

VisionMobility User Manual

Vision 1.2
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Vision/Mobility User Manual
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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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Introduction

About this manual

This manual contains all that you need to know to operate your VisionMobility software being run via a SpliceCom **maximiser** system using version 3.2 software.

This manual assumes that your User account has been configured to enable you to use the VisionMobility software. If this is not the case please refer to your System Administrator for further assistance.

Your User Account

You are a “User” of the SpliceCom **maximiser** telephone system and as such you have a User account on the system. Your User name will be used to identify you as you make, receive and transfer calls. Each of your colleagues will also have a User account and will be identified in the same way, by their User name. A list of the Users of your **maximiser** system can be viewed via the Directory as explained in the Directory section from page 10.

Your User account will have been configured to enable VisionMobility to partner your telephone handset. Your telephone conversations will be via the handset but VisionMobility will assist you to handle calls quickly and efficiently. Further telephony features, not covered in this manual, are available via your handset. Please refer to your System Administrator for further details.

Logging on

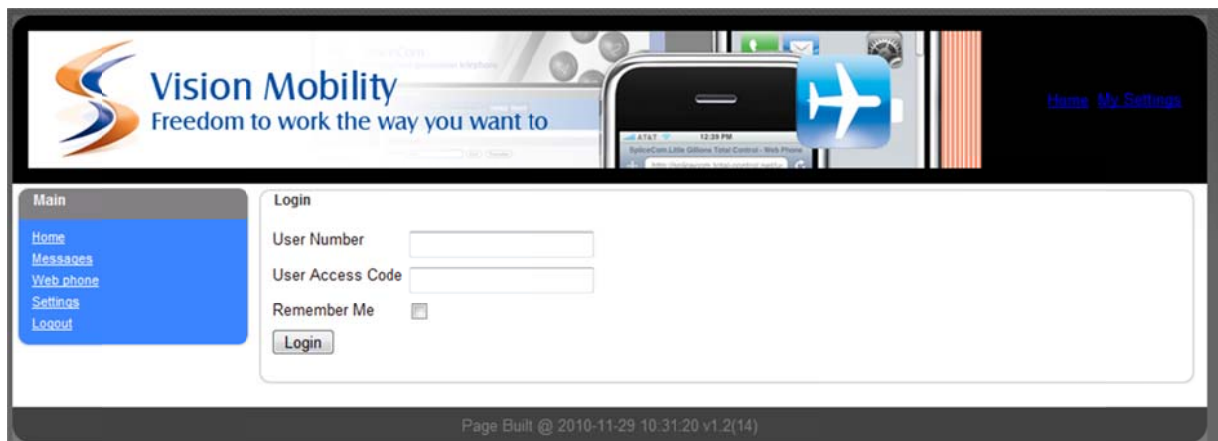
In order to use the VisionMobility application you will require your extension number and Voicemail Access Code. You will also need the IP address of the Vision server. Please refer to your System Administrator if you require assistance with this information.

Using the web browser on your PC enter the follow URL:

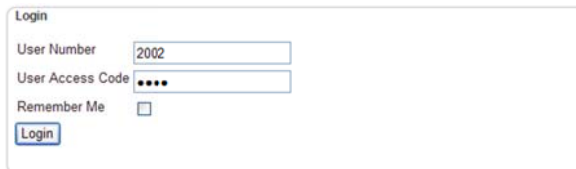
http://ip address of the vision server/visionmobility

eg *http://192.168.0.251/visionmobility*

You will be presented with the following screen:



- 1 In the User Number field enter your extension number
- 2 In the User Access Code field enter your Voicemail Access Code
- 3 Select Remember Me if you wish your PC to store this information ready for the next time you log in.

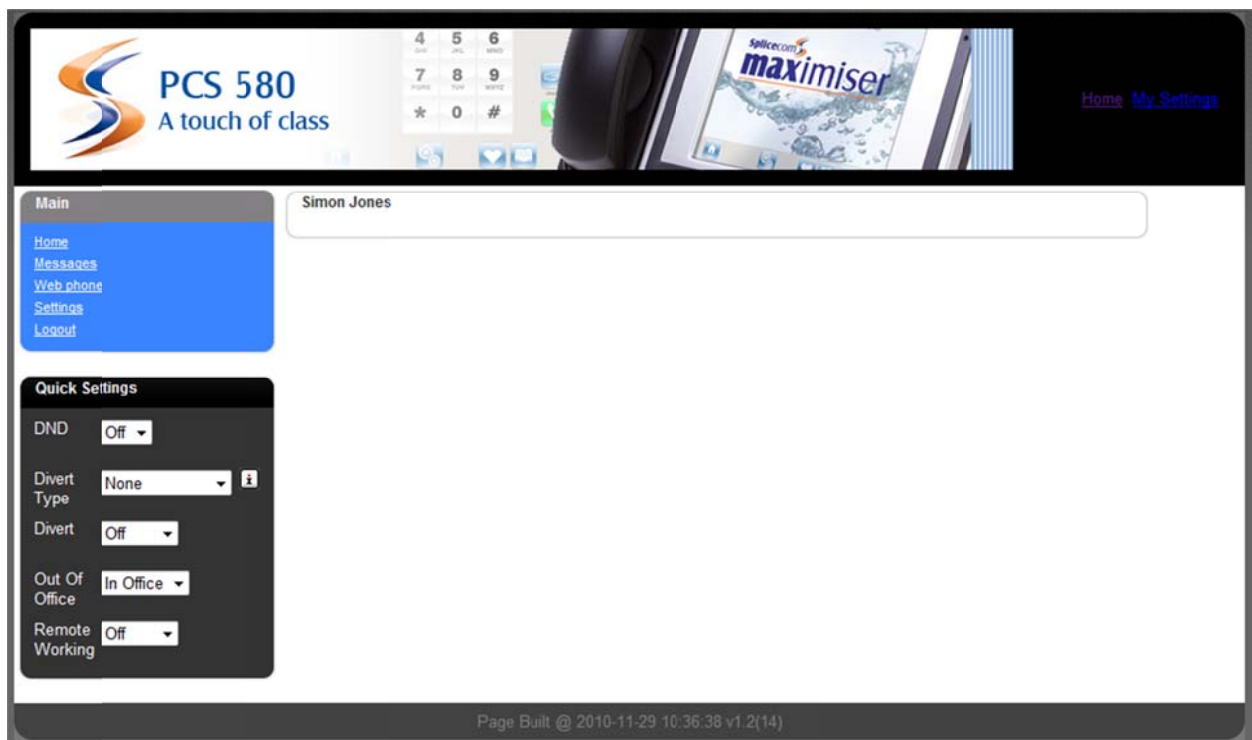


The screenshot shows a login form with the following fields and options:

- User Number:** A text input field containing the number "2002".
- User Access Code:** A text input field containing four asterisks "****".
- Remember Me:** A checkbox that is currently unchecked.
- Login:** A blue button with the text "Login".

- 4 Select the Login button

You will be presented with the VisionMobility application similar to the following diagram. Your User Name will be displayed at the top.



(Please note that this diagram shows VisionMobility before any calls have been received by your extension, otherwise calls made and received on your phone will be listed.)

If you enter the incorrect log in details the Login failed message will be displayed at the bottom of the VisionMobility pane and the Login screen will be available to enter your log in details again.



