Alcatel-Lucent OmniPCX Enterprise Communication Server

Alcatel-Lucent IP Touch 4018 Phone
Alcatel-Lucent IP Touch 4008 Phone
Alcatel-Lucent 4019 Digital Phone
Thank you for choosing a telephone from the IP Touch range manufactured by Alcatel-Lucent.
Your IP Touch digital terminal has a new ergonomic layout for more effective communication.

How to use this guide

These symbols may be supplemented by small icons or text.

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

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

Audio keys

- **END** key to terminate a call.
- **Handsfree/Speaker Key** to make or answer a call without lifting the receiver (Alcatel-Lucent IP Touch 4008/4018 Phone):
  - Lit in handsfree mode or headset mode (short press).
  - Flashing in speaker mode (long press).
- **Intercom/Mute key**:
  - During a call: press this key so that your party cannot hear you.
  - Terminal idle: press this key so that you can automatically answer a call without lifting the receiver (Alcatel-Lucent IP Touch 4008/4018 Phone).
- **To adjust the speaker or receiver volume up or down**

Function keys

- **Messaging key** to access various mail services
  - If the key flashes orange, a new voice message, a new text message or a callback request has been received.
  - ‘Redial’ key:
    - to access the “Redial” feature (short press).
    - call back on the last 8 number dialed (long press).

Navigation

- **Up-down navigator**: used to navigate around the home page, through the menus or in a text zone when entering characters.
  - The home page consists of:
    - Information on the status of the set (set locked, call forward, etc.)
    - Date and time
    - Set programming and configuration features

Functions accessible (set in idle position):

- Call an internal or external number.
- Identify the terminal you are on.
- Forward your calls to another number.
- Call back on the last 8 number dialed.
- Configure the set (personal assistant, display, ring tone, voice mail, etc.).

Features accessible on call:

- **Consult/Enq**:
  - calling a second person,
  - sending DTMF signals,
- **Record**:
  - recording the current call,
  - barring the reception of a new call during communication,
- **Accessing recent calls made and unanswered external calls**.

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

Feature keys and programmable keys

- **Guide key**: used to obtain information on the pre-programmed keys or to access the set programming or configuration.
- **Phone book key**: access your personal directory.
- **Pre-programmed feature keys and programmable key**:
  - lit when the feature associated with the key is activated.
1 Using your telephone

1.1 Making a call

- Dial the number for your call
- Lift the receiver
- Number required
- Handsfree (Alcatel-Lucent IP Touch 4008/4018 Phone only)
- Number required

Programmable line key
You are on a call with the destination number

To make an external call, dial the outside line access code (9) before dialing your party’s number. The digit 9 is the default code for an outside line.

For the attendant, dial ‘0’ (by default).

1.2 Answering a call

- Lift the receiver
- Handsfree (Alcatel-Lucent IP Touch 4008/4018 Phone only)
- Press the key for the line that is lit up

1.3 Using the telephone in ‘Hands free’ mode (Alcatel-Lucent IP Touch 4008/4018 Phone only)

- Terminal idle:
  - you are in handsfree mode
- Call in progress:
  - Press and release
  - You are on a call with the destination number
  - Press and release
- During a call, you can lift the receiver without terminating the call.

1.4 Activating the loudspeaker during a call (receiver lifted) - Speaker.

- John (02:15)
- the loudspeaker key flashes
- You are on a call with the destination number
- Activate loudspeaker (long press)
- The key is no longer lit
- Press and release the loudspeaker key to switch to handsfree mode (light steady) (Alcatel-Lucent IP Touch 4008/4018 Phone).
1.5 Making a call using the personal phone book

- Press and release
- Press the programmed key directly (0 to 9)
- Select the contact to call
- Start the call

1.6 Redial

- Redialing the last number dialed (redial)

  - 'Redial' key (short press)

- Call back on the last 8 number dialed

  - 'Redial' key (long press)

  - Select the No. from the last ten dialed

  - Start the call

1.7 Making a callback request to a busy number

- The number you are calling is busy

  - Callback

1.8 Answering an internal call in intercom mode (Alcatel-Lucent IP Touch 4008/4018 Phone only)

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

- To activate - Terminal idle:
  - The corresponding LED lights up

- When your caller hangs up, intercom mode remains active.

