Alcatel-Lucent **OmniPCX** *Enterprise*
Communication Server

Alcatel-Lucent IP Touch 4068 Phone
Alcatel-Lucent IP Touch 4038 Phone
Alcatel-Lucent 4039 Digital Phone

Alcatel·Lucent

User manual

Introduction

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

- A large graphic screen, in conjunction with various keys and the navigator, allows you to make calls, configure and program your telephone.,

- a receiver that is pleasant to use: it fits nicely in the hand with a flexible grip section,

- communication is even more convenient using the audio keys (loudspeaker, hands free),

- using the convenient alphabetic keypad, you can call your correspondents by name.

How to use this guide

Actions

- Lift the receiver.
- Hang up.

Keypad

- Numeric keypad.
- Alphabetic keypad.
- ② Specific key on numeric keypad.

Navigator

- Move the navigation key up, down, to the left or to the right.

- 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.

Display and display keys

- Smith John — Partial view of display.
- Display key.

Audio keys

- Loudspeaker, hands free.
- Adjustment "reduce".
- Adjustment "increase".

Programmable keys and icons

- Line key.
- Icon corresponding to key.

Other fixed keys

- Fixed key.
- MENU key.
- Voice mail access key.

Other symbols used

- Menu — Means that the function is accessible from the Menu page.
- Perso — Means that the function is accessible from the Perso page.
- Info — Means that the function is accessible from the Info page.
- ▼ — 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 **Program the keys for the Perso page or the add-on module**.

These symbols can be supplemented by small icons or text.

Contents

Getting to know your telephone

LED
- Green flashing: arrival of an internal call.
- Orange flashing: arrival of an external call.
- Red flashing: priority or alarm call.

Handset (possibility of a wireless handset - Bluetooth® - Alcatel-Lucent IP Touch 4068 Phone only)

Adjust the tilt of the screen

Alcatel-Lucent IP Touch 4068

Socket for connecting headphones or a Hands-free / Loudspeaker unit

Alphabetic keypad

■ Audio keys

Hang-up key: to terminate a call.

Hands-free/Loudspeaker Key: to make or answer a call without lifting the receiver.
- 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.

To adjust the loudspeaker or handset volume up or down

■ Extension unit

An extension unit can be fitted to your telephone. This provides additional keys which can be configured as function keys, line keys, call keys etc.
To affix labels: push the holding strip of the unit backwards to you and lift it. Install the label under the keypad, in the housing designed for, and place the keypad back into position.

■ Display and display keys

Contains several lines and pages providing information on calls and the functions accessible via the 10 keys associated with the words on the screen.

↩ **Transfer icon:** pressing the key next to this icon allows you to program or change the transfer function.

🎧 **Headset connected.**   ◷ **Appointment programmed.**

🔔 **Silent mode activated.**   🔒 **Telephone locked.**

Display keys: pressing a display key activates the function shown associated with it on the screen.

■ Navigation

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

Left-right navigator: used to move from one page to another.

Up-down navigator: used to scroll through the content of a page.

Back/Exit key: to return to previous menu (short press) or return to first screen (long press) ; during a conversation, provides access to welcome screens (Menu, Info, ...) and to return to the conversation icon screens.

■ Welcome screens
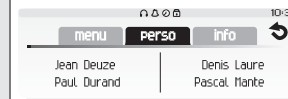
menu	**Perso**	info
Jean Deuze		Denis Laure
Paul Durand		Pascal Mante

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.

■ Call display

(((**Incoming call.**   👤 **Call in progress or outgoing call.**

0790676707
00:03:47

0790676707
00:03:47

♪ **Call on hold*.**   👥 **Communication in progress, secure line***For more details, contact your system manager.

0790676707

If you get two calls at the same time, you can switch from one call to the other by pressing the display key associated with each call.

Left-right navigator: used to check calls.

■ Function keys and programmable keys

ℹ **Guide key:** used to obtain information on functions of the 'menu' page and to program key of the 'perso' page.

✉ **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).

Programmable key (F1 and F2 keys):
lit when the function associated with the key is activated.

1 Description of the screens and Bluetooth® handset

1.1 Welcome screens
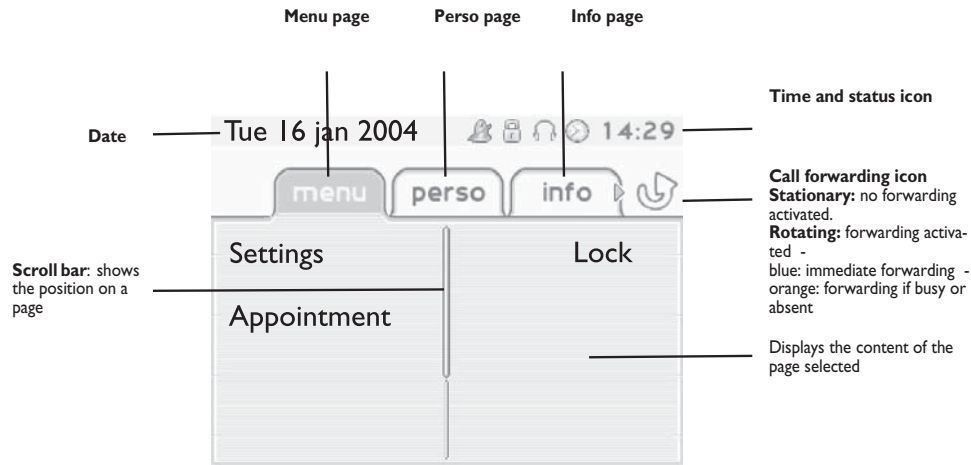
Menu page   Perso page   Info page

Date

Tue 16 jan 2004   14:29

menu   perso   info

Settings   Lock

Appointment

Time and status icon

Call forwarding icon
Stationary: no forwarding activated.
Rotating: forwarding activated -
blue: immediate forwarding -
orange: forwarding if busy or absent

Displays the content of the page selected

Scroll bar: shows the position on a page

■ **Menu page:** contains all functions and applications accessible via the keys associated with the words on the screen. From this page, it is possible to adjust the ringer volume and screen brightness, program the time of an appointment, lock the terminal, define the default page displayed, configure voice mail, and access telephone functions such as calling back one of the last 10 numbers or intercepting calls.

Lun 16 jan 2004   14:29

menu   perso   info

Settings   Lock

Appointment

■ **Perso page:** contains call line keys (allowing supervision of calls) and programmable call keys. The up-down navigator is used to access all the direct call keys (apart from those displayed by default). Direct call keys are programmed or modified via the Information key.

Tue 16 jan 2004   14:30

menu   perso   info

line   Anne

Pascal

■ **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.

Tue 16 jan 2004   14:30

menu   perso   info

Name: Anne
Number: 77942

Left-right navigator:
used to move from one page to another.

Up-down navigator:
used to scroll through the content of a page.

Description of the screens and Bluetooth® handset

Date   Incoming call icon   Time and status icon

Tue 16 jan 2004   14:33

Call holding icon

Call in progress icon

NOEB Pascal

Incoming call presentation screen. This screen is temporarily displayed when a call arrives and shows the name and/or number of the caller.

Pop-up display of functions accessible while the call is taking place

Conference
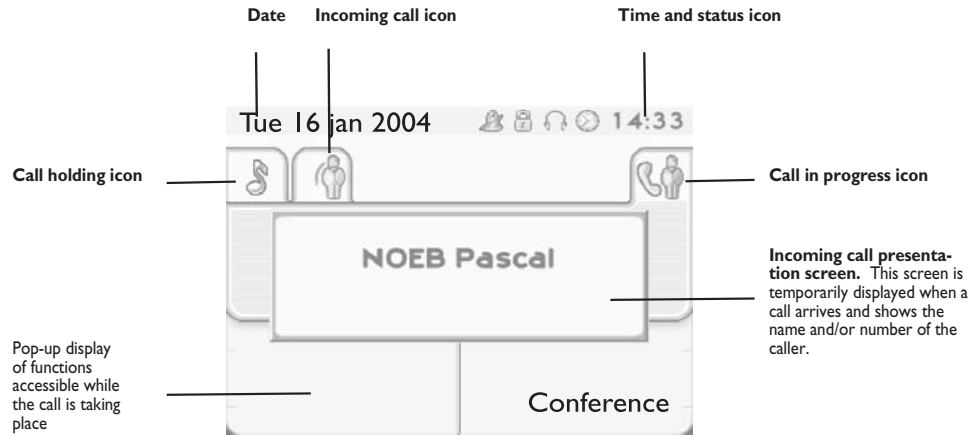
Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, held, arrival of new call). When a call is in progress, use the left-right navigator to look at held or incoming calls.

