



## OpenTouch® Suite for MLE

8088 Smart DeskPhone V2

8088 Smart DeskPhone

### User Manual

8AL90342ENADed01-2045

## Introduction

Thank you for choosing an Alcatel-Lucent phone.

This document describes the services offered by the 8088 Smart DeskPhone and 8088 Smart DeskPhone V2 connected to an OmniPCX Enterprise system.

With its touch screen and built-in interactive capabilities, the 8088 Smart DeskPhone can deliver the comfort and convenience you are looking for.

This model offers enhanced ergonomic features for more effective communication.



The 8088 Smart DeskPhone can be provided with or without an embedded camera.

Features depend on the version of your phone. To check the release of your desk phone, consult the section: 7 Contacting your administrator.

R500	<ul style="list-style-type: none"> <li>• IPv6 supported.</li> <li>• Bluetooth® accessories.</li> </ul>
R304 R303	<ul style="list-style-type: none"> <li>• Rainbow™ application integration.</li> <li>• Remote worker.</li> </ul>
R302	<ul style="list-style-type: none"> <li>• ALE Wideband Bluetooth® handset supported by 8088 Smart DeskPhone and 8088 Smart DeskPhone V2.</li> <li>• Client skin customisation.</li> </ul>
R301	<ul style="list-style-type: none"> <li>• 8088 Smart DeskPhone V2.</li> <li>• Private store: applications installed from an application server.</li> <li>• ALE Wideband Bluetooth® handset supported by 8088 Smart DeskPhone V2.</li> <li>• Bluetooth® Wireless Handset supported by 8088 Smart DeskPhone and 8088 Smart DeskPhone V2.</li> <li>• New skins.</li> </ul>
R300	<ul style="list-style-type: none"> <li>• 8088 Smart DeskPhone.</li> <li>• Alcatel-Lucent Phone application.</li> <li>• Virtual add-on module.</li> </ul>

The availability of some functions described in this manual may depend on the version or configuration of your system. The label is not displayed if the corresponding feature is not configured on your telephone system.

The labels and icons presented in this document are not contractually binding and may be modified without prior warning. The pictures are not contractually binding and are not localized.

## History of the document

8AL90342xxAD	<ul style="list-style-type: none"><li>• R500.</li><li>• IPv6 supported.</li></ul>
8AL90342xxAC	<ul style="list-style-type: none"><li>• R303.</li><li>• Rainbow™ application integration.</li><li>• Remote worker.</li></ul>
8AL90342xxAB	<ul style="list-style-type: none"><li>• R302.</li><li>• List of accessories.</li><li>• Technical specifications.</li><li>• Ordering information.</li></ul>
8AL90342xxAA	<ul style="list-style-type: none"><li>• R300.</li><li>• Alcatel-Lucent Phone application.</li><li>• Virtual add-on module.</li></ul>

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# 1 Getting to know your telephone

## 1.1 8088 Smart Deskphone / 8088 Smart Deskphone V2

This phone is part of the IP phone range. With its large color touchscreen display, the 8088 Smart DeskPhone delivers a great user experience and great conversation convenience with an outstanding audio quality in either hands-free mode or using the comfort handset. Additionally, the DeskPhone improves your experience with its Bluetooth® handset. The phone can automatically adjust the display brightness depending on the lighting conditions to improve user experience and achieve power savings (ambient light sensor). The 8088 Smart DeskPhone V2 has more on-board memory (see: Technical specifications). It is faster and you can install more applications from the private store.

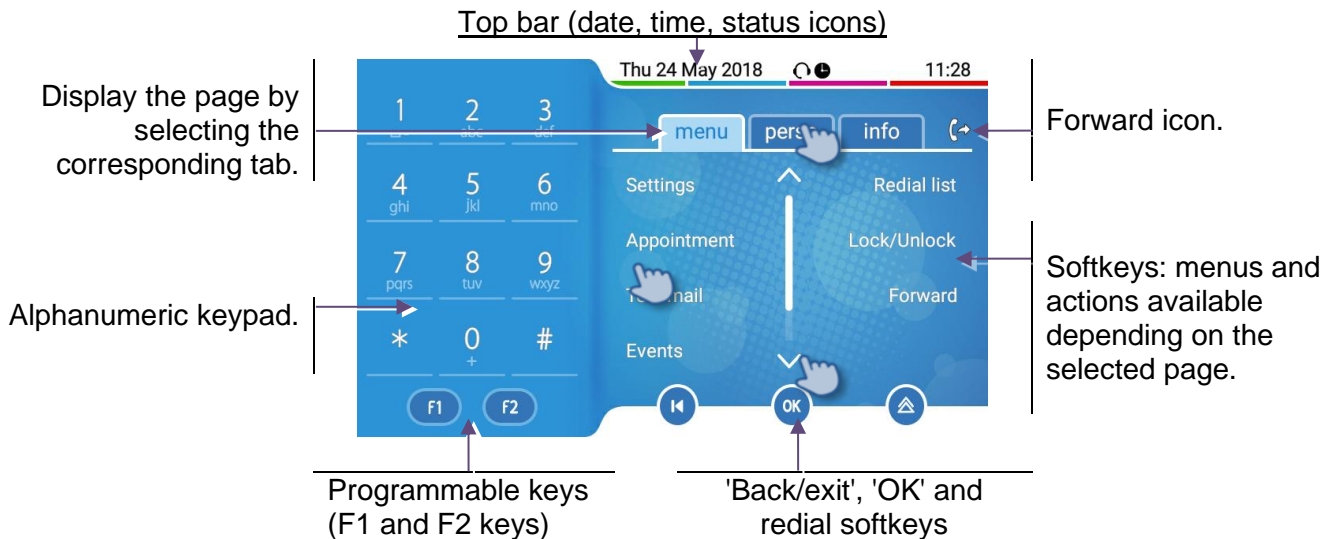
### 1.1.1 Phone description













- 1** LED  
Flashing blue: incoming call  
Arrival of a new call.
- 2** Embedded HD Video camera with shutter. Swipe the shutter right or left to use or hide the camera. The 8088 Smart DeskPhone can be provided with or without an embedded camera.
- 3** Color touchscreen display with auto brightness adjustment which improves the user experience and achieves power savings (ambient light sensor).
- 4** Permanent feature keys: quick access to the phone's main features.
- 5** Bluetooth® wireless handset.  
Wired handset.
- 6** 3.5 mm, 4-pole jack (TRRS standards: CTIA).
- 7** Microphone.
- 8** Loudspeaker.
- 9** An adjustable and stable foot.

### 1.1.2 Main screen

The Alcatel-Lucent Phone main screen is described in this chapter, with default icons. Some applications can add new icons in the main page.





	<ul style="list-style-type: none"> <li>Select a page by pressing the corresponding tab on the screen. The selected page is highlighted.</li> <li>Make your selection by pressing the label on the screen.</li> </ul>
	Scroll a list (features, call log, contact,...) by pressing the up or down arrow or by sliding the finger up or down on the screen.
	<p>Manage your call forwarding by pressing the forward icon.</p> <ul style="list-style-type: none"> <li> Stationary arrow: no forwarding activated.</li> <li> Rotating arrow: forwarding activated.</li> </ul>
	Use the 'OK' softkey to validate your choices and options while programming or configuring.
	Use the 'Back/Exit' icon to go back to the previous step.
	<p>Redial key: to access the 'Redial' feature.</p> <ul style="list-style-type: none"> <li>Last number redial (Short press).</li> <li>Call back one of the last 8 numbers dialed (Long press).</li> </ul>
	Programmable keys (F1 and F2 keys).
	A service or a direct call can be associated to these keys.




### 1.1.3 Call management screen

Incoming call and conversation presentation screen



Tabs: incoming call icon, call in progress, call on hold, ...

Softkeys: actions available depending on the call status (When presentation screen is not displayed)

-  Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, call on hold, arrival of new call). When a call is in progress, press on the corresponding tab to look at calls on hold or incoming calls.
-  All features are accessible while the call is displayed on the screen. Scroll the page by pressing the up or down arrow or by sliding the finger up or down on the screen. 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 on hold and an incoming call.
-  Use to switch to the main screen during conversation to access some functions, for example, searching by name.

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 calls are displayed on the different line keys. It is then possible to converse with the contact of your choice by pressing the key associated to the contact.

## 1.2 Welcome screens

Your phone provides 3 welcome screens:




- Alcatel-Lucent Phone: access to all telephony features.
- AOM: Virtual add-on module (depends on the system configuration).
- Private store: Access to applications from a private store or a web page (depends on the system configuration).

A page which hasn't been configured is not displayed and not accessible. You can define which screen is the default homepage. The homepage is the default page displayed on your phone. The homepage is displayed when you start the phone, when you press on the Hang-up key or Home key or when you finish a call.

Browse between different screens by swiping left or right:

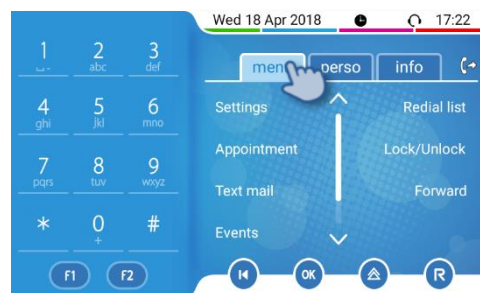







### 1.2.1 Define the default homepage

- The phone is in idle state.
-  Open the Android settings menu.
-  *Display* > *Homepage*
- Select the default homepage: Alcatel-Lucent Phone, AOM, Private store.
- 

## 1.3 Alcatel-Lucent Phone


You can access all of your phone's features from these screens. The default display has three pages that you can access by pressing to the page tabs at the top of the screen. The selected page is highlighted. The default pages can be augmented with other applications (ACD for example) installed and/or configured on your system. Press the label to select the corresponding feature.



- Menu page: *Menu*  
Contains all features and applications accessible by pressing the label of the desired feature or application. From this page, it is possible to set the ringer, 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 numbers or intercepting calls.
- Perso page: *Perso*  
Contains call line keys (allowing supervision of calls) and programmable call keys.
- Info page: *Info*  
Contains information on the telephone and the status of its functions: name, telephone number, number of messages (including call log events, text messages and voice messages), activation of transfer function, appointment reminder, etc.
-  Forward icon  
Press the icon to program forward.
-  Rainbow™ application (this icon is only displayed when Rainbow™ application is installed in your desk phone) (see: Alcatel-Lucent Rainbow™)  
When installed, Rainbow™ application is integrated into your phone's features. Select Rainbow™ icon to switch to Rainbow™ main page. When you receive a Rainbow™ event like an instant message, or if you are having a conversation through with Rainbow™ application, Rainbow™ icon is marked with a red bullet.
  -  : The Rainbow™ application is not started.
  -  : No new Rainbow™ event.
  -  : You receive a new Rainbow™ event or you are having a conversation through the Rainbow™ application.

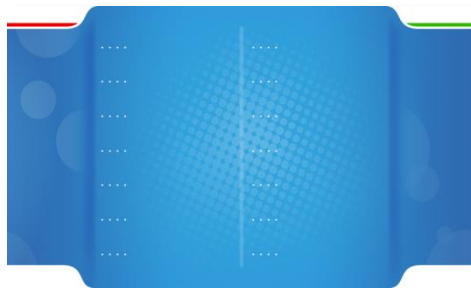
### Choose the page displayed by default on the Alcatel-Lucent phone

In the telephony application, you can define the page displayed by default.

- *Settings* › *Options* › *Home page*
- Select the default page (Menu, Perso, Info, Last page seen ...).
- 

## 1.4 Virtual add-on module (optional)

The phone capabilities are extended with a virtual add-on module, which lets you program direct call keys. By default the virtual add-on module is not available. It must be activated by the administrator.



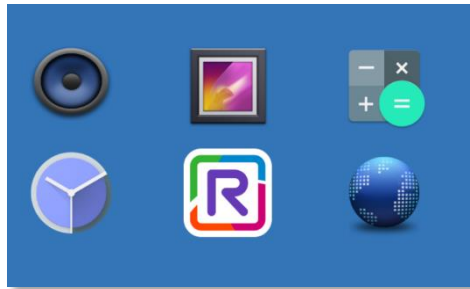
Manage and use the add-on keys as a direct call key. See chapter: Programming keys for call numbers and functions.

## 1.5 Private Store (optional)







This feature depends on the system configuration. If necessary, contact your administrator.

Depending on the configuration, this screen lets you access a pre-defined web page (such as the intranet of your enterprise, hospitality web page) or a private store configured by your administrator. The private store provides a list of applications you can install in your desk phone.

Applications are Android Packages provided by your administrator via an application server (private store).



Some applications are embedded in your phone and can be activated by your administrator without an applications server: Camera, Music, Gallery, Clock, Calculator and Web browser. The background color depends on the skin.

	Rainbow™	Install and/or launch Alcatel-Lucent Rainbow™ application. This application is not embedded and has to be installed before being used.
	Gallery	Display and manage all photos and videos stored in the internal memory or in a connected USB stick. With this application, you can take photos or videos by using the front HD camera. Photos and videos are stored in internal memory.
	Music	Play all music stored in a connected USB stick. Playing music in background is possible.
	Clock	Display date and hour of a list of countries.
	Calculator	Open a calculator integrating mathematical functions.
	Web browser	Use your desk phone to navigate the Web.

## 1.5.1 Manage application from the private store

### Install a new application from the private store

The private store lists all available applications. Scroll applications by swiping down or up if there is more than one page.

Select the application you want to install. The package is automatically downloaded and installed.

