8028s Premium DeskPhone
8018 DeskPhone
8008G DeskPhone
8008 DeskPhone

SIP Business

User Manual

8AL90341ENAC ed02

Alcatel·Lucent
Enterprise

Introduction

Thank you for choosing an Alcatel-Lucent phone.

This document describes the services offered by the SIP Business range desk phones connected to an OmniPCX Enterprise system in SIP Business mode.

The SIP Business range is composed of the following desk phones:

- Alcatel-Lucent 8028s Premium DeskPhone (8028s).
- Alcatel-Lucent 8018 DeskPhone (8018).
- Alcatel-Lucent 8008G DeskPhone (8008G).
- Alcatel-Lucent 8008 DeskPhone (8008).

The labels and icons displayed depend on the type and the skin of the set. The label is not displayed if the corresponding feature is not configured on your telephone system. Depending on the size of the display, some labels may be truncated. *All labels are displayed in color and are italicized*. This icon describes a succession of actions or labels you have to do or select: ›.
This icon describes the consequence of an action: ››.

Some features depend on the type of the set.

	8028s	8018	8008G	8008
IP Phone	●	●	●	●
Color screen				
Monochrome screen	●	●	●	●
Busy light logo on back shell				
Theme (skin)				
Bluetooth® handset				
Bluetooth® Smart Ready				
Compatible with Bluetooth ® headset				
USB headset	●	●		
Jack headset	●			
RJ9 headset*			●	●
Two-port Gigabit Ethernet switch with Power Over Ethernet support	●	●	●	
Two-port Fast Ethernet switch with Power Over Ethernet support				●
Premium Add-on 10 keys modules	●			
Premium Smart display 14 keys module	●			
Premium add-on 40-key modules	●			
Audio services (hands-free, handset and headset)	●	●	●	●
Adjusting the contrast of the display	●	●	●	●
Ambient light sensor				

*Use an adapter RJ9 to connect a jack or usb headset (3GV28177AA).

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

History of the document

8AL90341xxAC	• R510 • 8008G DeskPhone
8AL90341xxAB	• 8008 DeskPhone • List of accessories • Accessories • Ordering information
8AL90341xxAA	• 8028s Premium DeskPhone, 8018 DeskPhone

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1 Getting to know your telephone

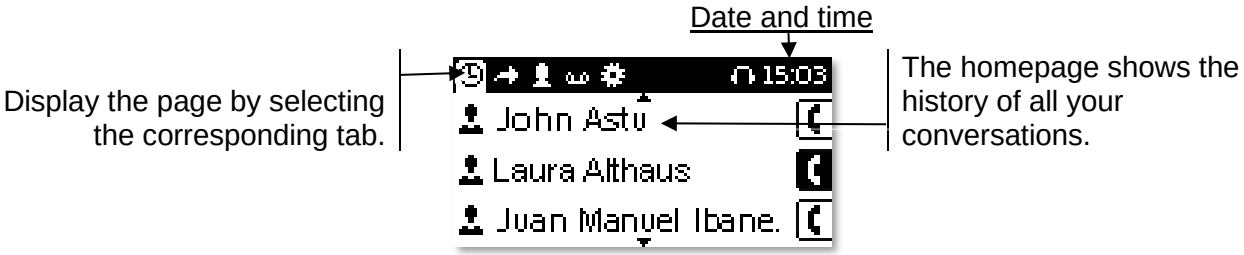
1.1 8028s Premium DeskPhone

This phone is part of the IP phone range. In addition to a clear monochrome display associated to 6 dedicated function keys and an intuitive navigation key, the 8028s Premium DeskPhone provides 4 programmable keys as a smart add-on module, for a quick access to your favorite contacts or features. It provides high audio fidelity for telephone calls either in hands-free mode or using the comfort handset.

1.1.1 Phone description

1	LED Flashing blue: incoming call / appointment alarm.
2	Monochrome screen**.**
3	6 dedicated functions keys.
4	4 programmable keys with Led and paper label.
5	Navigation.
6	Permanent feature keys: quick access to the phone's main features.
7	Wired handset.
8	3.5 mm, 4 pole jack (TRRS standards: CTIA).
9	Magnetic alphabetic keyboard.
10	An adjustable and stable foot.
11	Loudspeaker.

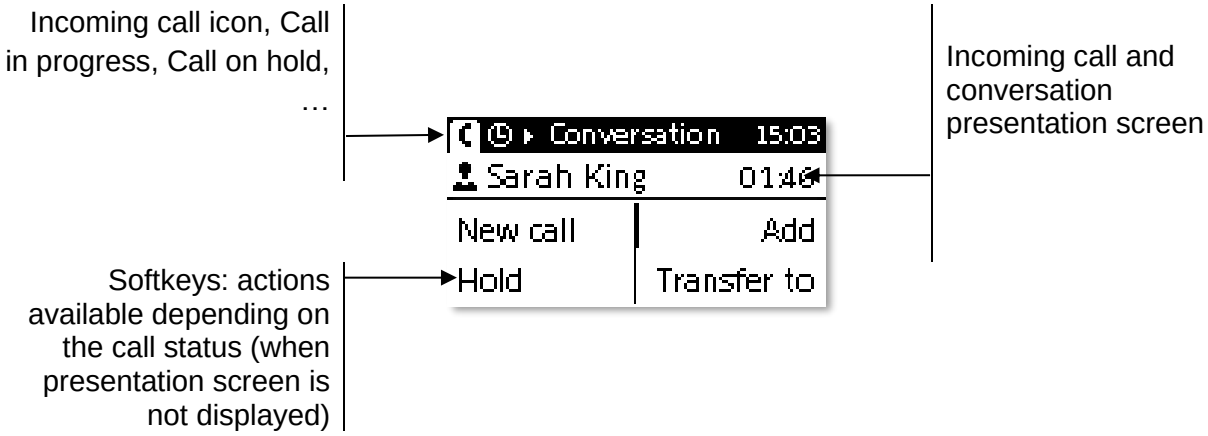
1.1.2 Main screen



Right navigator:
Open the menu to access features for configuring the phone or managing calls.
OK key:
Use this key to validate your choices and options while programming or configuring (short press). Used to access features for managing the call log such as delete a log, delete all logs, display missed calls only and acknowledge missed calls (in idle state).
Left-right navigator:
Used to move from one page to another and display information about current calls (call in progress, calls on hold, incoming call).
Up-down navigator:
When information extends over more than one page, use the down navigation key to display the next page. Use the up navigation key to display the previous page.

	Back/Exit key: Use this key to go back to the previous step. Use this key to delete one number or character at a time.

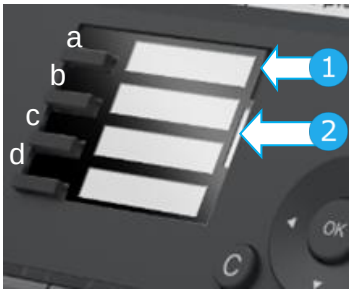
1.1.3 Call management screen



	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, use the left-right navigator to look at calls on hold or incoming calls.
	All features are accessible while the call is displayed on the screen. Use the Up and Down arrows to move up or down a page. 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.
	Press the key in front of the label to select the corresponding feature.

You can select another page, 'consult history' for example, whilst the call is in progress by selecting it on the menu. Retrieve the call management screen by selecting the 'call in progress' icon.

1.1.4 Changing or updating the paper label



Removing the paper label

- Lift the protective cover at the notch (1).
- Remove the paper label in the same way (2).
- Update or replace the paper label.

Inserting the phone label

- Position the phone label, left side first, making sure it is placed correctly behind the notches (a,b,c,d).
- Put the protective cover back in the same way.

The application 'LabelSet' is available to help you to print the paper labels. Please contact your business partner for more information.

1.2 8018 DeskPhone

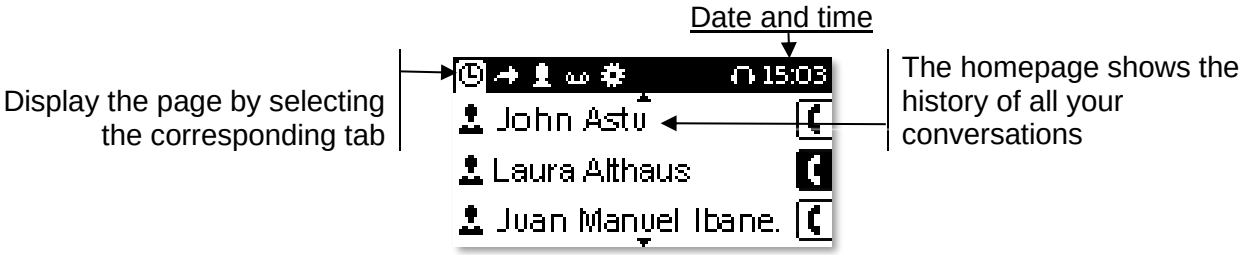
This phone is part of the IP phone range. In addition to a clear monochrome display associated to 6 dedicated function keys and an intuitive navigation key, the 8018 DeskPhone provides 4 programmable keys as a smart add-on module, for a quick access to your favorite contacts or features. It provides high audio fidelity for telephone calls either in hands-free mode or using the comfort handset.

1.2.1 Phone description

1	LED Flashing blue: incoming call / appointment alarm.
2	Monochrome screen**.**
3	6 dedicated functions keys.
4	3 preprogrammed keys with Led and paper icon: Alpha-numeric key, F1, F2. 4 programmable keys with Led and paper label**.**
5	Navigation.
6	Permanent feature keys: quick access to the phone's main features.
7	Wired handset.
8	USB connector for headset.
9	Stable foot.
10	Loudspeaker.

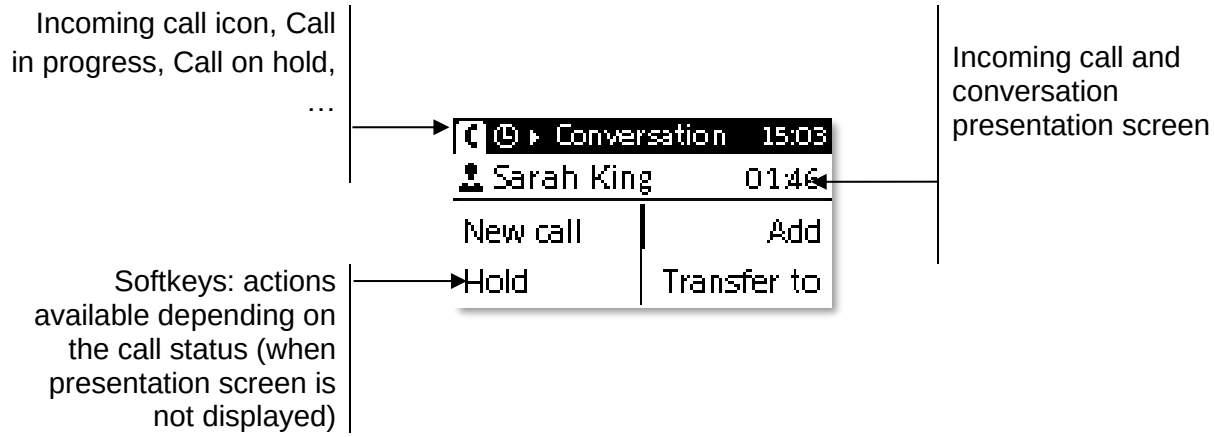
Your phone has 4 programmable keys with led and paper label. These keys are used to program a direct call. You can use the paper to describe the key.

1.2.2 Main screen



	Right navigator: Open the menu to access features for configuring the phone or managing calls. **OK key:** Use this key to validate your choices and options while programming or configuring (short press). Used to access features for managing the call log such as delete a log, delete all logs, display missed calls only and acknowledge missed calls (in idle state). **Left-right navigator:** Used to move from one page to another and display information about current calls (call in progress, calls on hold, incoming call). **Up-down navigator:** When information extends over more than one page, use the down navigation key to display the next page. Use the up navigation key to display the previous page.
	Back/Exit key: Use this key to go back to the previous step. Use this key to delete one number or character at a time.

