

Splicecom maximiser

Terminals Datasheet

- PCS 400 Colour Terminal
- PCS 100 System Phone
- PCS 50 Softphone/Phone Partner
- PCS 10 Caller Display Phone
- PCS 5 Entry Level Phone



Introduction

The **maximiser** business telephony system from SpliceCom provides a breakthrough in integrated voice communications. Developed from state of the art technology it delivers real life benefits associated with many traditionally separate components in one single, seamless system, supporting 8 to 5,000 extensions. Through the use of an innovative architecture, the maximiser eliminates the physical and geographical limitations of traditional telephone systems, allowing great savings to be made on administration, management and infrastructure costs, through the unification of networks and resources. This approach allows all businesses, irrespective of size, to benefit from extended communications, and more importantly protects your initial investment by growing with you as your need for communication scales and becomes ever more demanding. When used in conjunction with the maximiser, SpliceCom's broad range of Proactive Communication Stations (PCS) delivers the ultimate in service to the desktop for those looking for the real business benefits that can be gained from the convergence of voice, video and web enabled IT applications. PCS allows the relevant information from your core business applications to be "pushed" to the desktops of those who need it in a timely and controlled manner, totally independent of the type of telephone deployed.

The Proactive Communication Station - Ensuring the right information reaches the right people at the right time.



SpliceCom's Proactive Communication Station (PCS) family simplifies many everyday tasks associated with business communications, while simultaneously solving several problems, which have been traditionally associated with telecoms for the first time. The benefits of the Proactive Communication Station are delivered independently from the type of telephone handsets you may choose to deploy. Be it the top of the range PCS 400 with its full colour VGA touch-screen, monochrome PCS 200, or desktop/laptop PC running the PCS 50 application as either an IP softphone, or in conjunction with a conventional analogue phone - whatever your preference, need or budget there's a PCS solution that's just right for you. Web enabled applications, Intranet based information, video streaming, speed dials/busy lamp field/direct station select, directory access, messaging and call progress are all "pushed," accessed and facilitated from the PCS screen. As such, SpliceCom's Proactive Communication Station is truly a fully-featured, next generation desktop communications tool, redefining how convergence can be utilised to create business advantage.

PCS 400

For voice communications, the PCS 400 provides all the facilities associated with a top of the range digital phone for making and receiving calls. It then extends the control and information associated with these calls through an integrated, full-size VGA (Video Graphics Array), LCD touch screen. Where business phones have traditionally provided context sensitive keys around a small display to aid use, the PCS 400 provides a far larger, context sensitive screen. This includes the ability to display real time video and share graphical information whilst at the same time talking. For example, a call from a door entry phone could trigger the picture from an adjacent video or web camera to be displayed on the screen of the PCS 400.



Through the provision of a USB port, other peripherals such as a full keyboard or mouse can be added to provide higher speed textual input where required. This makes the PCS 400 ideal for those who still like the idea of a traditional telephone operator's position and to specifically address this need a "reception" mode is provided, allowing enhanced information relating to employee status and availability to be displayed. Deploying the PCS 400 for this purpose proves a great aid in efficient, fast and accurate call distribution. Support for a full Web browser within the PCS 400, allow it to integrate with company-wide intranet or web based applications making it unique in its ability to seamlessly support core business processes at the desktop. Customer relationship management, client accounts, retail stock control and hotel information & billing are but a few implementation examples. Through the addition of a headset the PCS 400 is also well suited to busy informal call centres where space for a PC may be at a premium. The overall networking capabilities of the maximiser from SpliceCom make it both easy and cost effective for a single remote employee to sit in a totally different location from their colleagues yet still have access to all the same facilities as those at the main office. At the same time, customers and prospects will never know that your "agent" isn't located in the main office - with PCS 400 the service they experience will be consistent, wherever their call is answered.

From the time a call is first answered the **maximiser** has the ability to "remember" any notes you may wish to add, including the transfer history, so each new call recipient knows immediately all the questions that have already been asked - and all the answers that have been given. All this customer related information, held on the maximiser's database, is clearly displayed and easily accessed from the PCS 400 screen. Additionally when making a conference





call a simultaneous "chat" session can be added allowing those connected to the **maximiser** and utilising a PCS 400, be it locally or remotely, to share textual information. For example, this would be of great use during a sales call where pricing may need to be discussed in real time but not relayed to all parties on the call! The PCS 400 is the ideal desktop tools for those requiring a single, state-of-the-art communication device, providing real business benefits over and above those currently provided by digital and IP hardphones.