The number of installed applications depends on the memory of your phone.



### Start an application from the private store page

Select the application to start. The application is displayed in the foreground. Depending on the application, some authorizations could be requested at the first start.

When you start an application, your desk phone checks automatically if there is an update into the private store and installs it if necessary.

Switch between the application, the 'Alcatel-Lucent' Phone and the virtual add-on by swiping left or right in the page.

### Stop an application

-  You can display all background applications by selecting the application button. Swipe up on the screen to see the button on the bottom of the screen and press the application button.
- Swipe left or right on the application (or use the cross) you want to stop.
- 

### Uninstall an application

You need administrator rights to uninstall an application downloaded from the private store. An embedded application cannot be uninstalled. Contact your administrator if necessary.

### Faq - errors



- "No file found for this application, please contact your administrator": application package not found.
- "Installation failed, retry or contact your administrator if the problem persists": see details in the dialog box (phone version, conflict with another application, not enough memory space on the phone, incompatible application,...).

## 1.5.2 Alcatel-Lucent Rainbow™ (optional)

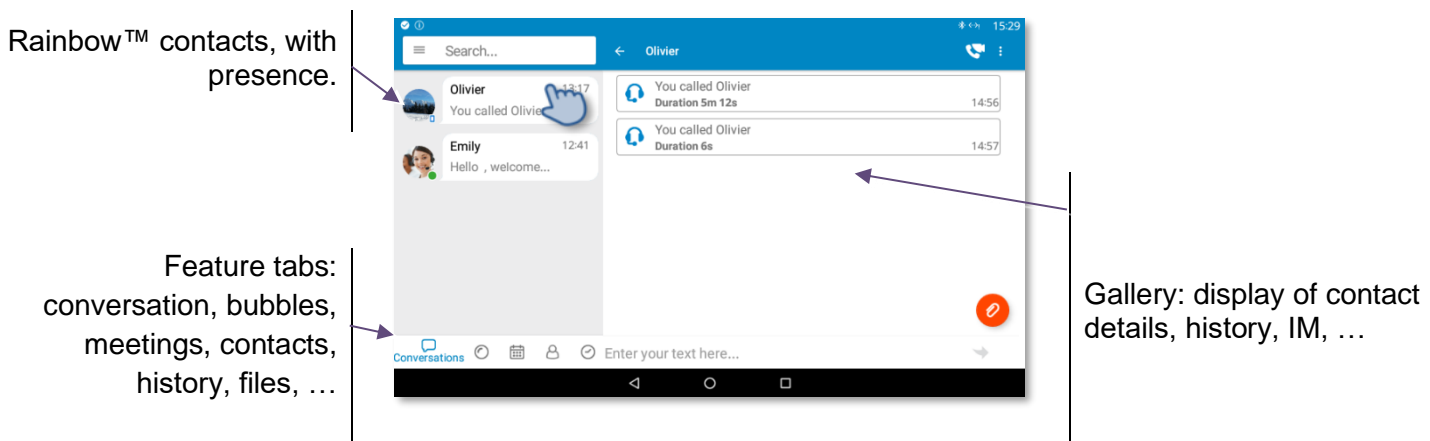
Alcatel-Lucent Rainbow™ is a cloud-based Unified Communication. When installed, Rainbow™ is integrated to the 'Alcatel-Lucent Phone' application. You can make the most of the Rainbow™ platform features with its ergonomic desk phone and use the application for video conversation. You can manage conversations with the Rainbow™ community. Therefore, you can use your phone to communicate without any problems with your corporate or Rainbow contacts (a contact can of course be defined in both directories).

Consult the Rainbow help center for more details about all features: <https://support.openrainbow.com>.

There are two ways to start the application:




-  From the private store, press the Rainbow™ icon to launch the application. The first time you select the application, it will be installed on your desk phone. When installed, Rainbow™ is integrated to the 'Alcatel-Lucent Phone' application. You start the application by pressing the Rainbow™ icon from the private store or the Rainbow™ button in the 'Alcatel-Lucent Phone' homepage.
-  From 'Alcatel-Lucent Phone' homepage, you start the application by pressing the Rainbow™ button.

The first time you connect you have to enter your Rainbow™ credentials or create a new Rainbow™ account.



### Making an audio or video call with Rainbow™

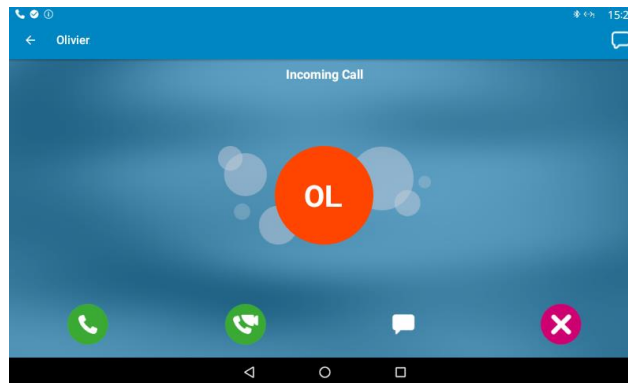
You can only make an audio or video call with Rainbow™ contacts.







- Select the contact to call.
-  Press the call icon to call your contact.
-  /  Making a video call or an audio call.



## Receiving an audio or video call with Rainbow™

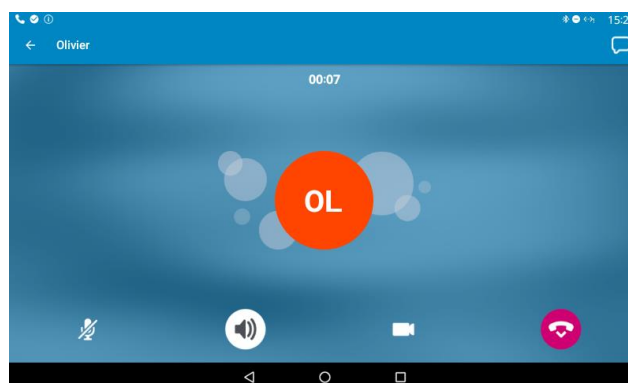
You can only receive an audio or video call from Rainbow™ contacts.











- Lift the handset to take the call (audio call).
-  Press the On-Hook/Off-Hook key on the Bluetooth® handset to take the call (if handset is not on-hooked) - Bluetooth® Wireless handset (audio call).
-  Answer the incoming audio call in handsfree mode. Lift the handset to switch the audio to the handset.
-  Answer the incoming video call in handsfree mode. Lift the handset to switch the audio to the handset.
-  Answer with a text message.
-  Ignore the call.
-  (permanent sensitive keys) Reject the call. The incoming call is ended

Your phone switches automatically to the Rainbow™ window when you receive a Rainbow™ call.

### During conversation




-  Mute/un-mute the conversation.
-  Switching to the hands-free.
-  Switching from audio call to video call. Your video is seen by your Rainbow™ contact.
-  Pause your video.
-  End the conversation.












-  Send instant message during conversation. When selecting, you return to the Rainbow™ homepage. The conversation is not ended.
-  Hide or display your own video on your screen (picture in picture).
-  If an external camera is connected to your desk phone, you can switch between the camera on the desk phone and the external camera.

### Recover the audio/video conversation while consulting another application

During a conversation, you can send an instant message from the Rainbow™ application, search a contact, or switch between 'Alcatel-Lucent Phone' and Rainbow™ application without ending the conversation. Recovering the audio/video conversation screen:

- Swipe down the screen to display Android™ events and select the conversation.
-  From the 'Alcatel-Lucent Phone', select the Rainbow™ button.




### Other features

-  Send, receive or manage instant messages.
-  Bubbles (multi user chat): a Rainbow™ Bubble is a workspace designed to meet the needs of real-time collaboration between Rainbow™ users. This group is created around a collective interest such as a project, a meeting, a presentation or a specific product.
-  Manage your meetings with Rainbow™ contacts.
-  Manage your Rainbow™ contacts (my network of contacts, my invitation to join my network).
-  History of your Rainbow™ conversation (incoming outgoing calls, missed calls, instant messages,...).
-  Open local menu.
  -  Manage your Rainbow™ presence (online, away, invisible or do not disturb).
  -  Rainbow™ storage space: use to share any kind of file with other Rainbow users. Files you will share in conversations will appear here.
  -  Display your Rainbow™ profile.
  -  Open Rainbow™ settings.
  -  Logout of Rainbow™ session.

## 1.6 Change the theme (skin) of your phone






Your phone provides 5 skins by default. A corporate theme can be installed by your administrator. In this case, you cannot change the theme.



- The phone is in idle state.
-  Open the Android settings menu.
-  *Display* > *Skin*
- Select the desired new theme from the list (Arcturus, Rainbow, Luxury, Classical, Green).
- 





## 1.7 Status icons

Icons with information about some of the specific configurations of the phone are displayed in the top bar of the screen. Color of the icons depends on the skin.

	Headset connected.
	Telephone locked.
	Appointment programmed.
	Your phone is upgrading.
	Connection problem with the server for upgrade.











## 1.8 Call icons

Icons with information about call status are displayed in the tabs of the call presentation screen. Color of the icons depends on the skin.

	Incoming call icon.
	Call in progress icon.
	Call holding icon.
	Your contact ended the conversation.

## 1.9 Permanent sensitive keys

They are located just above the loudspeaker.

	<p>Mute and interphony key.</p> <p>During a call, press this key to stop your contact from hearing you. When idle, press this key to switch the phone to interphony mode. When you receive a call, the phone hooks off automatically and you go straight into hands-free mode. When activated, this key is lit blue. Interphony can be disabled by the administrator.</p>
	Turn down the volume.
	Turn up the volume.
	<p>Answer an incoming call or make a call (keypad) in hands free-mode (the key is blue).</p> <p>During conversation, use this key to switch headset, handset, or hands-free mode.</p>
	Ignore incoming call.
	<p>Hang up the ongoing call.</p> <p>Terminate a programming.</p>
	Show or hide the keypad. Use the keypad to enter digits and letters.
	<p>Messaging key to access the messaging portal (call log, voice messages and text messages).</p> <p>This key flashes blue when there is a new event such as a new voice message, a new instant message or a new event in the call log and remains lit until all events are acknowledged or deleted.</p>
	<p>Android™ settings</p> <p>Use this key to adjust the display of the phone, configure Bluetooth®, customize the alpha keypad, or set time and date.</p>
	<p>Return to the homepage at any time.</p> <p>The home key is red when the connection is lost with the call server.</p>

Leds are not lit with Rainbow™ events.

## 1.10 Android™ settings

Your phone runs on the Android™ platform. The Android™ settings allow you to configure the general operations of the phone, like brightness, screensaver, media volume.

To configure the Alcatel-Lucent phone application, please consult the relevant chapter Programming your telephone.



Open the Android settings menu. Use this key to adjust the display of the phone, configure Bluetooth®, customize the alpha keypad, etc.

From this menu, you can set many parameters of the phone. In this section we describe all parameters that improve user experience.

The Bluetooth®, ringing level and contrast can be set only through Android settings and not via the menu page of the phone.

Some settings, like network settings or time and date are only accessible with administration rights (administration password).

### 1.10.1 Configuring the Bluetooth® devices: Bluetooth

Use this menu to activate or deactivate the Bluetooth® feature and manage Bluetooth® accessories.

For more details, please consult the section:

- Installing and using an ALE Bluetooth® wireless handset.
- Installing a Bluetooth® Wireless Technology device (pairing).
- Using a Bluetooth® Wireless Technology device.
- Display all paired Bluetooth® devices.
- Switching between Bluetooth® devices.
- Removing a Bluetooth® accessory (headset, handset, etc.).

### 1.10.2 Adjusting the display of your set: Display

- *Brightness level*  
Adjust the brightness of the display. Drag the slider to adjust the brightness.
- *Adaptive brightness*  
Activate/deactivate the ambient light sensor. When the ambient light sensor is activated, the phone adjusts automatically the brightness of the display to improve user experience and achieve power savings.
- *Sleep*  
Adjust the idle time before the screensaver starts.
- *DayDream*  
Set up screensavers that display photos, colorful backgrounds, the clock and more.
- *Font size*  
Choose the size of the font used for the Android settings page (small normal, large, huge).
- *Homepage*  
Define the default homepage (Alcatel-Lucent Phone, AOM, Private Store)
- *Skin*  
Change the theme (skin) of your phone. You can personalize the phone by selecting a theme (skin). For more details, please consult the section: Change the theme (skin) of your phone.

### 1.10.3 Adjusting the sound and notifications: *Sound & notification*

- *Sound*  
Adjusting media, alarm and notification volume. Drag the slider to adjust the volume.
- *Do not disturb*  
These settings allow you to control which notifications come through at certain times of day or on different days of the week. You can also silence your device so that it doesn't make a sound when you don't want it to.  
Warning: These settings do not affect the Alcatel-Lucent phone or Rainbow applications. In this case, use the 'Do not disturb' feature of the Alcatel-Lucent phone or Rainbow applications.
- *Default notification ringtone*  
Select the notification ringtone.
- *Other sounds*  
Define different sounds, like locking sounds or touch sounds.
- *When device is locked*  
Define to show all notifications or not when the phone is locked (lock defined in the security settings).
- *App notifications*  
Modify the notification settings individually for installed applications. The setting under 'When device is locked' will always take precedence over the setting for an individual application.
- *Notification access*  
List applications which can access your notifications.
- *Do Not Disturb access*  
List applications which have requested to bypass the 'Do not disturb'.

