Alcatel-Lucent
Telephone Features Training Guide

MAKING AN EXTERNAL CALL

Lift the Handset and dial **9**, or just dial **9** to make a hands-free call (on speaker phone)

ANSWERING A CALL

Lift the handset or press the speaker button for a hands-free call. You may also press the button next to the flashing line or choose the soft key **Take call** on your display. **Reject call** also appears as a soft key and can be used to send the caller directly to voice mail in the event that you are unable to answer and need to stop the phone from ringing.

Incoming Call Icon will be flashing at the top right or top left corners of your screen when a call is coming in.

Call in progress Icon will be displayed when in active conversation.

ANSWERING A SECOND CALL DURING A CONVERSATION

When you are on a call and a second call comes in, you will hear a beep and see the incoming call icon

in the opposite corner of your display. Press the corresponding soft key to answer the call. **The first call will automatically be placed on hold and you will see a musical note icon appear next to that soft key**. To return to the original call simply press the soft key next to the musical note icon. The second call will be placed on hold and you will be reconnected to the original call. You can toggle back and forth between your calls.

TRANSFERRING A CALL

While you are on an active call, dial the extension number or external number you wish to transfer to (or you can use the QWERTY keyboard on your set to look up the extension in the directory). The caller will automatically be placed on hold.

> For a Blind Transfer: Press the **transfer** button or the **Transf** soft key on your display and hang up.

> For an Announced Transfer: Wait for the person to answer for whom you are transferring the call, announce the call and then press the **transfer** button or the **Transf** soft key on your display and hang up.

TRANSFERRING A CALL DIRECTLY TO VOICE MAIL

While you are on an active call, dial ##, the extension/mailbox number, and then press **transfer** button (or **Transf** soft key) to complete the transfer.
-    This transfer will not ring the phone

PUTTING A CALL ON HOLD

To place an active call on hold simply press the **hold** button or press the soft key next to your active call icon. You will then see a flashing music note next to the name of the caller. In order to return to the call simply press the line key next to the music note.

SENDING A VOICE MAIL MESSAGE

There are a few methods to sending a voice mail message to a voice mail mailbox:

While calling an extension- Press the **Voice msg** soft key while the extension is ringing
Without calling an extension- Press ## followed by the extension/mailbox number
While in your voice mailbox- Press option 2

Tip: To bypass voice message when calling into voicemail press #.

SENDING A TEXT MESSAGE

There are a couple of methods to send a text message to another **internal** extension (not a cellular phone):

While calling an extension- Press the **Text msg** soft key while the extension is ringing
- **Predefined** are messages that can be chosen to send as is
- **To complete** are messages that are predefined that will allow you to enter further information prior to sending to the recipient
- **To create** are messages that you completely compose yourself

Without calling an extension- You may the envelope button or press the left silver navigation arrow to navigate to the **menu** tab. Press the **Text mail** soft key and then press the **Send** soft key. Enter the extension number you wish to send a text message.
- **Predefined** are messages that can be chosen to send as is
- **To complete** are messages that are predefined that will allow you to enter further information prior to sending to the recipient
- **To create** are messages that you completely compose yourself

CHECKING MESSAGES INTERNALLY

The Envelope button will illuminate and flash when you have a message. There are 5 different types of messages that can be received:

Call Log- This will allow you to view a called and missed call history
Voice Messages- This is your voice mail (default password is 1234)
Text Messages- These can be from anyone on your system.
Call Back requests- An internal caller may request a call back by pressing the soft key **Callback** when placing a call. This allows you to call them back without having to listen to a voice message.
Any of these types of messages will cause your Envelope button to illuminate and flash. You must check or delete them to make the light go off.
Unanswered Calls- Any call that rings more than twice, but hangs up before going to voicemail.
- This feature is currently disabled to avoid nuisance message light blinking

