

Alcatel-Lucent **OmniPCX** *Enterprise*



















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

Introduction

Thank you for choosing a telephone from the IP Touch range manufactured by **Alcatel-Lucent**.
Your IP Touch digital terminal has a new ergonomic layout for more effective communication.



How to use this guide

- | | | | |
|---|---|---|---------------------------------|
|  | Lift the receiver. |  | Line key. |
|  | Hang up. |  | Specific key on numeric keypad. |
|  | Numeric keypad. |  | Partial view of display. |
|  | Means that the function is subject to programming. If necessary, contact your installer. | | |
|  | Means that the function can be accessed by pressing a programmed key - see Programming the programmable keys . | | |
|  | 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.

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Getting to know your telephone

Handset

Alphanumeric keypad



Alcatel-Lucent IP Touch 4008/4018 Phone

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

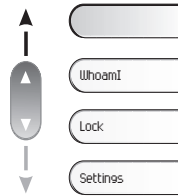
If the key flashes orange, a new voice message, a new text message or a call-back request has been received.



'Redial' key :

- to access the 'Redial' function (short press)
- call back on the last 8 number dialled (long press).

Navigation



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,
Lock	lock / unlock your telephone,
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.),
Events	accessing recent calls made and unanswered external calls.

Features accessible in conversation:

Enquiry	calling a second person during a conversation,
Send DTMF	sending DTMF signals,
Record	recording the current conversation,
Forbid camp on	barring the reception of a new call during communication.

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



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).

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 : access your personal directory.

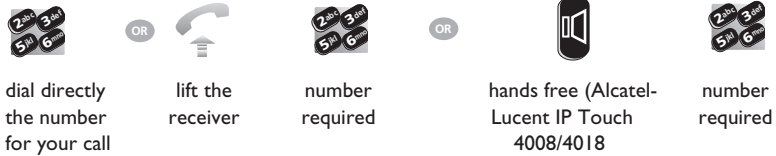


Pre-programmed function keys and programmable key
Lit when the function associated with the key is activated.

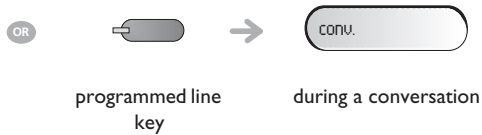
1

Using your telephone

1.1 Making a call



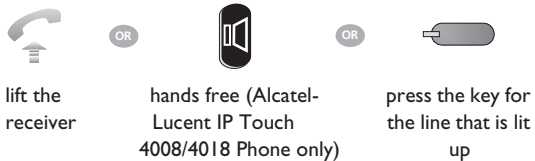
hands free (Alcatel-Lucent IP Touch 4008/4018 Phone only)



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.

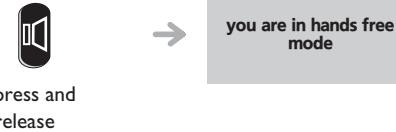
For the operator, dial '0' (by default).

1.2 Receiving a call



1.3 Using the telephone in 'Hands free' mode (Alcatel-Lucent IP Touch 4008/4018 Phone only)

■ Terminal idle:

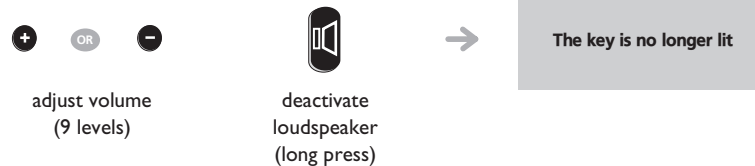


■ Call in progress:



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

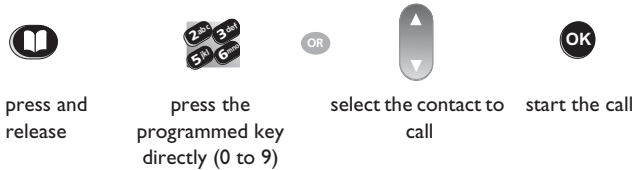
1.4 Activating the loudspeaker during a conversation (receiver lifted) - Loudspeaker



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

Using your telephone

1.5 Make a call using the personal phone book



1.6 Redialling

- Redialling the last number dialled (redial):



- Call back on the last 8 number dialled:



1.7 Make a call-back request to a busy number



1.8 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:

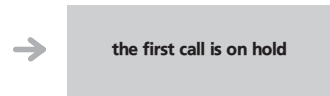
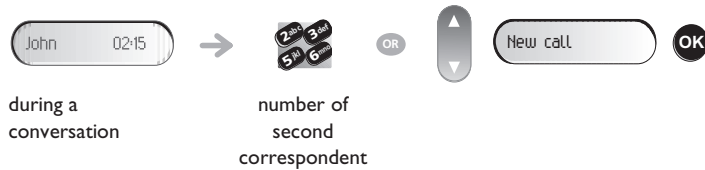


When your caller hangs up, intercom mode remains active.

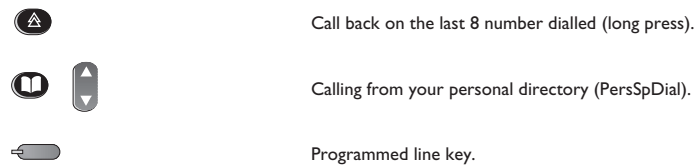
- To deactivate - Terminal idle:



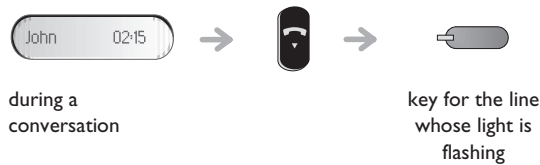
2.1 Making a second call during a conversation



• Other methods for calling a second correspondent



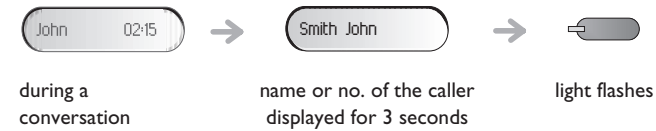
• To cancel your second call and recover the first:



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:



■ Answer call displayed :



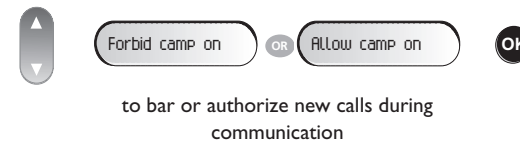
line key for which icon is flashing

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



2.3 Barring the reception of a new call during communication

During communication, you do not want to be called by another caller:



2.4 Switching between calls (Broker call)

During a conversation, a second call is on hold.