The screenshot shows a login form with the following elements:

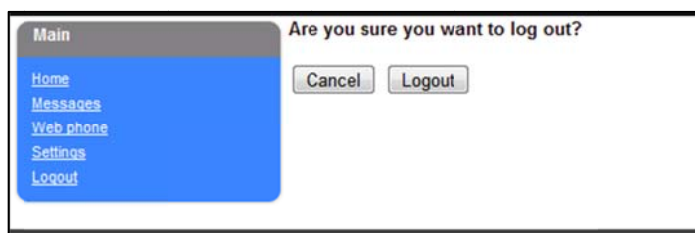
- Login** (Section Header)
- User Number** (Text label) followed by an empty input field.
- User Access Code** (Text label) followed by an empty input field.
- Remember Me** (Text label) followed by an unchecked checkbox.
- Login** (Submit button).

Below the form, the text **Login failed** is displayed in red.

Logging off

If you no longer wish to use VisionMobility you can log out of the application as follows:

- 1 From the Main menu select Logout
- 2 You will be asked if you are sure you want to log out



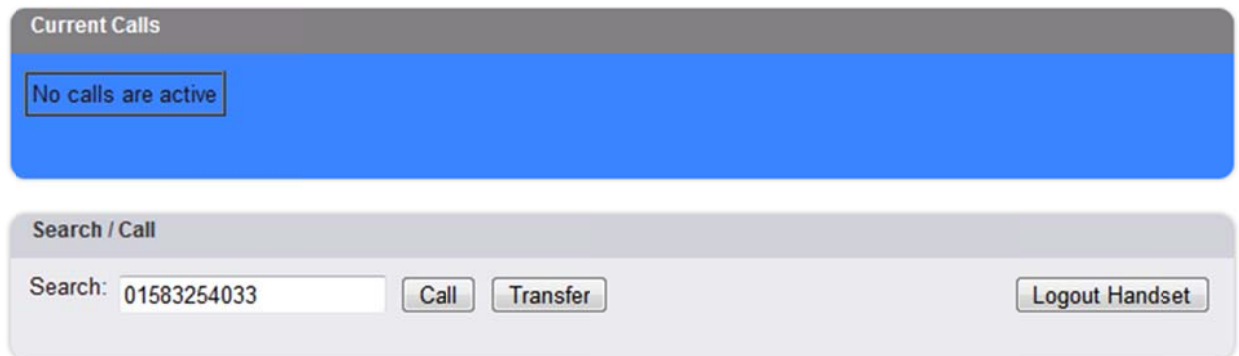
- 3 Select the Logout button (or the Cancel button if you have changed your mind)
- 4 The Login screen will now be displayed enabling you or another colleague to log in when required.

Alternatively, you can close your browser session to log out of VisionMobility

Basic Call Handling

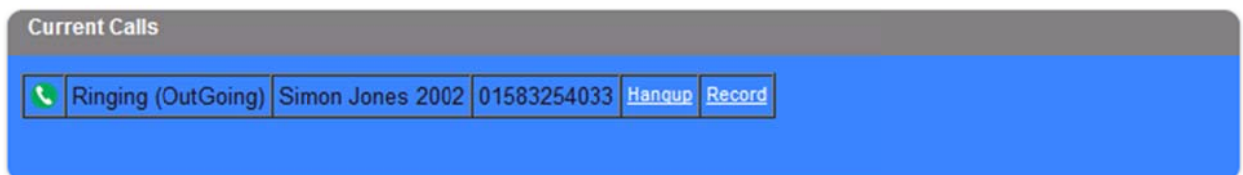
Make a Call

- 1 From the Main menu select Web Phone
- 2 In the Search: box enter the internal or external number you wish to dial



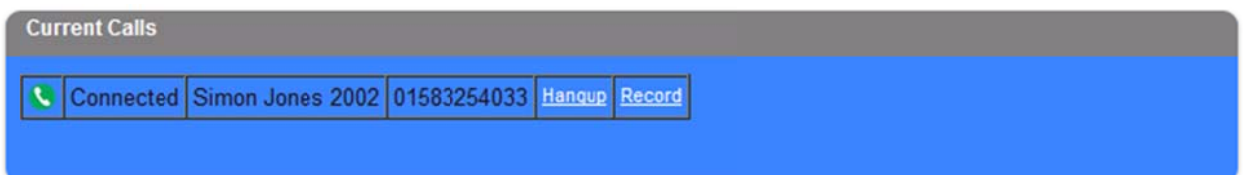
The screenshot shows the 'Current Calls' pane with a blue background and a grey header. Below the header, a blue box contains the text 'No calls are active'. Below this, a grey box labeled 'Search / Call' contains a search input field with the number '01583254033', a 'Call' button, a 'Transfer' button, and a 'Logout Handset' button.

- 3 Select the Call button
- 4 The Current Calls pane will display the details of your call



The screenshot shows the 'Current Calls' pane with a blue background and a grey header. Below the header, a blue box displays a call in progress: 'Ringing (OutGoing) Simon Jones 2002 01583254033' with 'Hangup' and 'Record' buttons.

- 5 Once the call is answered the Current Calls pane will display that the call is connected.



The screenshot shows the 'Current Calls' pane with a blue background and a grey header. Below the header, a blue box displays a call connected: 'Connected Simon Jones 2002 01583254033' with 'Hangup' and 'Record' buttons.

Please note:

- 1 If you dial a number via your handset the call details will also be displayed in the Current Calls Pane.
- 2 If you are using an analogue handset and make a call before lifting your handset your phone will ring until you do so.

Answer a Call

- 1 On receiving a call answer the call via your handset
- 2 The call details will be displayed within the Current Calls pane which can be displayed by selecting Web Phone from the Main menu



Alternatively,

- 1 On receiving a call, from the Main menu select Web Phone
- 2 The details of the call will be displayed within the Current Calls pane



- 3 Select Answer. If you are using an analogue handset your phone will ring until you lift your handset.

Once the call has ended the details of the call will be displayed in your calls history. For further details please refer to the Calls History section from page 13.

Reject a call

- 1 If you do not wish to answer a call, from the Main menu select Web Phone
 - 2 Within the Current Calls pane select Hang up
 - 3 The call will be passed to your Forward on Busy number (if set) or passed to your voicemail (if enabled) or cancelled
- or
- 2 Within the Current Calls pane select Transfer to VM
 - 3 The call will be passed directly to your voicemail (if enabled)



For further details on using voicemail please refer to the Voicemail section from page 27.

End a Call

- 1 End the call via your handset
- or
- 1 From the Main menu select Web Phone
 - 2 Within the Current Calls pane select Hang up

Current Calls						
	Connected	Simon Jones 2002	Highland Ltd 02085382355	Hangup	Record	

Place a call on hold

- 1 From the Main menu select Web Phone
- 2 Ensure that the Search: box is empty
- 3 Select the Call button
- 4 A second call with a status of "Proceeding" will be displayed in the Current Calls pane. (Note that the first call is displayed with a red icon to indicated this call is on hold.)

Current Calls						
	Connected	Simon Jones 2002	Highland Ltd 02085382355	Switch Call	Hangup	Record
	Proceeding	Simon Jones 2002			Hangup	Record

- 5 To return to the original caller select Hang up beside this new call (displayed with a green icon)

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.

