● Navigate

**splicecom maximiser**

# Navigate
## Quick Reference Guide

September 2013



Title Bar — Tool Bar — Login — View Favourites — View Messages and Calls History — Voicemail options and message handling

Menu Bar

Navigate (Partner) - Marcus Beal

File   Edit   View   Help

Partner ▾   Softphone ▾   |   🔒 ♥ ✉ All ▾   |   ● 💬 Greeting 💬 Perm. Greeting   |   ✖ 🖳 ▶ Save Message ◀◀ ▶▶ |◀ ▶|

Call

Status   Marcus Beal New Msgs 0 Missed 0

Quick Settings   DND Off ▾   Divert Calls None ▾   Divert To None ▾   Out Of Office In the Office ▾   Extension Anywhere None ▾

Call Bar — Status Bar — Quick Settings Bar — Call box — Directory Filter options — Enable Outlook Contact Lookup — Enable Outlook Calendar Lookup

## Making an Internal Call

# Making an Internal Call

Partner Mode only - Lift your telephone handset and dial the extension number required via the alpha-numeric keypad

The Outgoing Call Alert window will display the number you have dialled.

The call will be made and Call Status will display whom you are ringing and your details.

OR

Using your PC keyboard, in the Call box enter the extension number required

Press Enter on your PC keyboard

The Outgoing Call Alert window will display the number you have dialled.

The call will be made and Call Status will display whom you are ringing and your details.

OR

Ensure the Users filter is enabled

Using your PC keyboard, in the Call box enter the name of the colleague required

The list of records matching the text you have entered will be displayed.

Once the colleague you required is displayed click on the number you wish to dial.

The Outgoing Call Alert window will display the number you have dialled.

The call will be made and Call Status will display whom you are ringing and your details.

OR

If you have started to make a call and change your mind select End from the Outgoing Call Alert window or select Hang Up or press Esc on your PC keyboard.

Please note:  If you are using Navigate in Partner mode all telephone conversations will proceed via your telephone handset (or speaker/microphone in hands free mode). If you are using a PCS 505, PCS 520 or an analogue phone and you make the call via Navigate, your phone will continue to ring until the handset is lifted.  If you are using a PCS 5xx IP phone the telephone will automatically operate in Speaker mode.

## Making an External Call

### Making an External Call

Partner Mode only - Lift your telephone handset and dial the external number required via the alpha-numeric keypad

The Outgoing Call Alert window will display the number you have dialled.

The call will be made and Call Status will display whom you are ringing and your details.

OR

OR

Using your PC keyboard, in the Call box enter the external number required

Press Enter on your PC keyboard

The Outgoing Call Alert window will display the number you have dialled.

The call will be made and Call Status will display whom you are ringing and your details.

OR

OR

Ensure the Contacts filter is enabled

Using your PC keyboard, in the Call box enter the name of the contact required

The list of records matching the text you have entered will be displayed.

Once the contact you required is displayed click on the number you wish to dial.

The Outgoing Call Alert window will display the number you have dialled.

The call will be made and Call Status will display whom you are ringing and your details.

OR

OR

If you have started to make a call and change your mind select End from the Outgoing Call Alert window or select Hang Up or press Esc on your PC keyboard.

Please note: If you are using Navigate in Partner mode all telephone conversations will proceed via your telephone handset (or speaker/microphone in hands free mode). If you are using a PCS 505, PCS 520 or an analogue phone and you make the call via Navigate, your phone will continue to ring until the handset is lifted.  If you are using a PCS 5xx IP phone the telephone will automatically operate in Speaker mode.
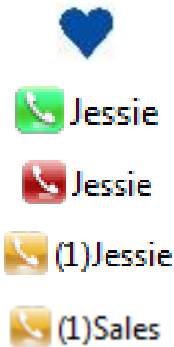
# Making a call via your Favourites

If Speed Dials have been created by your system administrator or by yourself these will appear in your Favourites window and can be used to make calls to regularly dialled numbers.

