OpenTouch® Suite for MLE

8039s Premium DeskPhone
8029s Premium DeskPhone
8019s DeskPhone

User Manual

8AL90354ENABed02-2108

Alcatel·Lucent
Enterprise

Introduction

Thank you for choosing an 'Alcatel-Lucent phone'.

8039s Premium DeskPhone

8029s Premium DeskPhone

8019s DeskPhone

This model offers enhanced ergonomic features for more effective communication.

This document describes the services offered by Alcatel-Lucent digital sets connected to an OmniPCX Enterprise system:

- 8039s Premium DeskPhone (8039s).
- 8029s Premium DeskPhone (8029s).
- 8019s DeskPhone (8019s).

The label 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.

	8039s	8029s	8019s
Digital Phone	●	●	●
Monochrome screen	●	●	●
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)	●	●	●

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

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1 Getting to know your telephone

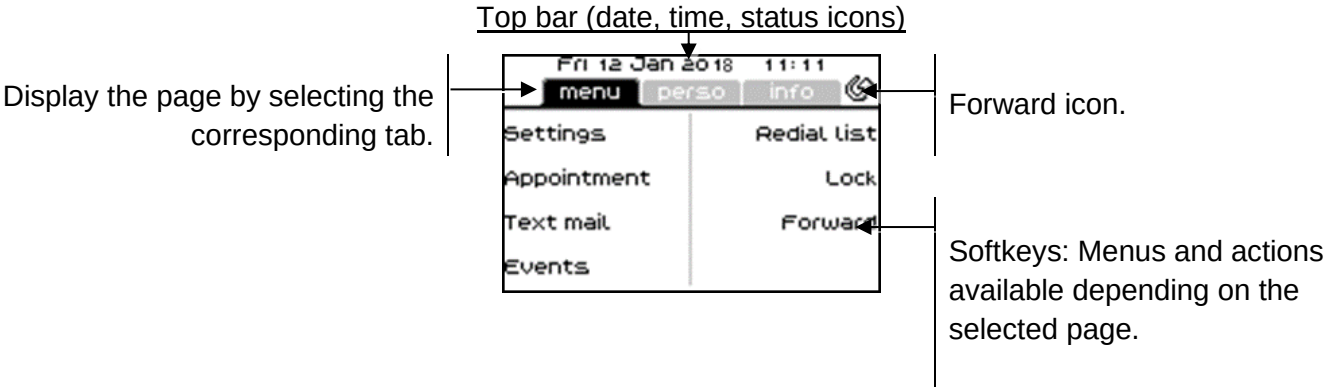
1.1 8039s Premium DeskPhone

This phone is part of digital phone range. With its color display associated to 10 dedicated functions keys, and an intuitive navigation key, the 8039s Premium DeskPhone provides a rich digital communications experience and a great conversations comfort with an outstanding audio quality either in hands free or using the comfort handset.

1.1.1 Phone description

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

1.1.2 Main screen and navigation keys



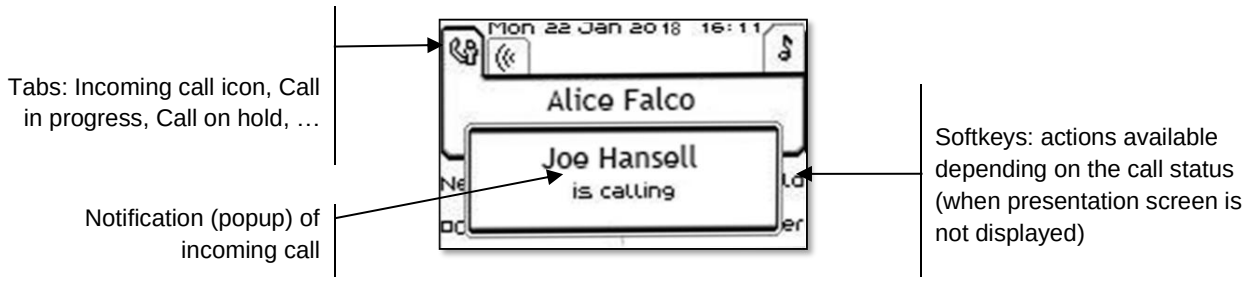
OK key: Use this key to validate your choices and options while programming or configuring.

Left-right navigator: In idle state, use this key to move from one page to another. In conversation, use this key to move between tabs of current calls (call in progress, calls on hold, incoming call). In the text edition, use this key to navigate into the text box.

Up-down navigator: Used to scroll through the content of a page.

	Back/Exit key: Use this key to go back to the previous step. Use this key to go back to the homepage (long press).
	Manage your call forwarding by pressing the key associated with the forward icon. • Stationary white icon: No forwarding activated. • Rotating arrow: Forwarding activated.

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.
	Used to switch from the conversation screen to the welcome screen
	Press the key in front of the label to select the corresponding feature.

Calls can also be managed from the Perso page.
While the call is in progress, press the Back/Exit key and display the Perso page. Calls in progress or waiting calls are displayed on the different line keys. It is then possible to converse with the contact of your choice by pressing the key associated to the contact.

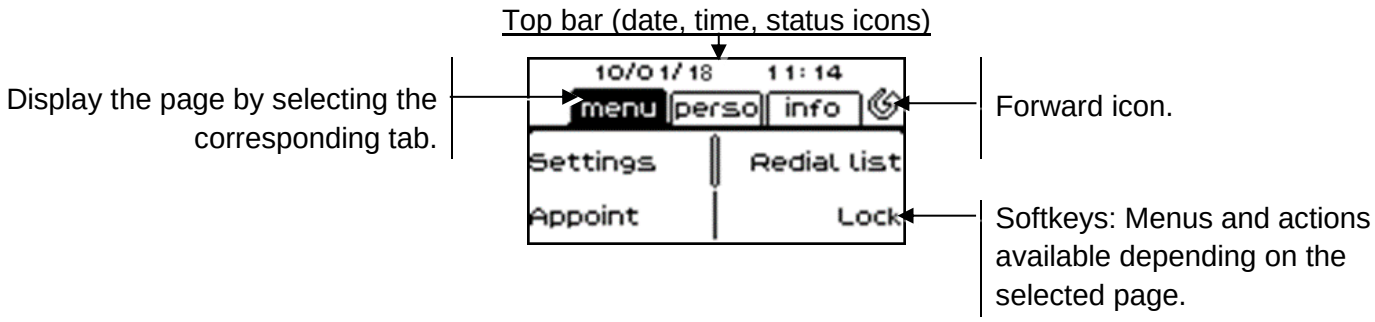
1.2 8029s Premium DeskPhone

This phone is part of digital phone range. In addition to a clear monochrome display associated to 6 dedicated function keys and an intuitive navigation key, the 8029s Premium DeskPhone provides 4 programmable keys as a smart add-on module, for a quick access to your favorite contacts or features. It offers a rich digital communications experience and a great conversations comfort with an outstanding audio quality either in hands free or using the comfort handset.

1.2.1 Phone description

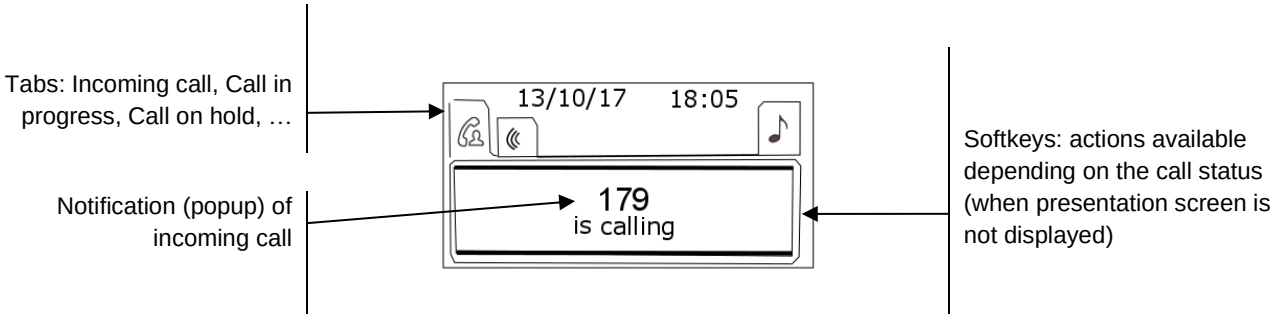
1	LED Flashing blue: incoming call / Appointment alarm.
2	Monochrome backlit screen**.**
3	6 dedicated functions keys.
4	4 programmable keys with Led and paper label.
5	Navigation.
6	Permanent feature keys: quick access to the phone's main features.
7	Wired handset.
8	3.5 mm, 4 pole jack (TRRS standards: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

1.2.2 Main screen and navigation keys



	OK key: Use this key to validate your choices and options while programming or configuring. **Left-right navigator:** In idle state, use this key to move from one page to another. In conversation, use this key to move between tabs of current calls (call in progress, calls on hold, incoming call). In the text edition, use this key to navigate into the text box. **Up-down navigator:** Used to scroll through the content of a page.
	Back/Exit key: Use this key to go back to the previous step. Use this key to go back to the homepage (long press).
	Manage your call forwarding by pressing the key associated with the forward icon. • Stationary white icon: No forwarding activated. • Rotating arrow: Forwarding activated.

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.
	Used to switch from the conversation screen to the welcome screen.
	Press the key in front of the label to select the corresponding feature.

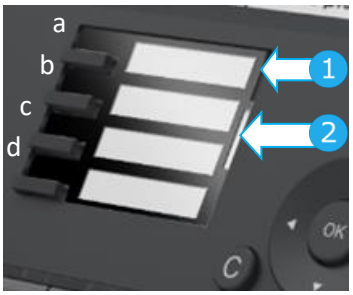
1.2.4 Changing or updating the paper label

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.

1.3 8019s DeskPhone

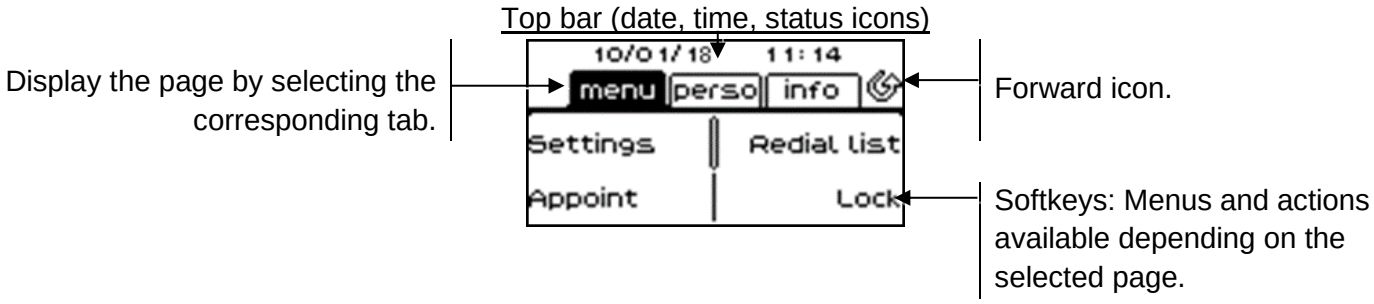
This phone is part of digital phone range. In addition to a clear monochrome display associated to 6 dedicated function keys and an intuitive navigation key, the 8019s DeskPhone provides 4 programmable keys as a smart add-on module, for a quick access to your favorite contacts or features. It offers a rich digital communications experience and a great conversations comfort with an outstanding audio quality either in hands free or using the comfort handset

1.3.1 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	3.5 mm, 4 pole jack (TRRS standards: CTIA).
9	Stable foot
10	Loudspeaker.

