

OmniPCX Enterprise

8068 Premium DeskPhone

Attendant set

8AL90320ENABed02 - 1708



Introduction

This guide describes the services offered by the Premium DeskPhone attendant set connected to an OmniPCX Enterprise system:

- 8068 Bluetooth® Premium DeskPhone (8068 BT)
- 8068 Premium DeskPhone

This guide covers the specific functions of the Premium DeskPhone attendant set (consult the set user manual for a description of the other services):

- Handling calls (calling and answering calls, consultation calls, transferring calls, conferencing, ...),
- Additional features (Routing, Network/Network Transfer, Transfer with privilege, ...), Reserving a group of outside lines for exclusive operator use,
- Management from the Attendant Set (Selecting answer and transfer operating modes, selecting the attendant group status,).

The purpose of the attendant sets (organized in groups) is to ensure efficient routing of external calls and, where appropriate, to call external numbers on request. One or more attendants share the workload (up to 80 attendant stations may be operational in the same system). Each attendant set must belong to an attendant group.

The keys appearing on the 8068 Premium DeskPhone set offer all the features required for efficient management of incoming and outgoing calls.

Some system features can be accessed from the attendant set.

They include (depending on system settings):

- Attendant status change (e.g. switchover from day to night status). This results in differences in call routing and the features that can be accessed on the set
- External line reservation for exclusive use
- System operation monitoring
- The programming of services such as date and time, speed dialing numbers, etc.

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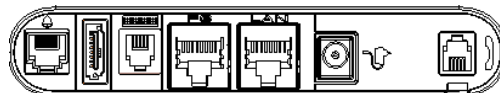
1 Basic Features








1.1 8068 Bluetooth® / 8068 Premium DeskPhone



1.2 Connectivities

Description of the connectors





-  RJ 11 connector for external ringer and audio active envelop indicator.
-  Add-on module connector (SATA type).
-  RJ 9 connector for alphanumerical keyboard.
-  10/100/1000 Gigabit Ethernet connector (PC).
-  10/100/1000 Gigabit Ethernet connector (LAN).
-  DC power jack for an external power adaptor.
-  RJ9 connector for a corded handset.

1.3 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 the page tabs at the top of the screen. The selected page is highlighted.

- Menu
- Perso
- Info



- **Menu page:**
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:**
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 (including call log events, instant messages and voice messages), activation of transfer function, appointment reminder, etc.
- **Next page:**
The **next** page displays the list of incoming calls (i.e. call handling page). The caller information displayed in the **next** page differs according to the type of incoming call.
 - For internal or network incoming calls, the caller identity and entity are displayed
 - For external incoming calls, the caller identity is displayed when the caller directory number has been defined in the system as speed dialing number. When this is not the case, the caller directory number is displayed as well as the name of the trunk group.
- **Hold page:**
The **Hold** page displays the calls being routed and the calls put on hold from this set. Up to two calls being routed and two calls on hold can be displayed simultaneously on the screen.
- **Camp On page:**
The **Camp on** page only appears when the **Hold** page is not available. This is the case when no common hold key has been programmed on the set **main (perso)** page.
-  /  **Transfer icon:** Pressing the key next to this icon allows you to program or change the transfer function.

1.4 Navigation



OK key: Used 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.



Back/Exit key Use this key to go back to the previous step. Use this key to go back to the homepage (long press).









1.5 Status icons / Call icons

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

	Indicates that the status of the attendant group is "day service".
	Indicates that the status of the attendant group is "night service".
	Indicates that the status of the attendant group is "forward 1".
	Indicates that the status of the attendant group is "forward 2".
	Headset connected.
	Telephone locked.
	Appointment programmed.
	Incoming call icon.
	Call in progress icon.
	Call holding icon.

1.6 Permanent features keys

They are located just above the loudspeaker

	Mute and intercom key. During a call, press this key to stop your contact from hearing you. When idle, press this key to switch the phone to intercom mode. When you receive a call, the phone hooks off automatically and you go straight into handsfree mode. When activated, this is key blue.
	Turn down the volume / Lower the contrast.
	Turn up the volume / Increase the contrast.
	Pressing this key answers an incoming call in handsfree mode (the key is blue). When a call is in progress, pressing this key switches from handsfree 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 on the last 10 number dialed (long press).
	Guide key: Used to obtain information on functions of the "menu" page and to program key of the "perso" page.
	Messaging key to access the messaging portal (call log, voice messages and instant 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 Alphabetic keyboard






Your set is provided with an alphabetic keyboard depending on your country and language:

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



Use the keyboard to enter names while configuring the phone. Directly access the dial by name feature by entering the name of your caller 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.


1.8 Add-on module

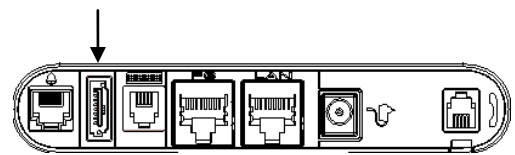
Phone capabilities can be extended with the Premium Smart Display 14 keys. Up to three add-ons can be connected to the deskphone.



Manage and use the add-on keys as a direct call key.



Install the add-on to the deskphone

- Plug the provided cord into the dedicated socket behind your phone and behind the add-on ().
- If you wish, fix the feet (deskphone and add-on) with the add-on clip available as an option in pack (x4).
- Restart the deskphone (unplug and plug in the power jack if you are using an external power adapter or the Ethernet connector – LAN).

