Alcatel-Lucent OmniPCX Enterprise Communication Server

Alcatel-Lucent IP Touch 4068 Attendant Set

User Manual

Alcatel·Lucent

Table of contents

Alcatel-Lucent IP Touch 4068
Attendant Set

Chapter 1
Introduction

Chapter 2
Basic Features

Chapter 3
Additional Features

Chapter 4

Management from the Attendant Set

Chapter

1 *Introduction*

1.1 Overview

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 Alcatel-Lucent IP Touch 4068 Phone 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.

1.2 Set General View

Chapter 1 *Introduction*
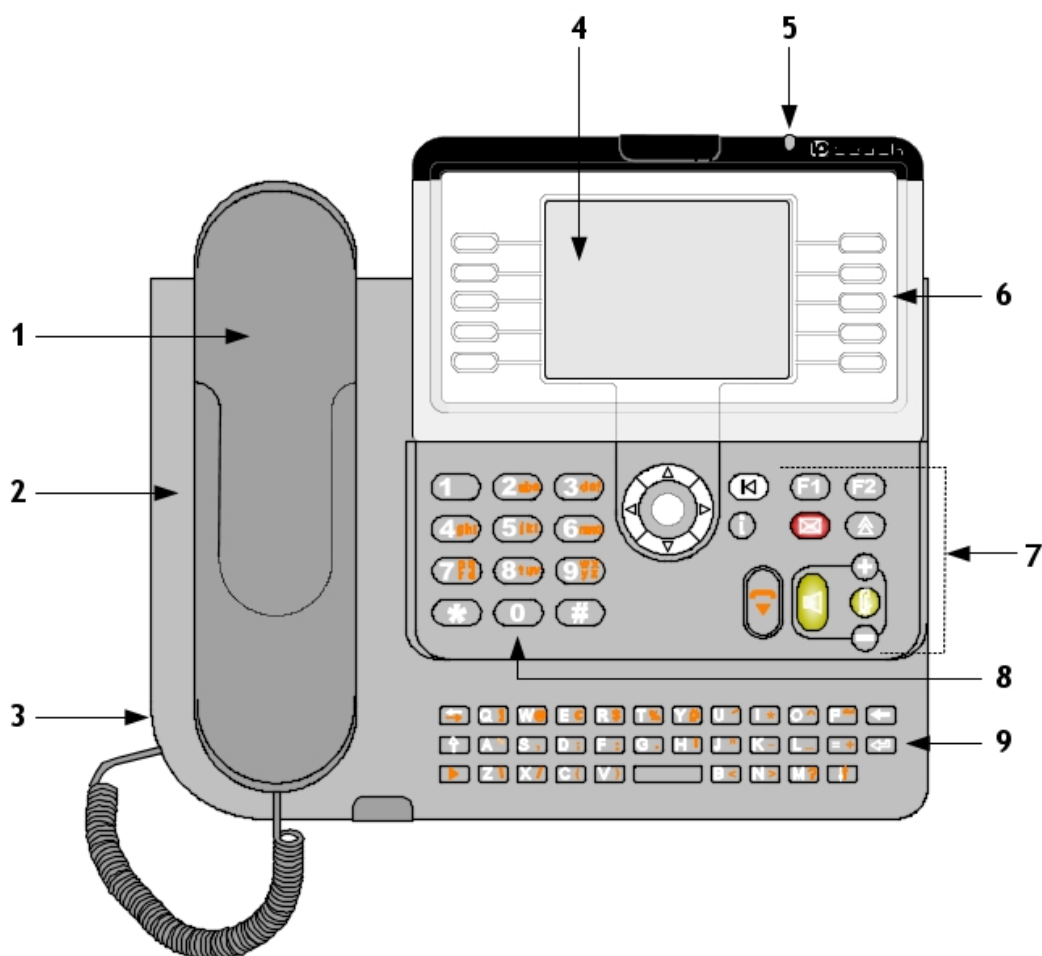
Figure 1.1: Alcatel-Lucent IP Touch 4068 Phone Set Layout

