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## Alcatel 3ML37030AA

# Alcatel-Lucent Enterprise ALE-30h Essential DeskPhone User Manual

Model: ALE-30h (3ML37030AA)

## INTRODUCTION

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This manual provides comprehensive instructions for the setup, operation, and maintenance of your Alcatel-Lucent Enterprise ALE-30h Essential DeskPhone. Please read this manual carefully to ensure proper use and to maximize the performance of your device. This IP phone is designed for professional communication environments, offering reliable voice services and essential features.

## PRODUCT OVERVIEW

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This image displays the Alcatel-Lucent Enterprise ALE-30h Essential DeskPhone. The phone is gray with a black handset on the left. The right side features a color LCD screen displaying 'Mon 12 Jul' and '12:17', along with menu options like 'Settings', 'Appointment', 'Message', and 'Pick up'. Below the screen is a standard telephone keypad with numbers 0-9, \*, and #, along with function keys, navigation buttons, and volume controls. The phone has a sleek, modern design suitable for office environments.

The ALE-30h is an IP DeskPhone featuring a 3.5-inch LCD screen, a wired handset, and support for Power over Ethernet (PoE). It is designed for efficient communication with features such as caller identification and a speakerphone. The phone is suitable for both desk and wall mounting.

### **Key Components:**

- **Handset:** Wired handset for private conversations.
- **Display:** 3.5-inch (8.89 cm) LCD screen with 240 x 320 pixels resolution.
- **Keypad:** Standard numeric keypad and function keys.
- **Navigation Cluster:** Buttons for menu navigation and selection.
- **Speakerphone:** Integrated speaker for hands-free communication.
- **Ports:** USB 2.0, USB Type-C, Ethernet LAN (RJ-45), RJ-9 ports for connectivity.

## SETUP

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### Package Contents:

- Alcatel-Lucent Enterprise ALE-30h DeskPhone unit
- Wired Handset
- Handset Cord
- Ethernet Cable
- Desk Stand (if applicable)

### Physical Installation:

1. **Desk Mounting:** Attach the desk stand to the phone unit. Ensure it is securely fastened. Place the phone on a stable, flat surface.
2. **Wall Mounting:** The phone supports wall mounting. Use appropriate screws and anchors (not included) to secure the phone to a wall. Refer to the mounting template (if provided) for precise hole placement.
3. **Connect Handset:** Plug one end of the coiled handset cord into the handset and the other end into the designated RJ-9 port on the phone base.

### Network Connection and Power:

1. **Ethernet Connection:** Connect one end of the Ethernet cable to the LAN port (RJ-45) on the back of the phone and the other end to your network switch or router.
2. **Power over Ethernet (PoE):** If your network switch supports PoE, the phone will power on automatically once connected to the Ethernet cable. No separate power adapter is required.
3. **Initial Boot-up:** The phone will begin its boot-up sequence. This may take a few moments as it obtains an IP address and connects to your VoIP system.

## OPERATING INSTRUCTIONS

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### Basic Call Functions:

- **Making a Call:**
  - a. Pick up the handset or press the **Speakerphone** button.
  - b. Dial the desired number using the keypad.
  - c. Press the **Dial** or **OK** button (if applicable) to initiate the call.
- **Answering a Call:**
  - a. Pick up the handset or press the **Speakerphone** button when the phone rings.
- **Ending a Call:**
  - a. Place the handset back on the cradle or press the **Speakerphone** button to hang up.
- **Adjusting Volume:** Use the **Volume +/-** buttons located below the keypad to adjust the handset, speakerphone, or

ringer volume during a call or when idle.

## Advanced Features:

- **Caller ID:** Incoming call information (number and name, if available) will be displayed on the screen.
- **Redial:** Press the **Redial** button to call the last dialed number.
- **Mute:** Press the **Mute** button to mute your microphone during a call. Press again to unmute.
- **Menu Navigation:** Use the navigation cluster (up, down, left, right arrows, and **OK** button) to browse through the phone's menu options displayed on the LCD screen.
- **Soft Keys:** The buttons directly below the screen (soft keys) change their function based on the current context displayed on the screen.