### 1.10.4 Adjusting the language and alpha keypad: *Language & input*

- *Language*  
Set the language of the Android settings (Admin. password). Note that the language of the Alcatel-Lucent phone application is defined in the application settings (See: Programming your telephone.).
- *Spell checker*  
Activate or deactivate the spell checker.
- *Personal dictionary*  
Add words to your personal dictionary.
- *Current keyboard*  
Define the default keyboard. A pop-up displays the list of available keywords. You can add installed keywords into the list by selecting: *Choose keywords*.
- *Android keyboard*  
Select the keyboard type. While editing text, you can change the keyboard type to match the language you are writing: azerty, qwerty,...
- *Android keyboard settings*  
Configure the Android keyboard (layout, language, auto capitalization, double space period, sound on long press, gesture typing, auto correction, emoji, etc.).

### 1.10.5 Adjusting date and time: *Date & time*

Date and time can only be modified by the administrator of the phone.

### 1.10.6 Displaying information about the phone: *About phone*

Use this menu to find information about the model and the software version of your desk phone. The status of the phone displays the IP address and the MAC address of the phone.



### 1.10.7 Adjusting VPN parameters: *VPN*

This menu is used to configure your phone for teleworking. For more details, please consult the section: Configure your phone for remote working.

### 1.10.8 Protecting access to your phone: *Security*

This setting allows you to limit access to the entire phone:

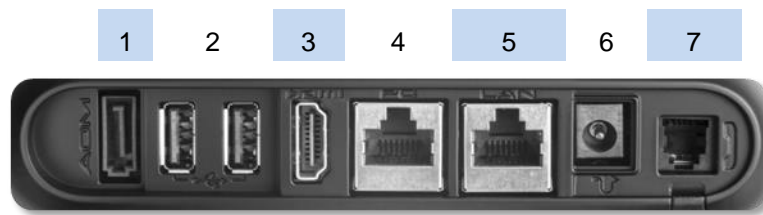
- Activate lock screen, define PIN, pattern or password and delay before the lock screen is enabled.
- Define the message to display on the phone when it is locked.

### 1.10.9 Consulting data usage of the phone: *Data usage*

Displays the amount of data used by each application installed on the phone since a specific period. Select a listed application to display details.

## 1.11 Description of the connectors

Various connections to allow phone extensions.



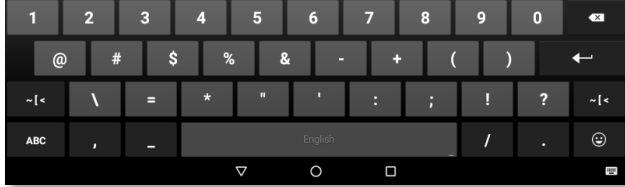


1	External ringer connector.
2	Two Universal Serial Bus (USB) ports (1.1/2.0) to connect an external camera, audio equipment, a low smartphone charger or USB stick.
3	HDMI® 1.4 output for screen replication.
4	10/100/1000 Mbps Ethernet connectors to a PC (RJ45).
5	10/100/1000 Mbps Ethernet connectors to the enterprise network (LAN - RJ45).
6	DC power jack for an external power adaptor.
7	Wired handset connector (RJ9).
On the side	3.5 mm, 4-pole jack (TRRS standards: CTIA).

### CTIA standards








	1	Microphone
	2	Ground
	3	Audio (right)
	4	Audio (left)

## 1.12 Alphabetic keypad

	<p>Show or hide the keypad. Use the keypad to enter digits and letters.</p> <p>At any time, you can show or hide the keypad by selecting this key. You can use also the arrow at the bottom of the keypad to hide it (.</p>	
---	--	--




Use the keyboard to enter names while configuring the phone. Access directly the dial by name feature by entering the name of your contact on the keyboard.

Below is a list of the function keys that allow you to access all the symbols. All illustrations are for illustration purposes only and may be different with the actual display.

	Move the cursor by touching the text area.
	Numbers and symbols keypad.
	Alphabetic keypad to enter letter.
	Caps lock: to write text in capital letters.
	Alt key: to access specific and punctuation characters.
	Enter key: to validate edited text.
	Backspace key: to delete one character in an edit box.




### 1.12.1 Change the theme of the keyboard

Several themes of the keyboard are available (color and keys).


- The phone is in idle state.
-  Open the Android settings menu.
-  [Language & input](#) › [Android keyboard](#) › [Appearance & layout](#) › [Theme](#)
- Select a theme.
- 



### 1.12.2 Change the keyboard type


While editing text, you can change the keyboard type to match the language you are writing: AZERTY, QWERTY, QWERTZ,...

- The phone is in idle state.
-  Open the Android settings menu.
-  [Language & input](#) › [Android keyboard](#) › [Appearance & layout](#) › [Custom input styles](#)
- Select the keypad type (AZERTY, QWERTY, QWERTZ,...).
- 

If you are writing in more than one language, you can select several keyboard languages. Application on your phone must support the selected languages.

- The phone is in idle state.
-  Open the Android settings menu.



-  [Language & input](#) > [Android keyboard](#) > [Languages](#) > [Active input method](#) (Uncheck default Android keyboard).
- Select one or more keyboard languages.
- 

 Use this key on the keyboard to switch directly between different languages. The active language is displayed on the keyboard.



Emoji are not supported by the 'Alcatel-Lucent phone' application.

### 1.12.3 Delete a character

When editing a text you might have to correct it.




-  Place the cursor after the text to delete by touching the screen.
-  Press the delete key of your keyboard.

When you edit a text, you can delete several characters at once.




-  Place the cursor before the first character to delete and, keeping your finger in contact with the screen, move to the last character to delete.
-  Press the delete key of your keyboard.

### 1.12.4 Write in uppercase

By default, the written characters are in lowercase.

-  Press this key once.
  - » The next character will be written in uppercase and then you will automatically switch to lowercase.
-  Press this key twice.
  - » Uppercase mode is used for all written characters.
-  To go back to lowercase mode, press the key again.

### 1.12.5 Write numbers or symbols

-  Press this key once.
- Write numbers or symbols.
-  If necessary, press this key to access special/punctuation characters.
-  To go back to alphabetic mode, press this key.

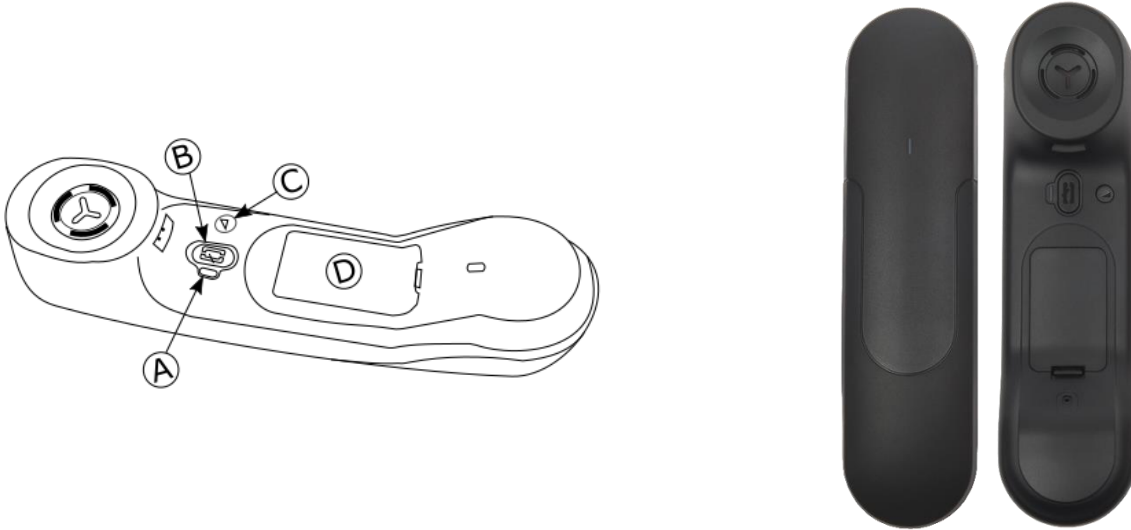
### 1.12.6 Copy/cut/paste text

When you are in a text area, you can select text by pressing and holding it and by dragging the grab points to select more or less text. The selection options are displayed. You can copy or cut the selected text.

Thus, you can paste the text by pressing and holding the insertion point in the text area.

## 1.13 Next generation of Bluetooth® handsets (ALE Wideband Bluetooth® Handset)

This device is only compatible with the 8088 Smart DeskPhone V2 (8088 V2).



<p><b>A</b></p>	<p><b>LED</b> (front and back of the device)</p> <ul style="list-style-type: none"> <li>• LED off: the handset is charging on its base or is switched off. When you put the handset on its base, the LED turns blue briefly and turns off again when the battery starts to charge.</li> <li>• Blue flashing: normal operation.</li> <li>• Red slow flashing: battery charge low. If voice prompts are enabled, you hear: “Battery low”.</li> <li>• Red fast flashing: handset outside coverage zone. If voice prompts are enabled, you hear: “Out of Range”.</li> <li>• Red steady: handset not paired.</li> </ul>
<p><b>B</b></p>	<p><b>Line key</b></p> <ul style="list-style-type: none"> <li>• Switch the device on/off: press and hold to switch the device on/off. If voice prompts are enabled, you hear: “Power On / Power Off”.</li> <li>• Off-hook/On-hook: press this key to take or terminate a call.</li> <li>• Voice prompts (in idle state): double press to enable the voice prompt.</li> </ul>
<p><b>C</b></p>	<p><b>Volume/Mute key</b></p> <ul style="list-style-type: none"> <li>• Volume (during conversation): press in quick succession to change the handset volume level.</li> <li>• Mute (during conversation): press and hold to ensure your correspondent no longer hears you.</li> <li>• Voice prompts (in idle state): double press to disable the voice prompt.</li> </ul>
<p><b>D</b></p>	<ul style="list-style-type: none"> <li>• Location of the battery.</li> </ul>

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

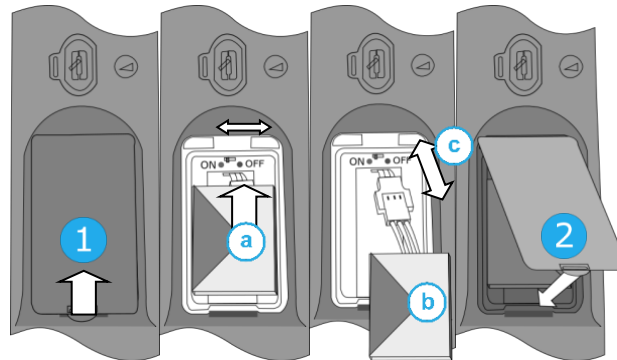
The battery recharges when the Bluetooth® handset is on its base. When you put the handset on its base, the LED turns on briefly and turns off again when the battery starts to charge. The battery autonomy is more than 10 hours in conversation, and 50 hours in idle state. Charge the battery for about 6 hours before initial use.

If you are not going use the handset for a long time, we recommended that you switch off the device by using the switch at the top of the battery compartment.

### 1.13.1 Voice prompts

The voice prompts help you to manage functions of the handset. Voice prompts are available in 5 languages. The default language is English. To hear the prompt, the handset has to be near your ear. To select the next language, with the handset turned on, double press the 2 keys of the handset (B,C) at the same time. You hear the new selected language. Repeat until the desired language is reached. To disable the voice prompts, with the handset turned on, double press the Volume/mute key (C). You are notified with a long beep. To enable the voice prompts, with the handset turned on, double press the Line key (B). You are notified with 2 short beeps.

### 1.13.2 Installing or replacing the Bluetooth® handset battery



During the first use, to activate the battery, you have to set the switch to ON:

- 1- Lift up the battery cover.
  - a. Set the switch at the top of the compartment to ON using a pencil point.
- 2- Put the cover back on.

To replace the battery, with the handset turned off:




- 1- Lift up the battery cover.
  - a. Set the switch at the top of the compartment to OFF using a pencil point.
  - b. Lift up the battery using the tab to help you.
  - c. Disconnect the old battery and replace it with the new one by joining the 2 connectors. Arrange the battery, the cable and the connectors in the compartment.
  - a. Set the switch at the top of the compartment to ON using a pencil point.
- 2- Put the cover back on.

A spare battery can be ordered from your business partner.



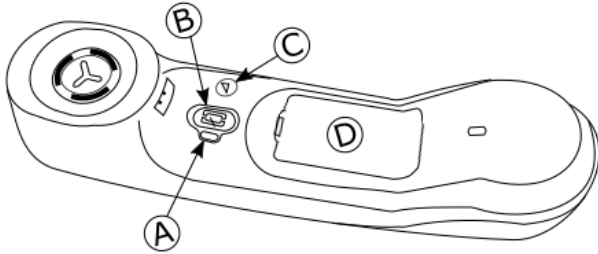
### 1.13.3 Pairing and connecting the Bluetooth® wireless handset



Before the Bluetooth® handset can be used, it must be correctly paired to the terminal. Pairing will create a wireless link between the Bluetooth® wireless handset and the desk phone.

- 1- Set your desk phone to 'discover' the Bluetooth® wireless handset
  - 
  -  *Bluetooth*
  - Mark the Bluetooth® checkbox if it is unmarked.
- 2- Put the handset in detectable mode
  - With the handset turned on, press and hold the 2 Bluetooth® handset keys (B, C) at the same time. If voice prompts are enabled, you hear: "Pairing mode, waiting for connection" ». The LED flashes red and blue alternately.
- 3- Connect the handset with the desk phone
  - Searching for Bluetooth® equipment. Wait for the detected equipment type and address to be displayed.
  - Select the Bluetooth® wireless handset displayed in your desk phone: "ALE BT WB Handset".
  - If voice prompts are enabled, you hear: "Device connected". The 3-note tone indicates that the handset has been installed correctly. The LED flashes blue or red depending on the battery charge level.
  -  Go back to the Homepage.