1.2.3 Call management screen



	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, use the left-right navigator to look at calls on hold or incoming calls.
	All features are accessible while the call is displayed on the screen. Use the Up and Down arrows to move up or down a page. 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.
	Press the key in front of the label to select the corresponding feature.

You can select another page, 'consult history' for example, whilst the call is in progress by selecting it on the menu. Retrieve the call management screen by selecting the 'call in progress' icon.

1.2.4 Changing or updating the paper label

Removing the paper label

- Lift the protective cover at the notch and slide it up to take it out of its housing.
- Remove the paper label in the same way.
- Update or replace the paper label.

Inserting the phone label

- Insert the paper label from the top end, making sure it is placed correctly behind the notches.
- Put the protective cover back in the same way.

1.2.5 Function keys and programmable keys

The 8018 DeskPhone uses 3 preprogrammed keys to access some features. In this case, the icon of the feature is printed on the paper. Use the feature by pressing the corresponding key. When activated, the LED corresponding to the key remains lit up. Press the corresponding key to deactivate it.

- 123<>abc Alpha-numerical keypad
  Use this key to switch between alphabetic keyboard and numeric keyboard.
- F The F1 and F2 keys are line keys.

The application 'LabelSet' is available to help you to print the paper labels. Please contact your business partner for more information.

1.3 8008 / 8008G DeskPhone

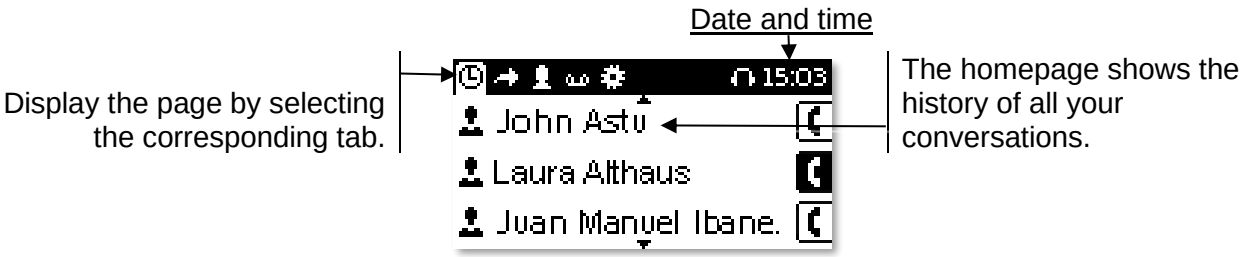
This phone is part of the IP phone range. In addition to a clear monochrome display with six dedicated function keys and an intuitive navigation key, the 8008 DeskPhone provides high audio fidelity for telephone calls either in hands-free mode or using the comfortable handset. The phone is available in two versions: 8008, 8008G. The 8008G DeskPhone is equipped with a monochrome backlit screen and a gigabit ethernet connection.

1.3.1 Phone description

1	8008: monochrome screen. 8008G: monochrome backlit screen.
2	LED Flashing blue: incoming call / appointment alarm.
3	6 dedicated functions keys.
4	Navigation, ok and cancel keys.
5	3 preprogrammed keys with LEDs: Alpha-numeric key, F1, F2.
6	Messaging key to access various mail services.
7	Mute and interphony key.
8	Audio feature keys.
9	Redial key.
10	Loudspeaker.
11	Wired handset.
12	Stable foot.

A corded headset can be connected via RJ9 connector.

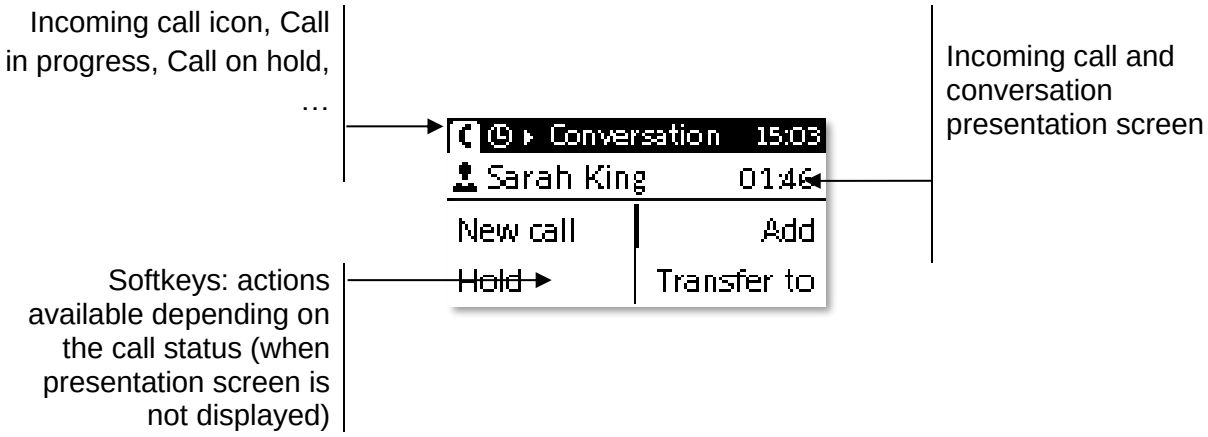
1.3.2 Main screen



Right navigator:
Open the menu to access features for configuring the phone or managing calls.
OK key:
Use this key to validate your choices and options while programming or configuring (short press). Used to access features for managing the call log such as delete a log, delete all logs, display missed calls only and acknowledge missed calls (in idle state).
Left-right navigator:
Used to move from one page to another and display information about current calls (call in progress, calls on hold, incoming call).

	Up-down navigator: When information extends over more than one page, use the down navigation key to display the next page. Use the up navigation key to display the previous page.
	Back/Exit key: Use this key to go back to the previous step. Use this key to delete one number or character at a time.

1.3.3 Call management screen



	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, use the left-right navigator to look at calls on hold or incoming calls.
	All features are accessible while the call is displayed on the screen. Use the Up and Down arrows to move up or down a page. 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.
	Press the key in front of the label to select the corresponding feature.

You can select another page, 'consult history' for example, whilst the call is in progress by selecting it on the menu. Retrieve the call management screen by selecting the 'call in progress' icon.

1.3.4 Function keys and programmable keys

Your phone uses 3 pre-programmed keys to access certain features. In this case, the icon of the feature is printed on the paper. Use the feature by pressing the corresponding key. When activated, the LED corresponding to the key remains lit up. Press the corresponding key to deactivate it.

- 123<>abc Alpha-numerical keypad
  Use this key to switch between alphabetic keyboard and numeric keyboard.
- The F1 and F2 keys are line keys.

1.4 Permanent features keys

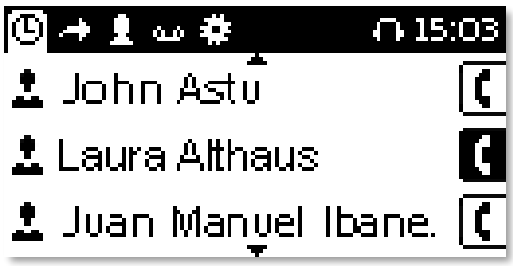
They are located just above the loudspeaker.

8028s	8018	8008 8008G	Description
			• 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. 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.
			• Turn down the volume (ringing or call state). • Decrease the brightness (idle state). • Decrease the contrast (idle state).
			• Turn up the volume (ringing or call state). • Increase the brightness (idle state). • Increase the contrast (idle state).
			• Pressing this key answers an incoming call in hands-free mode (when activated, the key is lit blue). When a call is in progress, pressing this key switches from hands-free mode to headset or handset mode.
			• The F1 and F2 keys are line keys.
			• Last number redial. For the phones 8018/8008G/8008 DeskPhone, the redial key is associated with the Off-hook key when the phone is in idle state: .
			• Information about the user: lastname, firstname, phone number,.. (short press). • Switch between the alphabetic and numeric keyboards (long press).
			• Switch between the alphabetic and numeric keyboards (short press). • Information about the user: lastname, firstname, phone number,.. (long press).
			• Access the voice mail The message key flashes when you have received a new voicemail.

1.5 Homepage screen

The homepage is the default page displayed on your phone. By default, the homepage shows the history of all your conversations, but you can choose to display an another page in the settings of the phone.

To change the default homepage, consult the chapter: configuring the welcome page.



	Display all information about the phone: name, number, number of missed calls, number of new messages, forwarding status. The icon is marked with a red dot if there is one or more new event.
	Access to the calls log. The number of new events is displayed (number of missed calls + number of unread messages).
	Access the forwarding configuration.
	Access the voicemail. The number of new voice messages is displayed. The number of new voice messages is displayed.
	Access the local directory.
	Access the settings.
	Lock/unlock the phone.
	Access to personal speed dial.

1.6 Call icons

Icons giving information about some specific configurations of the phone or about call status are displayed in the top bar of the screen.

	Incoming call icon. This icon blinks when there is another incoming call.
	Call in progress icon.
	Call holding icon. This icon blinks when there is another ongoing call.
	Conference icon.
	End of call icon. Your contact ended the conversation.

1.7 Keyboard

1.7.1 Magnetic alphabetic keyboard (8028s Premium DeskPhone)

Your set is provided with a magnetic alphabetic keyboard. The keyboard depends on your country and languages. The magnetic keyboard is automatically fixed on the base of the set. It is connected to the corresponding connector behind the phone.

- Country variants:
  - AZERTY
  - QWERTZ
  - QWERTY (international)
  - QWERTY (nordic)

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.

	Cursor moving keys (left, right, up and down). Allows you to navigate edit boxes. Press the Alt key to access the left and up directions.
	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.

1.7.2 Alpha-numeric keyboard

Your phone is equipped with alphanumeric keyboard. You can switch between numeric keyboard to dial number, and alphabetic keyboard to enter text by pressing the corresponding preprogrammed key (usually the first preprogrammed key).

- 123<>abc Switch the keyboard to the alphabetic mode by selecting the associated preprogrammed key. When activated, the LED corresponding to the key remains lit up.
- Enter alphabetic characters.
  The number pad keys have letters that you can display by successive presses. The number is the last character in the series. Some special characters can be displayed by successively pressing the key:

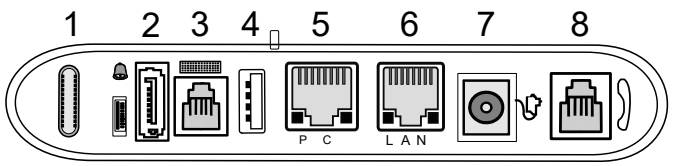
*	% $ / ~ & ( ) [ ] = *
#	@ #
1	space - _ 1
0	+ . , ; : / \ ? ! 0

- Use navigation keys to move the cursor into the text.
- Press and hold the '*' key to switch from lowercase to uppercase mode, and vice versa.
- Use this key to delete the last entered character. The alphabetic mode remains activated.
- 123<>abc Select the lit preprogrammed key to return to the numeric mode.

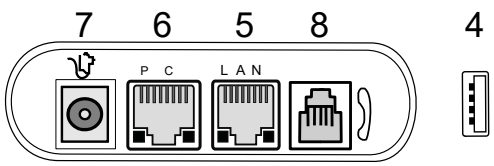
1.8 Description of the connectors

Various connections to allow phone extensions. The type of connectors you have depends on your phone.

