

Alcatel OmniPCX Office

Alcatel 4018/4019



Introduction

Thank you for choosing a telephone from the 4018/4019 range manufactured by **Alcatel**.
Your terminal has a new ergonomic layout for more effective communication.



How to use this guide



Lift the receiver.



Hang up.



Numeric keypad.



Means that the feature is subject to programming. If necessary, contact your installer.



Adjustment "reduce".



Adjustment "increase".



Speaker,
Handsfree.



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 and to return to the telephone
screens.



Line key.



Specific key on numeric keypad.



Partial view of display.



Fixed key.



MENU key.



Voice mail access key.

These symbols may be supplemented by small icons or text.

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Getting to know your telephone

Receiver

Alphanumeric keypad



■ Audio keys



END key: to terminate a call.



Handsfree/Speaker Key: to make or answer a call without lifting the receiver (Alcatel 4018).

- Lit in handsfree mode or headset mode (short press).
- Flashing in speaker mode (long press).



Intercom/Mute key:

- During a call: press this key so that your party cannot hear you.
- Terminal idle: press this key so that you can automatically answer a call without lifting the receiver.



To adjust the speaker or receiver volume up or down

■ Feature keys



Messaging key to access various mail services:

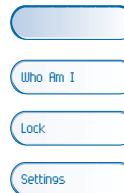
if the key flashes, a new voice message or a new text message has been received.



'Redial' key:

- to access the 'Redial' feature (short press)
- call back on the last 10 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 features.

Features accessible (set in idle position):

Who Am I	Identifying the terminal you are on,
RedialList	Call back on the last 10 number dialled,
Lock	Lock / unlock your telephone,
Appointment	Programming an appointment reminder,
Forward	Forward 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.),
Dial by name	Using dial by name.

Features accessible in conversation:

Hold	Placing a call on hold (HOLD),
DTMF	Sending DTMF signals,
Directory	Store the number in the personal phone book,
Dial by name	Call a second correspondent using call by name.

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). You can also use this key to correct a character you entered.

■ Feature 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: phone book key to access your personal phone book (short press) or to make a call by name (long press or press twice).



Pre-programmed feature keys and programmable key.

Lit when the feature associated with the key is activated.

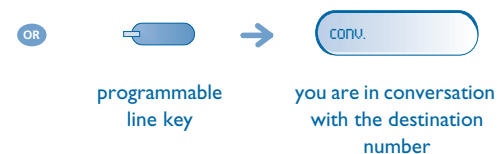
The 6-key block consists of:

- two line keys,
- one 'immediate forwarding or cancel call-forward' key,
- one 'conference' key,
- one 'transfer' key,
- one direct call key to programme.

1

Using your telephone

1.1 Making a call



To make an external call, dial the outside line access code (9) before dialing your party's number. 9 is the default code for an outside line.

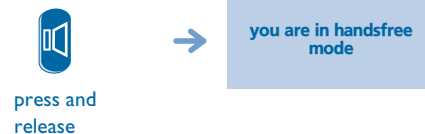
For the attendant, dial '0' (by default).

1.2 Answering a call

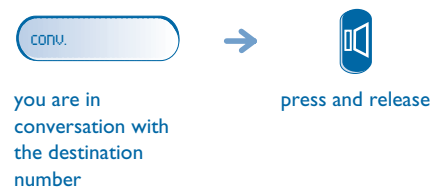


1.3 Using the telephone in 'handsfree' mode (Alcatel 4018 only)

■ Terminal idle:



■ Call in progress:



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

1.4 Activating the speaker during a conversation (receiver lifted) - Speaker



Press and release the loudspeaker key to switch to handsfree mode (light steady).

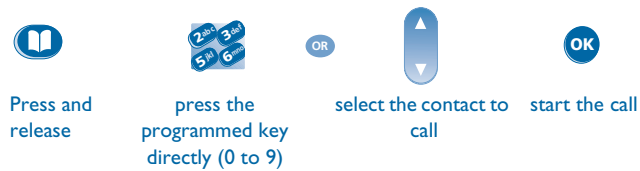
Using your telephone

1.5 Calling your correspondent by name (company directory)



You enter your contact's name in predictive text mode. In this mode, enter each letter of the name by pressing only once on the key with this letter.

1.6 Make a call using the personal phone book



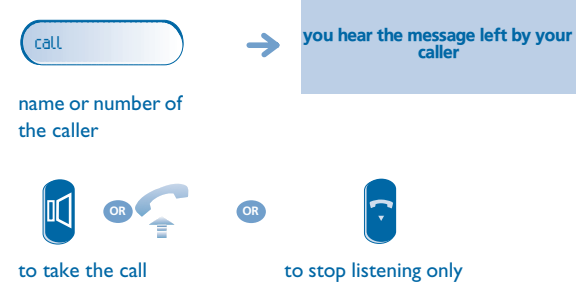
1.7 Screening calls using the voice mailbox (Alcatel 4018 only)

This service lets you screen incoming calls to your voice mailbox. When your caller leaves his message you can choose to communicate with him.

