Thank you for choosing a phone manufactured by Alcatel-Lucent.

How to use this guide

Take the call.

Hang up.

Alphanumeric keypad.

Apply your choice: Press the validation key of the navigator or the menu keys.

Use up or down navigation key to navigate in a menu.

Use the left or right navigate key to navigate in a menu.

Use the up and down or left and right navigation keys to navigate in a menu.

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

These symbols can be supplemented by small icons or text.
Getting to know your telephone

Access MENU
'Menu' key is used to access various functions of the set (programming, operation, etc.)
'OK' key to access the set local configuration (ringing, contrast, etc.). Apply your choice.

Status icons
- Battery charge level
- Radio reception quality
- Programmed call-back time
- Lock / unlock your telephone
- Notification
- Call diversion activated
- Handfree mode activated
- New voice or text message, call back request, missed calls
- Silent mode activated
- Headset connected

Display key.
Used to access various functions according to the status of the telephone (communication, text entry, idle, ...). Example:
- LNR to access the 'Redial' function
- OK apply your choice
- More to access more options
- C to correct a character entered
- Back to end a configuration or to go back to the previous page or to the idle screen

Push To Talk (OmniTouch 8128 WLAN Handset - OmniPCX Enterprise)

Profile button
This key allows you to select a profile (volume, ring tones, vibration, key sound) or to create a new profile.

Customizing the telephone:
- 'OK' key to access the set local configuration (ringing, contrast, etc.)
- Apply used to validate your choices and options while programming or configuring
- Navigate
  - Navigation keys: used to navigate the menus or in a text field when entering characters.
- Switch on / off (long press)
- Hang up
- Switch off ringer
- Company directory (long press)
- To lock the keypad (long press)

Microphone
OmniTouch 8128 WLAN Handset

Back-lit screen
The screen switches off automatically after a few seconds. The display is in color for the OmniTouch 8128 WLAN Handset. The screen switches on automatically as soon as you press any key.
1 Display and corresponding icons

1.1 Status icons

The status icons are displayed on the welcome screen and indicate the status of the telephone.

- Battery charge level
- Radio reception quality
- Programmed call-back time
- Lock / unlock your telephone
- Notification
- Call diversion activated
- Handfree mode activated
- New voice or text message, call back request, missed calls
- Silent mode activated
- Headset connected

1.2 MENU icons

The MENU is accessible from the welcome screen by pressing the OK key.

It provides access to all the local functions available on your phone.

- Profile (volume, ring tones, vibration, key sound).
- Handset settings (such as automatic key lock, display, device info).
- Handset connection configuration.

1.3 Call icons

- Call in progress
- Incoming call
- Call on hold
2.1 Installing the battery in the telephone

Before inserting the battery module into the phone, make sure that its lock is in the unlocked position.

To remove it:

1. Slip the lock to the unlocked position.
2. Lift the battery module.
3. You can then remove the battery module.

Check that the battery module is properly installed in its housing.

2.2 Charging your telephone battery

It is important to fully charge your phone before using it for the first time.

- Connect the charger and place the telephone in the charging holder. The phone LED is orange when charging.

- Take the phone out of the charger. Once the phone is charged (steady green), you can take the phone out of the charger. To remove the phone from the charger, you must first tilt it forward and then take it out of the charger.

- Rack charger.
2.3 Switching on your telephone

Your telephone is switched on

Switch on (long press)
Wait a few seconds (about 3s).

If the display fails to light or the red LED is flashing, recharge the battery.

If the red LED is flashing slowly:

- Check that you're in a WiFi hotspot.
- Check that the telephone is properly installed in the system (consult the PABX manager).

2.4 Switch off your phone

Select the incoming call.

OK To confirm.
3  Using your telephone

3.1 Making a call

- **Dial directly** the number for your call
- **Long press** (Handfree) the number required

*Only the OmniTouch 8128 WLAN Handset allows the handsfree mode.*

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

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

3.2 Receiving a call

- **OK**

3.3 Calling your correspondent by name (company directory)

- **Menu**
- **OK**
- **A B C D**

Press the 'Call by name' key. Enter the first letters of your correspondent's name.*

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

3.4 Make a call using the personal phone book

- **Menu**
- **OK**
- **OK**
- **OK**

Select the contact to call. Start the call.

3.5 Redialling

- **Call back on the last 10 number dialled**

- **Menu**
- **Redial**
- **OK**
- **OK**

Select the No. in the last ten issued. Start the call.