PCS 100

In every organisation there will be those who need access to the enhanced and extended telephony facilities provided through SpliceCom's PCS 400 & 200, but don't need their telephones to be converged with the company Intranet or web-enabled applications. These employees need to make and receive phone calls and transfer them efficiently, cut the time taken to make phone calls by looking-up internal and external contact directories and personal "favourites", view, collect and dial back those leaving voicemail messages and missed calls and see at a glance who's on the phone, or which department/personal phone is ringing - and have the ability to pick it up. For these employees, the PCS 100 forms the ideal choice.



Developed by SpliceCom to meet the traditional telephony needs expected from a maximiser "system phone," the PCS 100 provides the optimum balance between quality, features and price. Extremely easy to use thanks to its clear display with eight context-sensitive keys, the PCS 100 also provides six pre-programmed keys for the most commonly used telephony functions. Its conventional design, combined with reliability and versatility make it the ideal choice for those companies looking for a cost-effective system phone to compliment the enhanced features and facilities delivered by SpliceCom's top-of-the-range Proactive Communication Stations - PCS 400 & PCS 200. Supporting local or centralised Power over Ethernet (PoE) options, the PCS 100 also features an in-built 10/100Mbps two port LAN switch, to maximise existing LAN cabling infrastructure -and minimise costs The provision of Quality of Service support ensures that voice quality is preserved in converged voice & data network environments. As such, the PCS 100 is the answer to those who require a "traditional" system phone, designed to deliver optimum price/performance, which simultaneously offers all of the advantages associated with IP connectivity.

PCS 10 & PCS 5

For many businesses the analogue telephone still has a significant role to play and is likely to for many years to come - support for

this type of phone in addition to IP handsets is one of **maximiser's** many strengths. Developed for SpliceCom to meet the traditional telephony needs expected of **maximiser** system phones, the PCS 10 and PCS 5 provide feature rich, business quality desktop phones at an entry-level price. The PCS 10 is extremely easy to use thanks to its clear display, ten pre-programmed keys for the most commonly used system functions and integrated voicemail management keys. Although the PCS 5 is SpliceCom's entry-level terminal, it too offers integrated voicemail management keys and system feature access guide. Both the PCS 10 and PCS 5 can be further energised through "partnering" SpliceCom's PCS 50, allowing access to advanced telephony features and convergence with web-enabled applications.



At SpliceCom we recognise that, in every organisation there will be areas of the business where all the enhanced and extended facilities provided by the PCS 400/200/100 terminals simply aren't required. There will always be employees who simply want to make, receive and transfer phones calls. The PCS 5 is ideal for this role. Others will demand a little more from their desktop phone. They'll want to see who's calling them when they receive calls, park and transfer them, get notified when they have a new voicemail message and forward their calls to colleagues or their mobile phone when they're out of the office. The PCS 10 effortlessly addresses these everyday requirements - and many others. The stylish design of the PCS 5 & PCS 10, combined with their reliability and versatility make them the ideal choice for those companies looking for cost-effective analogue system phones to complement the enhanced features and facilities delivered by SpliceCom's higher-end Proactive Communication Stations. As such, the PCS 5 and PCS 10 are the answer to the large number of companies who simply require attractively priced, yet fully featured desktop phones to use with **maximiser**.

PCS 50

Supplied as standard with every maximiser system, the PCS 50 application, delivers ALL of the benefits associated with the PCS 400 and PCS 200 desktop stations to those who wish to use the PCS 10, PCS 5, traditional analogue telephones or IP softphones. For PCS 10, PCS 5 and analogue telephone users, the PCS 50 application can be run on a desktop or laptop PC. The PC's Ethernet port is then connected either directly, or via the LAN network to a **maximiser** Call Server, allowing the PCS 50 application to "partner" the PCS 10 or PCS 5 or an analogue phone connected to a **maximiser** Phone Module. Phone calls can then be placed as normal from the telephone keypad, or made via the PCS 50 application. Access to Web enabled applications, Intranet based information, video streaming, speed dials/busy lamp field/direct station select, directory access, messaging and call progress are then all provided in exactly the same manner as the PCS 400/200. The PCS 50 can also be used to partner the PCS 100.



PCS 50 extends this independence to desktop computing as versions for Microsoft Windows, Apple Mac OS X and Linux platforms are all available.

The combination of SpliceCom's **maximiser** and Proactive Communication Station provides a unique solution for every business, irrespective of size, delivering far reaching benefits to allow your company to compete efficiently and effectively. Previously to deliver even a sub-set of what the PCS has to offer would have required you to bear the cost associated with a digital phone, PC and bespoke Computer Telephony Integration software on every desktop, SpliceCom's complete business telephony solution brings enhanced customer service and increased productivity within the reach of all.

Exactly the same is true for IP softphone users on **maximiser**. In this case, the PCS 50 application is again run on a multi-media desktop or laptop PC, connected via Ethernet either directly, or indirectly to a Call Server. Finally, a headset with microphone, or standalone handset, is then attached to the PC via the soundcard, or USB connection, to provide a fully featured IP telephony solution. Ideal for mobile users or those working from home, this again provides ALL of the benefits associated with the top of the range PCS 400.