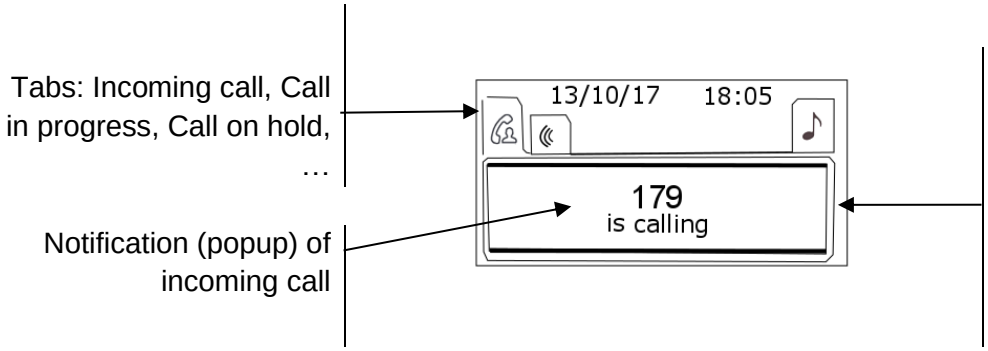
Your phone has 4 programmable keys with led and paper label. These keys are used to program a direct call. You can use the paper to describe the key.

1.3.2 Main screen and navigation keys



	OK key: Use this key to validate your choices and options while programming or configuring. **Left-right navigator:** In idle state, use this key to move from one page to another. In conversation, use this key to move between tabs of current calls (call in progress, calls on hold, incoming call). In the text edition, use this key to navigate into the text box. **Up-down navigator:** Used to scroll through the content of a page.
	Back/Exit key: Use this key to go back to the previous step. Use this key to go back to the homepage (long press). Use this key to delete one number or character at a time.
	Manage your call forwarding by pressing the key associated with the forward icon. • Stationary white icon: No forwarding activated. • Rotating arrow: Forwarding activated.

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.
	Used to switch from the conversation screen to the welcome screen.
	Press the key in front of the label to select the corresponding feature.

Calls can also be managed from the Perso page. While the call is in progress, press the Back/Exit key and display the Perso page. Calls in progress or waiting calls are displayed on the different line keys. It is then possible to converse with the contact of your choice by pressing the key associated to the contact.

1.3.4 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.

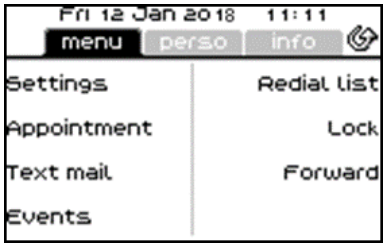
The application 'LabelSet' is available to help you to print the paper labels. Please contact your business partner for more information.

1.3.5 Function keys and programmable keys

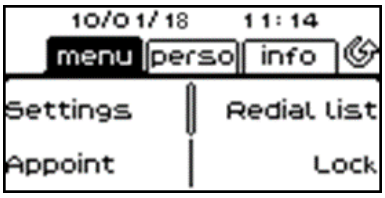
The 8019s DeskPhone uses 3 preprogrammed keys to access some features. In this case, the icon of the feature is printed on the paper. Use the feature by pressing the corresponding key. When activated, the LED corresponding to the key remains lit up. Press the corresponding key to deactivate it.

- 123<>abc Alpha-numerical keypad
  Use this key to switch between alphabetic keyboard and numeric keyboard.
- F Programmable keys (F1 and F2 keys). A service or a direct call can be associated to these keys.

1.4 Welcome screens



8039s



8029s/8019s

1.4.1 Homepage description

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

- Menu page *Menu*
  Contains all features and applications accessible by pressing the label of the desired feature or application. From this page, it is possible to adjust the ringer volume, program the time of an appointment, lock the terminal, define the default page displayed, configure voice mail, and access telephone functions such as calling back one of the last numbers or intercepting calls.
- Perso page *Perso*
  Contains call line keys (allowing supervision of calls) and programmable call keys.
- Info page *Info*
  Contains information on the telephone and the status of its functions: name, telephone number, number of messages (including call log events, text messages and voice messages), activation of transfer function, appointment reminder, etc.
- Forward icon: Press the icon (touchscreen) or the key next to this icon to program or change the transfer function.
- Press the key in front of the label to select the corresponding feature.

Choose the page displayed by default on the telephone

- *Settings* › *Phone* › *Homepage*
- Select the default page (Menu, Perso, Info, Last page seen …).
- OK

1.5 Status icons/ Call icons

Status icons Icons with information about some of the specific configurations of the phone are displayed in the top bar of the screen. Depending on the size of the display, all status icons may not be displayed simultaneously. Which icons are displayed depends on their priority. The following icons are listed according to their priority, from the highest to the lowest.	
	Telephone locked.
	Headset connected.
	Appointment programmed.

Call icons
Icons with information about call status are displayed in the tabs of the call presentation screen.

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

1.6 Permanent features keys

They are located just above the loudspeaker.

8039s 8029s	8019s	Description
		• Take the call key.
		• Hang up key.
		• 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. Interphony can be disabled by the administrator.
		• 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.
		• Programmable keys (F1 and F2 keys). Lit when the function associated with the key is activated. A service or a direct call can be associated to these keys.
		• Redial key: to access the 'Redial' feature. ○ Last number redial (short press). ○ Call back one of the last 8 numbers dialed (long press).
		• Used to obtain information on functions of the 'menu' page and to program key of the 'perso' page (short press). Not available on 8019s DeskPhone.
		• Messaging key to access the messaging portal (call log, voice messages and text messages). This key flashes blue when there is a new event such as a new voice message, a new instant message or a new event in the call log.

1.7 Keyboard

1.7.1 Magnetic alphabetic keyboard (8039s, 8029s 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 access 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 (8019s DeskPhone)

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:

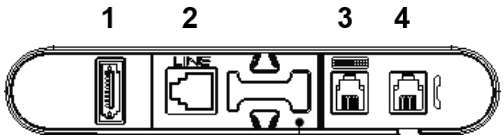
*	%	$	/	~	&	(	)	[	]	=	*
#	@	#									
1	space	|	-	_	1						
0	+	.	,	;	:	\	?	!	<	>	0

- 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.

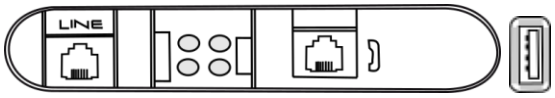
1.8 Description of the connectors

Various connections to allow phone extensions.

8039s, 8029s

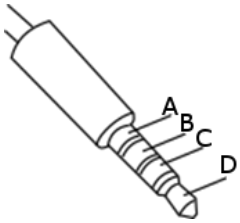


8019s



Jack connector - CTIA standards

5



A Microphone

B Ground

C Audio (right)

D Audio (left)

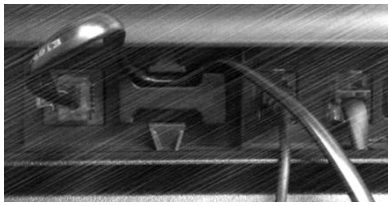
		8039s	8029s	8019s
1	Add-on module connector (SATA type).	●	●	
2	RJ 11 connector for external ringer and audio active envelop indicator.	●	●	●
3	Magnetic alphanumerical keyboard connector (RJ 9).	●	●	
4	Wired handset connector (RJ9).	●	●	●
5	3.5 mm, 4 pole jack (TRRS standards: CTIA).	●	●	●

Cable path for line connection (8029s/8039s Premium Deskphone)

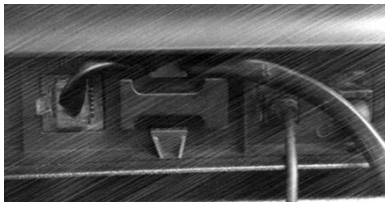
Make sure you position the cable correctly in the compartment intended for that purpose:

1

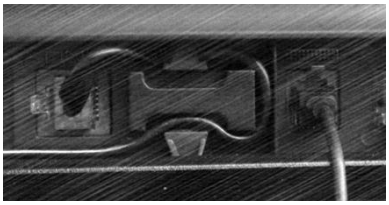
2



3



4

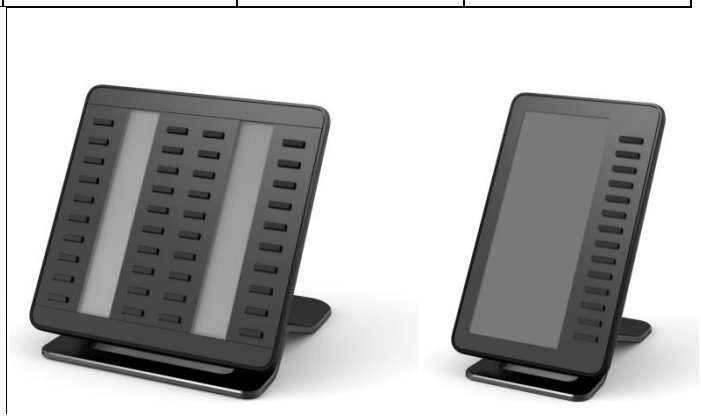


5

1.9 Add-on module

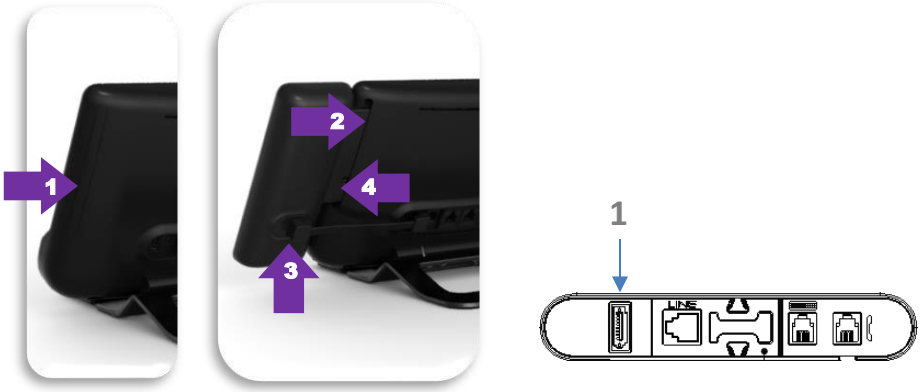
Depending on your DeskPhone, phone capabilities can be extended with add-ons:

	8039s	8029s	8019s
Premium Add-on 10 keys modules	●	●	
Premium Smart display 14 keys module	●	●	
Premium add-on 40-key modules	●	●	



1.9.1 Install the add-on to the deskphone

- **Premium Add-on 10 keys**



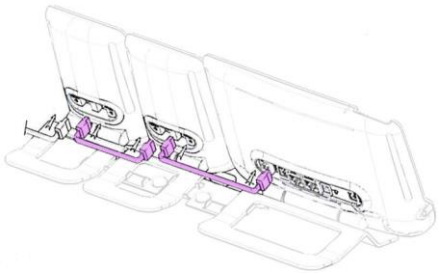
  - Remove the protection of the dedicated compartment behind the set.
  - Insert the add-on correctly in the compartment.
  - Plug the provided cord into the dedicated sockets behind your set and the add-on (1:).
  - Fix the add-on with the provided screw.
  - Restart the deskphone (unplug and plug in the power jack if you are using an external power adapter or the Ethernet connector – LAN).
- **Premium Add-on 40 keys / Premium Smart Display 14 keys:**
  - Plug the provided cord into the dedicated socket behind your phone and behind the add-on ( ).
  - If desired, fix the foots (set and add-on) with the provided clip.
  - Restart the deskphone (unplug and plug in the power jack if you are using an external power adapter or the Ethernet connector – LAN).