ACCESS VOICE MAIL INTERNALLY

From your administrative phone- Either press the envelope button followed by the **Voice mail** soft key or dial 1440. Enter your password when prompted (default password is 1234)
From an administrative phone other than your own- Either press the envelope button followed by the **Voice mail** soft key or dial 1440. When prompted to enter "your" password, press #; press 1 followed by your mailbox number and password (default password is 1234)
From a classroom phone- Either press the envelope button followed by the **Voice mail** soft key or dial 1440. When prompted, press 1; enter your mailbox number and password (default password is 1234)

ACCESS VOICE MAIL EXTERNALLY
Dial the main telephone number, once you hear the main greeting dial 1440. You will be prompted to press 1 if you have a mailbox within the system. Press 1 followed by your mailbox (extension) number and then password (default password is 1234).


ACCESS VOICE MAIL VIA A WEB BROWSER
**Alcatel-Lucent is not compatible with Chrome web browser
You may access voice mail by opening a web browser (Internet Explorer, Firefox, Safari) and entering the name "ice" (without the quotes). The Alcatel-Lucent Log In web page will open asking for your Username and Password.
- Your log in User name is the name portion of your email address (i.e. John Smith is smithj)
- Your log in Password is 1234 at default

After logging in, you will have 6 available buttons:
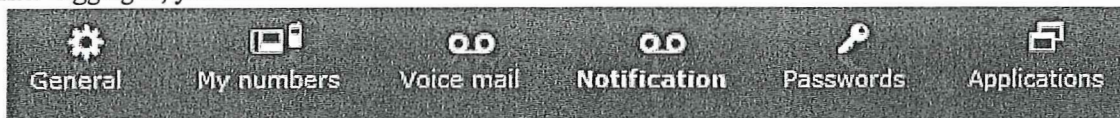
**General** will provide you options for Languages and Time Zone
My numbers will allow you to update telephone numbers for callers to be able to reach you
Voicemail box will provide options to customize your voicemail box
Notification will allow you to enable/disable email notification as well as change email address
Passwords will allow you to change your passwords for the web login (GUI) as well as your telephone login (TUI)
Applications will give you access to your **Messaging Services** link. This link will open your Messaging Services application which will allow you to listen to your voice mail from your computer:
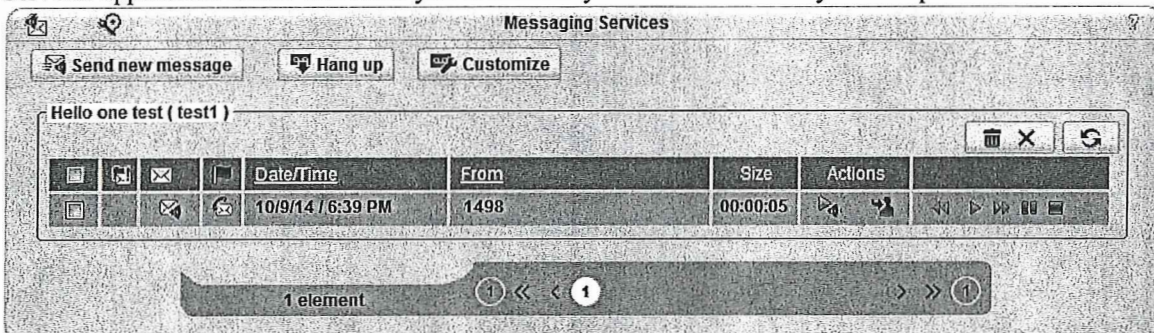
- In the Actions column, the green play button with a speaker icon will play the message through your computer's speakers
- In the column with no title, the green play button will play to the phone associated to the mailbox (teachers do not have a phone associated to their mailbox)

You will also have the ability to access voice mail by clicking on the link provided in the voice mail notification sent to you via email as in the example below:

You have received a voice message (6s) from (3110)<tel:3110> on Thursday, August 15, 2013 at 1:15 PM.
You can consult your messages by dialing 18564616100.
Click here<https://delranvm.delranschools.com/MyMessaging> to access your messages from your web browser.
Click here<vvm:1376586937140> to access your messages from My Instant Communicator.