3.6 Make a call-back request to a busy number

- **Menu**
- **Rediallist**
- **OK**
- **OK**

The number you are calling is busy
3.7 Sending DTMF signals

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

- During a conversation

  Menu

  MF code

  OK

  to activate

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

3.8 Mute, so that your correspondent cannot hear you

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

- During a conversation

  long press

  You cannot be heard and the 'mute' icon is shown on the set display

- long press

  You can be heard and the 'mute' icon disappears from the display
4.1 Making a second call during a conversation

- Other methods for calling a second correspondent:
  1. Press the 'Call by name' key directly (long press)
  2. Menu: 
     - Display the name or number of the second call
     - Select the incoming call

To cancel your second call and recover the first:

- To return to your first caller and end the conversation in progress:
  - The name or number of the caller is displayed for a few seconds
  - Select the incoming call
  - Take the call

4.2 Answering a second call during a conversation

Call icons:
- In conversation
- Incoming call
- Call on hold

4.3 Switching between calls (Broker call)

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

4.4 Transferring a call

To transfer your call to another number:

- During a conversation
  - Enter 23456
  - The first call is on hold

You can also transfer your call immediately, without waiting for your correspondent to answer.

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

4.5 Transfer a call to the voice mailbox of an absent party

During the call, you want to transfer your correspondent to the voice mailbox of another correspondent.

- During a conversation
  - Menu
  - Transfer
  - OK
  - 23456
  - Enter the voicemail number

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

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

- Cancel the conference and remain with your second correspondent (your first call is placed on hold):

- Hang up on all correspondent:

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

4.7 Placing a call on hold (hold)

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

- Recover the call on hold:

  - Your telephone rings
  - Take the call
4.8 Placing an outside call on hold (parking)

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

**To recover the parked call:**

```
   during a conversation  Menu  2  3  5  6  OK
```

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

4.9 Store a number

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

```
   during a conversation  Menu  select key to programme (0 to 9)
   display number
```

```
   enter the name of your correspondent  apply
```

* Enter the name of your correspondent:

```
   A B C D
```

**Adjust audio volume**

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

```
   during a conversation  Adjust audio volume
```
5.1 Answering the general bell
When the operator is absent, outside calls to the operator are indicated by a general bell. To answer:

- Menu → (general bell) → OK
- (number of telephone ringing) → OK

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

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

  - Menu → (pick-up) → OK
  - (number of telephone ringing) → OK

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

5.3 Hunting groups
- Hunting group call:
  Certain numbers can form a hunting group and can be called by dialling the group number.

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

  - 'leave group' (programmed key) / your group number

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

5.4 Calling a correspondent on his/her loudspeaker
Your internal correspondent does not answer. If authorised, you can remotely activate your correspondent's phone:

- your correspondent does not reply

  - Menu → (select correspondent) → OK

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

5.5 Sending a written message to an internal correspondent
- Predefined message

  - (number to be called) → OK

  - Select the message to be sent
Sharing

5.6  Send a voice message copy

change language of message

create a temporary personal message*

* create a temporary personal message:

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

position the cursor in the entry field;

More  erase last character entered

The 27 standard messages are shown below:

<table>
<thead>
<tr>
<th>No.</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Call me back</td>
</tr>
<tr>
<td>2</td>
<td>Call me back tomorrow</td>
</tr>
<tr>
<td>3</td>
<td>Call me back at ___ (*)</td>
</tr>
<tr>
<td>4</td>
<td>Call back ___ (*)</td>
</tr>
<tr>
<td>5</td>
<td>Call the attendant</td>
</tr>
<tr>
<td>6</td>
<td>Call the secretary</td>
</tr>
<tr>
<td>7</td>
<td>Will call back at ___ (*)</td>
</tr>
<tr>
<td>8</td>
<td>Use paging</td>
</tr>
<tr>
<td>9</td>
<td>Please fetch your fax</td>
</tr>
<tr>
<td>10</td>
<td>Please fetch your mail</td>
</tr>
<tr>
<td>11</td>
<td>Please cancel your forwarding</td>
</tr>
<tr>
<td>12</td>
<td>Visitors are waiting</td>
</tr>
<tr>
<td>13</td>
<td>You are expected at reception</td>
</tr>
<tr>
<td>14</td>
<td>Meeting at ___ (*)</td>
</tr>
</tbody>
</table>

* Messages to be completed using numeric keypad

Record in progress

To record a comment:

Record  OK  Recording in progress

Stop  OK  end of recording

Pause  OK  pausing in the recording

Listen  OK  replay comment

Send message  OK  re-record a comment

confirm the recording and send the message
5.7 Sending a recorded message to a number / a distribution list

- Number to be called
- Other correspondents if necessary
- Start message recording
- End of recording
- Pausing in the recording
- Replay message
- Re-record a message
- Apply

5.8 Broadcasting a message on the loudspeakers of a station group

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

- Number of broadcast group

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

5.9 Modify the automated attendant welcome message remotely

This feature enables a user with the appropriate rights to modify the automated attendant night or day-time message.