To accept the second call:



During a conversation

2.5 Transferring a call

- To transfer your call to another number:



during a conversation

no. of the 2nd terminal

- If the number receiving the transfer answers:



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

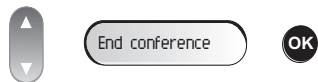
2.6 Three-way conference with internal and/or external correspondents (conference)

- During a conversation, a second call is on hold:



during a conversation

- Cancel conference and return to first correspondent:



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



hang up

2.7 Casual conference

During a 3-way conference, you can add up to three additional participants.



number required



2.8 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.



during a conversation

press the key for the line that is lit up (Call in progress)

- **Recover the call on hold:**



key for the line whose light is flashing

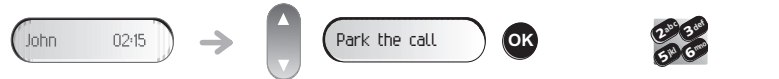
during a conversation

During a conversation

2.9 Placing an outside call on hold (parking)

➡ Park/retrieve call

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



during a conversation

enter the number of the telephone on which you want to resume the conversation

Your correspondent is parked and hears the hold melody.

• **To recover the parked call:**

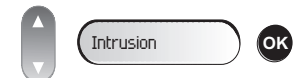
➡ Park/retrieve call



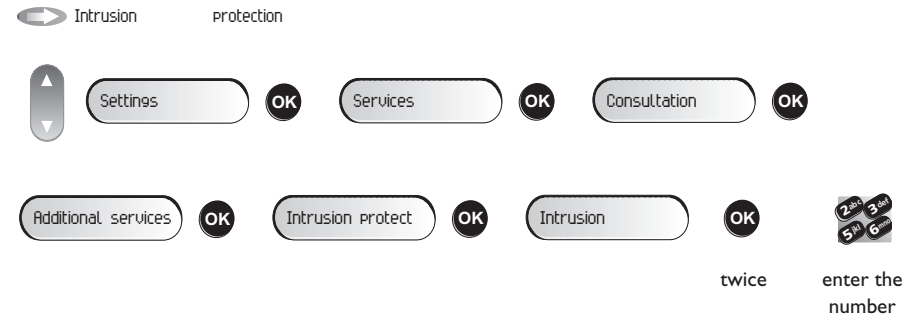
If the parked call is not recovered within a preset time (default value 1 min 30), it is transferred to the operator.

2.10 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:



• **Protection against intrusion:**



Protection is cancelled when you hang up.

2.11 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.



during a conversation

to activate

The function is automatically cancelled when you hang up.

2.12 Mute, so that your correspondent cannot hear you

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



2.13 Adjust audio volume

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



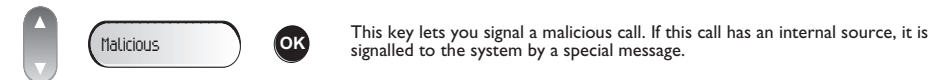
2.14 Recording the current conversation

To record the conversation during communication:



At the start or end of recording, your correspondent hears a beep.

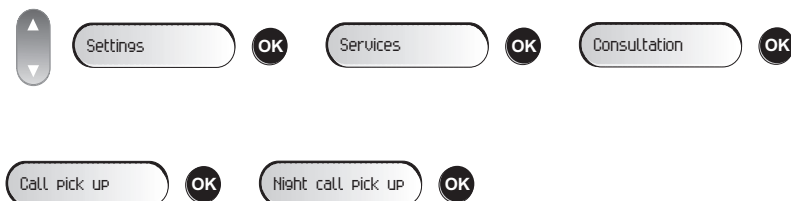
2.15 Signal malicious calls



3.1 Answering the general bell

➡ Night service call pick up

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

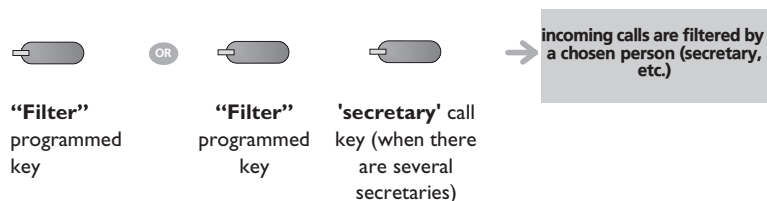


3.2 Manager/secretary filtering

➡ Screened List

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:



same key to cancel

Filtering is indicated on the manager’s telephone by the icon corresponding to the “filtering” programmed key.

3.3 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.

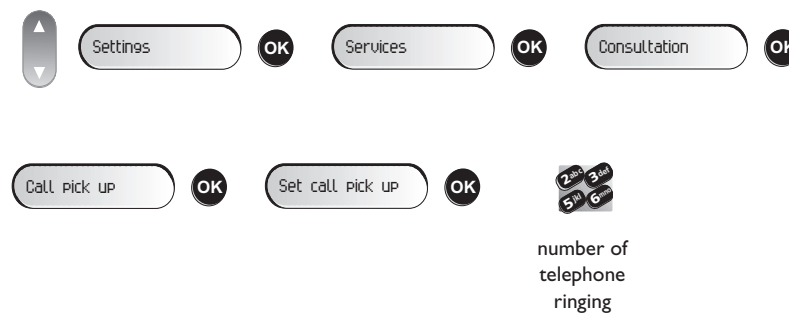
• If the telephone ringing is in your own pick-up group:

➡ Group call pick up



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

➡ Individual call pick up



The system can be configured to prevent call pick-up on certain telephones.

3.4 Hunting groups

• Hunting group call:

Certain numbers can form a hunting group and can be called by dialling the group number.

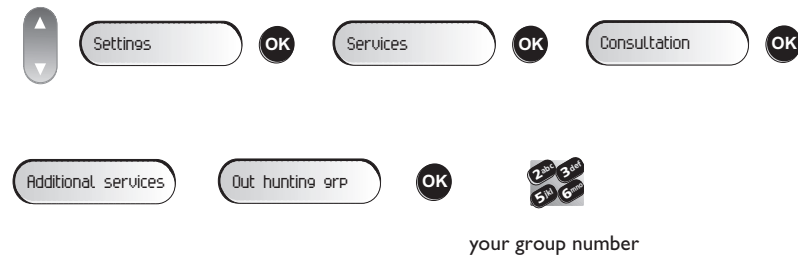


Group No.

Sharing

• Temporary exit from your hunting group:

➡ Go out of hunting group



• Return into your group:

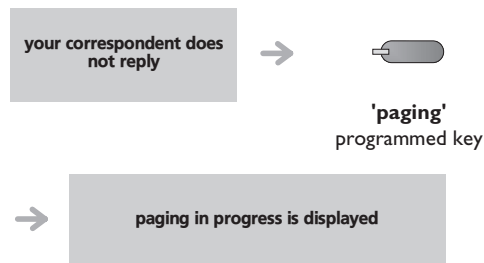
➡ Go into hunting group



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.