Use the up-down navigator to display the functions accessible. These functions (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer function will not be available between a call in progress or a held call and an incoming call.

Back/Exit key:
used to switch from a telephone screen to an application screen. For example, can be used while a call is in progress to look up a number, program an appointment reminder, etc.

Calls can also be managed from the Perso page.
While the call is in progress, press the Back/Exit key and display the Perso page.
Calls in progress or waiting are displayed on the different line keys. It is then possible to converse with the caller of your choice by pressing the key associated with him.

1.3 Application screen

Date   Application name

Tue 04 May 2004   14:35

Time and status icon

Memo

Create new MEMO

Application screen
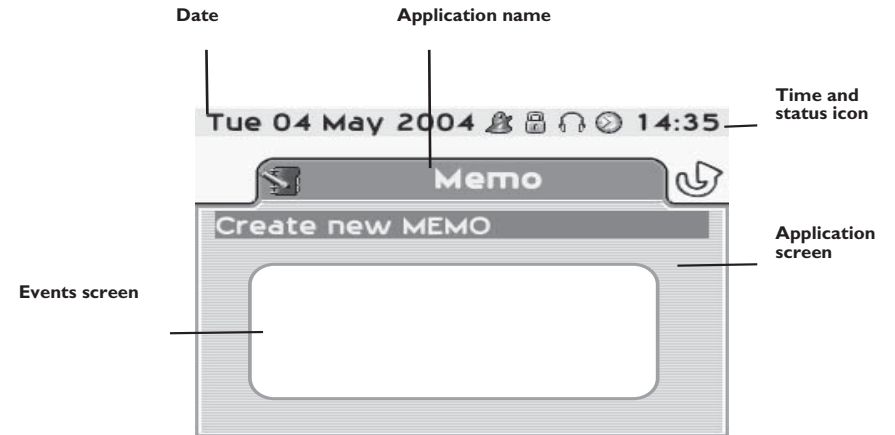
Events screen

- **Application screen:** displays information relevant to programming or configuring the telephone.
- **Events screen:** displays events connected to the programming or configuration operations in progress, confirmation, rejection, error, etc.

Description of the screens and Bluetooth® handset

1.4 **IP Touch Bluetooth® Wireless handset**
(only available on Alcatel-Lucent IP Touch 4068 Phone set)

LED
Green flashing: normal operation.
Green steady: handset charging.
Orange flashing: battery charge low or handset outside coverage zone.
Orange steady: malfunction.
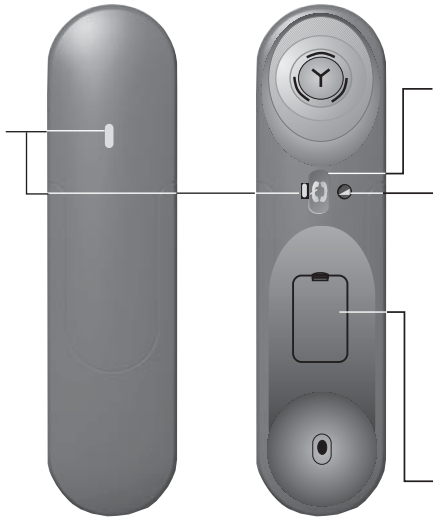
Off-hook/On-hook and Volume/Mute keys

Off-hook/On-hook: press this key to take or terminate a call

Volume/Mute:

- short successive presses to change the handset volume level (3 levels)
- long press to ensure your correspondent no longer hears you

Battery

> 🗨 *The battery recharges when the Bluetooth® handset is on its base.*

• **Batteries**
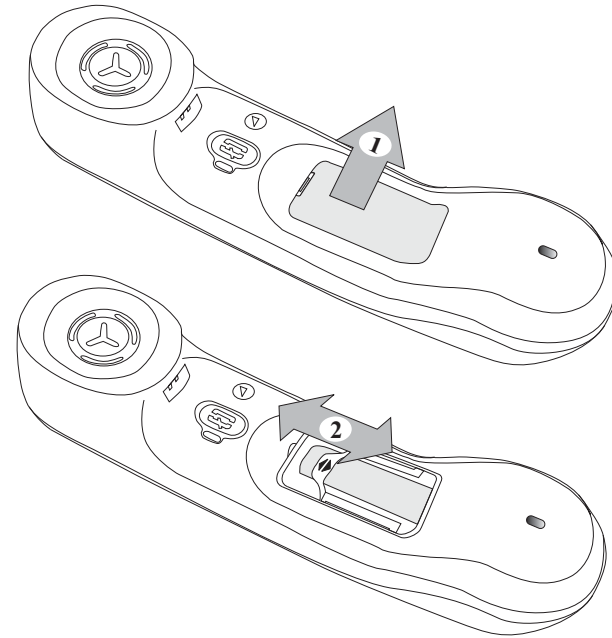
> 🗨 *If the Bluetooth® handset is on its base, you do not need to press the Off-hook/On-hook key to take or terminate the call. Just off-hook/on-hook the Bluetooth® handset.*

2 *Using your telephone*

2.1 Making a call

dial directly the number for your call

OR

lift the receiver

number required

OR

lift the receiver (IP Touch Bluetooth® Wireless handset - IP Touch 4068 Phone)

number required

hands free

number required

OR

programmed line key

OR

correspondent's name

→ during a conversation

Paul
Conversation 00:23'
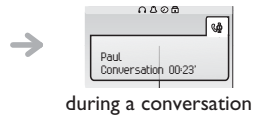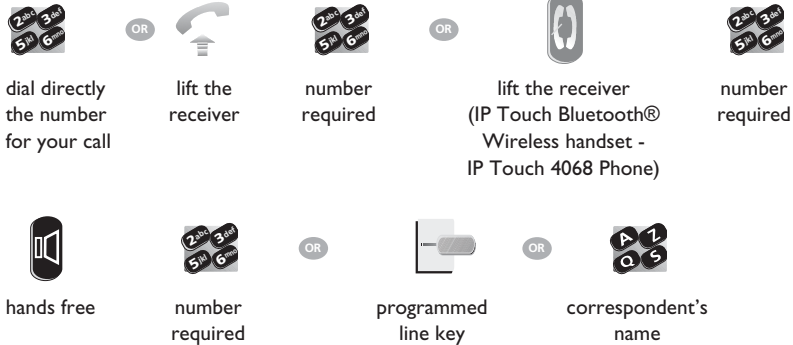
> *To make an external call, dial the outside line access code before dialling your correspondent's number. 9 is the default code for an outside line.*

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

• If the internal or outside number does not reply:

LS announce

broadcast a message on the loudspeaker of the free terminal

OR

Call back

request callback to a busy terminal

OR

Text mail

send a written message

OR

Text mail

send a voice message

OR

go to next screen

2.2 Receiving a call

lift the receiver

OR

lift the receiver (IP Touch Bluetooth® Wireless handset - IP Touch 4068 Phone)

OR

hands free

OR

Paul
is calling

press the key next to the **'incoming call'** icon
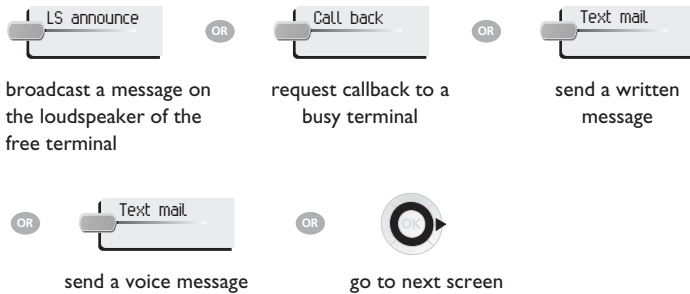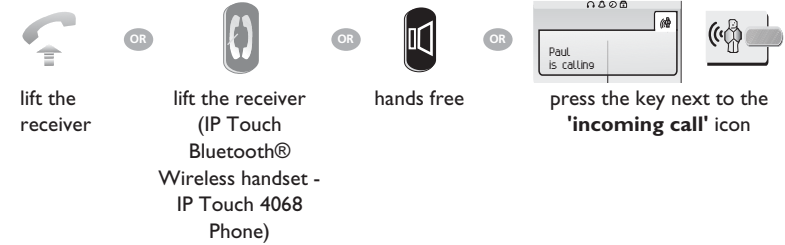
2.3 Using the telephone in 'Hands free' mode

■ Terminal idle:

press and release

→ **you are in hands free mode**

terminate your call

→

■ Call in progress:

Paul
Conversation 00:23'

during a conversation

→

press and release

→

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

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

Paul
Conversation 00:23'

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
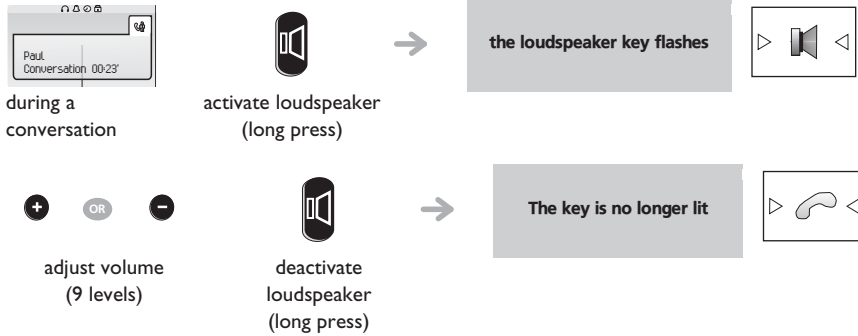
press and release the loudspeaker key to switch to hands free mode (light steady).