• Activating call screening:



• When you receive a call:

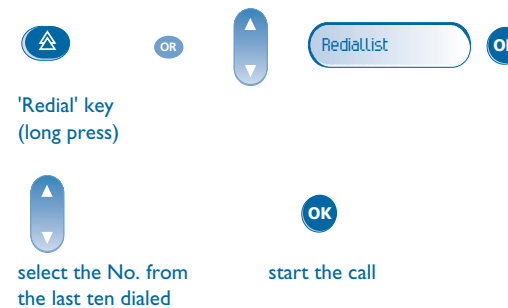


1.8 Redial

■ Redialling the last number dialed (redial):



■ Call back on the last 10 number dialed:



1.9 Making a callback request to a busy number



Using your telephone

1.10 Answering an internal call in intercom mode (Alcatel 4018 only)

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in handsfree 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:**



1.11 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.



you are in
conversation with
the destination
number

to activate

 *The feature is automatically cancelled when you hang up.*

1.12 Mute, so that your correspondent cannot hear you

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



you are in
conversation with
the destination
number

disable microphone



resume the
conversation

2.1 Making a second call during a conversation



you are in conversation with the destination number

number of second party

auto call back (short press)

• Other methods for calling a second correspondent



Call back on the last 10 number dialled (long press).



Calling from your personal directory (PersSpDial) (long press or press twice (phone book key))



.Using dial by name.



Programmable line key.

• To cancel your second call and recover the first:



you are in conversation with the destination number

key for the line whose light is flashing



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:



you are in conversation with the destination number

name or no. of the caller displayed for 3 seconds

light flashes

■ Answer call displayed:



line key for which icon is flashing

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



you are in conversation with the destination number

key associated with the 'incoming call' icon

2.3 Switching between calls (Broker call)

During a call, a second call is put on hold.
To alternate between calls:



light flashes

During a call

2.4 Transferring a call

- To transfer your call to another number:



you are in conversation with the destination number

no. of the 2nd terminal

- If the number receiving the transfer answers:



'transfer' programmed key

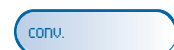
You can also transfer your call immediately, without waiting for the number to answer, using either of the two methods described above.



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

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

- During a call, a second call is on hold.



you are in conversation with the destination number

"Conference" programmed key

- Cancel the conference and remain with your second correspondent (Place your first party on hold).



"Conference" programmed key

- Hang up on all correspondent:



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



cancel the conference



'transfer' programmed key

2.6 Placing a call on hold (HOLD)

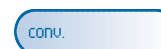
- **Exclusive hold:**

During a call, you may place the call on hold and recover it later, on the same telephone



you are in conversation with the destination number

- Press 'Hold' to recover the call on hold



key for the line whose light is flashing

2.7 Placing an outside call on hold (parking)

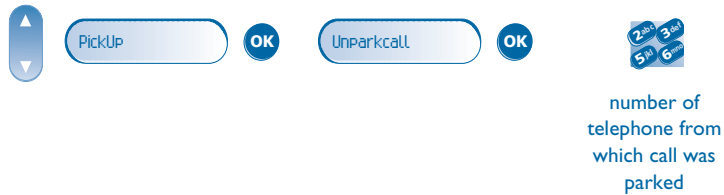
You can place an outside call on hold and recover the call on another telephone:



you are in conversation with the destination number

During a call

To recover the parked call:



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

2.8 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:



'Intrude on a call'
programmed key

Protection against intrusion:



'protection of a call'
programmed key

enter the number
desired



Protection is cancelled when you hang up.

2.9 Store a number

During a call, to save the number onto a call key:



you are in
conversation with
the destination
number



enter the name of
your party*

confirm

* Enter the name of your party :

display number

confirm



Enter the text: the number pad keys have letters
that you can display by successive presses.



Position the cursor in the entry field.



Erase last character entered.



Enter a digit (keys 0 to 9).

2.10 Adjust audio volume

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



you are in
conversation with
the destination
number

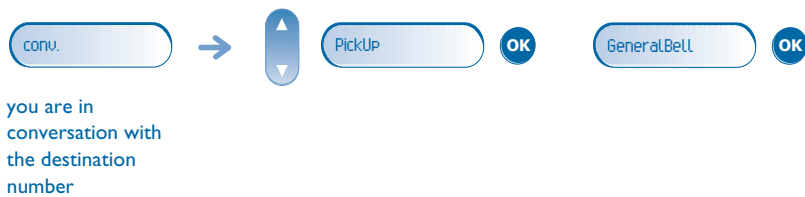
3.1 Receiving supervised call ringing

To receive the special ringing for calls to another number:



3.2 Answering a night or a general bell

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



3.3 Manager/assistant screening

System configuration allows “manager/assistant” groups to be formed, so that the manager’s calls can be directed to one or more secretaries.