- To deactivate - Terminal idle:
  - The corresponding LED goes out
2.1 Making a second call during a call

You are on a call with the destination number 0215
Number of second party

The first call is placed on hold

Other methods for calling a second party:
- Call back on the last 10 number dialled (long press).
- Calling from your personal directory (PersSpDial).
- Programmable line key.

To cancel your second call and recover the first:

You are on a call with the destination number 0215
Key for the line whose light is flashing

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

2.2 Answering a second call during a call

A second party is trying to call you:

You are on a call with the destination number 0215
Name or no. of the caller displayed for 3 seconds
Light flashes

Answer displayed call:

The first call is placed on hold

To return to your first caller and end the call in progress:

You are on a call with the destination number
Key for the line whose light is flashing

2.3 Barring the reception of a new call during communication

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

To bar or authorize new calls during communication
2.4 Switching between calls (Broker call)

During a call, a second call is put on hold.
To alternate between calls:

Light flashes

Place your first party on hold

2.5 Transferring a call

To transfer your call to another number:

If the number receiving the transfer answers:

Transfer between two outside calls may not be possible, depending on system configuration.

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

During a call, a second call is on hold.

You are on a call with the destination number

2.7 Casual conference

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

Display the number of participants in the conference

2.8 Placing a call on hold (HOLD)

Private hold:
During a call, you may place the call on hold and recover it later, on the same telephone

Press the key for the line that is lit up (Call in progress)

Press 'Hold' to recover the call on hold

Key for the line whose light is flashing

You are on a call with the destination number

OK
2.9 Parking a call

You can park a call and retrieve it on another extension:

- Park/retrieve call

You are on a call with the destination number

Your party is parked and hears the hold melody.

- To recover the parked call:
  - Park/retrieve call

If the parked call is not recovered within a preset time (1 min 30 by default), it is either transferred to the attendant or it rings back the extension that parked the call, depending on system configuration.

2.10 Barge-in/Intrusion into an internal call

Your party’s line is busy. If the number is not “protected” and if authorized, you can intrude into the call:

- Barge In

Protection is cancelled when you hang up.

2.11 Sending DTMF signals

Even if your system is not touchtone by default, during a call you sometimes have to send DTMF signals, to a voice server, an automated attendant or a remotely consulted answering machine.

You are on a call with the destination number

The feature is automatically cancelled when you hang up.)
During a call

2.12 Mute, so that your party cannot hear you

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

- You are on a call with the destination number
- Disable microphone
  - the button flashes on and off
- Resume the call

2.13 Adjust audio volume

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

- You are on a call with the destination number
- Adjust audio volume

2.14 Recording the current call

To record the call during communication:

- Record
- OK
- To stop the recording
- Ready to start recording
At the start or end recording, your party hears a beep.

2.15 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.
3.1 Answering a night or a general bell

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

- **Night service call pickup**
  - Press “Night call pick up” key

- **Individual call pickup**
  - Press “Call pickup” key
  - Press “Screening” key
  - If the telephone ringing is in your own pick-up group:
    - Group call pick up
      - Press “Group call pick up” key
  - If the telephone ringing is not in your pick-up group:
    - Individual call pickup
      - Press “Set call pick up” key
      - Dial the number of the ringing telephone

3.2 Manager/assistant screening

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

- **Screened list**
  - Incoming calls are screened by a designated person (assistant, etc.)

  - Press “Screening” key
  - ‘Secretary’ call key (when there are several assistants)

- **Press the same key to cancel**

  - Screening is indicated on the manager’s telephone by the icon corresponding to the ‘screening’ programmed key.

