

Splicecom 

PCS

proactive
communication
station

PCS 400, PCS 200 & PCS 50



Introduction

The **maximiser** business telephony system from SpliceCom provides a breakthrough in integrated 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 from 8 to 5,000 extensions. Through the use of an innovative architecture, the maximiser eliminates the physical limitations of traditional telephone systems, allowing great savings to be made on administration, management and infrastructure costs, through the unification of multi-site networks. This approach allows even small businesses 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, data, video and web enabled 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 - creating business advantage through telephony for the 21st Century.



SpliceCom's Proactive Communication Station (PCS) family simplifies many everyday tasks associated with business communications, while simultaneously solving several problems traditionally associated with telecoms for the first time. The benefits of the Proactive Communication Station are delivered independently of the type of telephone handsets you may choose to deploy. Be it the top of the range PCS 400 with it's 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 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 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 tool 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 handphones.

PCS 200

The PCS 200 offers identical user benefits and functionality to the PCS 400, delivering the appropriate information via a 480 x 320, monochrome touch-screen.

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 traditional analogue telephones or IP softphones. For 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

module. This allows the PCS 50 application to become a "partner" to an analogue phone connected to a **maximiser** Phone module. This allows phone calls to be placed as normal from the telephone keypad, or 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 & PCS 200.

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 module. 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.

The combination of SpliceCom's **maximiser** and Proactive Communication Station provides a unique solution for Small & Medium Sized Business, delivering benefits that allow your company to compete effectively with far larger organisations. 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 budgets.

SpliceCom - Understanding Your Business

In the world of Business Telephony, SpliceCom are unique. Being a Small-to-Medium Sized, 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 into the Small-to-Medium sized Business market for companies that include Case Communications, Racal Milgo, Bay Networks (now Nortel Networks), 3Com, Network Alchemy, Rocom, SDX Business Systems, Lucent Technologies and Avaya. You can find out more about SpliceCom, the **maximiser** and the Proactive Communication Station by visiting www.splicecom.com





Feature	PCS 400	PCS 200	PCS50
IP HardPhone	●	●	
PC Application			●
Analogue Phone "Partner"			●
IP SoftPhone			●
Colour Touch Screen (640 x 480 pixels)	●		
Monochrome Touch Screen (480 x 320 pixels)		●	
2 Port 10/100 Mbps FDX LAN Switch	●		
Single Port 10/100 Mbps FDX LAN Interface		●	
USB Port	●	●	
PCMCIA Card Slot	●	●	
Headset Connector	●	●	
Power over Ethernet (802.3af) support	●	●	
Power Jack for external 48V PSU	●	●	
IP, TCP, ICP.	●	●	●
H.323 version 4, H.450.2/4/7	●	●	●
HTML	●	●	●
DHCP	●	●	
802.1p, DiffServ	●	●	
3-Party Conferencing	●	●	●
Call Recording	●	●	●
Paging	●	●	IP Softphone only
Redial (Last 18 Numbers)	●	●	●
LDAP Directory Lookup	●	●	●
Call Pickup	●	●	●
4 x Park Buttons	●	●	●

PCS 400 / PCS 200

Dimensions (mm): 275(w) x 190(d) x 145(h)
Weight: 1.73kg

PCS 50 Requirements

Operating System: Microsoft Windows 98 SE(second edition), Windows NT 4.0, Windows 2000 or Windows XP.
Free Disk Space: 5MB
Processor: Pentium 166 MHz or faster.
Memory: 64 MB RAM or better.
Internet Browser: Microsoft Internet Explorer 4.01 or better.
Multi-Media Player: Windows Media Player 7.00 or better.
Sound Card: Microsoft Windows compatible full-duplex sound card (not required if USB phone or microphone headset is provided when used as IP softphone).