


## BCM Handset Guide

### Making Calls


#### To make a call

- 1 For an external call, dial '0' then external number
- 2 For an internal call, dial the extension number or '9' for the operator

#### Handsfree


- 1 Press the  (Speaker) key and dial the number
- 2 Depending on handset model, you may either converse handsfree or, lift the handset when call is answered to converse

#### To set callback

- 1 While the ringing or busy tone is present, display will show: LATER - press the LATER soft key to initiate
- 2 Display will show: Ring Again?
- 3 Press the YES soft key
- 4 When destination handset has been replaced, display will show: CALL: (Name of Caller)?
- 5 Lift the handset and press the YES soft key - you will automatically connect to the destination
- 6 To cancel the callback feature press  # 2


### Answering Calls

#### To hold current call

- 1 Press the  (Hold) key
- 2 To return to the held call, press the call key where the caller is waiting

#### Call pick up

While a handset is ringing,


- 1 Press the programmed **Pick-up** key or  7 5
- 2 Call will now be active on your handset

#### Direct call pick up

- 1 Press  7 6 followed by the extension number


### Transferring Calls

#### To transfer a call

- 1 Press the programmed **Transfer** key or  7 0
- 2 Dial the internal extension number, introduce the call (optional) then replace the handset
- 3 To return to the original caller, press the call key where the caller is waiting


#### To camp on

While the busy tone is present,


- 1 Press  8 2 and replace handset - call will now reroute to the busy station

### Diverting Calls

#### To divert calls


- 1 Press the programmed **Call Fwd** key or  4
- 2 Enter the destination number
  - For an external call, include '0' before the number
- 3 Press the OK soft key to save

#### To cancel call divert

- 1 Press the programmed **Call Fwd** key, or  # 4


### Parking Calls

Whilst on a call,


- 1 Press the programmed **Call Park** key or  7 4
- 2 Take note of the call park position (eg 101) and replace the handset
- 3 To retrieve a parked call, lift the handset and enter the same call park position (eg 101)

### Using Speed Dial

#### Use speed dial





- 1 Press the programmed **Speed dial** key or  0
- 2 Enter the speed dial location number (01 - 70 or 001 - 255 depending on the technicians install)

#### Program individual speed dial

- 1 Press  \* 4
- 2 Dial the speed dial location (71 - 94)
- 3 Dial the required telephone number
- 4 Press the OK soft key

### Creating a Conference

With your first call in progress,


- 1 Press the  key
- 2 Dial the telephone number for the 2nd party
- 3 Press the programmed **Conference** key or  3 after the call has been answered
- 4 Press the line key of the first party (this step is not required on the Economy handset)
- 5 To place a conference call on hold, press the  key - other parties may still speak to each other
- 6 To end a conference call, press the  (Release) key OR replace the handset

### Other Features


#### Do not disturb

- 1 Press  8 5
- 2 Press  # 8 5 to cancel


#### Ring volume

- 1 Press  \* 8 0
- 2 Press volume up or down


#### Ring tone

- 1 Press  \* 6
- 2 Choose from tones 1 - 4

#### Message

- 1 Press  1 or MSG
- 2 Press ADD followed by extension number
- 3 Press SEND

#### Page

- 1 Press  6 0
- 2 Use the soft keys to select page option:
  - Press Extensions to page via telephone speakers
  - Press Speaker to page via an external speaker (PA)
  - Press Both to page through both
- 3 Make announcement using the telephone speaker and hang up