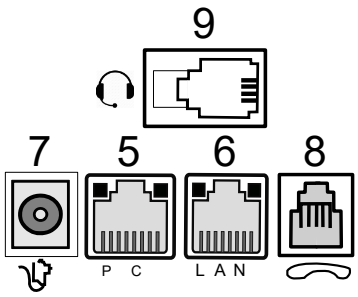
8028s



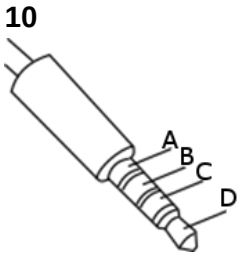
8018



8008 / 8008G



Jack connector - CTIA standards



A Microphone

B Ground

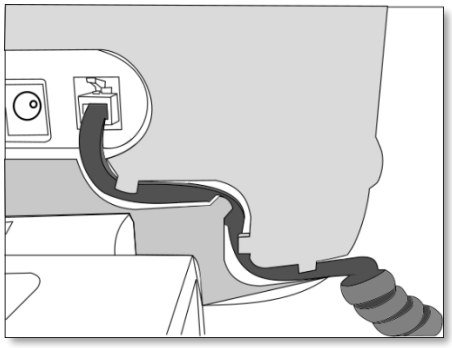
C Audio (right)

D Audio (left)

		8028s	8018	8008G	8008
1	Universal Serial Bus (USB-c) connector				
2	Add-on module/external ringing connector (SATA type).	●			
3	Magnetic alphanumerical keyboard connector (RJ 9).	●			
4	Universal Serial Bus (USB-a) connector for audio equipment, a low-energy smartphone charger, USB stick, Bluetooth ® USB dongle provided with a Bluetooth ® headset or an external ringing module. For the 8018 DeskPhone, the USB connector is on the side of the deskphone.	●	●		
5	10/100/1000 Mbps Ethernet connectors to a PC (RJ45).	●	●	●	
	10/100 Fast Ethernet connector (PC).				●
6	10/100/1000 Mbps Ethernet connectors to the enterprise network (LAN - RJ45).	●	●	●	
	10/100 Fast Ethernet connector (LAN).				●
7	DC power jack for an external power adaptor.	●	●	●	●
8	Wired handset connector (RJ9).	●	●	●	●
9	RJ9 connector for a corded headset.			●	●
10	3.5 mm, 4 pole jack (TRRS standards: CTIA).	●			

1.9 Install a comfort wired 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.



1.10 Multiple SIP accounts

Your phone supports multiple SIP accounts:

- 8008/8008G CE, 8018 CE: 1 main SIP account and 1 secondary SIP account.
- 8078s CE, 8058s CE, 8068s CE: 1 main SIP account and 3 secondary SIP accounts.

A main SIP account manages all features of the phone. All incoming calls are managed as defined with the main account. Incoming calls of each account are received on the same phone. The SIP account that receives the call is displayed on the phone.

By default, the main account is used to make outgoing calls but you can choose a secondary SIP account to make the call.

The call log lists all incoming and outgoing calls for all SIP accounts. The concerned SIP account is displayed for each entry of the call log.

2 Contacts management

2.1 Local directory

Your phone lets you manage contacts in your local directory.

- Select the local directory icon from the phone menu (see the navigation section of your phone model).
- Press ok key to open menu.

New	Create a new contact.
Delete	Delete the selected contact.
Delete all	Delete all contacts in the local directory.

2.1.1 Create A New Contact

If your local directory is empty, press the ok key to add a new contact.

- Select the local directory icon from the phone menu (see the navigation section of your phone model).
- Press ok key to open menu.
- *New*
- Fill in the contact file.
  You must provide at least a last name.
  Choose a predefined avatar.
-
- Your contact is added to the directory.

Other method:

- Add a contact from the call log (see: contact card).
- Search for a contact in a corporate directory and add the selected contact in your local directory (see: contact card).

For external numbers, we recommend you use canonical address formats comprising '+', followed by the country code (e.g. '33') then the number without the first digit. For example, for 0390670000, enter the number +3390670000. To get the '+' sign, long press on the '0' key. This example is for calling a number in France from another country.

2.1.2 Delete a contact

- Select the local directory icon from the phone menu (see the navigation section of your phone model).
- Use one of the following:
  - Open the contact card by selecting the avatar (left side): .
    Navigate between pages to reach the list of actions (consecutive presses).
    Delete
  - Press ok key to open menu.

    Delete: All contacts are listed.

    Press the delete icon for the contact to delete the coresponding contact.

2.1.3 Delete all contacts in the local directory

- Select the local directory icon from the phone menu (see the navigation section of your phone model).
- OK Press ok key to open menu.
- *Delete all*
- OK

2.1.4 Modify a contact

- Select the local directory icon from the phone menu (see the navigation section of your phone model).
- Open the contact card by selecting the avatar (left side): .
- ··· Navigate between pages to reach the list of actions.
- *Edit*
- Fill in the contact file. You must provide at least a last name.
- OK

2.2 Contact card

Open the contact card by selecting the avatar (left side): . A contact card can be opened from your conversation history, the local directory or from the search result.

A card contains 3 pages:

- Your conversation history with this contact.
- Main information about your contact (photo, phone number, email).
- Action proposed with this contact (call, add to local directory).

When you open the contact card, the conversation history is displayed if there are one or more new events, otherwise the action page is displayed.
The actions available depend on where your contact card is opened from (history, local directory, etc.).

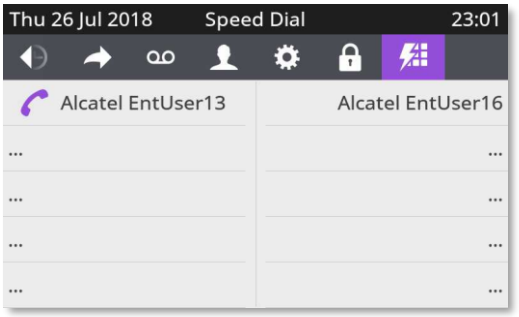
···	Navigate between different pages.
Call	Call the contact.
Add	Add the contact to your local directory (if the contact is not already saved here).
Edit	Modify the contact.
Delete	Delete the contact from your local directory.
C /	Go back to the Homepage.

2.2.1 Add the contact to your local directory

- Select the history icon from the phone menu (see the navigation section of your phone model).
- Open the contact card of the contact you want to add to your local directory.
- *Add*
- Fill in the contact file.
  You must provide at least a last name.
  Choose a predefined avatar.
- OK
- Your contact is added to the directory.

3 Speed dial management

Speed dial lets you manage favorite contacts. Speed dial keys are defined by your administrator. Speed dial keys are programmed from the Web Management or via the configuration file. This feature depends on the system configuration. If necessary, contact your administrator.



3.1 Make call using speed dial

- Select the speed dial icon from the phone menu (see the navigation section of your phone model).
- Select the contact to call.
- The call in progress icon is displayed near the contact: .

4 Using your telephone

4.1 Information about the phone

Display all information about the phone: name, number, number of missed calls, number of new messages, forwarding status.

- Use one of the following:
  - Select the information icon from the phone menu (see the navigation section of your phone model).
  - 8028s Premium DeskPhone: .
    8018/8008G/8008 DeskPhone: 123<>abc (long press).
- Scroll through the page when information needs more than one page to be displayed.

4.2 Manage the call log

The call log can be consulted and managed when the phone is in the idle state. The main part of the screen is used to display the call log.

- Select the history icon from the phone menu (see the navigation section of your phone model).
- Open the contact card by selecting the avatar (left side):

All call logs associated with the selected contact are displayed with an icon showing the type of call.

	Answered incoming calls.
	Unanswered incoming calls.
	Unanswered incoming call that has been acknowledged.
	Answered outgoing calls.
	Unanswered outgoing calls.

Actions are available from the call log.

	Navigate between different pages.
/	Go back to the Homepage.
	Press the call key to call back the selected contact.
	Delete the selected entry. Note that no confirmation is requested.
	Delete the entire log associated with the selected contact. Note that no confirmation is requested.

Using the up and down navigation key to scroll through the log.

Call your contact back by selecting the call log key (right side)

	This icon means the call was answered or acknowledged.
	This icon means the call was not answered (missed call). You can acknowledge a missed call by opening the associated contact card or by calling your contact back.

To display additional pages of the call log

Depending on your phone, scroll through the page by pressing the up or down navigation keys or by sliding the finger up or down on the screen.

To manage the call log

- Press ok key to open menu.
- *Delete*
  Press the delete key to delete specific logs ›› all call logs are displayed on the screen.
  Press the 'delete' key.
- *Delete all*
  Press the key associated with the 'delete all' icon to delete all call logs. Please note that no confirmation is required before deletion.
- *Missed*
  Press this key to display missed calls only.
- *Ack all*
  Press this key to acknowledge all missed calls.

From the page containing information about the phone, you can open missed calls by selecting the number of missed calls.

If you are using multiple SIP accounts on your phone, the concerned SIP account is displayed for each entry of the call log.

4.3 Calling by number

You can unhook the handset or the headset to make a call with the handset or the headset otherwise you make a call in hands-free mode.

- Dial the number.
- Use one of the following:
  - Press the OK key to start the call. Make the call with the headset if connected, or in hands-free mode.
  - Press the call key. Make the call with the headset if connected, or in hands-free mode.
  - Press the call icon key. This icon is only displayed when the number is recognized.

If your headset has no Off-hook/On-hook key, use the phone keys and switch on the audio on the headset ( ).

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

If you are using multiple SIP accounts on your phone, you can choose which account to use to make the call.

4.4 Calling by name

You can call a contact by his/her name using the search feature in the company directory.
This feature depends on the system configuration. If necessary, contact your administrator.
You can unhook the handset or the headset to make a call with the handset or the headset otherwise you make a call in hands-free mode.

8018/8008G/8008 DeskPhone
123<>abc Use the alpha-numeric keyboard key to switch between the numeric and alphabetic keyboard.

- Enter the first letters of the surname and/or firstname (or full name), or the initials of the surname and/or firstname.
- All matching names are displayed on the screen (if necessary scroll through the pages to display additional matching names).
- Call the contact by pressing the call icon key ›› the call is started.

  You can also call your contact from the contact card (*Call*).

If you are using multiple SIP accounts on your phone, you can choose which account to use to make the call.

4.5 Call from call log

You can call back a contact from the call log.
You can unhook the handset or the headset to make a call with the handset or the headset otherwise you make a call in hands-free mode.

When on the Homepage.

- Select the history icon from the phone menu (see the navigation section of your phone model).
- Find the contact to call by scrolling through the list.
- / Press the relevant callback key in the Call Log (right side) ›› the call is started.

  You can also call your contact from the contact card (*Call*).

If you are using multiple SIP accounts on your phone, you can choose which account to use to make the call.

4.6 Make a call using your list of contacts

You can unhook the handset or the headset to make a call with the handset or the headset otherwise you make a call in hands-free mode.

- Select the local directory icon from the phone menu (see the navigation section of your phone model).
- Find the contact to call by scrolling through the list.
- Call the contact by pressing the call icon key ›› the call is started.
  If there are several numbers for the same contact, select the desired number.

  You can also call your contact from the contact card (*Call*).

If you are using multiple SIP accounts on your phone, you can choose which account to use to make the call.

4.7 Calling using speed dial key

You can unhook the handset or the headset to make a call with the handset or the headset otherwise you make a call in hands-free mode.

- Select the speed dial icon from the phone menu (see the navigation section of your phone model).
- Select the contact to call.
- The call in progress icon is displayed near the contact: .

If you are using multiple SIP accounts on your phone, you can choose which account to use to make the call.