This link will open a Log In page. Once you log in using the same instructions as above, you will be logged into your Messaging Services application the same as described above.

ACCESSING VOICE MAIL FOR THE FIRST TIME

The voice mail tutorial will greet you when you access your voice mail for the first time. This tutorial will be active until you complete the tutorial. The tutorial will guide you through setting up your voice mailbox. You will be asked to record your name recording as well as change your password. The tutorial **does not** guide you through recording your mailbox greeting. To record your mailbox greeting:

- After accessing voice mail, press option 4 (Greeting Management Menu)
- Press option 2 to record your Personal Greeting
- Record you greeting followed by #
- After recording your greeting, press # to confirm
- Press * to exit ("Internal greeting deactivated")
- Press 6 to select your Personal Greeting

REDIAL

To call back the last number that you dialed press the **redial** button for a short press.

Press and hold the **redial** button for approximately 2 – 3 seconds to display a list of the last few numbers that you have dialed on your display.
Press the soft key next to the number you wish to call back.

THREE-PARTY CONFERENCE CALL

Call the first party. Once they answer you can conference in a 3rd person. Dial 9 + the telephone number or the 4-digit extension number of the party you wish to conference in. Once they answer, press the button associated with **Conf (Conference)** on your display. You have now created a 3 party conference call. If the party you are conferencing does not answer or does not want to be placed in conference press the soft key associated with **Cons Call Off** or **CNSL/ENQ OFF** (depending upon your set type). You will be reconnected to the original caller. After a Conference Call is established you can disconnect the 2nd party added by pressing the **End Conf** soft key on your display. This will bring you back to the first caller. Press **end** or hang up the handset to end the call. If you hang up while in conference without pressing **End Conf** the other 2 parties may continue their conversation.

DIAL-BY-NAME

Using the QWERTY keyboard on your telephone set you can look up your associates' extension numbers by name. To look up by first or last name, type the first few letters of the party's first or last name and then press the soft key next to **Name** on your display. To look up by initials, type in the party's first and last initials then press the soft key next to **Initials** on your display.

CALL PICK UP

To pick up a specific ringing extension from another set dial feature code ***72** then enter the extension of the call you would like to answer. Note: you must pick up the call before it is forwarded to voicemail – typically four rings. For example, to pick up ext 211 you would dial ***72** then **211**.

If part of a Pick Up group you may answer any ringing phone in the group by dialing ***73**.

PARKED CALLS

You may park calls to an extension to be picked up from that or another location. To park a call dial the feature code ***75** and the extension you would like to park the call to.

- To pick up the parked call from the extension it is parked to you may dial ***75** and you will be connected to the call.
- If picking up the call from an extension other than the extension where it is parked, dial ***75** and extension number where the call is parked.

FORWARDING CALLS TO ANOTHER NUMBER

The forward icon will be in the top right corner of your display. Press the soft key associated with the icon. You will then have the following choices:

Immediate fwd – This will send calls directly to the station number you program without ringing your set. To activate press the associated button IMM FWD and dial the station number (internal or external) you wish your phone forwarded to.

Immediate fwd to voicemail - Press the associated button IMM FWD VM to have all calls immediately go to Voicemail without ringing your set.

Other Forward - pressing this button will bring up an additional list of options
- Immediate Forward - press the associated button and dial the number you wish your phone forwarded to.
- Forward on Busy - press the associated button and dial the number you wish your phone forwarded to under busy conditions.
- Forward on No Answer - press the associated button and dial the number you wish your phone forwarded to under no answer conditions
- Forward on Busy/No Answer - press the associated button and dial the number you wish your phone forwarded to if you are on the phone or cannot answer.
- Forward to text - press the associated button and choose the text mail options as described earlier
- Do not disturb - press the associated button followed by password 0000 then press **APPLY** soft key

If forwarding your phone to an external number be sure to enter the number exactly as it would be dialed. Ex. 912125551234.