- From the manager’s or assistant’s telephone:



Press
“Screening”
key



press the same key
to cancel



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

3.4 Individual 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'
programmed key

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



OR

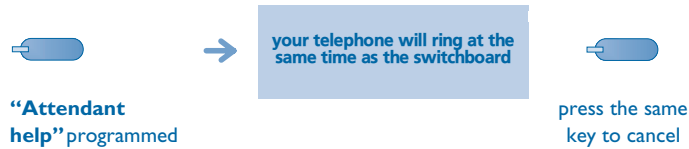
'telephone call
pick-up'
programmed key



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

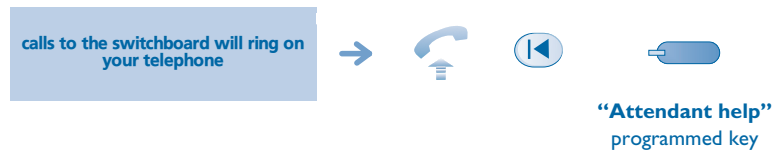
3.5 Answering briefly in place of the attendant

Outside calls to the attendant will ring on your telephone and you can answer the call:



“Attendant help” programmed key

• Calls to the switchboard:



3.6 Hunting groups

• Hunting group call:

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



• Temporary exit from your hunting group:/Return into your group:



‘exit group’ programmed key

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.

3.7 Calling an internal correspondent on his/her pager

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

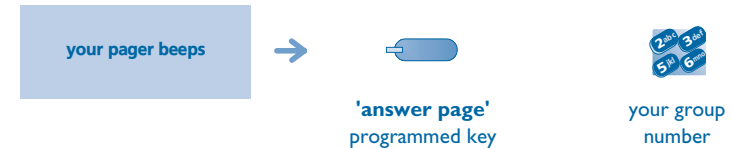


Paging in progress is displayed

Your correspondent can answer from any telephone in the system.

3.8 Answering a call on your pager

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



3.9 Calling a correspondent on his/her loudspeaker

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

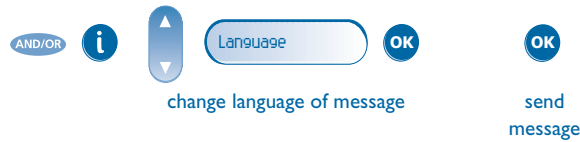


you are connected to the loudspeaker on your correspondent’s phone (if he/she has the handsfree feature)

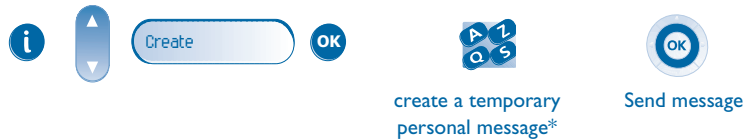
3.10 Sending a written message to an internal correspondent



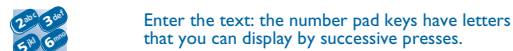
• Predefined message:



• Personal message:



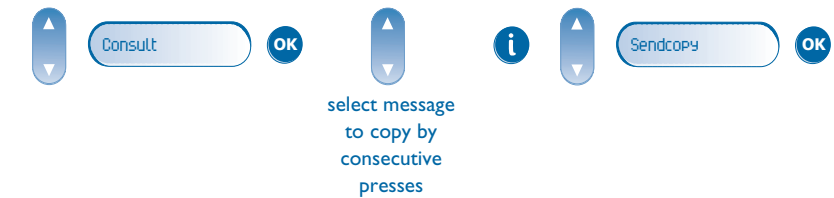
* Create a temporary personal message :



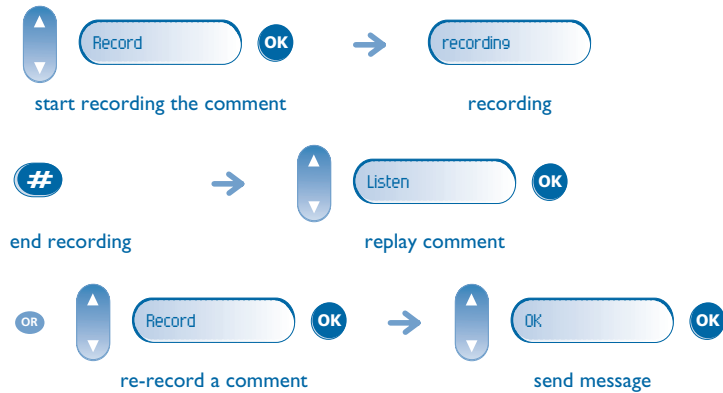
• The 27 standard messages are shown below:

1	Call me back	15	Meeting on ____ (*)
2	Call me back tomorrow	16	Meeting on ____ at ____ (*)
3	Call me back at ____ (*)	17	Out for a while
4	Call back ____ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at ____ (*)
6	Call the assistant	20	Absent, back on ____ at ____ (*)
7	I will call back at ____ (*)	21	On vacation, back on ____ (*)
8	Use paging	22	External meeting
9	Please fetch your fax	23	External meeting, back on ____ (*)
10	Please fetch your mail	24	I am in room nr ____ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at ____ (*)	(*)	Messages to be completed using numeric keypad