4.8 Receiving a call

When receiving a call, you can:

- Lift the handset to take the call.
- Use the headset to take the call. If your headset has no Off-hook/On-hook key, use the phone keys and switch on the audio on the headset ( ).
- Press the loudspeaker/hands-free key to take the call in hands-free mode.
- or / Press the 'take the call' or blinking 'line key' key to take the call with the headset, if connected, or in hands-free mode.
- *Take call* or OK ›› Take the call with the headset if connected, or in hands-free mode.
- *Reject call* ›› Reject the call. The incoming call is ended.
- *Silent* ›› Mute the ringer (the call is still incoming but the phone no longer rings).
- *Deflect* ›› Deflect the call to another contact:
  - Use one of the following:
    - Using the up and down navigator (if necessary), find the contact to call.
    - Enter the number or name of the contact to whom the call will be deflected.
  - Deflect the call to the selected contact.
- *Deflect VM* ›› Deflect the call to your voicemail.

If you are using multiple SIP accounts on your phone, the SIP account that receives the call is displayed on the phone.

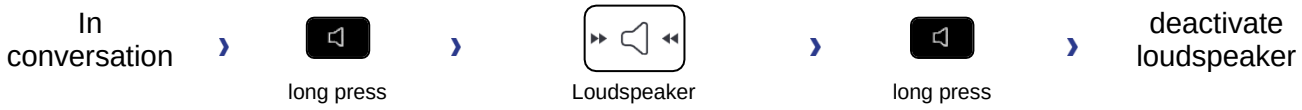
4.9 Switching between audio modes

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

You are in conversation with the handset, you can switch between following audio modes by short pressing on the loudspeaker/hands-free key:

You are in conversation with the headset (headset or headset+loudspeaker), you can switch between following audio modes by short pressing on the loudspeaker/hands-free key:

You are in conversation, you can switch to the loudspeaker by long pressing on the loudspeaker/hands-free key:



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.

4.10 Activating the loudspeaker during a conversation (handset lifted)

Activate or deactivate the loudspeaker when you are in conversation using the handset or the headset.

- Activate loudspeaker (long press) ›› ›› The key lights up ( ).
- + − Adjust volume by pressing the volume keys (number of levels: 10).
- Deactivate loudspeaker (long press) ›› ›› The key is no longer lit ( ).

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

4.11 Redialing

- ›› Last number redial.

For the phones 8018/8008G/8008 DeskPhone, the redial key is associated with the Off-hook key when the phone is in idle state: .

4.12 Sending DTMF signals

Sending DTMF is subject to configuration. Contact your administrator to check that the feature is enabled. 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.

- Enter DTMF code.

4.13 Mute, so that your contact cannot hear you

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

- During a conversation.
- Disable microphone ›› the mute key blinks.
- Resume the conversation ›› the mute key no longer blinks.

4.14 Lock / unlock your telephone

Your password is required to unlock the phone. The password is defined by your administrator in the SIP profile of your account. Contact your administrator if necessary.

- Select the lock icon from the phone menu (see the navigation section of your phone model).
- *lock*
- Validate your choice ›› Your phone is locked. A lock page is displayed.

You can only call emergency numbers, such as 'Operator' or 'Guard', once the phone is locked (max 3 numbers, configured by the administrator).

When your phone is locked:

- Unlocking your phone. Your password is required to unlock the phone.
- Access to the list of emergency numbers
  - Call the emergency number.
  - / Go back to the lock page.

4.15 Making a second call during a conversation

During a conversation.

- *New call* › the first call is on hold.
- Use one of the following:
  - Call your contact using the dial by name or the dial a number feature.
    Press the call icon key.
  - Select the 'Redial' function.
  - / Open the call log or your local directory by using the right navigation key.
    Press the call icon key.
  - Select a speed dial key.

For the phones 8018/8008G/8008 Cloud Edition DeskPhone, the redial key is associated with the Off-hook key when the phone is in idle state: .

During conversation, you can navigate in the title bar to consult the call log, local directory, contact card or to make a new call for example. The conversation key will be blinking ( ). Select the flashing conversation key to go back to the conversation page.

4.16 Answering a second call during a conversation

During a conversation, another person is trying to call you. Your are alerted with 3 beeps. The identity of the caller is displayed as long as the call is presented on your phone.

- Press the 'OK' key or the 'take the call' key: *Take call*
  ›› the first call is on hold.

As long as the call is presented, you can also choose to deflect the call.

During a conversation, another person is trying to call you. Your are alerted with 3 beeps. The identity of the caller is displayed as long as the call is presented on your phone.

- Use one of the following:
  - *Take call* or OK ›› press the 'OK' key or the 'take the call' key
  - *Reject call* ›› reject the second call.
  - *Silent* ›› mute the ringer (the call is still incoming but the phone no longer rings).
  - *Deflect* ›› deflect the second call to another contact:
    - Select a contact in the list or enter the number or the name of the contact you wish to deflect the call to
    - Deflect the call to the selected contact.
  - *Deflect VM* ›› deflect the second call to your voicemail.

› the first call is on hold.

As long as the call is presented, you can also choose to deflect the call.

During conversation, you can navigate in the title bar to consult the call log, local directory, contact card or to make a new call for example. The conversation key will be blinking ( ). Select the flashing conversation key to go back to the conversation page.

4.17 To cancel your second call and recover the first

You are in conversation with the second contact and the first one is on hold.

- You or the second contact hangs up.
- Press the key associated with: *Retrieve*
  ›› you are on the line with your first contact.

4.18 Placing a call on hold (hold)

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

- During a conversation.
- Press the key associated with: *Put on hold*
  ›› your call is placed on hold ( ).

Recover the call on hold.

- Use one of the following:
  - Press the blinking line key.
  - Select the blinking 'call on hold' icon from the top bar (left side).
    Press the key associated with: *Retrieve*

4.19 Switching between calls (Broker call)

During a conversation, a second call is on hold.

- Use one of the following:
  - Press the blinking line key.
    ›› You can talk to the second caller and the first one is on hold.
  - Select the blinking 'call on hold' icon from the top bar (left side).
    Press the key associated with: *Retrieve*
    ›› You can talk to the first caller and the second one is on hold.

4.20 Transferring a call

This feature can be deactivated by your administrator.

4.20.1 To transfer your call to another number

During a conversation.

- Press the key associated with: *Transfer to*
  ›› The first call is on hold.
- Call the recipient of the transfer using the dial a number or dial by name feature or the call log or local directory.
  ›› The transfer is done as soon as the call is started.

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

4.20.2 To transfer a call to another contact on hold

During a conversation.

- Press the key associated with: *Transfer*
  ›› The two callers are connected.

4.21 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.

4.21.1 End the conference with all participants

You are in conference mode.

- Use one of the following:
  - Press the on-hook key.
  - Press the key associated with: *End conf*

  ›› The conference is ended.

4.21.2 After the conference, to leave your two contacts talking together

You are in conference mode.

- Press the key associated with: *Transfer*
  ›› The two participants remain on the call together.

4.22 Hide your phone number

You can choose to hide your identity when calling.

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- Press the keys associated with: *Phone*
- Select the option: *Anonymous*
  ›› Your identity will be hidden.
- Validate your choice.
-

4.23 Do not disturb

You can make your terminal temporarily unavailable for all calls.

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone*
- Set the option: *DND*
- Validate your choice.
-

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, follow the same procedure.

4.24 Forwarding to a number or voicemail

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 forwarding icon from the phone menu (see the navigation section of your phone model).
  - › Select the forward icon from the information tab.
- Pressing the associated key, select from:
  - *Deactivate*
    When selecting this option, no forward is activated.
  - *Immediate*
    All your calls are immediately forwarded to another set or voicemail.
  - *No Reply*
    All your calls are forwarded to another set or voicemail when you cannot answer.
  - *Busy*
    All your calls are forwarded to another set or voicemail when you are already on the line.
  - *Busy/No Reply*
    All your calls are forwarded to another set or voicemail when you cannot answer or when you are already on the line.
- Use one of the following:
  - *Voicemail*: Forward your calls to voicemail (if your voicemail is available).
  - *User:* Forward your calls to another set.

    Select the forwarding destination by dialing directly the number or by searching by name.
    You can also select the user by opening the contact card and press the key: *Forward*
-

The information page indicates the forward status of your phone ( ). Immediate forwarding information is displayed at the top of the screen.

The forwarding destination is saved. Next time you use this feature, you can directly activate the last forward by pressing the bullet point for the type of forward (left side): ☑

4.25 Cancelling all forwards

- Use one of the following:
  - Select the forwarding icon from the phone menu (see the navigation section of your phone model).
  - › Select the forward icon from the information tab.
- *Deactivate*
-

You can also programme another type of forward to cancel the current forward.

4.26 Listen to your voicemail

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

The message key flashes when you have received a new voicemail or if you have missed calls.

- Use one of the following:
  - Press the messaging key.
    Follow the instructions from the voicemail server.
  - Select the voicemail icon from the phone menu (see the navigation section of your phone model).
    Press the voicemail key: *Voicemail*.
    Follow the instructions from the voicemail server.

4.27 Defining a 'hotline' number

If configured, the 'hotline' number is dialed immediately or after a time delay when you take the line by picking up the handset, by pressing the hands-free button or pressing the call button of the headset.

To configure the 'hotline' number:

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone* › *Hotline*
  - Activate or deactivate the feature.
  - *Delay*: time delay in seconds before the 'hotline' number is dialed, if no action is performed during this time (0 – 180s). The 'hotline' number is immediately dialed if the delay time is set to 0s.
  - *Number*: enter the number of the 'hotline'.
- To end the settings.

This feature can be configured via the Web Management.

5 Do more with your deskphone

Your deskphone is designed to evolve with its environment. It can do more than just establish communication between people or keep in touch with your contacts, your enterprise.
This chapter describes some use-cases with your phone.

5.1 Configure your phone for remote working

Your IP phone is compatible with remote working (VPN) via a secure connection (encrypted). Your phone supports the IKEv1 and IKEv2 protocol to to send data securely. 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 deskphone 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.
Your installer has to give you all information to configure your deskphone.
You have to:

- Enable VPN.
- Enter the remote VPN server information.
- Enter the VPN DM URL.
- Enter authentication.
- Setup the VPN start preferences.

5.1.1 PIN code

The PIN code is composed of 4 digits. You can access the VPN configuration by entering the PIN code or the administrator password if defined by the system. Depending on the VPN configuration, the PIN code is requested when you boot your deskphone. We recommend you enable this option for security reasons and if you need your phone in remote and in business place (see Reconnect your deskphone in your business place).
If the PIN code is incorrect 5 times in succession, the PIN code and VPN parameters will be erased.
If no administrator password is defined by the system, the PIN code is required to access VPN configuration.

5.1.2 Access to the VPN configuration

There are three ways to access VPN configuration:

- During the boot:
  - Connect your deskphone to the network (and plug in the power jack if you are using an external power adapter).
  - When the deskphone displays the 'Step 2' during the boot, repeatedly press the '*' and '#' keys in succession until a menu is displayed.
  - Depending on the configuration, enter the PIN code or the administrator password.
  - *VPN*
- From the settings of the phone:
  - Using the left-right navigator keys, select the settings menu.
  - *Phone*
  - *VPN*
  - Depending on the configuration, enter the PIN code or the administrator password.
- From the Web Management

5.1.3 First connection as remote working

When you connect your deskphone for the first time remotely, you are prompted to set a PIN code. The PIN code is requested when you enter in the VPN configuration (submenus) or when you boot your deskphone (depending on the VPN configuration).

The PIN code is retained during the session so that you can access the VPN configuration without having to re-enter your PIN code until you exit the VPN configuration.

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

If your set is not provided with a magnetic keyboard, use the alpha-numeric keyboard to enter letters.

