

Alcatel OmniPCX Enterprise

Alcatel 4018/4019



















Introduction

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



How to use this guide

- | | | | |
|---|---|---|---------------------------------|
|  | Lift the receiver. |  | Line key. |
|  | Hang up. |  | Specific key on numeric keypad. |
|  | Numeric keypad. |  | Partial view of display.. |
|  | Means that the function is subject to programming. If necessary, contact your installer. | | |
|  | Means that the function can be accessed by pressing a programmed key - see Programming the programmable keys . | | |
|  | Adjustment "reduce". |  | Fixed key. |
|  | Adjustment "increase". |  | MENU key. |
|  | Loudspeaker, hands free. |  | Voice mail access key. |
|  | Move the navigation key up or down. | | |
|  | To go back one level (press and release) or to return to the welcome page (press and hold) ; during a conversation, can be used to access the different pages (Menu, Perso, etc.) and to return to the telephone screens. | | |

These symbols can be supplemented by small icons or text.

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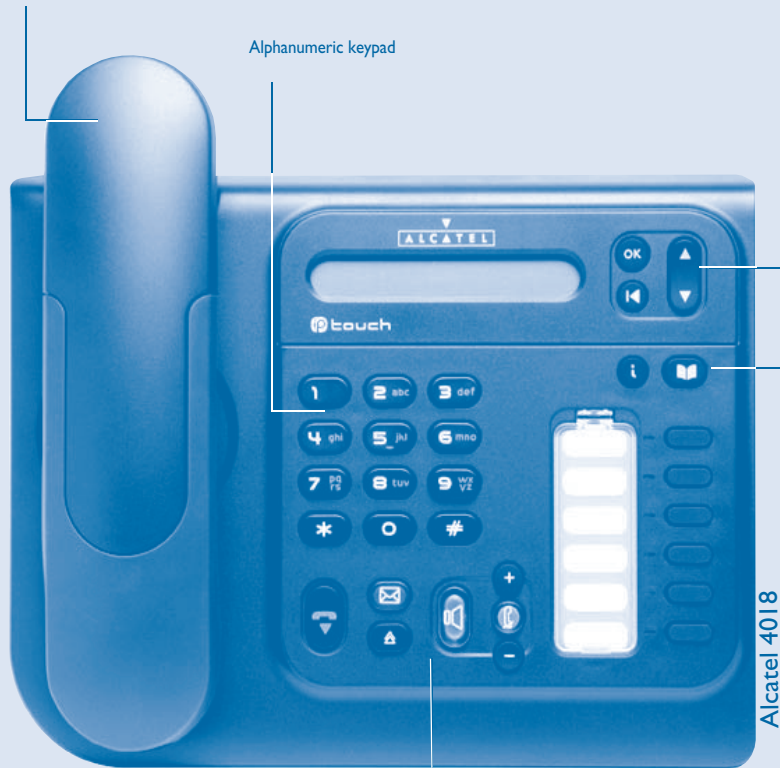
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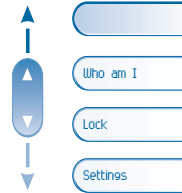
Getting to know your telephone

Handset

Alphanumeric keypad



Navigation



Up-down navigator: used to navigate around the home page, through the menus or in a text zone when entering characters.
The home page consists of:

- Information on the status of the set (set locked, call forward, etc.)
- Date and time
- Set programming and configuration functions

Functions accessible (set in idle position):

Who am I	Identify the terminal you are on,
Lock	Lock / unlock your telephone,
Forward	Divert your calls to another number. (immediate forwarding, forward to voice mail, forward to bleeper),
Settings	Configure the set (personal assistant, display, ring tone, voice mail, etc.),
Events	Accessing recent calls made and unanswered external calls.

Features accessible in conversation:

Enquiry	Calling a second person during a conversation,
Send DTMF	Sending DTMF signals,
Record	Recording the current conversation,
Forbid camp on	Barring the reception of a new call during communication.

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

- OK key:** used to validate your choices and options while programming or configuring.
- Back/Exit key:** to return to previous menu (short press) or return to first screen (long press).