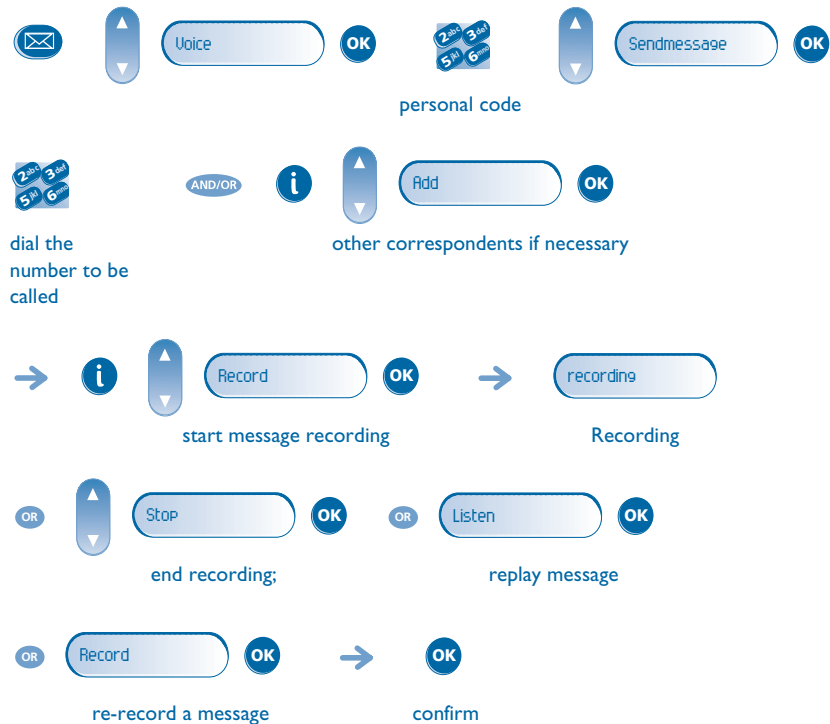
3.11 Sending a copy of a voice message



*To record a comment:

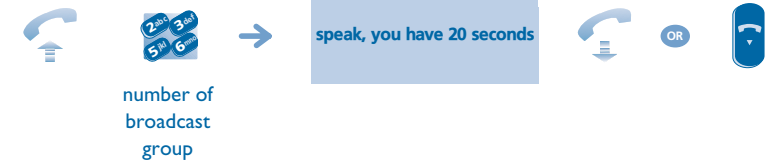


3.12 Sending a recorded message to a number/a distribution list



3.13 Broadcasting a message on the loudspeakers of a station group

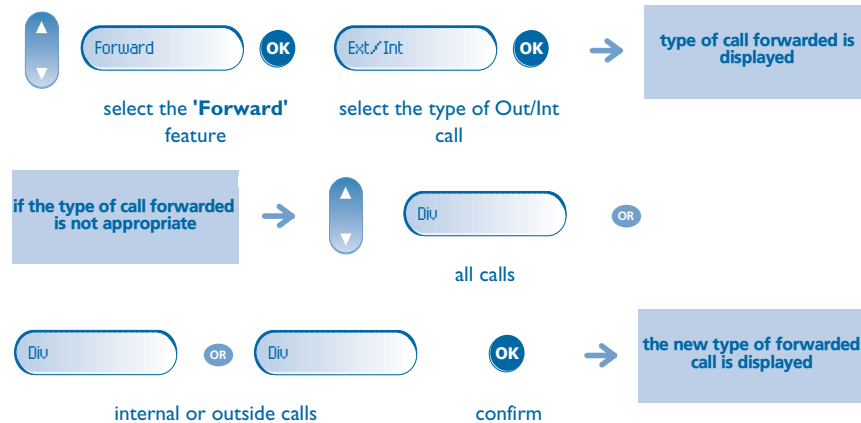
A message not requiring an answer can be broadcast on the loudspeakers within your broadcast group:



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

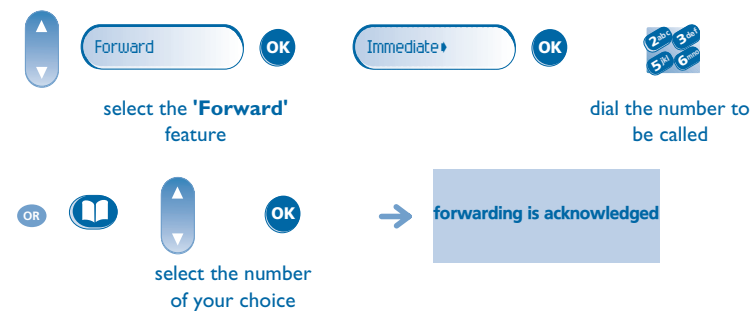
4.1 Selecting calls to be forwarded

When a forwarding is applied, you can select the types of call to be forwarded: outside, internal, all.