To configure your deskphone:

- Access to the VPN configuration (see above).
- *VPN Config*
  - *Enable VPN*: you have to activate this option to use your deskphone for remote working.
  - *Server*: enter the address of the VPN server.
  - *PSK*: enter the pre-shared key to establish a secure connection with the VPN server. The PSK can be unique for all remote workers on a same installation or can be specific to each remote worker. In the first case, the VPN authentication has to be enabled.
  - *IKE vers:* enter the IKV version (IKEv1/IKEv2).
  - *IKEv1 aggressive:* select this option if IKEv1 is used.
  - OK Validate your choice.
- *VPN Auth*
  - *Use Authentification*, *User*, *Pass*: activate this option if a logon to the VPN server (username and password) is required. The VPN authentication can be disabled in case a specific PSK is used for each remote worker.
  - OK Validate your choice.
- *VPN Pincod*
  - *Request Pin on Boot*: if this option is activated, the PIN code is required when you boot your deskphone. We recommend you activate this option.
  - *Set new Pincode*: enter the new PIN code.
  - OK Validate your choice.
- *VPN DM URL*:
  - Enter the VPN DM URL where the configuration file is stored.
  - OK Validate your choice.
- *VPN Default Settings*:
  - Restore default settings.
  - OK Validate your choice.
- The deskphone restarts.
- Enter the PIN code if you have selected the option (*Request Pin on Boot*).
- Validate.
- Your deskphone is ready for remote working.

If you leave the PIN code request menu when the phone is starting, the phone will start without VPN activated.

If an error occurs when your phone is running in remote mode, a popup is displayed with an error message. Please note this message to send to your administrator.

5.1.4 Change the configuration

You have to change a parameter of the VPN configuration.

- Access to the VPN configuration (see above).
- Select a submenu to change the configuration (*VPN Config, VPN Auth, VPN Pincod, VPN DM URL*).
- Enter your PIN code (if an administrator password is defined by the system, you can use it to access to the VPN configuration by selecting: *Use Password*).
- Validate.
- Change parameters.
- Validate your choice.
- The deskphone restarts.
- The deskphone restarts.
- Enter the PIN code if you have selected the option (*Request Pin on Boot*).
- Validate.
- Your deskphone is ready for remote working.

If an error occurs when your phone is running in remote mode, a popup is displayed with an error message. Please note this message to send to your administrator.

5.1.5 Reset your PIN code

- Access to the VPN configuration (see above).
- *VPN Pincod*
- Enter your PIN code.
- Validate.
- *Set new Pincode*: enter the new PIN Code.
- Validate your choice.
- The deskphone restarts.
- Enter the PIN code if you have selected the option (*Request Pin on Boot*).
- Validate.
- Your deskphone is ready for remote working.

5.1.6 Reconnect your deskphone in your business place

Your phone is already configured for remote working.

- Connect your deskphone to the network (and plug in the power jack if you are using an external power adapter).
- If the option to enter PIN code when you boot your deskphone is enabled in the VPN configuration (*Request Pin on Boot*):
  - The PIN code is requested.
  - Select this icon to go back.
  - The phone restarts in normal mode. The VPN is temporary disabled until the next reboot.

- If the option is not enabled:
  - Access to the VPN configuration (see above).
  - *VPN* ❯ *VPN Config*
  - Enter your PIN code.
  - Validate.
  - *Enable VPN*: disable the teleworker.
  - The deskphone restarts.
  - Enter the PIN code if you have selected the option (*Request Pin on Boot*).
  - Validate.
  - The phone restarts in normal mode.

5.1.7 Reconnect your deskphone in remote place

Your phone is already configured for remote working but it was connected in your place of business. You need to reconnect it in a remote place.

- Connect your deskphone to the network (and plug in the power jack if you are using an external power adapter).
- If the option to enter PIN code when you boot your deskphone is enabled in the VPN configuration (*Request Pin on Boot*):
  - The PIN code is requested.
  - Enter PIN code.
  - ☑ Validate.
  - The phone starts as teleworker.
- If the option is not enabled (*Request Pin on Boot*).
  - Access to the VPN configuration (see above).
  - *VPN Config*
  - Enter your PIN code.
  - ☑ Validate.
  - *Enable VPN*: enable the teleworker.
  - Validate your choice.
  - The deskphone restarts.
  - Enter the PIN code if you have selected the option (*Request Pin on Boot*).
  - Validate.
  - The phone starts as teleworker.

If an error occurs when your phone is running in remote mode, a popup is displayed with an error message. Please note this message to send to your administrator.

6 Programming your telephone

6.1 Adjusting the audio functions

These features can be configured via the Web Management.

6.1.1 Select the melody

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone* › *Ringing*
- The melody must be chosen for external and internal calls: *Ext. Melody/Int. Melody* (optional)
- Select the melody of your choice (16 tunes).
- OK: Validate your choice.
- To end the settings.

6.1.2 Adjusting the ringer volume

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone* › *Ringing* › *Level*
- − + Select the volume you want (9 levels).
- OK: Validate your choice.
- To end the settings.

6.1.3 Configure the ringtone

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone* › *Ringing* › *Ringing mode*
- Pressing the associated key, select from:
  - *Normal ringing*
    A normal ring signals an incoming call.
  - *Silent mode*
    The phone no longer rings. The LED flashes to signal an incoming call.
  - *ProgressiveRinging*
    A progressive ring signals an incoming call.
- OK Validate your choice.
- To end the settings.

6.1.4 Configuring discreet mode (beep)

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone* › *Ringing* › *Beep*
- Pressing the associated key, select from:
  - *1 beep before ring*
    A beep followed by the ring signals an incoming call.
  - *3 beep before ring*
    Three beeps followed by the ring signals an incoming call.

  - *Ring without beep*
    A normal ring signals an incoming call.
- OK Validate your choice.
- To end the settings.

6.2 Adjust ringer volume while a call arrives

- Your telephone rings.
- − + Adjusting the ringer volume.
- OK Validate your choice.
- To end the settings.

6.3 Configuring the welcome page

Define the default page and tabs displayed by on the phone.

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone* › *homepage*
  - *Default*: select the default page (*Information, history, Forward, Voicemail, Contacts, Settings, Lock, Speed Dial*).
  - *Hide/display*: Select displayed tabs.
  - *Order*: Set the displayed order of the tabs
    : go down.
    : go up.
- OK Validate your choice.
- To end the settings.

6.4 Selecting language

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone* › *Language*
- Select the language of your choice.
- OK Validate your choice.
- To end the settings.

6.5 Adjusting the contrast of the display

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone* › *Contrast*
- − + Adjust contrast.
- OK Validate your choice.
- To end the settings.

6.6 Programming direct call keys (8028s Premium DeskPhone, 8018 DeskPhone, add-on module)

Your phone has 4 programmable keys with led and paper label. These keys are used to program a direct call. You can use the paper to describe the key. These keys are configured by the administrator from the Web Management or via the configuration file. Led behavior may differ depending on the system configuration.

For more information, contact your installer or administrator.

6.6.1 add-on module

These keys are configured by the administrator from the Web Management or via the configuration file. Led behavior may differ depending on the system configuration.

For more information, contact your installer or administrator.

6.7 Install a jack accessory (headset, hands-free, loudspeaker) (8028s)

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.

When you plug the jack accessory in the jack, a popup asks you for the type of accessory:

- *Headset*
- *Handsfree*
- *Loudspeaker*

If another headset is already connected (jack and USB), a pop-up will ask you to select your preferred headset.

A specific icon is displayed in the status bar: .

If necessary, you can also select the accessory type in the audio settings:

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone* ❱ *Audio* ❱ *Jack*
- Select the type of device plugged into the jack: *Headset* / *Handsfree* / *Loudspeaker*
-

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.

6.8 Install a USB accessory (Headset, Handsfree, Loudspeaker)

- Connect the accessory to the USB connector.
- When you plug the accessory in the USB port, the USB accessory is automatically detected. If an another accessory is already connected with the same function (USB and jack), a pop-up will ask you to select your preferred accessory to use for this function.

If necessary, you can also select the accessory type in the audio settings:

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone* ❱ *Audio* ❱ *USB*
- Select the type of device connected to the USB: *Headset* / *Handsfree* / *Loudspeaker*
-

6.9 Install a RJ9 headset (8008G, 8008)

You can connect a corded headset to your phone using the RJ9 connector behind the phone. Your headset must be compatible with the connector or an adapter must be used. Some USB or jack headsets can be used with a RJ9 adapter. Consult the list of accessories for compatible headsets: List of accessories.

6.10 Manage connected devices (8028s)

6.10.1 List of connected devices

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone* › *Audio*
- You can find information about which device is connected to the jack or USB connector.
  - USB: *None* / *Headset* / *Handsfree* / *Loudspeaker*
  - Jack: *None* / *Headset* / *Handsfree* / *Loudspeaker*
  - Bluetooth: *None* / *Headset* / *Handsfree* / *Loudspeaker*

6.10.2 Set accessory type for each connector

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone* › *Audio*
- Use one of the following:
  - *USB*:
    Select the type of device connected to the USB: *Headset* / *Handsfree* / *Loudspeaker*
  - *Jack*:
    Select the type of device plugged into the jack: *Headset* / *Handsfree* / *Loudspeaker*
  - *Bluetooth* (compatible Bluetooth® deskphone):
    Select the type of device paired with your phone: *Headset* / *Handsfree* / *Loudspeaker*
-

6.10.3 Default device

If you have connected the same type of accessory in the jack and the USB connectors, you can define which device will be used by default.

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone* › *Audio*
- *Accessory type*
- Select the default connector (then the accessory) to be used: *None* / *Jack* / *USB* / *Bluetooth* (compatible Bluetooth® deskphone).

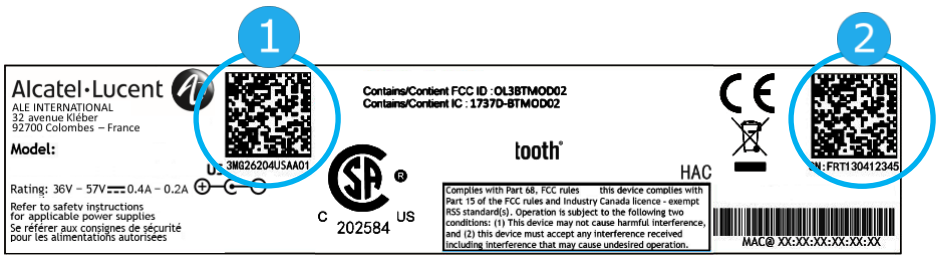
7 Contacting your administrator (technical support)

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 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.