Function keys and programmable keys

- Guide key:** Use to obtain information on the pre-programmed keys or to access the set programming or configuration.
- Phone book key:** Access your personal directory.
- Pre-programmed function keys and programmable key**
Lit when the function associated with the key is activated.

Audio keys

- Hang-up key:** to terminate a call.
- Hands-free/Loudspeaker Key:** to make or answer a call without lifting the receiver (Alcatel 4018).
 - Lit in hands-free mode or headset mode (short press).
 - Flashing in loudspeaker mode (long press).
- Intercom/Mute key:**
 - During a conversation: press this key so that your correspondent can no longer hear you.
 - Terminal idle: press this key to answer calls automatically without picking up the receiver.

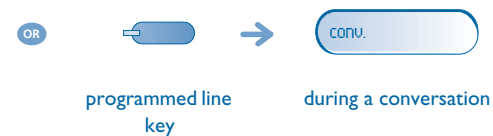
To adjust the loudspeaker or handset volume up or down

Function keys

- Messaging key to access various mail services**
If the key flashes orange, a new voice message, a new text message or a call-back request has been received.
- 'Redial' key:**
 - To access the 'Redial' function (short press)
 - Call back on the last 8 number dialed (long press).

1 Using your telephone

1.1 Making a call



To make an external call, dial the outside line access code before dialling your correspondent's number. 9 is the default code for an outside line.

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

1.2 Receiving a call



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

- Terminal idle:

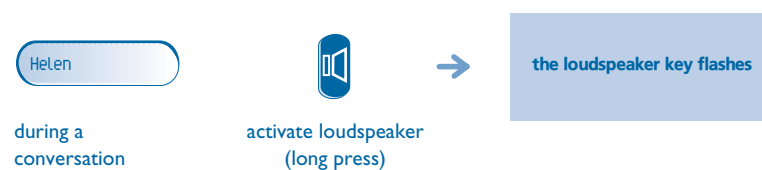


- Call in progress:



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

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



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

Using your telephone

1.5 Make a call using the personal phone book



press and release



press the programmed key directly (0 to 9)

OR



select the contact to call



start the call

1.6 Redialling

- Redialling the last number dialled (redial)



last number redial

'redial' key (short press)

- Call back on the last 8 number dialled



OR



Events



Redial list



'redial' key (long press)



select the no. in the last ten issued



start the call

1.7 Make a call-back request to a busy number

the number you are calling is busy



Call back



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

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in hands free mode. The screen shows the caller's identity.

- To activate - Terminal idle:



corresponding LED lights up



When your caller hangs up, intercom mode remains active.

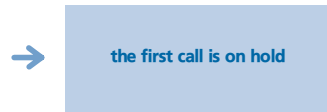
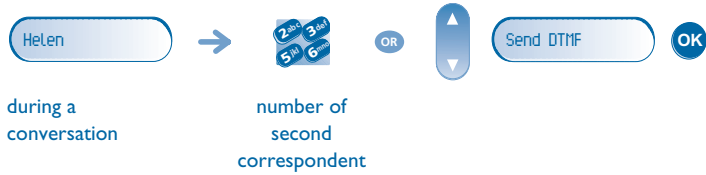
- To deactivate - Terminal idle:



the corresponding LED goes out

2 During a conversation

2.1 Making a second call during a conversation



• Other methods for calling a second correspondent

- Call back on the last 10 number dialled (long press).
- Calling from your personal directory (PersSpDial)
- Programmed line key.

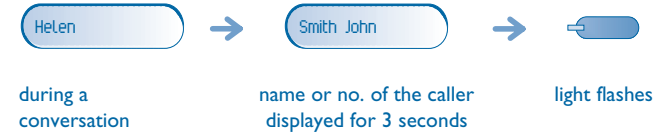
• To cancel your second call and recover the first:



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

2.2 Answering a second call during a conversation

• A second correspondent is trying to call you:

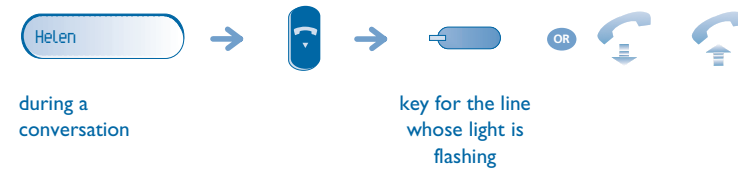


■ answer call displayed



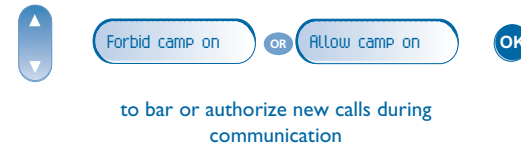
line key for which icon is flashing

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



2.3 Barring the reception of a new call during communication

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



During a conversation

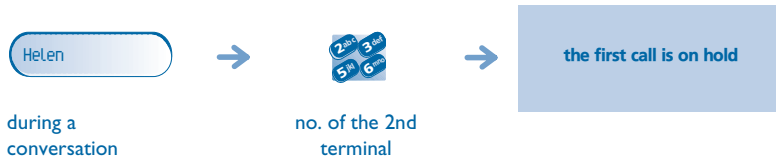
2.4 Switching between calls (Broker call)

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



2.5 Transferring a call

• To transfer your call to another number:



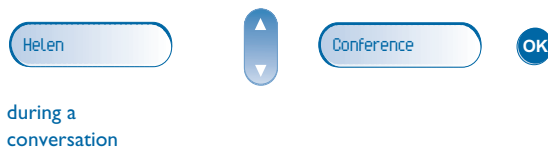
• If the number receiving the transfer answers:



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

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

■ During a conversation, a second call is on hold



■ cancel conference and return to first correspondent



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

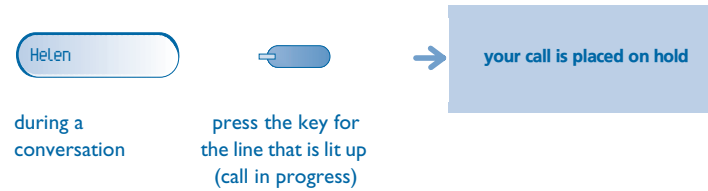


hang up

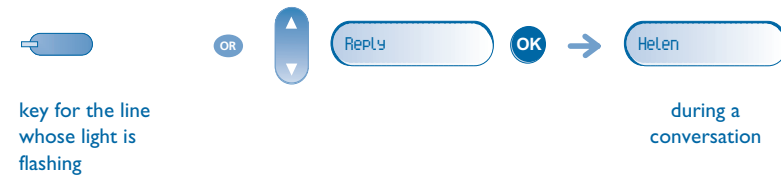
2.7 Placing a call on hold (hold)

• **Exclusive hold:**

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



• **Recover the call on hold:**



During a conversation

2.8 Placing an outside call on hold (parking)

➡ Park/retrieve call

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



during a conversation

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

Your correspondent is parked and hears the hold melody.

• **To recover the parked call:**

➡ Park/retrieve call



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

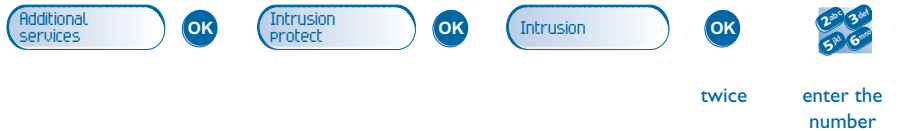
2.9 Intrusion into an internal conversation

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



• **Protection against intrusion:**

➡ Intrusion protection



Protection is cancelled when you hang up.

2.10 Sending DTMF signals

During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine.



during a conversation

to activate

The function is automatically cancelled when you hang up.