3.5 Calling an internal correspondent on his/her pager

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

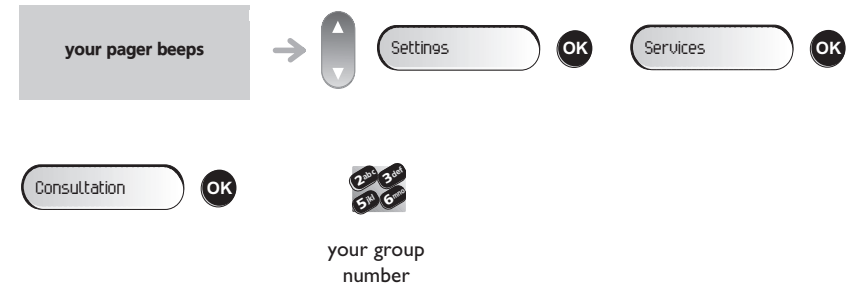


Your correspondent can answer from any telephone in the system.

3.6 Answering a call on your pager

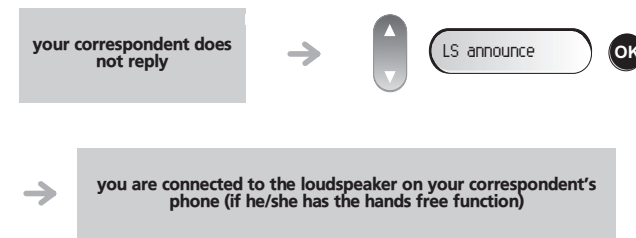
➡ Paging answer

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



3.7 Calling a correspondent on his/her loudspeaker

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



3.8 Sending a written message to an internal correspondent



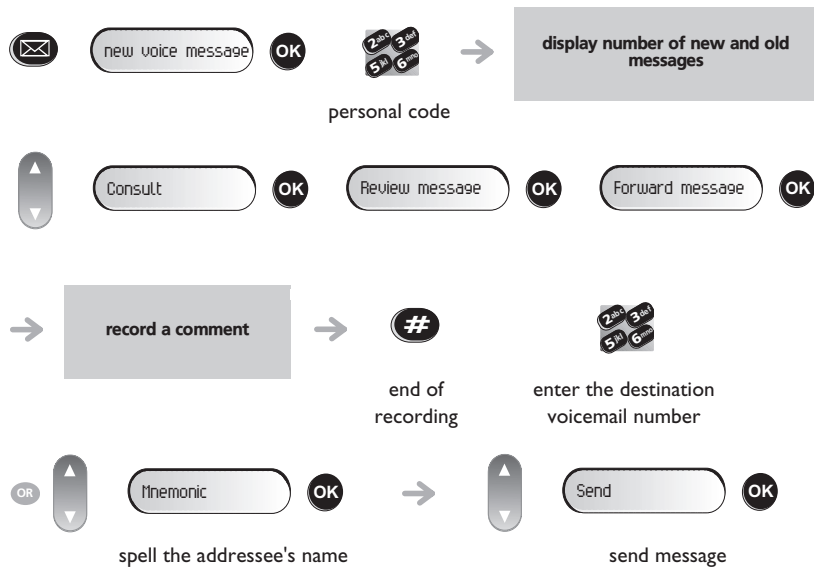
• Predefined message:



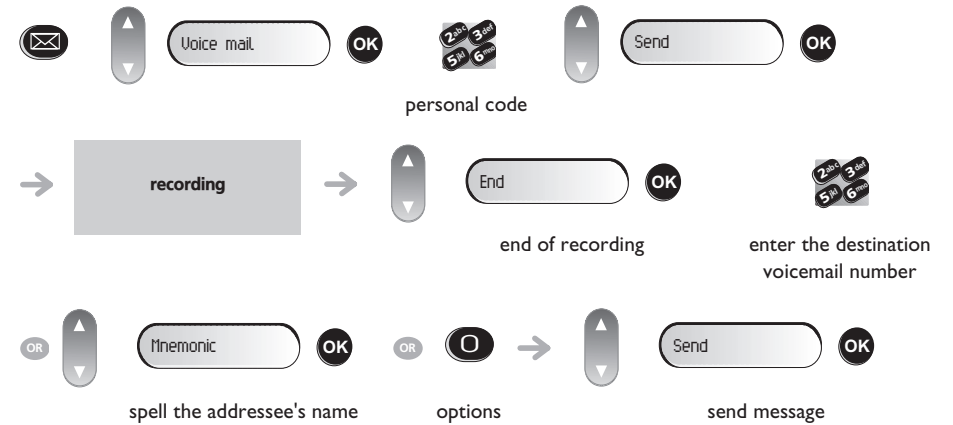
• Message to complete:



3.9 Send a voice message copy



3.10 Sending a recorded message to a number / a distribution list



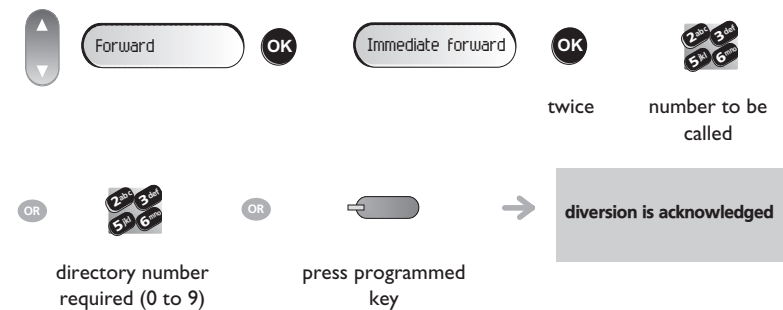
• During the recording, you can:



* Options: used to assign transmission options (confidential, urgent, confirmation, etc.).

4.1 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.).



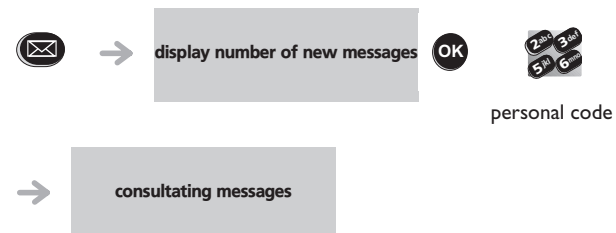
You can make calls, but only the destination number can call you.