Manage and use the add-on keys as a direct call key. See chapter: Programming your telephone.

1.9.2 Install more than one add-on module

It is possible to connect up to three add-on modules (Premium Smart Display 14 keys, Premium Add-on 40 keys). To attach another add-on, affix and connect the new add-on to the one that is already connected:

- The first add-on is connected to the deskphone.
- Plug the provided cord of the new add-on into the dedicated socket behind the connected add-on ( ).
- Plug the other end of the cord into the dedicated socket behind the new add-on ( ).
- Restart the deskphone (unplug and plug in the power jack if you are using an external power adapter or the Ethernet connector – LAN).

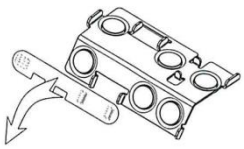


1.9.3 Attach the add-on with the clip

You can also order this clip separately for each of the two add-on modules. You can attach the base (set and add-on module) with the add-on clip provided with Premium Add-on module 40 keys and Premium Smart Add-on module 14 keys.

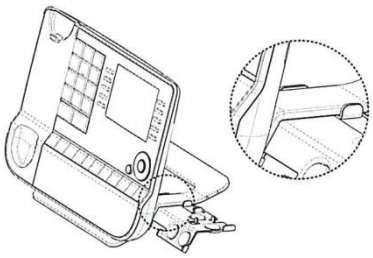
Premium Smart Add-on

1



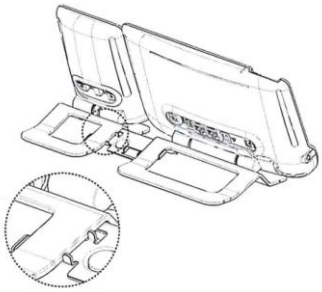
Remove the protection on the add-on clip

2



Place the clip in the correct position under the base of the phone, as shown in the image

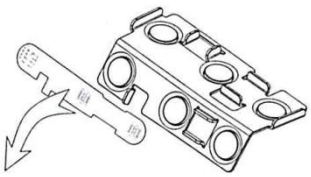
3



Place the add-on onto the clip, as shown in the image

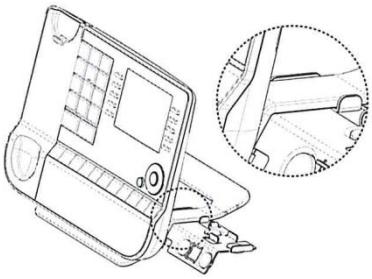
Premium Add-on 40

1



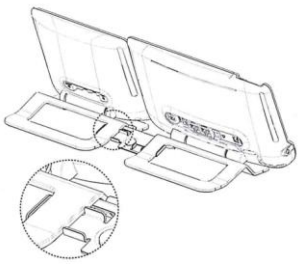
Remove the protection on the add-on clip

2



Place the clip in the correct position under the base of the phone, as shown in the image

3



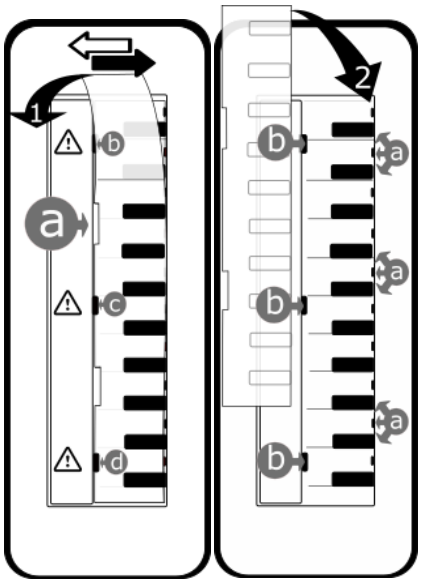
Place the add-on onto the clip, as shown in the image

Use the same procedure to attach an add-on to another add-on.

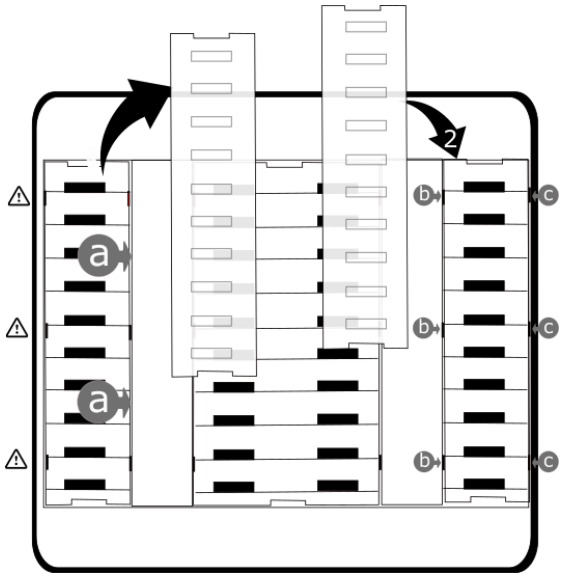
You can attach one or more add-ons to your phone. To attach another add-on, affix and connect the new add-on to the one that is already connected.

1.9.4 Changing or updating the paper label

- **Premium Add-on 10 keys (with paper labels)**
  - Remove the protective cover (1): Insert a thin object (or your fingernail) in the slot (a) to lift the protective cover. Carefully remove the cover at the first notch (b). The cover is held in place by small notches, take care not to break the plastic cover near the notches.
    Remove the cover from the other notches (c, d) by moving the cover gently from right to left (⇦).
  - Remove the paper label with a thin object.
  - Replace the paper label and protective cover (2):
    The cover or the paper can only be placed in the right way. It has to cover all the paper area. If not, return it.
    Position the paper label, right side first, by inserting it under the plastic notches (a). Then, insert the other notches (b) by gently pressing the paper near each notch.
    Put the protective cover back in the same way.



- **Premium Add-on 40 keys (with paper labels)**
  - Remove the protective cover (1): Insert a thin object (or your fingernail) in the correct position (a) to lift the protective cover. Carefully remove the protective cover. The cover is held in place by small notches, take care not to break the plastic cover near the notches.
  - Remove the paper label in the same way
  - Replace the paper label and protective cover (2):
    The cover or the paper can only be placed in the right way. It has to cover all the paper area. If not, return it.
    Position the paper label, right side first, by inserting it under the plastic notches (c). Then, insert the other notches (b) by gently pressing the paper near each notch.
    Put the protective cover back in the same way.
  - Follow the same method for each paper area.



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

1.10 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.

2 Using your telephone

2.1 Identify the terminal you are on

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

2.2 Consulting the call log

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

-
- *Call Log*
- Enter your password (if required) and apply.

2.2.1 Consulting all calls

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

	Answered outgoing calls.
	Unanswered outgoing calls.
	Answered incoming calls.
	Unanswered incoming calls.

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

2.2.2 Delete all call logs

- Use one of the following:
  - Press the key associated with the icon: .
  - Display the contact information by selecting it in the list.
    Delete all
- OK or *Yes:* To confirm (*No*: to cancel).
  All call logs are deleted.

2.3 Making a call

Use one of the following:

- Dial the destination number. The hands-free mode is activated automatically.
- Unhook the handset › Dial the destination number.
- Press the Off-hook key of the headset › Dial the destination number. If your headset has no Off-hook/On-hook key, use the phone keys and switch on the audio on the headset ( ).
- Hands-free › Dial the destination number.
- Programmed line key.
- Dial by name (enter the first letters of the contact's name on the alphapad and press OK to start the search).
- Redialing from the call log.
- Redial last number.

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

For the 8019s DeskPhone, the redial key is associated with the Off-hook key when the phone is in idle state: .

If the internal or outside number does not reply

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

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

2.4 Receiving a call

Answer the call depends on audio devices connected to you phone: handset, headset, hands-free, external hands-free or loudspeaker.

Use one of the following:

- Lift the handset to take the call.
- Press the On-Hook/Off-Hook key on 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 ( ).
- or or › Press the 'take the call', 'loudspeaker' or 'line key' key to take the call in hands-free mode.
- *Take call* or OK › Take the call with the headset if connected, or in hands-free mode.
- Select the incoming call icon.
- Press dedicated line key on external handsfree to take the call in hands-free mode on this device.

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

2.5 Switching between audio modes

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

Handset › Short press › Handsfree › Short press › Handset

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:

Headset › Short press › Handsfree › Short press › Headset

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

Headset › Short press › Handsfree › Short press › Handset

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

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

In conversation › Long press › Loudspeaker › Long press › Deactivate loudspeaker

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

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

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

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

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

2.7 Making calls by name (company directory)

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

123<>abc: If your set is not provided with a magnetic keyboard, use the alpha-numeric keyboard to enter letters. You have to switch the keyboard to the alphabetic mode by selecting the associated programmed key. When activated, the LED corresponding to the key remains lit up.

- Enter the name of your contact: 'last name' or 'initials' or 'last name first name'.
- Select the type of search you want (last name, last name and first name or initials) ›› Display of all the contacts matching the search criteria.
- Use one of the following:
  - Use the navigation keys to display the previous and next names.
  - Select the name of the person you wish to call.
  - Modify the search.

Used this key to display the entire name when it is truncated (8039s, 8029s Premium DeskPhone)

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

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

2.9 Redialing

2.9.1 Redialing the last number dialed (redial)

- (short press) ›› Last number redial.

2.9.2 Call back one of the last 8 numbers dialed

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

For the 8019s DeskPhone, the redial key is associated with the Off-hook key when the phone is in idle state: .

You can also access this feature through the menu:

- Reach the 'Menu' page.
- *Redial list*
- Select the number to redial from the last 8 dialed number.

: Press the key associated with the trash icon to delete the list of last dialed numbers. Note that no confirmation is requested.

2.10 Callback requests

The messaging key flashes when you have a callback request.

- The messaging key flashes when you have a callback request.
- *Callback / xx Callbacks*
- OK Select a callback request in the list if there is more than one. If there is only one callback request, it is displayed directly. Use navigation keys to browse the list.
- You can choose to call the contact or clear the log:
  - *Recall*: Call back the contact.
  - *Delete*: Delete the entry.
  - *Delete all:* Delete the entire log.