- Voice mail call number
- Number of your voice mailbox
- Personal code

- Follow the instructions of the voice guide
- Access the 'personal options' menu
- Access the 'welcome messages customisation' menu
6.1 Selecting calls to be diverted

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

- If the type of call forwarded is not appropriate
  - all calls

6.2 Diverting calls to another number (immediate diversion)

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

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

6.3 Diverting your calls to your voice message service

- Forward
  - OK

6.4 When you return, consult recorded messages

The display of the ‘envelope’ icon indicates that there is a message present.

- Listen to message
  - The sign ‘*’ indicates a message not consulted.

- Call back sender of message
  - send a copy of a message
6.5 **Activate/disable the personal assistant**

Menu → Assistant → OK → Display of personal assistant state (active or not active)

- Confirm the current status of the assistant
- Change the status of the assistant

6.6 **Personal assistant: reaching you with one number only**

Menu → Settings → Assistant → OK

- Select type of diversion
- Dial number of a colleague or your secretary

Menu → InternalNr → OK → MobileNr → OK → Operator

- Dial an outside line number
- Dial number of your mobile or DECT

- Activate/deactivate transfer to operator

6.7 **Forwarding your calls from the receiving terminal (“Follow me”)**

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

Menu → Forward → OK → MobileNr → OK

- Your extension number

→ Diversion is acknowledged

6.8 **Cancelling all diversions**

Menu → Forward → Cansel → OK → Indiv.rep.

6.9 **Diverting calls when your line is busy (divert if busy)**

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

Menu → Forward → Busy → OK → Rediallist

- Number receiving diversion;

→ Diversion is acknowledged
6.10 Do not disturb

You can make your terminal temporarily unavailable for all calls.

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

6.11 Leaving a recorded message for internal callers

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

Predefined message

Select the message to be sent

Enter the no. of the message to be sent (01 to 27)

Change language of message

- Personal message

Create a temporary personal message

Send message

Create a temporary personal message:

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

Position the cursor in the entry field.

Select a digit (keys 0 to 9): the digit can be accessed after all the characters of the key pressed have been displayed on the screen.

The 27 standard messages are shown below:

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

The light indicates that messages have been received.

During the display of the information:
- OK: call back the message sender (the message is erased automatically after the call)
- next message
- previous message

During message consultation, press the 'menu' key to access the following functions: (Menu)
- Read more
- Clear
- Call
- SendTxtMsg
- Savetorep
- ReadTxtMsg
- number of messages received
- display name of sender, with date, time and ranking of message
- select the message to consult
- erasure message
- call back sender of message
- sending a written message to an internal correspondent
- save the sender’s number in your directory
- terminate consultation

6.13 Message notification

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

- Activate/deactivate message notification
- Enter the number of the set where the notification is to be received
- Change the time slot
The time slot during which notification is activated can be changed.
7 Programming your telephone

7.1 Initializing your voice mailbox

You can replace the greeting message by a personal message.

Enter your personal code then record your name according to voice guide instructions.

During the recording of a message, it is possible to access the following functions:

- **Stop** to stop the recording
- **Pause** to pause recording
- **Record** to record the message again

7.2 Customising your voice greeting

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

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

Your password has 6 digits. A weak personal code with 6 identical digits (000000, 111111, etc.) or a simple sequence of 6 digits (012345, 123456, etc.) will be rejected by the system. After a system upgrade, the password may still have only 4 digits. For security reasons, we recommend you use a password with 6 digits. Contact your installer for more information.

7.3 Modifying your personal code

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

As long as your voice mailbox has not been initialized, personal code is 151515.

Your password has 6 digits. A weak personal code with 6 identical digits (000000, 111111, etc.) or a simple sequence of 6 digits (012345, 123456, etc.) will be rejected by the system. After a system upgrade, the password may still have only 4 digits. For security reasons, we recommend you use a password with 6 digits. Contact your installer for more information.

7.4 Configuring the telephone ringer

Select the profile (silent, vibrating ringer, low, loud or customized)
Programming your telephone

- Select a profile
  - Choose the profile
    - Select a profile
- Modify a profile
  - Edit
  - choose the profile
    - to modify the volume
      - select the volume of your choice
    - to modify the ring tone
      - select the type of call to which the ringing is to be associated
      - select the melody of your choice
      - to listen to the ringing
        - apply your choice
        - back to the previous screen
    - vibration active only if the ring tone is on silent mode
        - vibration active

7.5 Adjusting your display

- Create a new profile (only for OmniTouch 8128 WLAN Handset)
  - enter the profile name
  - adjusting the ringer volume
    - choose ringer
    - activate/deactivate the vibrating ringer
    - activate/deactivate the Key tones

- to modify the key sound
  - to modify the key sound
    - select the type of call to which the ringing is to be associated
    - select the melody of your choice
    - to listen to the ringing
      - apply your choice
      - back to the previous screen
    - vibration active only if the ring tone is on silent mode
      - vibration active

- Vibration deactived
  - apply your choice
  - back to the previous screen
Programming your telephone

Adjusting the screen brightness

Adjusting screen contrast: (only for OmniTouch 8118 WLAN Handset)

7.6 Screensaver (only for OmniTouch 8128 WLAN Handset)

7.7 Selecting language

7.8 Selecting connection language, profiles and settings menus

7.9 Programming your personal directory

Enter the name:  
Enter the number

* Enter the name:  

Position the cursor in the entry field  

Erase last character entered  

Enter a digit (keys 0 to 9)
7.10 Programming an appointment reminder

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

- Program a temporary reminder call.