 The Forward Icon will be colored in and swirling when your telephone set is in forward mode.

CANCELING FORWARD
To cancel the forwarding press the soft key associated with the circular arrow. Press the soft key associated with the Deactivate on your screen, then press End.

RECORDING A CONVERSATION
While on an active call, use the down arrow on your navigation button to locate the **Record** soft key in your display and press the associated soft key.
The recorded conversation will enter your voice mail mailbox as a message.

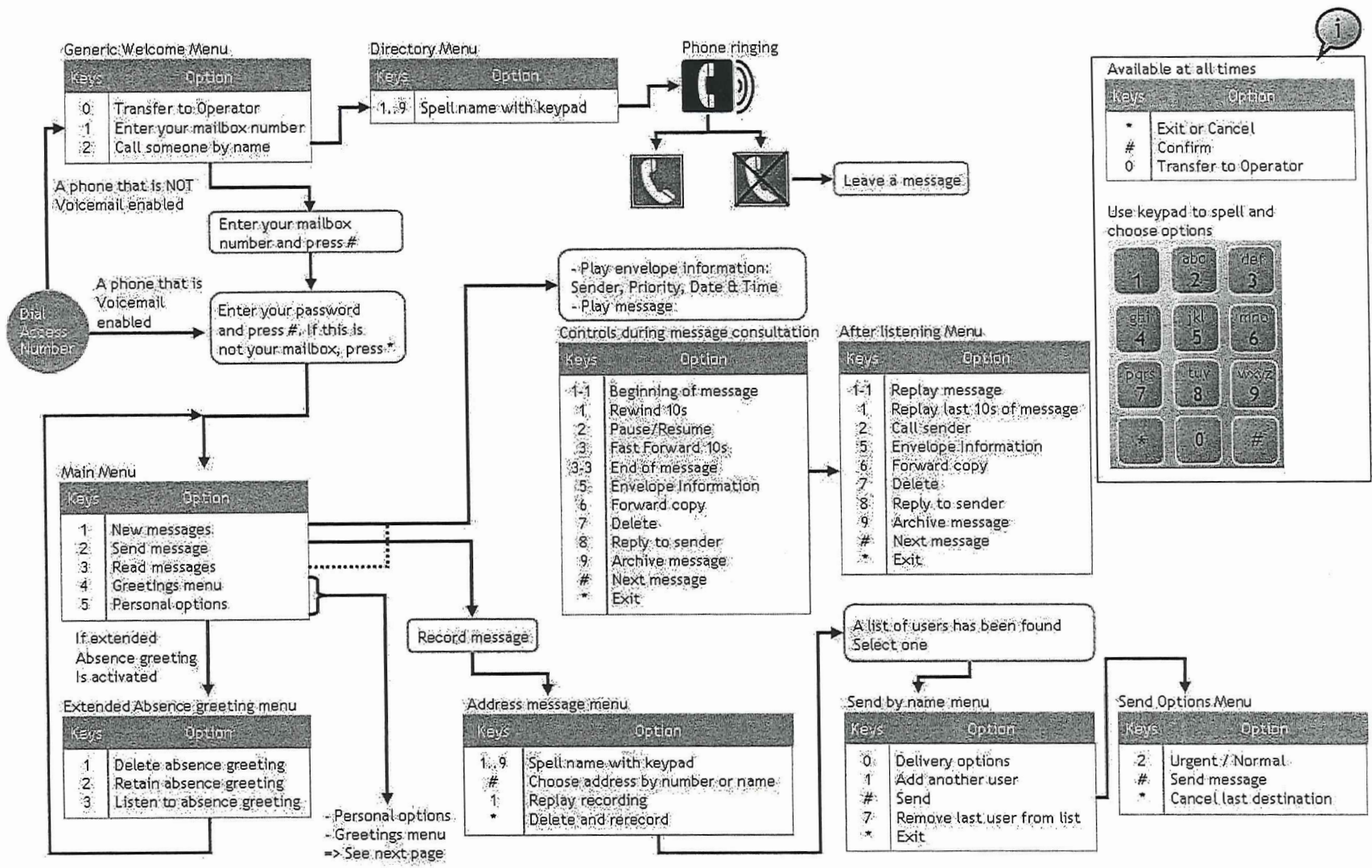## PROGRAMMING YOUR PERSONAL DIRECTORY (SOFT KEYS)
To program a speed dial:
> Press an unassigned soft key on your screen
> Press Speed dial
> Enter the number (remember to add 9 if it is an external number).
> Enter the Name (Label/Mnemonic) using the QWERTY keyboard on your telephone set you wish associated with the number
> Press the soft key next to **Apply** on your display