If there is only one callback request, it is displayed directly.

: Press the key associated with the trash icon to delete the list of callback requests. Note that no confirmation is requested.

2.11 Call back an unanswered call

2.11.1 Call back the last caller

- Reach the 'Menu' page.
- *Events*
- *Last caller* ›› Call back the last caller.

2.11.2 List of last callers

- Use one of the following:
  - *Non replied call / xx Non replied calls*
  - Reach the 'Menu' page.
    Events
- Select the type of call:
  - *No non replied internal call / xx Non replied internal calls*
  - *No non replied external call / xx Non replied external calls*
- OK Select a name or a number in the list if there are more than one. If there is only one name or number, it is displayed directly. Use navigation keys to browse the list.
- *Recall*
- To delete the selected item: *Delete*

2.11.3 Delete the list of unanswered calls

- Use one of the following:
  -
    xx Non replied calls
  - Reach the 'Menu' page.
    Events
- Select the type of call:
  - *xx Non replied internal calls*
  - *xx Non replied external calls*
- Use one of the following:
  - Select an entry
    Delete all / Delete
  - Press the key associated with the trash icon.

2.12 Requesting automatic callback if internal number is busy

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

2.13 Receiving interphony calls

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

To activate Terminal idle:

- ›› Corresponding LED lights up.

When your caller hangs up, interphony mode remains active.

To deactivate Terminal idle:

- ›› The corresponding LED goes out.

Interphony can be disabled by the administrator.

2.14 Sending DTMF signals

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

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

If DTMF is not activated by default on your system:

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

The function is automatically cancelled when you hang up.

If DTMF is activated by default on your system:

- During a conversation.
- Enter DTMF code.

If DTMF is activated by default on your system, you have to deactivate DTMF before entering the code of a feature: *Deactivate DTMF (Deact DTMF)*.

2.15 Mute, so that your contact cannot hear you

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

2.15.1 From the set

- During a conversation.
- Disable microphone ›› The key lights up.
- Resume the conversation ›› The key is no longer lit.

2.15.2 From the headset

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

2.16 Forwarding calls to your voice message service

- Select the forward icon.
- *Imm fwd to VM (Imm fwd VM)* ›› Forward is acknowledged.
-

2.17 Consulting your voice mailbox

You are notified of a new event when the message key is flashing.

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

2.18 Sending a text message to an internal contact

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

123<>abc: If your set is not provided with a magnetic keyboard, use the alpha-numeric keyboard to enter letters. Use the alpha-numeric keyboard key to switch between the numeric and alphabetic keyboard. When in alphabetic mode, the LED corresponding to the key remains lit up.

-
- *Text mail /new text message /new text messages*
- *Send*
- Use one of the following:
  - Enter the number of the terminal to receive the message.
  - Enter the first letters of the name.
- Choose the type of message.

Sending predefined message

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

Sending a message to complete

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

Sending a new message

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

Sending the previous message

- *Previous msg*
- *Apply*

2.19 Consulting text messages

You are notified of a new event when the message key is flashing.

- ›› Number of messages received.
- *New text message/ New text messages*
- *Read message (Read msg)* ›› Display name of sender, with date, time and ranking of message.
- Use one of the following:
  - *Scroll message (Scroll msg)* ›› Scroll through the messages.
  - *Next message (Next msg)* ›› Next message.
  - *Delete* ›› Delete messages.
  - *Recall* ›› Call back sender of message.
  - *Text answer (Answer txt)* ›› Answer with a text message.
  - ›› Terminate consultation.

2.20 Lock / unlock your telephone

This icon indicates that the phone is locked.

- Reach the 'Menu' page.
- *Lock*
- Enter your password ›› Your telephone is locked/unlocked.
-

3 During a conversation

3.1 Making a second call during a conversation

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

3.1.1 Other methods for calling a second contact

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

For the 8019s DeskPhone, the redial key is associated with the Off-hook key when the phone is in idle state: .

3.1.2 Release the second call and recover the call on hold

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

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

3.2 Answering a second call during a conversation

This feature depends on your system.

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

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

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

3.3 Switching between calls (Broker call)

During a conversation, a second call is on hold.

Use one of the following:

- Select the call on hold icon from the conversation screen.
- Select the tab which is displaying the call on hold › *Retrieve*
- Press the Back/Exit key to display the Perso page › Select the call on hold.

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

3.4 Transferring a call

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

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

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

- During a conversation, a second call is on hold.
- *Conference* (*Confer)* ›› You are in conference mode.

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

- *End conference* (*End conf*)

3.5.2 Hang up on all participants (If conference is active)

- Hang up.
- You exit the conference.

3.5.3 After the conference, to leave your two contacts talking together:

- *Transfer*
- Hang up.

3.5.4 View information about the other people in the conference

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

3.6 Talk simultaneously to more than 2 contacts

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

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

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

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

3.7 Placing a call on hold (hold)

3.7.1 Exclusive hold

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

- During a conversation.
- Use one of the following:
  - Select the incoming call icon.
  - *Put on hold*

❯❯ Your call is placed on hold .

Recover the call on hold

Use one of the following:

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

3.7.2 Common hold

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

Common hold allows to all sets in the same pick-up group to resume a call (internal or external) that has been put on hold by one of the members of that group.

Putting on common hold:

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

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

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

3.8 Placing an outside call on hold (parking)

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

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

Retrieve the call from the parking destination phone:

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

Retrieve the call from another phone:

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

This feature is accessible via a programmed key.

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

3.9 Intrusion into an internal conversation (barge-in)

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

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

3.9.1 Protect a call against intrusion

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

Protection is cancelled when you hang up.

3.10 Signal malicious calls

This key lets you signal a malicious call. If this call has an internal source, it is signalled to the system by a special message.

- You receive a malicious call.
- *Malicious*

4 Sharing

4.1 Answering the general bell

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

- Reach the 'Menu' page.
- *Settings* › *My services* › *Consultation* › *Call pick up services* › *Night service call pick up*

4.2 Manager/Assistant filtering

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

the programmed key has to be configured by the system.

From the manager or assistant telephone

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

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

4.3 Call pick-up

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

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

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

- Reach the 'Menu' page.
- *Settings* › *My services* › *Consultation* › *Call pick up services* › *Group call pick up*

This feature is accessible via a programmed key: *Grp pick up* (*GpPickUp*) (by default).

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

- Reach the 'Menu' page.
- *Settings* › *My services* › *Consultation* › *Call pick up services* › *Individual call pick up*
- Number of telephone ringing

This feature is accessible via a programmed key: *Call pick up* (*Pick up*) (by default).

4.4 Hunting groups

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

Temporary exit from your hunting group:

- Reach the 'Menu' page.
- *Settings* › *My services* › *Consultation (Consult)* › *Additional services* › *Leave hunting group*
- Enter your group number

This feature is accessible via a programmed key: *Out of grup* (*Out grp*) (by default).

Return into your group:

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

This feature is accessible via a programmed key: *Into group* (*In group*) (by default).

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

4.5 Calling an internal contact on his/her pager

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

- Dial the destination number.
- *Paging*
- Dial the destination number ›› Paging in progress is displayed.

Your contact can answer from any telephone in the system.

4.6 Answering a call on your pager

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

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

This feature is accessible via a programmed key: *Pagng answ* (*PagAnsw*) (by default).

4.7 Calling a contact on his/her loudspeaker

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

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

4.8 Send a voice message copy

-
- *Voice mail / new voice message / x new voice messages*
- Enter your personal code ❯❯ Display number of new and old messages.
- *Consult* ❯ *Forward msg*
- Number to be called /contact's name (*Spell name* / #).
  - *Send* ❯❯ Send message.
  - *Exit* ❯❯ End of broadcast.

4.9 Sending a recorded message to a number or a distribution list

-
- *Voice mail / new voice message / x new voice messages*
- Enter your personal code ❯❯ Display number of new and old messages.
- *Send*
- Record your message.
- *Exit* ❯❯ End of recording.
- Number to be called /contact's name (*Spell name* / #).
  - *Send* ❯❯ Send message.
  - *Exit* ❯❯ End of broadcast.

4.10 Broadcasting a message on the loudspeakers of a station group

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

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

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

5 Keep in touch

5.1 Forwarding calls to another number (immediate forward)

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

- Select the forward icon.
- *Immediate forward (Immediate / Imm fwd / Immediate fwd)*
- Number to be called ❯❯ Forward is acknowledged.
-

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

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

5.2 Forwarding calls if you do not answer or if you are busy

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

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

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

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

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

5.3 Do not disturb

You can make your terminal temporarily unavailable for all calls.

- Select the forward icon.
- *Do not disturb* (*Not disturb*)
- Enter code to activate the feature.
- *Apply* ❯❯ Forward is acknowledged.
-

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

To deactivate the Do not disturb feature:

- Select the forward icon.
- *Deact DND*
- Enter code to activate the feature.
- *Apply*

5.4 Forwarding calls to your pager

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

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

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

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

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

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

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

Cancel call forwarding from the forwarding phone

- Select the forward icon.
- *Deactivate*

Cancel call forwarding from the destination phone

- Select the forward icon.
- *Other forward* (*Other fwd*) › *Deactivate follow me*
- Enter the forwarded phone number.

Cancel call forwarding from an another terminal in your system

- Select the forward icon.
- *Other forward* (*Other fwd*) › *Deactivate remote forward*
- Enter the forwarded phone number.

5.6 Applying a selective forward

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

- Reach the 'Menu' page.
- *Settings* › *My services* › *Consultation* (*Consult)* › *Forward services*
- Select the forward type to program.
  - *Immediate forward*
  - *Forward on busy*
  - *Forward on no reply*
  - *Forward on busy/no reply*

- Select the number to forward
  - *Principal line selection*
  - *Second line selection*
- Number receiving forward.
-

5.7 Cancelling all forwards

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

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

5.8 Leaving a text message for internal callers

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

123<>abc: If your set is not provided with a magnetic keyboard, use the alpha-numeric keyboard to enter letters. You have to switch the keyboard to the alphabetic mode by selecting the associated programmed key. When activated, the LED corresponding to the key remains lit up.

-
- *Text mail /new text message / x new text messages*
- *Fwd to text*
- Choose the type of message.

Sending predefined message

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

Sending a message to complete

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

Sending a new message

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

To deactivate the forward to text feature

-
- *Text mail /new text message / x new text messages*
- *Deactfwdtext* ›› The text message is displayed.
- *Deactivate*

6 Managing your charges

6.1 Charging your calls directly to business accounts

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

- Reach the 'Menu' page.
- *Settings* › *My services* › *Consultation* › *Additional services* › *Business account code*
- Number of business account.
- Number required.

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

- Reach the 'Menu' page.
- *Settings* › *My services* › *Consultation* › *Consultation & callbacks* › *Charging informations*

7 Programming your telephone

7.1 Initializing your voice mailbox

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

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

A weak personal code will be rejected by the system:
- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).

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

7.2 Customizing your voice greeting

You can replace the greeting message by a personal message.

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

To return to the default message.

- *Normal prompt*

7.3 Modify the password for your phone set

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

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

A weak personal code will be rejected by the system:
- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).

