TeleQuip
Business communications made easy

Permanent features keys: located just above the loudspeaker

Mute and intercom key.
During a call, press this key to stop your contact from hearing you. When idle, press this key to switch the phone to intercom mode. When you receive a call, the phone hooks off automatically and you go straight into hands free mode. When activated, this is key blue

Turn down the **volume**
Lower the **contrast**

Turn up the **volume**
Increase the **contrast**

Pressing this key **answers an incoming call in hands free mode** (the key is blue). When a call is in progress, pressing this key switches from hands free mode to headset or handset mode.

Programmable keys (F1 and F2 keys).Lit when the function associated with the key is activated. A service or a direct call can be associated to these keys.

Redial key: to access the 'Redial' feature.
Last number redial (short press)
Call back on the last 10 number dialled (long press)

Guide key: Used to obtain information on functions of the .menu. page and to program key of the "person" page

Messaging key: to access various mail services
This key is lit when you have received a new voicemail, text message or callback request.

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Quick Reference Guide

for

Alcatel 8xxx Phones

Alcatel·Lucent
Enterprise

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MAKING AN EXTERNAL CALL

Dial **'0'** to make an outside call

MAKING AN INTERNAL CALL

Dial the extension number, for example '104'

Internal numbers do not need '0' in front of them

PLACE CALLS ON HOLD

When you make/receive a call '**HOLD'** will show up on display

Press key next to **HOLD – the caller is ON HOLD**

NOTE: A musical note ♪ will appear beside the **upper right key** showing you have a call on **Hold**. If you put more than one call on Hold, the additional callers will be displayed on the upper left key. Calls you place on Hold are only visible on your own extension.

To take caller **Off Hold,** lift handset and press the ♪ key next to it.

TRANSFER A CALL

NOTE: You can transfer calls to both Internal and External numbers. The process is identical in both cases.

1. Put the caller on **Hold**

2. Dial the extension number or the external number you want to transfer the call to

3. '**TRANSFER'** will appear on the display

4. You can now transfer your call by pressing the **TRANSFER** Key (you can announce who is on the line or just transfer your call without speaking – a *'blind transfer'*)

DIVERT YOUR PHONE TO A MOBILE PHONE

Press the soft key beside the arrow (top right of display)

On display will be:

Immediate = Press the soft key beside the prompt, dial in the mobile phone number including the '0' prefix e.g. 0 0438 156 422 and your calls are diverted the mobile service.

Or: Use the qwerty keypad to locate the name of the person, use the navigator keys

to locate the mobile entry and press OK.

When a diversion is active a black circling arrow will appear on the screen

Cancelling diversion to the mobile service = press the soft key beside the black arrow

Scroll down once to cancel forward

Press the soft key beside the prompt and the diversion is lifted

RECORD A GREETING IN AUTO ATTENDANT *(If your system has one)*

Scroll left with your navigation key to **MENU**

Press **OPERATOR** key

Enter password – ***your own password***

Press **OK**

Press **EXPERT** key

Scroll down to **VOICEMAIL**

Press **AUTO ATTENDANT**

Press **DAY or NIGHT** depending on which greeting you want to record

Press **RECORD** - you ready to record

Press **RECORD** again and recite your message.

When you have finished your message press **STOP**

You can now **LISTEN** to your message.

If you are happy with the message you have recorded press **OK**, if not; just press **RECORD** again. You will overwrite your previous message.

> **ALWAYS PRESS OK AFTER RECORDING YOUR MESSAGE**
>
> **IF YOU DON'T THE MESSAGE WILL REMAIN THE DEFAULT / PREVIOUSLY RECORDED MESSAGE.**

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RECORD A GREETING IN GENERAL MAILBOX

Scroll left with your navigation key to **MENU**

Press **OPERATOR** key

Enter password – **your own password – keep it on file for reference**

Press **OK**

Press **EXPERT** key

Scroll down to **VOICEMAIL**

Press **VOICEMAIL**

Press button next to **GENERAL MAILBOX**

Press **RECORD** which will get you ready to record

Press **RECORD** again and recite your message.

When you have finished your message, press **STOP** then press **OK.**

ALWAYS PRESS OK AFTER RECORDING YOUR MESSAGE

IF YOU DON'T THE MESSAGE WILL REMAIN THE DEFAULT / PREVIOUSLY RECORDED MESSAGE.

You can now **LISTEN** to your message. If you are happy with the message you have recorded press **OK**; if not just press **RECORD** again. It will overwrite your previous message.

8039 Handset ONLY : Operator Console

ACCESS THE OPERATER MENU
Scroll left with your navigation key to **MENU**

The **OPERATOR** key will appear in the **bottom right corner** of your screen

Press **OPERATOR** key

It will ask you to enter a password.

The operator password is <u>your own password</u> – keep it on file for reference

PROGRAM SPEED DIAL NUMBERS
Scroll left with your navigation key to **MENU**

Press **OPERATOR** key

Enter password - **your own password – keep it on file for reference**

Press **OK**

Press **SPEED DIAL** key

Enter **NAME** of the speed dial number

Press **OK**

Enter **TELEPHONE NUMBER,** don't use '**0**' in front of your number for an outside line for example:*' 40477000 for a local number, 0408…. For a mobile number, 0238…STD'*

Press **OK.** Your speed dial number is now entered

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RETRIEVE A MESSAGE
Indicated by a blue light above the envelope key

Press the envelope symbol on your telephone

The screen will display **Text Mails: (number of mails)**

Press key beside '**Read TxtMsg**'

On the screen display will be '**CALL NOT ANSWERED**'

Press **OK**

The display will now show you the details

If you press **Clear** it will delete the number and the orange envelope will stop flashing

Blue flashing envelope is still flashing!

if the envelope continues flashing, check if you have any mail in your General Mailbox

When the display shows **Gen mailbox: (number of messages)**

Press key next to **Gen mailbox**

It will now ask you for the **OP password:**

Enter **your own password** – **keep it on file for reference**

Press **OK**

It will now show on the screen **New messages: (number of messages)**

Press **CONSULT**

The display will show the number of the person who left you a message

Press **OK**

If you press **PLAY** in will play the recorded message

Press **CLEAR** to erase the message from your mailbox

CHANGE NAMES OF EXTENSIONS:
Scroll left with your navigation key to **MENU**

Press **OPERATOR** key

Enter password - **your own password** – **keep it on file for reference**

Press **OK** then **Subscriber**

Type in the Extension number you want to change in **Destination**

Press **Name** and then **Clear**

Enter new name. For capital letters, press the arrow 'up' button on the left hand side of the keyboard.

Press **OK** to save name. Hang up when finished

CHANGE NAMES ON KEYS OF ADD-ON MODULE AFTER EXTENSION NAMES ARE CHANGED (only required if you have an add-on module)
Scroll left with your navigation key to **MENU**

Press **Settings**

Press **Keys**

Press the key beside name that is to be changed on the add-on module

Press **Clear**

Type in new name

Press **OK** to save name

CHANGE TIME & DATE:
Scroll left with your navigation key to **MENU**

Press **OPERATOR** key

Enter password - **your own password** – **keep it on file for reference**

Press **OK**

Press **Clock**

Enter new date and time

Press **OK**

Hang up when finished

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