1. Technical code.
2. Date code.



7.2 Software version

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

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Version*

7.3 Display network settings

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Network*

7.4 Reboot your phone

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Reboot*

7.5 Access to administrator configuration

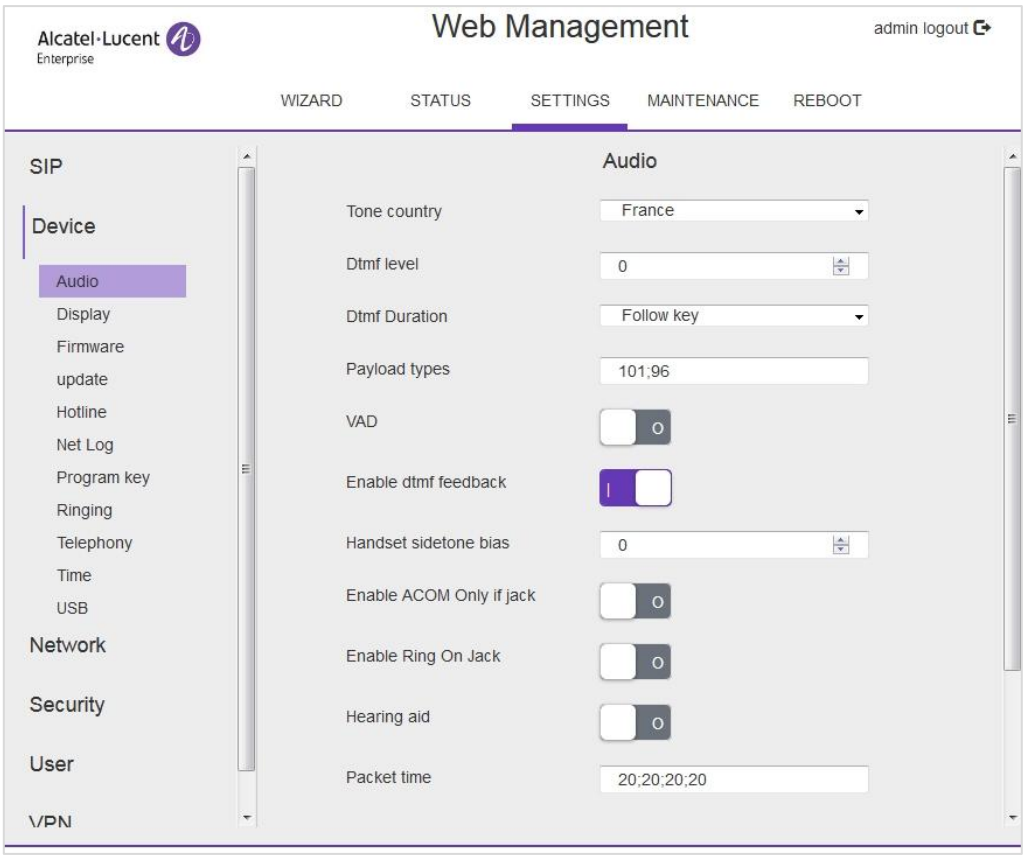
7.5.1 Administrator settings menu

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Admin*
- Enter the administrator password.
- This section allows the administrator to set IP parmeters, certificates, LDAP servers, DM URL (for configuration files), and SIP Accounts. The administrator can also restore factory settings. The DM URL is used to automatically download the phone's configuration file, including all parameters, when the phone switches on.

7.5.2 Web-Base Management (WBM)

Web Management offers the administrator an easy way to configure the settings of your phone through a web page hosted by your phone.

When the phone is connected to the network, your administrator can access the Web Management via a web browser by entering the IP address of your phone. The administrator password of the phone is requested.



From the Web Management, your administrator can configure audio settings (tone country, DTMF, Hearing aid, …), Bluetooth settings, screensaver, hotline number, programmable keys, ringing, seat mode (ringing on loudspeaker or on headset or both), telephony settings (dialing rules, voicemail, auto answer, hide identity, transfer, …). The administrator can manage password, binary update, export/import the configuration of the phone, export/import contact numbers, …

Consult the Web Management guide for more information.

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.

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 3BN78815AB (Plantronics C215)
  Cables Jack 3,5 mm, 4-pole and 3-pole

*Compatible with the 8008/8008G Cloud Edition DeskPhone with the following RJ9 adapter: QD RJ9 adaptater 3GV28177AA.
**Compatible with the 8008/8008G Cloud Edition DeskPhone with the following RJ9 adapter: Sennheiser CSTD 01.

8.1.2 USB headset

- USB Binaural Headset 3GV28057AB (Plantronics C325-1)

8.1.3 Adapter

- QD RJ9 adapter 3GV28177AA (box of 10 - Plantronics).
- 80XX JACK 4-3 POLE CABLE (box of 10) 3MG08018AA.
- 80x8S SATA-RJ11 CABLE (box of 10) 3MG08019AA.
- USB C to USB-A CABLE (box of 10) 3MG08020AA.

8.1.4 EHS interface

- External ringing interface module 3GV28050AA (MWS)
- USB external ringing interface module 3GV28184AA (USB Interface module 2 relays)

8.1.5 USB Dongle

- Dongle USB OmniAccess Stellar BLE (box of 10) OAL_PT_USB_10.

8.1.6 Other accessories (headsets)

Please consult the following sites of providers for compatible headsets:

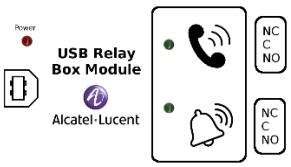
- https://www.plantronics.com/us/en/solutions/alcatel-lucent
- https://en-de.sennheiser.com/alcatel-lucent-headsets-unified-communications
- https://www.emea.jabra.com/business/for-your-platform/alcatel-lucent

8.2 USB external ringing interface module (USB Interface module 2 relays 3GV28184AA)

	8028s	8018	8008/8008G
The accessory is supported by the following sets	●		

The USB external ringing interface module allows driving an external system (like a ring or a lamp), following the ring tone cadence or the communication state of the phone connected on the telephone line. No system configuration is requested to install the module.

USB Interface module 2 relays lets to connect directly one or 2 external ringings on the USB connector of your deskphone:



Relay 2	The phone is in audio communication. The relay is active as long as the phone is in communication.
Relay 1	The phone is ringing. The relay follows exactly the ring signal.

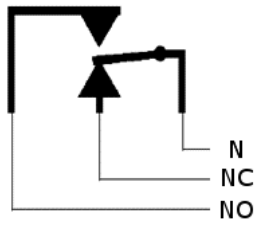
List of supplies

- USB external ringing interface module.
- 1 USB cable 1,5 m (4,9 feet) USB type A - USB type B.

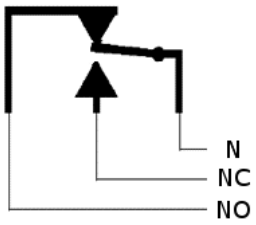
8.2.1 Installation

WARNING: The module must be closed before use. No settings require the module to be open.

In idle state:



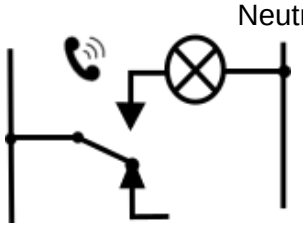
Ringing or during communication:



N: common.
NC: active signal.
NO: non-active signal.

Typical usage diagram:

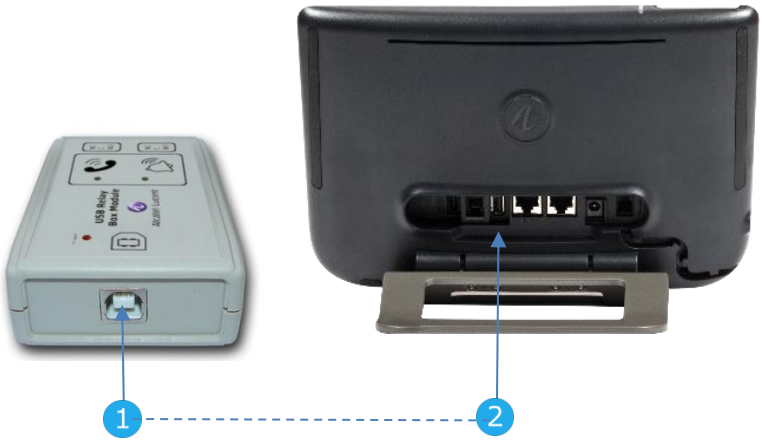
Phase Neutral



The lamp lights up when the phone is in communication.

The breaking capacity is 12V/24V DC 15A or 120V/220V AC at 10A.

8.2.2 Connect the device



- Plug the provided cord USB type B on the USB connector of the module.
- Plug the provided cord USB type A on the USB connector of the deskphone. See description of the connectors of your phone.

8.3 External ringing interface module (MWS 3GV28050AA)

	8028s	8018	8008/8008G
The accessory is supported by the following sets	●		

You have to use a RJ11 to SATA adapter to connect your deskphone to this device. The RJ11 to SATA adaptator is sold separately (3MG07058AA).

The external ringing interface module allows driving an external system (like a ring or a lamp), following the ring tone cadence of the phone set connected on the telephone line. A switch on the electronic board allows selecting between 2 operation modes.

- Follows the cadence: the relay follows exactly the ring signal.
- Hold mode: the relay is held for 0,7 s after the ring signal is gone. It erases some of the ring pulses.

8.3.1 List of supplies

- 1 external ringing interface module.
- 3 circuits plug to screw.
- 1 RJ11/RJ11 3 meters (10 feet) cable.
- 1 DC Japan/DC Japan 3 meters (10 feet) power cable.

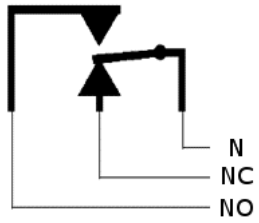
A power supply may be required to power the module when used with IP phone powered remotely (Power Over Ethernet).
Use only the following power supply (Sold separately):

- 3AK27097 (commercial part number).
- 1AF00446 (technical part number).

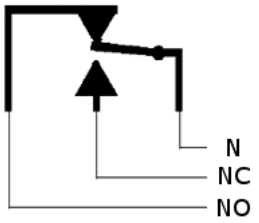
8.3.2 Installation

WARNING: The module must be closed before use. No settings require the module to be open.

In idle state:



The phone is ringing:



N: common.
NC: active signal.
NO: non-active signal.

8.3.3 Connect the device

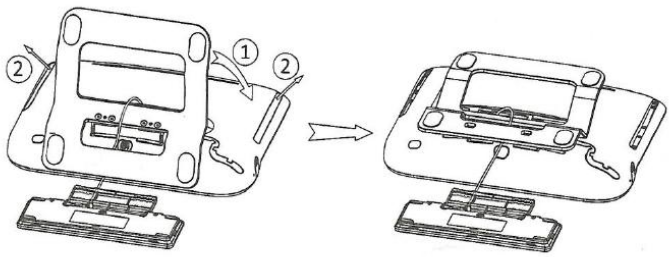
Phone set connected over IP and to an external power suply		
1	Connected to the DC power jack of the deskphone by using DC Japan cable.	
2	Connected to the power supply of the device.	
3	Connected to the SATA connector of the deskphone, by using the RJ11 cable with an adpatator RJ11 to SATA. The RJ11 to SATA adaptator is sold separately.	SATA
Phone set connected over IP and PoE		
1	Connected to the DC power jack of the deskphone by using DC Japan cable.	
2	Connected to the power supply of the device.	
3	Connected to the SATA connector of the deskphone, by using the RJ11 cable with an adpatator RJ11 to SATA. The RJ11 to SATA adaptator is sold separately.	SATA

8.4 Wall mounting kit

8.4.1 8028s Premium DeskPhone

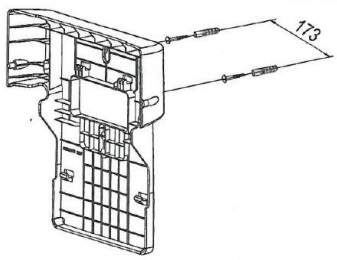
1

1. Rotate the metal foot to flat.
2. Remove the rubber cover on phone back shell each side.



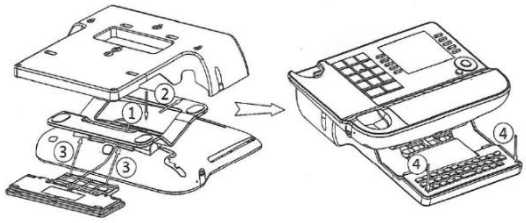
2

1. Drill two holes on the wall (separation=90mm, diameter=6mm).
2. Insert the fastener into the holes on wall (P/N: 1AD007550003).
3. Fix the support with both screws and adjust (P/N: 1 1AD007460003). The support is used as a reference and must be removeable.



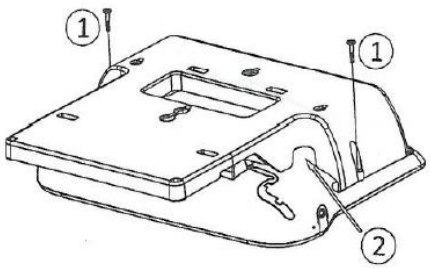
3

1. Put the support on the back side of the phone.
2. Slide it to top side and make sure the 4 hooks hold the metal foot.
3. Attach the magnetic alphabetic keyboard to the metal foot.
4. Push on the two corners of mini-keyboard to fix it in the support.