The Alcatel-Lucent IP Touch 4068 Phone attendant set is equipped with:

1. A corded comfort handset
    The handset can be replaced by a corded headset or Bluetooth® wireless equipment
    (headset or handset)

2. A microphone for hands-free operations

3. A socket to connect either a corded headset or speaker unit

4. A color display screen

5. An Alarm LED to signal incoming calls and alarms

6. Softkeys with dynamic labels (labels depending on the context in which they are used)

7. Fixed keys including:
    *   Navigation keys used to scroll through the pages or lines of the set display
    *   Audio keys: hands-free, listen and audio volume
    *   Direct feature keys: Guide, Redial and Messaging and personal **F1** and **F2**

8. A number (dialing) keypad with 12 keys

9. An alphabetic keyboard (for dial by name, speed dialing number and set phone book/directory programming)

1.3   Set Display

The display of the Alcatel-Lucent IP Touch 4068 Phone for attendants is a color backlight screen, allowing the set to be used in poor lighting conditions.

The set display is adjustable by pushing the button on the left of the Alarm LED, as presented in the set display example below
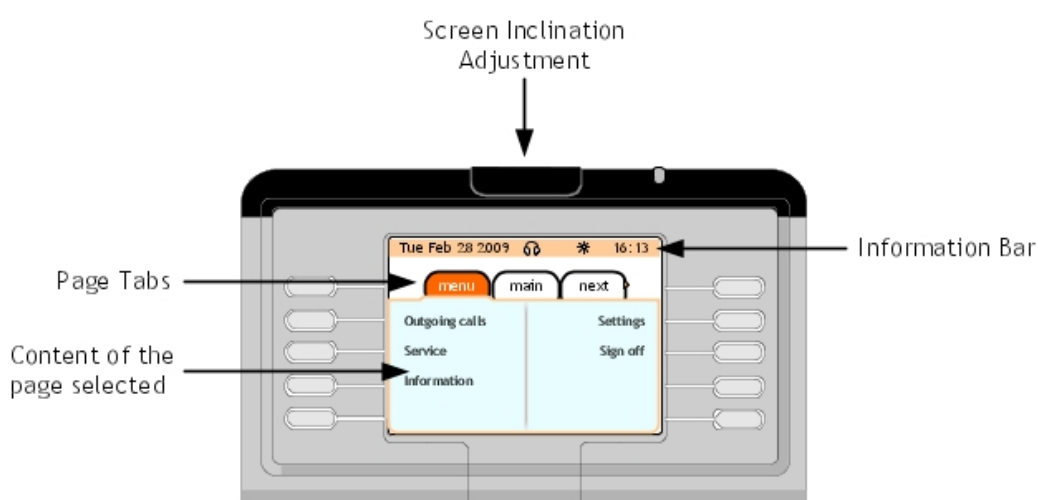
Figure 1.2: Set Display Example

When in operation, the set displays:

- An information bar indicating the current date and time and displaying icons (as detailed below):
  The waiting call counters (normal and urgent calls) are displayed on this information bar periodically, depending on configuration of Alcatel-Lucent OmniPCX Enterprise Communication Server.

  Note:
  Urgent waiting calls are calls being on hold for more than thirty seconds.

table 1.1: Status Icons

Icon	Definition
☀	Indicates that the status of the attendant group is "day service"
☽	Indicates that the status of the attendant group is "night service"
➡1	Indicates that the status of the attendant group is "forward 1"
➡2	Indicates that the status of the attendant group is "forward 2"

Icon	Definition
∩	Indicates that a headset is connected
🔔	Indicates that the silent mode is activated

- Several pages (**menu**, **main (perso)**, **next**, **rt&hold**, and **camp on**) providing information on calls and access to related features
  The presence of an additional page is indicated by the ▷ sign to the right of the display (last title of page). Previous pages are indicated by the ◁ sign to the left of the display (first tab).
  Navigation on the set display:
  Press the left and right arrows on the navigator (⊙) to move to the previous or next page and press the up and down arrows on the navigator (⊙) to scroll through the content of a page.