During a conversation

2.11 Mute, so that your correspondent cannot hear you

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



during a conversation

disable microphone



resume the conversation

2.12 Adjust audio volume

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



during a conversation

adjust audio volume

2.13 Recording the current conversation

To record the conversation during communication:



to start recording

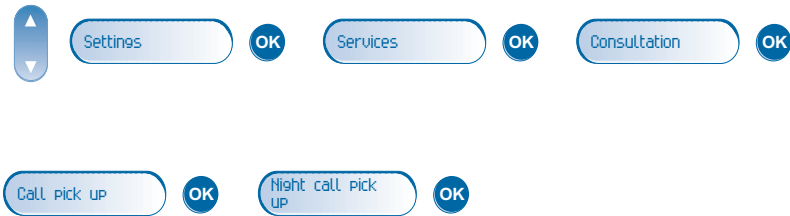
to stop the recording

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

3.1 Answering the general bell

☞ Night service call pick up

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

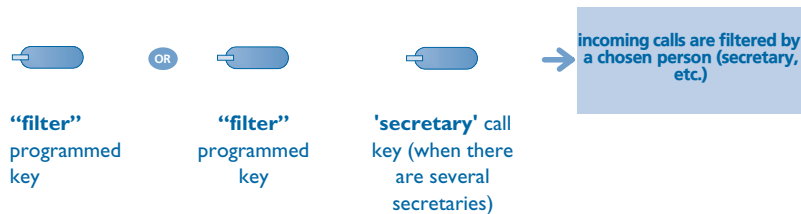


3.2 Manager/secretary filtering

☞ Screened list :

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

• From the manager’s or secretary’s telephone:



☞ same key to cancel

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

3.3 Call pick-up

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

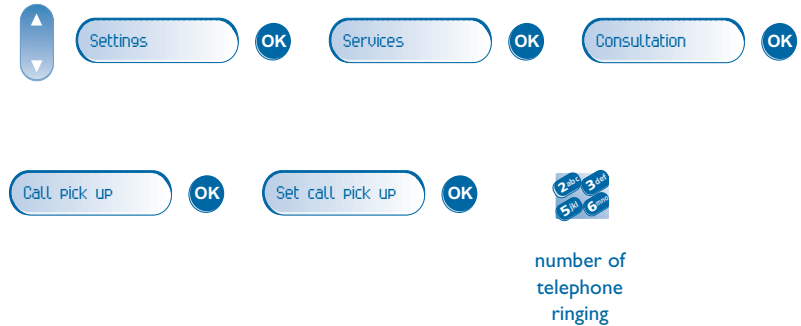
• If the telephone ringing is in your own pick-up group:

☞ Group call pick up



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

☞ Individual call pick up



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

3.4 Hunting groups

• Hunting group call:

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



group no.

• Temporary exit from your hunting group:

➡ Go out of hunting group



your group number

• Return into your group:

➡ Go into hunting group

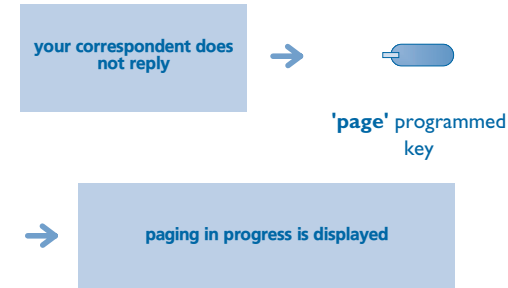


your group number

Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

3.5 Calling an internal correspondent on his/her pager

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

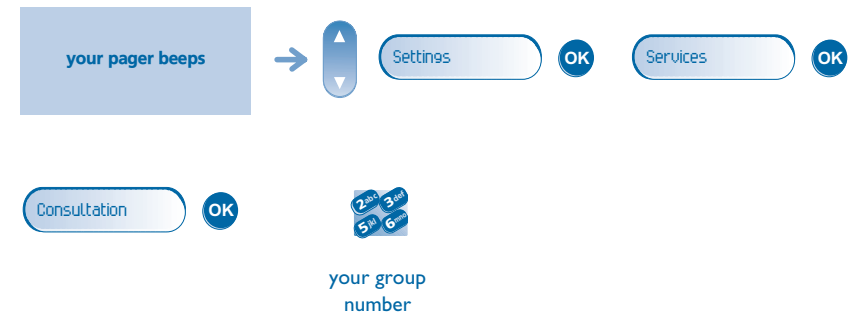


Your correspondent can answer from any telephone in the system.

3.6 Answering a call on your pager

➡ Paging answer

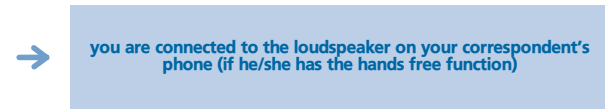
A call on your pager can be answered from any telephone within the system.



