should hear the dial tone. Dial the internal/external number required.

If you hear ringing you can then replace your handset and the caller will go to the destination - this is known as blind transfer.

OR - For an announced transfer: -  
You hear ringing and wait till the destination answers.

If the destination is willing to take the call - replace the handset to complete the transfer.

If the destination is unwilling to take the call - press "recall" to clear that call and talk to the caller again. You will be returned to the original caller if/when the destination hangs up.

**Call waiting:** During a call you hear a beep in your ear - this indicates you have another call waiting. If you ignore it, the beep will repeat every few seconds for 20 seconds, then go to an alternative e.g. voicemail.

You can press "recall" to put the original caller on hold and talk to the new call. Once you have finished, you can press "recall" to clear the call and return to the original call.

OR  
Conclude the original call and put the handset down, the original call will clear and the new one will ring.

**Voicemail:** If you have a caller display telephone it may display that you have messages. To check or listen to your messages dial 1571 (configurable) - messages are then played in the order

recorded. Messages are stored until you listen to them. Once you have listened to a message it is automatically deleted after 7 days. While listening to a message you can press "3" to delete it. A message is marked as heard once you have listened to the first 10 seconds. The inbuilt "help" should enable you to use voicemail effectively.

**Interrupted dial tone:** You have new voicemail messages, or your phone will not ring due to forwarding or do not disturb options being set.

## System Capabilities

The maximiser system has many features to assist you. For example;

- Voicemail can be collected remotely by entering your account (extension) number and/or access code (pin/password). Additionally the system can be set to recognise other numbers e.g. your mobile number, and allow you direct access to your voicemail without any additional keying.
- You can be notified of a voicemail being left by SMS, email or telephone call.
- Calls can be forwarded to colleagues or mobiles by dialling codes from your telephone; this can also be done locally or remotely via voicemail. This allows you to work from home without giving out your home number.
- Calls can ring on both your desk telephone and your mobile simultaneously allowing you to escape your desk without losing contact.
- "Do not disturb" can be set to stop general calls, but friends (specific callers) can still be allowed through.
- Calls can be parked on the system then picked up later by any extension.
- All the telephones in your area can be placed in a group and a special code set up which allows you to answer any ringing phone without leaving your desk.
- Calls to a department/office can be organised to ring a few phones initially then additional phones if the call has not been answered after 15 seconds.
- Calls can be routed differently depending on time of day/day of week.
- The system can announce your outside calls either as your direct dial number or the main number.
- SpliceCom's PCS 50 software application can be used to control your telephone from a Windows PC.





## Voicemail Overview

The voicemail system is available to answer your telephone when you are busy or unavailable. Typically your voicemail will answer any call that has rung for 20 seconds (configurable).

It can store approximately 30 hours of mail and each message can be up to 5 minutes long.

You can customise the greeting your caller hears at any time from any telephone.

You can be advised of any new messages via the caller display phone on your desk, a telephone call, an email, an SMS to your mobile, or a combination of these methods.

Messages are stored until you listen to them. Once you have listened to a message it is automatically deleted after 7 days. A message is marked as heard once you have listened to the first 10 seconds.

You can also store a message permanently or forward it to a colleague as a voicemail or copy to yourself as an email.

The caller can press 0 to be transferred to another destination, perhaps a colleague.

Voicemail can be listened to on any telephone. Access can be pin/password protected. The system can be configured to recognise your mobile or home number and give you instant access to your messages.

### Note

The system can be configured to ring your desk phone then ring your mobile (or both together) then record a voicemail message. This enables you to have only one contact number and one voicemail system. Any mobile voicemail service must be disabled, or set to not cut in before the system voicemail.

## Voicemail Commands

**Leaving a message:** Press # to cut the greeting and start recording. Press 0 during the greeting/recording to be transferred (if configured).

**Collecting a message:** Messages can be collected by dialling 1571 from your telephone, dialling a general number configured by your administrator, dialling the external (DDI) number for the voicemail, or dialling your number then pressing \* during the greeting.

Depending on the system configuration and where you are calling from, you may be prompted for an account (extension) number and/or access code (pin/password).

The voicemail will then automatically play your new messages in time order and then any old messages.





**Voicemail navigation:** You can navigate your way through messages, if required, by pressing buttons. It is probably easier to remember them by referring to the chart below:

1 Play help	2 Skip forward 2 seconds >>	3 Delete this message
4 Play previous message <	5 Forward this message	6 Play next message >
7 Save this message	8 Skip back 2 seconds<<	9 This caller's number
* Config. options	0 Return this call	#

- 5 Forwarding options:**
- 1 - Copy to another voicemail user with a message from you.
  - 2 - Copy to another voicemail user.
  - 3 - Copy to your email address.
  - 0 - Abandon

- \* Configuration options:**
- 1 - Play "help".
  - 2 - Record a new greeting.
    - 1 - Options.
    - 2 - Record a new greeting.
    - 3 - Delete any new recording or restore default greeting.
    - 7 - Save new greeting (hanging up will do the same).
    - 0 - Abandon
  - 3 - Select forwarding.
    - 1 - Options.
    - 2 - Cancel forwarding.
    - 3 - Forward personal/direct calls to home number.
    - 4 - Forward personal/direct calls to mobile number.
    - 5 - Forward personal/direct calls to spare1 number.
    - 6 - Forward personal/direct calls to spare2 number.
    - 7 - Forward personal/direct calls to your current number.
    - 0 - Abandon
  - 4 - Add a voice tag/name to number (will then play before messages).
    - 1 - Options
    - 2 - Record new tag
    - 3 - Delete tag
    - 7 - Save tag.
    - 0 - Abandon.