Current Calls						
	Connected	Simon Jones 2002	Highland Ltd 02085382355	Switch Call	Hangup	Record
	Ringing (OutGoing)	Simon Jones 2002	2035		Hangup	Record

- 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)

Current Calls						
	Connected	Simon Jones 2002	Highland Ltd 02085382355	Switch Call	Hangup	Record
	Connected	Simon Jones 2002	2035		Hangup	Record
Conference		Complete Transfer				

- 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 (then if you are using an analogue handset 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 You can repeat steps 6 and 7 as often as required
- 9 Finally, select Complete Transfer to connect the two calls (regardless of which call you are currently connected to).

Unannounced Transfer (Blind Transfer)

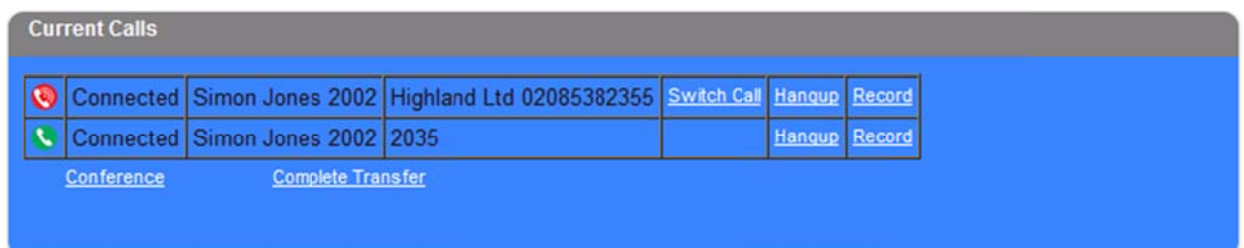
- 1 From the Main menu select Web Phone
- 2 In the Search: box enter the internal or external number you wish to transfer the call to
- 3 Select the Transfer button.
- 4 You will no longer have control of the call

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.

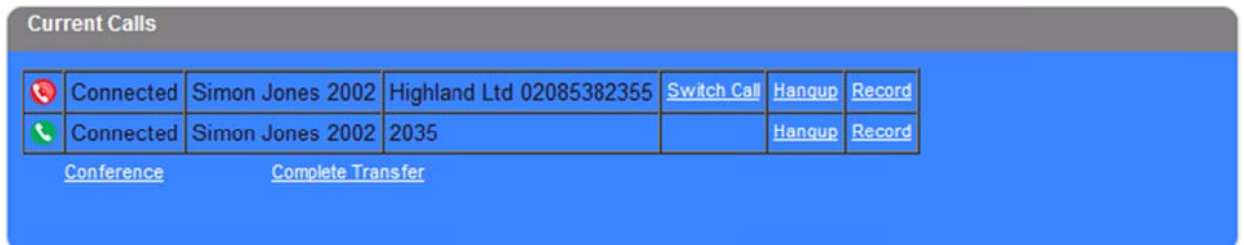


If you wish to connect the two calls and remove yourself from the conference select Complete Transfer.

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, if you are using an analogue handset, use the Recall/Hold button on your handset to return to the other call.

You can select Complete Transfer to connect the two calls and relinquish your control of the calls.

End a conference call

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

Call Recording

Your SpliceCom **maximiser** telephone system can be configured to record your calls either automatically or when activated by yourself via your handset or VisionMobility application. Please refer to your System Administrator for details on how call recording is set up on your system.

Manually record a call

When you make or answer a call if the Record option is available within the Web Phone screen you can choose to record the conversation as follows:

- 1 From the Main menu select Web Phone (if not already selected)



- 2 Beside the current call select Record
- 3 Cancel Recording will now be displayed indicating that the conversation is being recorded.



If you wish to stop recording the call select Cancel Recording at any time during the call, otherwise the recording will stop when the call is ended.

The recording will be stored as a voicemail message and can be accessed as described in the Listen to a message section from page 27.

Automatic Call Recording

If after making or answering a call the Cancel Recording option is displayed beside the current call in the Web Phone page your system has been configured to automatically record your calls.



For details on where these recordings will be stored and how to access them please refer to your system administrator.

If you wish to cancel the call recording, when taking credit card details for example, select Cancel Recording and call will no longer be recorded. You can instigate the recording again by selecting Record beside the current call.

Your system may be configured so that you cannot cancel the recording of the call, if this is the case, please refer to your system administrator for further details if required.

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>		01727528330				
	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.




Search:

State	Type	Name	Company	Tel	Home	Mobile	Spare1	Spare2
	Contact	Superior Signs		01727529330				
	Department	Support		8002				
	User	Susan Terry		2017				

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

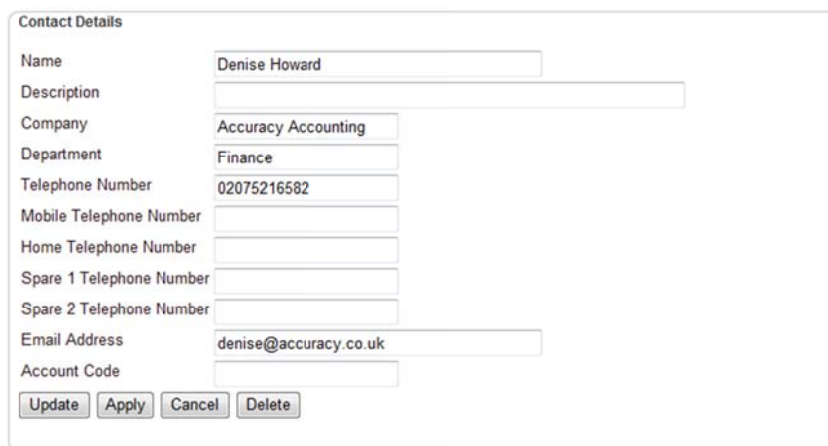
- 1 From the Main Menu select Web Phone
- 2 Search for the entry required as described above
- 3 Within the Tel column click on the telephone number to be dialled
- 4 This number will be displayed within the Search: box and the call will be made. The original call will be put on hold
- 5 Wait for the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

Managing Contacts

Create a new Contact

A new Contact will be saved in the centralised database and therefore will be available to all Users of your telephone system.

- 1 From the Main Menu select Web Phone
- 2 At the bottom of the Directory select the New Contact button
- 3 The Contact Details form will be displayed. Enter all the information required.
- 4 Select Update or Apply to save the new Contact



The screenshot shows a 'Contact Details' form with the following fields and values:

Name	Denise Howard
Description	
Company	Accuracy Accounting
Department	Finance
Telephone Number	02075216582
Mobile Telephone Number	
Home Telephone Number	
Spare 1 Telephone Number	
Spare 2 Telephone Number	
Email Address	denise@accuracy.co.uk
Account Code	

At the bottom of the form are four buttons: Update, Apply, Cancel, and Delete.

- 5 This Contact will now be listed in the Directory.

Amend a Contact





- 1 From the Main Menu select Web Phone
- 2 Within the Directory search for the entry required
- 3 Select the Contact required by clicking on the Name field
- 4 The Contact Details form will be displayed
- 5 Make the changes required
- 6 Select Update or Apply to save the changes

Delete a Contact

- 1 From the Main Menu select Web Phone
- 2 Within the Directory search for the entry required
- 3 Select the Contact required by clicking on the Name field
- 4 The Contact Details form will be displayed
- 5 Select Delete to remove the Contact from the central database
- 6 You will be asked if you wish to delete this item. Select OK.