To Modify or Delete a Speed Dial Number:
> Press the "**i**" button
> Press the soft key associated with the speed dial you want to modify or delete.
> Select the soft key next to **Modify** or **Delete** on your display.
> Choose **Modify** to change the name or number or **Delete** to delete the speed dial
> When finished, press the soft key next to **Apply** on your display

CALLING USING YOUR PERSONAL DIRECTORY (SOFT KEYS)
Press the soft key associated with the name/number you want to dial on your screen.

Generic Welcome Menu

Keys	Option
0	Transfer to Operator
1	Enter your mailbox number
2	Call someone by name

Directory Menu

Keys	Option
1..9	Spell name with keypad

Phone ringing

Leave a message

A phone that is NOT Voicemail enabled

A phone that is Voicemail enabled

Dial Access Number

Enter your mailbox number and press #

Enter your password and press #. If this is not your mailbox, press *

Available at all times

Keys	Option
*	Exit or Cancel
#	Confirm
0	Transfer to Operator

Use keypad to spell and choose options

1	abc 2	def 3
ghi 4	jkl 5	mno 6
pqrs 7	tuv 8	wxyz 9
*	0	#

- Play envelope information: Sender, Priority, Date & Time
- Play message

Controls during message consultation

Keys	Option
1-1	Beginning of message
1	Rewind 10s
2	Pause/Resume
3	Fast Forward 10s
3-3	End of message
5	Envelope Information
6	Forward copy
7	Delete
8	Reply to sender
9	Archive message
#	Next message
*	Exit

After listening Menu

Keys	Option
1-1	Replay message
1	Replay last 10s of message
2	Call sender
5	Envelope Information
6	Forward copy
7	Delete
8	Reply to sender
9	Archive message
#	Next message
*	Exit

Main Menu

Keys	Option
1	New messages
2	Send message
3	Read messages
4	Greetings menu
5	Personal options

If extended Absence greeting Is activated

Extended Absence greeting menu

Keys	Option
1	Delete absence greeting
2	Retain absence greeting
3	Listen to absence greeting

- Personal options
- Greetings menu
=> See next page

Record message

Address message menu

Keys	Option
1..9	Spell name with keypad
#	Choose address by number or name
1	Replay recording
*	Delete and rerecord

A list of users has been found Select one

Send by name menu

Keys	Option
0	Delivery options
1	Add another user
#	Send
7	Remove last user from list
*	Exit

Send Options Menu

Keys	Option
2	Urgent / Normal
#	Send message
*	Cancel last destination

Main Menu

Keys	Option
1	New messages
2	Send message
3	Read messages
4	Greetings menu
5	Personal options

Greetings management Menu

Keys	Option
1	Record extended absence greeting
2	Record personal greeting
3	Record alternative greeting 1
4	Record alternative greeting 2
5	Activate standard/by name greeting
6	Activate personal greeting
7	Activate alternative greeting 1
8	Activate alternative greeting 2
*	Exit Menu