1.3.1 `menu` **Page**

The **menu** page enables to:

- Customize the attendant set environment (language, ringing, password, optional equipments, options)
- Program the set directory
- Configure the programmable keys
- Change the status of the attendant group and entity
- Display the identity of the attendant set and the group to which the set belongs
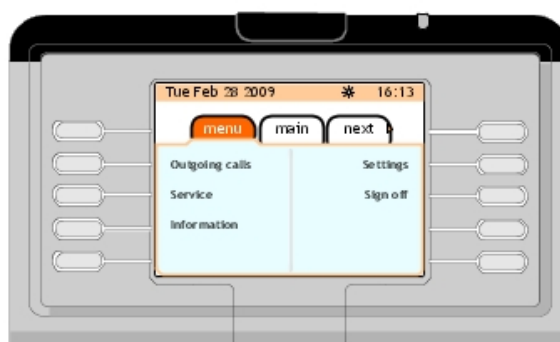
Figure 1.3: `menu` Page Example

1.3.2 `main (perso)` **Page**

The **main (perso)** page provides access to programmable keys.
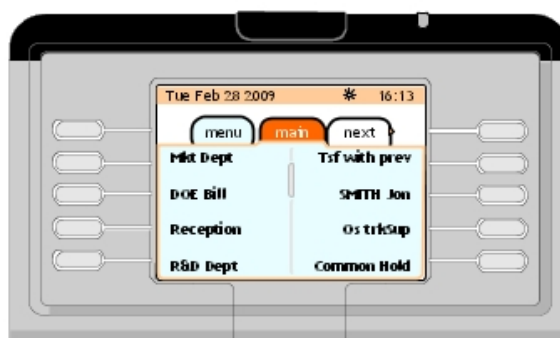
Figure 1.4: `main (perso)` Page Example

1.3.3 `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

Up to eight incoming calls can be displayed in the **next** page (four calls can be displayed simultaneously on the screen).

Figure 1.5: `next` Page Example

1.3.4 `rt&hold` **Page**

The **rt&hold** page displays the calls being routed and the calls put on hold from this set. The calls being routed are identified by the icon and the calls on hold by the icon.

Up to two calls being routed and two calls on hold can be displayed simultaneously on the screen.

Note:

Use scroll bar to see more calls: eight routed calls or three hold calls are the maximum but the whole
rt&hold page can display only eight calls.

Figure 1.6: `rt&hold` Page Example

1.3.5   `camp on` **Page**

The **camp on** page only appears when the **rt&hold** page is not available. This is the case when no common hold key has been programmed on the set **main (perso)** page.

Note:

*Use scroll bar to see more calls: the whole **camp on** page can display only eight calls.*

Figure 1.7: `camp on` Page Example

1.4   Set Standard Keys

The Alcatel-Lucent IP Touch 4068 Phone operating as attendant includes:

- A dialing keypad with 12 keys (0, 1 to 9, * and #)
- An alphabetic keyboard with 34 keys
- Dynamic feature softkeys
- Fixed feature keys
- A navigator consisting of 4 directional navigation keys

- Programmable keys with:
  - 72 keys on the **main (perso)** page
  - Up to 42 additional programmable keys located on add-on keypad modules

1.4.1 Softkeys (Dynamic Feature Keys)

Two sets of five softkeys are located on both sides of the set display.
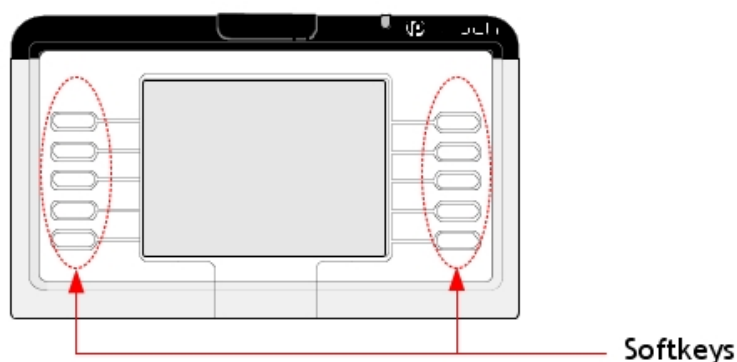
Figure 1.8: softkeys Location

Softkeys are dynamic keys whose function is determined by the system according to the current status. They cannot be programmed by the user.