4.2 Forwarding calls to another number (immediate forwarding)

The number can be your home, portable or car phone, voice message or an internal extension (attendant, etc.).



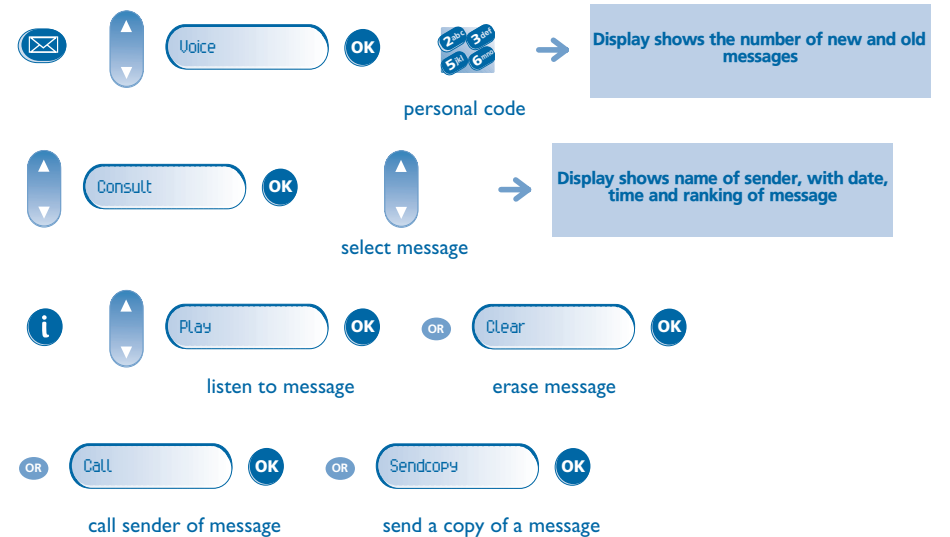
You can make calls, but only the destination number can call you.

4.3 Forwarding your calls to your voice message service

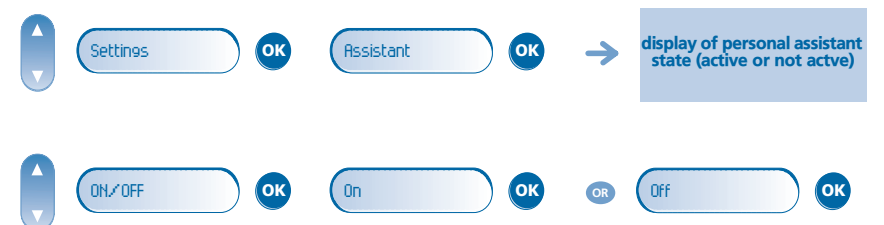


4.4 When you return, review your recorded messages

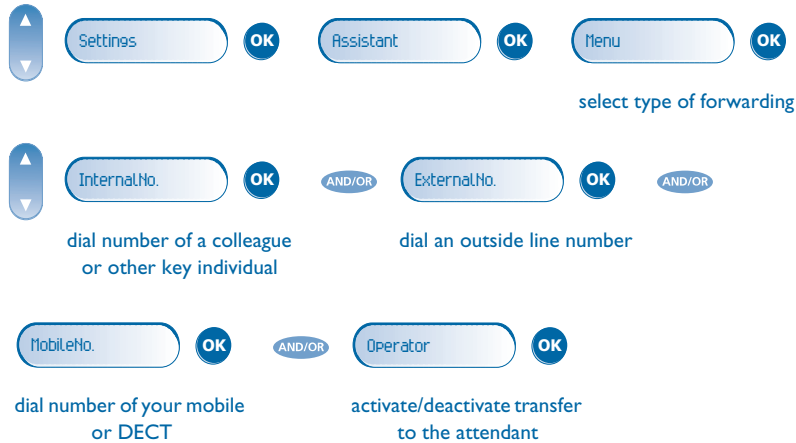
The light indicates that messages have been received.