2.5 **Calling your correspondent by name (company directory)**

enter the name or initials or
the surname and first name
of your correspondent

select the type of search you
want (last name, last name
and first name* or initials*)

→ **Display of all the correspondents
meeting the search criteria**

display the
previous and
next names

press the key
associated with the
correspondent to call

modify the search
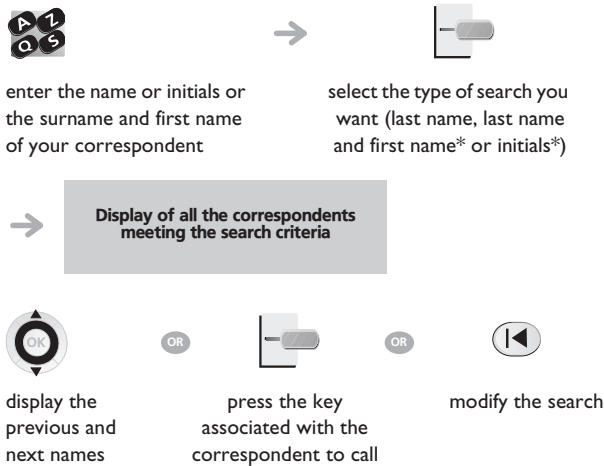
*Name must be entered in format name/space/first name.

This key is used to display the entire name when it is truncated.

2.6 **Make calls via your programmed call keys** `Perso`

PERSO

access the
'Perso' page

find the correspondent you
want to call from the
programmed call keys

Helen

call the chosen
correspondent

2.7 **Calling from the common directory**

Your terminal has access to a common directory of outside numbers.

directory
number

2.8 **Redialling** `Menu`

'Redial' key

OR

menu

reach the '**Menu**'
page

Redial

→ **last number redial**

2.9 Call back an unanswered call   `Menu` ▼

• **Call back the last caller**

⬭ Callback last   caller
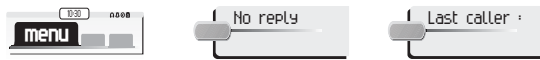
menu   No reply   Last caller :

reach the '**Menu'**   call back the last caller
page

• **List of last callers**

menu   No reply   non replied   OR   non replied
                                internal calls   external calls

reach the '**Menu'**
page

→   ⬚—   Recall

    select a name or
      a number

• **Erase the list of unanswered calls:**

menu   No reply   non replied   OR   non replied   🗑—
                                internal calls   external calls

reach the '**Menu'**
page

2.10 Requesting automatic callback if internal number is busy

internal number busy   Call back   →   **callback request acknowledged**   📞

2.11 Answering an internal call in intercom mode

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**

2.12 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.

Paul
Conversation 00:23'   ✱   OR   Send DTMF
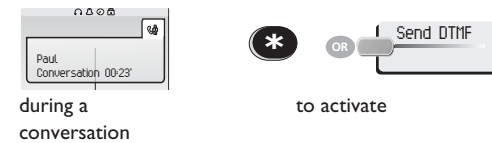
during a   to activate
conversation

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

2.13 Mute, so that your correspondent cannot hear you

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

• The terminal:

during a
conversation   disable microphone   The key lights up

resume the
conversation   The key is no longer lit
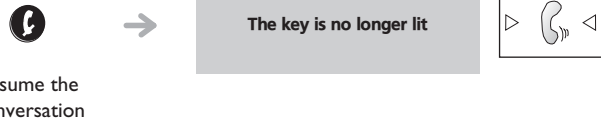
• The Bluetooth® receiver (IP Touch 4068 Phone):

press the handset
volume/mute key (press
and hold)

3 *During a conversation*

3.1 Making a second call during a conversation

New call
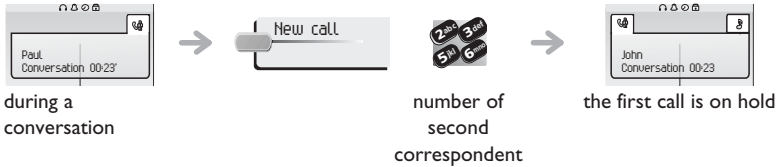
during a conversation → number of second correspondent → the first call is on hold

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

Dial directly the number for your call.

Name of second correspondent.

- To access the 'Redial' function (press and hold).
- Call back on the last 10 number dialled (short press).

Programmed line key.

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

Enquiry off OR → Paul Conversation 00:23'

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

3.2 Answering a second call during a conversation

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

Paul Conversation 00:23' → Paul is calling
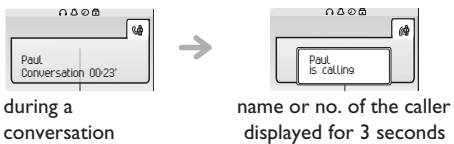
during a conversation → name or no. of the caller displayed for 3 seconds

---

■ **Answer call displayed:**

OR OK → Take call → John Conversation 00:23

line key for which icon is flashing → the first call is on hold

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

John Conversation 00:23 → → Paul In conversation → OR → OR
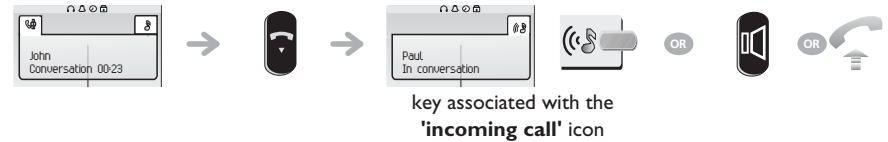
key associated with the **'incoming call'** icon

3.3 Switching between calls (Broker call)

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

John Conversation 00:23 → → Paul Conversation 00:52
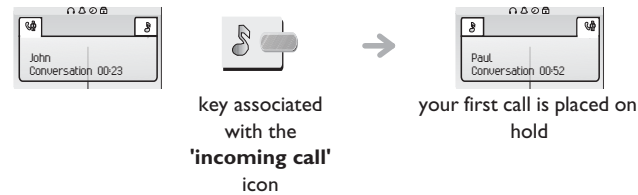
key associated with the **'incoming call'** icon → your first call is placed on hold

3.4 Transferring a call

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

Paul Conversation 00:23' → → John Conversation 00:23
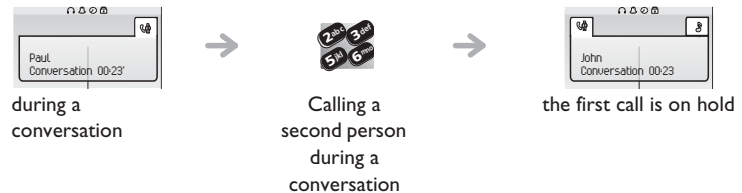
during a conversation → Calling a second person during a conversation → the first call is on hold

• **If the number receiving the transfer answers:**
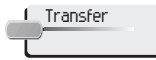
[Transfer]

You can also transfer your call immediately, without waiting for the number to answer, using either of the two methods described above.

