Alcatel-Lucent **OmniPCX** *Office*

Alcatel-Lucent IP Touch 4018 Phone
Alcatel-Lucent IP Touch 4008 Phone
Alcatel-Lucent 4019 Digital Phone

Alcatel·Lucent

User manual

Introduction

Thank you for choosing a telephone from the IP Touch 4008/4018 Phone/4019 Digital Phone range manufactured by **Alcatel-Lucent**.
Your terminal has a new ergonomic layout for more effective communication.

How to use this guide

📞	Lift the receiver.	▬	Line key.
📞	Hang up.	**②**	Specific key on numeric keypad.
🔢	Numeric keypad.	⬭	Partial view of display.
▼	Means that the function is subject to programming. If necessary, contact your installer.		
●	Adjustment "reduce".	▬	Fixed key.
●	Adjustment "increase".	**ⓘ**	MENU key.
🔊	Loudspeaker, hands free.	✉	Voice mail access key.
▲▼	Move the navigation key up or down.		
◄	To go back one level (press and release) or to return to the welcome page (press and hold) ; during a conversation, can be used to access the different pages (Menu, Perso, etc.) and to return to the telephone screens.		

These symbols can be supplemented by small icons or text.

Contents

Getting to know your telephone

Handset

Alphanumeric keypad

Alcatel-Lucent IP Touch 4018

■ Navigation

WhoamI
Lock
Settings

Up-down navigator: used to navigate around the home page, through the menus or in a text zone when entering characters.
The home page consists of:
- Information on the status of the set (set locked, call forward, etc.)
- Date and time
- Set programming and configuration functions

Functions accessible (set in idle position):

WhoamI — Identify the terminal you are on,

Rediallist — Call back on the last 10 number dialled,

Lock — Lock / unlock your telephone,

Appointment — Programming an appointment reminder,

Forward — Divert your calls to another number. (immediate forwarding, forward to voice mail, forward to bleeper),

Settings — Configure the set (personal assistant, display, ring tone, voice mail, etc.),

Dialbyname — Using call by name.

.
Other features can be accessed depending on the configuration of the system.

Features accessible in conversation:

Hold — Placing a call on hold (hold),

■MFcode — Sending DTMF signals,

Savetorep — Store the number in the personal phone book,

TransferVMU — Transfer a call to the voice mailbox of an absent party.

OK **OK key:** used to validate your choices and options while programming or configuring.

Back/Exit key: to return to previous menu (short press) or return to first screen (long press). You can also use this key to correct a character you entered.

■ Audio keys

Hang-up key: to terminate a call.

Hands-free/Loudspeaker Key: to make or answer a call without lifting the receiver (Alcatel-Lucent IP Touch 4008/4018 Phone).
- lit in hands-free mode or headset mode (short press).
- flashing in loudspeaker mode(long press).

Intercom/Mute key:
- During a conversation: press this key so that your correspondent can no longer hear you.
- Terminal idle: press this key to answer calls automatically without picking up the receiver (Alcatel-Lucent IP Touch 4008/4018 Phone).

To adjust the loudspeaker or handset volume up or down

■ Function keys

Messaging key to access various mail services
If the key flashes, a new voice message or a new text message has been received.

'Redial' key :
- To access the 'Redial' function (short press)
- Call back on the last 10 number dialled (long press).

■ Function keys and programmable keys

Guide key: Use to obtain information on the pre-programmed keys or to access the set programming or configuration.

Phone book key : Phone book key to access your personal phone book (short press) or to make a call by name (long press or press twice).

Pre-programmed function keys and programmable key
Lit when the function associated with the key is activated.
The 6-key block consists of:
- ■ two line keys,
- ■ one 'immediate forwarding or cancel call-forward' key,
- ■ one 'conference' key,
- ■ one 'transfer' key,
- ■ one direct call key to programme.

1 *Using your telephone*

1.1 Making a call

dial directly the number for your call

OR

lift the receiver

number required

OR

hands free (alcatel-lucent ip touch 4008/4018 phone only)

number required

OR

programmed line key → during a conversation
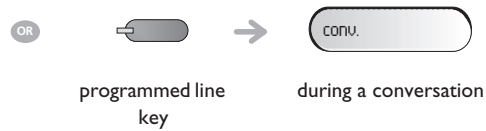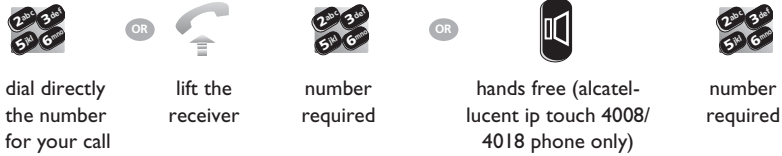
To make an external call, dial the outside line access code before dialling your correspondent's number. 9 is the default code for an outside line.

For the operator, dial '0' (by default).

The duration of your external call may be limited in time by the administrator.. In this case, a beep sounds and/or a message will be displayed on the screen 20 seconds before the end of the communication

1.2 Receiving a call

lift the receiver

OR

hands free (alcatel-lucent ip touch 4008/4018 phone only)

OR

press the key for the line that is lit up
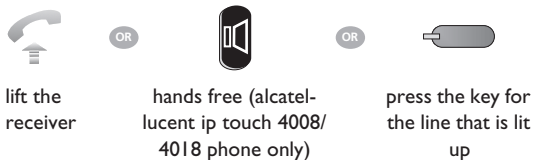
1.3 Using the telephone in 'Hands free' mode (Alcatel-Lucent IP Touch 4008/4018 Phone only)

◻ Terminal idle:

press and release → you are in hands free mode

◻ Call in progress:

during a conversation → press and release

During a conversation, you can lift the receiver without terminating the call.

1.4 Activating the loudspeaker during a conversation (receiver lifted) - Loudspeaker

during a conversation

activate loudspeaker (long press) → **the loudspeaker key flashes**

adjust volume (9 levels)

deactivate loudspeaker (long press) → **The key is no longer lit**

press and release the loudspeaker key to switch to hands free mode (light steady) (Alcatel-Lucent IP Touch 4008/4018 Phone).

1.5 Calling your correspondent by name (company directory)

long press or press twice

first letters of your correspondent's name → select the name from the displayed list

OK

You enter your contact's name in predictive text mode. In this mode, enter each letter of the name by pressing only once on the key with this letter.
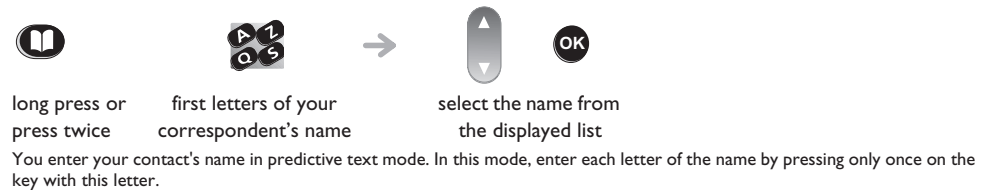
1.6 Make a call using the personal phone book

press and release

press the programmed key directly (0 to 9)

OR

select the contact to call

OK

start the call

1.7 Filtering calls using the voice mailbox (Alcatel-Lucent IP Touch 4008/4018 Phone only)

This service lets you filter incoming calls to your voice mailbox. When your caller leaves his message you can choose to communicate with him.