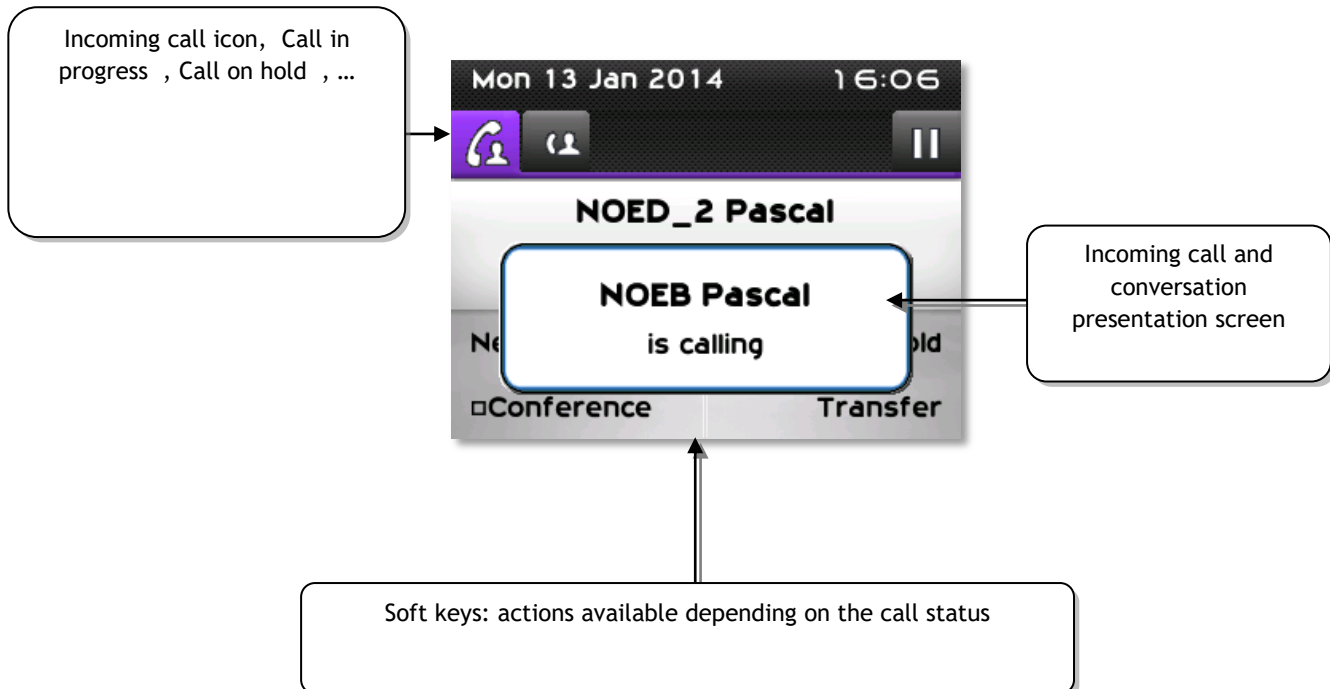


Install more than one add-on module

It is possible to connect up to three add-on modules:

- 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 Call management screen



Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, held, arrival of new call). When a call is in progress, use the left-right navigator to look at held 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 a held call and an incoming call.



Used to switch from a telephone screen to an application screen. For example, it can be used while a call is in progress to search a number, program an appointment reminder, etc.

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 caller of your choice by pressing the key associated to the caller.

1.10 Bluetooth® Wireless handset

The Bluetooth® Wireless handset is only available with the 8068 Bluetooth® Premium DeskPhone.



If the Bluetooth® handset is on its base, you do not need to press the Off-hook/On-hook key to take or terminate the call. Just off-hook/on-hook the Bluetooth® handset.

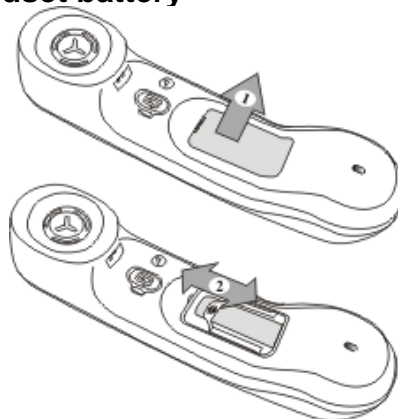
LED

- Off: operating normally.
- Blinking green: in communication.
- Green steady: handset charging.
- Orange flashing: battery charge low or handset outside coverage zone.
- Orange steady: malfunction.

Installing or replacing the Bluetooth® handset battery

① Lift up the battery cover

② Slide out the battery holding part



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

2 Operator station (OS) Basic features

2.1 Putting the Attendant set in Service

When the attendant set is powered up, at the end of an initialization period, the screen displays the **Attendant status** page. This indicates that the attendant is out of service.

1. Press the softkey to put the attendant in service: sign on.
The **Next** page is displayed.

2.2 Methods for calling a number

Direct dialing

The attendant dials the user's number directly on the dialing keypad.

To reach an external number, the attendant first dials the external prefix before the external number.

Calling via the Set Directory

The personal directory is used to select an internal (or external) user via a softkey - without having to dial the full destination number.

The number called may be an internal, external, or speed dialing number.

Call by personal directory can be performed with the attendant set in idle state or when the attendant set is already in conversation.

The **main (perso)** page or the add-on keypad modules if they exist, display the personal directory entries already created.

Pressing the up or down arrow on the navigator provides access to additional personal directory entries softkeys.

When calling the user, a telephone area corresponding to the user you want to call is displayed on the screen. This area gives the status of the user.

If the user is free for example you can, the following softkeys are available:

Ring	Call this user.
Release	To release this user.
Call back	Send a call-back request to this user.
Vociemail	Leave a message on the voicemail of this user.