4.2 Diverting your calls to your voice message service

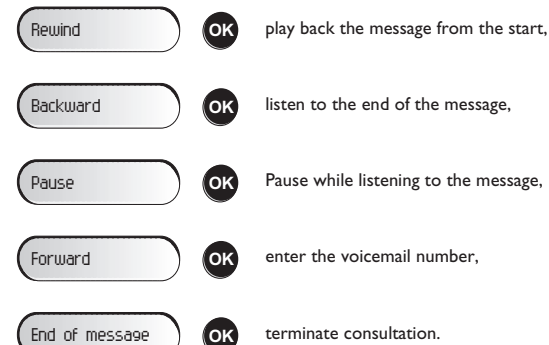


4.3 When you return, consult recorded messages

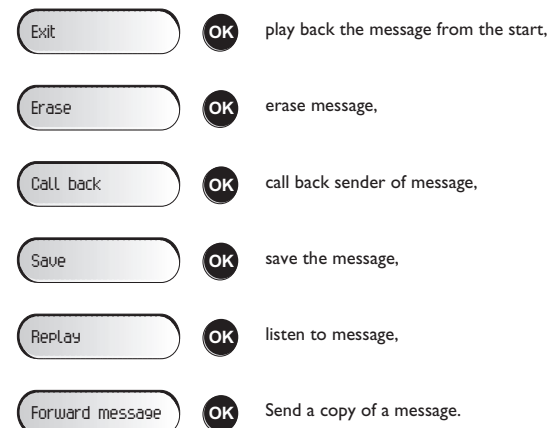
The light indicates that messages have been received.



• While listening to messages, you can:



• After consulting the message, you can:



4.4 Forwarding your calls from the receiving terminal ("Follow me")

Remote Forward

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



4.5 Cancelling all diversions



4.6 Diverting calls when your line is busy (divert if busy)

Forward on busy



→ diversion is acknowledged

4.7 Do not disturb

Do not disturb on/off

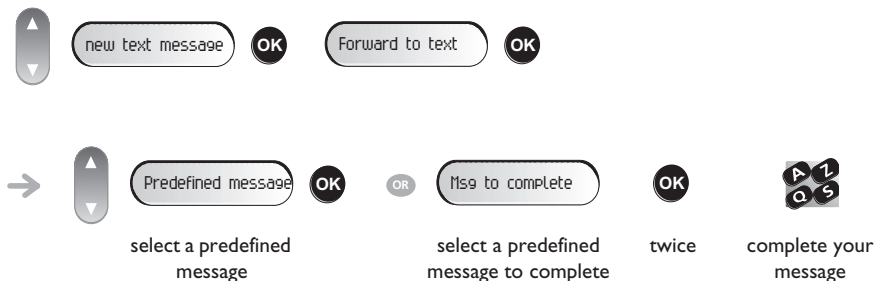
You can make your terminal temporarily unavailable for all calls.



Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.

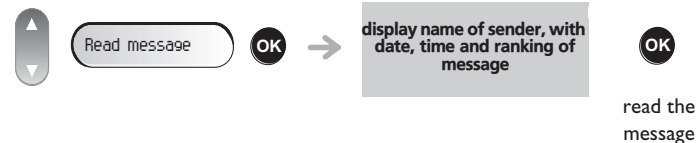
4.8 Leaving a recorded message for internal callers

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

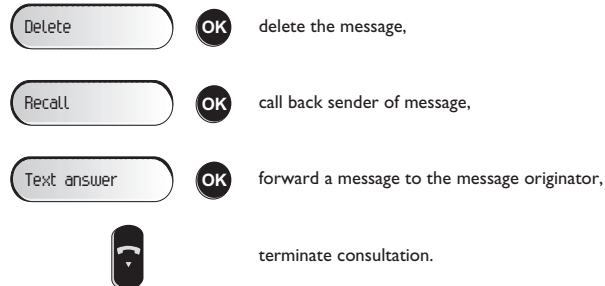


4.9 Consulting written messages

The light indicates that messages have been received.



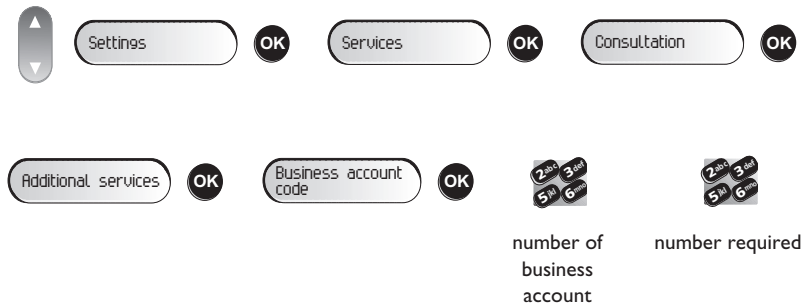
After consulting the message, you can:



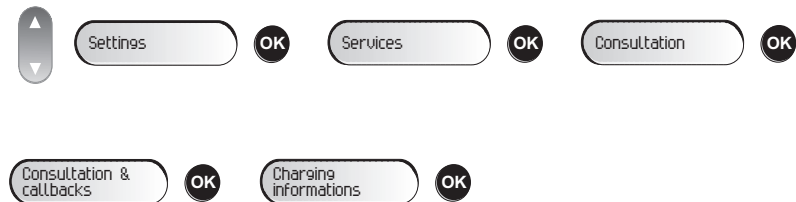
5 *Managing your charges*

5.1 Charging your calls directly to business accounts

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



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







6 Programming your telephone

6.1 Initializing your voice mailbox



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




6.2 Customising your voice greeting

You can replace the greeting message by a personal message




 Voice mail   Perso options 

personal code

Greeting message  Perso greeting 





→ Normal prompt  OR Perso greeting  End 







to return to the default message recording end of recording

→ Accept  OR Restart  OR Replay 

apply re-record a message replay message

6.3 Modify the password for your phone set






 Settings  Phone  Password 




old code (4 digits) new code (4 digits) enter new password again to confirm



 This code acts as a password controlling access to programming functions and the user 'Set Locking' function (code by default: 0000).

6.4 Modify the password for your voice mailbox


 Voice mail    Perso options 

personal code

Admin options  Genrl admin  My password 

 # 

new code (4 digits)

 As long as your voice mailbox has not been initialized, personal code is 0000.

Programming your telephone

6.5 Configuring the telephone ringer



▼ Choose the tune:



select the type of call to which the ringing is to be associated



select the melody of your choice (16 tunes) apply your choice

▼ Adjusting the ringer volume:



select the volume of your choice (12 levels) apply your choice

▼ Activate/disable meeting mode (progressive ringing):



apply your choice

▼ Activate/deactivate discreet ring mode:



apply your choice

▼ Adjust ringer volume while a call arrives:



6.6 Adjusting screen brightness



adjusting screen brightness



adjusting screen brightness

6.7 Selecting language

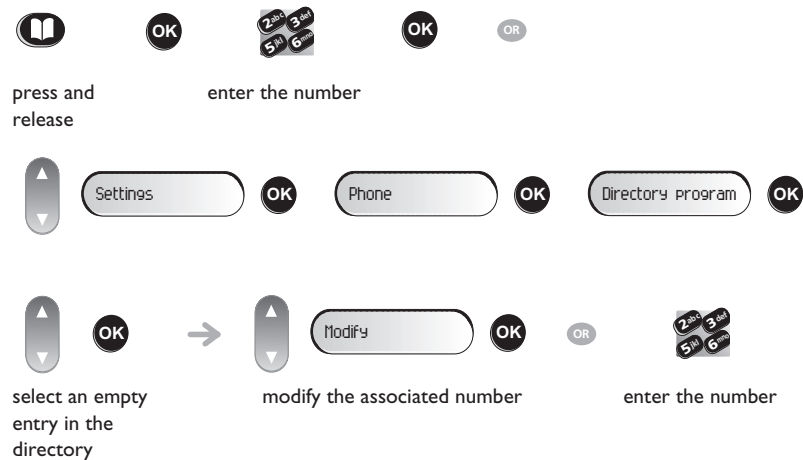


select the language of your choice

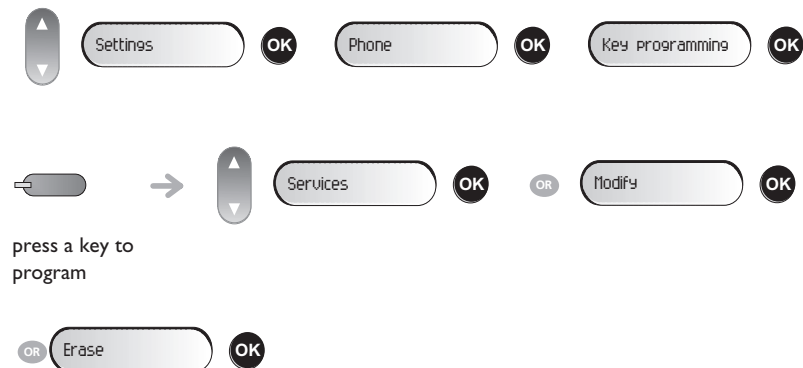
apply your choice

Programming your telephone

6.8 Programming your personal directory



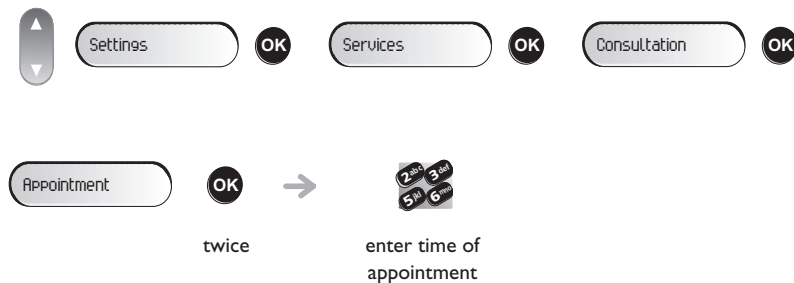
6.9 Programming the programmable keys



6.10 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).

• Program a temporary reminder call:

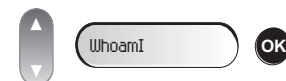


• At the programmed time, your telephone rings:



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.

6.11 Identify the terminal you are on



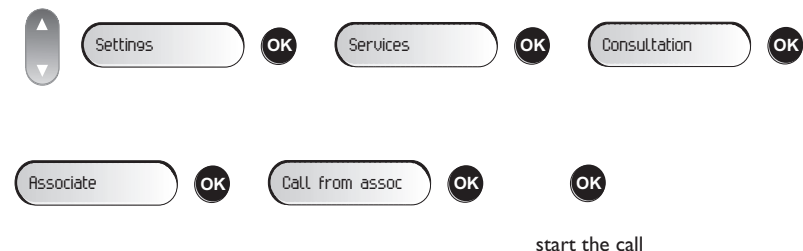
6.12 Lock / unlock your telephone



Programming your telephone

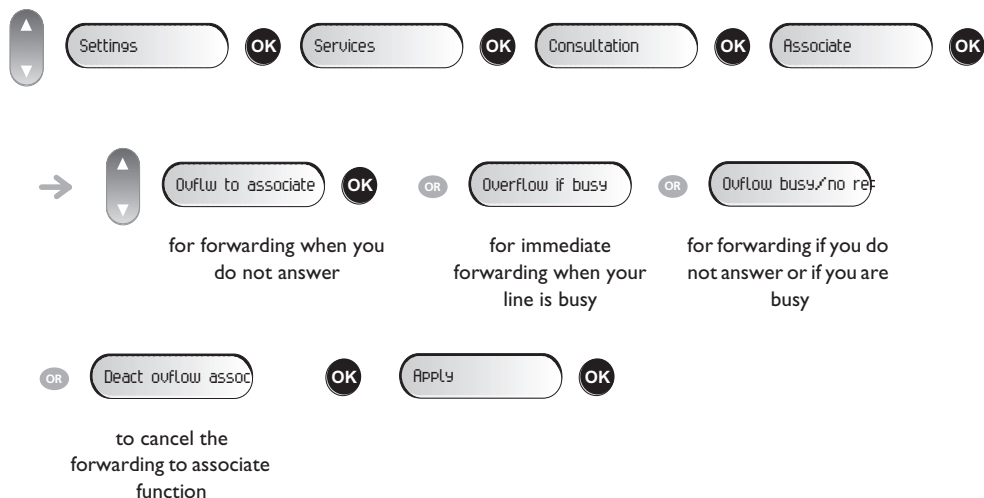
6.13 Call the associated set

The number of another set can be associated with your set number (see Modify the associated number). To call it:



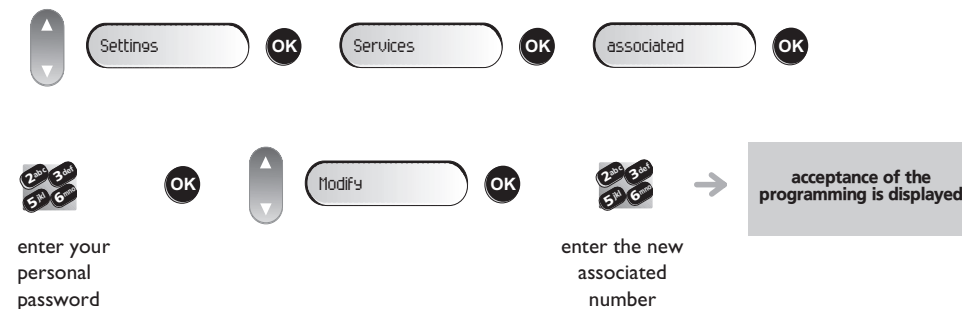
6.14 Forward your calls to the associated number

If you have previously defined an associated number, you can forward your calls to this number.



6.15 Modify the associated number

The associated number can be a phone set number, the voice mail number or the pager number.