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

7.4 Modify the password for your voice mailbox

-
- *Voice mail / new voice message / x new voice messages*
- Enter your personal code.
- *Perso options* ❯ *Password*
- New code (4 digits).
- *Apply*
-

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

A weak personal code will be rejected by the system:
- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).

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

7.5 Adjusting the audio functions

- Reach the 'Menu' page.
- *Settings* ❯ *Phone* ❯ *Ringing*
- Enter your password (if required) and apply.

7.5.1 Choose the tune

- Select the type of call to which the ringing is to be associated.
  - *Internal call (Internl call)*
  - *External call (Externl call)*
- Select the melody of your choice (17 tunes).
- OK
- End / C To adjust other audio features.

Of the ringers, one ringer is louder than the others and can be used in noisy environments.

7.5.2 Adjusting the ringer volume

- *Level*
- + − Select the volume you want (12 levels).
- End / C To adjust other audio features.

Of the ringers, one ringer is louder than the others and can be used in noisy environments.

7.5.3 Activate/deactivate silent mode

- *More options*
  - ☐ *Silent mode* ❯❯ To activate.
  - ■ *Silent mode* ❯❯ To deactivate.
- End / C To adjust other audio features.

7.5.4 Activate/deactivate meeting mode (progressive ringing)

- *More options*
  - ☐ *Progressive ringing* ❯❯ To activate.
  - ■ *Progressive ringing* ❯❯ To deactivate.
- End / C To adjust other audio features.

7.5.5 Activate/deactivate discreet ring mode

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

7.5.6 Adjust ringer volume while a call arrives

- Your telephone rings.
- + − Adjusting the ringer volume.

7.6 Adjusting the contrast of the display

- Reach the 'Menu' page.
- *Settings* ❯ *Phone* ❯ *Contrast*
- + − Decrease or increase the contrast of the display. You can use also the dedicated function keys displayed on the screen.
- OK
- End

7.7 Selecting the welcome page

This function is used to choose the page displayed by default on the telephone.

- Reach the 'Menu' page.
- *Settings* ❯ *Phone* ❯ *Homepage*
- Enter your password (if required) and apply.
- Select the default page (Menu, Perso, Info, Last page seen…).
- OK
- End

7.8 Selecting language

- Reach the 'Menu' page.
- *Settings* › *Phone* › *Language*
- Enter your password (if required) and apply.
- Select the language of your choice.
- OK
-

7.9 Programming keys for call numbers and functions (Perso page/F1 and F2 keys/add-on keys)

123<>abc: If your set is not provided with a magnetic keyboard, use the alpha-numeric keyboard to enter letters. Use the alpha-numeric keyboard key to switch between the numeric and alphabetic keyboard. When in alphabetic mode, the LED corresponding to the key remains lit up.

: if the 'i' key is not present on your phone, please use the settings menu (*Settings* › *Phone* › *Key program*).

Depending on your deskphone, you can program:

- Softkeys of the Perso page.
- Keys/softkeys of the add-on module.
- F1 and F2 keys.
- Programmable keys with LED and paper.
  Led behavior may differ depending on the system configuration. For more information, contact your installer or administrator.

If the key is not programmed yet:

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

If the key is already programmed:

- Use one of the following:
  -
  - Reach the 'Menu' page › *Settings* › *Phone* › *Key program* › *Prog perso page*
- Select the key to program.
- Enter your password (if required) and apply.
- Use one of the following:
  - *Speed dial* ›› To program a number.
  - *Services* ›› To program a function.

To program a number

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

To program a function

- *Services* ❯❯ Follow information displayed on the screen.
-

7.9.1 Other possibilities

- *Modify* ❯❯ Modify contents of entry displayed.
- *Erase* ❯❯ Delete

7.10 Modify a programmed key

- Use one of the following:
  -
  - Reach the 'Menu' page ❯ *Settings* ❯ *Phone* ❯ *Key program* ❯ *Prog perso page*
- Select the key to modify.
- Enter your password (if required) and apply.
- *Modify*
-

7.11 Delete a programmed key

- Use one of the following:
  -
  - Reach the 'Menu' page ❯ *Settings* ❯ *Phone* ❯ *Key program* ❯ *Prog perso page*
- Select the key to delete
- Enter your password (if required) and apply.
- *Delete (Clear)*
-

7.12 Programming an appointment reminder

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

- Reach the 'Menu' page.
- *Appointment (Appoint)*
- Enter time of appointment.
- Dial the number of the appointment destination set.
-

The 'Appointment programmed' icon is displayed on the welcome page of the phone that will be alerted.
At the programmed time, your phone rings:

- OK /

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

To cancel your reminder request:

- Reach the 'Menu' page.
- *Appointment (Appoint)* ❯ *Delete*
-

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

7.13 Call the associated set

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

- Reach the 'Menu' page.
- *Settings* › *My services* › *Consultation* (*Consult*) › *Associate services* › *Call associate*

7.14 Forward your calls to the associated number

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

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

: You can also use the forwarding service to forward your calls to the defined associated number.

7.15 Modify the associated number

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

- Reach the 'Menu' page.
- *Settings* › *My services* › *Associate*
- Enter your password.
- *Apply*
- *Modify*
- Select the new associated number.
  - Enter the new associated number.
  - *Speed dial*

7.16 The Tandem configuration

This configuration lets you group sets under a single phone number. Your set is then the main set and the other sets, usually a DECT, a remote extension, a DeskPhone or softphone, are secondary sets. Each set has its own directory number, but the tandem number is that of the main set. When you receive a call, all sets ring simultaneously. When one of the sets answers, the other sets stop ringing. When all the lines of the main set are busy, the secondary sets did not ring. A secondary set can still be called by its own number, but in this case, the tandem function will no longer be taken into account. Most of the functions are common to all sets, for example: forwarding, meet-me reminder, the various messages, etc., while others are specific to each set, for example: individual directory, last number redial, out of service, locking, etc. Tandem mode supports up to 4 secondary devices.
For more information regarding this configuration, contact the person in charge of your installation.

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

- Reach the 'Menu' page.
- *Settings* › *My services* › *Interphony*
- Enter your password.
- Select an entry.
- Follow the on-screen instructions.

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

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

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

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

A specific icon is displayed in the status bar: .

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

- Reach the 'Menu' page.
- *Settings* › *Phone* › *Jack plug*
- Enter your password (if required) and apply.
- *Headset* / *External hands-free* ›› Select the type of device plugged into the jack.
-

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.

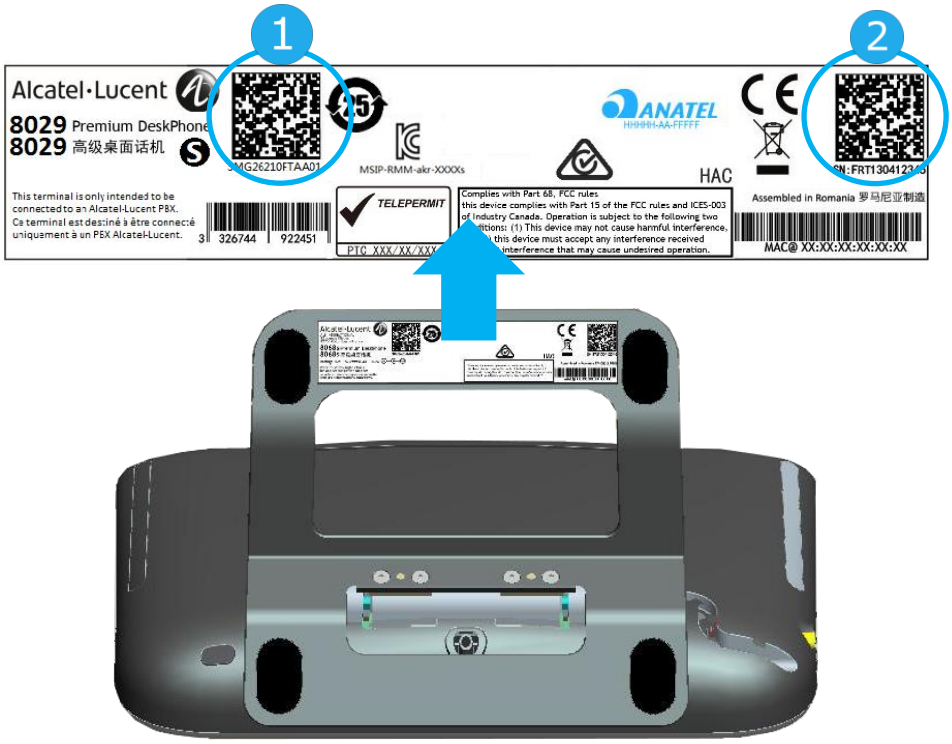
7.19 Contacting your administrator (Technical support)

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.

7.19.1 Date code (right) / Technical code (left)

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	Date code (right)
2	Technical code (left)



7.19.2 Software version

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

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

7.20 Phone auto test

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

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

8 'Meet me' conference

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

8.1 Initiate a 'Meet me' conference

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

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

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

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

8.2 Join a 'Meet me' conference

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

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

An audible beep sounds when a participant joins the conference.

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

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

9 ACD: Agent set/ Supervisor station

9.1 Agent set

A call center solution allows optimum distribution of calls to agents according to their availability and skills.

9.2 Open an agent session (LogOn) – Agent set

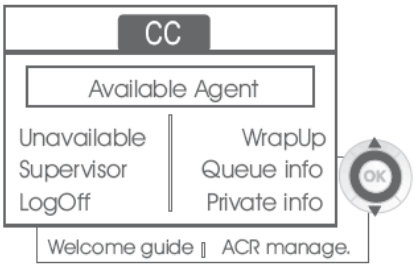
- Reach the 'Menu' page.
- *LogOn*
- Enter the identifier number.
- Enter your personal password.

9.2.1 For a decision maker agent

- Use one of the following:
  - Enter the processing group number.
  - *List* ❯❯ Select the processing group from a list.

9.3 ACD application welcome screen – Agent set

Once the ACD session is open, the agent can access the ACD application dedicated functions.



- *Unavailable*
  This function allows the agent to be 'logged out ' from the ACD application. The 'logged out ' function is activated - by default, on opening an agent session (system configuration), by the supervisor or by the agent himself. The agent changes this 'logged out ' status by pressing the display key associated with this function.
- *Wrap Up*
  After each ACD call, the agent automatically assumes Wrap-up mode. During this mode, the agent does not receive any ACD calls and can carry out the tasks associated with a call.
  This mode can be terminated at any time by pressing the display key associated with the Wrap-Up function or by waiting for the end of the timer (system configuration).
- *Supervisor*
  When the agent is on a break, waiting for a call or in Wrap-up mode, he calls his supervisor directly by pressing this key.
- *Queue info*
  By pressing this key, the agent accesses information regarding the queue (number of calls waiting, average or maximum waiting time, number of free, busy or logged out agents.
- *Private info*
  Pressing this key informs the agent about the configuration of his set (forwarding status, presence of new messages, associated set, name and number of the set, etc.).
- *Welcome guide*
  This key allows the agent to configure the welcome messages, recording, activation/deactivation,

loading or playback of a welcome message.
Access to welcome message configuration involves entering the agent identifier number and a password.