Dial (Call) by Name

This feature is used to select a party by name. "Dial by name" can be requested either from idle state or when in conversation.

When the attendant uses the "Dial by name" feature, the system searches the system directory, then, if the search is unsuccessful, a standard LDAP directory (if there is one).

Pressing any key on the alphabetical keyboard switches the attendant set to **Dial by name** mode.

As soon as you enter the first letters of the name, surname or initials, you are invited to select the appropriate search by pressing on one of the following softkey:

- Name,
- Initials,
- Name-1stName.

When more than one result corresponds to the search, the screen displays a page indicating the number of answers for this search and the corresponding list of users.

Select the desired user by pressing the softkey next to his/her name.

Call by Speed Dialing

Access speed dialing by:

- The direct speed dial number of the desired user.
- Der Zugang Präfix gefolgt von der erforderlichen Ziffern.
- Pressing a key programmed with a speed dialing number.

2.3 Calling an internal User

When an internal user number is dialed, the user set, if free, is reserved by the attendant (becomes under attendant control). The user can still dial a number or access another service if it is a multiline set.

The user set does not ring until the attendant presses the softkey: **Ring**.

This specific feature of the attendant set ensures the attendant can always reach the station user. If the user picks up the receiver (goes off-hooks), the user hears the music-on-hold, indicating that the set is reserved and that all outgoing calls are denied. When the attendant presses the **Ring** softkey on the attendant set, it is automatically connected to the user. If the user set is a multiline set, the user is not locked and can make calls. However, a set resource is used for the incoming call from the attendant set.

The called set is free

Once the user's number is dialed, the screen indicates:

- The name and first name of the called party, if known to the system.
- The internal directory number of the called party.
- The name of the entity to which the called party belongs.
- That the selected set is free.

The following softkeys are available:

<i>Ring</i>	Call this user.
<i>Release</i>	To release this user.
<i>Call back</i>	Send a call-back request to this user.
<i>VoiceMail</i>	Leave a message on the voicemail of this user.

Once the user is in conversation with the attendant, only the attendant can release the call by pressing the Release softkey.

The called set is busy

Once the user's number is dialed, the screen indicates:

- The name and first name of the called party, if known to the system.
- The internal directory number of the called party.
- The name of the entity to which the called party belongs.
- That the selected set is busy.

Depending on the called phone type (multiline or single line set); the available softkeys are:

Called set type	Available softkeys	Description
Multiline set (with a free line)		
	<i>Ring</i>	Call the user.
	<i>Release</i>	Release the user.
	<i>Call back</i>	Send a call back request to the user.
Single line (or multiline with all lines busy)		
	<i>Release</i>	Release the user.
	<i>Camp on/Camp on off</i>	To activate/deactivate automatic ring when user has hung up.
	<i>Call back</i>	Send a call back request to the user.
	<i>Intrude on/off</i>	To barge in the conversation between the called set and the external party (when the set is in conversation with an external party).

The called set is in "Do Not Disturb" state.

When calling a user who activated the Do Not Disturb feature, the message « DND » is displayed on the attendant set.

The called set is forwarded to another set

Depending on the activated forward, you will have access to different features through the softkeys.

To activate ringing on the forwarding destination set: softkey *Ring*.

To release both the forwarding destination set and the forwarded set: softkey *Release*

To activate the **Privileged access override** feature so that the forwarded set can be called despite the forwarded status of the set: softkey *Override*

To send a call-back request to the forwarding destination set: softkey *Call back*

Called set forward type	Available softkeys	Description
Do Not Disturb		
	<i>Ring</i>	Call the user.
	<i>Call back</i>	Send a call back request to the user.
	<i>Release</i>	Release the user.
Immediate forward		
	<i>Ring</i>	To activate ringing on the forwarding destination set.
	<i>Release</i>	To release both the forwarding destination set and the forwarded set.
	<i>Override</i>	To call the forwarded set despite the forwarded status of the set.
	<i>Callback</i>	To send a call-back request to the forwarding destination set.
Forward on No answer		
	<i>Ring</i>	Call the user.
	<i>Release</i>	To release both the forwarding destination set and the forwarded set.
	<i>Follow fwd</i>	To follow forward of the forwarded set.
	<i>Ring</i>	To activate ringing on the forwarding destination set.
	<i>Release</i>	To release both the forwarding destination set and the forwarded set.
	<i>Override</i>	To call the forwarded set despite the forwarded status of the set.
	<i>Callback</i>	To send a call-back request to the forwarding destination set.
	<i>Voicemail</i>	To deposit a voice message on the voice mail of the forwarding destination set.
	<i>Callback</i>	To send a call-back request to the forwarded set.
	<i>Call back</i>	Send a call back request to the user.
	<i>Release</i>	Release the user.

Forward on Busy		
	<i>Ring</i>	To activate ringing on the forwarding destination set.
	<i>Release</i>	To release both the forwarding destination set and the forwarded set.
	<i>Override</i>	To call the forwarded set despite the forwarded status of the set.
	<i>Release</i>	To release the forwarded set.
	<i>Camp on</i>	To ring automatically the busy set as soon as the user has hung up. After having activated call waiting, Camp on off softkey is used to deactivate it.
	<i>Intrude</i>	To barge in the conversation between the called set and the external party. To exit, press the Intrude off softkey.
	<i>Callback</i>	To send a call-back request to the forwarded set.
	<i>Callback</i>	To send a call-back request to the forwarding destination set.