Click on the Favourites icon to display the Favourites window, if not already open.

Click on the Favourite required and the call will be made.

A red Favourite indicates that this extension is currently busy

A flashing yellow Favourite indicates that a call is ringing on that extension, or calls are queuing for that Department.  You can pick up the call by selecting this Favourite.

# Answering a Call

When you receive a call the Incoming Call Alert window will display the caller's details.

Call Status will display the caller's details and who the call is for (whether this is a call for yourself, a forwarded call for a colleague or a Department call).

Lift your telephone handset or select the Answer icon or press Enter on your PC keyboard

## OR

If you do not wish to answer the call select Reject from the Incoming Call Alert window or select the Hang Up icon or press Esc on your PC keyboard.

Please note: If you are using Navigate in Partner mode all telephone conversations will proceed via your telephone handset (or speaker/microphone in hands free mode). If you are using a PCS 505, PCS 520 or an analogue phone and you answer the call via Navigate, your phone will continue to ring until the handset is lifted.  If you are using a PCS 5xx IP phone the telephone will automatically operate in Speaker mode.

# Ending a Call

Select the Hang Up icon or replace your handset (partner mode only)

# Placing a Call on Hold

Select the Hold icon

To retrieve the call click on the call within Call Status.

## Transferring a Call

### Announced Transfer

**Announced Transfer**

Place the call on hold by selecting the Hold icon

Dial the internal or external number required via the Call box or via your telephone's keypad (partner mode only)

Wait for the call to be answered and announce the intended transfer. The two calls will be displayed in Call Status.

To transfer the original call, select the Transfer icon or press Enter on your PC keyboard or replace your handset (partner mode only)

OR

To return to the original call, select the Hang Up icon, or press Esc, or wait for the current call to hang up.

OR

To return to the original call and place the second call on hold, select the Switch icon to toggle between the two calls.

To connect the two calls, select the Transfer icon

### Blind Transfer

**Blind Transfer (un-announced transfer)**

Place the call on hold by selecting the Hold icon

Dial the internal or external number required via the Call box or via your telephone's keypad (partner mode only)

Once the ringing tone is heard select the Transfer icon or replace your handset (partner mode only). You will no longer have control of the call.

### Transfer to colleague's voicemail

**Transferring a Call Directly to a Colleague's voicemail**

Place the call on hold by selecting the Hold icon

Ensure the Users filter is enabled

Using your PC keyboard, in the Call box enter the name or extension number of the colleague required

The list of records matching the text you have entered will be displayed.

Once the colleague you required is displayed right click on this entry.

From the menu displayed, select Choose Number to Dial.

From the Select Number dialogue box select the Voicemail button. You will no longer have control of the call.

## Parking a Call

This facility allows a call to be held on the system and picked up by any extension with access to that Park Slot.

Once on a call select the Park icon.  The call will be parked in your first available park slot.  (If no Park slots are available the "No free park slots" message will be displayed.)

### OR

OR

Click on the Favourites icon to display the Favourites window, if not already open.

Once on a call, within the Favourites window, select the Park icon required.

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

## Picking Up a Parked Call

## Picking up a Parked Call

Click on the Favourites icon to display the Favourites window, if not already open.

The caller's details will be displayed against the relevant Park slot.  Click on this Park icon to pick up the call.

## 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.

### View your Calls History

#### Viewing your Calls History

Select the Messages icon

A list of your calls will be displayed with the newest at the top. Use the scroll bar to find the call you require, if relevant.

When you no longer wish to view your Calls History select the Messages icon again or press Esc on your keyboard.

### Redialling a Number

#### Redialling a Number

Select the Messages icon

A list of your calls will be displayed with the newest at the top. Use the scroll bar to find the call you require, if relevant.

Click on the number you wish to dial.