Calls History

The details of the calls received & made by your phone are displayed in the calls history list which can be accessed by selecting Messages from the Main menu. (By default your calls history will be displayed in your home page unless configured otherwise. Please refer to the Changing your Home Page section from page 25 for further details.)

Simon Jones			
Name	Number	Time/Date	State
 Stuart Gerrard	2030	16:30 17/3/2010	
 Barry Kennedy	2032	16:26 17/3/2010	
 Emma Pearson	2008	16:00 17/3/2010	
 Highland Ltd	02085382355	16:00 17/3/2010	
 Emma Pearson	2008	15:59 17/3/2010	
 Emma Pearson	2008	15:59 17/3/2010	
 Highland Ltd	02085382355	15:55 17/3/2010	
 Highland Ltd	02085382355	15:55 17/3/2010	
 Highland Ltd	02085382355	15:54 17/3/2010	
	01583254032	15:52 17/3/2010	

Call State



Answered incoming call



Missed incoming call – indicates that the call was not answered by yourself or by voicemail



Answered outgoing call



Unanswered outgoing call

Last Missed Call

Simon Jones

Last Missed Call
 From: [02085382355](#)
 At: 11:13 29/11/2010

Missed Calls: 1
 Other Messages: 10

Details of the last missed call will be displayed within the Home page and Web Phone page together with the total number of missed calls. You can ring back this caller by clicking on the number displayed within the From: field. (Please note that this facility will only be available if the caller's number was presented with the call.)

Ring back a caller or Redial a number

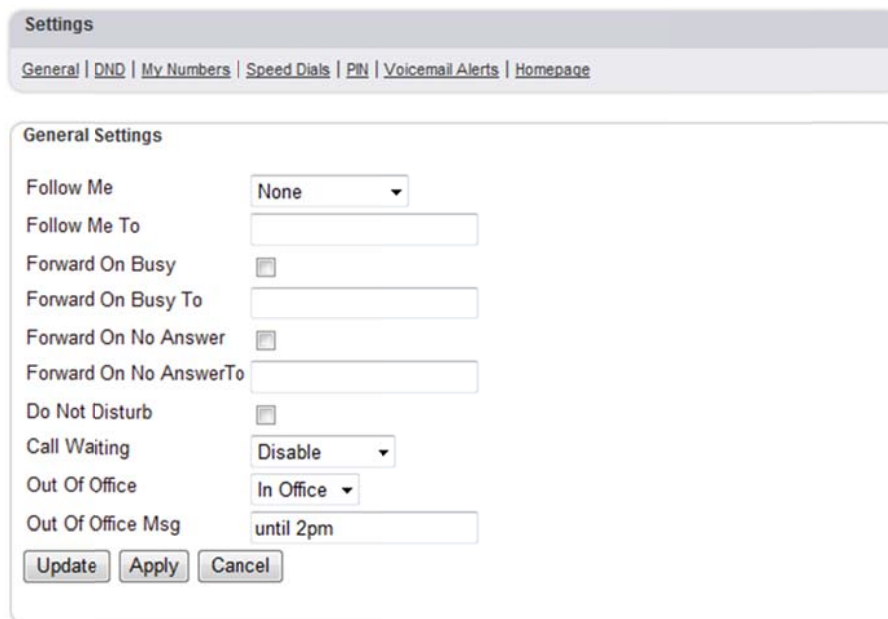
- 1 From the Main menu select Messages
- 2 The number received with the call or previously dialled will be displayed in the Number column
- 3 Click on this number
- 4 You will be asked if you are sure you wish to dial this number
- 5 Select OK to make the call

Please note that the Ring Back facility will only be available if the caller's number was presented with the call.

User Configuration

The **maximiser** system gives you the ability to configure features such as call waiting, forwarding, do not disturb and speed dials on your extension. VisionMobility enables you to configure these facilities via an easy to use dialog box or via the Quick Settings pane.

The Settings form can be accessed by selecting Settings from the Main menu.



The screenshot shows the 'Settings' dialog box with the 'General' tab selected. The 'General Settings' section includes the following fields and controls:

- Follow Me:** A dropdown menu set to 'None'.
- Follow Me To:** An empty text input field.
- Forward On Busy:** A checkbox that is unchecked.
- Forward On Busy To:** An empty text input field.
- Forward On No Answer:** A checkbox that is unchecked.
- Forward On No Answer To:** An empty text input field.
- Do Not Disturb:** A checkbox that is unchecked.
- Call Waiting:** A dropdown menu set to 'Disable'.
- Out Of Office:** A dropdown menu set to 'In Office'.
- Out Of Office Msg:** A text input field containing 'until 2pm'.

At the bottom of the form are three buttons: 'Update', 'Apply', and 'Cancel'.

Call Forwarding

The Call Forwarding facility enables you to forward calls to a colleague or to your mobile, for example, when you are out of the office, not at your desk or on another call to ensure your callers can reach you wherever you are or to ensure your calls are dealt with by another member of staff.

Please note:

- When Follow Me or Forwarding has been set your handset will provide a broken dial tone to remind you that this feature has been enabled.
- If your calls are forwarded to an internal extension and that extension is busy or not answered the caller will be passed to your voicemail (if enabled) or the call will be logged as a missed call on your extension.

Using Follow Me

This facility allows you to configure your extension so that your calls follow you to an internal extension or to an external number so that when you are, for example, working at another desk, working at home, or using your mobile etc, your calls will still reach you. You could also use this feature when you are, for example, on holiday and wish all your calls to be diverted to your assistant or another colleague.

Turn on Follow Me

- 1 From the Main menu select Settings
- 2 If necessary, select the General tab

- 3 From the Follow Me list box select one of the following:
 - a. Personal – all calls to your extension and direct line number will be forwarded
 - b. Dual Personal – all calls to your extension and direct line number will be forwarded, however your extension will also ring. This will ensure that you can pick up the call wherever you are.
 - c. All – all calls to your extension, direct line number and your Department calls will be forwarded
 - d. Dual All – All calls to your extension, direct line number and your Department calls will be forwarded, however your extension will also ring. This will ensure that you can pick up the call wherever you are.
- 4 In the Follow Me To field enter the internal or external number to which calls are to be forwarded.
- 5 Select Update or Apply to save the changes.

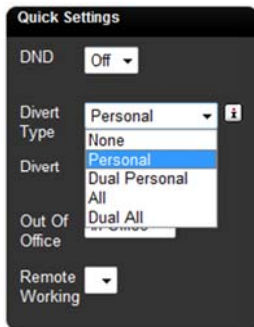


Turn off Follow Me

- 1 From the Main menu select Settings
- 2 If necessary, select the General tab
- 3 From the Follow Me list box select None
- 4 Select Update or Apply to save the changes

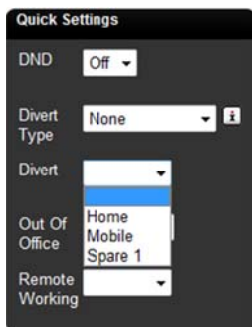
You do not need to remove the Follow Number as you may wish to use this number again.

Quick Settings



Once a Follow Me number has been entered, the Follow Me facility can be turned on and off via the Quick Settings pane.

- 1 From the Main menu select Home
- 2 Within the Quick Settings pane, from the Divert Type list box select the Follow Me mode required



Alternatively,

If you have entered your Home, Mobile, Spare 1 and/or Spare 2 Telephone Number fields, which can be found within the My Numbers tab of your Settings configuration form, you can also enter your Follow Me To number via the Quick Settings pane. (Please refer to the Personal Numbers section from page 21 for further information.)