2.4 Calling an external user

To call an external user, the attendant can dial an external access prefix or an ARS prefix. **Trunk group name** in the telephone area is the name of the group of external lines.

External in the telephone area indicates that the ARS feature selects the “optimum” route for the external call.

Pressing the **Release** softkey releases the current call and returns the attendant set to idle state.

Available softkeys when dialing the number or when the number is dialed:

Softkey	Feature
<i>Correct</i>	To correct the last digits dialed in case of dialing mistake.
<i>Release</i>	To release the current call.
<i>Send</i>	To activate ringing on the called external set.

2.5 Answering calls

Automatic/Manual Answer

There are two operating modes to answer a call:

- Automatic answer to take automatically any incoming call or any call that is waiting during call routing (Pressing the **Auto answer** softkey in the **main (perso)** page activates or deactivates the **Auto answer** feature).
- Manual answer which requires an attendant action to take a call.

Answering an internal call

When receiving a call, the Alarm LED located at the top of the attendant set flashes and the incoming call is presented on the “Next” page.

Pressing the softkey next to the name of the caller or pressing the “OK” key of the navigator, starts the communication.

Answering an external call

When receiving a call, the Alarm LED located at the top of the attendant set flashes and the incoming call is presented on the “Next” page.

Pressing the softkey next to the number (or name if known to the system) of the caller or pressing the “OK” key of the navigator, starts the communication.

“Trunk group name” in the telephone area is the name of the group of external lines.

Answering a Call to the Attendant Group

When an internal user dials the group number, the call is presented on the Next page (If another attendant takes the call, this one disappears on the attendant screen).

Pressing the softkey next to the name of the caller or pressing the “OK” key of the navigator, starts the communication.

The following softkeys are:

Softkey	Feature
<i>Hold</i>	To put the internal user set on hold with the music-on hold or waiting tone.
<i>Release</i>	To release the current call.
<i>Forward ope</i>	To initialize a forwarding to another attendant by dialing his/her call prefix (or the call prefix of the attendant group). As soon as dialing is complete, forwarding is activated automatically.
<i>Meet me conf</i>	To route the party to a meet-me conference.
<i>DTMF on/DTMF off</i>	To activate or deactivate DTMF transparency.

The attendant does not answer immediately

When the call is not answered, the normal call becomes an urgent call, the alarm led located at the top of the assistant set flashes, and the ringing cycle speeds up.

The attendant set is put absent in case of no answer, and it is necessary to put the attendant set in service again.

Answering a call back request

An authorized internal user can activate a callback request to the attendant. To check the presence of a callback request, press the messaging key.

Press the softkey next to the notification key to consult the call back request.

Select the desired user by pressing the softkey next to his/her name.

The available softkeys are :

Softkey	Feature
<i>Delete</i>	To delete the present callback request.
<i>Delete all</i>	To delete all the callback requests.
<i>Recall</i>	To recall the user who has sent a callback request.

2.6 Putting a call on hold

When in conversation with a party you can initiate a consultation call by pressing on the softkey: **Hold**.

Pressing on this softkey puts the user on hold with a music or waiting tone and displays the Hold page. The on hold symbol in front of the caller indicates that the caller is on hold.

Note : pressing the F1 personal key has the same effect as pressing the Hold softkey. This puts the user set on hold.

Pressing the softkey next to the name of the caller retrieves the call on hold.

If the attendant does not retrieve the call before the end of the timer:

- Ringing is activated to indicate that the user is calling back the attendant set
- The Alarm LED located at the top of the attendant set flashes in red
- The call on hold is also displayed in the **next** page
- The attendant is considered as absent and the set status is put to signed off state.

2.7 Consultation call

Consultation call to an internal user

A consultation call is activated as soon as the attendant starts dialing the first digit of the desired user's number and a second telephone tab appears.

When the number is completely dialed the following softkeys are available:

Softkey	Feature
<i>Transfer</i>	To transfer (without oral presentation to the second party) the first party to the second party.
<i>Ring</i>	To activate ringing on the second party set.
<i>Transfer</i>	To transfer (without oral presentation to the second party) the first party to the second party which is ringing.
<i>Broker</i>	To switch between the first party and the second party which is ringing (the first party is automatically put on hold when not in conversation).
<i>Cancel</i>	To cancel the consultation call and continue the conversation with the first party.
<i>Release</i>	To release both the conversation with the first party and the consultation call.
<i>Call back</i>	To send a callback request to the second party which is ringing.
<i>Cancel</i>	To cancel the consultation call and continue the conversation with the first party.
<i>Release</i>	To release both the conversation with the first party and the consultation call.
<i>Call back</i>	To send a callback request to the second party.
<i>DTMF on / DTMF off</i>	To activate/Deactivate DTMF transparency.
<i>Voicemail</i>	To leave a message on the voicemail.

When the second party answers the call, the following softkeys are available:

Softkey	Feature
<i>Transfer</i>	To transfer (with oral presentation to the second party) the first party to the second party.
<i>Broker</i>	To switch between the first party and the second party (the party which is not in conversation is automatically put on hold).
<i>Cancel</i>	To cancel the consultation call and continue the conversation with the party which is not in conversation when the Cancel softkey is pressed.
<i>Release</i>	To release both the conversation with the first party and the consultation call.
<i>DTMF on / DTMF off</i>	To activate/Deactivate DTMF transparency.
<i>Conference</i>	To put the first party, the second party and the attendant in conference.

Consultation call to an external user

A consultation call is activated as soon as the attendant dials the external access prefix and the first digit of the desired external number and a second telephone tab appears.