- *ACR manage.*
  The agent can act on the distribution of the ACD calls by assigning or not assigning expertise areas. Expertise areas can be assigned or deleted one by one or globally.
- *Help*
  During a communication, the agent can send an assistance request to the supervisors.
  This request can be accepted by a supervisor or rejected if the supervisors are absent, not available or reject the request.

9.4 Close an agent session (LogOff)

- *LogOff*
- Enter your personal password.
- *Apply* ›› The session is closed.

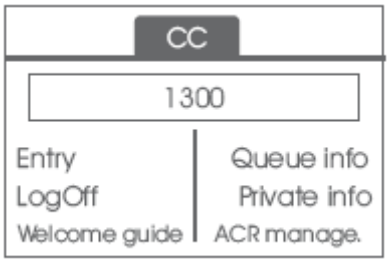
9.5 Supervisor station

The supervisor is an agent who has been assigned additional rights. In particular, he can assist the agents, supervise agent activity, intrude or listen-in discretely on a call.

A supervisor can also perform the agent function from the same set.

9.6 Open a supervisor session (LogOn)

- Reach the 'Menu' page.
- *LogOn*
- Enter the identifier number.
- Enter your personal password.

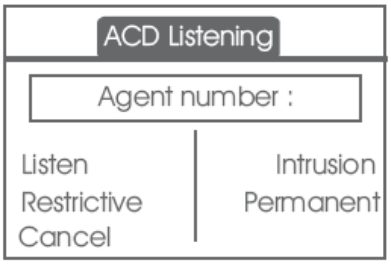


9.7 Processing group- Supervisor entry/withdrawal

- *Entry*
- Use one of the following:
  - Enter the processing group number.
  - *List* ›› Select the processing group from a list.

9.8 Supervision or acceptance of an assistance request

The supervisor has access to the supervision functions either by accepting an assistance request from an agent or by pressing the 'Help ' function key in the 'Perso ' page.



- *Listen*
  By pressing this key, the supervisor starts a discrete listen-in procedure. The supervisor can then listen in on the conversation between an agent and his caller, but cannot participate in the conversation.
- *Intrusion*
  This key allows the supervisor to intrude in a communication. This intrusion is signalled to the agent and his caller by an audible beep and the supervisor can cut-in on the conversation at any time. If the agent on-hooks or if the supervisor presses the 'Help ' key, only the supervisor and the caller will be in communication.
- *Restrictive*
  The agent is in communication with a caller. This function allows the supervisor to talk just with the agent without the caller being informed of this intrusion (restrictive).
- *Permanent*
  The supervisor can view on his display the dynamic states (out of service, ACD calls, private calls, Wrap-up, pause, etc.) and static states (withdrawn, available, Log-Off, etc.) of an agent in real-time.
- *Cancel*
  Pressing this key results in the rejection of an agent assistance request.

9.9 Close a supervisor session

- *LogOff*
- Enter your personal password.
- *Apply* ›› The session is closed.

10 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.

10.1 List of accessories

10.1.1 Jack 3.5 mm 4-pole corded headset

- Corded Binaural Wideband Headset 3GV28048AD (Plantronics HW520N)*. Quick Disconnect (QD) - 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

10.1.2 Conference module

- Alcatel-Lucent 8125 Audioffice usb - phased-out.
- Alcatel-Lucent 8115 Audioffice usb - phased-out.

10.1.3 EHS interface

- External ringing interface module (MWS 3GV28050AA) - phased-out.

10.1.4 Other accessories (headsets)

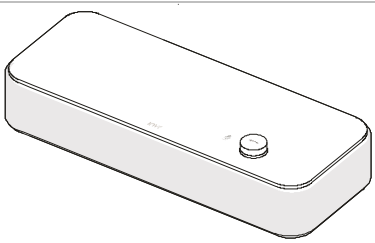
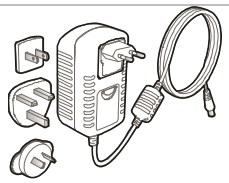
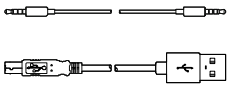
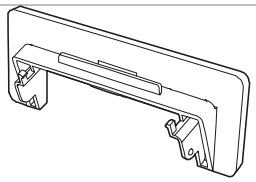
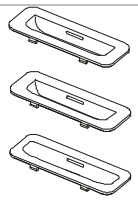
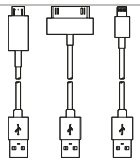
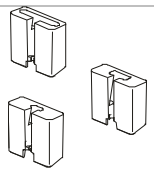
Compatible headsets are validated by the Developer and Solution Partner Program (DSPP) (see chapter: Developer and Solution Partner Program).

10.28115/8125 Audioffice - phased-out

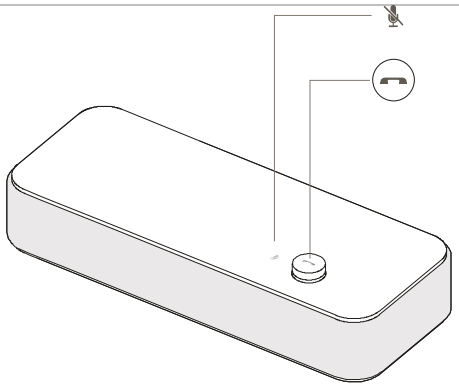
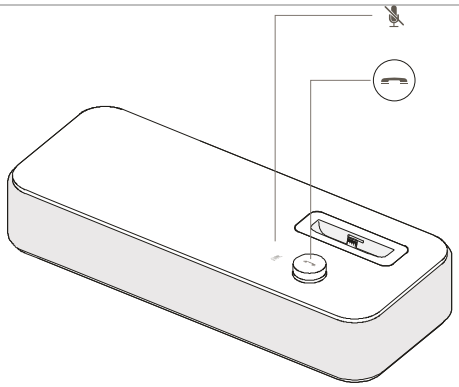
	8039s	8029s	8019s
The accessory is supported by the following sets	●	●	

This section describes how to use the conference module 8115/8125 Audioffice with your desk phone. For more information about 8115/8125 Audioffice see the user manual of the device..

10.2.1 Box content

		8115 Audioffice	8125 Audioffice
Alcatel-Lucent 8115 Audioffice base		●	
Alcatel-Lucent 8125 Audioffice base			●
AC adapter		●	●
Jack 3.5 mm cable USB type A - type B cable		●	●
Tablet holder			●
Lightening, 30 pin and micro-USB adapters			●
Lightening, 30 pin and micro-USB cables			●
Lightening, 30 pin and micro-USB cable adapters			●

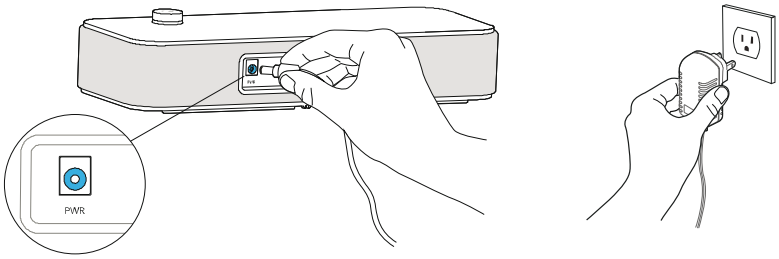
10.2.2 Description

8115 Audioffice		8125 Audioffice
		
	Mute	Mute
	Adjust volume. Receive and End a call.	Adjust volume. Receive and End a call. Bluetooth pairing.

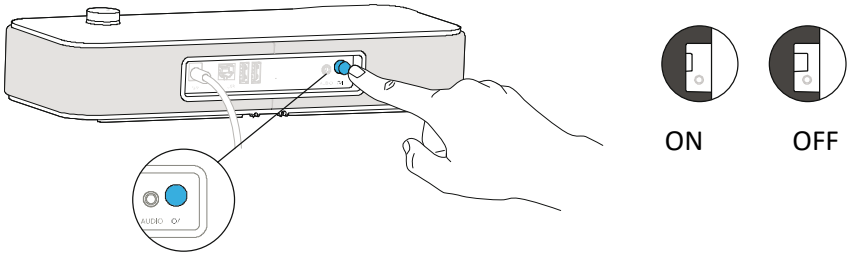
10.2.3 Set-up

Once installed, to benefit from the best sound quality avoid placing any objects (walls or cumbersome objects) within a range of 20cm.

1. Plug the mains power adapter into the back of the base and into a wall mount socket.

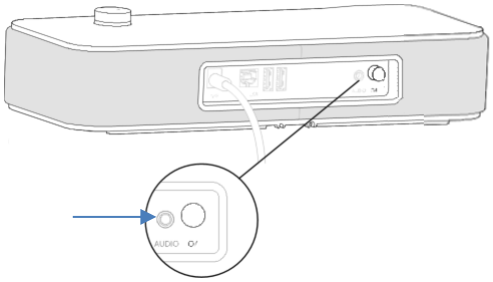


2. Press the On / Off button at the back of the base.



10.2.4 Connect your devices

Use the provided jack cable to connect your desk phone to the conference module.



Other Devices

The 8115/8125 Audioffice can be used to connect other device, like mobile phone (via Bluetooth, USB or Jack) or computer (Bluetooth, USB or Jack).

10.2.5 Bluetooth(8125 Audioffice)

The voice messages are in English until a first device is paired, the unit will then adopt the language of the Bluetooth device paired.

Long push the volume button until you hear a sound signal. A 'Pairing mode: waiting for connection' message allows you to pair your Alcatel-Lucent 8125 Audioffice in your device Bluetooth menu. A final sound confirms the pairing.

Disconnect a paired device

Long push the volume button until hearing a double-sound signal. The last connected device is then disconnected and auto-connection is stopped. A 'Disconnecting' message and a sound signal confirm the disconnection.

Unpair all the connected devices

Long push the volume button until hearing a three-sound signal. A 'Clearing all subscriptions' message confirms it.

10.2.6 Use your device

Use the 8115/8125 Audioffice as a conference module.

Placing or receiving an Alcatel-Lucent Deskphone call in jack mode

Upon jack connection to the Alcatel-Lucent Deskphone, user needs to configure the jack interface to 'External Handsfree' in order to use it for conference.
The jack connected, dial from your Alcatel-Lucent Deskphone and press the Alcatel-Lucent 8125 Audioffice volume button to use it as a conference device.
To end the call, hang up the call from the phone.
Muting a call can be done with the Audioffice Mute button or thru the Alcatel-Lucent Deskphone Mute key.

Adjusting the volume

Turn the volume button to regulate the volume coming from the speakers.