Personal options menu

Keys	Option
1	Record your name
2	Change your password
*	Exit menu

Activate selected greeting

Record extended absence greeting	Record personal greeting	Record alternative greeting 1	Record alternative greeting 2

Record Greeting Menu

Keys	Option
#	Confirm
1	Replay
2	Rerecord
*	Exit

Available at all times

Keys	Option
*	Exit or Cancel
#	Confirm
0	Transfer to Operator

Use keypad to spell and choose options

1	abc 2	def 3
ghi 4	jkl 5	mno 6
pqrs 7	tuv 8	wxyz 9
*	0	#

The personal internal greeting is optional. You may skip this step.

Record personal Internal greeting

Record Greeting Menu

Keys	Option
#	Confirm
1	Replay
2	Rerecord
*	exit

Explanations:
1) The standard greeting is either:
 - Your name in case you have recorded it in the personal options
 - Your mailbox number in case you didn't record your name
2) All choices and menus regarding the alternative greetings are only present and accessible in case your administrator has validated them for you.
3) An Extended Absence Greeting is immediately activated after the recording. All other greetings are recorded and activated in separate menus.

Alcatel-Lucent 8068/8038/8028/8039/8029 Premium DeskPhone

Alcatel·Lucent
Enterprise

Handset (a Bluetooth® wireless handset is also available for IP Touch 8068 Phone only)

LED
- Flashing blue: incoming call
- Flashing orange: alarm

One 3.5 mm headset jack

Function keys

An adjustable and stable foot

Alphabetic keypad

Welcome screens

Mon 23 Sep 2013   9:47
menu   perso   info   (→
Settings   Redial list
Appointment   Lock
Text mail   Forward
Events

Contains several lines and pages providing information on calls and the features that can be accessed by pressing the keys associated to the labels on the display (10 keys for 8068/38/39 phones and 6 keys for the 8028/29 phones).
- **Menu page:** Contains all functions and applications accessible via the keys associated with the words on the screen.
- **Perso page:** Contains call line keys (allowing supervision of calls) and programmable call keys.
- **Info page:** Contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.
- **Transfer icon:** Pressing the key next to this icon allows you to program or change the transfer function.

Function keys

Mute and intercom.	📞
Handsfree, handset or headset volume. Adjust contrast	− +
Audio services (handsfree, handset or headset).	🔊
• Programmable keys (F1 and F2 keys): Lit when the function associated with the key is activated. A service or a direct call can be associated to these keys. • Pre-programmed function keys are disabled in "safe " mode. The F1 and F2 keys are line keys.	F
Redial key: to access the 'Redial' feature.	⌃
Guide key: Used to obtain information on functions of the "menu" page and to program key of the "perso" page.	①
Messaging key to access various mail services. This key is lit when you have received a new voicemail, text message or callback request.	✉
Handsfree key To make or answer a call without lifting the receiver.	📞
END key To terminate a call.	⬇

Navigation

(OK navigator)	• **OK key:** Used to validate your choices and options while programming or configuring • **Left-right navigator:** Used to move from one page to another and display information about current calls (call in progress, calls on hold, incoming call). • **Up-down navigator:** Used to scroll through the content of a page
(C key)	• Use this key to go back to the previous step • Use this key to go back to the homepage (long press)

Status icons / Call icons

🎧	Headset connected	📞	Incoming call icon
🔒	Telephone locked	📞	Call in progress icon
🕐	Appointment programmed	♪	Call holding icon

Alphabetic keypad

Cursor moving keys (left, right, up and down).	⬅ / ⬆⬇
Caps lock: to write text in capital letters.	⇧
Alt key: to access the purple characters and features.	◆
Enter key: to validate edited text.	↵
Backspace key: to delete one character in an edit box.	⌫

Add-on module

The 8028/8029 Premium Deskphone has 4 programmable keys with LED and paper labels. Phone capabilities can be extended with Premium Add-on 10- and 40-key modules or Premium Smart display 14-key module.