When the number is completely dialed the following softkeys are available:

Softkey	Feature
<i>Correct</i>	To correct the last digits dialed in case of dialing mistake.
<i>Send</i>	To activate ringing on the called external set. <i>Note: After a short timer, the external set is automatically rung without pressing the Send softkey.</i>
<i>Cancel</i>	To cancel the consultation call and continue the conversation with the first party.
<i>Release</i>	To release both the conversation with the first party and the consultation call.

When the second party answers the call, the following softkeys are available:

Softkey	Feature
<i>Transfer</i>	To correct the last digits dialed in case of dialing mistake
<i>Broker</i>	To activate ringing on the called external set. <i>Note: After a short timer, the external set is automatically rung without pressing the Send softkey.</i>
<i>Cancel</i>	To cancel the consultation call and continue the conversation with the first party.
<i>Release</i>	To release both the conversation with the first party and the consultation call.
<i>DTMF on/DTMF off</i>	To activate/Deactivate DTMF transparency.
<i>Conference</i>	To put the first party, the second party and the attendant in conference.

Initializing a three-party conference

A three-party conference may be initialized by the attendant if there is an on-hold call and a conversation call.

Pressing the **Conference** sofkey puts the first party, the second party and the attendant in conference.

Softkey	Feature
<i>Transfer</i>	To leave the conference and let the two parties in conversation.
<i>Cancel</i>	To cancel the three-party conference and continue the conversation with: - The first party when consultation call to an internal user, - The second party (external party) when consultation call to an external user.
<i>Release</i>	To leave the three-party conference and release the two parties.
<i>End Conf</i>	To leave the three-party conference, continue the conversation with the second party and put the first party on hold.

2.8 Call transfer (routing)

Automatic/Manual transfer

There are two transfer modes:

- Automatic transfer, which automatically transfers the call to a free user immediately after dialing without other action.
- Manual transfer, which requires an attendant action to transfer a call.

Transfer to a Busy Set

When the busy set dialing is complete, the following softkeys are available:

Busy set is multiline (with a free line)		
	Softkey	Feature
	<i>Transfer</i>	To transfer the first party to the busy set which can take the call on its free line.
	<i>Ring</i>	To activate ringing on the busy set while the first party is put on hold.
	<i>Cancel</i>	To cancel the consultation call with the busy set and continue the conversation with the first party.
	<i>Release</i>	To release both the conversation with the first party and the consultation call with the busy set.
	<i>Call back</i>	To send a callback request to the busy set while keeping the conversation with the first party.
	<i>DTMF on/DTMF off</i>	To activate/Deactivate DTMF transparency.
Busy set is single line or multiline with all lines busy		
	<i>Transfer</i>	To transfer the first party to the busy set. When the busy set will hang up, it will be automatically called by the first party.
	<i>Cancel</i>	To cancel the consultation call with the busy set and continue the conversation with the first party.
	<i>Release</i>	To release both the conversation with the first party and the consultation call with the busy set.
	<i>Camp on/Camp off</i>	To call the busy set as soon as the user has hung up while putting the first party on hold.
	<i>Call back</i>	To send a callback request to the busy set while keeping the conversation with the first party.
	<i>DTMF on/DTMF off</i>	To activate/Deactivate DTMF transparency.

2.9 Routing participants to a Meet-Me conference

An attendant cannot take part in a meet-me conference. An attendant can add a participant in a meet-me conference if the conference circuit is not fully busy or can reserve a conference circuit in order to add different participants (maximum of 29) to this conference.

Note: If the attendant is involved in routing actions to a conference, the attendant can no longer respond to internal or external calls. The normal and urgent waiting calls counters are, however, updated.

- *When a participant enters the conference, an audible beep signals their entry to the other participants during the conversation.*
- *If an external trunk is alone in the conference, it will be forwarded to the attendant set after a timer.*
- *However, if another participant joins the conference call, this timer is canceled.*

The Conference Circuit is Free

When a conference circuit is free (no conference established), the attendant can call a first participant. When the attendant is in conversation, he/she can press the **Meet me conf** softkey and dial the conference number. The user is connected to the conference. To add other participants, the attendant follows the same procedure seen previously.

The Conference is In Progress

When the conference is in progress and the attendant is in conversation with a party, he/she can press the **Meet me conf** softkey and dial the conference number to add this user to the conference.

3 Additional features

3.1 Routing with chained extend

Routing with chained extend allows the attendant to transfer an incoming external call to an internal set. The external party is rerouted to the attendant set as soon as the internal user has hung up. This allows to successively route the same call to several destinations.

The attendant is in conversation with an external party.

1. The attendant dials the number of the desired internal set.
The following softkeys are available:

Transfer	To transfer (without oral presentation to the second party) the first party to the second party.
Ring	To activate ringing on the second party set.
Cancel	To cancel the consultation call and continue the conversation with the first party.
Release	To release both the conversation with the first party and the consultation call.
Chained	To activate ringing on the second party set.
Callback	To send a callback request to the second party.
DTMF on/DTMF Off	To activate/Deactivate DTMF transparency.

2. When the attendant presses the **Chained** softkey, the second party set is rung.
3. When the second party takes the call, the attendant set returns to the idle state.
4. The external party is rerouted to the attendant set as soon as the internal user has hung up.
5. Once pressing the softkey next to the name of the external caller, the attendant can transfer or release the call.

3.2 Routing with extend and camped-on release

When routing an external call to a busy internal set, the attendant can put the call on hold. When the busy internal user hangs up, it is not rung. The external call on hold is signaled to the attendant. The attendant can then route it to the called user.