- **Activating call screening :**

'voice mail filtering' programmed key

enter your personal password

same key to stop listening and deactivate the screening

- **When you receive a call :**

call

name or number of the caller

→ **you hear the message left by your caller**

OR

OR

to take the call

to stop listening only

1.8 Redialling

- Redialling the last number dialled (redial)

'redial' key(short press)

→ **last number redial**

- Call back on the last 10 number dialled

'redial' key (long press)

OR

Rediallist

OK

select the no. in the last ten issued

start the call

OK

1.9 Make a call-back request to a busy number

the number you are calling is busy

→

■Callback

OK

1.10 Answering an internal call in intercom mode (Alcatel-Lucent IP Touch 4008/4018 Phone only)

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in hands free mode. The screen shows the caller's identity.

- **To activate - Terminal idle:**

📞 ➡️ **corresponding LED lights up**

💬 *When your caller hangs up, intercom mode remains active.*

- **To deactivate - Terminal idle:**

📞 ➡️ **The corresponding LED goes out**

1.11 Sending DTMF signals

During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine.

conv. ➡️ ▲▼ ■MFcode OK

during a
conversation   to activate

💬 *The function is automatically cancelled when you hang up.*

1.12 Mute, so that your correspondent cannot hear you

You can hear your correspondent but he/she cannot hear you:

conv. ➡️ 📞 ➡️ **The key lights up**

during a   disable microphone
conversation

📞 ➡️ **The key is no longer lit**

resume the
conversation
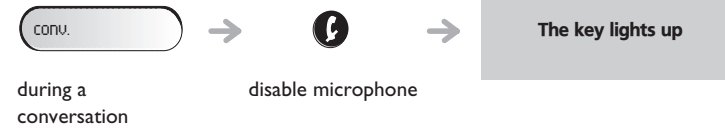
2 *During a conversation*

2.1 Making a second call during a conversation

conv. → 🔢 OR 🔼 → **the first call is on hold**

during a conversation / number of second correspondent / call back the last number dialled. (short press)

• **Other methods for calling a second correspondent**

🔼 ⬆⬇   Call back on the last 10 number dialled (long press).

📖 ⬆⬇   Calling from your personal directory (PersSpDial) (long press or press twice (phone book key))

📖 OR ◀ ⬆⬇ Dialbyname OK   .Using call by name.

long press or press twice

⬅️   programmed line key.

• **To cancel your second call and recover the first:**

conv. → 📞 → ⬅️

during a conversation / key for the line whose light is flashing

💬 *If you make an error, hang up: your telephone will ring and you will recover your first call.*

2.2 Answering a second call during a conversation

• **A second correspondent is trying to call you:**

conv. → call → ⬅️
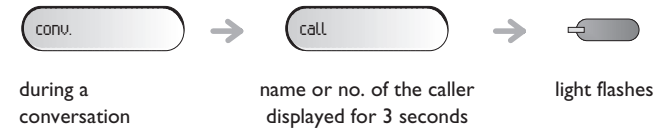
during a conversation / name or no. of the caller displayed for 3 seconds / light flashes

▪ **answer call displayed**

⬅️ → **the first call is on hold**

line key for which icon is flashing

• **To return to your first caller and end the conversation in progress**

conv. → 📞 → ⬅️ OR 📞 📞
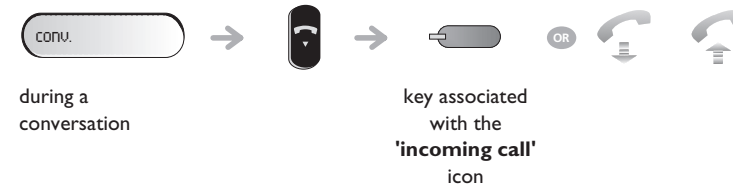
during a conversation / key associated with the **'incoming call'** icon

2.3 Switching between calls (Broker call)

During a conversation, a second call is on hold.
To accept the second call:

⬅️ → **your first call is placed on hold**

light flashes

2.4 Transferring a call

● **To transfer your call to another number:**

conv. ➔ [2abc 3def 5jkl 6mno] ➔ the first call is on hold

during a
conversation

no. of the 2nd
terminal

● **If the number receiving the transfer answers:**

'transfer'
programmed key

You can also transfer your call immediately, without waiting for your correspondent to answer.

> *Transfer between two outside calls is not generally possible (depends on country concerned and system configuration).*

2.5 Transfer a call to the voice mailbox of an absent party

During the call, you want to transfer your correspondent to the voice mailbox of another correspondent.

conv. ➔ TransferVMU [2abc 3def 5jkl 6mno]

during a
conversation

number of
second
correspondent

2.6 Three-way conference with internal and/or external correspondents (conference)

■ During a conversation, a second call is on hold

conv.

during a
conversation

"conference" programmed
key

■ Cancel the conference and remain with your second correspondent (your first call is placed on hold)

"conference"
programmed key

■ hang up on all correspondent

■ After the conference, to leave your two correspondents talking together:

cancel the conference   **'transfer'** programmed key

2.7 Placing a call on hold (hold)

● **Exclusive hold:**
During a conversation, you wish to place the call on hold and recover it later, on the same telephone.

conv. ⬆⬇ Hold OK ➔ your call is placed on hold

during a
conversation

● **Recover the call on hold:**

➔ conv.

key for the line
whose light is
flashing
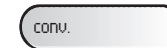
2.8 Placing an outside call on hold (parking)

You can place an outside call on hold and recover the call on another telephone:

conv. → ▲▼ Parkcall OK

during a
conversation

• **To recover the parked call:**

▲▼ Pickup OK Unparkcall OK

number of
telephone from
which call was
parked

If the parked call is not recovered within a preset time (default value 1 min 30), it is transferred to the operator.

2.9 Intrusion into an internal conversation

Your correspondent's line is busy. If the number is not "protected" and if authorised, you can intrude into the call:

'intrude on a call'
programmed key

• **Protection against intrusion:**

enter the number

'communication protection'
programmed key

Protection is cancelled when you hang up.

2.10 Store a number

During a call, to save the number onto a call key:

conv. → ▲▼ Savetorep OK → ▲▼ OK

during a
conversation

select the key to
programme (0 to 9)

enter the name of   apply   **display number**   apply
your
correspondent*

* enter the name of your correspondent :

enter the text: the number pad keys have letters that you can display by successive presses

▲▼ position the cursor in the entry field

erase last character entered

enter a digit (keys 0 to 9)

2.11 Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:

conv. → ─ OR +

during a
conversation   adjust audio volume

3   *'Meet me' conference*

The 'Meet me' function is used to set up a conference with a maximum of 6 persons: the 'master' of the conference (who has the rights for initiating the conference) and the participants (maximum of 5) who meet for the conference.

3.1   Initiate a 'Meet me' conference

In order for the participants to join the conference, you must first decide on a meeting time for the conference and send them the access code.