3.3 Individual pick-up

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

- **If the telephone ringing is in your own pick-up group:**
  - Group call pick up
    - Press “Group call pick up” key
  - Processed pick up
    - Press “Set call pick up” key
  - Dial the number of the ringing telephone

- **If the telephone ringing is not in your pick-up group:**
  - Individual call pickup
    - Press “Set call pick up” key
    - Dial the number of the ringing telephone

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

3.4 Hunt groups

- **Hunt group call**
  - Certain numbers can form a hunt group and can be called by dialing the group number.
### Sharing

**Temporary exit from your hunt group:**
- Exit station hunt group

**Return into your group:**
- Enter station hunt group

**Additional services**
- Exit hunt group

**Belonging to a group does not affect the handling of speed dials. A specific telephone within a group can always be called by using its own number.**

### 3.5 Calling an internal party on his/her pager

The number called does not answer and you know that the person called has a pager:
- **Your party does not answer**
  - ‘paging’ programmed key
  - Paging in progress is displayed

**Your party can answer from any telephone in the system.**

### 3.6 Answering a call on your pager

- **Paging answer**
  - A call on your pager can be answered from any telephone within the system.

**Your group number**

### 3.7 Calling a party on his/her loudspeaker

Your internal party does not answer. If authorized, you can remotely activate your party’s phone:
- **Your party does not answer**
  - StSpkr announ.
  - You are connected to the loudspeaker on your party's phone (if he/she has the handsfree feature)

### 3.8 Sending a written message to an internal party

- **Text mail**
  - Dial the number to be called
### Sharing

#### Predefined message

Select the message to be sent

Send message

#### Message to complete

Select the message to complete

Complete the message

Send message

#### 3.9 Sending a copy of a voice message

**Predefined msg**

[OK]

Send message

**To complete**

[OK]

Complete the message

Send message

**Display shows the number of new and old messages**

- **Record a comment**
  - [Record a comment]
  - [End recording]
  - Enter the destination voicemail number

- **Consult**
  - [Consult]
  - [Review message]
  - [Forward message]

- **Record a comment**
  - [Record a comment]
  - [End recording]

- **Spell the addressee's name**
  - [Spell the addressee's name]
  - [Send message]

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

**Personal code**

[OK]

Send message

**Voice mail**

[OK]

Send message

**Recording**

[End recording]

**Enter the destination voicemail number**

- **Options**
  - [Options]
  - [Send message]

- **During the recording, you can:**
  - **Rewind**
    - [Rewind]
    - play back the message from the start.
  - **Rewind**
    - [Rewind]
    - play back the message from the start.
  - **Backward**
    - [Backward]
    - listen to the end of the message.
  - **Pause**
    - [Pause]
    - stop recording momentarily.
  - **End**
    - [End]
    - End recording.

- **Options:** used to assign transmission options (confidential, urgent, confirmation, etc.).
4.1 Diverting calls to another number (immediate forwarding)

The number can be your home, cell or mobile, voice message, or an internal extension (attendant, etc.).

Twice Dial the number to be called

Do not disturb activated

Directory number required (0 to 9)
Press programmable key

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

4.2 Forwarding your calls to your voice message service

Do not disturb activated

4.3 When you return, review your recorded messages

The light indicates that messages have been received.

Display shows number of new messages
Personal code
reviewing messages

While listening to messages, you can:

- Rewind OK play back the message from the start,
- Forward OK enter the voicemail number,
- End of message OK terminate consultation.

- While reviewing the message, you can:
  - Rewind OK play back the message from the start,
  - Erase OK erase message,
  - Callback OK call sender of message,
  - Save OK save the message,
  - Replay OK listen to message,
  - Forward message OK send a copy of a message.
4.4 Forwarding your calls from the receiving terminal ("Follow me")

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

4.5 Cancelling all forwardings

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

4.7 Do not disturb

You can make your terminal temporarily unavailable for all calls.

Do not disturb activated

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

4.8 Leaving a recorded message for internal callers

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

The light indicates that messages have been received.

- Display shows number of new messages

- Display shows name of sender, with date, time and ranking of message

After reviewing the message, you can:

- Delete message
- Recall
- Text answer

- OK: delete the message,
- OK: call sender of message,
- OK: forward a message to the message originator,
- OK: terminate consultation.
5 Managing your charges

5.1 Charging your calls directly to business accounts

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

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

6.1 Initializing your voice mailbox

Light flashes

Enter your personal code, then record your name following the voice guide instructions

6.2 Customizing your voice greeting

You can replace the greeting message by a personal message.