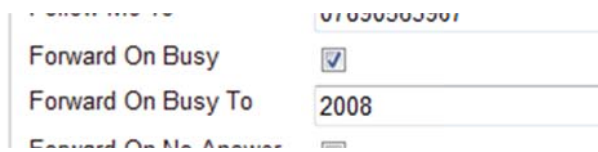
- 1 From the Main menu select Home
- 2 Within the Quick Settings pane, from the Divert list box select the number to be entered into your Follow Me To field.

Forward on Busy

The Forward on Busy feature will redirect your calls to an internal or external number when you are on a call. This is useful if you wish to ensure your calls are answered by your assistant or another member of your team.

The feature can be turned on as follows:

- 1 From the Main menu select Settings
- 2 If necessary, select the General tab
- 3 Select the Forward on Busy tick box
- 4 In the Forward on Busy To field enter the internal or external number to which calls are to be forwarded.
- 5 Select Update or Apply to save the changes



To turn off this feature de-select the Forward On Busy tick box

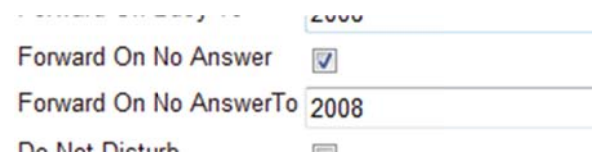
When this feature is set, if you reject an incoming call by selecting Hang Up within the Current Calls pane, the call will be routed to your Forward on Busy number.

Forward on No Answer

The Forward on No Answer feature will redirect your calls to an internal or external number when you do not answer your extension. This is useful if you wish to ensure your calls are answered by your assistant or another member of your team or redirected to your mobile when you are temporarily away from your desk.

The feature can be turned on as follows:

- 1 From the Main menu select Settings
- 2 If necessary, select the General tab
- 3 Select the Forward on No Answer tick box
- 4 In the Forward on No Answer To field enter the internal or external number to which calls are to be forwarded.
- 5 Select Update or Apply to save the changes

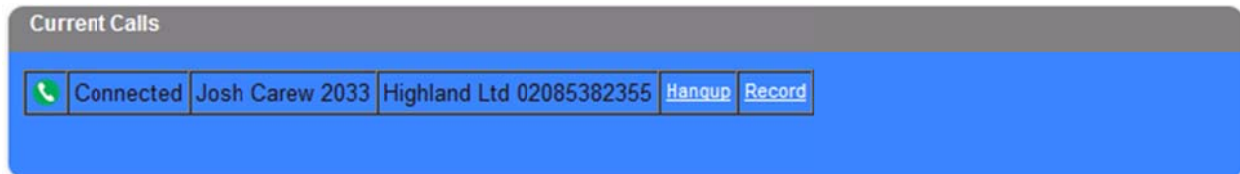


To turn off this feature de-select the Forward On Busy tick box

By default, your extension will ring for 20 seconds before your extension is considered not answered. Your System Administrator will be able to tell you if this default setting has been changed.

Receiving a Forwarded Call

When a colleague's calls have been forwarded to your extension your colleague's details will be displayed in Call Status. This information will enable you to identify and answer a forwarded call in the required manner..

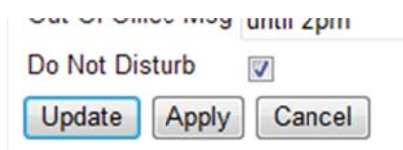


Do Not Disturb

The Do Not Disturb facility allows you set your extension as permanently busy. This useful if, for example, you are holding a meeting in your office and do not wish to be disturbed.

Turn on Do Not Disturb

- 1 From the Main menu select Settings
- 2 Select the General or DND tab
- 3 Select the Do Not Disturb tick box
- 4 Select Update or Apply to save the changes



Your calls will be automatically passed to your Forward on Busy number (if configured) or to your voicemail (if enabled) or your callers will receive the busy tone.

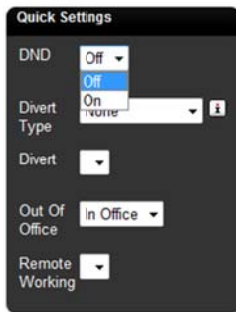
Your telephone handset will provide a broken dial tone to remind you that this feature has been enabled. The Home page and Web Phone page will also remind you that this feature has been enabled.



Turn off Do Not Disturb

- 1 From the Edit menu select Settings
- 2 Select the General tab
- 3 De-select the Do Not Disturb tick box
- 4 Select OK or Save

Quick Settings



Do Not Disturb can be turned on and off via the Quick Settings pane

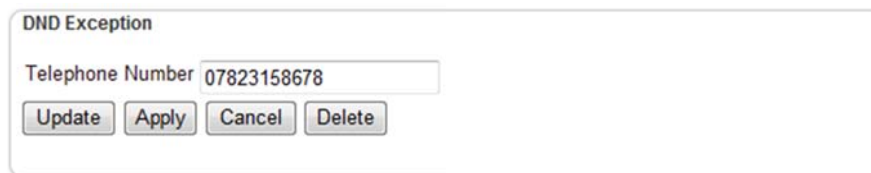
- 1 From the DND list box select Off or On.

Do Not Disturb Exception Number

You may wish to turn on Do Not Disturb but still receive a call from a colleague or an external number. The relevant number can be set as a Do Not Disturb exception as follows.

Entering a DND Exception Number

- 1 From the Main menu select Settings
- 2 Select the DND tab
- 3 Select the Add DND Exception button
- 4 In the Telephone Number field enter the internal or external number required



- 5 Select Update or Apply to save the number

The number will be displayed within the DND Exceptions list.



Once a DND Exception number has been entered whenever you turn on Do Not Disturb you will still receive calls from this number. These numbers can stay in the list as long as required to be used each time you turn on Do Not Disturb. (Please note that this feature will only be available if the exception number is presented when a call is received.)

Edit a DND Exception Number

- 1 From the Main menu select Settings
- 2 Select the DND tab
- 3 Select the number to be amended. This will take you to the Telephone Number field.
- 4 Make the changes required

- 5 Select Update or Apply to save the changes

Removing a DND Exception Number

- 1 From the Main menu select Settings
- 2 Select the DND tab
- 3 Select the number to be deleted. This will take you to the Telephone Number field.
- 4 Select the Delete button
- 5 You will be asked if you are sure you wish to delete this item
- 6 Select OK to delete the entry

Call Waiting

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

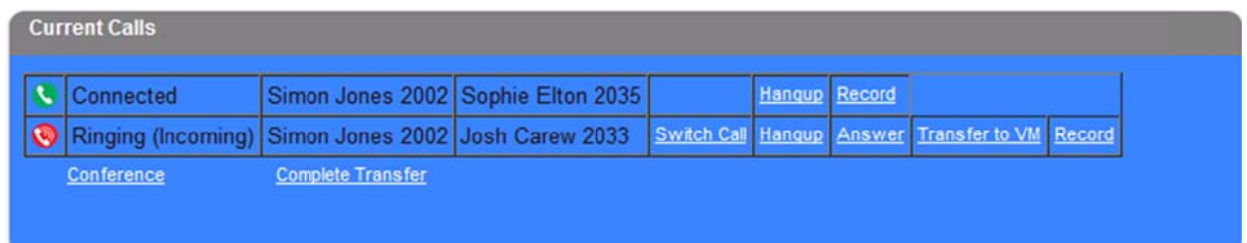
Turn on Call Waiting

- 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.