A feature is activated by pressing the softkey corresponding to the label displayed on the screen. Pressing a softkey for which no label is displayed has no effect.

table 1.2: Call Handling Softkeys

Softkey (Label)	Press, to:
Release	Release the current call
Ring	Call the selected set
Broker	Switch between two users in conversation (the other party is automatically put on hold)
Intrude (i.e. barge-in)	Barge in a conversation between two users
Intrude Off	End intrusion in a conversation
Transfer	Transfer the first party to the second (consultation call)
Transfer off	Deactivate temporarily the **Auto transfer** feature for the current call
Hold	Put the party on hold
Override	Call a set in immediate forward. This feature allows to override the immediate forward and call the initial set
Follow Forward	Call a set in forward on no reply. This feature allows to follow the forward and call the forwarding destination set
Forward attendant	Forward a call to another attendant (or attendant group)
Meet Me Conf	Add users to a Meet Me conference

Softkey (Label)	Press, to:
Conference	Start a Three-Party Conference
End conf	Stop a Three-Party Conference
Voice mail	Deposit a voice message on a voice mail
Chained	Transfer an external call to an internal set, with retrieval of this call once the internal set user has ended the conversation
Announce	Put a call on hold after a controlled release
Call Back	Send a call back request to the called set
DTMF Send	Transmit digits in DTMF voice frequency
DTMF Off	Exit digit transmission in DTMF transparency
Flashing	Send a calibrated pulse, also called cut-off or flashing
Delete	Used to delete the contents of a softkey or a callback request
Cancel	Cancel the consultation call and return to the main call

The softkeys are also used to:

- Implement operating features (callback, etc.)

- Customize the attendant set

- Modify system management

- Save (and use) the set individual phone book

1.4.2 Fixed Feature Keys

The fixed keys cannot be modified by the attendant or system administrator.

table 1.3: Navigation Keys

Key		Action
	OK	Validates data entry
	Left cursor	Goes back to previous tab (home page or call management) Goes back to the previous entry when viewing data for dial by name, unanswered calls, calls made and callbacks May be used to switch between two active calls as softkeys located in front of the two telephone tabs of the telephone area on the screen
	Right curs-or	Goes to the next tab (home page or call management) Goes to the next entry when viewing data for dial by name, un-answered calls, calls made and callbacks May be used to switch between two active calls as softkeys located in front of the two telephone tabs of the telephone area on the screen
	Up cursor	Scrolls one page down on the screen
	Down cursor	Scrolls one page up on the screen

table 1.4: Audio Keys

Key	Action
	Terminates the current communication
	Enables or disables the hands–free feature: - Short press activates the hands-free feature. It enables to switch from hand-set to headset - Long press activates the Group Listening feature The hands-free feature is a full duplex mode with echo cancellation and attenuation
	Enable to adjust the set's: - Ringing level if used when the set is rung - Loudspeaker or handset volume if used in during a call In all cases: - The **+** key increases the volume level - The **-** key decreases the volume level
	Switches to mute mode (in both idle state and conversation state)

table 1.5: Direct Feature Keys

Key	Action
	- Long press exits current application - Short press goes up one level in the current application or exits the current application when at first level of the application - Short press switches back to home page when the display is set on the telephone application
	- Pressing the ⓘ key then a softkey on the **main (perso)** page may be used to modify or delete a programmable softkey - Pressing the ⓘ key then keys on the attendant set may provide information about these keys
	Provides access to callback requests
	- A short press on the key automatically dials the last number that was dialed - A long press on the key provides access to a list of up to eight last numbers previously dialed
	Puts the current conversation on hold
	Transfers the current call

1.4.3   Programmable Keys

The programmable keys include:

- Up to 72 user programmable softkeys on the set, i.e. 2x4 softkeys per page on the set display. These programmable softkeys are activated from the **main (perso)** page by pressing the desired softkey. Use the navigation keys (when the desired label is not shown on the set display) to scroll up and down the pages.
  The softkeys can be programmed from the attendant set or pre-programmed by a system

administrator. The system administrator can assign fixed features to these softkeys, such as:

- **Individual hold**
- **Trunk group presentation and supervision**
- **Out of service trunk supervision**
- **Directory number supervision**
- **Individual routing**
- **Speed dialing**
- **Network/network connection with supervision**
- **Call presentation**

  Important:
  Call presentation is pre-programmed on key 1. Alcatel-Lucent recommends not to modify this configuration. Another key may be used for the presentation of specific calls (VIP calls or returning calls, when the call is chained, for example).

- **Transfer with privilege**

- Additional programmable keys. The attendant set may be expanded with add-on keypad modules providing a maximum of 42 programmable keys. The available modules are the Smart Display modules providing each one 14 keys associated to an electronic icon and label. Each key can be programmed as a resource or supervision key. Some of these keys may be locked by the system manager.

1.5 Set LEDs

The Alcatel-Lucent IP Touch 4068 Phone set LEDs are:

- An **alarm** LED located at the top right of the set display. The LED behavior is:

LED Color	Signals
Green	Normal call
Red	Urgent call

- A **message** LED located on the ⬛ key

- A **mute** LED located on the ⬤ key. The **mute** LED flashes green when the set is switched to mute mode (in both idle state and conversation state)

- A **hands-free** LED located on the ⬛ key. The LED behavior is:

  - The hands-free LED is lit (green) when the set is in hands-free mode or in forced headset mode
  - The LED flashes when the set is in group listening
  - The LED is off in all other cases

1.6 Connecting Optional Equipment

1.6.1 Headset

The headset jack is located on the left side of the Alcatel-Lucent IP Touch 4068 Phone set. By default the set is configured to detect headset connection.

If the headset is plugged in, the audio is sent to the headset. The hands-free key allows you to switch from handset to headset.

1.6.2   External Station Speaker

The external station speaker jack is located on the left side of the Alcatel-Lucent IP Touch 4068 Phone set (in the same way as for headset).

Plug the external speaker's jack into the associated set connector. To take the external station speaker into account, customize the Alcatel-Lucent IP Touch 4068 Phone set as described in Alcatel-Lucent IP Touch 4068 Attendant Set - Management from the Attendant Set - Declaring an External Equipment

1.7   Plugging a PC to the Set

The Alcatel-Lucent IP Touch 4068 Phone set is equipped with the LAN switch function.

A PC can be connected to the set connector labeled PC, and located under the Alcatel-Lucent IP Touch 4068 Phone set.

Chapter

2   *Basic Features*

2.1   Putting the Attendant Set in Service

When the Alcatel-Lucent IP Touch 4068 Phone used as 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.

Figure 2.1: Attendant Status Page

Press the **Sign on** softkey to put the attendant in service.

The **Next** page (see Alcatel-Lucent IP Touch 4068 Attendant Set - Introduction - next Page) is displayed.

2.2   Methods for Calling a Number

2.2.1   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.

2.2.2   Calling via the Set Directory

The personal directory (see the Alcatel-Lucent IP Touch 4068 Attendant Set - Management from the Attendant Set - Assigning Programmable Keys) is used to select an internal (or external) user via a softkey - without having to dial the full destination number.

Note 1:
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.

Note 2:

Pressing the up or down arrow on the navigator (⚙) provides access to additional personal directory

entries softkeys.