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

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

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

John
Conversation 00:23   [Conference]   Paul
                                                John
                                                00:23
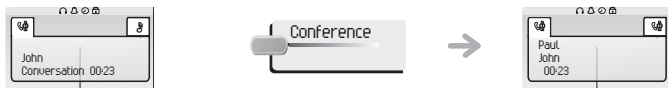
select the '**conference**' function

▪ Cancel conference and return to first correspondent (if conference is active):
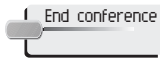
[End conference]

▪ Hang up on all correspondent (if conference is active):

[End conference] → 📞 **OR** 📞

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

[Transfer] → 📞 **OR** 📞

3.6 Talk simultaneously to more than 2 correspondents

You are in a conference call with 2 correspondents. To add another correspondent to the conference:

Paul
John
00:23   [Add]   [2abc 3def 5jkl 6mno] **OR** [A Z Q S]

                                           correspondent's name
                                                or number

[Insert] → Conference
               Number of participants
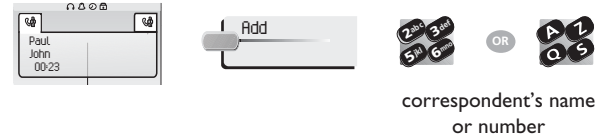
3.7 Casual conference

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

You are in a 3-way conference → [Add] → [2abc 3def 5jkl 6mno] → **your correspondent answers**

number required

→ [Insert]

3.8 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.
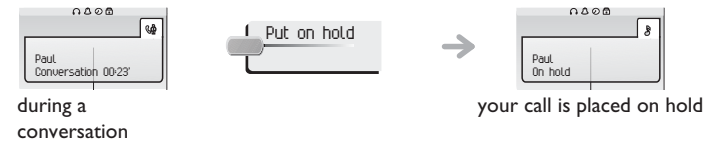
Paul
Conversation 00:23'   [Put on hold]   →   Paul
                                                          On hold

during a
conversation   your call is placed on hold

• **Recover the call on hold:**

key associated with the
'incoming call' icon

• **Common hold:**
to recover your call on any telephone in your system.
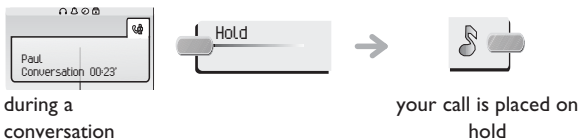
during a
conversation

your call is placed on
hold

Recover the call on hold from any telephone:

key associated
with the
'incoming call'
icon

3.9 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

A parking announcement message is displayed on the screen of the parking destination set.

• **To recover the parked call:**
Park/retrieve call

To automatically take the parked call, pick up the handset of the parking destination set.

reach the '**Menu**'
page

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

3.10 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:

same key to exit

• **Protection against intrusion:**
Intrusion   protection

press programmed
key

enter the number

Protection is cancelled when you hang up.

3.11   Adjust audio volume

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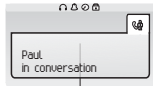
during a   adjust audio volume
conversation

3.12   Signal malicious calls
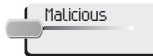
 This key lets you signal a malicious call. If this call has
an internal source, it is signalled to the system by a
special message.

4.1 Answering the general bell ▾ Menu ▼

◉ Night service call pick up

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

menu | Settings | My services

reach the '**Menu**'
page

Consultation | Call pick up services | Night service call pick up
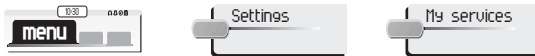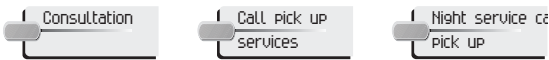
4.2 Manager/secretary filtering ▼

◉ 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:**

➜ **incoming calls are filtered by a chosen person (secretary, etc.)**
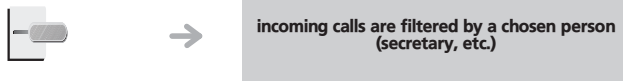
press
programmed key

same key to cancel

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

4.3 Call pick-up ▾ Menu ▼

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

menu | Settings | My services

reach the '**Menu**'
page

Consultation | Call pick up services | Group call pick
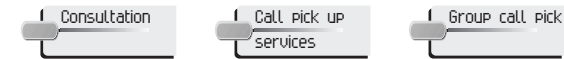
• **If the telephone ringing is not in your pick-up group:**

➡ Individual call pick up

menu | Settings | My services | Consultation

reach the '**Menu**'
page

Call pick up services | Individ pick up | 2abc 3def 5jkl 6mno
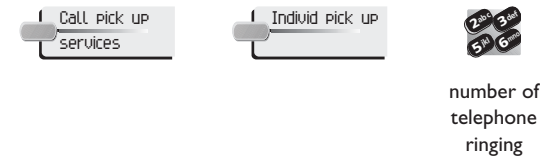
number of
telephone
ringing

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

Sharing

4.4 Hunting groups

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

Group No.

• **Temporary exit from your hunting group:**

Go out of hunting group

menu

reach the '**Menu**'
page

Settings	My services

Consultation	Additional servi	Out hunting grp

your group number

• **Return into your group:**

Go into hunting   group

menu

reach the '**Menu**'
page

Settings	My services

Consultation	Additional servi	In hunting grp

your group number

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.

4.5 Calling an internal correspondent on his/her pager

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

number called	Paging	number called
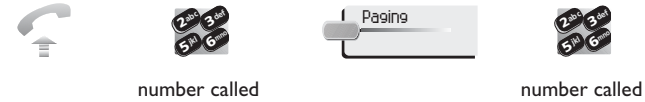
→ **paging in progress is displayed**
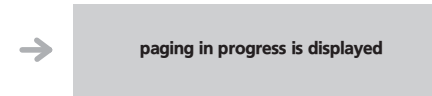
Your correspondent can answer from any telephone in the system.

4.6 Answering a call on your pager

Paging answer

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

your pager beeps → menu

reach the '**Menu**'
page

Settings	My services

Consultation	Paging	Paging answer

your extension
number

Sharing

4.7 Calling a correspondent on his/her loudspeaker `Menu`

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

Paul

your
correspondent
does not reply

→ `LS announce`

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

4.8 Sending a written message to an internal correspondent

✉ `new text messa` `Send`

enter the number of the terminal to receive the message

OR

enter the first letters of the name

→ Text mail
Send a text message to
xxx xxx

→ `Predefined msg` OK

select a predefined message

OR `To complete` OK OR `Msg to create`

select a predefined message to complete

compose a new message

→ Text mail
xxxxxx xxx

complete your message

`Apply`
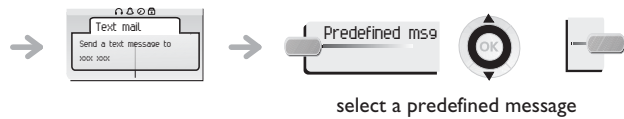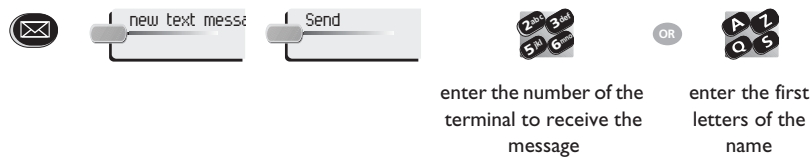
4.9 Send a voice message copy

✉ `new voice mess`

personal code

→ **display number of new and old messages** `Consult`

OK `Forward msg` → Text mail
Record your message `Exit`

number to be called

OR `Spell name` OR `#` → `Send`

correspondent's name
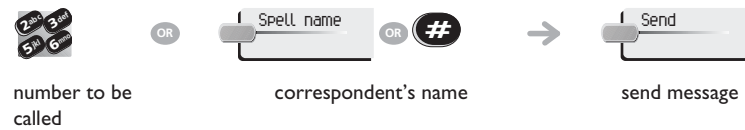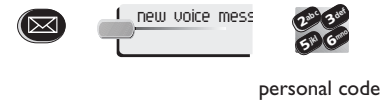
send message

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

✉ `new voice mess`

personal code

`Send` → Voice mail
Record your message

record message

`Exit`

end of recording

number to be called

OR `Spell name` OR `#`

correspondent's name

→ `Send`

send message

OR `Exit`
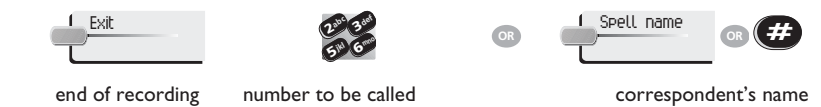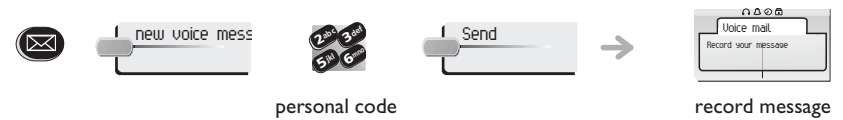
end of broadcast

4.11 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:
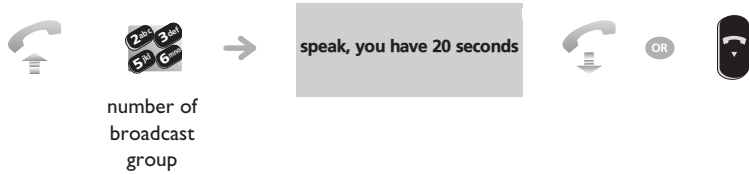
number of
broadcast
group

speak, you have 20 seconds

OR

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

5 *Keep in touch*

5.1 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.).