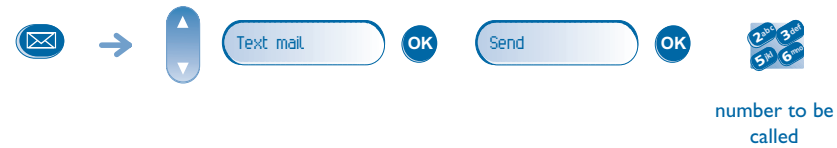
Sharing

3.7 Calling a correspondent on his/her loudspeaker

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



3.8 Sending a written message to an internal correspondent



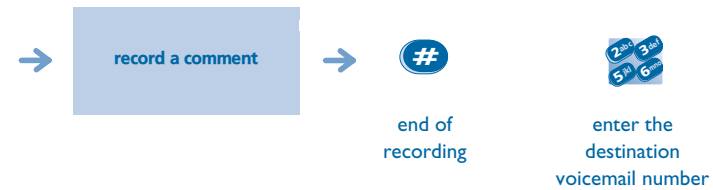
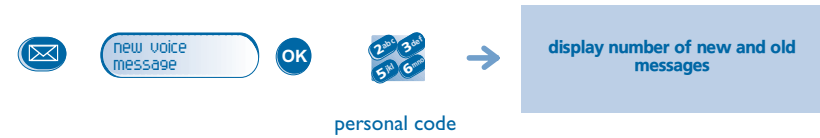
• Predefined message



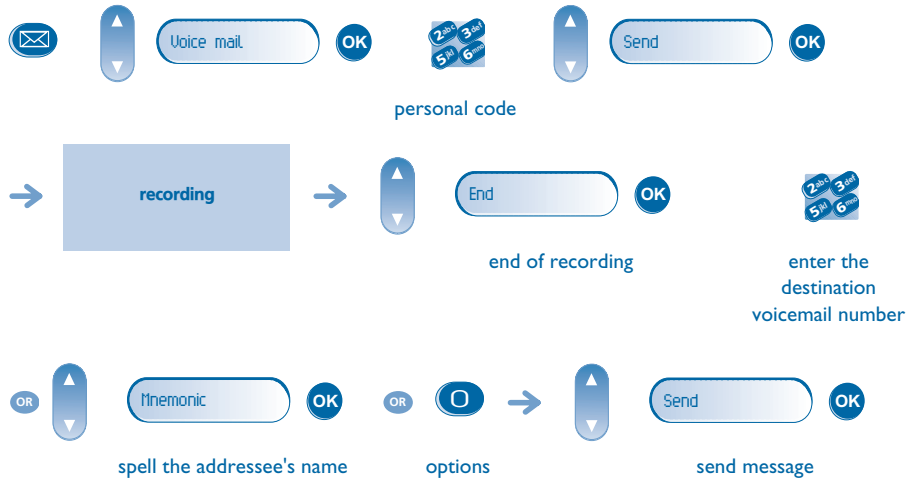
• Message to complete



3.9 Send a voice message copy



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



• During the recording, you can:

- Rewind** **OK** play back the message from the start.
- Backward** **OK** listen to the end of the message.
- Pause** **OK** stop recording momentarily.
- End** **OK** end of recording.

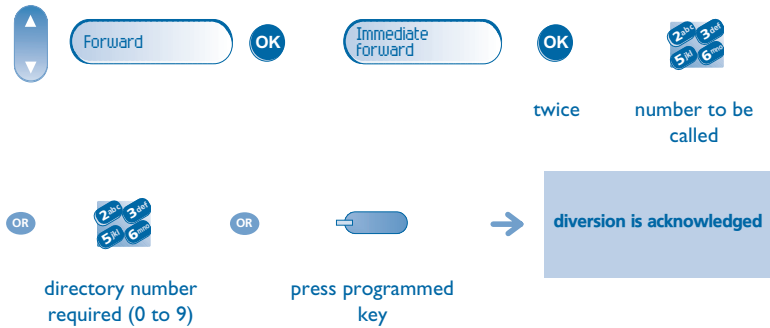
* Options: used to assign transmission options (confidential, urgent, confirmation, etc.).