Press to return to the default message

Personal code

Pressing the Menu key:

Normal prompt

Press to return to the default message

Recording

End recording

Confirm

Re-record a message

Replay message

6.3 Modify the password for your phone set

Set

Password

Old code

New code

Enter new password again to confirm

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

6.4 Modify the password for your voice mailbox

Personal code

Admin options

General admin

Re-password

New code

As long as your voice mailbox has not been initialized, password is your extension number or 0000.
6.5 Configuring the telephone ringer

- Choose the tune:

  - Select the type of call to which the ringing is to be associated

- Adjusting the ringer volume:

  - Select the level of your choice

- Activate/disable meeting mode (progressive ringing):

  - Confirm your choice

6.6 Adjusting screen brightness

- Activate/deactivate discreet ring mode

- Adjust ringer volume while a call arrives:

  - Confirm your choice

- Adjusting screen brightness
**6.7 Selecting language**

Select the language of your choice and confirm your choice.

**6.8 Programming your personal directory**

Press and release Enter the number

Select an empty entry in the directory Modify the associated number Enter the number desired

**6.9 Programming the programmable keys**

Press a key to program

**6.10 Programming an appointment reminder**

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

- Program a temporary reminder call.

- At the programmed time, your telephone rings:

If you are on call, the display flashes and an audio tone is generated. After unanswered calls, a temporary request is cancelled but a permanent request remains in memory. If your calls are forwarded to another terminal, the forwarding is not applied to the reminder call.
6.11 Identifying the terminal you are on

6.12 Lock / unlock your telephone

6.13 Call the associated set

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

6.14 Forward your calls to the associated number

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

6.15 Modify the associated number

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

6.16 The Tandem configuration

This configuration lets you group two sets under a single call number. Your set is then the main set and the second set, usually a DECT set, is the secondary set. Each set has its own directory number, but the tandem number is that of the main set. When you receive a call, the two sets ring simultaneously. When one of the sets answers, the other set stops ringing. When all the lines of the main set are busy, the secondary (DECT) set does not ring. The 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 the two 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, set padlock, etc.

For more information regarding this configuration, contact the person in charge of your installation.
7 Use the telephone in SIP or 'Safe' mode

Your telephone is compliant with the SIP standard and can be used in simplified mode in a SIP environment. According to the configuration of the telephone system of your company, your phone set can automatically switch to 'safe' mode in case of loss of connection with the system, in order to ensure continuity of service. You can access the main functions of your telephone.

In SIP mode, each telephone is identified by a character string called the URI. Within your company, the URI of your party is usually the party's telephone number.

For more information, contact your installer or administrator.

The SIP mode is only available for 8 Extended Edition Series

Pre-programmed function keys are disabled in SIP mode

7.1 Making a call

▶ Seizing the line

Lift the receiver Handsfree Line key

Call by dialing the internal number of your party

Dial directly number

▶ Seizing the line

Dial the number

▼ Call using your party's URI:

Seizing the line → Dial by URI OK enter your party's URI

Call using the personal phone book (1):

Seizing the line → Dial by name OK press the number pad keys have letters that you can display by successive presses. Some special characters can be displayed by successively pressing the * key (+ % $ / & ( ) [ ] = ) or # key (@) or 0 key (, , : ' ? !) or 1 key ( . )

Press and release Select your party from the list

Handsfree Line key Lift the receiver

Making a call using personal phone book (2):

Seizing the line → Press and release

From Directory OK

Select your party from the list
Redialing the last number dialed (redial):
- Use the telephone in SIP or 'Safe' mode
- ‘Redial’ key (short press)

### 7.2 Answering a call

Another call is received:
- Stop the ringer:
  - **end**
  - once
  - **Silent**
  - **OK**
- reject the call displayed:
  - **end**
  - twice
  - **Reject Call**
  - **OK**
- Answer the call:
  - Lift the receiver
  - Handsfree
  - **line key**
  - **Take call**
  - **OK**