The handset is correctly connected if it appears in the list of connected devices on your desk phone. Press the Line key of the handset to test the connection, your desk phone will prompt you to enter a number. Please contact your installer if you encounter any problems. Before contacting your installer make sure you have information such as the serial number, the date code and the technical reference that you can find on the battery.

## 1.14 First generation Bluetooth® handset (ALE Bluetooth® Handset)

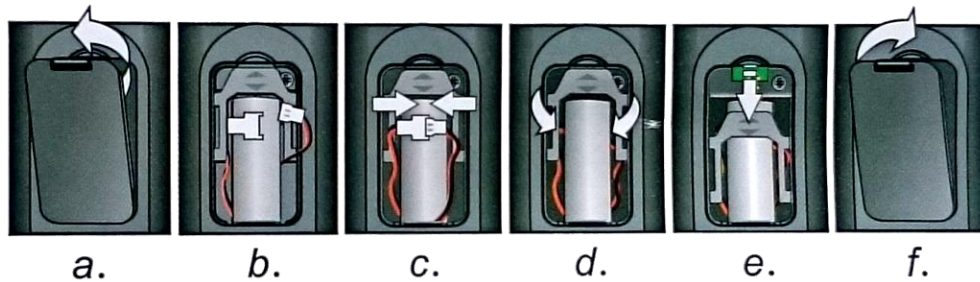


<p><b>A</b></p>	<p><b>LED</b> (front and back of the device)</p> <ul style="list-style-type: none"> <li>• Off: operating normally.</li> <li>• Green flashing: in communication.</li> <li>• Green steady: handset charging.</li> <li>• Orange flashing: battery charge low or handset outside coverage zone.</li> <li>• Orange steady: malfunction</li> </ul>
<p><b>B</b></p> 	<p><b>Line key</b></p> <ul style="list-style-type: none"> <li>• Switch the device on/off: press and hold to switch the device on/off.</li> <li>• Off-hook/On-hook: press this key to take or terminate a call.</li> </ul>
<p><b>C</b></p> 	<p><b>Volume/Mute key</b></p> <ul style="list-style-type: none"> <li>• Volume (during conversation): short successive presses to change the handset volume level (3 levels).</li> <li>• Mute (during conversation): long press to activate or deactivate mute mode.</li> </ul>
<p><b>D</b></p>	<ul style="list-style-type: none"> <li>• Location of the battery.</li> </ul>

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.

### 1.14.1 Installing or replacing the Bluetooth® handset battery

At the first use, you have to connect the battery to the handset. The battery is placed in its compartment but it is not connected. To install a new battery, follow instruction:



- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li>a) Lift up the battery cover.</li> <li>b) Take the 2 connectors.</li> <li>c) Assemble the 2 connectors.</li> </ul> | <ul style="list-style-type: none"> <li>d) Arrange the battery, the cable and the connectors in the battery compartment (place the connected side of the battery in the bottom of the compartment)</li> <li>e) Slide out the battery holding part.</li> <li>f) Replace the cover.</li> </ul> |
|---|---|

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



Switch on / off the Bluetooth® handset: long press on the off-hook/on-hook key.

Defective batteries must be returned to a collection point for chemical waste disposal.


### 1.14.2 Installing a Bluetooth® Wireless Technology handset (pairing)

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


1- Set your desk phone to 'discover' the Bluetooth® wireless handset

- 
-  Bluetooth
- Mark the Bluetooth® checkbox if it is unmarked.

2- Put the handset in detectable mode

-  Keeping the handset turned off, press and hold the 2 Bluetooth® handset keys (B, C) at the same time. You will hear a 3 note signal and the LED will flash green and orange alternately.

3- Connect the handset with the desk phone

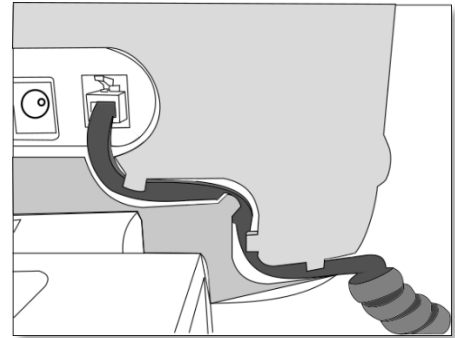
- Searching for Bluetooth® equipment. Wait for the detected equipment type and address to be displayed.
- Select the Bluetooth® wireless handset displayed in your desk phone: "IC Touch handset".
- The 3-note tone indicates that the handset has been installed correctly (the LED flashes green or orange depending on the battery charge level). The LED flashes green or orange depending on the battery charge level.
-  Go back to the Homepage.

The handset is correctly connected if it appears in the list of connected devices on your desk phone. Press the Line key of the handset to test the connection, your desk phone will prompt you to enter a number. Please contact your installer if you encounter any problems. Before contacting your installer make sure you have information such as the serial number, the date code and the technical reference that you can find on the battery.

## 1.15 Install a comfort wired handset

You can install a wired handset in place of the Bluetooth® Wireless Handset.

- Remove the rubber.
- Plug-in the wired handset to the appropriate connector (refer to phone description).
- Make sure you position the cable correctly in the compartment intended for that purpose.
- Switch off the Bluetooth® Wireless Handset (press and hold the On/Off hook key until you hear distinct tones).



## 1.16 Broadcast the entire display of the phone

To broadcast the display of the phone on compatible HDMI equipment, just connect it to the phone via the HDMI connector.

## 2 Using your telephone

### 2.1 Identify the terminal you are on

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


### 2.2 Consulting the call log


At any time, you can consult all answered and unanswered incoming and outgoing calls.

- 
  - *Call Log*


#### 2.2.1 Consulting all calls

All calls are displayed with an icon giving information on the type of call.

- |   |                            |   |                            |
|---|----------------------------|---|----------------------------|
|  | Answered outgoing calls.   |  | Answered incoming calls.   |
|  | Unanswered outgoing calls. |  | Unanswered incoming calls. |






-  Display the previous and next names (If more than one page).
- Display the contact information by selecting it in the list. Information such as the name, phone number, date and time are displayed on the screen.
- You can choose to call the contact or clear the log:
  - *Recall*: call back the contact.
  - *Delete*: delete the entry.
  - *Delete all*: delete the entire log.


#### 2.2.2 Delete all call logs

-  Press the trash icon (top right of the screen).
- *Yes*: to confirm.  
All call logs are deleted.

### 2.3 Making a call

Use one of the following:

- Use the dialpad preview to dial the destination number.
-  Dial the destination number.
- Unhook the handset › Dial the destination number.
- Press the Off-hook key of the headset › Dial the destination number.
-  Press the on-hook/off-hook key of the Bluetooth® device (Bluetooth® Wireless handset) › Dial the destination number.
-  Hands-free › Dial the destination number.
- Programmed line key.
- Line keys.
- Dial by name (enter the first letters of the contact's name on the alphapad and press OK to start the search).
-  From call log after accessing the messaging portal.
-  Redial last number.

-  If the Rainbow™ application is installed on your desk phone, use these application features to make calls with the Rainbow™ contact (optional). Consult the application description: Alcatel-Lucent Rainbow™.





To make an external call, dial the outside line access code before dialing your contact number.

If the internal or outside number does not reply

- *LS announce* › Broadcast a message on the loudspeaker of the free terminal.
- *Call back* › Request callback to a busy terminal.
- *Text mail* › Send a written message.
- *Voice mail* › Store number to call again.

## 2.4 Receiving a call




Use one of the following:

- Lift the handset to take the call.
-  Hands-free key.
-  Press the On-Hook/Off-Hook key on the Bluetooth® handset to take the call (if handset is not on-hooked) - Bluetooth® Wireless handset.
- *Take call* or  › Take the call with the headset if connected, or in hands-free mode.
-  Select the incoming call icon › Take the call with the headset if connected, or in hands-free mode.
- If the Rainbow™ application is installed, you automatically switch to this application when you receive an incoming call from a Rainbow™ contact. Consult the application description: Alcatel-Lucent Rainbow™. You can receive audio or video calls from Rainbow™ contacts.

The hands-free mode can be deactivated by the administrator.

## 2.5 Making a video call


You can use the Rainbow™ application to manage video calls with your desk phone. You can only make video calls with Rainbow™ contacts.

- The Rainbow™ application has to be installed on your phone. Please consult the section: Private Store.
-  Switching to the Rainbow™ application.
- Select the contact to call.
-  Press the call icon to call your contact.
-  Making a video call with the Rainbow™ contact selected.

For more details, please consult the section: Alcatel-Lucent Rainbow™.

## 2.6 Ignore the call


A call is received:

-  Press on the On-hook key on the permanent features keys panel.
- Your phone no longer rings but your caller still hears the ringing tone.

You can still answer the call after you have ignored it.

If you press the On-hook sensitive key when receiving a Rainbow™ conversation, the incoming conversation is rejected.

## 2.7 Switching between audio modes

During conversation, you can switch between different audio modes (handset, loudspeaker, hands-free or headset, if connected) by pressing the loudspeaker/hands-free key until the desired audio mode is displayed: . The key is lit when the loudspeaker or hands-free mode is selected.

When you are having a conversation through the handset and no headset is connected, you can switch between following audio modes by simply pressing on the loudspeaker/hands-free key:



When you are having a conversation through the headset, you can switch between following audio modes by simply pressing on the loudspeaker/hands-free key:





You are in conversation with the headset and the handset is not hang-up, you can switch between following audio modes by short pressing on the loudspeaker/hands-free key:



To switch the audio to the headset, you have to press the Off-hook key of the headset.

During a Rainbow™ conversation, to switch from the headset to the handset, you have to disconnect the jack of the headset.








For each audio mode, during the conversation, you can adjust the volume by pressing the volume keys. The number of levels depends on the audio mode (8 for handset and headset 10 for hands-free and loudspeaker). The selected volume, for each audio mode, will be saved for future conversations.


- During a conversation.
-   Adjust volume by pressing the volume keys.

The hands-free mode can be deactivated by the administrator.



## 2.8 Making calls by name (company directory)

-  Open the keypad.
- Enter the name of your contact: 'last name' or 'initials' or 'last name first name'.
-  /  Validate the text.
- If there is only one name or number matching with your search, it is displayed directly. If there is more than one result, select the type of search you want (last name, last name and first name or initials) >> Display of all the contacts matching the search criteria.
- Use one of the following:
  -  Display the previous and next names (If more than one page).
  - Select the name of the person you wish to call.
  -  Modify the search.
  -  Redefine the search by opening the keypad.
  -  Exit the search by name feature.


 If the Rainbow™ application is installed, use this application to search for a Rainbow™ contact. Consult the application description: 1.5.2 Alcatel-Lucent Rainbow™.

## 2.9 Make calls via your programmed call keys (Perso page/F1 and F2 keys/Add-on module)


If you have programmed a direct call key, select it to make the call.

### 2.10 Redialing

#### 2.10.1 Redialing the last number dialed (redial)

-  (short press) >> Last number redial.

#### 2.10.2 Call back one of the last 8 numbers dialed

-  (long press).
- Select the number to redial from the last 8 dialed number.

You can also access this feature through the menu:


- Reach the 'Menu' page.
- *Redial list* OR *Events* > *Redial list*
- Select the number to redial from the last 50 dialed numbers.

## 2.11 Call back an unanswered call


### 2.11.1 Call back the last caller

- Reach the 'Menu' page.
- *Events*
- *Last caller*: call back the last caller.


### 2.11.2 List of last callers

- Reach the 'Menu' page.
- *Events*
- Select the type of call:
  - *No non replied internal call / xx Non replied internal calls*
  - *No non replied external call / xx Non replied external calls*
-  Select a name or a number.
- *Recall*
- To delete the selected item.
- *Delete*

### 2.11.3 Delete the list of unanswered calls

- Reach the 'Menu' page.
- *Events*
- Select the type of call:
  - *No non replied internal call / xx Non replied internal calls*
  - *No non replied external call / xx Non replied external calls*
- *Delete all* (or use icon: )

## 2.12 Requesting automatic callback if internal number is busy

- Internal number busy.
- *Call back* >> Callback request acknowledged.
- 

## 2.13 Receiving interphony calls


You can answer a call without lifting the handset. When you receive a call, you are automatically connected in hands-free mode. The identity of the caller is displayed on the screen.

### To activate

- Terminal idle:  >> Corresponding LED lights up.

When your caller hangs up, interphony mode remains active.

### To deactivate

- Terminal idle:  >> The corresponding LED goes out.

## 2.14 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.

Depending on the system configuration, the DTMF can be activated by default.

If DTMF is not activated by default on your system:

- During a conversation.
- Use one of the following:
  - *Send DTMF*
  - Press the star key.
- Enter DTMF code.

The function is automatically cancelled when you hang up.





If DTMF is activated by default on your system:

- During a conversation.
- Enter DTMF code.



## 2.15 Mute, so that your contact cannot hear you

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

### 2.15.1 From the set

- During a conversation.
-  Disable microphone >> The mute key blinks. A popup is displayed for a short time: .
-  Resume the conversation >> The mute key no longer blinks. A popup is displayed for a short time: .