> *When the system prompts you to enter a code or password, you are allowed 3 attempts before the system rejects your request.*

lift the receiver (see making a call) → enter the 'meet me' conference activation code OR from the outside, dial the 'meet me' conference activation call number → enter your telephone number (internal)

enter your personal password → enter the conference access code → **the conference is set-up**
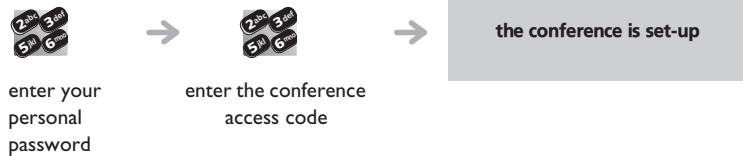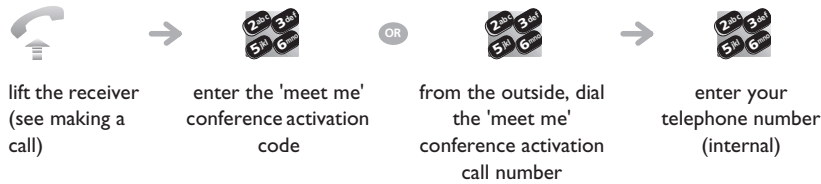
- activation code : this code is defined by the administrator during system configuration

- call number for activating the 'Meet me' conference: this call number is used by the conference master when he wishes to initiate a conference from an external set. This number must have been defined previously by the system administrator

- password: the default password cannot be used. If necessary, refer to chapter"Modifying your personal code"

> *When the conference master on-hooks, all the communications will be cut-off.*

3.2   Join a 'Meet me' conference

Once set-up by the conference master, the participants can join the 'Meet me' conference (5 participants maximum).

lift the receiver (see making a call) → enter the joining code for the 'meet me' conference OR from the outside, dial the 'meet me' conference joining call number

enter the conference access code → **You are in conference mode**
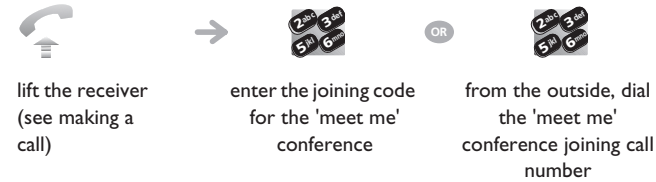
- joining code : this code is defined by the administrator during system configuration

- call number for joining the 'Meet me' conference: this call number allows the participants to join a conference from an external set. This number must have been defined previously by the system administrator

> *An audible beep sounds when a participant joins the conference. 2 audible beeps sound when a participant leaves the conference.*

> *You cannot join a conference if the maximum allowed number of participants is already reached.*

> *If the conference has not yet been set up by the conference master you are put on hold until the conference is initiated (5 minutes maximum).*

> *If you cannot directly reach the conference, you have to call first an internal user or an automatic operator. This one dials the call number for joining the 'Meet-me' conference and then transfers your call (10 seconds).*

4 *Sharing*

4.1 Receiving supervised call ringing

To receive the special ringing for calls to another number:

"supervised call ringing" programmed key

same key to cancel
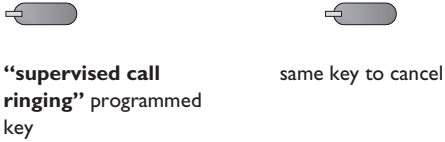
4.2 Answering the general bell

When the operator is absent, outside calls to the operator are indicated by a general bell. To answer:

conv. ➔ Pickup **OK** Generalbell **OK**

during a conversation

4.3 Manager/secretary filtering

System configuration allows "manager/secretary" groups to be formed, so that the manager's calls can be directed to one or more secretaries.

• **From the manager's or secretary's telephone:**

➔ incoming calls are filtered by a chosen person (secretary, etc.)

"filter" programmed key

same key to cancel
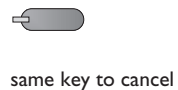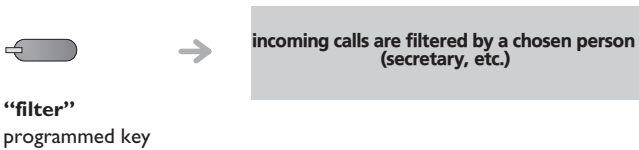
Filtering is indicated on the manager's telephone by the icon corresponding to the "filtering" programmed key.

4.4 Call pick-up

You hear a telephone ringing in an office where no-one can answer. If authorised, you can answer the call on your own telephone.

• **If the telephone ringing is in your own pick-up group:**

'group call pick-up' programmed key

• **If the telephone ringing is not in your pick-up group:**

Pickup **OK** Set **OK**

number of telephone ringing

OR

'set call pick-up' programmed key

number of telephone ringing
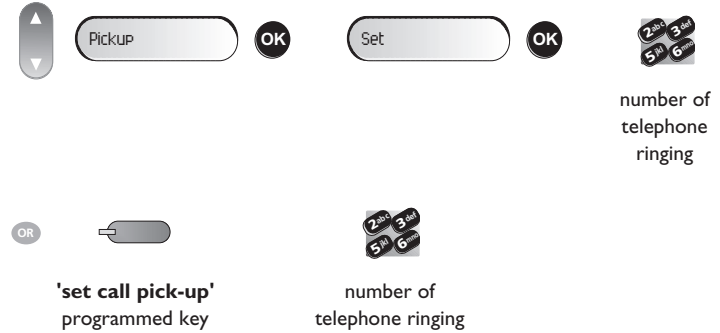
The system can be configured to prevent call pick-up on certain telephones.

4.5 Answering briefly in place of the operator

Outside calls to the operator will ring on your telephone and you can answer the call:

➔ your telephone will ring at the same time as the switchboard

"operator help" programmed key

same key to cancel

• **Calls to the switchboard:**

calls to the switchboard will ring on your telephone ➔

"operator help" programmed key

4.6 Hunting groups ▼

• **Hunting group call:**
Certain numbers can form a hunting group and can be called by dialling the group number.

📞   ⌨

no. of group to be called

• **Temporary exit from your hunting group:/Return into your group:**

⬭   ⌨

'leave group'   your group number
programmed key

💬 *Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.*

4.7 Calling an internal correspondent on his/her pager ▼

The number called does not answer and you know that the person called has a pager:

(alert)   ➜   ⬭

your correspondent   **'paging'**
does not reply   programmed key

➜   **paging in progress is displayed**

💬 *Your correspondent can answer from any telephone in the system.*

4.8 Answering a call on your pager ▼

A call on your pager can be answered from any telephone within the system.

your pager beeps   ➜   ⬭   ⌨

'answer paging'   your group
programmed key   number

4.9 Calling a correspondent on his/her loudspeaker ▼

Your internal correspondent does not answer. If authorised, you can remotely activate your correspondent's phone:

(alert)   ➜   ⬍ (ForcedAnsw) OK

your
correspondent
does not reply

➜   **you are connected to the loudspeaker on your correspondent's phone (if he/she has the hands free function)**

Sharing
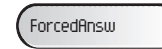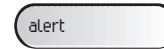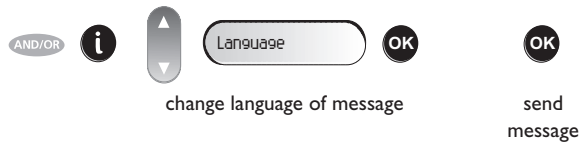
4.10 Sending a written message to an internal correspondent

number to be called

• **Predefined message**

select the message to be sent

Gotomessage

enter the no. of the message to be sent (01 to 27)

apply your choice

AND/OR

Language

change language of message

send message

• **Personal message**

Create

create a temporary personal message*

send message

* create a temporary personal message :

enter the text: the number pad keys have letters that you can display by successive presses

position the cursor in the entry field

erase last character entered

enter a digit (keys 0 to 9)

• **The 27 standard messages are shown below:**

1	Call me back	15	Meeting on ___ (*)
2	Call me back tomorrow	16	Meeting on ___ at _:_ (*)
3	Call me back at _:_ (*)	17	Out for a while
4	Call back _____ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at _:_ (*)
6	Call the secretary	20	Absent, back on ___ at _:_ (*)
7	I will call back at _:_ (*)	21	On vacation, back on ___ (*)
8	Use paging	22	External meeting
9	Please fetch your fax	23	External meeting, back on ___ (*)
10	Please fetch your mail	24	I am in room nr __ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at _:_ (*)	(*)	Messages to be completed using numeric keypad