  - Enter the reminder time.
  - At the programmed time, your telephone rings.

- Program a permanent reminder call.

  - Enter the reminder time.
  - At the programmed time, your telephone rings.

7.11 Lock / unlock your telephone

- Lock / unlock your telephone.

  - Enter your personal password.

- Unlock your phone.

  - Enter your password to unlock your set (default 000000).

- Locking the keypad.


- Unlocking the keypad.

  - Long press Yes.
Programming your telephone

7.12 Activate/deactivate the Key tones

By default the set emits a tone each time a key is pressed. To deactivate these tones:

- Select
- Sound & Alerts
- Key sound
- Choose the type of key sound

7.13 Activate/deactivate the Warning tones

The warning tones inform the user of an abnormal operation (out of range, system activated or halted, etc.). To deactivate these tones:

- Select
- Sound & Alerts
- Warning tones
- Select
### System menu items

<p>| | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
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<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>menu</td>
<td>Settings</td>
<td>My phone</td>
<td>Directory</td>
<td>Language</td>
<td>Password</td>
</tr>
<tr>
<td>My services</td>
<td>Forward services</td>
<td>Immediate forward</td>
<td>Forward on busy</td>
<td>Fwd on no reply</td>
<td>Fwd busy/no reply</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Deactivate forward</td>
<td>Deactive follow me</td>
<td>Remote forward</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Deact remote fwd</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Don’t disturb - Lock</td>
<td>Lock/unlock</td>
<td>Do not disturb</td>
<td>Suite: DND</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Call pick up</td>
<td>Group call pick up</td>
<td>Set call pick up</td>
<td>Night call pick up</td>
<td>Park/retrieve call</td>
<td>Common hold</td>
</tr>
<tr>
<td></td>
<td>ProcessGrp pick up</td>
<td>Group call pick up</td>
<td>Call associate</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Associate services</td>
<td>Overflow to associate</td>
<td>Overflow if busy</td>
<td>Cold River</td>
<td>Deact ovflow to assoc</td>
<td></td>
</tr>
<tr>
<td>Consult - Callbacks</td>
<td>Last caller</td>
<td>Charging info</td>
<td>Alarm consultation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Appointment</td>
<td>VoiceMail services</td>
<td>Notify voice msgs</td>
<td>Send voice message</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Misc. services</td>
<td>Intrusion protection</td>
<td>Business account code</td>
<td>Substitution</td>
<td>Enter hunting group</td>
<td>Leave hunting grp</td>
</tr>
<tr>
<td></td>
<td>Set out of service</td>
<td>Meet-me conference</td>
<td>Z behind UA prefix</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Additional System Features
- Radio paging
- Transparency
- Pulse signalling
- DTMF signalling
- Connect
- Alphapage
- Associate
- Call mode
- IP parameters
- Version
- Phone test
- Redial list
- No last caller
- No unanswered ext
- No unanswered int
- Forward to text
- Predefined message
- Msg to complete
- Message to create
- Do not disturb
- No last caller
- No unanswered ext
- No unanswered int
- Redial list
- No outgoing call
Menu tree

Connections menu items

1 2 3

Profiles menu items

1 2

Settings menu items

1 2 3 4 5

Sound & Alerts
Volume
Ring signals
Vibrating alert
Key sound
Battery warning

Locks
Automatic key lock

Display
Brightness
Screen saver

Information
Black

Language
Software

Device info
Hardware
WLAN info
Network info
TPTP info
Guarantee and clauses

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice. The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user’s manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

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

The ear piece and microphone area of the handset may attract metallic objects that may be dangerous for the ear.

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

Declaration of compliance
EC countries: we, Alcatel-Lucent Enterprise, declare that the Alcatel-Lucent OmniTouch 8118/8128 WLAN Handset products comply with the essential demands of Directive 1999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.

Information relative to the environment
This symbol indicates that at the end of its life, this product should be subject to special collection and disposal in member countries of the European Union, as well as in Norway and Switzerland. By ensuring this product is disposed of correctly, you will help to conserve natural resources and help prevent potential negative consequences to the environment and human health which could otherwise be caused by inappropriate disposal of this product. For further details about recycling this product, please contact the supplier who sold you the product.

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