Bluetooth® wireless handset (8068 Premium DeskPhone)

Off-hook/On-hook	📱
Volume/Mute: • Short successive presses to change the handset volume level (3 levels) • Long press to ensure your caller no longer hears you	🔊

All features are described for OmniPCX Office and OmniPCX Enterprise Systems. If a feature works differently on each system it is described twice. . The label displayed on the phone depends on the type of phone. This guide provides the labels for 8068/38/39 phones plus 8028/29 phone labels in parentheses (if different). .

Alcatel·Lucent Enterprise

Call
- Dial the number directly or dial the number after pressing a line key (an off-hook key phone or Bluetooth handset, hands-free key)

Call by name (Company directory)
- RCE - Enter the first letters of contact's name and follow the on-screen instructions.
- OTCT - Enter the name, contact's surname/name or initials and follow the on-screen instructions.

Answer a call
- Take the handset off the hook, use an off-hook key (phone or Bluetooth handset), use hands-free key, or press the key next to the incoming call icon

Ignore call / End the call

Redial
- Long press to access the list of the last 10 dialed numbers
- Short press to call the last dialed number

Make a call-back request to a busy number
- Callback

Placing a call on hold (hold)
- Hold

Sending DTMF signals
- ÚMFcode (RCE), Send DTMF (OTCT)
- Send numbers

Mute

Interphony
- The phone automatically answers the call.
- Before the line is taken, you hear a succession of specific beeps.

Making a second call during a conversation
- New call

Answering a second call during a conversation
- Press the key associated with the incoming call

Switching between calls (Broker call)
- Press the key associated with the call on hold

To cancel your second call and recover the first:
- You automatically recover the first call

Transferring a call
- You are in conversation with one caller
- Call a second contact
- Transfer the call

Conference
- Call the first contact
- Call the second contact
- Conference (Conf)

Make calls via your programmed call keys | Perso
- Press the desired programmed call key

Modify the programmed key | Perso
- Press the programmed key to be modified
- Follow the on-screen instructions

Erase a programmed key | Menu
- Settings ⟩ Keys (RCE)
- Settings ⟩ Phone ⟩Key program (OTCT)
- Select the key to be erased
- Follow the on-screen instructions

Customizing your voice greeting | Menu
- Settings
- Mailbox
- You can listen to the greeting, customize the greeting and set the default greeting

Consulting your voice mailbox

Diverting calls to your voice mailbox
- Press the key associated to the forward icon
- Immediate»VM
- ress the key associated with the type of call forward required

Cancel forward
- Press the key associated to the forward icon
- Cancelfwd.

Do not disturb
- Press the key associated to the forward icon
- DoNotDisturb (DND)

Send text messages
- Message
- SendTxtMsg
- Enter the destination number
- Select the type of message to send (fixed Msg, New Msg,...)

Read text messages
- Message
- ReadTxtMsg

Information about the phone | Info

Lock/unlock the phone | Menu
- Lock

Adjust audio volume

Select the language of your choice | Menu
- Settings ⟩ Options ⟩ Language (RCE)
- Settings ⟩ Phone ⟩ Language (OTCT)

Choose the tune | Menu
- Settings ⟩ Phone ⟩ Ringing
- Adjust the ring via the following menus: Melody, Silent, Beeps, Volume, etc.

Adjusting screen contrast | Menu
- Settings ⟩ Phone: ⟩ Contrast

Modify the password for your phone set | Menu
- Settings ⟩ Options ⟩ Password (RCE)
- Settings ⟩ Phone ⟩ Password (OTCT)

Homepage | Menu
- Settings ⟩ Options ⟩ Homepage (RCE)
- Settings ⟩ Phone ⟩ Homepage (OTCT)
- Select the default page