4.11 Send a voice message copy

personal code

display number of new and old messages

Consult

select message to copy by consecutive presses

Sendcopy

number to be called

send message

AND/OR

Record

record a comment*

AND/OR

Add

add a correspondent

Sendcopy
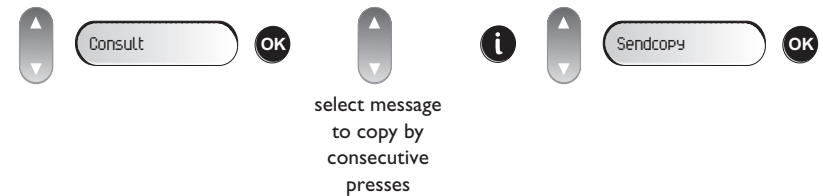
send message

Sharing

* To record a comment :

▲▼	Record	OK	→	recording

start recording the comment · recording

#	→	▲▼ Listen	OK

end of recording · replay comment

OR	▲▼ Record	OK	→	▲▼ OK	OK

re-record a comment · send message
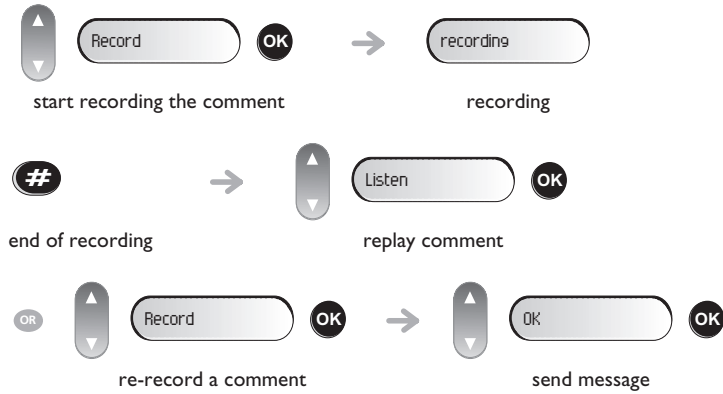
4.12 Sending a recorded message to a number / a distribution list

✉	▲▼ Voice	OK	🔢	▲▼ Sendmessage	OK

personal code

🔢	AND/OR	ℹ	▲▼ Add	OK

number to be called · other correspondents if necessary

→	ℹ	▲▼ Record	OK	→	recording

start message recording · recording

OR	▲▼ Stop	OK	OR	Listen	OK

end of recording; · replay message

OR	Record	OK	→	OK

re-record a message · apply
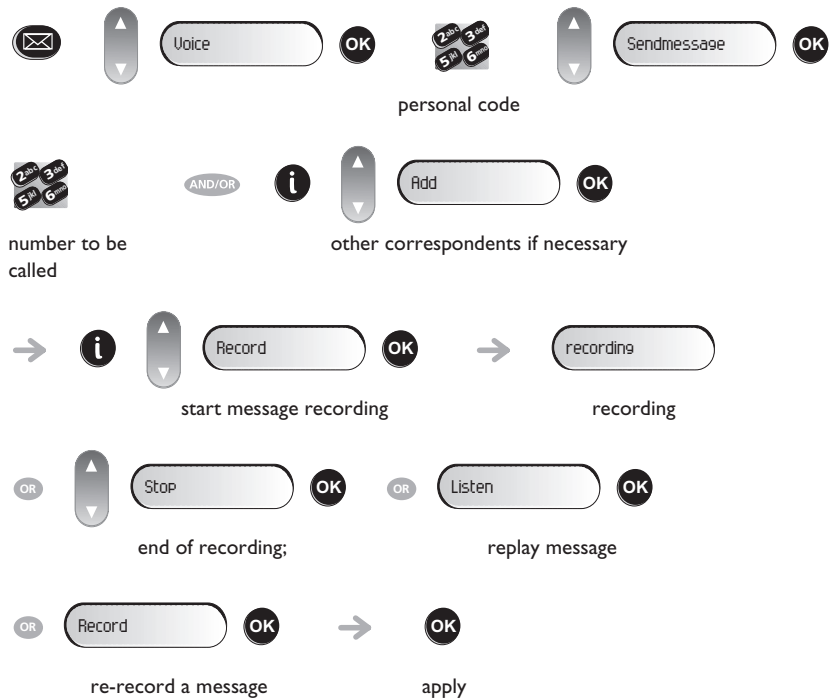
4.13 Broadcasting a message on the loudspeakers of a station group ▼

A message not requiring an answer can be broadcast on the loudspeakers within your broadcast group:

📞	🔢	→	**speak, you have 20 seconds**	📞	OR	📱

number of broadcast group
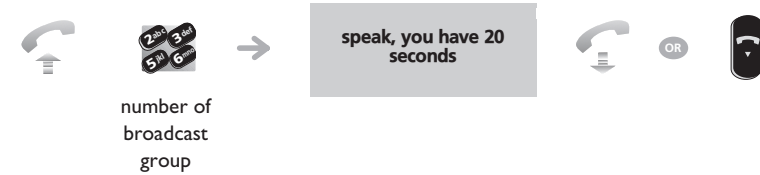
> *The message will only be broadcast on terminals not in use and which have a loudspeaker.*

4.14 Modify the automated attendant welcome message remotely

This feature enables a user with the appropriate rights to modify the automated attendant night or day-time message.

📞	🔢	🔢	🔢

voice mail call number · number of your voice mailbox · personal code

9	5	→	**follow the instructions of the voice guide**

access the 'personal options' menu · access the 'welcome messages customisation' menu

17

5 *Keep in touch*
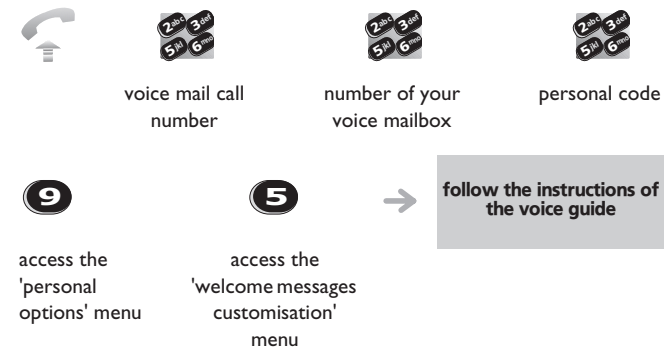
Selecting calls to be diverted

When a diversion is applied, you can select the types of call to be diverted: outside, internal, all.

Forward — **OK** → Ext/Int — **OK** →

type of call diverted is displayed

select the **'diversion'** function

select the type of out/int call

if the type of call forwarded is not appropriate

→ Allcalls OR

all calls

Internal OR External **OK** →

the new type of forwarded call is displayed

internal or outside calls   apply
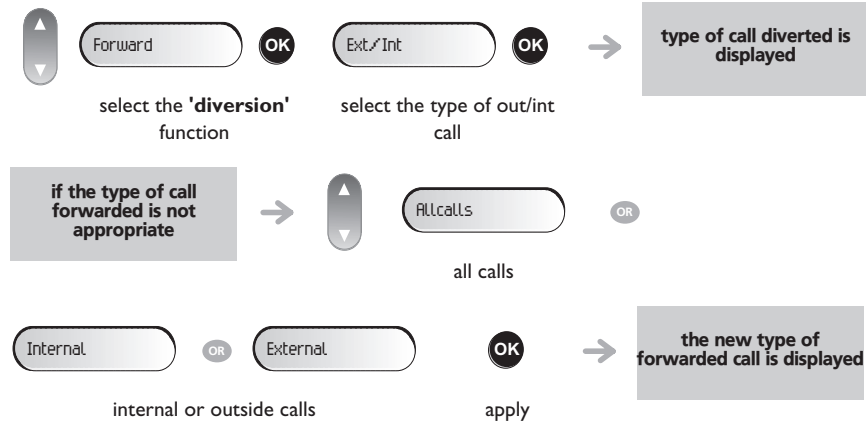
5.2 **Diverting calls to another number (immediate diversion)**

The number can be your home, portable or car phone, voice message or an internal extension (operator, etc.).