4

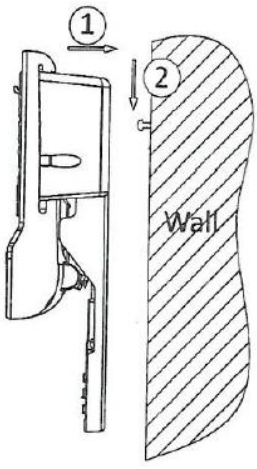
1. Fix the support with the phone by 1 screw (P/N: 1AD100020003).
2. Connect cables through the hole on support left side or right side.



To connect ethernet, use RJ45 cable (P/N: 1AB045210162).
To connect the power, use extension cable (P/N: 1AB203010001).

5

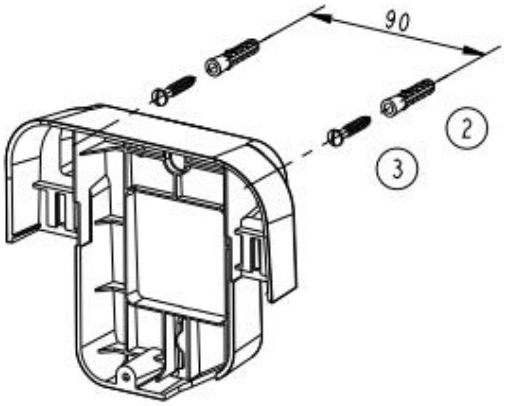
1. Hang the assembled phone with support on the wall.



8.4.2 8018 DeskPhone

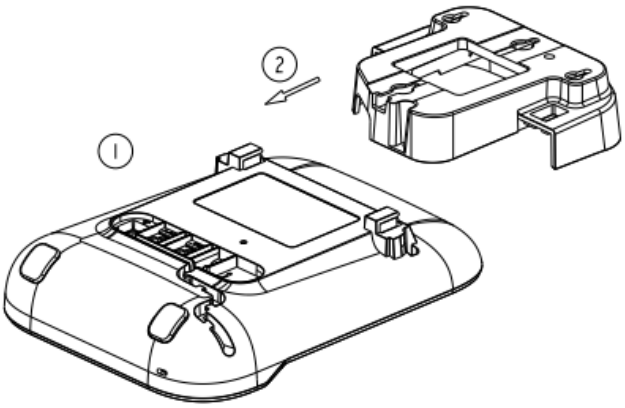
1

1. Drill two holes on the wall (separation=90mm, diameter=6mm).
2. Insert the fastener into the holes on wall (P/N: 1AD007550003).
3. Fix the support with both screws and adjust (P/N: 1 1AD007460003). The support is used as a reference and must be removeable.



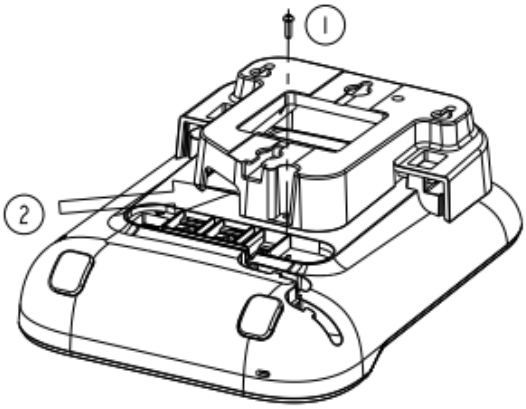
2

5. Put the support on the back side of the phone.
6. Slide it from top side and make sure the 2 snaps are engaged on the shell.



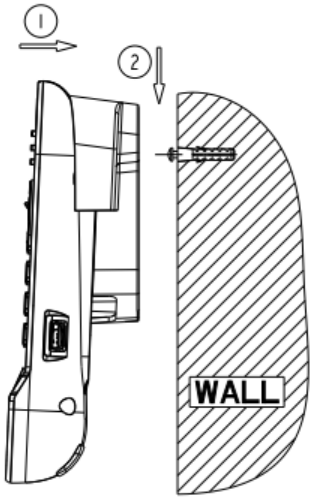
3

3. Fix the support with the phone by 1 screw (P/N: 1AD204430001).
4. Connect cables through the hole on support bottom side.



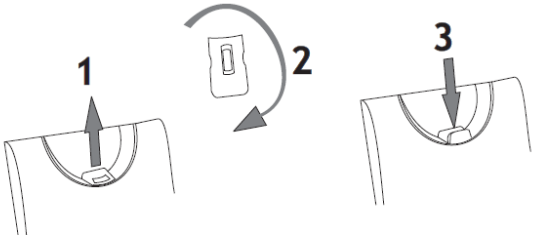
4

2. Hang the assembled phone with support on the wall (P/N: 1AB045210162).



5

If your phone is equipped with the reversible hook (beginning of 2020), improve the stability of the handset (for example on boats) by turning the hook on the phone as shown in the following picture:

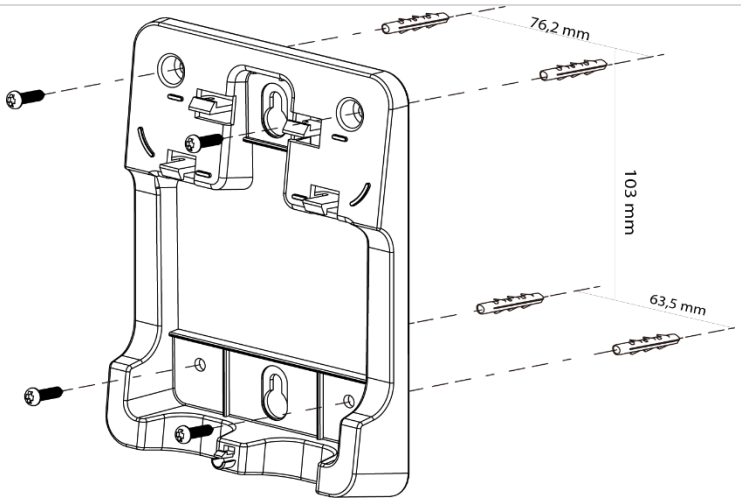


8.4.3 8008/8008G DeskPhone

Installation of the wall mount kit

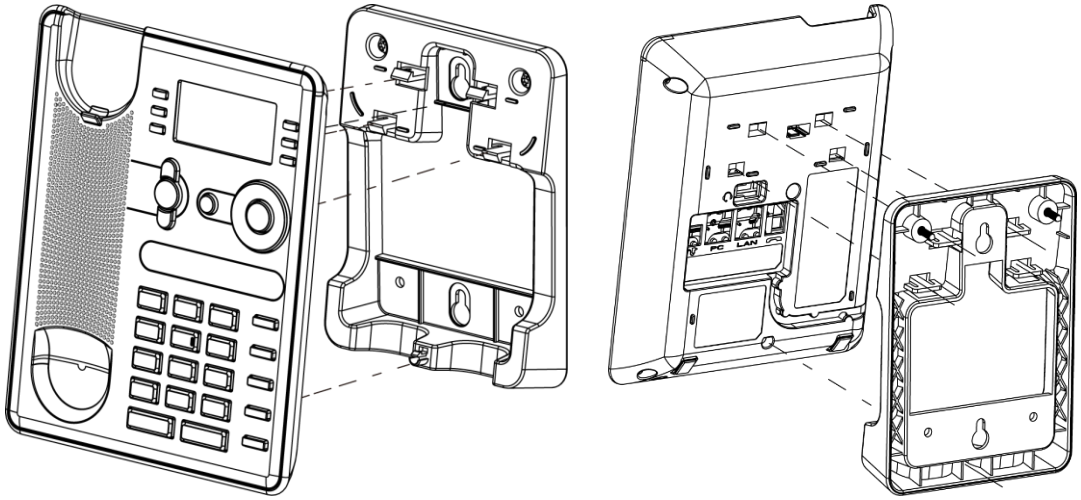
1

Fix the wall mount kit on the wall by using the 4 provided screws and nylon anchors. You can use the support as a reference to mark position. Remove it before drilling holes.



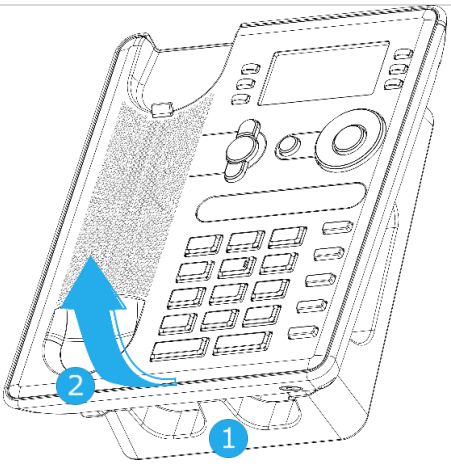
2

Assemble the phone with the wall mount kit by using the 5 hooks of the support.



Pull out the phone from the support

1 - Maintain the support with one hand by using the two holes on the bottom of the wall mount kit.
2 - With the other hand, pull out the phone from the support as shown in the image.



8.5 Connect a 3 pole jack headset

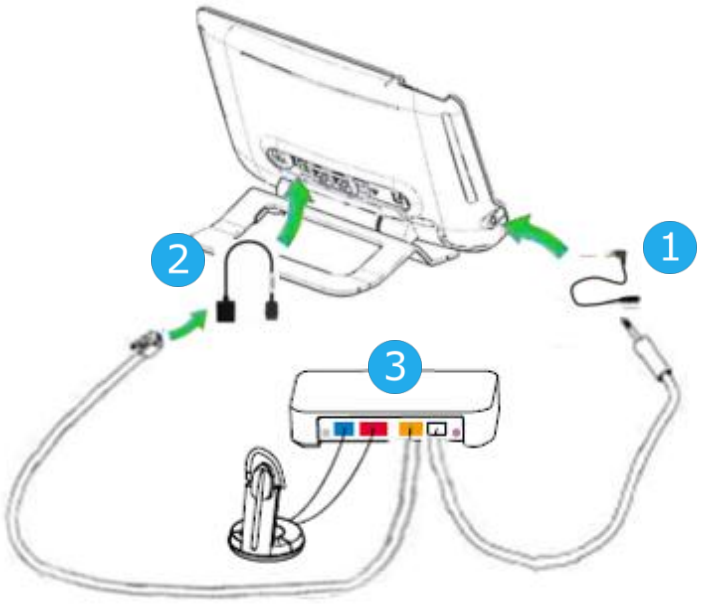
Your phone is equipped with a 3.5 mm, 4 pole jack. If your headset is not compatible (3 pole jack), you have to use adapters.

Use the following kit which contains a 3 pole to 4 pole jack adapter and a RJ11 to SATA adapter:

- 80XX JACK 4-3 POLE CABLE (box of 10) 3MG08018AA
- 80x8S SATA-RJ11 CABLE (box of 10) 3MG08019AA

1	A 3 pole to 4 pole jack adapter to connect the jack of the headset to the DeskPhone to manage audio.
2	RJ11 to SATA adapter to connect the RJ11 connector of the headset to the SATA connector to the DeskPhone to manage ringing. Some manufacturers provide the Sata connector. In this case, the adapter is not useful.
3	EHS adapter (depends on accessory manufacturer).

For example:



8.6 Alcatel-Lucent Enterprise Application Partner Program

The mission of the Alcatel-Lucent Enterprise Application Partner Program is to support a broad ecosystem of developers and partners throughout the deskphone Lifecycle. In this context, certification tests are made between applications or devices of partners and Alcatel-Lucent Enterprise's platforms. It certifies proper inter-working with applications or devices of the partner. Results of certification tests for headsets can be consulted by following the links below.