### 2.15.2 From the Bluetooth® handset (Bluetooth® wireless handset)

- During a conversation.
-  Press the handset volume/mute key (long press) >> The mute key blinks.
-  Press the handset volume/mute key (long press) >> Resume the conversation >> The mute key no longer blinks

### 2.15.3 From the headset



- Use the mute key of the headset, if there is one, to disable headset microphone or to resume the conversation

## 2.16 Forwarding calls to your voice message service


-  Select the forward icon.
- *Imm fwd to VM* >> Forward is acknowledged.
- 

## 2.17 Consulting your voice mailbox


The message key flashes when you have received a new voicemail, text message or callback request and is lit if you have missed calls.

- 
- *1 New voice message /x New voice messages*
- Enter your personal code **>>** Display name of sender, with date, time and ranking of message.
- *Consult >>* Listen to message.
- When you have listened to the message, do one of the following.
  - *Replay >>* Replay message.
  - *Erase >>* Erase message.
  - *Call back >>* Call back sender of message.
  - *Save >>* Archive the message.
  -  / *Exit >>* Terminate consultation.


## 2.18 Sending a text message to an internal contact

- Use one of the following:
  - 
  - Reach the 'Menu' page
- *Text mail /New text message /New text messages*
- *Send*
- Use one of the following:
  - Enter the number of the terminal to receive the message.
  - Enter the first letters of the name.
  - *Speed dial*: select a programmed key on the perso page or the add-on.
- Choose the type of message.


### Sending predefined message

- *Predefined msg*
- Select a predefined message.
- *Apply*
- 

### Sending a message to complete

- *To complete*
- Select a predefined message to complete.
- Complete your message.
- *Apply*
- 

### Sending a new message



- *To create (Msg to create)*
- Write your message.
- *Apply*
- 

## Sending the previous message


- *Previous msg*
- *Apply*
- 

## 2.19 Consulting text messages

The light indicates that messages have been received.

-  **>>** Number of messages received.
- *1 New text message /x New text messages*
- *Read message >>* Display name of sender, with date, time and ranking of message.
- Use one of the following:
  - *Recall >>* Call back sender of message.
  - *Next message >>* Next message.
  - *Text answer >>* Answer with a text message.
  - *Delete >>* Delete the message.
  -  **>>** Terminate consultation.

## 2.20 Lock / unlock your telephone

 This icon indicates that the phone is locked.

Lock your phone

- Reach the 'Menu' page.
- *Lock*
- Your phone is locked.


Unlock your phone

- Reach the 'Menu' page.
- *Lock*
- Enter your password **>>** Your phone is unlocked.


## 2.21 Making a second call during a conversation

- During a conversation.
- *New call*
- Number of second contact **>>** The first call is on hold.

### 2.21.1 Other methods for calling a second contact

- Dial directly the number for your call.
- Name of second contact.
-  Select the 'Redial' function.
- Programmed line key.



## 2.21.2 Release the second call and recover the call on hold

- You are in conversation with the second contact and the first one is on hold.
- Use one of the following:
  - *Enquiry off*
  -  Hang up, your phone is ringing, then answer the call.
- You are on the line with your first contact.




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

## 2.22 Answering a second call during a conversation

This feature depends on your system.


- During a conversation, another person is trying to call you >> Name or no. of the caller displayed for 3 seconds.
- Use one of the following methods to answer the displayed call (Multiline set).
  -  Select the incoming call icon.
  - 
- The first call is on hold.

To return to your first contact and end the conversation in progress.

-  >> The second call is ended.
- To return to the first contact, use one of the following.
  -  Select the incoming call icon.
  - 
  - Unhook the handset.

## 2.23 Switching between calls (Broker call)

During a conversation, a second call is on hold.

-  Select the call on hold icon from the conversation screen.
- >> You can talk to the second caller and the first one is on hold.

## 2.24 Transferring a call

### 2.24.1 To transfer your call to another number

- During a conversation.
- Calling a second person during a conversation >> The first call is on hold.
- You can transfer the call immediately or wait for your contact to answer before transferring the call.
- *Transfer*

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


## 2.25 Three-way conference with internal and/or external contacts (conference)

- During a conversation, a second call is on hold.
- *Conference* >> You are in conference mode.


### 2.25.1 Cancel conference and return to first contact (If conference is active)

- *End of conference*


### 2.25.2 Hang up on all participants (If conference is active)

-  Hang up
- You exit the conference.

### 2.25.3 After the conference, to leave your two contacts talking together

- *Transfer*
-  Hang up.

### 2.25.4 View information about the other people in the conference

-  Navigate between both call in progress tabs involved in the conference.

## 2.26 Talk simultaneously to more than 2 contacts

The availability of this feature depends on your system and its configuration.

You are in a conference call with 2 contacts. To add another participant to the conference:

- *Add*
- Dial the number of your contact (dial, directories, last numbers dialed...).
- Your contact answers.
- *Insert* >> You are on the line with the additional contact.

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

## 2.27 Placing a call on hold (hold)





### 2.27.1 Exclusive hold

During a conversation, you wish to place the call on hold and recover it later, on the same telephone.

- During a conversation.
-  Select the call in progress icon >> Your call is placed on hold .

### Recover the call on hold

Use one of the following:


- Hang up, your phone is ringing, then answer the call.
-  Select the call on hold icon from the conversation screen.
- *Retrieve call*
-  Press the Back/Exit key to display the Perso page. Select the call on hold (/.



## 2.27.2 Common hold

This feature depends on the system configuration. If necessary, contact your administrator. Common hold allows to all sets in the same pick-up group to resume a call (internal or external) that has been put on hold by one of the members of that group.

Putting on common hold:

- During a conversation.
-  Press the Back/Exit key to display the Perso page.
- Press programmed key: *Comm hold* (by default).

Recover the call on hold from any sets defined in the same pick-up group (including your set):

- Recover the call on hold from any sets defined in the same pick-up group (including your set)
- Press programmed key: *Comm hold* (by default).

## 2.28 Placing an outside call on hold (parking)

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

- During a conversation.
- *Park the call*
- Enter the number of the parking destination phone.

Retrieve the call from the parking destination phone:

- Reach the 'Menu' page.
- *Settings > My services > Consultation > Call pick up services > Park/retrieve call*

Retrieve the call from another phone:

- Reach the 'Menu' page.
- *Settings > My services > Consultation > Call pick up services > Park/retrieve call*
- Enter the number of the parking destination phone.

This feature is accessible via a programmed key.

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

## 2.29 Intrusion into an internal conversation (barge-in)

Your contact's line is busy. If the number is not 'protected' and if authorised, you can intrude into the call:

- *Intrusion*
- Same key to exit (*Intrusion*).

### Protection against intrusion

- Press programmed key. The programmed key has to be configured by the system: *No intrusion* (By default).
- Enter contact's number.

Protection is cancelled when you hang up.

## 2.30 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.

- You receive a malicious call.
- *Malicious*

## 2.31 Recording the current conversation

When you are on a call with one or more callers, you can record the conversation. At the start or end of recording, your caller hears a beep.



The user must have the appropriate rights to use this feature. Recorded conversations will then appear as voicemails.

To record the conversation during communication:

- *Record* >> Start recording.
- Recording in progress
  - *Restart rcrd* >> To restart recording.
  - *Stop rcrd* >> To stop the recording.
  - *Pause* >> To pause recording.
  - *Resume rcrd* >> To resume recording.

## 2.32 Forwarding calls to another number (immediate forward)


The number can be your home, mobile, voice mailbox or an internal extension (operator, etc.).

-  Select the forward icon.
- *Immediate forward*
- Number to be called >> Forward is acknowledged.
- 

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

## 2.33 Forwarding calls

When you are absent or already in communication (all lines are busy), all your calls are forwarded to the defined number.

- Use one of the following:
  -  Select the forward icon.
  - Reach the 'Menu' page > *Forward*
- *Other forward*
- Select the forward type to program.
  - *Forward on busy*
  - *Forward on no reply*
  - *Forward on busy/no reply*
- Number receiving forward >> Diversion is acknowledged.



If you have a key programmed with this feature, you can access the feature directly.

- Press programmed key.
- Number receiving forward >> Diversion is acknowledged.

If the associated number is defined, you can directly select it as the forwarding destination.



## 2.34 Do not disturb

You can make your terminal temporarily unavailable for all calls.

-  Select the forward icon.
- *Do not disturb*
- Enter code to activate the feature.
- *Apply* >> Forward is acknowledged.
- 

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

To deactivate the Do not disturb feature:

-  Select the forward icon.
- *Deactivate DND*
- 

## 2.35 Forwarding calls to your pager


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

- Press programmed key (the programmed key has to be configured by the system) >> Forward is acknowledged.

## 2.36 Forwarding your calls from the receiving terminal ('Follow me')

You wish to receive your calls in your present location:


Use the 'Follow me' function.

-  Select the forward icon.
- *Other forward* > *Remote forward*
- Enter the number of the phone you want to receive calls.
- Enter the number of the phone you want to forward calls >> Forward is acknowledged.


If you have a key programmed with this feature, you can access the feature directly.

If the associated number is defined, you can directly select it as the forwarding destination.


### Cancel call forwarding from the forwarding phone

-  Select the forward icon.
- *Deactivate*

### Cancel call forwarding from the destination phone


-  Select the forward icon.
- *Other forward* > *Deactive follow me*
- Enter the forwarded phone number.

### Cancel call forwarding from an another terminal in your system


-  Select the forward icon.
- *Other forward* > *Deactivate remote forward*
- Enter the forwarded phone number.

## 2.37 Applying a selective forward

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

- Reach the 'Menu' page.
- *Settings* › *My services* › *Consultation* › *Forward services*
- Select the forward type to program.
  - *Immediate forward*
  - *Forward on busy*
  - *Forward on no reply*
  - *Forward on busy/no reply*
- Select the number to forward
  - *Principal line selection*
  - *Second line selection*
- Number receiving forward.
- 


## 2.38 Cancelling all forwards

- Use one of the following:
  -  Select the forward icon
  - Reach the 'Menu' page › *Forward*
- *Deactivate* › *Deactivate forward*


To cancel all forwards, you can programme another type of forward too.

## 2.39 Leaving a text message for internal callers


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

- Use one of the following:
  - 
  - Reach the 'Menu' page
- *Text mail (1 New text message /x New text messages)*
- *Fwd to text*
- Choose the type of message.


### Sending predefined message

- *Predefined msg*
- Select a predefined message.
- *Apply*
- 

### Sending a message to complete

- *To complete*
- Select a predefined message to complete.
- Complete your message.
- *Apply*
- 

## Sending a new message

- *Msg to create*
- Write your message.
- *Apply*
- 

## To deactivate the forward to text feature:

- Use one of the following:
  -  *Deact fwd text*
  -  *New text message*  *Deact fwd text*  The text message is displayed.
- *Deactivate*
- 

## 3 'Meet me' conference

The 'Meet me' function is used to set up a conference with a maximum of 29 persons (maximum value is configured in OXE system, it can be 7, 15 or 29).

### 3.1 Initiate a 'Meet me' conference

In order for the participants to join the conference, you must first decide on a meeting time for the conference and send them the access code.

- Enter the 'Meet me' conference prefix. It is defined by the administrator during system configuration. If necessary you may need to contact your administrator.
- Enter the conference access code.

The conference is set-up. Participants must enter this access code to join the conference call. Send the conference call access code to the participants.

In case of network connected OXE systems, to initiate a 'Meet me' conference with a distant OXE system, you have to enter a phone number of distant OXE system after prefix, to locate the conference. For more information, contact your administrator.

### 3.2 Join a 'Meet me' conference

Once set-up by the conference initiator, other participants can join the 'Meet me' conference.

- Enter the joining code for the 'Meet me' conference. This code is defined by the administrator during system configuration. If necessary you may need to contact your administrator.
- Enter the conference access code.  
Conference access code: 'x' digits code defined by the conference master and communicated to the participants so that they can join the conference.
- You are in conference mode.

An audible beep sounds when a participant joins the conference.

You cannot join a conference if there are already the maximum number of participants.

If you cannot directly reach the conference, you have to call first an internal user or an automatic operator. This one dials the call number for joining the 'Meet-me' conference and then transfers your call (10 seconds).

# 4 Sharing

## 4.1 Answering the general bell

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

- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consultation](#) › [Call pick up services](#) › [Night service call pick up](#)

## 4.2 Manager/Assistant filtering

System configuration allows 'Manager/Assistant' groups to be formed, so that the manager's calls can be directed to one or more assistants.

The programmed key has to be configured by the system.

### From the manager or assistant telephone

- Press programmed key >> Incoming calls are filtered by a chosen person (assistant, etc.).
- Same key to cancel.

Filtering is indicated on the manager's telephone by the icon corresponding to the 'screening' programmed key.

## 4.3 Call pick-up

You hear a telephone ringing in an office where no-one can answer. If authorised, you can answer the call on your own telephone.

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

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

- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consultation](#) › [Call pick up services](#) › [Processing group call pick up](#)

This feature is accessible via a programmed key: [Grp pick up](#) (by default).

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

- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consultation](#) › [Call pick up services](#) › [Individual call pick up](#)
- Number of telephone ringing

This feature is accessible via a programmed key: [Call pick up](#) (by default).



## 4.4 Hunting groups

### 4.4.1 Hunting group call

The hunting group enables calls to be distributed from from a single number to a group of several phone numbers. If your phone number is part of a hunting group, it can be reached via the hunting group number.

### 4.4.2 Temporary exit from your hunting group

- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consultation](#) › [Additional services](#) › [Go out of hunting group](#)
- Enter your group number

This feature is accessible via a programmed key: [Out of grup](#) (by default).