Forward — **OK** → Immediate — **OK** →

select the **'diversion'** function

number to be called

OR ☐ **OK** → **diversion is acknowledged**

select the number of your choice
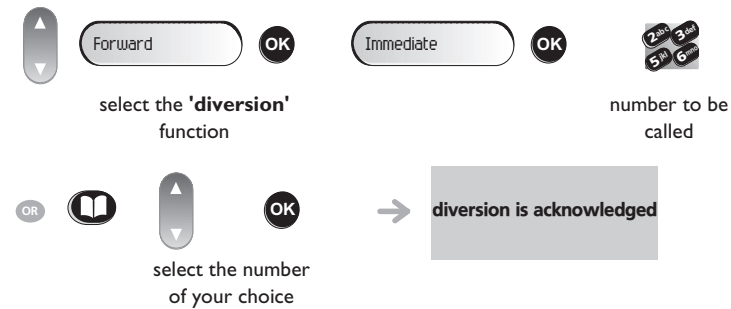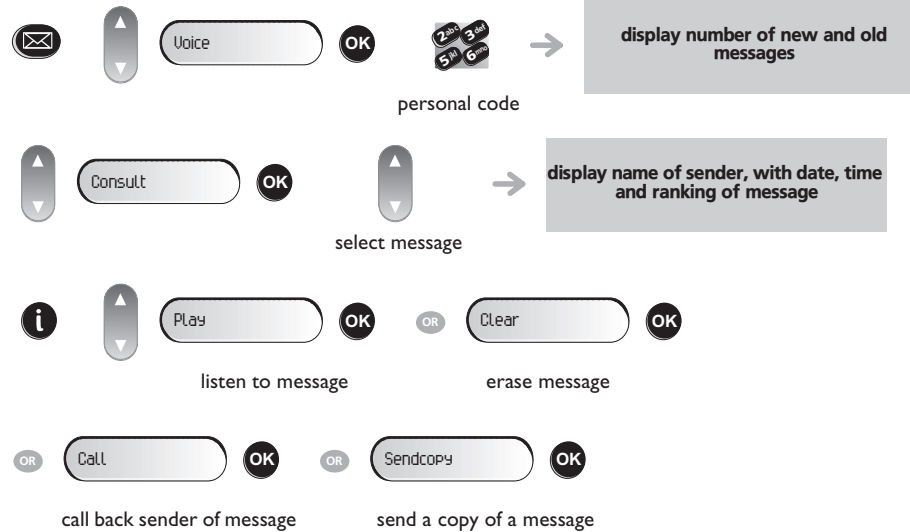
💬 *You can make calls, but only the destination number can call you.*

5.3 **Diverting your calls to your voice message service**

Forward — **OK** → Immediate▸VM — **OK** → **diversion is acknowledged**

select the **'diversion'** function

5.4 **When you return, consult recorded messages**

The light indicates that messages have been received.

✉ Voice — **OK** →

display number of new and old messages

personal code

Consult — **OK** →

display name of sender, with date, time and ranking of message

select message

ⓘ Play — **OK** OR Clear — **OK**

listen to message   erase message

OR Call — **OK** OR Sendcopy — **OK**

call back sender of message   send a copy of a message

5.5 **Activate/disable the personal assistant**

Settings — **OK** → Assistant — **OK** →

display of personal assistant state (active or not actve)

ON/OFF — **OK** → On — **OK** OR Off — **OK**
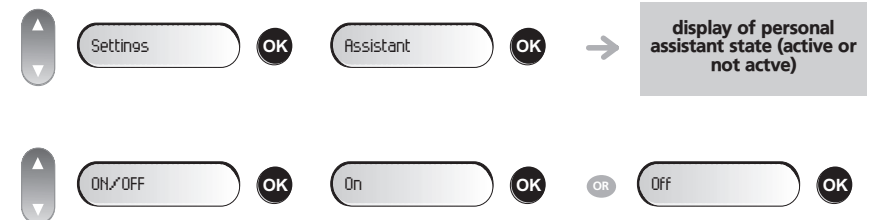
Keep in touch

5.6 Personal assistant : reaching you with one number only

Settings **OK**   Assistant **OK**   Menu **OK**

select type of diversion

InternalNr **OK**   **AND/OR**   ExternalNr **OK**   **AND/OR**   MobileNr **OK**

dial number of a colleague   dial an outside line number   dial number of your mobile
or your secretary   or dect

AND/OR   Operator **OK**

activate/deactivate transfer
to operator
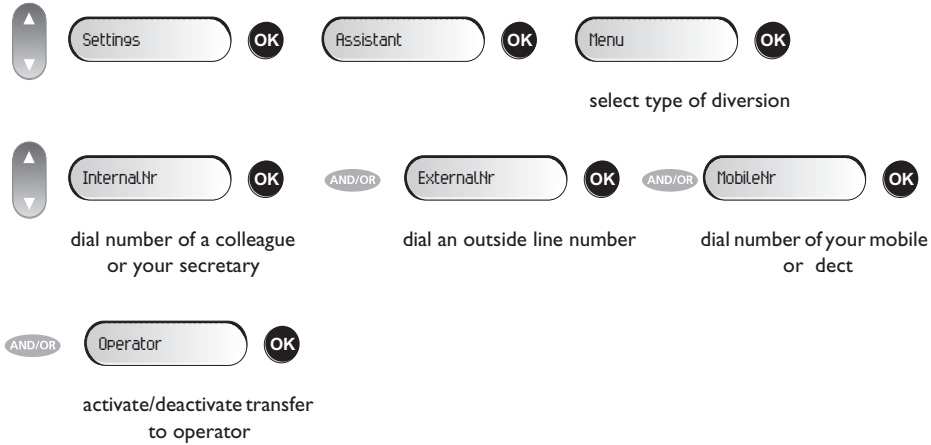
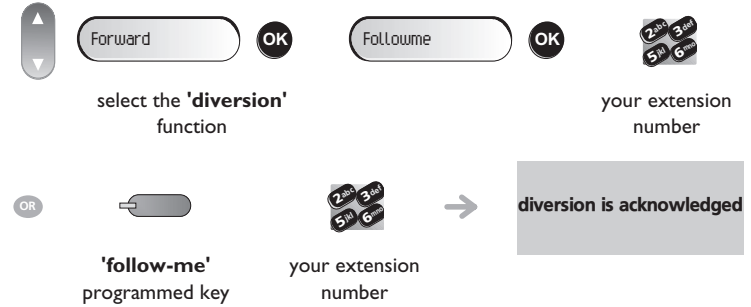## 5.7 Diverting calls to your pager

Callers will thus be able to contact you while you are moving around the company:

Forward **OK**   Topaging **OK**

select the **'diversion'**
function

OR   ➔   diversion is acknowledged

'forward to paging'
programmed key
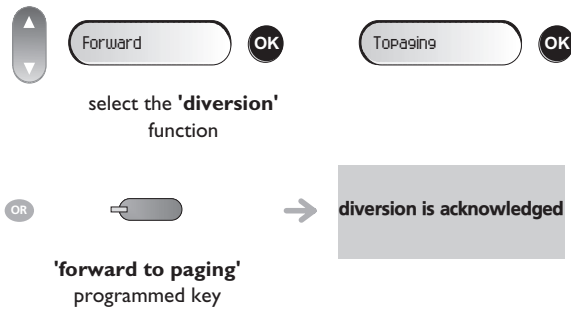
5.8 Forwarding your calls from the receiving terminal ("Follow me")

You wish to receive your calls in your present location:
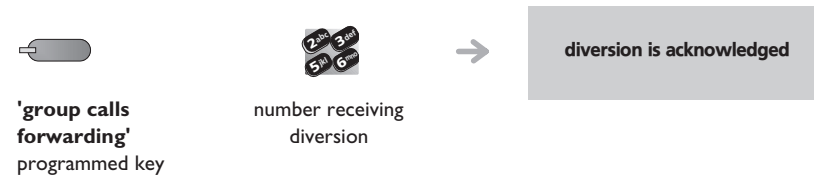Use the "Follow me" function.

Forward **OK**   Followme **OK**

select the **'diversion'**   your extension
function   number

OR   your extension   ➔   diversion is acknowledged
number

'follow-me'
programmed key

5.9 Applying a selective diversion

You can selectively divert calls, according to the caller's identity:

➔   diversion is acknowledged

**'selective
forwarding'**
programmed key
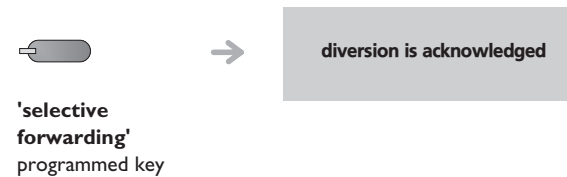
5.10 Diverting all group calls

You can divert all your group calls to another internal number:

number receiving   ➔   diversion is acknowledged
diversion

**'group calls
forwarding'**
programmed key

Keep in touch

5.11 Cancelling all diversions

OR ▲▼ Forward **OK** Cancelfwd. **OK**

press the 'call forward' function key

select the **'diversion'** function
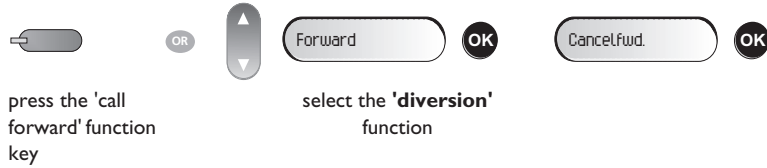
5.12 Diverting calls when your line is busy (divert if busy)

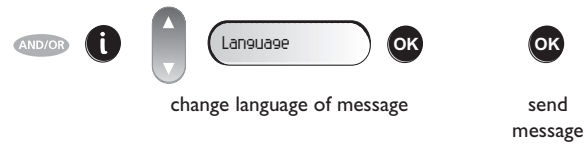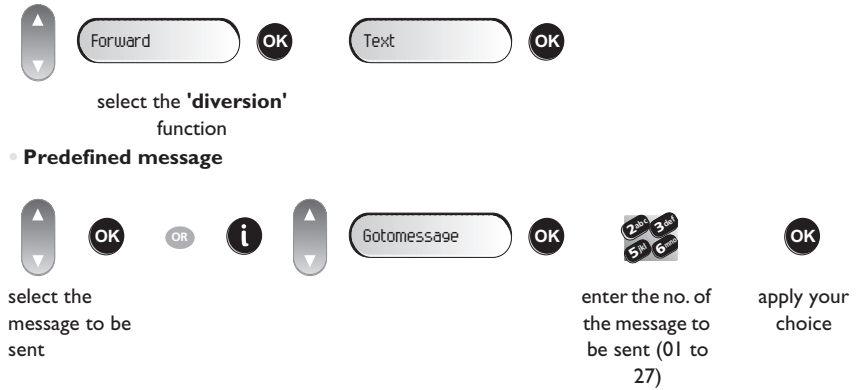Callers can be diverted to another telephone if you are already on the line.

▲▼ Forward **OK** Onbusy **OK** 2abc 3def 5jkl 6mno

select the **'diversion'** function

number receiving diversion

➜ **diversion is acknowledged**
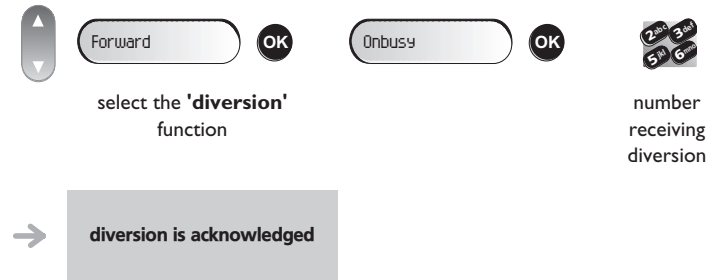
5.13 Do not disturb

You can make your terminal temporarily unavailable for all calls.

▲▼ Forward **OK** DoNotDisturb **OK** ➜ **diversion is acknowledged**
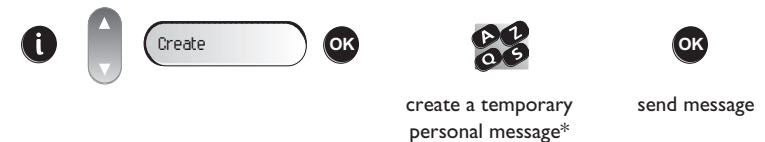
select the **'diversion'** function
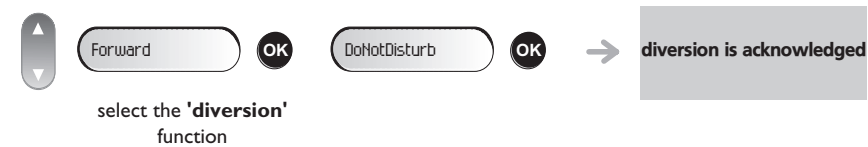
Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.
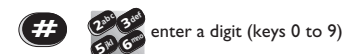
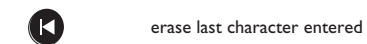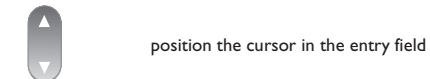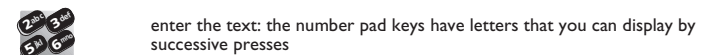## 5.14 Leaving a recorded message for internal callers

You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.