4.5 Activate/deactivate the personal assistant

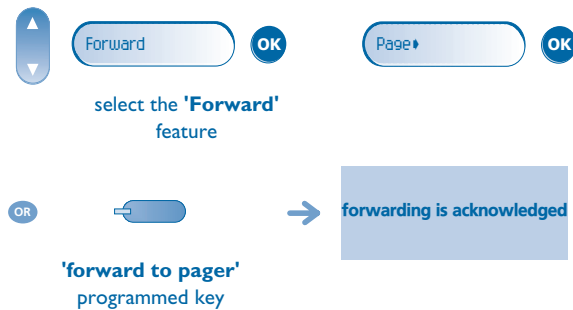


4.6 Personal assistant: reaching you with one number only



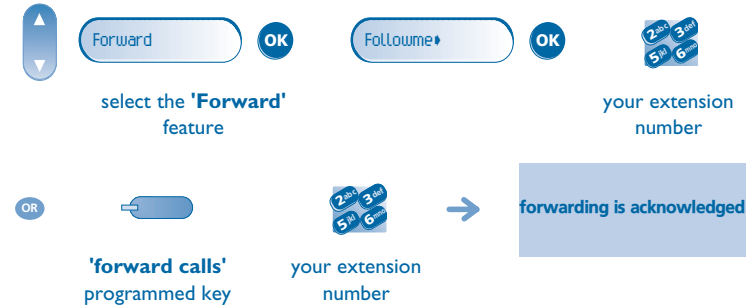
4.7 Forwarding calls to your pager

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



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

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



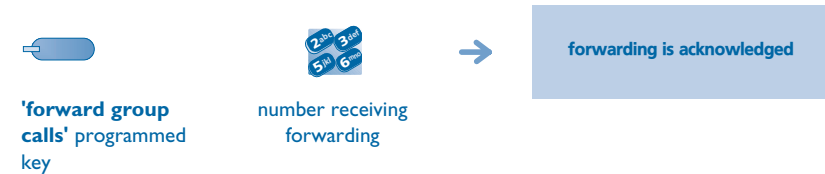
4.9 Applying a selective forward

You can selectively forward calls, according to the caller's identity:



4.10 Forwarding all group calls

You can forward all your group calls to another internal number:



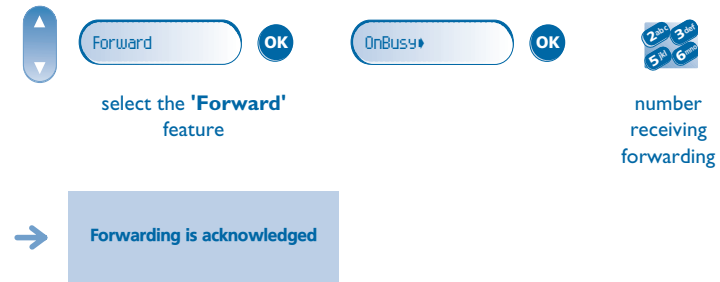
Keeping in touch

4.11 Cancelling all forwardings



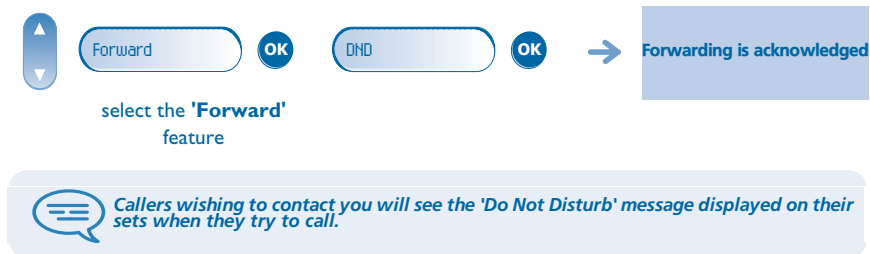
4.12 Forwarding calls when your line is busy (forward if busy)

Callers can be forwarded to another telephone if you are already on the line.



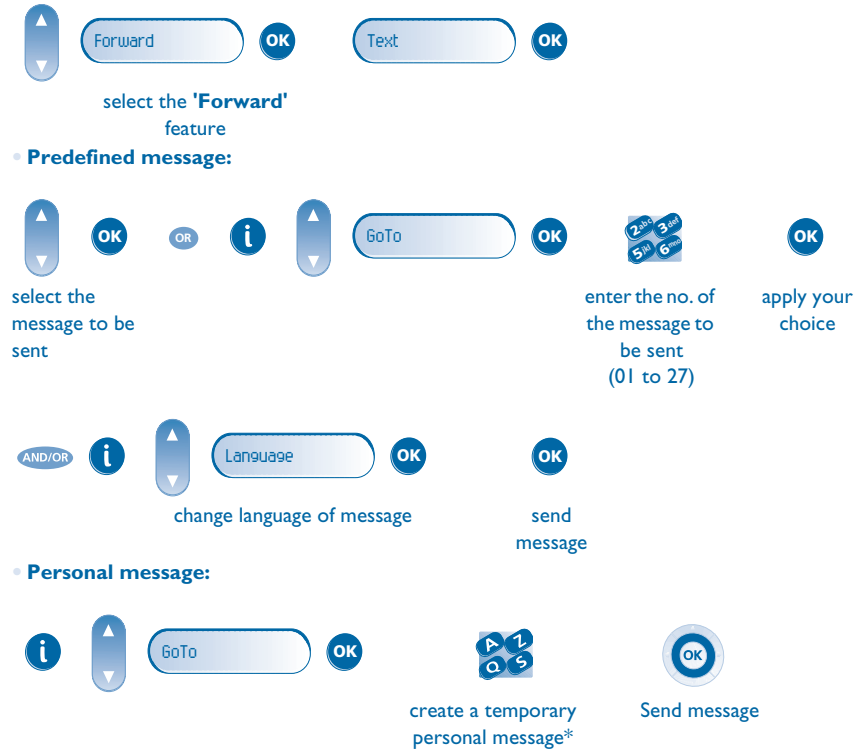
4.13 Do not disturb

You can make your terminal temporarily unavailable for all calls.