Immediate forw...

number to be called

→ diversion is acknowledged
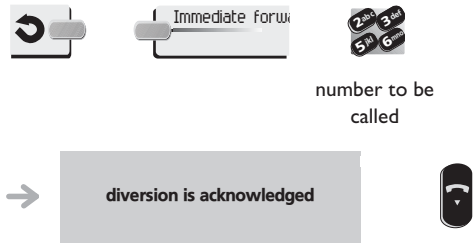
You can make calls, but only the destination number can call you.

5.2 Diverting your calls to your voice message service

Imm fwd to VM → *diversion is acknowledged*

5.3 When you return, consult recorded messages

The light indicates that messages have been received.

new voice mess...

personal code

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

Consult →

listen to message

Replay   OR   Erase

erase message

OR   Call back

call back sender of message

OR   Save

archive the message

OR   Exit

terminate consultation
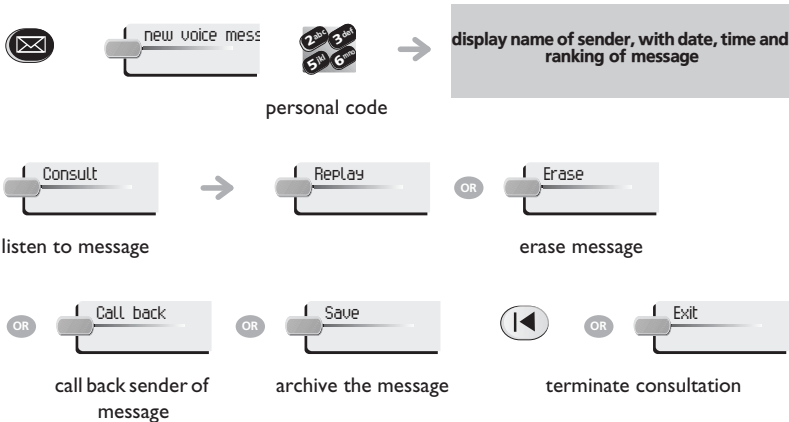
5.4 Diverting calls to your pager

Radio paging

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

press programmed key

→ diversion is acknowledged
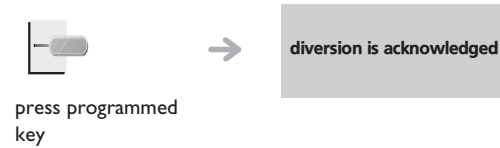
5.5 Forwarding your calls from the receiving terminal ("Follow me")

Remote forward

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

OK   Other fwd   Remote forward

your extension number

OR   press programmed key   your extension number   → diversion is acknowledged
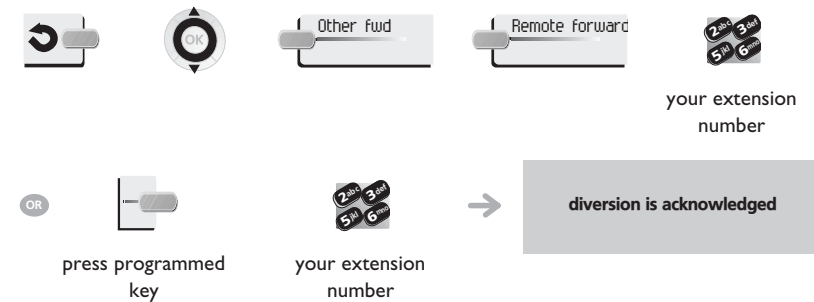
5.6 Applying a selective diversion

Menu

You can forward your primary number and your secondary number or numbers to different sets.

menu

reach the '**Menu**' page

Settings   My services   Consultation

Forward service   Principal line selection   OR   Second line selection

select the number to forward   number receiving diversion
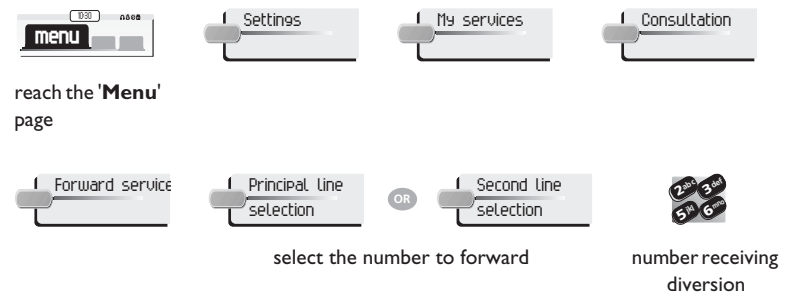
5.7   Cancelling all diversions

 [Deactivate] [Deactivate forw] ☎ OR **programme another type of diversion**

5.8   Cancelling a specific diversion

programmed key corresponding to type of diversion (group or selective)

5.9   Diverting calls when your line is busy (divert if busy)   Menu

Forward on busy

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

 OR menu   [Forward] [Other fwd]

reach the '**Menu**' page

[Forward on bus] number receiving diversion → **diversion is acknowledged**

OR press programmed key   number receiving diversion → **diversion is acknowledged**
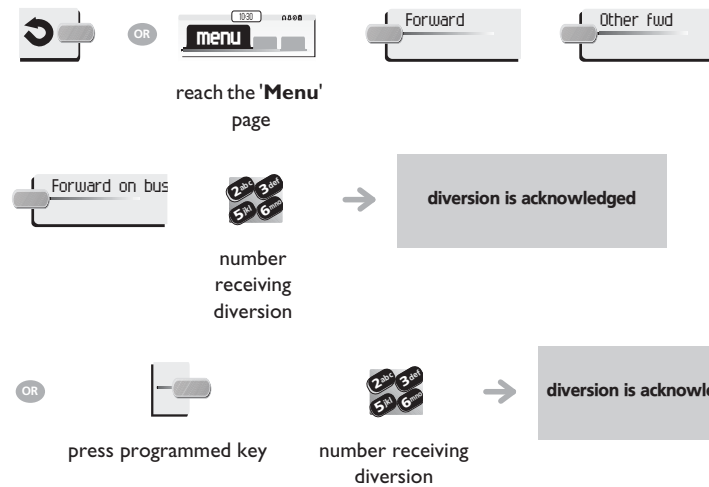
5.10   Do not disturb

Do not disturb   on/off

You can make your terminal temporarily unavailable for all calls.

[Settings] [My services] [Consultation]

[Do not disturb locking] [Do not disturb on/off] → **diversion is acknowledged**
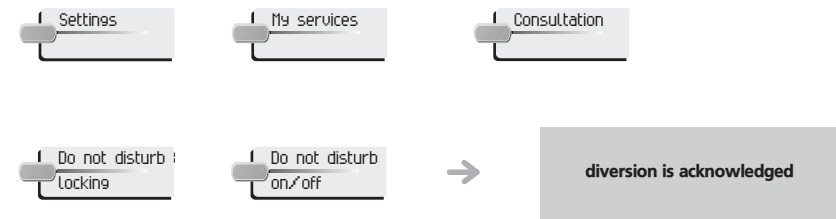
Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.

5.11   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.

✉ [new text messa] [Fwd to text] → Text mail / Fwd to text

→ [Predefined msg] OK ▭ OR [To complete] OK ▭

select a predefined message   select a predefined message to complete

OR [Msg to create] → Text mail / xxxxxx xxx   [Apply]

compose a new message   complete your message
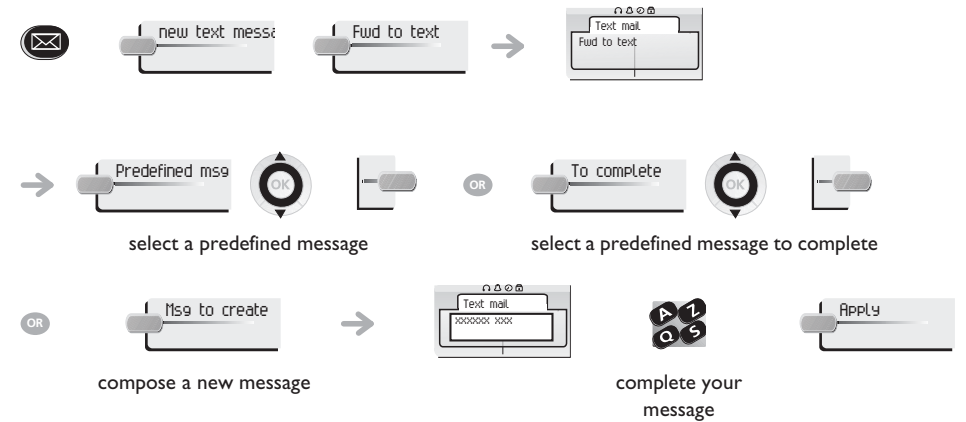
5.12   Consulting written messages   ▼

The light indicates that messages have been received.