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

9 Technical specifications

	8028s	8018	8008G	8008
Width	252 mm (9.92 in)	164 mm (6.46 in)	150 mm (5.91 in)	150 mm (5.91 in)
Depth on a table	200 mm (7.87 in)	200 mm (7.87 in)	34.8 mm (1.37 in)	34.8 mm (1.37 in)
Height	204 mm (8.03 in)	170 mm (6.69 in)	195 mm (7.68 in)	195 mm (7.68 in)
Weight	1350 g (2.98 lbs)	675 g (1.48 lbs)	508 g (1.12 lbs)	508 g (1.12 lbs)
Adjustable foot stand range	25° - 60°	45°	45°	45°
Color	Moon grey	Moon grey	Moon grey	Moon grey
Display	2.8 inch, 64 x 128 pixels black & white, white backlight, effective display area size 64 x 32 mm	2.4 inches 128 x 64 pixels graphic black/white LCD display, effective display area size 54.8 x 28.5 mm (2.15 x 1.12 in)	2.4 inches 128 x 64 pixels graphic black/white LCD display, effective display area size 52 x 26 mm (2.05 x 1.02 in)	2.4 inches 128 x 64 pixels graphic black/white LCD display, effective display area size 52 x 26 mm (2.05 x 1.02 in)
Power over Ethernet (IEEE 802.3af)	Class 1	Class 1	Class 1	Class 1
Power consumption (PoE) Idle – Active(w/o Add-on, w/o USB)	1.5 W – 2 W		Power supply: Optional accessory	Power supply: Optional accessory
Power consumption (Power adaptator) in networked standby	NA	NA	1.4 W[1)]	1.1 W[1)]
Operating conditions	-5°C - +45°C (23°F - 113°F)	-5°C - +45°C (23°F - 113°F)	-5°C - +45°C (23°F - 113°F)	-5°C - +45°C (23°F - 113°F)
USB-A USB-C	USB 1.1 USB 2.0	USB 2.0	NA	NA

[1)] Power consumption in networked standby is defined by Commission Regulation (EU) 2023/826. According to this regulation, these devices are HiNA equipment (Networked Equipment with High Network Availability).

	External ringing interface module (MWS 3GV28050AA)	USB external ringing interface module (3GV28184AA)
Maximum distance between the phone set and the device	3 m (10 feet)	1.5 m (5 ffet)
Width	124 mm (1.2 in)	100 mm (3.9 in)
Depth on a table	130 mm (5 in)	62 mm (2.4 in)
Height	30 mm (1.2 in)	26 mm (1 in)
Weight	170 g	
Adjustable foot stand range		
Color	Black and silver	
Power consumption	500 mW	
Power consumption	2A 220 Vdc 250 Vac	15A 12/24Vdc 10A 120/220Vac
UL/CSA Ratings	• 30 Vdc / 2 A • 220 Vdc / 0.27 A • 120 Vdc / 0.5 A • 250 Vac / 0.25 A	
Operating conditions		

10 Ordering information

8008 DeskPhone	3MG08010AA
8008G DeskPhone	3MG08021AA
8008 Wall mounting kit	3MG02013AA
8008 Power adaptator	3MG08011AA
QD RJ9 adapter	3GV28177AA
8018 DeskPhone	3MG27201AA
8018 Wall mounting kit	3MG27210AA
8018 Customizable clip (x10)	3MG27211AA
8018 Noe paper label cover (x10)	3MG27212AA
8018/8019S paper label + cover kit (x10)	3MG27222AA
8018/8019s Paper label (x64)	3MG27215AB
8018 Plastic foot (x10)	3MG27216AA
8028s Premium Deskphone	3MG27202xx
8028/8029 paper labels (x50)	3MG27114AA
80XX JACK 4-3 POLE CABLE (x10)	3MG08018AA
80x8S SATA-RJ11 CABLE (x10)	3MG08019AA
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 Monaural	3BN78158AB
Corded Premium Binaural Wideband Headset	3GV28048BA
Corded Binaural Wideband Headset	3GV28048AD
Bluetooth Monaural Headset	3BN67215WW
USB Binaural Headset	3GV28057AB
Magnetic Alphabetic Keyboard	3MG27208xx
Premium Wall Mounting Kit	3MG27110AA
AC/DC Power Adapter (100–240 V AC/48 V DC)	3MG27006xx
External ringing interface module without PSU	3GV28050AA
USB external ringing interface module	3GV28184AA

11 Guarantee and clauses

Current Safety and Regulatory Statements relate to the following products (do not apply to accessories): 8028s Preemium DeskPhone, 8018 DeskPhone, 8008G DeskPhone, 8008 DeskPhone.

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 the 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 DeskPhones also offer a Bluetooth® radio interface for Bluetooth® handsets or other Bluetooth® devices with the frequency range 2402-2480 MHz and 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: 2014/30/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
www.al-enterprise.com/en/declaration-of-conformity

CE

USA and Canada
This device complies with part 15 of the FCC Rules. 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 wit 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 equipement 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.

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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Alcatel·Lucent Enterprise

8028s Premium DeskPhone - 8018 / 8008G / 8008 DeskPhone Quick guide

Features keys

• Mute key During a call, press this key to stop your contact from hearing you.	
• Turn down the volume (ringing or call state). • Decrease the brightness (idle state). • Decrease the contrast (idle state).	
• Turn up the volume (ringing or call state). • Increase the brightness (idle state). • Increase the contrast (idle state).	
• Pressing this key answers an incoming call in hands-free mode (when activated, the key is lit blue). When a call is in progress, pressing this key switches from hands-free mode to headset or handset mode.	
• The F1 and F2 keys are line keys. Can be used to answer to an incoming call or switch from one call to another.	
• Last number redial. For the phones 8018/8008G/8008 Cloud Edition DeskPhone, the redial key is associated with the Off-hook key when the phone is in idle state: .	
• Information about the user: lastname, firstname, phone number,.. (short press). • Switch between the alphabetic and numeric keyboards (long press)	
• Access the voice mail The message key flashes when you have received a new voicemail	

Homepage screen

The homepage is the default page displayed on your phone. The default homepage shows information about the phone (name, number, number of missed calls, number of new messages, forwarding status), but this can be changed in the phone settings.

Depending on the type of your phone, you can navigate in the title bar by pressing on it or by using the right navigation key. Icons depend on the theme (skin) of the phone.

	Display all information about the phone: name, number, number of missed calls, number of new messages, forwarding status. The icon is marked with a red dot if there is one or more new event.
	Access to the calls log. The number of new events is displayed (number of missed calls + number of unread messages).
	Access the forwarding configuration.
	Access the voicemail. The number of new voice messages is displayed. The number of new voice messages is displayed.
	Access the local directory.
	Access the settings.
	Lock/unlock the phone.
	Access to personal speed dial.

Call icons

Icons giving information about some specific configurations of the phone or about call status are displayed in the top bar of the screen. Icons depend on the theme (skin) of the phone.

	Incoming call icon: this icon blinks when there is another incoming call.		Conference icon.
	Call in progress icon.		End of call icon. Your contact ended the conversation.
	Call holding icon: this icon blinks when there is another ongoing call.		

Alpha-numeric keyboard

- Depending on the phone type, you can switch between the alphabetic and numeric keyboards by pressing the following key:
  - (long press): when the alphabetic mode is activated, this icon is displayed in the top bar of the screen: A.
  - 123<>abc (short press): when the alphabetic mode is activated, the light corresponding to the key remains lit up.

  When the alphabetic mode is activated, the light corresponding to the key remains lit up.
- Enter alphabetic characters.
  The number pad keys have letters that you can display by successive presses. The number is the last character in the series. Some special characters can be displayed by successively pressing the key:

*	% $ / ~ & ( ) [ ] = *
#	@ #
1	space - _ 1
0	+ . , ; : / \ ? ! 0

Magnetic alphabetic keyboard (optional)

Cursor moving keys (left, right, up and down). Allows you to navigate edit boxes. Press the Alt key to access the left and up directions.	
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.	

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8028s Premium DeskPhone - 8018 / 8008G / 8008 DeskPhone Quick guide

SIP Business

Local directory

- Select the local directory icon from the phone menu (see the navigation section of your phone model).
- Press the menu key or the ok key to open the menu.
- Call your contact / Create a new contact / Delete the selected contact / Delete all contacts in the local directory / Modify a contact.

Calling by number

You can unhook the handset or the headset to make a call with the handset or the headset otherwise you make a call in hands-free mode.

Dial the number directly and press: / OR .

Calling by name

- Enter the first letters of your contact's name.
- Start the call.

Call from call log

- Select the history icon from the phone menu (see the navigation section of your phone model).
- Using the up and down navigator (if necessary), find the contact to call.
- Press the relevant callback key in the Call Log (right side).

Make a call using the local directory

- Select the local directory icon from the phone menu (see the navigation section of your phone model)
- Call the contact by pressing the call icon key.

Answer a call

- Lift the handset or use an answer keys / / / .

Reject or deflect an incoming call

- *Reject call* OR Reject the call. The incoming call is ended.
- *Deflect* Deflect the call to another contact:
- *Deflect VM* Deflect the call to your voicemail.

Redialing

- Redialing the last number dialed (redial).

Placing a call on hold

- ***Put** on hold* The call is placed on hold ( ).
- *Retrieve* Recover the call on hold. You can resume the conversation ( ).

Sending DTMF signals

- Enter DTMF code.

Mute, so that your contact cannot hear you

- Disable microphone ❯❯ the mute key blinks.

Making a second call during a conversation

- Press the key associated with the icon: *New call*.
- Call your contact using the dial by name or the dial a number feature.
- Press the call icon key ❯❯ the first call is on hold.

To cancel your second call and recover the first

- Hang up.
- *Retrieve*
  ❯❯ You are on the line with your first contact.

Answering a second call during a conversation

- Press the 'take the call' key ❯❯ the first call is on hold.
- As long as the call is presented, you can also choose to deflect the call.

Switching between calls (Broker call)

Use one of the following:

- Press the blinking line key
- Using the left-right navigation keys, select the blinking 'call on hold' icon ( ).
  Retrieve

Transferring a call

- During a conversation.
- *Transfer to*
- Call the recipient of the transfer using the dial a number or dial by name feature.
  The transfer is done as soon as the call is started.

Conference

- Call the first contact.
- Call the second contact.
- *Conference* ❯❯ you are in conference mode.

Consulting your voice mailbox

Press the messaging key.

Adjust audio volume

Selecting language

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone* ❯ *Language.*
- Select the language of your choice.

Adjusting the audio functions

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone* ❯ *Ringing*
  - *Melody:* select the melody.
  - *Level:* adjusting the ringer volume.
  - *Ringing mode:* configure the ringtone.

Configuring the welcome page

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone* ❯ *homepage*
  - *Default*: select the default page.
  - *Hide/display*: select displayed tabs.
  - *Order*: set the displayed order of the tabs.

Adjusting the brightness of the deskphone

- Select the settings icon from the phone menu (see the navigation section of your phone model).
- *Phone* ❯ *Display*
  - *Brightness:* adjust the brightness when the phone is in use.
  - *Low brightness:* adjust the dimmed brightness when the phone is not in use.
  - *Screensaver:* set the delay before the screensaver starts.

Forwarding to a number or voicemail

- Select the forwarding icon from the phone menu (see the navigation section of your phone model) / ❯ Select the forward icon from the information tab.
  - *Deactivate*
    When selecting this option, no forward is activated.
  - *Immediate*
    All your calls are immediately forwarded to another set or voicemail.
  - *No Reply*
    All your calls are forwarded to another set or voicemail when you cannot answer.
  - *Busy*
    All your calls are forwarded to another set or voicemail when you are already on the line.
  - *Busy/No Reply*
    All your calls are forwarded to another set or voicemail when you cannot answer or when you are already on the line.
- Use one of the following:
  - *Voicemail*: forward your calls to voicemail.
  - *User:* forward your calls to another set.
- Select the forwarding destination by dialing directly the number.

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