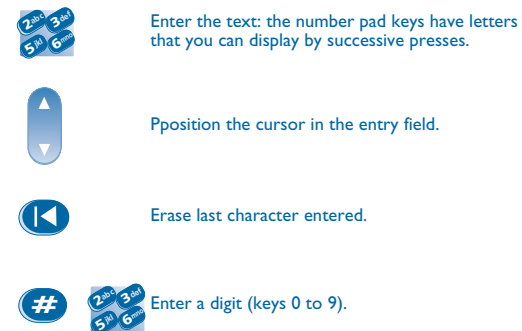


4.14 Leaving a recorded message for internal callers

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




*Create a temporary personal message:

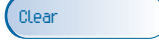
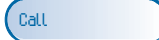





Keeping in touch

• The 27 standard messages are shown below:

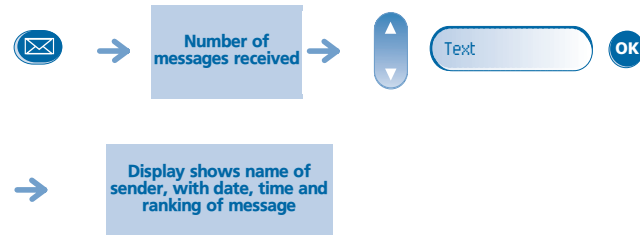
1	Call me back	15	Meeting on ____ (*)
2	Call me back tomorrow	16	Meeting on ____ at ____:____ (*)
3	Call me back at ____:____ (*)	17	Out for a while
4	Call back ____ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at ____:____ (*)
6	Call the assistant	20	Absent, back on ____ at ____:____ (*)
7	I will call back at ____:____ (*)	21	On vacation, back on ____ (*)
8	Use paging	22	External meeting
9	Please fetch your fax	23	External meeting, back on ____ (*)
10	Please fetch your mail	24	I am in room nr ____ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at ____:____ (*)	(*)	Messages to be completed using numeric keypad

During consultation of a message, pressing the 'i' key provides access to the following features ():




-  Erase message.
-  Call sender of message.
-  Sending a written message to an internal correspondent.
-  save the sender's number in your directory
-  terminate consultation

4.15 Consulting written messages

The light indicates that messages have been received.



During the display of the information:

-  Call back the message sender (the message is erased automatically after the call).
-  Next message.
-  Previous message.

4.16 Message notification

A message is left in your mailbox but you are not at your desk. You can configure your telephone so that you receive notification of the message on another telephone.

-     

• Activate/deactivate message notification:

-       

• Enter the number of the set where the notification is to be received:

-     
enter the number desired confirm

• Change the time slot:

the time slot during which notification is activated can be changed.

-     
change times confirm

5.1 Charging your calls directly to business accounts

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



"Business account code"
programmed key



enter the number
of the terminal to
receive the
message



password for this
internal telephone



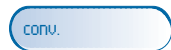
enter the party's
number

- Adding or changing a business code during a call:



"Business account code during call" programmed key

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



the call is placed on hold

programmed key
'Meter Total Recall'



outside
number
called



Transfer

OK

OR



transfer call to your
correspondent on hold

- At the end of the call, you are called back and you can:

1. Read information concerning call (cost, duration, number of units...).



OK

OK



name of internal user and cost of
call

2. Print a charge ticket.



Print

OK

3. Terminate consultation.



OK

OK

6 Programming your telephone

6.1 Initializing your voice mailbox

Light flashes



Enter your personal code, then record your name following the voice guide instructions



Your personal code is used to access your voice mailbox and to lock your telephone.

6.2 Customizing your voice greeting

You can replace the greeting message by a personal message.



Settings

OK

Mailbox

OK

Customise

OK



recording

recording

During consultation of a message, pressing the 'i' key provides access to the following features: ()

Stop

To stop the recording.

Pause

To pause recording.

Record

To record the message again.

6.3 Modifying your personal code

Your personal code is used to access your voice mailbox and to lock your telephone.