▲▼ Forward **OK** Text **OK**

select the **'diversion'** function

• **Predefined message**

▲▼ **OK** OR i ▲▼ Gotomessage **OK** 2abc 3def 5jkl 6mno **OK**

select the message to be sent

enter the no. of the message to be sent (01 to 27)

apply your choice

AND/OR i ▲▼ Language **OK** **OK**

change language of message

send message

• **Personal message**

i ▲▼ Create **OK** Az Qs **OK**

create a temporary personal message*

send message

*create a temporary personal message :

2abc 3def 5jkl 6mno — enter the text: the number pad keys have letters that you can display by successive presses

▲▼ — position the cursor in the entry field

◀ — erase last character entered

2abc 3def 5jkl 6mno — enter a digit (keys 0 to 9)

Keep in touch

• **The 27 standard messages are shown below:**

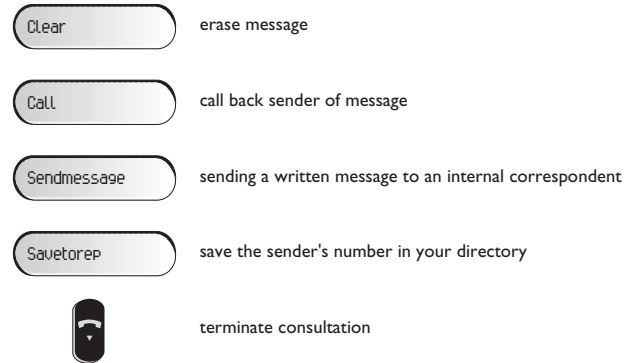|			
1	Call me back	15	Meeting on ___ (*)
2	Call me back tomorrow	16	Meeting on ___ at _:_ (*)
3	Call me back at _:_ (*)	17	Out for a while
4	Call back _____ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at _:_ (*)
6	Call the secretary	20	Absent, back on ___ at _:_ (*)
7	I will call back at _:_ (*)	21	On vacation, back on ___ (*)
8	Use paging	22	External meeting
9	Please fetch your fax	23	External meeting, back on ___ (*)
10	Please fetch your mail	24	I am in room nr __ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch;
13	You are expected at reception	27	Indisposed
14	Meeting at _:_ (*)	(*)	Messages to be completed using numeric keypad

5.15   Consulting written messages

The light indicates that messages have been received.
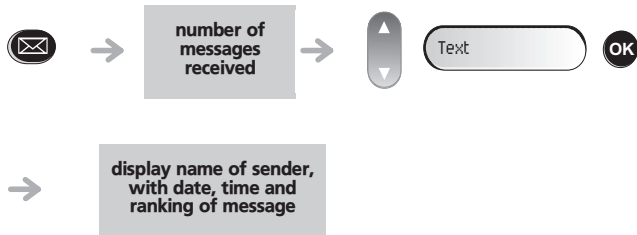
During the display of the information:
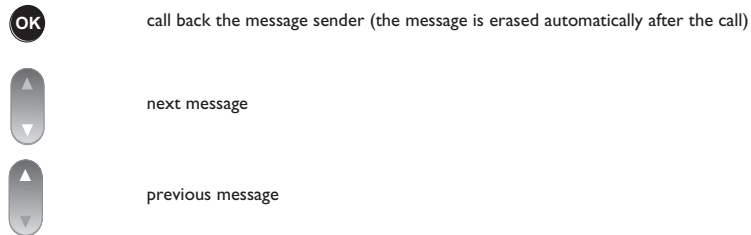
OK — call back the message sender (the message is erased automatically after the call)

next message

previous message

During consultation of a message, pressing the 'i' key provides access to the following functions: (❶)

Clear — erase message

Call — call back sender of message

Sendmessage — sending a written message to an internal correspondent

Savetorep — save the sender's number in your directory

terminate consultation

5.16   Message notification

A message is left in your mailbox but you are not at your desk. You can configure your telephone so that you receive notification of the message on another telephone.

Settings **OK**   Notification **OK**

• **activate/deactivate message notification**

ON/OFF **OK**   On OR Off **OK**

• **enter the number of the set where the notification is to be received**

Number **OK**   enter the number   apply

• **change the time slot**
The time slot during which notification is activated can be changed.

Schedule **OK**   change times   apply

21

6 *Managing your charges*

6.1 Charging your calls directly to business accounts ▼

You can charge the cost of your outside calls to business account numbers.

'project code"
programmed key

enter the number
of the terminal to
receive the
message

password for this
internal telephone

enter number for
correspondent

• **Adding or changing a business code during a call:**

"Business account code during call" programmed key

6.2 Finding out the cost of an outside call made for an internal user from your terminal

conv.

programmed key
'meter total recall'

→ **the call is placed on hold**

outside
number
called

Transfer OK OR

transfer call to your
correspondent on hold

• **When the internal correspondent who has taken the call on-hooks, you are called back and can:**

1. Read information concerning call (cost, duration, number of units...).

OK OK → **name of internal user and cost of call**

2. Print a charge ticket.

Print OK

3. Terminate consultation.

OK OK

6.3 Call duration restriction

The duration of your external call may be limited in time by the administrator.
In this case, a beep sounds and/or a message will be displayed on the screen 20 seconds before the end of the communication.

Call transfer : during a call transfer, the maximum duration of the call is reset to the value defined for the destination station of the transfer.

Three-party conference : during a three-party conference, communication is cut off when the maximum time allowed has expired.

'Meet me' conference : there is no call duration restriction.

Parking: the maximum duration time is not reset on parked call retrieval.

7 *Programming your telephone*

7.1 Initializing your voice mailbox

| light flashes | ✉ | enter your personal code then record your name according to voice guide instructions |

💬 *Your personal code is used to access your voice mailbox and to lock your telephone.*

7.2 Customising your voice greeting

You can replace the greeting message by a personal message

▲▼ (Settings) **OK** (Mailbox) **OK** (Persmessage) **OK**

➔ (recording)

recording

During consultation of a message, pressing the 'i' key provides access to the following functions: (❶)

(Stop) to stop the recording

(Pause) to pause recording

(Record) to record the message again

7.3 Modifying your personal code

Your personal code is used to access your voice mailbox and to lock your telephone.

▲▼ (Settings) **OK** (Options) **OK** (Password) **OK**

old code (4 digits) new code (4 digits) **OK** display requests confirmation of new password

💬 *As long as your voice mailbox has not been initialized, personal code is 1515.*

7.4 Configuring the telephone ringer

▲▼ (Settings) **OK** (Phone) **OK** (Ringing) **OK**

▽ Choose the tune

▲▼ (Melody) **OK** ▲▼ select the melody of your choice (16 tunes) **OK** apply your choice

▽ Adjusting the ringer volume

▲▼ (Volume) **OK** + − select the volume of your choice (12 levels) **OK** apply your choice

23

Programming your telephone

▼ Activate/disable meeting mode (progressive ringing)

Progressive **OK** On OR Off **OK**

to deactivate   to activate   apply your choice

▼ Activate/deactivate discreet ring mode

Beeps **OK** On OR Off **OK**

to deactivate   to activate   apply your choice
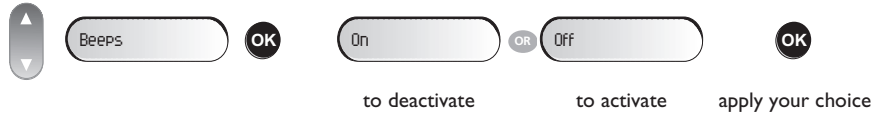
▼ Adjust ringer volume while a call arrives

call   ➔   + − OR

your telephone rings   adjusting the ringer volume

7.5   Adjusting screen brightness

Settings **OK**   Phone **OK**   Contrast **OK**

+ −   OR   **OK**

adjusting screen brightness   apply your choice

7.6   Selecting language

Settings **OK**   Options **OK**

Language **OK**   **OK**

select the language of your choice   apply your choice

7.7   Make a call using the personal phone book

📖   ℹ️   **OK**   2abc 3def 5jkl 6mno   **OK**   2abc 3def 5jkl 6mno   **OK**

press and release   enter the name*   enter the number

* Enter the name :

2abc 3def 5jkl 6mno   enter the text: the number pad keys have letters that you can display by successive presses

position the cursor in the entry field

⏮   erase last character entered

2abc 3def 5jkl 6mno   enter a digit (keys 0 to 9)

7.8   Programming direct call keys

ℹ️   ⬭   ➔   2abc 3def 5jkl 6mno

one direct call key to programme   enter the number

24
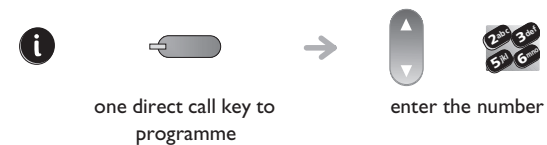
7.9 Programming an appointment reminder

You can define the time of a temporary reminder (one in 24 hours) or a permanent reminder (every day at the same time).