SpliceCom's unique approach to business telephony allows **maximiser** to be deployed independently of LAN/WAN infrastructure, system architecture and company geography, whilst PCS delivers a consistent interface what ever the choice of desktop phone may be - analogue, IP hardphone or IP softphone.

SpliceCom - Understanding Your Business

In the world of Business Telephony, SpliceCom are unique. Being a UK company ourselves, we fully understand your needs - because we share them with you. We have developed the **maximiser** and Proactive Communication Station, our sole products, accordingly. Between us, the SpliceCom team have enjoyed many years of major success in developing, launching, selling and supporting voice and data products for companies that include Case Communications, Racal Milgo, Bay Networks (now Nortel Networks), 3Com, Network Alchemy, Rocom, SDX Business Systems, Lucent Technologies and Avaya. SpliceCom's management team have proven track records in the leadership of several successful technology companies, developing marketing leading products and managing profitable growth having sold over 35,000 telephone systems which remain in everyday use. You can find out more about SpliceCom, the **maximiser** and the Proactive Communication Station by visiting www.splicecom.com.





Feature	PCS 400	PCS 100	PCS 50	PCS 10	PCS 5
IP HardPhone	●	●			
Analogue Phone				●	●
PC Application - Windows, Mac OS X & Linux			●		
Analogue Phone "Tool"			●		
IP SoftPhone			●		
Colour Touch Screen (640 x 480 pixels)	●				
Monochrome Touch Screen (480 x 320 pixels)					
Standard Telephone Keypad		●		●	●
LCD Display		●		●	
8 x Context Sensitive Keys		●			
2 Port 10/100 Mbps FDX LAN Switch	●	●			
USB Port	●	●			
Headset Connector	●	●		●	
Power over Ethernet (802.3af) support	●	●			
Optional External PoE PSU	●	●			
IP,TCP, IPCP, RTP, RTCP.	●	●	●		
H.323, H.450	●	●	●		
HTML/PHP, Web Enable & Application Support	●	Via PCS 50	●	Via PCS 50	Via PCS 50
DHCP	●	●			
802.1p, DiffServ.	●	●			
3-Party Conferencing	●	●	●	Via PCS 50	Via PCS 50
Call Recording	●	●	●	Via PCS 50	Via PCS 50
Paging	●	●	IP Softphone only		
Last Number Redial (Last 18 Numbers)	●	●	●	Via PCS 50	Via PCS 50
Directory - Contacts, Users & Departments	●	●	●	Internal	Via PCS 50
Visual Call Pickup	●	●	●	Via PCS 50	Via PCS 50
Park Buttons (x4)	●	●	●	●	Via PCS 50
Favourites/Direct Station Select/Busy Lamp Field	●	●	●	Via PCS 50	Via PCS 50
Message/Missed Call List	●	●	●	Via PCS 50	Via PCS 50
Message Waiting Indicator		●		●	Via PCS 50
10 x Pre-programmed Keys				●	
10 x User Definable Keys				●	





PCS 400 & PCS 100

Dimensions (mm): 275(w) x 190(d) x 145(h)
Weight: 1.73Kg/1.1Kg

PCS 10

Dimensions (mm): 215(w) x 198(d) x 80(h)
Weight: 0.9Kg

PCS 5

Dimensions (mm): 160(w) x 225(d) x 85(h)
Weight: 0.65Kg

PCS 50

Windows Requirements

Operating System: Microsoft Windows 98 SE(second edition), Windows NT 4.0 with Service Pack 4 or later, Windows 2000 or Windows XP.

Free Disk Space: 6 MB

Processor: Pentium 166 MHz or faster.

Memory: 64 MB RAM or better.

Internet Browser: Microsoft Internet Explorer 4.01 or better.

Audio Device: Microsoft Windows compatible full-duplex sound card (not required if USB phone or microphone headset is provided when used as IP softphone).

Mac OS X Requirements

Operating System: Apple Mac OS X version 10.2 or later.

Free Disk Space: 65 MB

Processor: G3 or faster.

Memory: 128 MB RAM or better.

Internet Browser: Apple Safari 1.2.1 or better.

Audio Device: USB phone or microphone/headset when used as IP softphone.

Linux Requirements

Operating System: SuSE Linux Version 8.1 or better (recommended).

Free Disk Space: 33 MB

Processor: Pentium 166 MHz or faster.

Memory: 128 MB RAM or better.

Internet Browser: Inbuilt Mozilla Version 5.1.

Audio Device: Microsoft Windows compatible full-duplex sound card (not required if USB phone or microphone headset is provided when used as IP softphone).