Settings

OK

My options

OK

Password

OK



old code
(4 digits)



new code
(4 digits)

OK

display requests
confirmation of new
password



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

6.4 Configuring the telephone ringer



Settings

OK

My phone

OK

Ringing

OK

▼ Choose the tune:



Tune+

OK



select the melody of
your choice (16 tunes)

OK

apply your choice

▼ Adjusting the ringer volume:



Level+

OK

+
-

select the level of your choice
(12 levels)

OK

apply your choice

Programming your telephone

▼ Activate/disable meeting mode (progressive ringing):



▼ Activate/deactivate discreet ring mode:



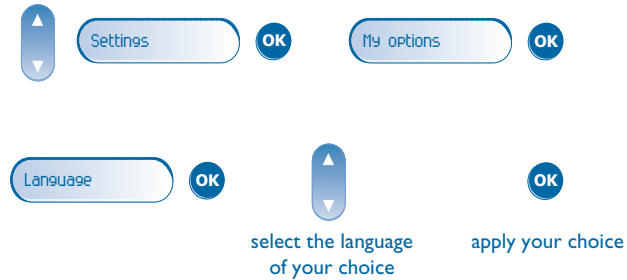
▼ Adjust ringer volume while a call arrives:



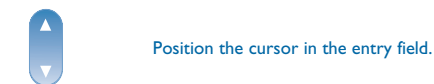
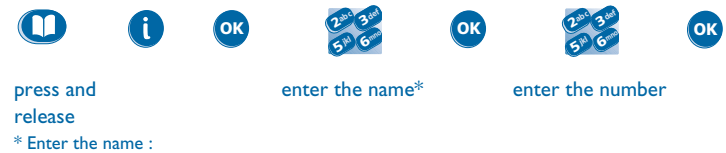
6.5 Adjusting screen brightness



6.6 Selecting language

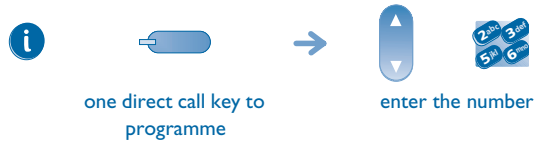


6.7 Make a call using the personal phone book



Programming your telephone

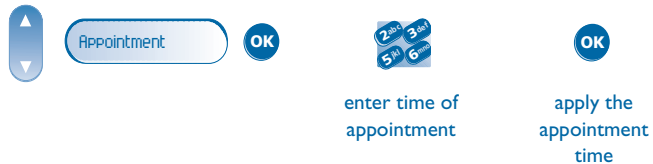
6.8 Programming speed dialing (direct calls) keys



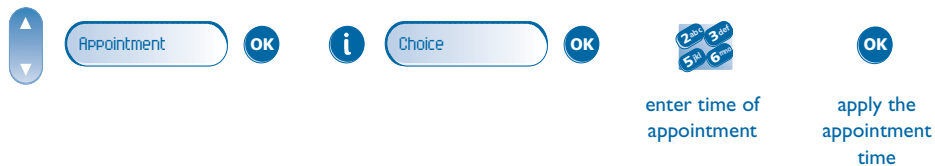
6.9 Programming an appointment reminder

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:



• Program a permanent reminder call:



• At the programmed time, your telephone rings:

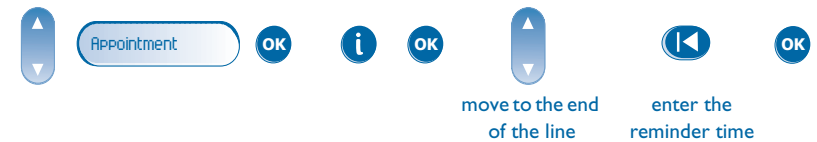


If you are in conversation, the display flashes and an audio tone is generated. After three calls without reply, a temporary request is cancelled but a permanent request remains in memory.
If your calls are forwarded to another terminal, the forwarding is not applied to the reminder call.

• To cancel your temporary reminder call request:



• To cancel your permanent reminder call request:



6.10 Identifying the terminal you are on



6.11 Broadcasting background music on your loudspeaker

You can broadcast background music on the loudspeaker of your telephone (depending on configuration):



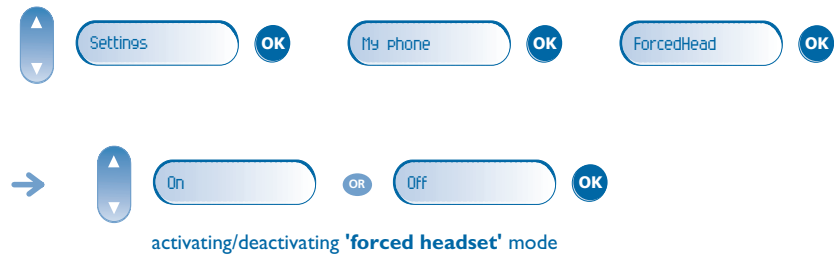
The music stops when a call is made or received and starts again when you hang up.

6.12 Lock / unlock your telephone



6.13 Activating/deactivating 'forced headset' mode

'Forced headset' mode must be activated as soon as a headset is installed instead of the receiver;.



Compliance

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.

Earpiece may retain magnetic objects.

The wording is not contractual and may be subject to change. Some features of your telephone are controlled by a software key and the configuration of the unit.

Declaration of compliance

We, Alcatel Business Systems, hereby declare that we assume the Alcatel 4018 or 4019 product to be compliant with the essential requirements 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 Business Systems, in keeping with its policy of constant product improvement for the customer, reserves the right to modify product specifications without prior notice.

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