4

Keep in touch

4.1 Diverting calls to another number (immediate diversion)

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



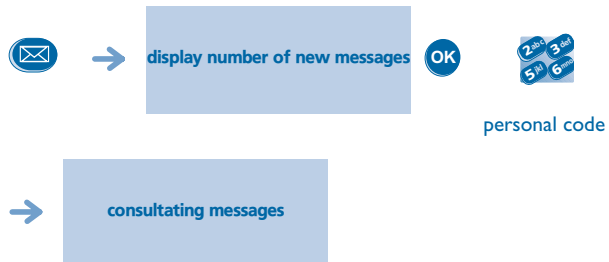
You can make calls, but only the destination number can call you.

4.2 Diverting your calls to your voice message service



4.3 When you return, consult recorded messages

The light indicates that messages have been received.



• While listening to messages, you can:

- Rewind** **OK** play back the message from the start.
- Backward** **OK** listen to the end of the message.
- Pause** **OK** pause while listening to the message.
- Forward** **OK** enter the voicemail number.
- End of message** **OK** terminate consultation.

• After consulting the message, you can:

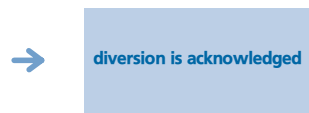
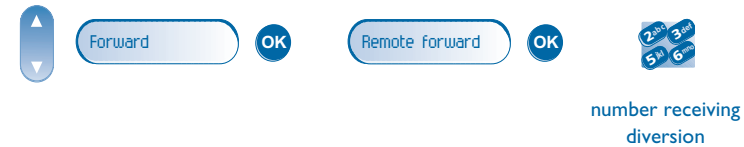
- Exit** **OK** play back the message from the start.
- Erase** **OK** erase message.
- Call back** **OK** call back sender of message.
- Save** **OK** save the message.
- Replay** **OK** listen to message.
- Forward message** **OK** Send a copy of a message.

Keep in touch

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

Remote forward

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

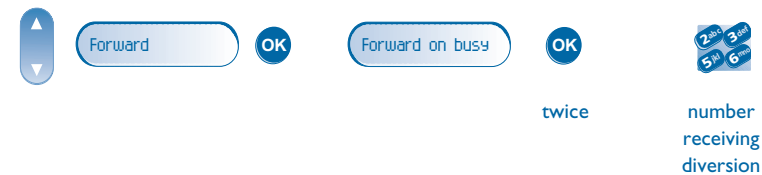


4.5 Cancelling all diversions



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

Forward on busy



4.7 Do not disturb

Do not disturb on/off

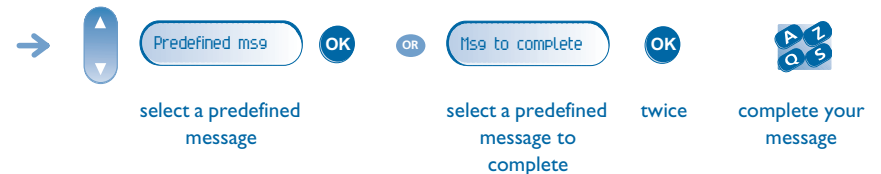
You can make your terminal temporarily unavailable for all calls.



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

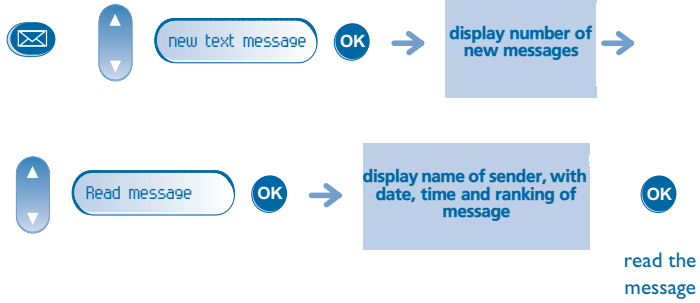
4.8 Leaving a recorded message for internal callers

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



4.9 Consulting written messages

The light indicates that messages have been received.