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 7.)
- Select Complete Transfer to connect the two calls
- Select Hang Up to end the call you are currently connected to.

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

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.

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

Out of Office Message

When you are unable to answer your phone you may wish to inform your colleagues of your whereabouts and when you will be available. An Out of Office Message can be configured and this will be displayed on your colleagues' PCS 60, 50, 100, 410, 560, 570 or 580 when they attempt to call you.

Setting an Out of Office Message

- 1 From the Main menu select Settings
- 2 If necessary, select the General tab
- 3 From the Out of Office list box select Meeting, Lunch, Holiday or Off Site
- 4 In the Out of Office Msg text box enter the message that will accompany the above message eg "until Monday", "until 3 pm" etc
- 5 Select Update or Apply to save the changes



Out Of Office: Holiday

Out Of Office Msg: until 4 January 2010

Buttons: Update, Apply, Cancel

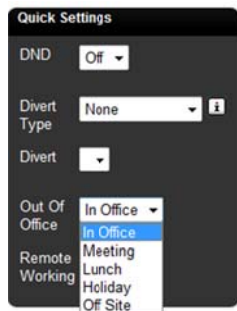
When you have set an Out of Office message your voicemail greeting will also change. Your callers will be played the In Meeting greeting, the At Lunch greeting, the On Holiday greeting or the Off Site greeting depending on the Out of Office message selected. If you wish to record a specific greeting for each Out of Office message please refer to your System Administrator for further details.

Turn off the Out of Office message

- 1 From the Main menu select Settings
- 2 If necessary, select the General or the DND tab
- 3 From the Out of Office list box select In Office
- 4 Select Update or Apply to save the changes

You do not need to remove the message in the Out of Office Msg text box as you may wish to use this text again.

Quick Settings



The Out of Office message can be turned on and off via the Quick Settings pane.

- 1 From the Out of Office list box select Meeting, Lunch, Holiday, Off Site, or In Office to turn off this feature.

Personal Numbers

Your home and mobile numbers can be entered on the central database. There are also two additional fields that can be used to enter any other number that you wish to store on the central database.

These numbers are used:

- 1 To identify you when you make a call from any of these numbers. Your User Name will appear in the relevant phone's caller display.
- 2 To enable your colleagues to easily call you on these numbers from their PCS 580, 570, 560, 410, 100, 60 or 50.
- 3 By voicemail when accessing your messages from your mobile or home phone (please refer to your System Administrator for further details)
- 4 By the call forwarding facility (please refer to the Call Forwarding section from page 14 for further information).

You can also store an Assistant Telephone Number which will enable your callers to break out of voicemail and be transferred to the internal or external number entered in this field. Please refer to the Using an Assistant telephone number section from page 30.

Enter your personal numbers

- 1 From the Main menu select Settings
- 2 Select the My Numbers tab

- 3 In the Mobile, Home, Spare 1 and/or Spare 2 Telephone Number fields enter the relevant numbers you wish to store
- 4 Select Update or Apply to save the changes

Telephone Number	2002
Mobile Telephone Number	07458251211
Home Telephone Number	01923283883
Spare 1 Telephone Number	05838383832
Spare 2 Telephone Number	
Assistant Telephone Number	

Speed Dials

The Speed Dials section of your Settings form allows you to set up your own personal list of regularly used telephone numbers (internal or external). Speed Dials are displayed and accessed within the Web Phone page. Speed Dials set up for internal extensions will also act as Busy Lamp Fields (BLF), in other words they will indicate when that User is on the phone.

Create a Speed Dial

- 1 From the Main menu select Settings
- 2 Select the Speed Dials tab
- 3 Select the New button
- 4 The Speed Dial Details form will be displayed
- 5 In the Telephone Number field enter the number to be dialled (internal or external number)
- 6 In the Description field enter any text (alpha-numeric characters only) that will identify this Speed Dial

Speed Dial Details

Telephone Number

Short Code

Description

- 7 Select Update or Apply to save the changes
- 8 Your new Speed Dial will be displayed in the Current Speed Dials list

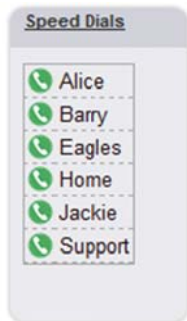
Current Speed Dials

[First](#)
[Previous](#)

Description	Short Code	Telephone Number
Alice	2007	
Barry	2032	
Eagles	01727238279	
Home	01923283883	
Jackie	02084117860	
Support	8002	

[First](#)
[Previous](#)

Please note that when you receive a call from a number stored in a Speed Dial the Description field of that Speed Dial will take priority over the Name of a User or Contact, stored on the central database, containing the same number. Hence your Current Calls pane will display the Speed Dial name.



Your Speed Dials will be displayed within the Speed Dials list on the right hand side of the Web Phone page. They can be used to quickly and easily make calls, transfer calls and pick up calls.

You can go directly to the Speed Dials tab of the Settings configuration form by clicking on the Speed Dials heading,

A speed dial displayed for an internal extension will act as a Busy Lamp field:-



An internal speed dial displayed with a green icon indicates that your colleague's extension is free



An internal Speed Dial displayed with a red icon indicates that your colleague is currently on a call.



An internal Speed Dial displayed with a yellow icon indicates that either the User's extension is currently ringing or there are calls queuing for that Department.



Make a call using a Speed Dial

- 1 Click once on the green icon beside the Speed Dial required and a call to this number will be made automatically

Transfer a call using a Speed Dial

- 1 Click once on the Speed Dial required
- 2 The first call will be placed on hold and a call will be made to the speed dial number
- 3 Wait for the call to be answered
- 4 To transfer the original call select Complete Transfer

For further information please refer to the Transfer a Call section from page 6.

Call Pick up

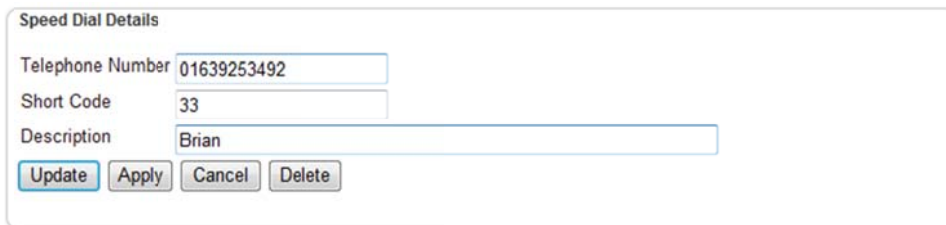
You can pick up a call ringing on another extension via your Speed Dials list. This is useful if, for example, you wish to answer your colleague's phone when they are not at their desk or you wish to assist with answering calls to a Department. You do not have to be a member of the Department to pick up a Department call.

- 1 A Speed Dial displaying a yellow icon has a call waiting to be answered.
- 2 Click once on the yellow icon of the Speed Dial required
- 3 The call will be presented to your extension

Assigning a short code to a speed dial

For numbers that you dial regularly you may prefer to assign a short code to a Speed Dial so, for example, you could dial just 33 to ring 01639253492. (Please note that the short code you use must not be the same as a short code you are already using for other system functionality, please refer to your System Administrator for further assistance.)