On the **main (perso)** page, press the softkey next to the user you want to call, for example "MAROLEX Eléon.".
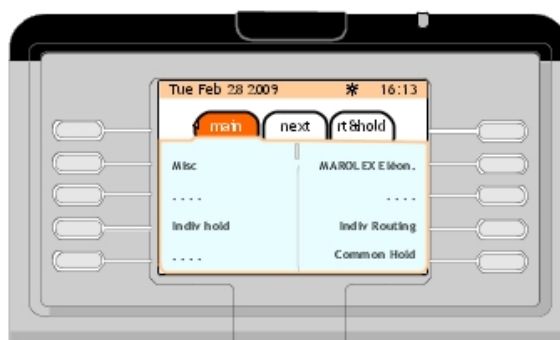
Figure 2.2: Calling via the Set Directory Example

A telephone area corresponding to the user you want to call is displayed on the screen.
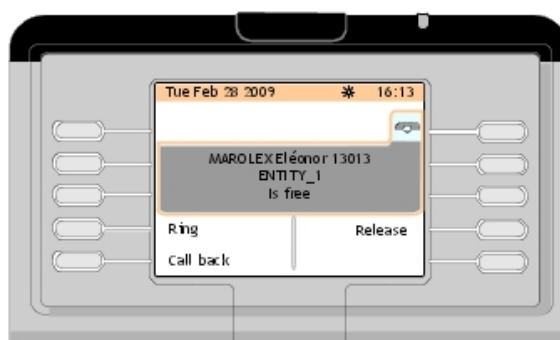
Figure 2.3: Telephone Area Example

The above example indicates that the user you want to call is free.

You may:

- Call this user (**Ring** softkey)

- Not call this user (**Release** softkey)

- Send a call-back request to this user (**Call back** softkey)

2.2.3 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.

When the first letter of the name or of the initials is entered ("m", for example), the screen displays the following:
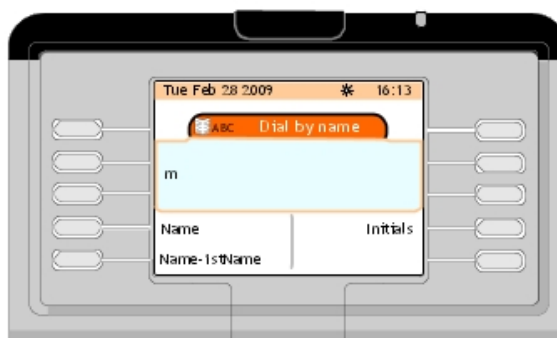
Figure 2.4: Dial by Name Example

Enter two or more characters then confirm by pressing the required softkey:

- **Name**

- **Initials**

- **Name-1stName**

When only one result corresponds to the search, the screen displays **1 answer**.

Figure 2.5: Example of Dial by Name Result

Pressing the **Call** softkey displays the telephone area (shown in: figure: Telephone Area Example).

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. The screen displays the telephone area (shown in: figure: Telephone Area Example).

Note:

*If there is no name in the list corresponding to the request , the screen displays "**Please modify your request**".*

2.2.4 Call by Speed Dialing

Access speed dialing by:

- The direct speed dial number of the desired user

- The access prefix followed by the requested digits

- Pressing a key programmed with a speed dialing number

2.3 Calling an Internal User

2.3.1 Reserving (Locking) an Internal User Set

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.

Until R11.0, this applies to all internal users except for SIP devices (or Conversation users or SIP extensions). When the attendant dials a SIP device number, the corresponding device is immediately rung.

As of R11.0.1, SIP devices (including Conversation users) can be reserved by the attendant, provided the system parameter **SIP registered pseudo reservation** is validated (in both **system option** and **attendant data**).

When a SIP device, a Conversation user for instance, is reserved, the attendant can:

- Ring the device

- Release the call

- Make a call transfer

This reservation (attendant control) is indicated on the user set, depending on the type of user set:

- By an icon next to the multiline keys (multiline set)

- By the deletion of all entries on the screen

- By a message "**Reserved by attendant** " (8 and 9 series phone sets)

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

This specific feature of the attendant set ensures the attendant can always reach the station user. If the user picks up the receiver (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.

Restrictions for Conversation user:

- Extension reservation: Since the real state of the device is still not checked, it might be

idle, unreachable (busy), do not disturb, forwarded or out of service. For basic call during the "reservation state", the attendant has no information (In term of display) about the state of the device. The attendant is only notified of its real state after pressing the "Ring" key.