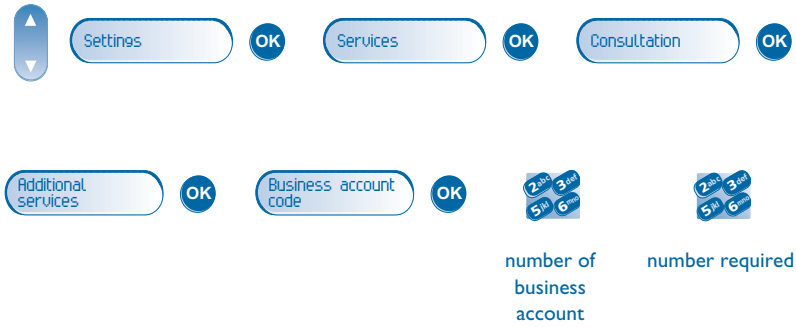
After consulting the message, you can:

- Delete (OK) delete the message,
- Recall (OK) call back sender of message,
- Text answer (OK) forward a message to the message originator,
- (↑ ↓) terminate consultation,

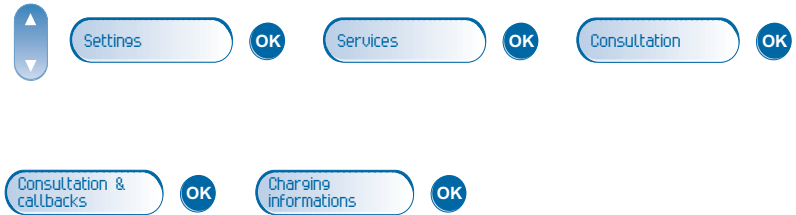
5 Managing your charges

5.1 Charging your calls directly to business accounts

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



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



6 Programming your telephone





6.1 Initializing your voice mailbox



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




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




6.2 Customising your voice greeting

You can replace the greeting message by a personal message





 No new voice message   Perso options 
personal code







Greeting message  Perso greeting 


→ Normal prompt  OR Perso greeting  End 
to return to the default message recording end of recording

→ Accept  OR Restart  OR RePlay 
apply re-record a message replay message






6.3 Modify the password for your phone set




 Settings  My phone  Password 



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


 This password controls access to the programming and terminal locking functions by the user (default password: 0000).

6.4 Modify the password for your voice mailbox

 No new voice message    Perso options 
personal code

Admin options  Genrl admin  My password 

 # 
new code (4 digits)

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

Programming your telephone

6.5 Configuring the telephone ringer



Choose the tune



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

Adjusting the ringer volume



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

Activate/disable meeting mode (progressive ringing)



apply your choice

Activate/deactivate discreet ring mode



apply your choice

Adjust ringer volume while a call arrives



6.6 Adjusting screen brightness



adjusting screen brightness

Programming your telephone

6.7 Selecting language



select the language of your choice apply your choice

6.8 Programming your personal directory



press and release enter the number



select a record in the directory modify the associated number enter the number

6.9 Programming the programmable keys



press a key to program



6.10 Programming an appointment reminder

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

- Program a temporary reminder call.



twice enter time of appointment

- At the programmed time, your telephone rings:

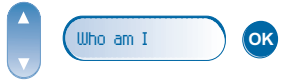


If you are in conversation, the display flashes and an audio tone is generated. After three calls without reply, a temporary request is cancelled but a permanent request remains in memory.

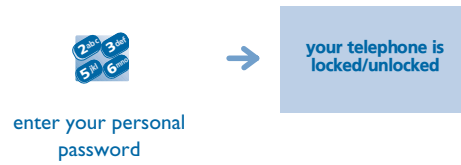
If your calls are diverted to another terminal, the diversion is not applied to the reminder call.

Programming your telephone

6.11 Identify the terminal you are on



6.12 Lock / unlock your telephone



Guarantee and clauses

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice.

The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Warning: never place your telephone in contact with water. To clean your telephone, you may however use a damp soft cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Never spray it with cleaning products.

Earpiece may retain magnetic objects.

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

Declaration of compliance

EC: We, Alcatel Business Systems, hereby declare that we assume the Alcatel 4018 or 4019 product to be compliant with the essential requirements of Directive 1999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.

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