Activating and disactivating the mute

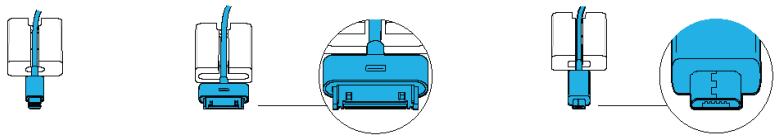
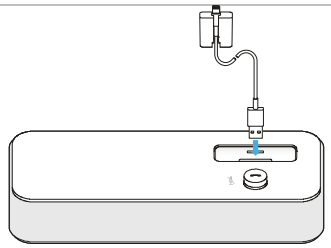
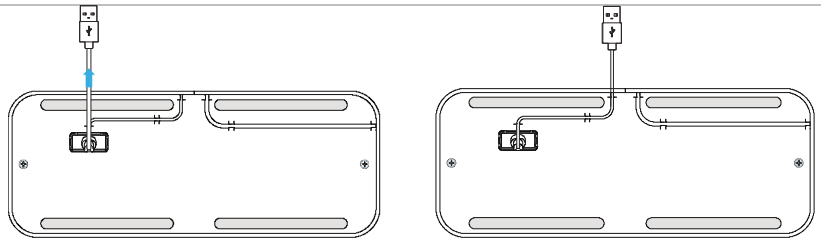
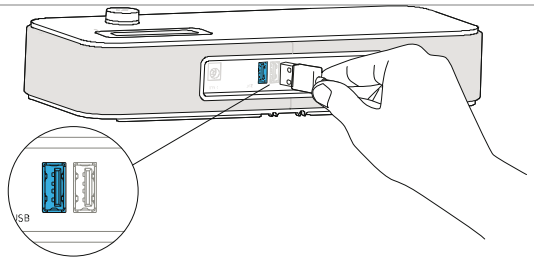
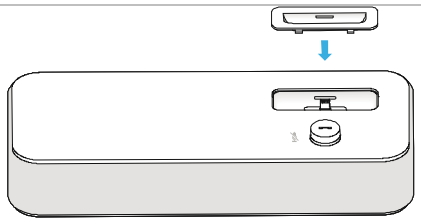
Tap the Mute icon from your Alcatel-Lucent desk phone or directly from the Alcatel-Lucent 8125 Audioffice icon.

Activating and disactivating the speakers

To accept a call in speaker mode or to switch to speaker mode during a call, press the volume button on the base.

10.2.7 Use the 8125 Audioffice with your mobile

You can connect your mobile to the conference module by using the Lightening, 30 pin and micro-USB adapters. A Bluetooth® connection is needed to place and receive your mobile calls on the Alcatel-Lucent 8125 Audioffice. To receive and end a voip call, use your Alcatel Lucent softphone application.

Insert the cable suitable to your smartphone into the matching cable adapter. Place the cable in the cable hole.	
Slide the cord into place through the interstices under the base.	
Slide the cord into place through the interstices under the base.	
Plug the USB connector to the left USB port at the rear of the device.	
Insert the suitable adapter to your smartphone, or none if you use a case and your device doesn't fit.	

10.3 External ringing interface module (MWS 3GV28050AA) - phased-out

	8039s	8029s	8019s
The accessory is supported by the following sets	●	●	

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.

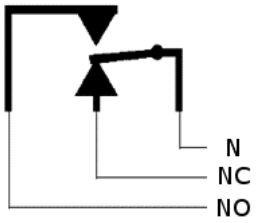
10.3.1 List of supplies

- 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.

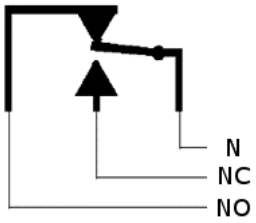
10.3.2 Installation

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.

10.3.3 Connect the device

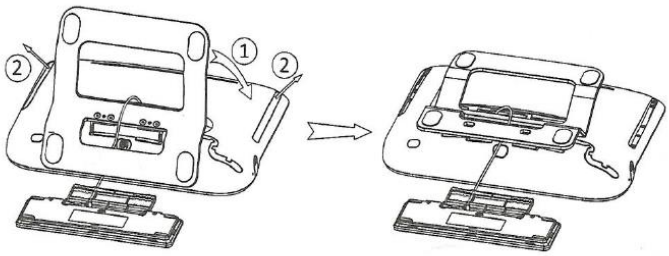
Phone set connected over UA and to an external power suply		
1	Connected to the DC power jack of the desk phone by using DC Japan cable.	
2	Connected to the power supply of the device.	
3	Connected to the RJ11 connector of the desk phone, by using the RJ11 cable.	

10.4 Wall mounting kit

10.4.1 8039s, 8029s Premium DeskPhone

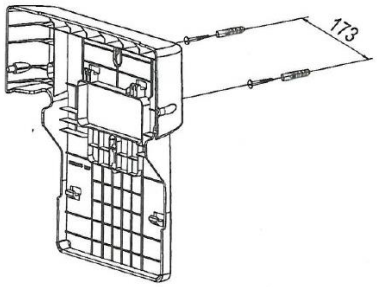
1

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



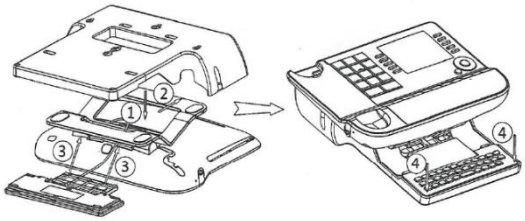
2

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: 1AD007460003 – Diameter= 3,5 mm, Length= 25 mm). The support is used as a reference and must be removeable.



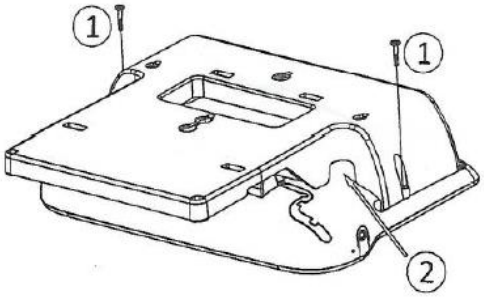
3

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

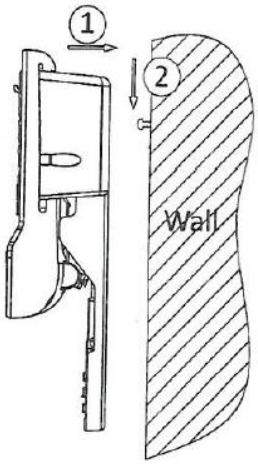
1. Fix the support with the phone by 2 screws (P/N: 1AD100020003 – Diameter= 2,1 mm, Length= 14,5 mm).
2. Connect cables through the hole on support left side or right side.



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

5

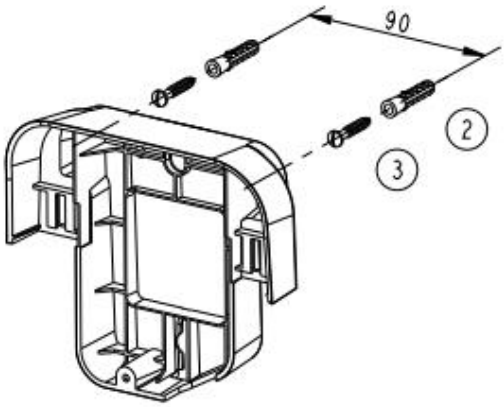
1. Hang the assembled phone with support on the wall.



10.4.2 8019s DeskPhone

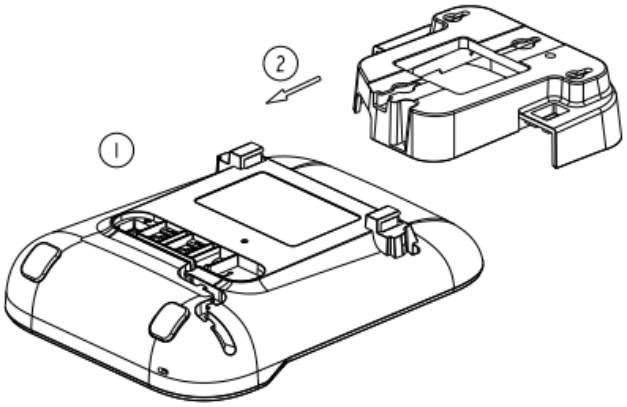
1

1. Drill two holes on the wall (separation=90mm, diameter=6mm).
2. Insert the fastener into the holes on wall (P/N: 1AD007460003 – Diameter= 3,5 mm, Length= 25 mm).
3. Fix the support with both screws and adjust (P/N: 1 1AD007460003). The support is used as a reference and must be removeable.



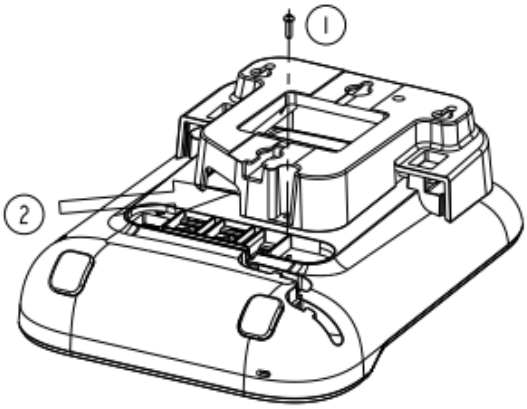
2

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



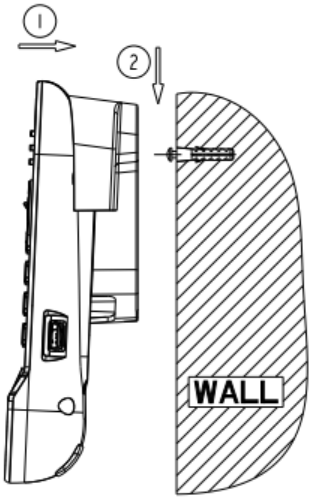
3

1. Fix the support with the phone by 1 screw (P/N: 1AD204430001 – Diameter= 2,5 mm, Length= 8 mm).
2. Connect cables through the hole on support bottom side.