6.16 The Tandem configuration

This configuration lets you group two sets under a single call number. Your set is then the main set and the second set, usually a DECT set, is the secondary set. Each set has its own directory number, but the tandem number is that of the main set. When you receive a call, the two sets ring simultaneously. When one of the sets answers, the other set stops ringing. When all the lines of the main set are busy, the secondary (DECT) set does not ring. The secondary set can still be called by its own number, but in this case, the tandem function will no longer be taken into account. Most of the functions are common to the two sets, for example: forwarding, meet-me reminder, the various messages, etc., while others are specific to each set, for example: individual directory, last number redial, out of service, set padlock, etc.

For more information regarding this configuration, contact the person in charge of your installation.

7 Use the telephone in SIP or 'Safe' mode

Your telephone is compliant with the SIP standard and can be used in simplified mode in a SIP environment. According to the configuration the telephone system of your company, your phone set can automatically switch to 'safe' mode in case of loss of connection with the system, in order to ensure continuity of service. Then, your telephone is running in SIP mode until the connection with the telephone system of your company is re-established. You can access the main functions of your telephone.

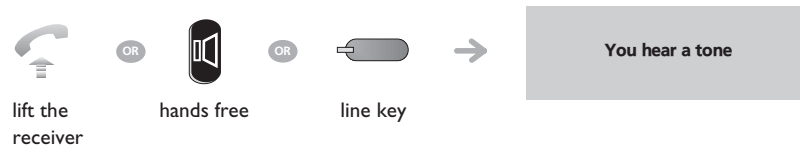
In SIP mode, each telephone is identified by a character string called the URI. Within your company, the URI of your correspondent is usually the correspondents telephone number. For more information, contact your installer or administrator.

 The SIP mode is only available for 8 Extended Edition Series

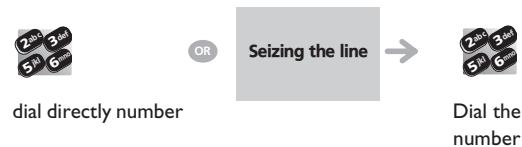
 Pre-programmed function keys are disabled in SIP mode

7.1 Making a call

▼ Seizing the line:




▼ Call by dialing the internal number of your correspondent:



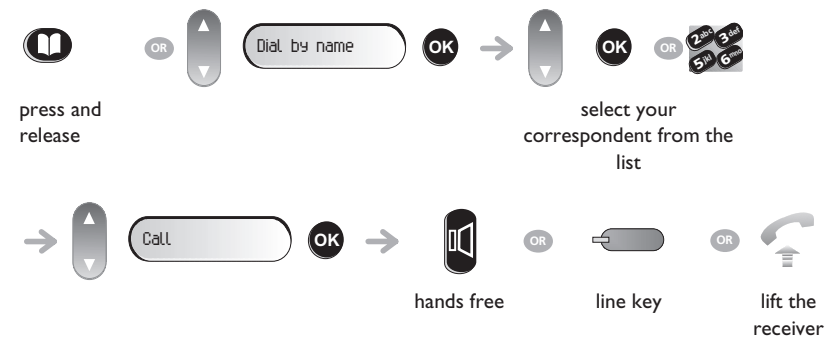
▼ Call using your correspondents URI:



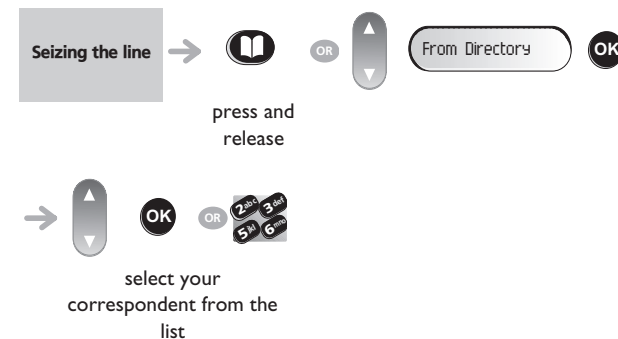
 enter the text: the number pad keys have letters that you can display by successive presses. Some special characters can be displayed by successively pressing the * key (+% \$ / & () [] =) or # key (@) or 0 key (, , : ' ? !) or 1 key (- _).

 In SIP mode, each telephone is identified by a character string called the URI. Within your company, the URI of your correspondent is usually the correspondents telephone number.

▼ Make a call using the personal phone book (1):



▼ Make a call using the personal phone book (2):



Use the telephone in SIP or 'Safe' mode

▼ Redialling the last number dialled (redial):



7.2 Receiving a call

Another call is received.

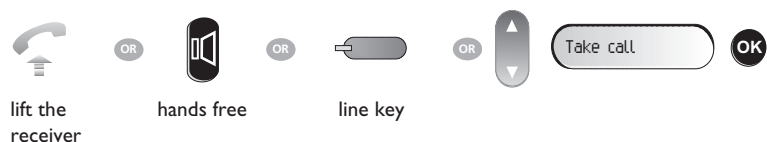
▼ Stop the ringer:



▼ Reject the call displayed:

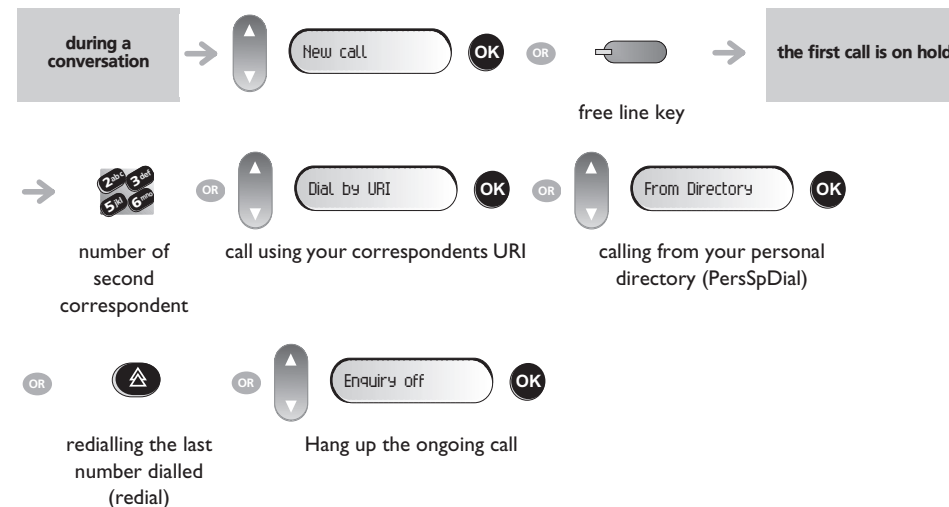


▼ Answer the call:



7.3 Making a second call during a conversation

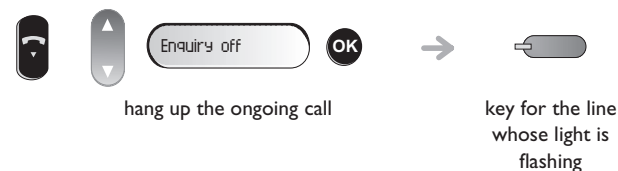
You are in communication with a first correspondent.



enter the text: the number pad keys have letters that you can display by successive presses. Some special characters can be displayed by successively pressing the * key (+% \$ / & () [] =) or # key (@) or 0 key (, . : ' ? !) or 1 key (- _).