## Ring back a previous caller

### Ring back a previous caller

Select the Messages icon

A list of your calls will be displayed with the newest at the top. Use the scroll bar to find the call you require, if relevant.

Click on the number you wish to dial.

## Delete a Call

### Delete a Call

Select the Messages icon

A list of your calls will be displayed with the newest at the top. Use the scroll bar to find the call you require, if relevant.

Right click on the entry you wish to delete and select Delete.

## Voicemail

## Leaving a Message for a Colleague

### 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 when requested.

When ready select the Hang Up icon to end the call or replace your handset (partner mode only)

## Connect to Colleague's voicemail

### Connect directly to a Colleague's voicemail

Ensure the Users filter is enabled

Using your PC keyboard, in the Call box enter the name or extension number of the colleague required

The list of records matching the text you have entered will be displayed.

Once the colleague you require is displayed right click on this entry.
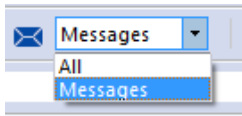
From the menu displayed, select Choose Number to dial.

From the Select Number dialogue box select the Voicemail button.

Leave a message when requested.

## Accessing Your Own Messages

### Accessing Your Own Messages
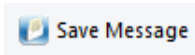
If voicemail has been enabled for your User account callers to your extension will be transferred to voicemail if you are on a call or do not answered your phone within 20 seconds (default). They will be played your greeting and then will be able to leave you a message.

The Messages icon will flash to indicate that you have received a new message

Select the Messages icon to access your messages. (If you have also missed a call the Messages icon will be displayed with a red circle in the background.)

Your Calls History list will be displayed. A closed envelope icon indicates a new message

Double click on the message.

Your message will be played to you

Select the Hang Up icon to end the call when ready.

The message will now be displayed with an open envelope icon to indicate that this is an old message and will be deleted after 7 days unless manually saved.

## View just your Messages

### View just your Messages in Call History

From the list box beside the Messages icon select Messages.

Click on the Messages icon to view your Call History. Only your voicemail messages will be listed

Select All from the Messages list box to display all your calls in Calls History

## Deleting a Message

### Deleting a Message

Select the Messages icon

Your messages will be displayed within your Calls History. Use the scroll bar to find the message you require, if relevant.

Right click on the message you wish to delete and select Delete.

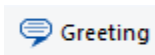## OR

### OR

While listening to a message, from the Tool Bar, select the Delete icon.

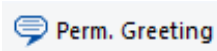## Save a Message

### Saving a Message

While listening to a message, from the Tool Bar, select the Save Message icon. You will be informed that message has been saved. The message will be stored permanently until you manually delete it.

## Voicemail (cont)

### Voicemail Greetings

**Voicemail Greetings**

By default, your Daily Greeting is played to your callers. However, you can also record a Permanent Greeting. Once a Permanent Greeting is recorded your Daily Greeting is deleted at midnight and your Permanent Greeting takes over until a new Daily Greeting is recorded. Your Daily Greeting could be used to inform your callers of your whereabouts/availability on a particular day. Your Permanent Greeting would typically be used for a generic message that can be used on any day.

### Changing your Daily Greeting

💬 Greeting

**Changing your Daily Greeting**

From the Tool Bar, select the Greeting icon
(You will need to lift your handset first if you are using an analogue handset (partner mode only).)

Your existing greeting will be played to you.

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

Your new Daily Greeting will be played back to you

If you are happy the greeting, select the Hang Up icon or replace your handset (partner mode only)

### Recording a Permanent Greeting

💬 Perm. Greeting

**Recording a Permanent Greeting**

From the Tool Bar, select the Perm. Greeting icon
(You will need to lift your handset first if you are using an analogue handset (partner mode only).)

Your existing greeting will be played to you.

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

Your new Permanent Greeting will be played back to you

If you are happy with the greeting, select the Hang Up icon or replace your handset (partner mode only)

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

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## Defining next-generation communication