The attendant is in conversation with an external party.

1. The attendant dials the number of the desired internal set. This set is busy.
2. To transfer the call, the attendant presses the softkey : **Announce**

The busy internal user quickly hangs up	He/she is informed that the attendant wants to reach him/her.	
	Transfer	The attendant may transfer the external party to the internal party by pressing the softkey.
The busy internal user does not quickly hang up	Pressing the softkey next to the number of the external caller allows the attendant to:	
	Announce	Attempt to reach again the internal party by pressing the softkey.
	Intrude	Barge in the conversation between the two correspondents by pressing the softkey.
	Transfer	Inform the busy internal user that an external party wants to reach him/her, then transfer the external party to the internal user after he/she has hung up, by pressing the softkey.

3.3 Sending a calibrated cut-off or flash

This feature sends a calibrated cut-off or flash on the line before sending dialed digits in transparency mode.

Pressing the **Flash** softkey sends a calibrated pulse to the remote piece equipment. This remote equipment can then return a tone inviting the attendant to continue dialing.

3.4 Temporary hold of automatic transfer

If the automatic transfer mode is activated, the current call is automatically transferred to a free user after the attendant has dialed the user number.

The feature is enabled when the checkbox next to the feature label is validated.





1. When receiving an external call while the Automatic transfer is enabled, deactivate temporarily the automatic transfer by pressing on the softkey: **Transfer off**.

3.5 Directory number supervision





The attendant may supervise several internal numbers when the Directory Number Supervision feature is programmed by the system administrator for these internal numbers.

These internal sets must be in the same node as the attendant set.

When supervised internal number is displayed in the **main (perso)** page, the name of the corresponding user is followed by an icon indicating their set state:

	Indicates that the internal user is busy.
	(flashing) Indicates that the internal user is on hold.
	Indicates that the internal user has left a callback request or is in conversation with the attendant set.
	Indicates that the internal user has requested an urgent conversation with the attendant set.

When supervised internal number is displayed on a Smart Display Module, the name of the corresponding user is followed by an icon indicating their set state

	Indicates that the internal user is busy.
	Indicates that the internal user has left a callback request or is in conversation with the attendant set.
	Indicates that the internal user has requested an urgent conversation with the attendant set.
	(flashing) Indicates that the internal user is on hold.


3.6 Individual Call Routing




This feature allows the attendant to route and supervise an incoming external call without its being placed in the common waiting queue and redistributed.

When this feature is programmed by the system administrator, he/she can put the **Indiv routing** key on the **main (perso)** page or on the Smart Display Module.

Indiv routing Key Present on the main (perso) Page

The attendant is in conversation with the external party.




1. Dial the number of the internal party.
2. Press the key .
The **Next** page is displayed.
3. Press the left arrow on the navigator.
The **main (perso)** page is displayed.
4. Press the key: **Indiv routing**.

The external party is connected to the individual routing circuit and the internal set is ringing. The attendant screen displays automatically the next page but the icon following the Indiv routing key string is on steady on the main (perso) page.	 Steady
If the internal set does not reply before the end of the routing timer, the attendant set rings (the ringing cycle speeds up) and the icon flashes on the main (perso) page, indicating an urgent situation	 Flashes
As long as the internal set has not answered, the attendant may retrieve the call by pressing the Indiv routing key. The icon next to the Indiv routing softkey disappears.	 Disappears

Indiv routing Key Present on the Smart Display Module

The attendant is in conversation with the external party.

1. Dial the number of the internal party.
2. Press the key: **Indiv routing**.

The external party is connected to the individual routing circuit and the internal set is ringing. The icon following the Indiv routing key string is on steady on the Smart Display Module.	 Steady
If the internal set does not reply before the end of the routing timer, the attendant set rings (the ringing cycle speeds up) and the icon flashes on the Smart Display Module, indicating an urgent situation.	 Flashes
As long as the internal set has not answered, the attendant may retrieve the call by pressing the Indiv routing key. The icon next to the Indiv routing softkey disappears.	 Disappears





3.7 Network/Network Transfer

This feature is used to interconnect two external callers via the installation, while retaining the ability to release the connection.

When this feature is programmed by the system administrator, he/she can put the **Net/Net** key on the **main (perso)** page or on the Smart Display Module.

Net/Net Key Present on the main (perso) Page




Following an incoming call, the attendant makes an outgoing call to a party. The first party is automatically put on hold.

1. Press the key: .
The **next** page is displayed.
2. Press the left arrow on the navigator.
The **main (perso)** page is displayed.
3. Press the **Net/Net** key.
The two parties are connected and supervision is activated.
 in steady state.
4. Press the **Net/Net** key again.
The attendant barges in the conversation after a barge-in tone
 flashes.
5. Press the **Net/Net** key again.
The attendant is back to supervision.
 in steady state.

Once the connection is released, there is no icon next to the **Net/Net** label.

Net/Net Key Present on the Smart Display Module

Following an incoming call, the attendant makes an outgoing call to a party. The first party is automatically put on hold.

1. Press the **Net/Net** key.
The two parties are connected and supervision is activated.
 in steady state.
2. Press the **Net/Net** key again.
The attendant barges in the conversation after a barge-in tone.
 flashes.
3. Press the **Net/Net** key again.
The attendant is back to supervision.
 in steady state.

Once the connection is released, there is no icon next to the **Net/Net** label.

3.8 Trunk Group Supervision

This function allows the attendant to monitor the occupation level of a trunk group via a key, present in the **main (perso)** page. The label of the key is the trunk group name.