4

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

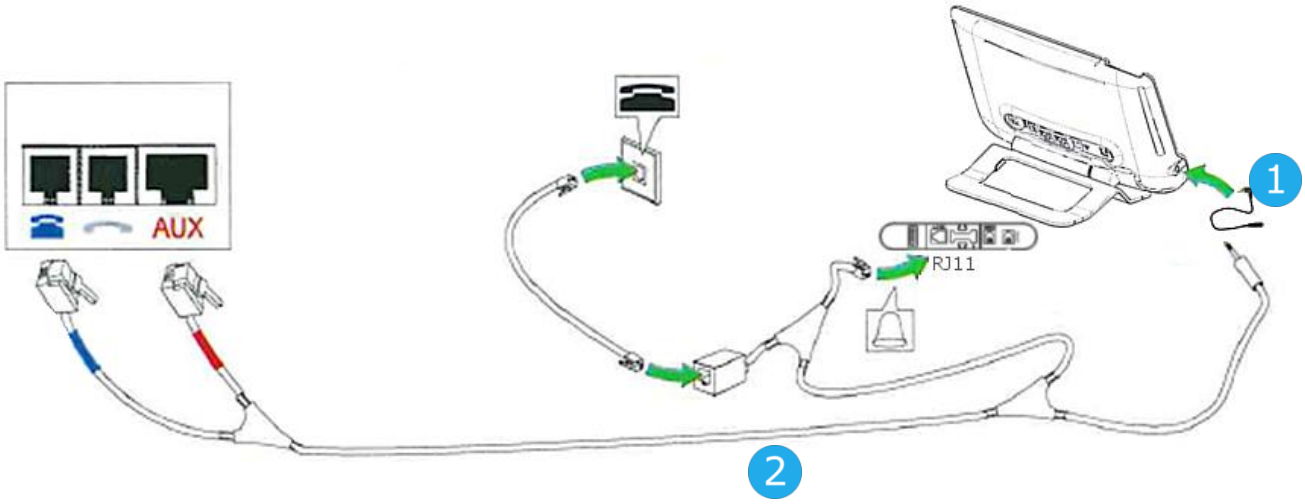


10.5 Connect a 3 pole jack headset

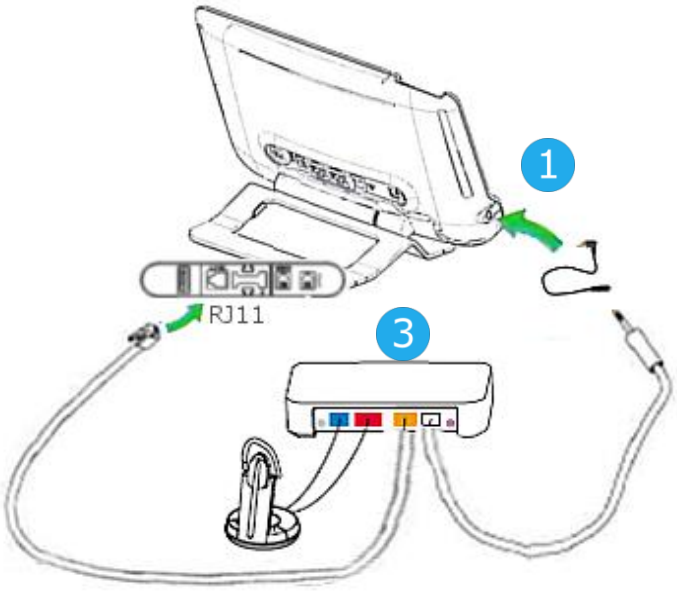
Your phone is equipped with a 3.5 mm, 4 pole jack. If your headset is not compatible (3 pole jack), you have to use adapters. Contact the manufacturer of your headset to find the appropriate adapter.

1	A 3 pole to 4 pole jack adapter to connect the jack of the headset to the DeskPhone to manage audio : 80XX JACK 4-3 POLE CABLE (box of 10) 3MG08018AA.
2	EHS adapter (depends on your headset).

Example 1 :



Example 2 :



10.6 Developer and Solution Partner Program (DSPP)

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

Consult the list of available headsets: “List of certified 3rd parties Headsets for Hard phones and Soft phones” .

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

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

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

11 Technical specifications

	8039s	8029s	8019s
Width	252 mm (9.92 in)	252 mm (9.92 in)	164 mm (6.46 in)
Depth on a table	200 mm (7.87 in)	200 mm (7.87 in)	200 mm (7.87 in)
Depth with wall mounting kit, and handset			
Height	204 mm (8,03 in)	204 mm (8.03 in)	170 mm (6.69 in)
Weight	1340 g (2.95 lbs)	1340 g (2.95 lbs)	675 g (1.49 lbs)
Adjustable foot stand range	25° - 60°	25° - 60°	45°
Color	Moon grey	Moon grey	Moon grey
Display	100 x 160 pixels, 4 grey level, white backlight	64 x 128, black & white, white backlight	64 x 128, black & white, white backlight
Power over Digital Line	639 mW	611 mW	609 mW
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)

	external ringing interface module (MWS 3GV28050AA)	8115 Audioffice	8125 Audioffice
Maximum distance between the phone set and the device	3 m (10 feet)		
Width	124 mm (1.2 in)	290 mm (11.4 in)	290 mm (11.4 in)
Depth on a table	130 mm (5 in)	114 mm (4.5 in)	114 mm (4.5 in)
Height	30 mm (1.2 in)	53 mm (2.1 in)	53 mm (2.1 in)
Weight	170 g (0.37 lbs)	1497g (3.3 lbs)	1497g (3.3 lbs)
Adjustable foot stand range			
Color	Black and silver	Black	Black
Power consumption	500 mW		
Power consumption	2A 220 Vdc 250 Vac	100-240V / 12V 3A AC	100-240V / 12V 3A AC
UL/CSA Ratings	• 30 Vdc / 2 A • 220 Vdc / 0.27 A • 120 Vdc / 0.5 A • 250 Vac / 0.25 A		
Operating conditions		0°C – 40°C (32 °F - 104 °F)	0°C – 40°C (32 °F - 104 °F)

12 Ordering information

8029s Premium Deskphone	3MG27218xx
8039s Premium Deskphone	3MG27219xx
8019s DeskPhone	3MG27221xx
8028/8029 paper labels (x50)	3MG27114AA
8018/8019S paper label + cover kit (x10)	3MG27222AA
8018/8019s Paper label (x64)	3MG27215AB
Premium Add-on 10 keys module	3MG27105AC
Premium Smart display 14 keys module with clip	3MG27107AC
Premium Add-on 40 keys module with clip	3MG27106AC
Premium Add on 10 key modules paper labels (x64)	3MG27115AA
Premium Add on 40 key modules paper labels (x50)	3MG27116AA
Wide Band Comfort Handset	3MG27032AA
Magnetic Alphabetic Keyboard	3MG27208xx
Premium Wall Mounting Kit	3MG27110AA
80XX Jack 4-3 pole cable (box of 10)	3MG08018AA
Binaural Wideband Headset (Plantronics HW520N)	3GV28048AD
Monaural Wideband Headset (Plantronics HW510N)	3GV28047AD
External ringing interface module without PSU	3GV28050AA

13 Guarantee and clauses

13.1 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.
- 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.
- Avoid using phones 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 connected to the proprietary Digital Interface Port of the OmniPCX PABX it is powered via this port.

13.2 Regulatory Statements

EUROPE

This equipment complies with the essential requirements of following directives:

- Directive 2011/65/UE (ROHS).
- Low Voltage Directive (LVD) 2014/35/EU.
- Electromagnetic Compatibility Directive (EMC) 2014/30/EU.

Declaration of Conformity may be obtained from:

ALE International 32 avenue Kléber – 92700 Colombes, France
ebg_global_supportcenter@al-enterprise.com

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.

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.

Wall-mounting (optional)

The phone can be wall mounted when required. For full instructions regarding wall mounting, refer to Installation Manual.

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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Features keys

Mute and interphony.	
Hands-free, handset or headset volume. Adjust contrast.	– +
Audio services (hands-free, handset or headset).	
• Programmable keys (F1 and F2 keys): Lit when the function associated with the key is activated. A service or a direct call can be associated to these keys. • Pre-programmed function keys are disabled in 'safe ' mode. The F1 and F2 keys are line keys.	F
Redial key: to access the 'Redial' feature. For the 8019s DeskPhone, the redial key is associated with the Off-hook key when the phone is in idle state: .	
Used to obtain information on functions of the 'menu' page and to program key of the 'perso' page (short press). Not available on 8019s DeskPhone.	
Messaging key to access various mail services. This key is lit when you have received a new voicemail, text message or callback request.	
Hands-free key To make or answer a call without lifting the handset.	
END key To terminate a call.	

Welcome screens

You can access all of your phone's features from these screens. The default display has three pages that you can access by pressing to the page tabs at the top of the screen. The selected page is highlighted.

- Menu page Contains all functions and applications accessible via the keys associated with the words on the screen.
- Perso page Contains call line keys (allowing supervision of calls) and programmable call keys.
- Info page Contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.

	Manage your call forwarding by pressing the forward icon. • Stationary arrow: No forwarding activated. • Rotating arrow: Forwarding activated.

Navigation keys

	• OK key: Use this key to validate your choices and options while programming or configuring. • 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: Used to scroll through the content of a page.
	• Use this key to go back to the previous step. • Use this key to go back to the homepage (long press).

Status icons/ Call icons

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

Magnetic alphabetic keyboard

Cursor moving keys (left, right, up and down).	
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.	

Alpha-numeric keyboard (8019s DeskPhone)

- 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

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Quick guide

8039s/8029s Premium DeskPhone – 8019s DeskPhone

Alcatel·Lucent Enterprise

Call Dial the number directly or dial the number after pressing a line key (an off-hook key or hands-free key).	
Call by name (Company directory) Enter the name, contact's surname/name or initials and follow the on-screen instructions.	
Answer a call Take the handset off the hook, use an off-hook key, the hands-free key, or press the key next to the incoming call icon.	
Ignore the call / End the call.	
Redial Long press to access the list of the last 8 dialed numbers. Short press to call the last dialed number.	
Make a call-back request to a busy number *Callback*	
Placing a call on hold (hold) *Hold*	
Sending DTMF signals *Send DTMF* Send numbers.	
Mute	
Interphony The phone automatically answers the call. Before the line is taken, you hear a succession of specific beeps.	Long press
Making a second call during a conversation *New call*	
Answering a second call during a conversation Select the incoming call icon.	

Switching between calls (Broker call) Select the call on hold icon from the conversation screen.	
To cancel your second call and recover the first You automatically recover the first call.	
Transferring a call You are in conversation with one contact. Call a second contact. *Transfer.*	
Conference Call the first contact. Call the second contact. *Conference (Confer).*	
Make calls via your programmed call keys Press the desired programmed call key.	Perso
Programming direct call keys Press the 'I' key or *Settings* ❯ *Phone* ❯ *Key program* Select the key to program. Enter the name and number to associate to the key.	Menu
Modify the programmed key Press the 'I' key or *Settings* ❯ *Phone* ❯ *Key program* Press the programmed key to be modified. Follow the on-screen instructions.	Menu
Erase a programmed key Press the 'I' key or *Settings* ❯ *Phone* ❯ *Key program* Select the key to be erased. Follow the on-screen instructions.	Menu
Customizing your voice greeting *Voice mail* ❯ *Perso options* You can listen to the greeting, customize the greeting and set the default greeting.	
Consulting your voice mailbox	
Diverting calls to your voice mailbox Select the forward icon. *Imm fwd VM* Select the type of call forwarding required.	
Cancel forward Select the forward icon. *Deactivate* ❯ *Deactivate forward*	

Do not disturb Select the forward icon. *DoNotDisturb (DND)*	
Send text messages *Message* *SendTxtMsg* Enter the destination number. Select the type of message to send (fixed Msg, New Msg,...).	
Read text messages *new text message* *Read msg*	
Information about the phone	Info
Lock/unlock the phone *Lock*	Menu
Adjust audio volume	– +
Select the language of your choice *Settings* ❯ *Phone* ❯ *Language*	Menu
Choose the tune *Settings* ❯ *Phone* ❯ *Ringing* Adjust the ring via the following menus: Melody, Silent, Beeps, Volume, etc.	Menu
Adjust the brightness of the set Press the 'I' key ❯ *Display* ❯ *Brightness*	
Adjusting screen contrast *Settings* ❯ *Phone* ❯ *Contrast*	Menu
Modify the password for your phone set *Settings* ❯ *Phone* ❯ *Password*	Menu
Homepage *Settings* ❯ *Phone* ❯ *Homepage* Select the default page.	Menu

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