### 4.4.3 Return into your group

- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consultation](#) › [Additional services](#) › [Go into hunting group](#)
- Enter your group number.

This feature is accessible via a programmed key: [Into group](#) (by default).

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 contact on his/her pager

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

- Dial the destination number.
- [Paging](#)
- Dial the destination number ›› Paging in progress is displayed.

Your contact can answer from any telephone in the system.

## 4.6 Answering a call on your pager

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

- Your pager beeps.
- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consultation](#) › [Paging services](#) › [Paging answer](#)
- Your extension number.



This feature is accessible via a programmed key: [Pagng answ](#) (by default).

## 4.7 Calling a contact on his/her loudspeaker

Your internal contact does not answer. If authorised, you can remotely activate her/his phone:

- Your contact does not reply.
- [LS announce](#) ›› You are connected to the loudspeaker on your contact's phone (if he/she has the hands-free function).

## 4.8 Forward a text message

- Use one of the following:
  -  Reach the 'Menu' page
- *Text mail (1 New text message /x New text messages) >>* Display number of new and old messages.
- *Read message > Forward msg*
- Number to be called /Contact's name (*Spell name* /  ).
  - *Send >>* Send message.
  - *Exit >>* End of broadcast.

## 4.9 Broadcasting a message on the loudspeakers of a station group

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

- Off hook.
- Number of broadcast group >> Speak, you have 20 seconds.
-  Hang up.

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

# 5 Managing your charges

---

## 5.1 Charging your calls directly to business accounts

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


- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consultation](#) › [Additional services](#) › [Business account code](#)
- Number of business account.
- Number required.

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

- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consultation](#) › [Consultation & callbacks](#) › [Charging informations](#)

## 6 Programming your telephone

### 6.1 Initializing your voice mailbox

- Light flashes.
- 
- *Voice mail*
- 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.


A weak personal code will be rejected by the system:

- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).

Make sure you choose a strong password with at least 4 digits. The list of weak passwords provided does not contain all the possibilities.

### 6.2 Customizing your voice greeting


You can replace the greeting message by a personal message.

- 
- *Voice mail*
- Enter your personal code.
- *Perso options* › *Greeting msg* › *Perso greeting* ›› Record message.
- *End* ›› End of recording.
- Use one of the following:
  - *Accept* ›› Apply.
  - *Restart* ›› Re-record a message.
  - *Replay* ›› Replay message.

To return to the default message.

- *Normal prompt*

### 6.3 Modify the password for your phone set

- Reach the 'Menu' page.
- *Settings* › *Phone* › *Password*
- Old code (4 digits).
- *Apply*
- New code (4 digits).
- *Apply*
- Enter new password again to confirm.
- *Apply*
- 



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

A weak personal code will be rejected by the system:

- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).

Make sure you choose a strong password with at least 4 digits. The list of weak passwords provided does not contain all the possibilities.

## 6.4 Modify the password for your voice mailbox

- 
- *Voice mail*
- Enter your personal code.
- *Perso options* › *Password*
- New code (4 digits).
- *Apply*
- 

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

A weak personal code will be rejected by the system:




- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).

Make sure you choose a strong password with at least 4 digits. The list of weak passwords provided does not contain all the possibilities.


## 6.5 Adjusting the audio functions

- Reach the 'Menu' page.
- *Settings* › *Phone* › *Ringing*
- Enter password.
- *Apply*



### 6.5.1 Choose the tune

- Select the type of call to which the ringing is to be associated.
  - *Internal call*
  - *External call*
- Select the melody of your choice (16 tunes).
- 
-  End /  To adjust other audio features.



### 6.5.2 Adjusting the ringer volume

- The phone is in idle state.
-  Adjust volume by pressing the volume keys or by moving the cursor along the volume bar at the top of the screen (number of levels: 7).



### 6.5.3 Activate/deactivate silent mode

- *More options*
  - *Silent mode* ›› To activate.
  - *Silent mode* ›› To deactivate.
-  End /  To adjust other audio features.



### 6.5.4 Activate/deactivate meeting mode (progressive ringing)

- *More options*
  - *Progressive ringing* >> To activate.
  - *Progressive ringing* >> To deactivate.
-  End /  To adjust other audio features.

### 6.5.5 Activate/deactivate discreet ring mode

- *More options*
  - *One beep before ringing* /  *Three beeps before ringing* >> To activate.
  - *One beep before ringing* /  *Three beeps before ringing* >> To deactivate.
-  End /  To adjust other audio features.




### 6.5.6 Adjust ringer volume while a call arrives

- Your telephone rings.
-   Adjusting the ringer volume.




## 6.6 Adjusting the brightness of the desk phone

Adjust the brightness of the display, the LEDs, the keys (add-on) and the logo light on the back shell (optional).

### 6.6.1 Adjust the brightness




- 
-  *Display*
- *Brightness level*
- Adjust the brightness. Drag the slider to adjust the brightness
-  Go back to the Homepage.

### 6.6.2 Set the delay before the screensaver starts




- 
-  *Display*
- *Sleep*
- Adjust the idle time before the screensaver starts. Choose a value in the list.
-  Go back to the Homepage.

## 6.7 Activate/deactivate the ambient light sensor



When the ambient light sensor is activated, the phone adjusts automatically the brightness of the display to improve user experience and achieve power savings.

- 
-  *Display*
- *Adaptive brightness*
- Activate/deactivate the ambient light sensor.
- Adjust the brightness of the display. Drag the slider to adjust the brightness
-  Go back to the Homepage.

## 6.8 Screensaver



- 
-  *Display*
- *DayDream*
- Select the screensaver type.
-  Go back to the Homepage.

## 6.9 Select the default page displayed in the 'Alcatel-Lucent Phone' application

- Reach the 'Menu' page
- *Settings › Phone › Home page*
- Enter password.
- *Apply*
- Select the default page (Menu, Perso, Info, Last page seen ...).
- 
- 

## 6.10 Select the language of the 'Alcatel-Lucent Phone' application

Define the language of the 'Alcatel-Lucent Phone' application.

- Reach the 'Menu' page.
- *Settings › Phone › Language*
- Enter password.
- *Apply*
- Select the language of your choice.
- 
- 





## 6.11 Programming keys for call numbers and functions (Perso page/F1 and F2 keys/Add-on keys)


### If the key is not programmed yet:

- Select the key to program.
- Enter your password (if required) and apply.
- Use one of the following:
  - *Speed dial* >> To program a number.
  - *Services* >> To program a function.


### If the key is already programmed:

- Perso page: long press on the programmed key (or reach the 'Menu' page > *Settings* > *Phone* > *Key program* > Select the key to program).  
 /  : reach the 'Menu' page > *Settings* > *Phone* > *Key program* > Select the key to program.
- Enter your password (if required) and apply.
- Use one of the following:
  - *Speed dial* >> To program a number.
  - *Services* >> To program a function.

### To program a number

- *Speed dial*
- Enter the number.
- *Apply*
- For a softkey (perso page or add-on), enter the name of the key.
- *Apply*
- 




### To program a function

- *Services*
- Select a service to program in the list.
- Follow information displayed on the screen.
- 




#### 6.11.1 Other possibilities

- *Modify* >> Modify contents of entry displayed.
- *Delete* >> Delete a programmed key

## 6.12 Modify a programmed key


- Perso page: long press on the programmed key (oR reach the 'Menu' page › *Settings* › *Phone* › *Key program* › Select the key to program).  
 /  : reach the 'Menu' page › *Settings* › *Phone* › *Key program* › Select the key to program
- Enter your password (if required) and apply.
- *Apply*
- *Modify*
- Follow the same procedure described in the section: Programming keys for call numbers and functions (Perso page/F1 and F2 keys/add-on keys).
- 

## 6.13 Delete a programmed key

- Perso page: long press on the programmed key (oR reach the 'Menu' page › *Settings* › *Phone* › *Key program* › Select the key to program).  
 /  : reach the 'Menu' page › *Settings* › *Phone* › *Key program* › Select the key to program
- Enter your password (if required) and apply.
- *Apply*
- *Delete*
- 

## 6.14 Programming an appointment reminder

You can define the time of a temporary reminder (one in 24 hours).

- Reach the 'Menu' page.
- *Appointment*
- 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 phone rings:

- 

If your calls are forwarded to another terminal, the forward is not applied to the reminder call.

To cancel your reminder request:

- Reach the 'Menu' page.
- *Appointment* › *Delete*
- 

The 'Appointment programmed' icon disappears from the welcome page.

## 6.15 Call the associated set

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

- Reach the 'Menu' page.
- *Settings* › *My services* › *Consultation* › *Associate services* › *Call associate*
-  Start the call.

## 6.16 Forward your calls to the associated number

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

- Reach the 'Menu' page.
- *Settings* › *My services* › *Consultation* › *Associate services*
- Use one of the following:
  - *Overflow to associate* ›› For forwarding when you do not answer.
  - *Overflow if busy to associate* ›› For immediate forwarding when your line is busy.
  - *Overflow busy/no rep to assoc* ›› For forwarding if you do not answer or if you are busy.
  - *Deact overflow to associate* ›› To cancel the forwarding to associate function.
- *Apply*

## 6.17 Modify the associated number

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

- Reach the 'Menu' page.
- *Settings* › *My services* › *Associate*
- Enter your password.
- *Apply*
- *Modify*
- Select the new associated number.
  - Enter the new associated number Acceptance of the programming is displayed.
  - *Voice mail*
  - *Speed dial*

›› Acceptance of the programming is displayed.

## 6.18 The Tandem configuration

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

## 6.19 Create, modify or consult your interphony list (max. 10 numbers)

- Reach the 'Menu' page.
- *Settings* › *My services* › *Interphony*
- Follow the on-screen instructions.

## 6.20 Install a jack accessory (headset, hands-free, loudspeaker)

By default, the audio jack of your telephone can be used to connect a headset, hands-free kit or loudspeaker. A wideband headset can also be installed for optimized sound quality.

Plug the jack accessory in the jack.

A specific icon is displayed in the status bar: .

Your phone is equipped with a 3.5 mm, 4 pole jack. If your device is not compatible, you can use a 3 pole to 4 pole jack adapter.

## 6.21 Installing and using an ALE Bluetooth® wireless handset

Please consult the following chapter depending on the handset in your possession (grey or color buttons):

- Next generation of Bluetooth® handsets (ALE Wideband Bluetooth® Handset).
- First generation Bluetooth® handset (ALE Bluetooth® Handset).



## 6.22 Installing a Bluetooth® Wireless Technology device (pairing)

A multi-point Bluetooth® headset can be provided by ALE International.


Only one Bluetooth® device can be used at the same time. If you are using a Bluetooth® headset, the ALE Wideband Bluetooth® Handset cannot be used. But several devices can be registered with your phone. You have to switch from one accessory to another when you want to change device (See below: Switching between Bluetooth® devices)

Before a Bluetooth® device can be used, it must be correctly paired to the phone. Before performing the pairing operation, the Bluetooth® device must be in detectable mode.

Set your deskphone to 'discover' the Bluetooth® wireless device:

- 
-  *Bluetooth*
- Mark the Bluetooth® checkbox if it is unmarked.

» Searching for Bluetooth® equipment. Wait for the detected equipment type and address to be displayed



- Select the relevant equipment.
- Enter the PIN code of the device if necessary\*.
-  Go back to the Homepage.

\* Refer to the instructions supplied with the Bluetooth® device

## 6.23 Using a Bluetooth® Wireless Technology device




Refer to the instructions supplied with the Bluetooth® device.

## 6.24 Display all paired Bluetooth® devices

- 
-  *Bluetooth* » Display of the different equipment paired.

## 6.25 Switching between Bluetooth® devices




Only one Bluetooth® device can be used at the same time. If you are using a Bluetooth® headset, the ALE Wideband Bluetooth® Handset cannot be used. But several devices can be registered with your phone. You have to switch from one accessory to another when you want to change device.

- 
-  *Bluetooth*
- All paired devices are listed.
- Select the Bluetooth® device to use.
-  Go back to the Homepage.

## 6.26 Removing a Bluetooth® accessory (headset, handset, etc.)

It is not recommended to remove the Bluetooth® handset.

To remove completely the device:

- 
-  *Bluetooth*
-  Select the settings icon of the equipment to remove.
- *Forget*

› Message acknowledging the equipment has been removed.

## 6.27 Configure your phone for remote working

Your IP phone is compatible with remote working (VPN) via a secure connection (encrypted). In this mode, all features available at your office will be ready for use remotely.

If the telephone system of your enterprise is configured to accept remote workers (system and infrastructure), you have to configure your desk phone to be ready for remote working.

The configuration of the phone depends on the infrastructure of your telephony network.

For information, please consult the following guide:

- “IPsec VPN Deployment Guide for Remote Workers for DeskPhones and Premium DeskPhones s Serie “ 8AL90345ENAA (<https://businessportal2.alcatel-lucent.com/8AL90345ENAA>)

In this section, we describe the complete configuration of your phone for remote working.

There are two ways to configure your phone for remote working:

- Using the native Android VPN.
- Using the StrongSwan application.



Before configuring your phone for remote working, check if you have all the information from your administrator.

### 6.27.1 Android VPN


The VPN Server has to be configured and the IKEv1 protocol must be used (Key Exchange version 1).

Your administrator has to give you information about the connection (server, username, password).