▲▼ (Appointment) **OK** (Temporary) *OR* (Permanent) **OK** **OK**

select the type of appointment (temporary or permanent)

apply the appointment time
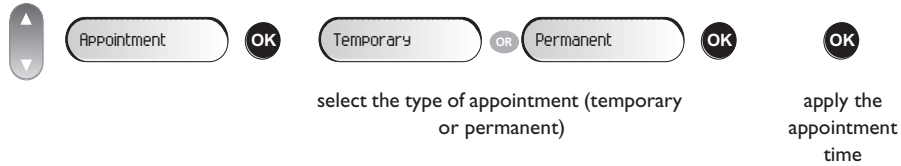
• **At the programmed time, your telephone rings:**

OK

If you are in conversation, the display flashes and an audio tone is generated. After three calls without reply, a temporary request is cancelled but a permanent request remains in memory.
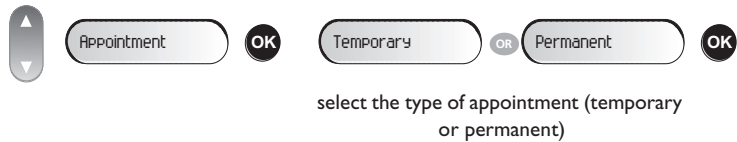*If your calls are diverted to another terminal, the diversion is not applied to the reminder call.*

• **To cancel your appointment call-back request:**

▲▼ (Appointment) **OK** (Temporary) *OR* (Permanent) **OK**

select the type of appointment (temporary or permanent)

ⓘ (Clear) **OK** **OK**

enter the reminder time

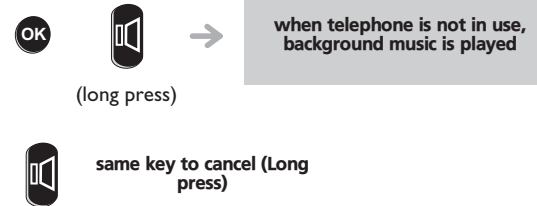## 7.10 Identify the terminal you are on

ⓘ *OR* ▲▼ (WhoamI) **OK**

press twice

7.11 Broadcasting background music on your loudspeaker ▼

You can broadcast background music on the loudspeaker of your telephone (depending on configuration):

OK 🔊 → when telephone is not in use, background music is played

(long press)

🔊 same key to cancel (Long press)

The music stops when a call is made or received and starts again when you hang up.

7.12 Lock / unlock your telephone

▲▼ (Lock) **OK** [2abc 3def 5jkl 6mno] → your telephone is locked/unlocked

enter your personal password
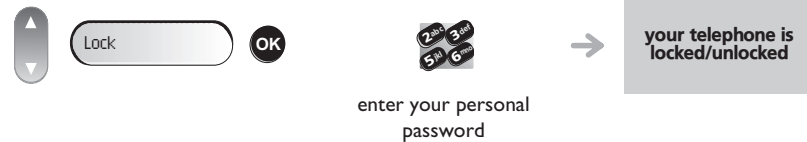
7.13 Activating/deactivating 'forced headset' mode

'Forced headset' mode must be activated as soon as a headset is installed instead of the receiver;.

▲▼ (Settings) **OK** (Phone) **OK** (ForcedHead) **OK**

→ ▲▼ (On) *OR* (Off) **OK**

activating/deactivating **'forced headset'** mode

8 — ACD : Agent set
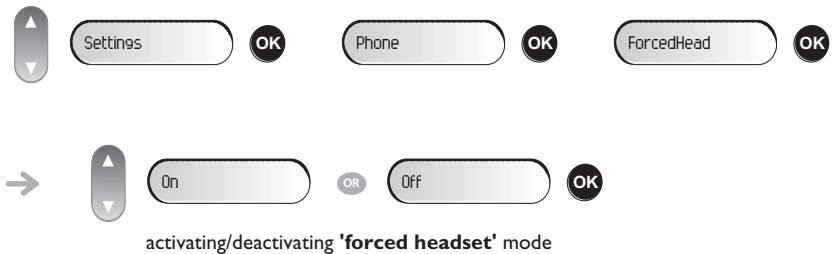
8.1 Agent set

A call centre solution allows optimum distribution of calls to agents according to their availability and skills.

8.2 Open an agent session (login)

enter the code
for the 'login'
function

select the agent and
validate

depending the displayed
informations, enter
your password or
confirm

→ **ACD application welcome screen display**

• **ACD application welcome screen**

name of the
agent set ——— [A2]   [01] ——— status of the
queues

8.3 The four operating statuses of the agent set

An agent's availability is determined by the operating status (of which there are 4), that the agent can change at any time. These statuses are:
* **In service**, the agent is ready to receive calls.
* **Withdrawn** , the agent has withdrawn from the ACD application.
* **Additional task**, the agent is performing a task concerning a call and is not taking other calls.
* **Temporarily absent**, the agent has taken a break and is not taking calls.

8.4 Changing the operating status of the set

The operating status change codes are defined when the system is configured. Contact the system administrator to obtain these codes.

enter the feature code
to activate

Statuses	Codes
in service	
withdrawn	
additional task	
temporarily absent	

→ **A melody is played: activation accepted, the change of status has been carried out** OR **A 'buzzer' type alarm sounds: activation refused, the set is probably not taken into account by the call centre; you should contact your administrator**

Guarantee and clauses

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice.
The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Warning: never place your telephone in contact with water. To clean your telephone, you may however use a damp soft cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Never spray it with cleaning products.
To avoid accidentally damaging the set telephone line connector, make sure you position the cord correctly in the compartment intended for this purpose
The ear piece and microphone area of the handset may attract metallic objects that may be dangerous for the ear.

The wording is not contractual and may be subject to change. Some functions of your telephone are controlled by a software key and the configuration of the unit.

Declaration of compliance
We, Alcatel-Lucent Enterprise, declare that the products covered by this user guide are compliant with the primary requirements of the Parliament and Council Directive 1999/5/CE. A copy of the original of this declaration of compliance can be obtained from your installer.

Consumption in standby: 3,5V.

Information relative to the environment
This symbol indicates that at the end of its life, this product should be subject to special collection and disposal in member countries of the European Union, as well as in Norway and Switzerland. By ensuring this product is disposed of correctly, you will help to conserve natural resources and help prevent potent negative consequences to the environment and human health which could otherwise be caused by inappropriate disposal of this product. For further details about recycling this product, please contact the supplier who sold you the product.

Operating conditions
Operating temperature range: -5°C /45°C.
Acoustic shock protection
The acoustic level of the signal generated by the handset earpiece is less than 130 dBspl for a transient signal (123 dBspl for Australia) and less than 118 dBspl (rms) for a continuou signal (120 dBA for Australia).
Directive 2003/10/EC specifying the risks inherent in noise at work
The ring contributes towards overall daily noise; at its maximum setting, the level is 105 dBA at 60 cm from terminal. To reduce the level, the following is recommended:
- reduce the setting (9 levels of 5 dB)
- program a progressive ring.

CE