✉ → **number of messages received** | new text messa | Read message → **display name of sender, with date, time and ranking of message**

OR | Recall   OR | Save   OR | Next message

call back sender of message   record message   next message

OR | Text answer   OR ☎

answer with a text message   terminate consultation
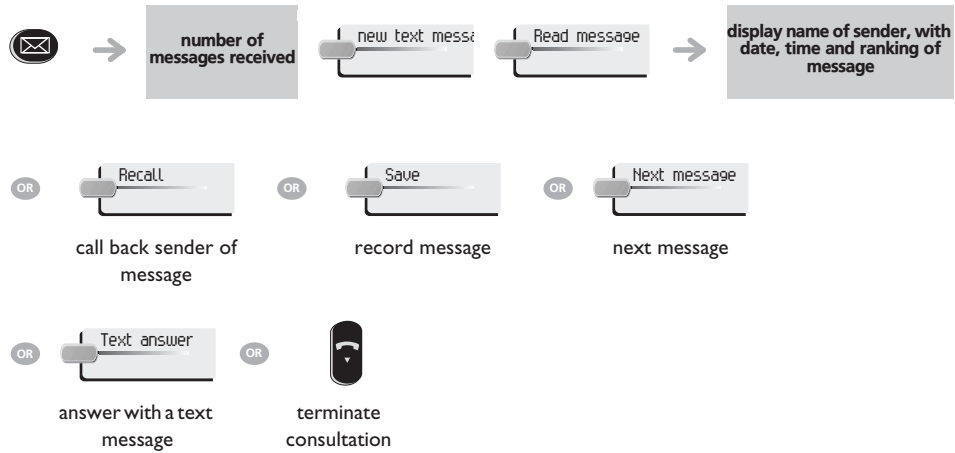
6 *Managing your charges*

6.1 Charging your calls directly to business accounts

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

menu

Settings

My services

reach the '**Menu**'
page

Consultation

Additional servi...
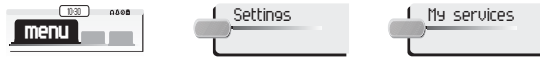
*Business accou...
code*

number of
business
account

number required

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

menu

Settings

My services

Consultation

reach the '**Menu**'
page

*Consultation &
callbacks*

*Charging
informations*

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   `Menu`

You can replace the greeting message by a personal message

✉ | Voice mail | [2abc 3def 5jkl 6mno] | Perso options | | Greeting msg | | Perso greeting |

personal code

→ | Normal prompt | OR | Perso greeting | | Voice mail / Greeting recording | | End |

to return to the default message   record message   end of recording

→ | Accept | OR | Restart | OR | Replay |

apply   re-record a message   replay message

7.3   Modify the password for your phone set   `Menu`

| menu | | Settings | | Phone | | Password |

reach the '**Menu**' page

[2abc 3def 5jkl 6mno]   [2abc 3def 5jkl 6mno]   OK   OR | Apply |

old code (4 digits)   new code (4 digits);

[2abc 3def 5jkl 6mno]   OK   OR | Apply | ☎

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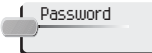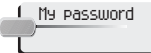
This code acts as a password controlling access to programming functions and the user 'Set Locking ' function (code by default: 0000).

7.4   Modify the password for your voice mailbox   `Menu`

✉ | Voice mail | [2abc 3def 5jkl 6mno] | Perso options | | Admin options |

personal code

| Password | | My password | [2abc 3def 5jkl 6mno]   #   ☎

new code (4 digits)

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

7.5 Adjusting the audio functions `Menu`

reach the '**Menu**' page;

▽ Choose the tune:

Internal call OR **External call** OR **Priority Call**
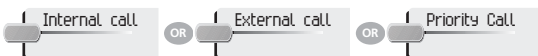
select the type of call to which the ringing is to be associated

select the melody of your choice (16 tunes)

▽ Adjusting the ringer volume:

Ringing Level OR + −

select the volume of your choice: (12 levels)

▽ Activate/deactivate silent mode:

More options ■ **Silent mode** ■ **Silent mode**
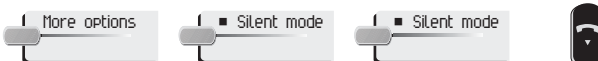
to activate   to deactivate

▽ Activate/disable meeting mode (progressive ringing):

More options ■ **Progressive ringing** ■ **Progressive ringing**
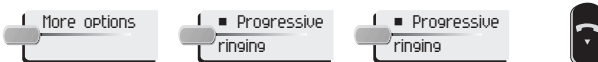
to activate   to deactivate

▽ Activate/deactivate discreet ring mode:

■ **One beep before ringing** OR ■ **Three beeps before ringing**   ■ **One beep before ringing** OR ■ **Three beeps before ringing**

to activate   to deactivate

▽ Adjust ringer volume while a call arrives

Paul is calling

your telephone rings   adjusting the ringer volume

7.6 Adjusting screen brightness (Alcatel-Lucent IP Touch 4038 Phone) `Menu`

Settings **Phone** **Contrast**

reach the '**Menu**' page

increase or decrease the contrast

7.7 Selecting the welcome page `Menu`

This function is used to choose the page displayed by default on the telephone.

Settings **Phone** **Homepage**

select the default page

Programming your telephone

7.8 Selecting language
`Menu`

`menu`

reach the '**Menu**' page

`Settings`

`Phone`

`Language`

enter your personal password

select the language of your choice

7.9 Program the keys for the Perso page or the add-on module
`Perso`

You can program call numbers and functions for the 'Perso' page keys and the add-on module keys.

`PERSO`

access the **Perso** page using the navigator

press the key you want to program

`Speed dial`

to program a number

OR

`My services`

to program a function

■ To program a number:

`Speed dial`

Enter the number

Enter the name

`Apply`

apply

■ To program a function:

`My services`

follow informations displayed on the screen

■ Other possibilities:

`Modify`

OR
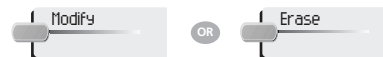
`Erase`

modify contents of entry displayed

delete

7.10 Programming direct call keys (F1 and F2 keys)

press a programmable key (F1 or F2)

`Speed dial`

to program a number

OR

`My services`
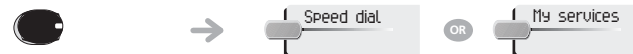
to program a function

follow informations displayed on the screen

7.11 Erase a programmed key
`Menu`

`menu`

`Settings`

`Phone`

`Key program`

reach the '**Menu**' page

`Perso page`

access the 'perso' page if necessary

select the key to erase

OR

press a programmable key (F1 or F2)

`Erase`

7.12   Programming an appointment reminder   `Menu`

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

reach the '**Menu**'
page

                    Appointment   →   Appointment hour   enter time of appointment

Dial the number of
the appointment
destination set
The '**Appointment programmed**' icon is displayed on the welcome page.

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

OK

> If your calls are diverted to another terminal, the diversion is not applied to the reminder call.

• **To cancel your reminder request:**

                    Appointment   Erase

reach the '**Menu**'
page
The '**Appointment programmed**' icon disappears from the welcome page.

7.13   Identify the terminal you are on   `Info`

The number of your telephone is displayed on the 'Info' page.

Access the **Info** page using the navigator.

7.14   Lock / unlock your telephone   `Menu`

                    Lock   your telephone is
                                            locked/unlocked

reach the '**Menu**'   depending the displayed
page   informations, enter your
                                 password or confirm
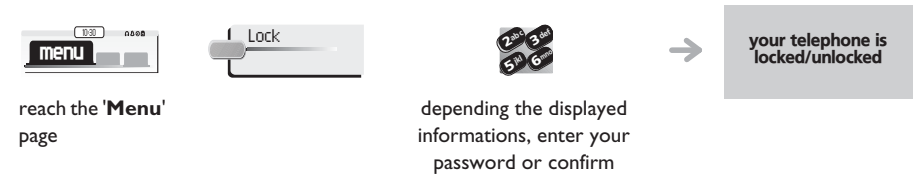
7.15   Configuring the audio jack of your telephone   `Menu`

By default, the audio jack of your telephone can be used to connect a headset, hands free kit or loudspeaker.