Configure a new native VPN in Android settings from the location of the remote working:

- Connect your desk phone to the network (and plug in the power jack if you are using an external power adapter).
-  Open the Android settings menu.
- **VPN**
-  Select the '+' button (At the top-right corner of the screen).
- Provide the VPN's details:
  - Give a name for this new VPN profile.
  - The VPN type: Enter the pre-shared key to establish a secure connection with the VPN server (IPSec Xauth PSK).
  - The server address.
- Save your changes.
- The VPN client is configured.

Start the VPN client:

-  Open the Android settings menu.
- **VPN**
- Select the new VPN client.
- Enter the username and password (You can save credentials by validating the corresponding checkbox).
- Your desk phone is ready for remote working.

## 6.27.2 StrongSwan


The VPN Server has to be configured and the IKEv2 protocol must be used (Key Exchange version 2).

The DHCP mode on your desk phone has to be set to 'dynamic'.

Your administrator has to give you information about the connection (server, server identity, certificate, IKEv2 and IPsec/ESP Algorithms, username, password).

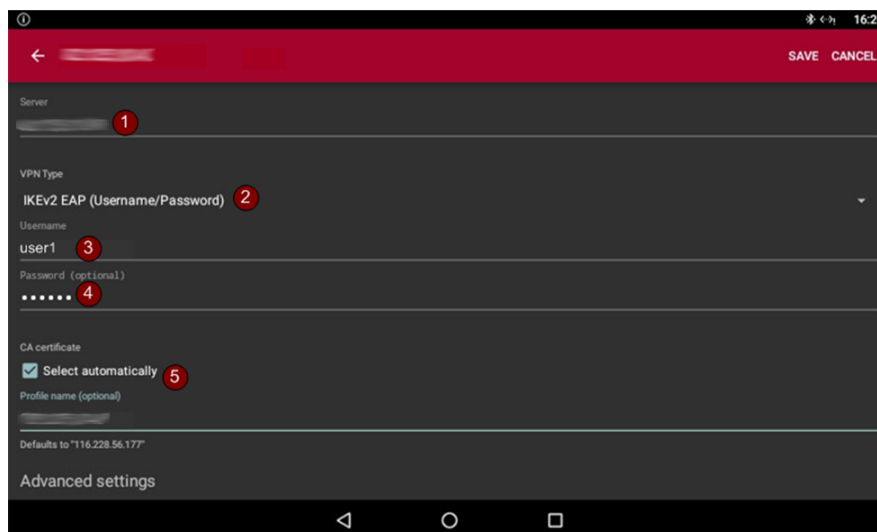
A certificate, generated from the VPN server, has to be imported into the VPN server.



- First you have to install the application from the private store. Contact your administrator for more information.
- Import the certificate
  - Start the StrongSwan application
  -  Open the menu of the application (At the top-right corner of the screen).
  - *CA certificates* (at the top-right corner of the screen).
  - *Import certificate* (at the top-right corner of the screen).
  - Import the certificate previously stored into the VPN server by your administrator. You can check if the certificate is correctly imported by selecting the tab: *IMPORTED*

From the location of remote working:

- Connect your desk phone to the network (and plug in the power jack if you are using an external power adapter).
- Start the StrongSwan application to configure the VPN profile
- *ADD VPN PROFILE* (at the top-right corner of the screen).



1. *Server*: Enter the address of the VPN server.
2. *VPN Type*: IKEv2 EAP.
3. Enter username.
4. Enter password (optional).
5. *CA Certificate -> Select automatically*: Check this option.



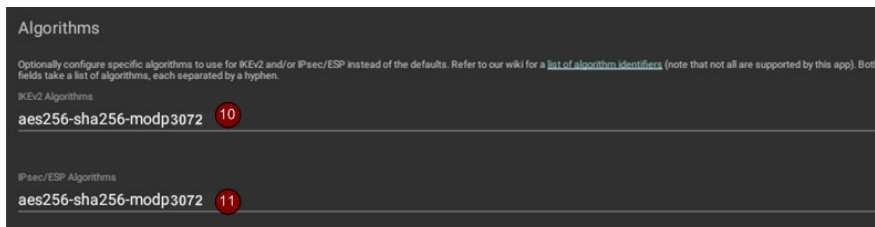
6. Select advanced settings: *Advanced settings*

These parameters depend on the VPN server configuration. Please contact the administrator to enter correct values.

- *Server identity* (for example: C=CH,O=strongSwan,CN=server). The server identity has to be the same of the VPN server used to generate the certificate.
- *IKEv2 Algorithms* (for example: aes256-sha256-modp4096)
- *IPsec/ESP Algorithms* (for example: aes256-sha256-modp4096)



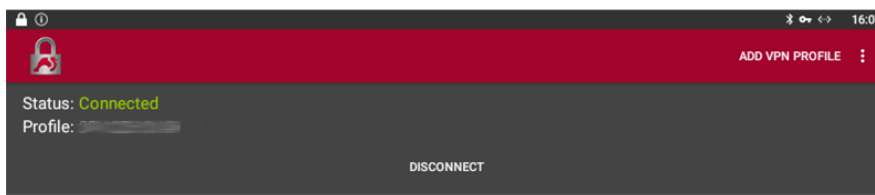
7. Uncheck: *Send certificate requests*
8. Uncheck: *Use OSCP to check certificate*
9. Uncheck: *Use CRL to check certificate*



10. *IKEv2 Algorithms*: set the IKEv2 algorithm as configured in the VPN server.
11. *IPsec/ESP Algorithms*: set the IPsec/ESP algorithms as configured in the VPN server.



12. Save your changes.



13. Press the created profile to launch the VPN connection.
14. Your desk phone is ready for remote working.

If the TFTP server is required, the server address has to be set in the TFT1 field first. If the TFT1 field is greyed after the phone is rebooted, enter the same address into the TFT2 field on your desk phone.

To remove a profile, press and hold on it and press the delete button at the top-right corner of the screen.



# 7 Contacting your administrator (technical support)

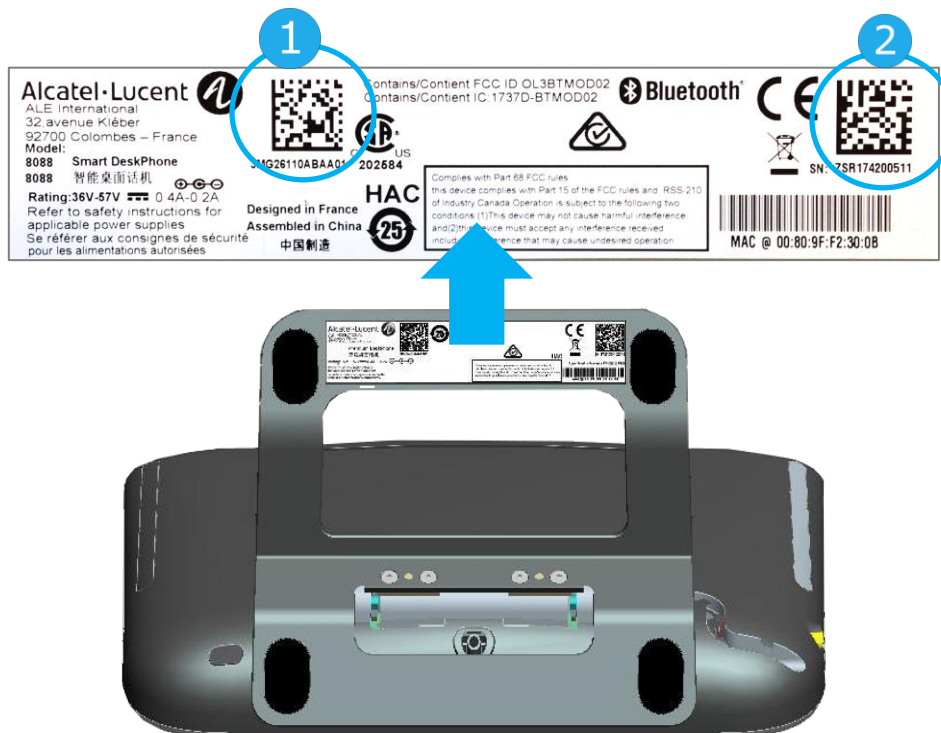
If necessary you may need to contact your administrator.

Before contacting your administrator, make sure you have information such as your phone's codes and software version to hand.

## 7.1.1 Technical code / Date code

The codes are located under the backshell of the phone. This label is an example and does not represent the one placed on your phone.

<b>1</b>	Technical code.
<b>2</b>	Date code.





### 7.1.2 Software version

The software version can be viewed on the phone by following this path:


- Reach the 'Menu' page › *Settings* › *Options* › *Version*

### 7.1.3 Hardware model, Android version, Kernel

The hardware model can be viewed on the phone. The build number contains the release of your DeskPhone. For example, the build number is R500.xxxxxx for the release 500.


- The phone is in idle state.
-  Open the Android settings menu.
- *About phone*
- 

### 7.1.4 IP address



- Use one of the following:
  -  Open the Android settings menu.  
*About phone* › *Status*
  - Reach the 'Menu' page  
*Settings* › *Options* › *IP parameters*

## 7.2 Phone auto test

The auto test of the phone is a quick hardware test of the sound, the display and the LEDs. It lets the user do the first tests directly from the desktop.

- The phone is switched on and connected.
- Reach the 'Menu' page.
- *Settings* › *Options* › *Phone test*
- Auto test has started.
-  To stop the auto test.

## 7.3 Access to administrator configuration

-  Open the Android settings menu.
-  Open the administration settings by selecting this icon at the top-right corner of the screen.
- Enter the administrator password.
- New menus are displayed.
- These new menus allow the administrator to set network parameters (IP, Proxy, DNS,...), to display the performance, the average memory used and the state of the internal memory of the phone. The administrator can also restore factory settings.

## 8 Accessories

The ALE-supported accessories are intended to work smoothly on most/all of our clients (hardphones, softphones). The list of accessories presented in this document is not contractually binding and may be modified without prior warning. The listed accessories have been tested on our phones but other accessories can also be used.

### 8.1 List of accessories

#### 8.1.1 Jack 3.5 mm 4-pole corded headset

- Corded Premium Monaural Wideband Headset 3GV28047BA (Sennheiser SC 232).  
HD voice - Easy Disconnect - Cables Jack 3,5 mm, 4-pole and 3-pole
- Corded Premium Binaural Wideband Headset 3GV28048BA (Sennheiser SC 262).  
HD voice - Easy Disconnect - Cables Jack 3,5 mm, 4-pole and 3-pole
- Corded Monaural Wideband Headset 3GV28047AD (Plantronics HW510N).  
Quick Disconnect (QD) - Cables Jack 3,5 mm, 4-pole and 3-pole
- Corded Binaural Wideband Headset 3GV28048AD (Plantronics HW520N).  
Quick Disconnect (QD) - Cables Jack 3,5 mm, 4-pole and 3-pole
- Corded Monaural 3BN78158AB (Plantronics C215).  
Cables Jack 3,5 mm, 4-pole and 3-pole



#### 8.1.2 Bluetooth® headset

Your phone delivers wideband audio on compatible Bluetooth® headset.

- Bluetooth Monaural Headset 3BN67215WW (Plantronics Voyager Legend).

#### 8.1.3 Adapter

- QD RJ9 adapter 3GV28177AA (Box of 10 - Plantronics).
- 80XX JACK 4-3 POLE CABLE (Box of 10) 3MG08018AA.
- USB C to USB-A CABLE (Box of 10) 3MG08020AA.

#### 8.1.4 Other accessories (headsets)

Compatible accessories are validated by the Developer and Solution Partner Program (DSPP):  
<https://www.al-enterprise.com/-/media/assets/internet/documents/headsets-ecosystem-march-2019-en.pdf>

### 8.2 Connect a 3 pole jack headset

Your phone is equipped with a 3.5 mm, 4 pole jack. If your headset is not compatible (3 pole jack), you have to use adapters. Contact the manufacturer of your headset to find the appropriate adapter.

Use the following adapter: 80XX JACK 4-3 POLE CABLE (Box of 10) 3MG08018AA. A 3 pole to 4 pole jack adapter to connect the jack of the headset to the DeskPhone to manage audio.

### 8.3 Developer and Solution Partner Program (DSPP)

The mission of the DSPP is to support a broad ecosystem of developers and partners throughout the desk phone lifecycle. In this context, certification tests are performed between partner applications or devices and Alcatel-Lucent Enterprise's platforms. It certifies proper inter-working with partner applications or devices.

Results of certification tests for headsets can be consulted by following links below.

- IWR-0121: Sennheiser Headsets / Desk phones  
<https://www.al-enterprise.com/-/media/assets/internet/documents/sennheiser-headsets-terminals-iwr-0121-ed10-en.pdf>
- IWR-0018: Jabra Headsets for hardphones  
<https://www.al-enterprise.com/-/media/assets/internet/documents/iwr-0018-ed03-gn-jabra-headsets-amplifiers-omnipcxplatformsterminals.pdf>
- IWR-0164: Plantronics-Headsets-Amplifiers  
<https://www.al-enterprise.com/-/media/assets/internet/documents/plantronics-headsets-amplifiers-iwr-0164-ed04.pdf>

We recommend connecting the headset via the desk phone USB connector and not using the provided hub if delivered with the headset.