Next to the trunk group name:

- There is no icon when there is still at least one trunk free in this trunk group,
- There is a red cross when no further trunk is available in the trunk group.

If there are still trunks free, pressing the **trunk group name** key corresponds to an ordinary external trunk seizure without numbering of this supervised trunk group.

3.9 O/S Trunk Supervision

When this feature is programmed by the system administrator, the **Os trkSup** softkey is present on the **main (perso)** page.

- When at least one trunk is out of service, the **Os trkSup** label is followed by a red cross. Pressing the **Os trkSup** softkey displays out of service trunk information.
- When no trunk is out of service, pressing the **Os trkSup** softkey has no effect.




3.10 Individual Hold

The Individual hold feature allows to put an external outgoing or incoming caller on hold on a specific circuit.

When this feature is programmed by the system administrator, he/she can put the **Indiv hold** key on the **main (perso)** page or on the Smart Display Module.

Indiv hold Key Present on the main (perso) Page

The attendant is in conversation with the external party.

1. Press the key:  .
The **next** page is displayed.
2. Press the left arrow on the navigator.
The **main (perso)** page is displayed.
3. Press the **Indiv hold** key.
The external party is connected to the individual hold circuit and to the music on hold. The attendant screen displays automatically the **Next** page. When the timer expires, the ringing cycle speeds up.
4. Press the key to display the **main (perso)** page:  .
The icon located next to the **Indiv hold** key label flashes to indicate that the external party is on urgent hold ().
5. Press the **Indiv hold** key to retrieve the call from hold.

Several keys can be programmed as individual hold keys. The party can only be retrieved from the idle state, the calls on hold will be redistributed after a period of time.

3.11 Appointment reminder

The appointment reminder feature allows to program wake up / appointment reminder to a set and the set will be called at the programmed time. This feature can be activated and deactivated from the attendant set. Single and multiple (up to 4) appointment reminders can be programmed.

Single appointment reminder (in idle state)

Programming:

1. Enter the prefix code for the appointment reminder feature.
2. Enter the time for appointment reminder.
3. Enter the destination set number.

The appointment reminder is programmed and a clock icon appears on the destination set.

Cancelling:

1. Enter the prefix code for the appointment reminder cancellation.
2. Enter the destination set number.

The appointment reminder is cancelled and the clock icon disappears from the destination set.

Single appointment reminder (in conversation state)

Programming:

1. You are in conversation with the set requesting the appointment reminder.
2. Enter the prefix code for the appointment reminder feature.
3. Enter the time for appointment reminder.

Appointment reminder is programmed and a message confirming programming is displayed on the screen.

If you programm a new appointment reminder, the previously programmed appointment reminder will be cancelled.

Cancelling:

1. You are in conversation with the set requesting appointment reminder cancellation.
2. Enter the prefix code for the appointment reminder cancellation.
3. Enter the destination set number.

Appointment reminder is cancelled and a message confirming programming is displayed on the screen.

Multiple appointment reminder (in idle state)

Programming:

1. Enter the prefix code for the appointment reminder programming feature.
2. Enter the destination set number.
3. Choose from the available softkey (up to 4) and enter an appointment reminder time for each softkey.

Appointment reminder is programmed and the clock icon appears on the destination set.

Cancelling:

1. Enter the prefix code for the appointment reminder programming feature.
2. Choose from the available appointment reminders you want to cancel.
3. Press on the delete softkey.
If all appointment reminders are cancelled, the clock icon disappears from the destination set.

Multiple appointment reminders (in conversation state)

Programming:

1. You are in conversation with the set requesting appointment reminders programming.
2. Enter the prefix code for the appointment reminder feature.
3. Choose from the available softkey (up to 4) and enter an appointment reminder time for each.
4. Press on the Release softkey to return to the conversation.



Cancelling:

1. Enter the prefix code for the appointment reminder programming feature.
2. Choose from the available appointment reminders you want to cancel.
3. Press on the delete softkey.
If all appointment reminders are cancelled, the clock icon disappears from the destination set.



3.12 Call Presentation

This feature is used to allocate the waiting queue operating mode. One or more traffic flows can be associated to one or more keys. By pressing a key, the attendant takes the waiting call with the highest priority from the traffic flow(s) service by the key.

When there is at least one call, the icon located next to the key is:

-  on the **main (perso)** page,
-  on the Smart Display Module.

When there is at least one urgent call, the icon located next to the key is

-  on the **main (perso)** page,
-  on the Smart Display Module.

This key can be dedicated to:

Non DDI entity	Trunk group calls without dialing, all entities
Public entity	Direct Inward Dialing (DDI) public calls, all entities
Private entity	DDI (ATL) private calls/internal calls, all entities
Deb DDI entity	Unanswered DDI calls, all entities
Internal calls	Private network calls to an attendant group
External calls	Public network calls to an attendant group
VIP	VIP calls (internal or ISDN via speed dialing)
Misc	Other calls/miscellaneous
VIP2	VIP2 calls
Recall Ope	Callback
Common Hold	General hold

Chained call	Chained withdraw
Charging recall	Charging recall
Transfer Ope	Inter-attendant transfer
Indivi. call	Individual attendant call

At entity level, this key can be dedicated for:

- Trunk group entity calls without dialing,
- DDI public entity calls,
- DDI (ATL) private entity calls/internal calls,
- Unanswered DDI entity calls.

Key 1 is already pre-programmed as a call presentation key, allowing the attendant to take the call with the highest priority from those waiting resulting from traffic flows indicating an external party (external call, callback, return from chaining, etc.).