                    Settings   Phone   Jack plug

reach the '**Menu**'
page

→   Headset   OR   External hands-   OR   External loudspeaker
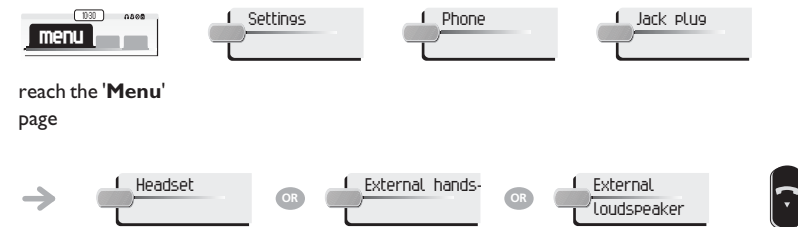
7.16   Call the associated set

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

    Settings   My services   Consultation

    Associate servi   Call from assoc   **OK**

                                 start the call
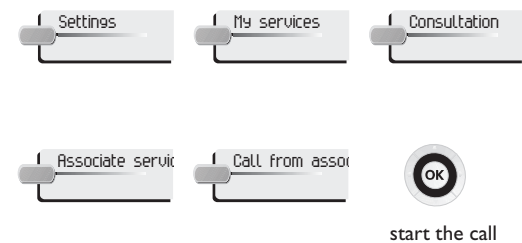
Programming your telephone

7.17 Forward your calls to the associated number

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

Settings   My services   Consultation   Associate servic

OK →   Overflow to associate   OR   Overflow if bus associate

for forwarding when you do not answer   for immediate forwarding when your line is busy

OR   Ovflow busy/n to assoc   OR   Deact overflow associate   Apply

for forwarding if you do not answer or if you are busy   to cancel the forwarding to associate function

7.18 Modify the associated number   Menu

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

menu

reach the '**Menu**' page

enter your personal password   OK   Modify   enter the new associated number →   **acceptance of the programming is displayed**

7.19 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 seconda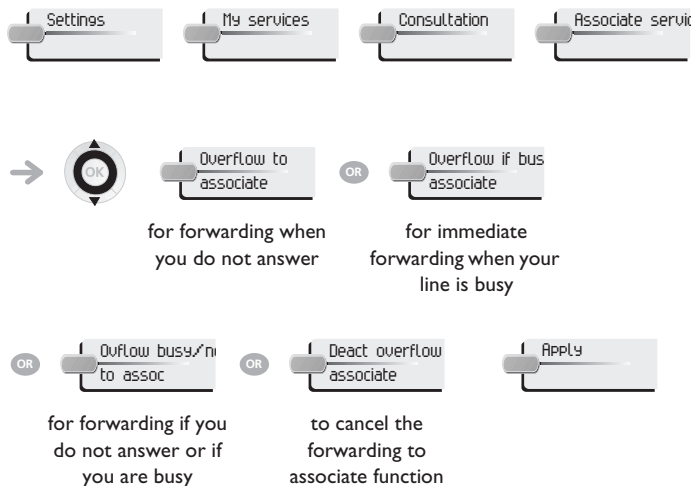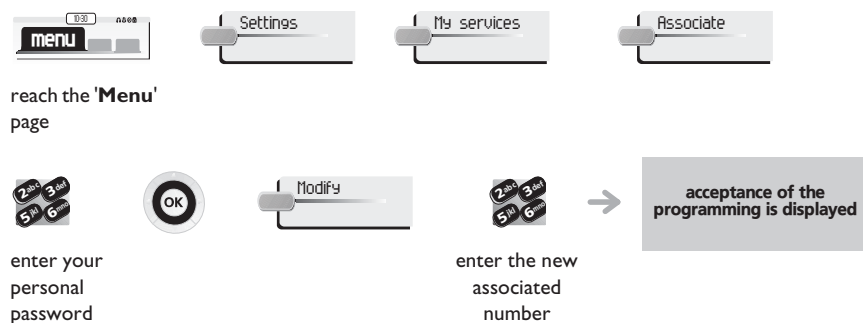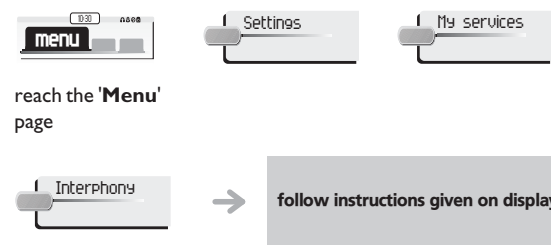ry set can still be called by its own number, but in this case, the tandem function will no longer be taken into account. Most of the functions are common to the two sets, for example: forwarding, meet-me reminder, the various messages, etc., while others are specific to each set, for example: individual directory, last number redial, out of service, set padlock, etc.
For more information regarding this configuration, contact the person in charge of your installation.

7.20 Create, modify or consult your intercom list (max. 10 numbers)   Menu

menu   Settings   My services

reach the '**Menu**' page

Interphony →   **follow instructions given on display**

7.21 Installing a Bluetooth® Wireless Technology handset (matching) - Alcatel-Lucent IP Touch 4068 Phone   Menu

Before a Bluetooth® headset can be used, it must be correctly matched to the terminal.

menu   Settings   Phone   Bluetooth

reach the '**Menu**' page

Add device →   with the handset turned off, press the 2 Bluetooth® handset keys at the same time (long press) →   **you will hear a 3 note signal and the LED will flash green and orange alternately**

searching for Bluetooth® equipment, wait until the detected equipment type and the address is displayed →

select the relevant equipment

Add

the 3 note audible signal indicates that the handset has been installed correctly (the LED flashes green or orange depending on the battery charge level)

7.22 Use of the Bluetooth® handset (Alcatel-Lucent IP Touch 4068 Phone)

The Bluetooth® cordless handset permits the user to answer and converse with complete freedom within a radius of 10 meter from the set.

● **IP Touch Bluetooth® Wireless handset**
The handset has a LED and two buttons.

- **Green flashing**: normal operation.
- **Green steady:** handset charging.
- **Orange flashing**: battery charge low or handset outside coverage zone.
- **Orange steady:** malfunction.

● **Off-hook/On-hook and Volume/Mute keys**

Off-hook/On-hook: press this key to take or terminate a call.

Volume/Mute:
- short successive presses to change the handset volume level (3 levels)
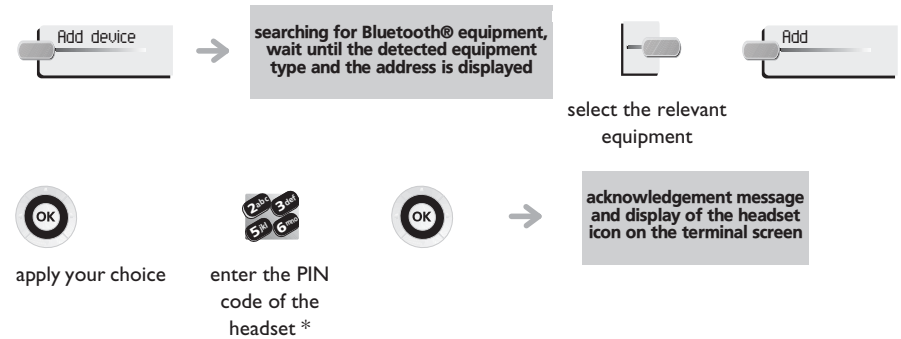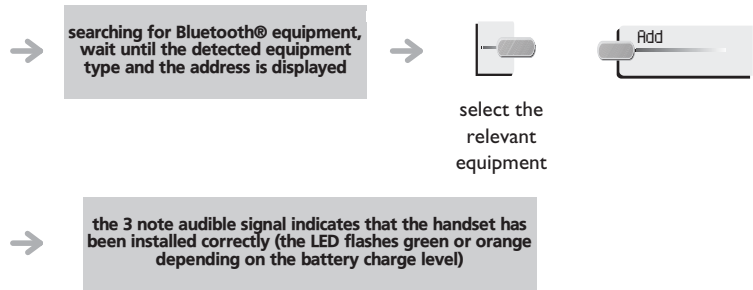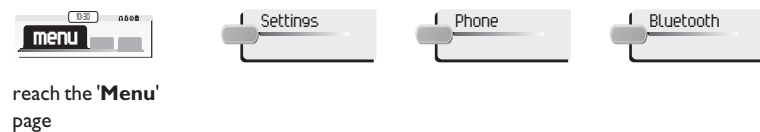- long press to ensure your correspondent no longer hears you