## 9 Technical specifications

	<b>8088 V2</b>	<b>8088</b>
Width	252 mm (9,92 in)	252 mm (9,92 in)
Depth on a table	200 mm (7,87 in)	200 mm (7,87 in)
Depth with wall mounting kit, and handset		
Height	204 mm (8,03 in)	204 mm (8,03 in)
Weight	1350 g (2.98 lbs)	1350 g (2.98 lbs)
Adjustable foot stand range	25° - 60°	25° - 60°
Color	Black	Black
Display	Seven-inch screen graphical TFT-LCD color touch screen display	Seven-inch screen graphical TFT-LCD color touch screen display
Internal HD Camera (If available)	720p at 25 fps, 5 MP	720p at 25 fps, 5 MP
Flash memory	16 Go	4 Go
Power over Ethernet (IEEE 802.3af)	Class 3	Class 3
Operating conditions	-5°C - +45°C (23°F - 113°F)	-5°C - +45°C (23°F - 113°F)

## 10 Ordering information

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8088 Smart DeskPhone V2	3MG27112AB
8088 Smart Deskphone No Camera V2	3MG27112ND
80XX JACK 4-3 POLE CABLE (x10)	3MG08018AA
USB C to USB-A cable (Box of 10)	3MG08020AA
Wide Band Comfort Handset	3MG27032AA
Wide Band Bluetooth Handset	3MG27209AA
Corded Premium Monaural Wideband Headset	3GV28047BA
Corded Monaural Wideband Headset	3GV28047AD
Corded Premium Binaural Wideband Headset	3GV28048BA
Corded Binaural Wideband Headset	3GV28048AD
Corded Monaural	3BN78158AB
Bluetooth Monaural Headset	3BN67215WW
AC/DC Power Adapter (100–240 V AC/48 V DC)	3MG27006xx
80XX JACK 4-3 POLE CABLE (x10)	3MG08018AA
External ringing interface module without PSU	3GV28050AA

# 11 Guarantee and clauses

Current Safety and Regulatory Statements are related to the 8088 Smart DeskPhone set only, and do not concern the accessories.

## 11.1 Safety Instructions

- Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- Magnets could affect the functioning of pacemakers and implanted heart defibrillators. Keep a safe distance between your pacemaker or implant defibrillator and the handset which includes magnetic elements: 4 centimeters (1,6 inches) at least.
- To limit the risk of interference, people with pacemakers must keep the wireless telephone away from their equipment (minimum distance of 15 cm/6 inches).
- It is recommended to follow the standard acceptance procedures before using this equipment in human safety critical areas (hospitals...).
- The handset includes magnetic elements that may attract sharp metallic objects. To prevent injury, before each use ensure sharp metallic objects are not stuck to the earpiece and microphone.
- A Bluetooth® Handset with integrated battery is available with certain Product variants. The battery must be charged during 6 hours before initial use and must be replaced correctly to prevent danger of explosion. Use only the recommended battery. Contact your Business Partner if you need a spare battery.
- Avoid using phones (other than cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use this device in environments where there is a danger of explosion.
- Do not plug this phone into an Integrated Services Digital Network (ISDN) connection or into a regular Public Switched Telephone Network (PSTN) connection. This can result in severe damage to the phone.
- Never allow your telephone to come into contact with water.
- To clean your telephone, use a soft damp cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Do not use aerosol cleaners.
- This product is intended to be supplied, either via the Ethernet (LAN) port, or via the DC-in by a Certified Direct Plug-In Power Unit approved as 'LPS' (Limited Power Source) against CSA/UL/IEC 60950-1 and rated 48V dc, minimum 0.27A. Allowed power supplies: WA-13B48R – Asian Power Devices Inc.
- Some Premium DeskPhones and Smart DeskPhones also offer a Bluetooth® radio interface for Bluetooth® handsets or other Bluetooth® devices frequency range 2402-2480 MHz, radiated power 5 mW.
- If you are connected to a POE connection do not use an external Power Supply.
- The cover of the phone screen is made of glass. This glass could break if the phone is dropped or it receives a significant blow. If the glass chips or cracks, stop using the phone and do not touch the broken glass as this could cause injury to you. Glass cracked due to misuse or abuse is not covered under the warranty

## 11.2 Regulatory Statements

### EUROPE

This equipment complies with the essential requirements of following directives: 2014/53/EU (RED), 2014/30/EU (EMC), 2014/35/EU (LVD), 2009/125/EC (ErP), 2011/65/EU (RoHS).

Declaration of Conformity may be obtained from:

ALE International 32 avenue Kléber – 92700 Colombes, France

ebg\_global\_supportcenter@al-enterprise.com

### USA and Canada

Phones with Bluetooth® comply with Industry Canada's license-exempt RSSs. 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. 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 correcting the interference by consulting the dealer.

### Exposure to Radio Frequency Signals

This equipment complies with radiation exposure limits set by FCC/IC and the Council of European Union for an uncontrolled environment. This equipment has very low levels of RF energy and is deemed to be compliant without testing of the specific absorption rate (SAR).

### User Instructions

Use this product in temperatures between -5°C to +45°C (23°F to 113°F).

This product is intended for use in an indoor environment only. This apparatus is Hearing Aid Compatible (HAC).

### Acoustic shock protection

Maximum sound pressure level for handset is compliant with European, US and Australian standards.

#### Directive 2003/10/EC specifying the risks inherent in noise at work

The ring contributes towards overall daily noise - at its maximum setting, the level is 105 dBA at 60 cm from terminal. To reduce the level, the following is recommended:- reduce the setting (9 levels of 5 dB) - program a progressive ring.

### Privacy

Privacy of communications may not be ensured when using the Bluetooth® handset or any additional Bluetooth® device.



### Disposal

The equipment must be returned to a collection point for electronic equipment waste disposal. Defective batteries must be returned to a collection point for chemical waste disposal.

### Related Documentation

Other languages for these Safety and Regulatory Instructions and User Documentation are available at the following Web site:

<https://www.al-enterprise.com/products>.

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- 1 **LED**  
Flashing blue: incoming call Arrival of a new call.
- 2 **Embedded HD Video camera with shutter.** Swipe the shutter right or left to use or hide the camera. This feature depends on the model of your telephone.
- 3 **Color touchscreen display with auto brightness adjustment** which improves the user experience and achieves power savings (ambient light sensor).
- 4 **Permanent feature keys:** quick access to the phone's main features.  
Mute and interphony key.  
During a call, press this key to stop your contact from hearing you. When idle, press this key to switch the phone to interphony mode.  
Turn down the volume.  
Turn up the volume.  
Answer an incoming call or make a call (keypad) in hands free-mode (the key is blue).  
During conversation, use this key to switch headset, handset, or hands-free mode.  
Ignore incoming call.  
Hang up the ongoing call.  
Terminate a programming.  
Show or hide the keypad. Use the keypad to enter digits and letters.  
Messaging key to access the messaging portal (call log, voice messages and text messages). This key flashes blue when there is a new event such as a new voice message, a new instant message or a new event in the call log.  
Android™ settings  
Use this key to adjust the display of the phone, configure Bluetooth®, customize the alpha keypad, or set time and date.  
Return to the homepage at any time.
- 5
  - Bluetooth® wireless handset.
  - Wired handset.
- 6 3.5 mm, 4 pole jack (international standard L-R-MIC-GND, European standard L-R-GND-MIC).
- 7 Microphone.
- 8 Wideband loudspeaker for optimized sound.
- 9 An adjustable and stable foot.

**Welcome screens**

Your phone provides 3 welcome screens:

- Alcatel-Lucent Phone: access to all telephony features
- AOM: virtual add-on module (optional).
- Private store: access to applications from a private store or a web page (Optional).

Browse between different screens by swiping left or right:



**Bluetooth® wireless handset**

- Switch on / off.
- Off-hook/On-hook.



**Volume/Mute:**

- Short successive presses to change the handset volume level (3 levels).
- Long press to ensure your caller no longer hears you.















**Touch screen navigation**





	<ul style="list-style-type: none"> <li>• Select a page by pressing the corresponding tab on the screen. The selected page is highlighted.</li> <li>• Make your selection by pressing the label on the screen.</li> </ul>
	Scroll a list (features, call log, contact,...) by pressing the up or down arrow or by sliding the finger up or down on the screen.
	Manage your call forwarding by pressing the forward icon. <ul style="list-style-type: none"> <li>• Stationary arrow: no forwarding activated.</li> <li>• Rotating arrow: forwarding activated.</li> </ul>
	Use the 'OK' softkey to validate your choices and options while programming or configuring.
	Use the 'Back/Exit' icon to go back to the previous step.
	Redial key: to access the 'Redial' feature. <ul style="list-style-type: none"> <li>• Last number redial (short press).</li> <li>• Call back one of the last 8 numbers dialed Call back on the last 50 numbers dialed (long press).</li> </ul>
	Programmable keys (F1 and F2 keys). A service or a direct call can be associated to these keys.
	When installed, Rainbow™ application is integrated into your phone's features. Select Rainbow™ icon to switch to Rainbow™ main page. When you receive a Rainbow™ event like an instant message, or if you are having a conversation through with Rainbow™ application, Rainbow™ icon is marked with a red bullet. (Optional)

**Status icons/ Call icons**

	Headset connected.		Incoming call icon.
	Telephone locked.		Call in progress icon.
	Appointment programmed.		Call holding icon.

<p><b>Call</b> Dial the number directly or dial the number after pressing a line key (an off-hook key phone or Bluetooth® handset, hands-free key).</p>	
<p><b>Making a video call</b> You can use the Rainbow™ application to manage video calls with your desk phone. You can use the Rainbow™ application to manage video calls with your desk phone.</p>	
<p><b>Call by name (Company directory)</b> Enter the name, contact's surname/name or initials and follow the on-screen instructions.</p>	
<p><b>Answer a call</b> Take the handset off the hook, use an off-hook key (phone or Bluetooth® handset), use the hands-free key, or press the incoming call icon.</p>	
<p><b>Ignore the call / End the call.</b></p>	
<p><b>Redial</b> Long press to access the list of the last 8 dialed numbers. Short press to call the last dialed number.</p>	
<p>Make a call-back request to a busy number <i>Callback</i></p>	
<p><b>Placing a call on hold (hold)</b> <i>Hold</i></p>	
<p><b>Sending DTMF signals</b> <i>Send DTMF</i> Send numbers.</p>	
<p><b>Mute (During conversation)</b></p>	
<p><b>Interphony (In idle state)</b> The phone automatically answers the call. Before the line is taken, you hear a succession of specific beeps.</p>	
<p><b>Making a second call during a conversation</b> <i>New call</i></p>	
<p><b>Answering a second call during a conversation</b> Select the incoming call icon.</p>	
<p><b>Switching between calls (Broker call)</b> Select the call on hold icon from the conversation screen.</p>	
<p><b>To cancel your second call and recover the first</b> You automatically recover the first call.</p>	

<p><b>Transferring a call</b> You are in conversation with one contact. Call a second contact. <i>Transfer.</i></p>	
<p><b>Conference</b> Call the first contact. Call the second contact. <i>Conference.</i></p>	
<p><b>Make calls via your programmed call keys</b> Press the desired programmed call key.</p>	Perso Virtual add-on
<p><b>Programming direct call keys</b> Reach the 'Menu' page <b>Settings</b> <b>Phone</b> <b>Key program</b> Select the key to program. Enter the name and number to associate to the key.</p>	Menu
<p><b>Modify the programmed key</b> Reach the 'Menu' page <b>Settings</b> <b>Phone</b> <b>Key program</b> (You can edit a programmed key of the perso page by pressing and holding it). Press the programmed key to be modified. Follow the on-screen instructions.</p>	Menu
<p><b>Erase a programmed key</b> Reach the 'Menu' page <b>Settings</b> <b>Phone</b> <b>Key program</b> (You can edit a programmed key of the perso page by pressing and holding it). Select the key to be erased. Follow the on-screen instructions.</p>	Menu
<p><b>Customizing your voice greeting</b> <i>Settings</i> <i>Voice mail</i> You can listen to the greeting, customize the greeting and set the default greeting.</p>	Menu
<p><b>Consulting your voice mailbox</b></p>	
<p><b>Diverting calls to your voice mailbox</b> Select the forward icon. <i>Imm fwd to VM</i> Select the type of call forwarding required.</p>	
<p><b>Cancel forward</b> Select the forward icon. <i>Deactivate</i> <b>Deactivate forward</b></p>	
<p><b>Do not disturb</b> Select the forward icon. <i>Do not disturb</i></p>	

<p><b>Send text messages</b> <i>New text message</i> <i>Send text message</i> Enter the destination number. Select the type of message to send (fixed Msg, New Msg,...).</p>	
<p><b>Read text messages</b> <i>New text message</i> <i>Read message</i></p>	
<p><b>Information about the phone</b></p>	Info
<p><b>Lock/unlock the phone</b> <i>Lock</i></p>	Menu
<p><b>Adjust audio volume</b></p>	
<p><b>Select the language of your choice</b> <i>Settings</i> <b>Phone</b> <b>Language</b></p>	Menu
<p><b>Choose the tune</b> <i>Settings</i> <b>Phone</b> <b>Ringing</b> Adjust the ring via the following menus: Melody, Silent, Beeps, Volume, etc.</p>	Menu
<p><b>Adjusting the display of your set</b> <i>Display</i> Adjust the brightness, the screensaver, the homepage of the phone, the skin, etc.</p>	
<p><b>Modify the password for your phone set</b> <i>Settings</i> <b>Phone</b> <b>Password</b></p>	Menu
<p><b>Homepage</b> <i>Settings</i> <b>Phone</b> <b>Home page</b> Select the default home page of the Alcatel-Lucent phone application.</p>	Menu
<p><b>Manage Bluetooth® device</b> <b>Bluetooth</b></p>	