## MAINTENANCE

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Regular maintenance ensures the longevity and optimal performance of your ALE-30h DeskPhone.

- **Cleaning:**
  - Disconnect the phone from power before cleaning.
  - Use a soft, dry, lint-free cloth to wipe the phone's surface and screen.
  - For stubborn marks, slightly dampen the cloth with water or a mild, non-abrasive cleaner. Do not spray liquids directly onto the phone.
  - Avoid using harsh chemicals, solvents, or abrasive cleaners, as they can damage the phone's finish.
- **Environmental Conditions:**
  - Operate the phone within the specified temperature range of -5°C to 45°C (23°F to 113°F).
  - Maintain relative humidity between 5% and 85% (non-condensing).
  - Avoid exposing the phone to direct sunlight, excessive heat, or extreme cold.
  - Keep the phone away from sources of moisture, dust, and corrosive liquids.
- **Cable Management:** Ensure all cables (Ethernet, handset cord) are not kinked, pinched, or under excessive tension to prevent damage.

## TROUBLESHOOTING

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If you encounter issues with your ALE-30h DeskPhone, refer to the following common problems and solutions:

Problem	Possible Cause	Solution
Phone does not power on.	No PoE connection or faulty Ethernet cable.	Ensure the Ethernet cable is securely connected to a PoE-enabled port. Try a different Ethernet cable or port.
No dial tone.	Network connectivity issue or VoIP registration failure.	Check network cable. Verify network status on the phone's display. Contact your IT administrator to confirm VoIP service registration.
Cannot hear caller / Caller cannot hear me.	Volume too low, mute activated, or faulty handset/speaker.	Adjust volume using +/- buttons. Check if the mute function is active. Ensure handset cord is properly connected.
Display is blank or frozen.	Software glitch or power issue.	Disconnect and reconnect the Ethernet cable to restart the phone. If the problem persists, contact support.

For issues not covered here, please contact your system administrator or Alcatel-Lucent Enterprise support.

## SPECIFICATIONS

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Feature	Detail
Product Type	IP Phone
Color	Gray
Handset Type	Wired Handset
Display	LCD, 3.5 inches (8.89 cm)
Display Resolution	240 x 320 pixels
Speakerphone	Yes
Voice Detection	Yes
USB 2.0 Ports	1
USB Type-C Ports	1
Ethernet LAN (RJ-45) Ports	1
RJ-9 Ports	2
Extension Module Support	Yes
Width	207 mm
Depth	35 mm
Height	183 mm
Weight	806 g (0.806 kg)
Power over Ethernet (PoE)	Yes
Typical Power Consumption	1.2 W
Operating Temperature	-5 to 45 °C (23 to 113 °F)
Operating Humidity	5 - 85% (non-condensing)
Storage Humidity	-25 - 70%
Ethernet LAN Data Rates	10, 100 Mbit/s (Fast Ethernet)
Bluetooth	No
Caller ID	Yes
Mounting Options	Desk / Wall Mount
IP Code (International Protection)	IP22

## WARRANTY AND SUPPORT

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Alcatel-Lucent Enterprise products are designed for reliability and performance. For specific warranty terms and conditions, please refer to the documentation provided with your purchase or visit the official Alcatel-Lucent Enterprise website.

**Technical Support:** If you require technical assistance, please contact your authorized Alcatel-Lucent Enterprise reseller or your IT department. They can provide support for configuration, troubleshooting, and advanced features.

**Spare Parts and Software Updates:** Information regarding the availability of spare parts and guaranteed software updates is not directly provided in the product details. Please consult with your vendor or the manufacturer's official support channels for the most current information.

For further information, you may visit the [Alcatel Store on Amazon](#) or the official Alcatel-Lucent Enterprise website.