7.23 Installing a Bluetooth® Wireless Technology headset (matching) Menu - Alcatel-Lucent IP Touch 4068 Phone
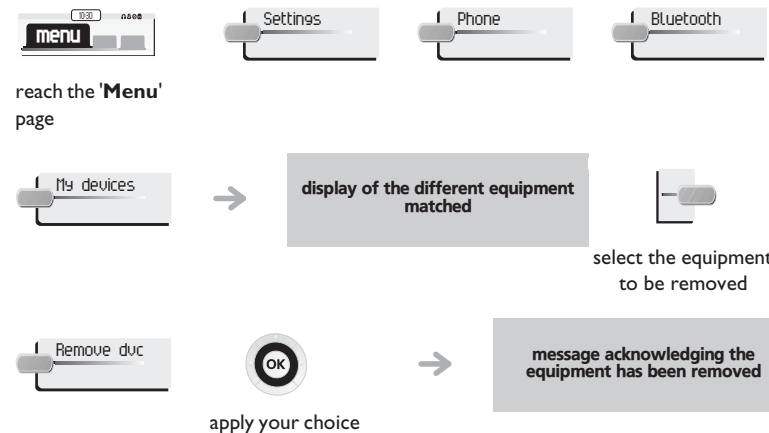
Before a Bluetooth® headset can be used, it must be correctly matched to the terminal. Before performing the matching operation, the headset must be in detectable mode*.

menu   Settings   Phone   Bluetooth

reach the '**Menu**' page

Add device → **searching for Bluetooth® equipment, wait until the detected equipment type and the address is displayed**

select the relevant equipment

Add

OK   2abc 3def 5jkl 6mno   OK → **acknowledgement message and display of the headset icon on the terminal screen**

apply your choice   enter the PIN code of the headset *

* Refer to the user documentation supplied with the headset.

7.24 Using a Bluetooth® Wireless Technology headset - Alcatel-Lucent IP Touch 4068 Phone

Refer to the user documentation supplied with the headset.

7.25 Deleting an accessory (headset, handset, etc.): Bluetooth® Menu Wireless Technology

menu   Settings   Phone   Bluetooth

reach the '**Menu**' page

My devices → **display of the different equipment matched**

select the equipment to be removed

Remove dvc   OK → **message acknowledging the equipment has been removed**

apply your choice

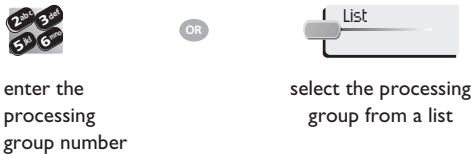# 8   *ACD : Agent set/Supervisor station*

8.1   Agent set

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

8.2   Open a supervisor session (LogOn)

LogOn	2abc 3def 5jkl 6mno	2abc 3def 5jkl 6mno
	enter the identifier number	enter your personal password

● **For a decision maker agent:**

2abc 3def 5jkl 6mno	OR	List
enter the processing group number		select the processing group from a list

## 8.3   ACD application welcome screen

Once the ACD session is open, the agent can access the ACD application dedicated functions.
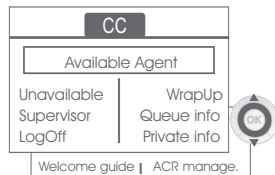
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Unavailable
This function allows the agent to be 'logged out' from the ACD application.
The 'logged out' function is activated; by default, on opening an agent session (system configuration), by the supervisor or by the agent himself.
The agent changes this 'logged out' status by pressing the display key associated with this function.
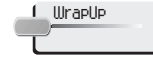
WrapUp
After each ACD call, the agent automatically assumes Wrap-up mode.
During this mode, the agent does not receive any ACD calls and can carry out the tasks associated with a call.
This mode can be terminated at any time by pressing the display key associated with the Wrap-Up function or by waiting for the end of the timer (system configuration).
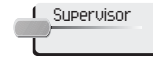
Supervisor
When the agent is on a break, waiting for a call or in Wrap-up mode, he calls his supervisor directly by pressing this key.
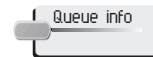
Queue info
by pressing this key, the agent accesses information regarding the queue (number of calls waiting, average or maximum waiting time, number of free, busy or logged out agents.

Private info
Pressing this key informs the agent about the configuration of his set (forwarding status, presence of new messages, associated set, name and number of the set, etc.).

Welcome guide
This key allows the agent to configure the welcome messages, recording, activation/ deactivation, loading or playback of a welcome message.
Access to welcome message configuration involves entering the agent identifier number and a password.

ACR manage.
The agent can act on the distribution of the ACD calls by assigning or not assigning expertise areas.
Expertise areas can be assigned or deleted one by one or globally.
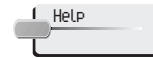
Help
During a communication, the agent can send an assistance request to the supervisors.
This request can be accepted by a supervisor or rejected if the supervisors are absent, not available or reject the request.

8.4   Close an agent session (LogOff)

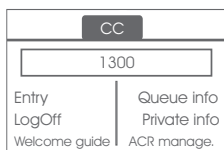| LogOff	2abc 3def 5jkl 6mno	Apply	→	the session is closed
	enter your personal password			
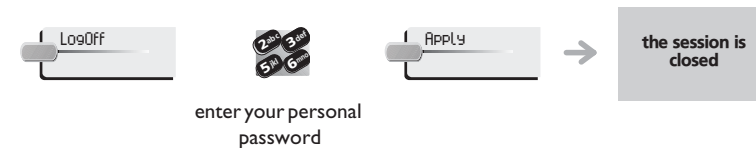
ACD : Agent set/Supervisor station

8.5 Supervisor station

The supervisor is an agent who has been assigned additional rights. In particular, he can assist the agents, supervise agent activity, intrude or listen-in discretely on a call.

A supervisor can also perform the agent function from the same set.

## 8.6 Open a supervisor session (LogOn)

LogOn

enter the identifier number

enter your personal password

CC	
1300	
Entry	Queue info
LogOff	Private info
Welcome guide	ACR manage.

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8.7 Processing group- Supervisor entry/withdrawal

Entry

select the processing group from a list

OR

select the processing group from a list
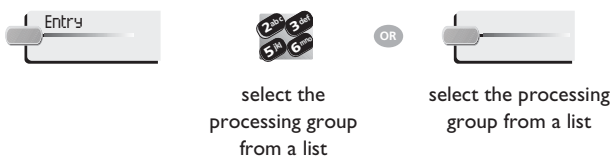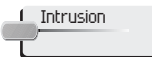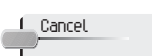
## 8.8 Supervision or acceptance of an assistance request

The supervisor has access to the supervision functions either by accepting an assistance request from an agent or by pressing the 'Help' function key in the 'Perso' page.

ACD Listening	
Agent number :	
Listen	Intrusion
Restrictive	Permanent
Cancel	
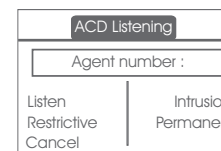
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Listen — by pressing this key, the supervisor starts a discrete listen-in procedure. The supervisor can then listen in on the conversation between an agent and his correspondent, but cannot participate in the conversation.

Intrusion — this key allows the supervisor to intrude in a communication. This intrusion is signalled to the agent and his correspondent by an audible beep and the supervisor can cut-in on the conversation at any time. If the agent on-hooks or if the supervisor presses the 'Help' key, only the supervisor and the correspondent will be in communication.

Restrictive — The agent is in communication with a correspondent. This function allows the supervisor to talk just with the agent without the correspondent being informed of this intrusion (restrictive).

Permanent — the supervisor can view on his display the dynamic states (out of service, ACD calls, private calls, Wrap-up, pause, etc.) and static states (withdrawn, available, Log-Off, etc.) of an agent in real-time.

Cancel — Pressing this key results in the rejection of an agent assistance request.

8.9 Close a supervisor session

LogOff

enter your personal password

Apply

→ **the session is closed**
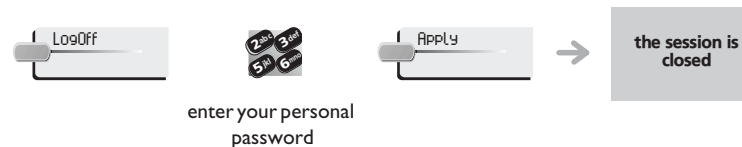
Guarantee and clauses

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
EC countries: we, **Alcatel-Lucent Enterprise**, declare that the Alcatel-Lucent IP Touch 4038/4068 (that can be equipped with a Bluetooth® handset) and 4039 Digital Phone products comply with the essential demands of Directive 1999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.

Alcatel-Lucent IP Touch 4068 Phone & IP Touch Bluetooth® wireless handset
This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada.
This Class B digital apparatus complies with Canadian ICES-003.
Operation is subject to the following two conditions : (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
Warning : changes or modifications made to this equipment not expressly approved by Alcatel Lucent Enterprise may void the FCC authorization to operate this equipment.
This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try correct the interference by consulting the dealer.

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 potential 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.
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