- 1 From the Main menu select Settings
- 2 Select the Speed Dials tab
- 3 Select the New button
- 4 The Speed Dial Details form will be displayed
- 5 In the Telephone Number field enter the number to be dialled (internal or external number)
- 6 In the Short Code field enter the code to be used to speed dial the number
- 7 In the Description field enter any text (alpha-numeric characters only) that will identify this Speed Dial
- 8 Select Update or Apply to save the changes



Speed Dial Details

Telephone Number

Short Code

Description

Amend a Speed Dial

- 1 From the Main menu select Settings
- 2 Select the Speed Dials tab
- 3 Select the Speed Dial to be amended (click on the number within the Telephone Number column)
- 4 The Speed Dial Details form will be displayed
- 5 Make the changes required
- 6 Select Update or Apply to save the changes

Delete a Speed Dial

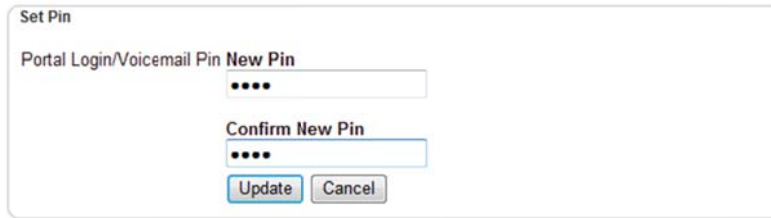
- 1 From the Main menu select Settings
- 2 Select the Speed Dials tab
- 3 Select the Speed Dial to be deleted (click on the number within the Telephone Number column)
- 4 The Speed Dial Details form will be displayed
- 5 Select the Delete button
- 6 You will be asked if you are sure you want to delete this item.
- 7 Select OK to delete the Speed Dial

Changing your Pin

You can change your Voicemail Access Code via the Settings configuration form. This code is used when you log on to VisionMobility as described in the Logging on section from page 1. This code is also used when you wish to access your voicemail messages remotely, for example, from your mobile or from another extension within your office. Please refer to your System Administrator for further details.

- 1 From the Main menu select Settings

- 2 Select the Pin tab
- 3 In the New Pin field enter the new number you wish to use
- 4 In the Confirm New Pin field enter the new number again.



- 5 Select Update to save the change
- 6 The Pin Updated message will be displayed




Please note that you can enter alpha-numeric characters into this field, however if you use your Voicemail Access Code to access your voicemail messages remotely enter numbers only.

Changing your Home Page

By default your Home page will display your calls history however you may prefer to display the Web Phone page instead to make it easier to make and handled calls.

- 1 From the Main menu select Settings
- 2 Select the Home Page tab
- 3 From the Set My Default Home Page to Display list box select Web Phone



- 4 Select Update to save the changes

To view your calls history when the Web Phone page is you home page select Messages from the Main Menu.

You can return to displaying your calls history in your home page as follows:

- 1 From the Main menu select Settings
- 2 Select the Home Page tab
- 3 From the Set My Default Home Page to Display list box select Messages
- 4 Select Update to save the changes

Remote PSTN

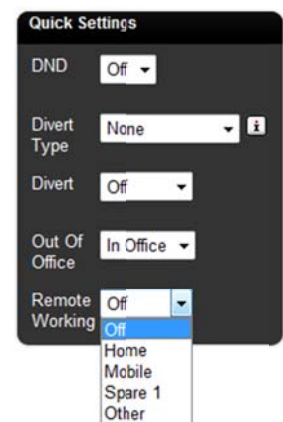
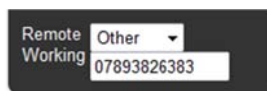
If you are a user of an analogue handset or a PCS 560, 570 or 580 you can use the Remote PSTN feature when you are, for example, working from home. This feature will allow you to receive and make calls from, for example, a home telephone or mobile as though you were in the office. This means callers/recipients 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. Please refer to the Personal Numbers section from page 21 for further information.

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.



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.

Voicemail

The voicemail facility allows your callers to leave you a message if you are on the phone or do not answer a call. Your System Administrator can enable this facility for you, if not already available.

Receiving a Message

If you are busy on a call or do not answer your phone a caller will be automatically passed to your voicemail. Your greeting will be played and the caller will have five minutes to leave a message. (For information on how to record your greeting please refer to your System Administrator.)

By default, your extension will ring for 20 seconds before your extension is considered not answered. Your System Administrator will be able to tell you if this default setting has been changed.

When you have received a new message your handset will provide the broken dial tone.

Simon Jones

Last Missed Call
 From: [02085382355](tel:02085382355)
 At: 11:13 29/11/2010

New Messages: 1
 Old Messages: 2
 Missed Calls: 1
 Other Messages: 10

Your Home page and the Web Phone page will display the number of new and old messages currently stored in your voicemail box to give you a quick visual indication of your voicemail status.

Divert an incoming call to voicemail

If you do not wish to answer a call and wish to route the caller to your voicemail, select Transfer to VM within the Current Calls pane.




Current Calls


	Ringing (Incoming)	Simon Jones 2002	Highland Ltd 02085382355	Hangup	Answer	Transfer to VM	Record
---	--------------------	------------------	--------------------------	------------------------	------------------------	--------------------------------	------------------------

Listen to a message

- 1 From the Main Menu, select Messages.

Simon Jones

Name	Number	Time/Date	State
 Barry Kennedy	2032	17:53 17/3/2010	 

- 2 A new message will be indicated by a blue envelope  in the State column
- 3 Click on the message within the Time/Date column
- 4 The message will be played. (Your browser will require the relevant QuickTime Plug in and your PC will require a sound card and speakers in order for you to be able to hear the message.)


Message




◀ ▶ ⏪ ⏩ ⏴ ⏵

Forward Message

Email / Search:

Forward to Contact / User / Department

- 5 Select the Back button to return to the calls history list.
- 6 The message will now be displayed with an open blue icon  as this is now an old message and will be deleted after 7 days unless manually saved (please refer to your System Administrator for details on how to save a voicemail message).

Simon Jones			
Name	Number	Time/Date	State
 Barry Kennedy	2032	17:53 17/3/2010	 

Please note that you can also listen to your voicemail messages via your handset, your System Administrator can assist you with this facility if required.

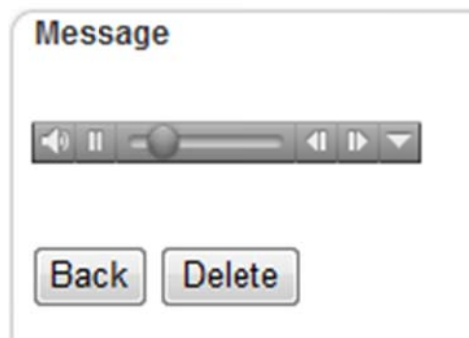
Ring back a caller

After receiving a message from a caller you may wish to ring them back. The number that was received with the original call will be shown within the Number column.

- 1 From the Main menu select Messages
- 2 The number received with the message will be displayed within the Number column.
- 3 Click on this number
- 4 You will be asked if you are sure you wish to dial this number
- 5 Select OK to make the call

Please note that this facility will only be available if the caller's number was presented with the call.

Message Handling



The following buttons can be used when listening to a voicemail message.



Change the volume



Pause the message



Play the message again

Alternatively, if you have used the Skip Back, Skip forward or slider button you will need to select this button to play the message from the point chosen.



