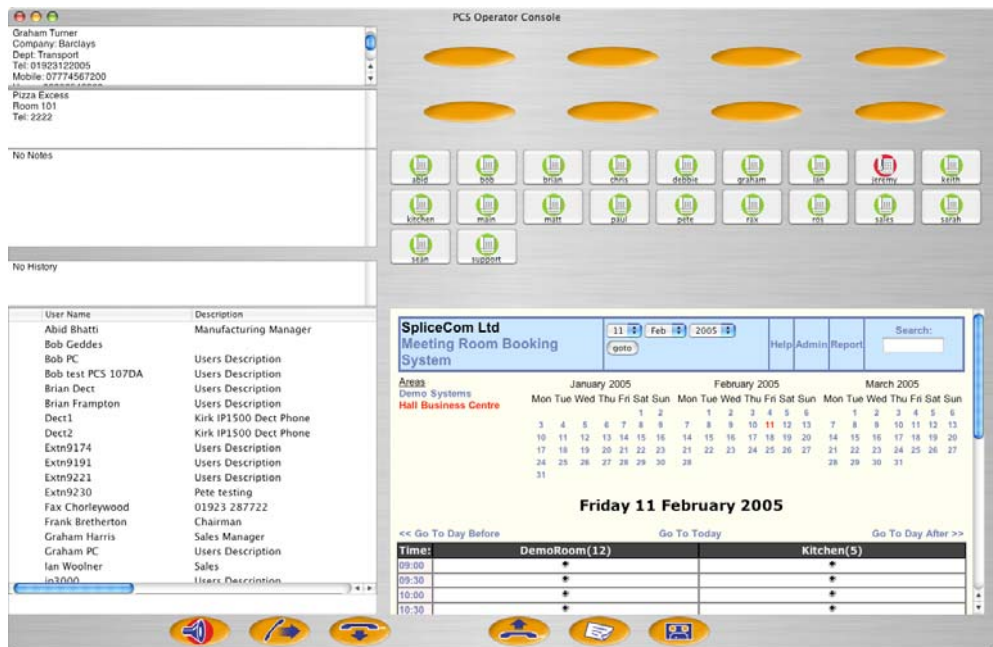


Splicecom

PCS proactive communication station

User Manual for the PCS Operators Console

What's New in Version 3.2



Call Pick Up

If you are currently on a call when you pick up a ringing call your original call will be parked in the first available park slot.

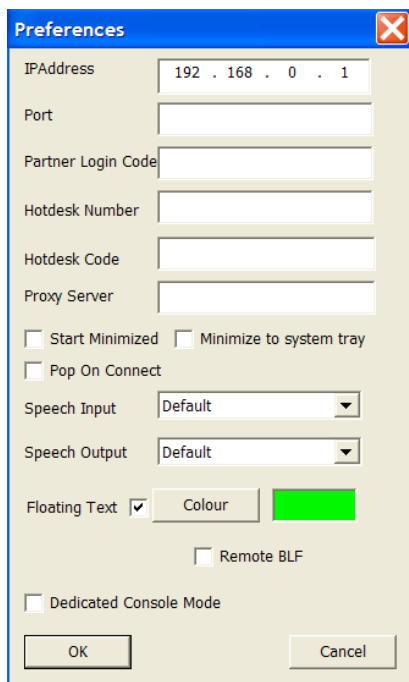
Working with Contacts

You will only be able to add or delete a Contact or make a change to an existing Contact if given the required permission. Please refer to your system administrator for further information.

Recording a Call

Please note: The use of this feature is controlled by your System Administrator. If the Record option is not available please refer to your System Administrator for further information.

Preferences



Proxy Server: the IP address of the proxy server to be used by the PCS OC when viewing web pages. Please refer to your system administrator for further information.

Start Minimized: This option, if selected, will automatically minimise the PCS OC to the System Tray when the application is opened. This feature will operate when the application is next started and will also tick the Mimimize to System Tray option, if not already selected.

Pop On Connect: this feature is used in conjunction with the Minimize to System Tray feature and when the PCS OC is used in partner mode. If enabled the application will pop up once the call has been answered by the handset.

Remote BLF: this option will enable or disable the busy lamp field feature when this PCS OC is used across, for example, a VPN connection. **Please note: do not use this feature when this PCS OC is used on the local LAN.**

Keyboard Short cuts

On-Hook

Windows	Apple Mac	
F1	Cmd+1	Go off-hook
F5	Cmd+5	Go to Contacts Directory
F6	Cmd+6	Go to Users Directory
F7	Cmd+7	Go to Departments Directory
F8	Cmd+8	Create a new Contact
F10	Cmd+0	Enter an Account Code

Browsing Web Pages

CTRL+C	Cmd+C	Copy to the clipboard
Backspace	Backspace	Back one page

Receiving a Call

Enter	Enter	Answer a call
CTRL+A		Answer a call

Answered Call

F1	Fn+F1	Park a call on Park icon 1
F2	Fn+F2	Park a call on Park icon 2
F3	Fn+F3	Park a call on Park icon 3
F4	Fn+F4	Park a call on Park icon 4
F5	Cmd+5	Go to Contacts Directory
F6	Cmd+6	Go to Users Directory
F7	Cmd+7	Go to Departments Directory
F8	Cmd+8	Create a new Contact using the number from the connected call
F10	Cmd+0	Enter an Account Code

Esc	Esc	Clear current call
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Multiple Calls

Enter	Enter	Transfer a call
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Contacts / Users / Departments Directories

Enter	Enter	Dial the selected entry
CTRL+I	Cmd+I	View the selected User's or Contact's details
CTRL+S	Cmd+S	Further Numbers - access all numbers stored for the select User or Contact or access the voicemail button for the selected User or Department
Esc	Esc	Close the open window
F9	Cmd+9	Toggle between displaying Contacts by Company Name or Contact Name

Further Numbers

T	T	Dial the Telephone number
M	M	Dial the Mobile number
H	H	Dial the Home number
1	1	Dial the Spare1 number
2	2	Dial the Spare2 number