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› Alcatel-Lucent 8038 Premium DeskPhone IP Phone User Manual

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Alcatel-Lucent 8038 Premium DeskPhone IP Phone User Manual

Model: 8038

INTRODUCTION

This manual provides detailed instructions for the setup, operation, maintenance, and troubleshooting of your Alcatel-Lucent 8038 Premium DeskPhone IP Phone. Please read this manual thoroughly before using the device to ensure proper functionality and to maximize its features.

SETUP

1. Unpacking and Initial Inspection

Carefully remove all components from the packaging. Verify that all items listed in the "What's in the Box" section are present and undamaged. If any items are missing or damaged, contact your supplier immediately.

The package typically includes the Alcatel-Lucent 8038 DeskPhone unit and a handset. The specific product number for this unit is 3MG27101DE.



Figure 1: Alcatel-Lucent 8038 Premium DeskPhone IP Phone, front view.

2. Connecting the Handset

Connect the coiled cord from the handset to the handset port on the side of the phone base. Ensure the connection is secure.

3. Network and Power Connection

Connect an Ethernet cable from your network switch or router to the LAN port on the back of the phone. If your network does not provide Power over Ethernet (PoE), connect the power adapter (if included) to the power port and then to an electrical outlet. The phone is designed for electrical wired power.



Figure 2: Rear label of the Alcatel-Lucent 8038 Premium DeskPhone, showing model and serial number.

4. Initial Boot-up

Once connected, the phone will automatically power on and begin its boot-up sequence. The display will show progress indicators. After successful boot-up, the phone will attempt to register with your IP PBX system. This process may require network configuration by your IT administrator.

OPERATING INSTRUCTIONS

1. Making a Call

1. Lift the handset or press the speakerphone button.
2. Dial the desired number using the keypad.
3. The call will connect automatically.

2. Answering a Call

When the phone rings, lift the handset or press the speakerphone button to answer. The display will show caller ID information if available.

3. Ending a Call

Place the handset back in its cradle or press the speakerphone button again to end the call.

4. Keypad Functions

- **Numeric Keypad:** Used for dialing numbers and entering text.
- **Navigation Keys:** Use the arrow keys (up, down, left, right) and the 'OK' button to navigate menus on the display.
- **Volume Control:** Adjust the handset, headset, or speakerphone volume using the dedicated volume buttons.
- **Hold Button:** Press to place an active call on hold. Press again to resume.
- **Transfer Button:** Used to transfer an active call to another extension or external number.
- **Redial Button:** Press to redial the last number called.

5. Conference Calls

The Alcatel-Lucent 8038 supports basic conference call functionality. Consult your system administrator for specific instructions on initiating and managing conference calls on your network.

MAINTENANCE

1. Cleaning the Device

To clean the phone, use a soft, dry, anti-static cloth. For stubborn marks, slightly dampen the cloth with water or a mild, non-abrasive cleaner. Avoid using harsh chemicals, solvents, or abrasive materials, as these can damage the phone's surface and internal components.

2. Environmental Considerations

Ensure the phone is placed in a stable environment, away from direct sunlight, excessive heat, moisture, and dust. Do not block ventilation openings. Operating the phone outside recommended environmental conditions may affect its performance and lifespan.

TROUBLESHOOTING

This section addresses common issues you might encounter with your Alcatel-Lucent 8038 DeskPhone. For problems not listed here, or if solutions do not resolve the issue, contact your IT support or service provider.

- **No Dial Tone / Phone Not Registering:**
 - Check all network and power cable connections. Ensure they are securely plugged in.
 - Verify that your network is active and providing power (if using PoE).
 - Restart the phone by disconnecting and reconnecting the power/network cable.
 - Confirm with your IT administrator that the phone's network settings are correct and that the IP PBX is operational.
- **Display Not Working:**
 - Ensure the phone is receiving power.
 - Restart the phone.
 - If the issue persists, the display may require service.
- **Poor Call Quality (Echo, Static, Low Volume):**
 - Adjust the volume using the dedicated volume buttons.
 - Check the handset cord connection.
 - Ensure your network connection is stable and has sufficient bandwidth for VoIP calls.
 - Test with another handset if available, or use the speakerphone to isolate the issue.

SPECIFICATIONS

- **Model Number:** 3MG27101WW
- **ASIN:** B00Y2NXX30
- **Brand:** Alcatel
- **Product Dimensions:** 25.2 x 20 x 20.4 cm (Length x Width x Height)
- **Item Weight:** 1.7 kg
- **Color:** Black
- **Phone Type:** Wired
- **Power Source:** Electric with cable (PoE compatible)

- **Compatible Devices:** VoIP, SIP
- **Conference Call Capacity:** Basic
- **External Testing Certifications:** 55024:2010, CISPR24:2010, IEC 61000-6-1:2005, IEC 61000-6-2:2005, IEC 61000-6-3:2011, IEC 61000-6-4:2011, IEC 60945:2002, IEC 62236-4:2008, EN 301 489-1:2011, EN 301 489-17:2009, IEC 61000-3-2+A1+A2, IEC 61000-3-3
- **What's in the Box:** Alcatel Lucent 3MG27101DE

WARRANTY AND SUPPORT

Warranty Information

This Alcatel-Lucent 8038 Premium DeskPhone IP Phone comes with a **3-year product warranty** from the date of purchase. This warranty covers manufacturing defects and malfunctions under normal use. Please retain your proof of purchase for warranty claims.

Technical Support

For technical assistance, troubleshooting beyond this manual, or warranty service, please contact your authorized Alcatel-Lucent reseller or your IT department. Manufacturer contact details may be available on the Alcatel website or through your point of purchase.

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