Move back and forward in the message



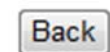
Skip back



Skip forward



QuickTime options




Return to the calls history



Delete the message and return to the calls history

Delete a message

- 1 From the Main Menu, select Messages.
- 2 Select the Delete Message icon  beside the message to be deleted
- 3 You will be asked if you are sure you wish to delete this message
- 4 Select OK to delete the message

Using an Assistant telephone number

You may wish to give your callers the option to be transferred to a colleague, such as your assistant or another member of your team, or to your mobile, rather than leave a message. The Assistant telephone number feature can be configured as follows:

- 1 From the Main menu select Settings
- 2 Select the My Numbers tab
- 3 In the Assistant Telephone Number field enter the number which callers are to be transferred to.



- 4 Select Update or Apply to save the change.

Once this feature has been configured your caller can press 0 while listening to your greeting and be transferred to your Assistant telephone number. You will need to re-record your greeting to inform your callers that facility is available. (For information on how to record your greeting please refer to your System Administrator.)

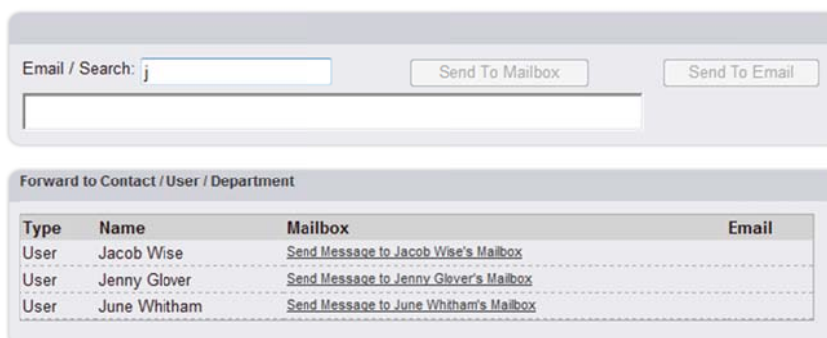
Forward a message

The Forward Message facility allows you to forward a message to a colleague if, for example, the content is more relevant to another member of staff.

You can also forward a message to a colleague's email account or to your own email account. The message will appear as a sound file in an email and a PC with a sound card and speakers will be required to listen to the message. (The voicemail email facility must have been previously set up on your telephone system – please refer to your System Administrator for further information.)

Forward a message to a colleague's voicemail

- 1 From the Main menu select Messages
- 2 Select the message to be forwarded (by clicking on the Time/Date)
- 3 In the Forward Message Email/Search: box enter the first few letters of the colleague's User Name until the colleague required is displayed in the list below

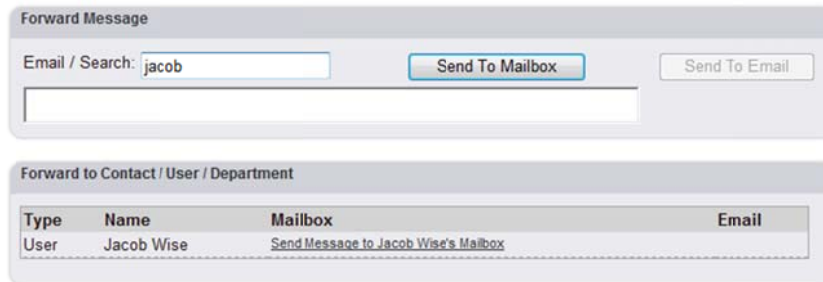


Type	Name	Mailbox	Email
User	Jacob Wise	Send Message to Jacob Wise's Mailbox	
User	Jenny Glover	Send Message to Jenny Glover's Mailbox	
User	June Whitham	Send Message to June Whitham's Mailbox	

- 4 Select Send Message to *user name's* Mailbox beside the relevant User.

Alternatively,

- 3 In the Forward Message Email/Search: box enter the colleague's User Name until the colleague required is the only User listed below



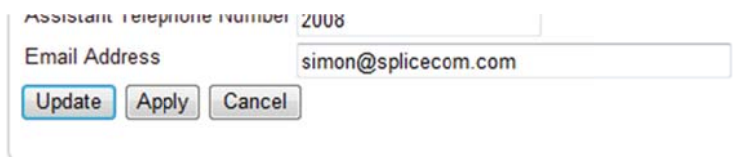
Type	Name	Mailbox	Email
User	Jacob Wise	Send Message to Jacob Wise's Mailbox	

- 4 Click on the Send To Mailbox button.
- 5 Confirmation of this action will be displayed in the Forward Message pane.

Forward a message to an email account

Firstly, if you wish to forward messages to your own email account or you wish your colleagues to be able to forward messages to your email account you will need to configure the email address you wish to use.

- 1 From the Main menu select Settings
- 2 Select the My Numbers tab
- 3 In the Email Address field enter the email account to be used



- 4 Select Update or Apply to save the changes

You can now forward a message to your email account as follows. This is useful if, for example, you wish to keep a message for future use. If your colleague's User account has also been configured with his/her email address you can forward voicemail messages to this email account too.

- 1 From the Main menu select Messages
- 2 Select the message to be forwarded (by clicking on the Time/Date.)
- 3 In the Forward Message Email/Search: box enter the first few letters of your User Name or your colleague's User Name until the colleague required is displayed in the list below

Email / Search:

Forward to Contact / User / Department

Type	Name	Mailbox	Email
User	Amy Jordan	Send Message to Amy Jordan's Mailbox	Send Message to amy@splice.com
User	Amy Spears	Send Message to Amy Spears's Mailbox	

- 4 Select Send Message to *email address* beside the relevant User.

Alternatively,

- 5 In the Forward Message Email/Search: box enter your User Name or your colleague's User Name until the colleague required is the only User listed below

Forward Message

Email / Search:

Forward to Contact / User / Department

Type	Name	Mailbox	Email
User	Amy Jordan	Send Message to Amy Jordan's Mailbox	Send Message to amy@splice.com

- 6 Click on the Send To Email button.
- 7 Confirmation of this action will be displayed in the Forward Message pane.

Forward messages to email automatically

You may wish voicemail to automatically forward your new messages to an email account. This will enable you or your assistant, for example, to manage your messages within an email application. This can be useful, for example, if you access your email remotely when you are not in the office.

- 1 From the Main menu select Settings
- 2 Select the Voicemail Alerts tab
- 3 Click on the Add Voicemail Alert button
- 4 In the Alert Destination field enter the email address that you wish the voicemail messages to be sent to.
- 5 The Type field will default to Email which is the only option available
- 6 From the Method list box select
 - a. Deliver – a copy of a message will be sent to the email address above. The original message will be marked as an old message and deleted after 7 days
 - b. Copy – a copy of a message will be sent to the email address above. The original message will still be considered a new message and will not be deleted until it has been listened to.
 - c. Deliver and Delete – a copy of a message will be sent to the email address above. The original message will be immediately deleted.

Voicemail Contact Details

Alert Destination

Type

Method

- 7 Select Update or Apply when ready
- 8 The new entry will be displayed within the Voicemail Alerts pane

Please note – if you add a new Voicemail Alert entry and then change your mind, select the Delete button to remove this entry.

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SpliceCom

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The Hall Farm Business Centre, Berry Lane, Chorleywood, Hertfordshire WD3 5EX Tel: 01923 287700 Fax: 01923 287722
Email: info@splicecom.com Website: www.splicecom.com