In SIP mode, each telephone is identified by a character string called the URI. Within your company, the URI of your correspondent is usually the correspondents telephone number.

• To cancel your second call and recover the first:

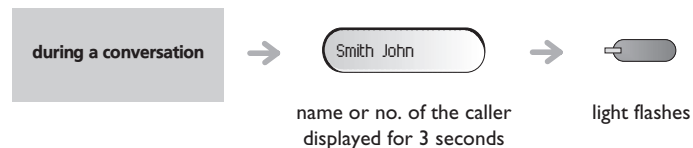


Use the telephone in SIP or 'Safe' mode

7.4 Answering a second call during a conversation

You are in communication with a first correspondent.

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

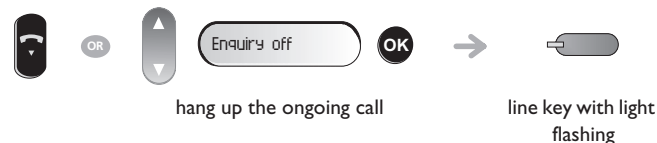


- **Answer call displayed:**



line key with light flashing

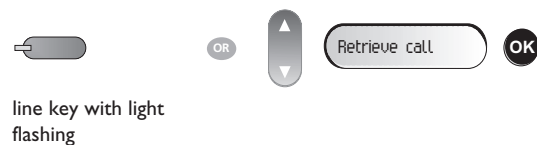
- **To return to your first caller and end the conversation in progress:**



7.5 Placing a call on hold (hold)



- **Retrieve the correspondent on hold:**



7.6 Switching between calls (Broker call)

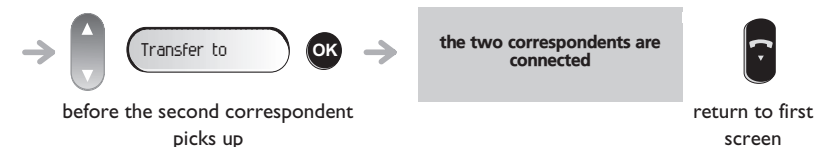
You are in communication with a first correspondent. A second correspondent is on hold.

To accept the second call:

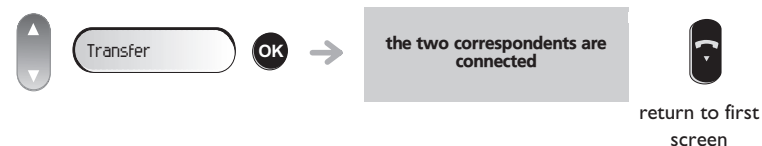


7.7 Transferring a call

- ▼ You are in communication with a first correspondent.



- ▼ You are in communication with two correspondents.



- ▼ You are in communication with a first correspondent. A second correspondent is on hold. You want to transfer the ongoing call to a 3rd correspondent.



Use the telephone in SIP or 'Safe' mode

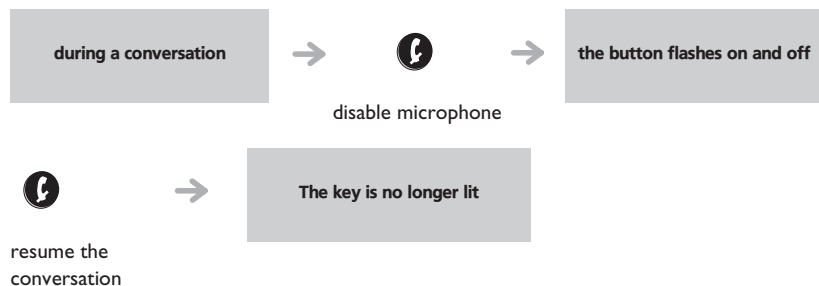
Recover the correspondent on hold :



line key with light flashing

7.8 Mute, so that your correspondent cannot hear you

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

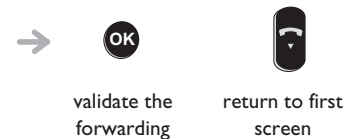
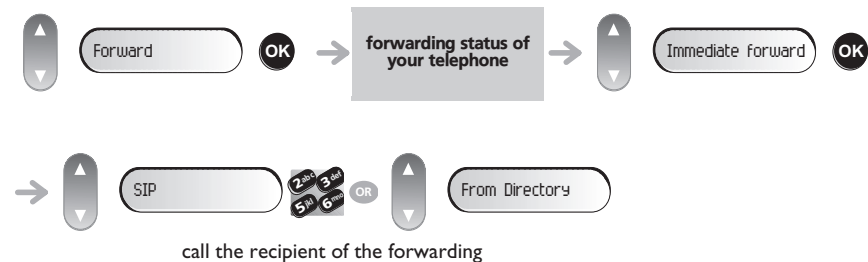


7.9 Adjust audio volume

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

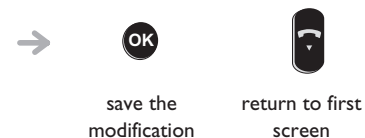
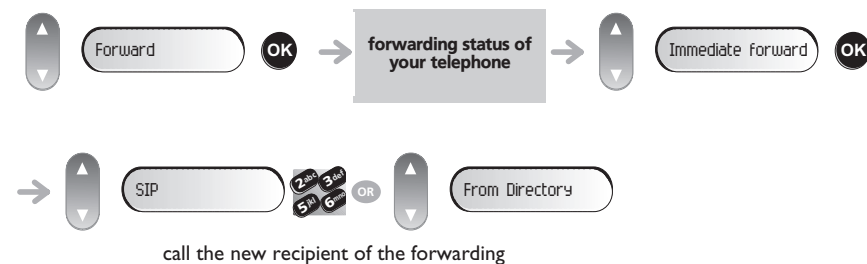


7.10 Diverting calls to another number (immediate diversion)



You can make calls, but only the destination number can call you.