### 7.3 Making a second call during a call

You are in communication with a first party. **New call**

- **Free line key**
- **The first call is placed on hold**
- **Number of second party**
- **Call using your partys URI**
- **Calling from your personal directory (PersSpDial)**
- **Redial**
- **Cons call off**
- **OK**
- **OK**

- **Enter the text:** the number pad keys have letters that you can display by successive presses. Some special characters can be displayed by successively pressing the * key (+% $ & { ] =) or # key (@) or 1 key (,-,:=?,!).
- **In SIP mode, each telephone is identified by a character string called the URI. Within your company, the URI of your party is usually the party’s telephone number.**

- **To cancel your second call and recover the first:**
  - **end**
  - **Cons call off**
  - **OK**
  - **Key for the line whose light is flashing**
Use the telephone in SIP or 'Safe' mode

7.4 Answering a second call during a call

You are in communication with a first party.
A second party is trying to call you:

| You are on a call with the destination number | Smith John |
| Name or no. of the caller displayed for 3 seconds |
| Light flashes |

Answer displayed call:

| Smith John |
| The first call is placed on hold |

Line key with light flashing
To return to your first caller and end the call in progress:

| Hang up the ongoing call |
| Line key with light flashing |

7.5 Placing a call on hold (HOLD)

| You are on a call with the destination number | Put on hold |
| your call is placed on hold |

Retrieve the party on hold:

| Light flashes |

7.6 Switching between calls (Broker call)

You are in communication with a first party. A second party is on hold.
To alternate between calls:

| Place your first party on hold |

| Hang up the ongoing call |

7.7 Transferring a call

You are in communication with a first party.

| New call |
| call the recipient of the transfer |

Before the second party picks up:

| the two partys are connected |
| Return to first screen |

You are in communication with two partys.

| the two partys are connected |
| Return to first screen |

You are in communication with a first party. A second party is on hold. You want to transfer the ongoing call to a 3rd party.

| Transfer to 3rd |
| call the recipient of the transfer |

| the two partys are connected |
Use the telephone in SIP or 'Safe' mode

Recover the party on hold:

7.8 Mute, so that your party cannot hear you

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

- Line key with light flashing

- Mute, so that your party cannot hear you

- Adjust audio volume

7.9 Adjust audio volume

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

- You are on a call with the destination number

- Adjust audio volume

7.10 Diverting calls to another number (immediate forwarding)

- Forward

- Call the recipient of the forwarding

7.11 Configuring the telephone ringer
Use the telephone in SIP or 'Safe' mode

Choose the tune:
- Melody

Adjusting the ringer volume:
- Normal ring

Activate/disable meeting mode (progressive ringing):
- 1 beep before ring

Activate/deactivate discreet ring mode:
- Ring without beep

Adjust ringer volume while a call arrives
- Your telephone rings

7.12 Adjusting screen brightness
- Settings
  - Contrast

7.13 Selecting language
- Language
  - Settings
7.14 Programming your personal directory

Access your personal directory.

Press and release

Create a record in the personal phone book:

Select the card to be modified

Modifying a card in the personal directory:

Enter the text: the number pad keys have letters that you can display by successive presses. Some special characters can be displayed by successively pressing the * key (+% $ / ( ) [ ] =) or # key (@) or 0 key (., : ' ? !) or 1 key (- _).

7.15 Sending DTMF signals

Even if your system is not touchtone by default, during a call you sometimes have to send DTMF signals, to a voice server, an automated attendant or a remotely consulted answering machine.

By default during a communication, your telephone in SIP mode is configured to send codes in voice frequency: enter these codes directly using the keys on your telephone.

For more information regarding this configuration, contact the person in charge of your installation.
Compliance

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

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

To avoid accidentally damaging the set telephone line connector, make sure you position the cord correctly in the compartment intended for this purpose.

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

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

Declaration of compliance
EC countries: we, Alcatel-Lucent Enterprise, declare that the Alcatel-Lucent IP Touch 4008/4018 and 4019 Digital Phone products comply with the essential demands of Directive 1999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.

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

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