

PCS 552

Quick Reference Guide

June 2012



Making an Internal Call



Making an Internal Call

Dial the extension number via the alpha-numeric keypad

Press the context sensitive key alongside **|Dial|**, or lift your handset

The Call Status screen will display whom you are ringing and your details

OR

Lift your handset or press the Speaker button

Dial the extension via the alpha-numeric keypad

OR

Press the Contacts button

Press the key on the keypad that displays the first letter of the User's name

Find the User required using the Up/Down arrows

Select the User required using the context sensitive key alongside the **|User Name|**

Dial the User using the context sensitive key alongside the number required

OR

Press the Favourites button (unless this is your default Idle page)

Find the colleague required from your Favourites display using the Up/Down arrow

Dial the colleague required using the context sensitive Key alongside **|Speed Dial Name|**

(Note: If the extension you are ringing is busy or not answered within 20 seconds (default) you will be passed to voicemail, if enabled.)

Making an External Call



Dial

OR



OR



OR



Making an External Call

Dial the external number via the alpha-numeric keypad. (Your System Administrator will inform you if a prefix is required.)

Press the context sensitive key alongside **|Dial|**, or lift your handset

The Call Status screen will display whom you are ringing and your details

OR

Lift your handset or press the Speaker button

Dial the external number via the alpha-numeric keypad. (Your System Administrator will inform you if a prefix is required.)

OR

Press the Contacts button

Press the key on the keypad that displays the first letter of the Contact's name

Find the Contact required using the Page Up/Down arrows

Select the Contact required using the context sensitive key alongside the **|Contact Name|**

Dial the Contact using the context sensitive key alongside the number required

OR

Press the Favourites button (unless this is your default Idle page)

Find the contact required from your Favourites display using the Page Up/Down arrow

Dial the Contact required using the context sensitive Key alongside **|Speed Dial Name|**

Answering a Call



OR

Reject

Ending a Call



Placing a Call on Hold



Announced Transfer



OR



Answering a Call

Call Status will display the caller's details

Lift the handset or press the Speaker button to answer the call

OR

If you do not wish to answer the call select the context sensitive key alongside **Reject** and the call will be passed to your Forward on Busy number (if set), or to voicemail (if enabled), or cancelled. (If your phone is busy or not answered within 20 seconds (default) the caller will be passed to voicemail, if enabled.)

Ending a Call

Replace your handset (if you are using the handset), or press the Speaker button (if you are using hands free)

Placing a Call on Hold

Press the Recall button

To retrieve the call press the Recall button a 2nd time

Transferring a Call

Announced Transfer

Place the call on hold using the Recall button

Dial the internal or external number

Wait for the call to be answered and announce the intended transfer

To transfer the original call, replace your handset (if you are using the handset) or press the Speaker button (if you are using hands free)

OR

To return to the original call, press the Recall button, or wait for the destination to hang up.

OR

Switch



Blind Transfer



Transfer to colleague's voicemail



Leave Msg



Parking a Call



Transferring a Call (cont)

OR

To return to the original call and place the second call on hold, press the context sensitive key alongside [|Switch|](#) to toggle between the two calls.

To connect the two calls, replace your handset (if you are using the handset) or press the Speaker button (if you are using hands free)

Blind Transfer (un-announced transfer)

Place the call on hold using the Recall button

Dial the internal or external number

To complete the transfer, replace your handset (if you are using the handset) or press the Speaker button (if you are using hands free)

Transferring a Call Directly to a Colleague's voicemail

Place the call on hold using the Recall button

Dial the internal number required

Press the context sensitive key alongside [|Leave Msg|](#)

To complete the transfer, replace your handset (if you are using the handset) or press the Speaker button (if you are using hands free)

Parking a Call

This facility allows a call to be held on the system and picked up by any extension.

Once on a call press one of the context sensitive keys alongside [|Park|](#) 1-4 (default)

The caller's details will be displayed against the relevant Park Slot.

Picking Up a Parked Call



OR



View your Calls History



Redialling a Number



Dial

Picking up a Parked Call

Press the Favourites button

Park Slots 1–4 (default) will be shown at the top of the display. If in use, the name (or number) relating to the parked call will be shown

Press the context sensitive key alongside the relevant Park Slot to retrieve the call **[Name]**

OR

If your default Idle Page has been set to Favourites, Park Slots 1–4 (default) will be shown at the top of the display. If in use, the name (or number) relating to the parked call will be shown.

Press the context sensitive key alongside the relevant Park Slot to retrieve the call **[Name]**

Calls History

Your Calls History displays a list of calls you have made and been answered, calls you have made and not been answered, calls you have answered, calls you have missed, new voicemail messages and previously read voicemail messages.

To view your Calls History

Press the Messages button

Use the Page Up/Down arrows to view your Calls History

Press the Messages button a 2nd time to exit

Redialling a Number

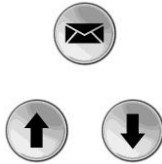
Press the Messages button

Use the Page Up/Down arrows to find the call to be redialled

Press the context sensitive key alongside the appropriate name or number **[Name]** or **[01234.....]**.

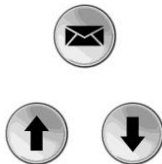
Press the context sensitive key alongside **[Dial]**

To Call a Previous Caller Back



Dial

To Delete a Call Entry



Delete

Yes



To Call Previous Caller Back

Press the Messages button

Use the Page Up/Down arrows to find the call to be dialled

Select the entry to be called using the context sensitive key alongside **|Name|** or **|01234.....|**

Press the context sensitive key alongside **|Dial|**

To Delete a Call Entry

Press the Messages button

Use the Page Up/Down arrows to find the call to be deleted

Select the entry to be deleted using the context sensitive key alongside **|Name|** or **|01234.....|**

Select the context sensitive key alongside **|Delete|**

Select the context sensitive key alongside **|Yes|** to confirm you wish to delete the entry

Press the Messages button to exit

Leaving a Message for a Colleague



Accessing Your Own Messages



Play

Stop



Deleting a Message

Delete

Yes



Voicemail

Leaving a Message for a Colleague

If the extension you are ringing is busy or is not answered you will be transferred to voicemail (if enabled) and played your colleague's greeting

Leave a message

Replace your handset (if you are using the handset), or press the Speaker button (if you are using hands free)

Accessing Your Own Messages

The blue "S" LED at the bottom of the PCS 552 will flash to indicate that you have a new message

Press the Messages button

A closed envelope icon indicates a new message. Press the context sensitive key alongside the message.

To listen to the new message press the context sensitive key alongside **Play**.

Your message will be played to you

Press the context sensitive key alongside **Stop** to exit

Press the Messages button to exit

Deleting a Message

Select the message to be deleted using the context sensitive key alongside it.

Remove the message by pressing the context sensitive key alongside **Delete** during message playback.

Select the context sensitive key alongside **Yes** to confirm you wish to delete the entry

Press the Messages button to exit

(Note: The open envelope icon indicates a previously read message.)

Changing your Greeting



Greeting



Voicemail (cont)

Changing your Voicemail Greeting

If you have voicemail enabled you can record a voicemail greetings.

Press the Messages button

Press the context sensitive key alongside [\[Greeting\]](#). Your current greeting will be played back to you.

You will then be prompted to record your new greeting. Press hash (#) when finished.

Your new greeting will be played back to you

If you are happy with your greeting, replace your handset or press the Speaker button, or press the context sensitive key alongside [\[Stop\]](#) to save the greeting

For further details on all these features and many others, please refer to the PCS 552 User Manual



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Defining next-generation communication

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