3.13 Transfer with Privilege

This function lets the attendant transfer an external outgoing trunk to a user set if the corresponding direct seize prefix is contained in this **Tsf with prev** key. The user will dial the external party number as a call in direct seize.

The transfer with privilege feature is useful for an internal user not authorized to dial a long distance call. The internal user calls the attendant. The attendant takes the line and allows the internal user to dial a long distance number and start a call.



4 Management from the attendant set

This chapter describes the specific customization of the Attendant set. For general customization, please refer to user manual of the set.

4.1 Selecting Answer and Transfer Operating Modes

Selecting Answer Operating Mode

Pressing the **Auto answer** softkey in the **main (perso)** page activates or deactivates the **Auto answer** feature:

- **Auto answer** feature enabled when the checkbox next to the **Auto answer** label is validated: any incoming call is answered automatically when the attendant is free.
- **Auto answer** feature disabled when the checkbox next to the **Auto answer** label is not validated.

Selecting Transfer Operating Mode

Pressing the **Auto transfer** softkey in the **main (perso)** page activates or deactivates the **Auto transfer** feature.

4.2 Selecting the Attendant Group Status

For more information on attendant groups, see your system administrator.

Note: This feature can be inhibited or assigned to the attendant set with or without password by the system administrator. In the example below, this feature is assigned to the attendant set without password by the system administrator.

1. In the **menu** page, navigate to: **Service-> Group status**.

The screen displays the **Group status** page which gives the four following menu items:

Night	Switches the group to night mode and assigns users the Classes of Services (categories) that are valid at night.
Day	Activates day service.
Fwd1	Activates forwarding order 1.
Fwd2	Activates forwarding order 2.

2. Select the menu item you wish to use on the attendant set from the available options by pressing the corresponding softkey.
3. Confirm by pressing the **OK** fixed key.

4.3 Selecting the Entity Status

This feature can be inhibited or assigned to the attendant set with or without password by the system administrator. In the example below, this feature is assigned to the attendant set without password by the system administrator.

1. In the **menu** page, navigate to: **Service-> Entity status**
The screen displays the **Entity list** page which indicates all the entities related to the attendant group number.
2. Select the entity you wish to check or modify.

Entity status page provides the following menu items:

Night	Switches the entity to night mode and assigns entity users the Classes of Services (categories) that are valid at night.
Day	Activates day service.
Fwd1	Activates forwarding order 1.
Fwd2	Activates forwarding order 2.
Normal	Takes the status of attendant group which manages the entity.

3. Select the menu item you wish to use on the attendant set from the available options by pressing the corresponding softkey. Pressing the up or down arrow on the navigator () to display the rest of the list.
4. Confirm by pressing the **OK** fixed key.

4.4 Sign Off/Sign On

Sign Off is used to put the attendant set out of service while **Sign On** puts the attendant set in service.

1. In the **menu** page, press the **Sign Off** softkey.
The screen displays the **Attendant status** page, which indicates that the attendant set is out of service.
2. Press the **Sign On** softkey to put the attendant on service.

4.5 Information

In the **menu** page, press the **Information** softkey.

The screen displays the **Information** page which indicates the attendant group name and the individual attendant prefix.

5 Guarantee and clauses

5.1 Safety Instructions

- Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- Magnets could affect the functioning of pacemakers and implanted heart defibrillators. Keep a safe distance between your pacemaker or implant defibrillator and the handset which includes magnetic elements: 4 centimeters (1,6 inches) at least.
- To limit the risk of interference, people with pacemakers must keep the wireless telephone away from their equipment (minimum distance of 15 cm/6 inches).
- It is recommended to follow the standard acceptance procedures before using this equipment in human safety critical areas (hospitals...).
- The handset includes magnetic elements that may attract sharp metallic objects. To prevent injury, before each use ensure sharp metallic objects are not stuck to the earpiece and microphone.
- There is a danger of explosion if the battery is replaced incorrectly - use only the battery with the reference 3GV28041AB (1.2V 1500 mAh) (Bluetooth® Handset only).
- Battery charge (Bluetooth® Handset only): Charge the battery for about 16 hours before initial use.
- Avoid using phones (other than cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the device in environments where there is a danger of explosion.
- Do not plug this phone into an Integrated Services Digital Network (ISDN) connection or into a regular Public Switched Telephone Network (PSTN) connection. This can result in severe damage to the phone.
- Never allow your telephone to come into contact with water.
- To clean your telephone, use a soft damp cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Do not use aerosol cleaners.
- This product is intended to be connected to the PABX via the LAN (10/100/1000 MB).
- If you are connected to a POE connection do not use an external Power Supply.
- The PoE (Power over Ethernet) devices that supply or receive power and their connected cables must all be completely indoors.
- The RJ-45 jack is not used for telephone line connection.
- The 8068 Premium DeskPhone also offers a Bluetooth® Radio Interface for the Bluetooth® handset or other Bluetooth® devices - frequency range 2402-2480 MHz, Radiated Power 1mW.

5.2 Regulatory Statements

Marking

This equipment is in compliance with the essential requirements of Radio Equipment Directive (RED) 2014/53/EU and with Directive 2011/65/UE (ROHS).

The Declaration of Conformity may be obtained from:

ALE International 32 Avenue Kleber 92700 Colombes
ebg_global_supportcenter@al-enterprise.com

USA and Canada

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. 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.

Exposure to Radio Frequency Signals.

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

User Instructions

Only use the handset 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

A wired handset is also available and can replace the Bluetooth® handset.

Privacy

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



Disposal

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

Related Documentation

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

<http://www.al-enterprise.com?product=All&page=Directory>

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