

### Customising your Handset.

**Handset volume:** With handpiece at ear press + or – keys (13 on diagram)

**Speaker volume:** While on loudspeaker press + or – keys (13 on diagram)

**Adjust contrast:** While handset is idle press + or – keys (13 on diagram)

**Programming keys:** From **Perso** page on screen select a blank key [ ....]. Press *Speed Dial* soft key to program a number or *Services* to program a function, make changes then press *Apply*.

**To modify** a programmed key press information **i** key followed by key in question, select *Modify*, make changes & press *Apply* or press *Delete* to delete.

**Change ring tone:** From **Menu** page select *Settings, Phone, Ringing*. Select *Internal* or *External*, select tone & press **OK** to apply.

### Initialising your Voice Mail Box.

1. Access Voice mail by pressing **Mail Services** key then *Voice mail* soft key
2. When prompted enter password (default 0000)
3. Follow prompts to change password and record mail box name
4. To record personal greeting, from main menu select option 4, then option 2, record after tone, press # to end, then follow prompts.
5. To activate personal greeting press \* to return to main menu then select option 4 followed by option 6
6. Once your voice mail box is initialized, set preferred diversions to voice mail.

### Accessing Voice Mail messages

1. Press Mail services **Mail Services** key then press Voice mail soft key
2. Press new voice message notification key then follow prompts

**NB:** To access messages remotely dial **9225 8787**, enter 4 digit extension then follow prompts.

Log an Issue at [www.bcl.net.au](http://www.bcl.net.au)

## 8038 Handset Quick Reference Guide



- |                        |                          |
|------------------------|--------------------------|
| 1. Monochrome screen   | 8. Mute key              |
| 2. LED indicator Light | 9. Handsfree/Loudspeaker |
| 3. Navigation Keys     | 10. End call key         |
| 4. Back/Exit           | 11. Alphabetic keyboard  |
| 5. Programmable Keys   | 12. Headset jack         |
| 6. Redial              | 13. Volume up/down       |
| 7. Mail Services       | 14. Information key      |

BCL Telephony Helpdesk ext 8883

## Welcome Screen:



- Menu:** Contains options for customising Handset
- Perso:** Contains line & programmable keys (default home page)
- Info:** Displays handset status including extension name & number

## Navigator Keys:



**OK:** Applies changes when configuring or programming

**Left-Right navigator:** Used to move from one page to another

**Up-Down navigator:** Scrolls through content of current page



**Back/Exit:** Short press to previous page, long press to exit & return to default screen (**Perso**)

## Screen Displays:







**Incoming Call**











**On hold**



**Call in Progress**

- Answer incoming call:** Lift handset or press Handsfree/Loudspeaker key
- End call:** Press End call button or return handpiece to cradle
- Answer second call:** Press Incoming Call  soft key. Original caller is automatically placed on hold and you are connected to second caller.
- Place call on hold:** Press Call in Progress  soft key. To return to caller press On Hold  soft key or press *Retrieve call* soft key.
- Mute:** Press Mute  key to activate; press again to deactivate
- Transfer call:** Press *New call* soft key, dial destination number & when ready to transfer press *Transfer* soft key

- Retrieve call:** To cancel transfer (if extension is busy, does not reply etc.) press *Enquiry Off* soft key
- Conference call:** With 2<sup>nd</sup> party on line press *New call* soft key, dial 3<sup>rd</sup> party & when ready to connect, scroll down to & press *Conference* soft key. For 4<sup>th</sup> & subsequent parties press *Add* soft key, dial number & when answered press *Call in Progress*  soft key then press *Insert*
- Redial:** Short press  to redial last number & long press to display list of last 8 numbers dialled
- Divert call:** Press  soft key, select type of diversion required (immediate, busy etc) & dial destination number
- Divert to Voicemail:** Press  soft key, to divert straight to voicemail select *Imm fwd VM*. For busy &/or no answer select *Other fwd*, *Forward on busy/no reply* then *Voice msg*
- Cancel Diversion:** Press  soft key & select *Deactivate* soft key
- Dial by Name:** Type in person's name (surname, first name or initials), select relevant search type on screen (ie. name, initials, etc.) then press key alongside name to call
- Send Text Mail:** Press Mail Services  key then scroll down to & press *Text Mail*, *Send*, dial extension number, select message type, complete if applicable & press *Apply*
- Read/Delete Text Mail:** Press Mail Services  key, press new text message notification soft key then *Read message*. Press *Scroll Msg* if longer message or press *Delete* soft key to delete
- Call log:** Contains last 50 calls made & received, internal & external.  
Press Mail Services  key then *Call Log* soft key. Upward arrow indicates outgoing call, downward arrow indicates incoming call, circle represents answered call, cross represents unanswered call. Press respective soft key then *Recall* to call or *Delete/Delete All* to remove from log.