▼ Modify the forwarding:



▼ Cancel the forwarding:

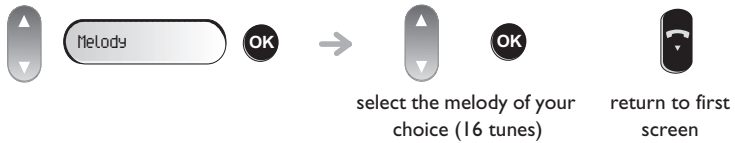


7.11 Configuring the telephone ringer

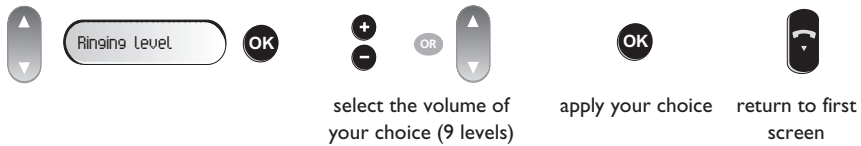


Use the telephone in SIP or 'Safe' mode

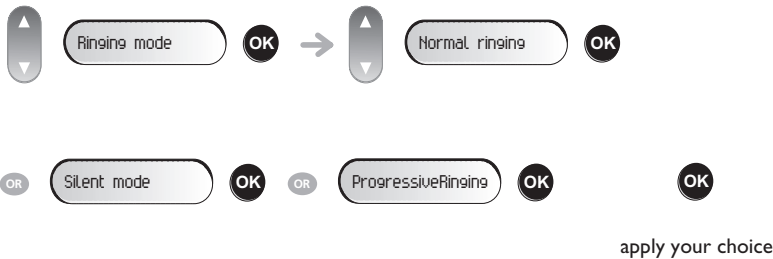
▼ Choose the tune:



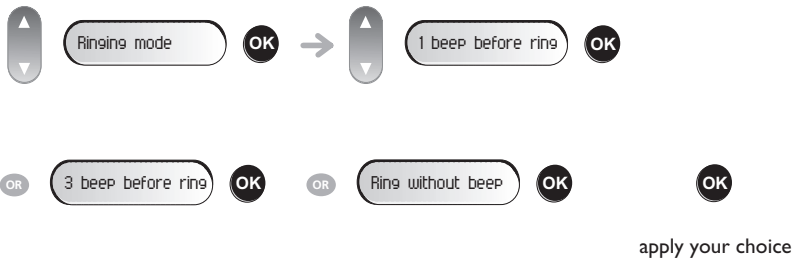
▼ Adjusting the ringer volume:



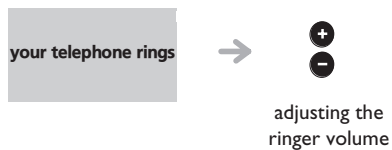
▼ Activate/disable meeting mode (progressive ringing):



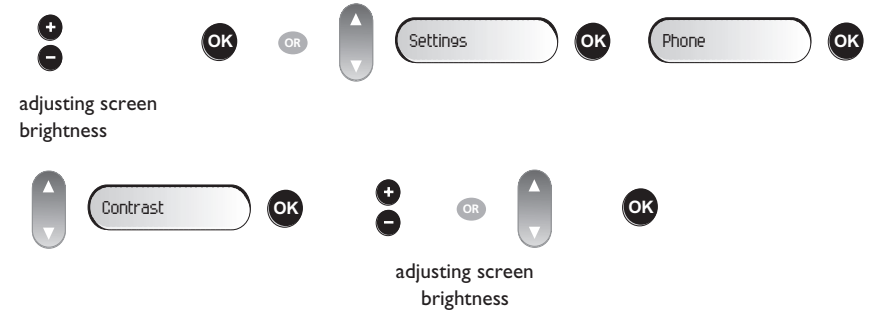
▼ Activate/deactivate discreet ring mode:



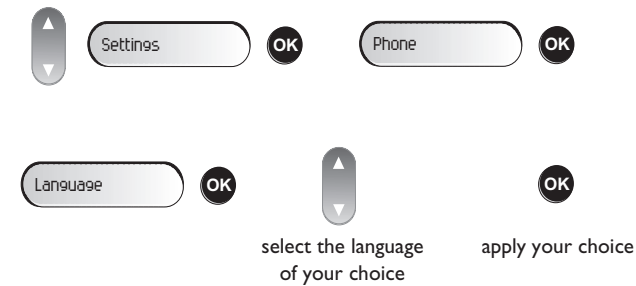
▼ Adjust ringer volume while a call arrives:



7.12 Adjusting screen brightness



7.13 Selecting language



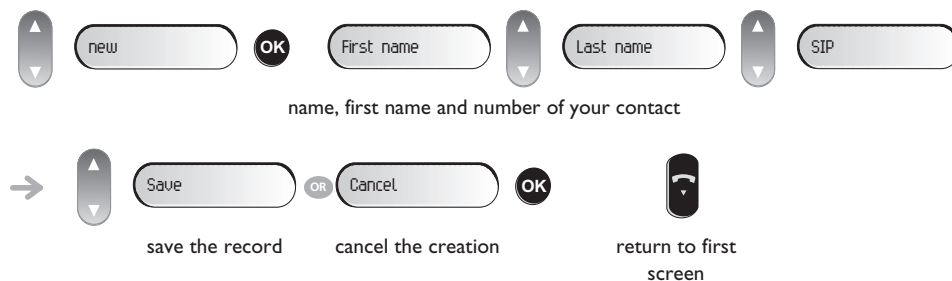
7.14 Programming your personal directory

▼ Access your personal directory:

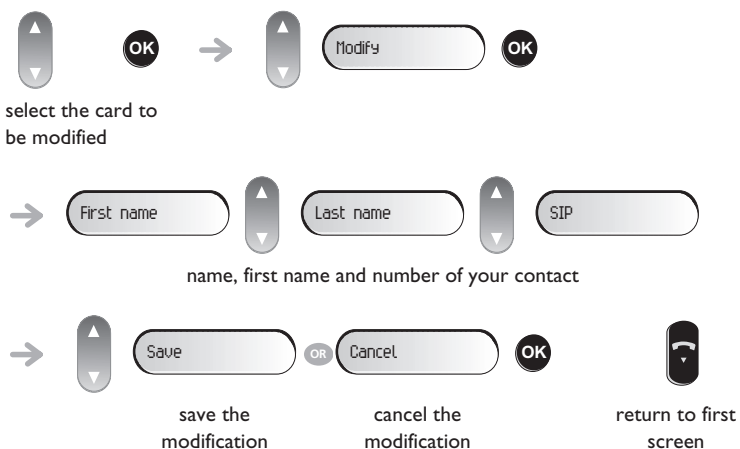



Use the telephone in SIP or 'Safe' mode

▼ Create a record in the personal phone book:



▼ Modifying a card in the personal directory:



 enter the text: the number pad keys have letters that you can display by successive presses. Some special characters can be displayed by successively pressing the * key (+% \$ / & () [] =) or # key (@) or 0 key (, . : ' ? !) or 1 key (- _).

▼ Delete a record:



7.15 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. By default during a communication, your telephone in SIP mode is configured to send codes in voice frequency: enter these codes directly using the keys on your telephone. For more information regarding this configuration, contact the person in charge of your installation.

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 continuous 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.

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