- Transfer: If a transfer occurs, while the device is unreachable or busy (**486.User Busy SIP** response), Do Not Disturb or Out of Service, the transferred user will be immediately rerouted back to the attendant.

- Alcatel-Lucent 4059 Extended Edition Attendant Console: This functionality does not apply to 4059 EE Attendant, which already has its own mechanism. In other words, the parameter "SIP registered pseudo reservation" has to remain to No for this kind of attendant. Otherwise, two steps of reservation would be launched.

- Override supplementary service: Supplementary services such as Call Forwarding and Do Not Disturb override remain unavailable towards Conversation and SIP devices.

- External Voice Mail: Reservation does not apply to External Voice Mail

- SIP Extension: Reservation does not apply to SIP Extension

2.3.2   The Called Set is Free

In the following example, the attendant dials the first digit (1) of the set directory number to call (13013) on the keypad:
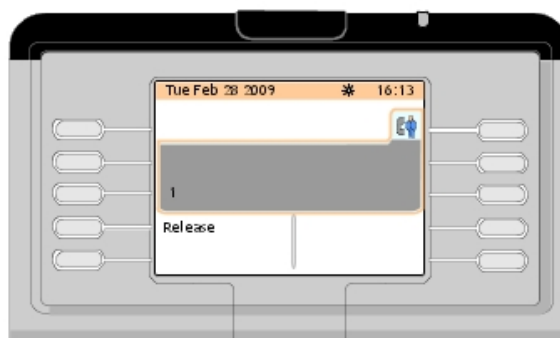
Figure 2.6: Dialing Example

When the complete directory number has been dialed, the screen displays:
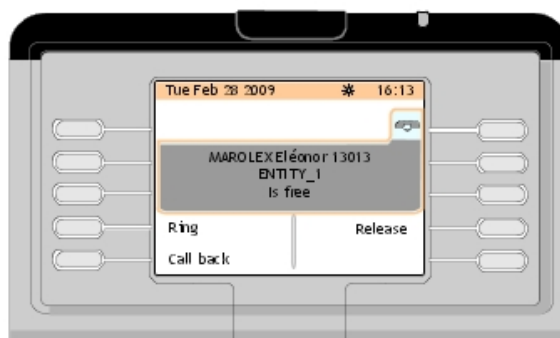
Figure 2.7: Telephone Area Example (the Called Set is Free)

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 (also indicated by the symbol "   " in the telephone area tab)

The following softkeys are available:

Ring	To activate ringing on the called set
Release	To release this user
Call back	To send a call-back request to this user

The user set is called by pressing the **Ring** softkey.

The screen then displays:

Figure 2.8: Call Screen Example

The user answers the call and the screen displays:

Figure 2.9: Conversation Screen Example

In this state, the attendant controls the conversation. Only the attendant can release the call by pressing the **Release** softkey.

2.3.3 The Called Set is Busy

2.3.3.1 The Busy Set is Multiline (with a Free Line)

Note:

A multiline set with a free resource is seen as free by the attendant set.

The user is in conversation with an internal or external party. After dialing the directory number of the called party, the screen displays:
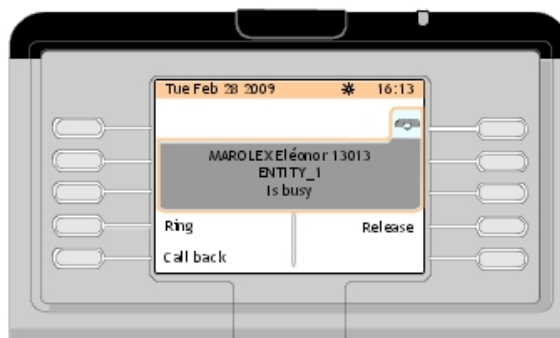
Figure 2.10: Telephone Area Example (the Called Set is Busy but Informed of the Second Call)

The following softkeys are available:

Ring	To activate ringing on the called set
Release	To release this user
Call back	To send a call-back request to this user

2.3.3.2 The Busy Set is a Single Line Set (or Multiline with All Lines Busy)

2.3.3.2.1 Set in Conversation with Internal Party

The user to call is in conversation with an internal party. After dialing the directory number of the called party from the attendant set, the screen displays:
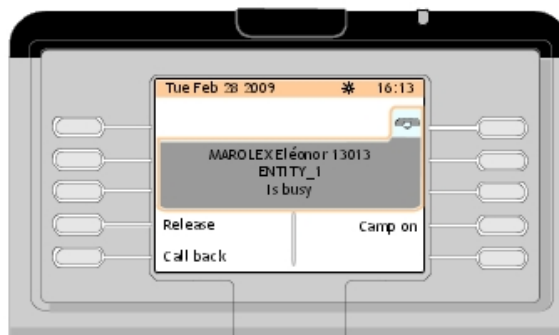
Figure 2.11: Telephone Area Example (the Called Set is in Conversation with Internal Party)

The following softkeys are available:

Release	To release this user
Camp on	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
Call back	To send a call-back request to this user

2.3.3.2.2 Set in Conversation with External Party

The user to call is in conversation with an external party. After dialing the directory number of the called party from the attendant set, the screen displays:

Figure 2.12: Telephone Area Example (the Called Set is in Conversation with External Party)

The following softkeys are available:

Release	To release this user
Camp on	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
Intrude	To barge in the conversation between the called set and the external party. To exit, press the **Intrude off** softkey
Call back	To send a call-back request to this user

2.3.4 Special Cases: Unreachable or Forwarded Sets

2.3.4.1 The Set Cannot Be Reached

After dialing the directory number of a user programming his/her set or dialing a number, the screen displays:

Figure 2.13: Unreachable Set Example

2.3.4.2 The Set Does Not Exist

In idle state, if the attendant dials a number which is not recognized by the numbering plan, this is considered an incorrect operation and the screen displays:
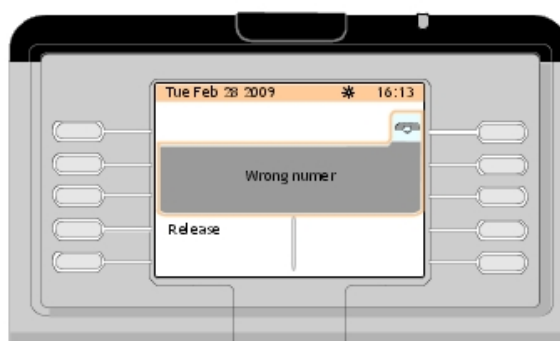
Figure 2.14: Dialing Wrong Number

Note:

*The screen may display **Unauthorized operat** instead of **Wrong number**.*

If the attendant is already in conversation when dialing a number which is not recognized by the numbering plan, this is considered an incorrect operation and the screen displays:

Figure 2.15: Dialing Wrong Number in Conversation

The following softkeys are available:

Cancel   To cancel the consultation call

Release   To release the conversation with the first party

2.3.4.3   The User Has Programmed Do Not Disturb on his/her Set

When the users have programmed Do Not Disturb on their sets, they are still reachable but the telephone area displayed on the attendant set screen indicates that they do not want to be disturbed (DND is free).
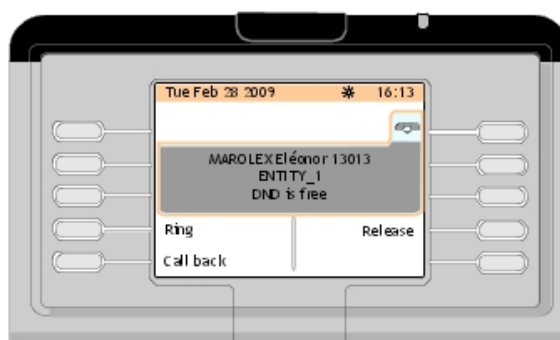
Figure 2.16: Telephone Area Example (the Called Set is Free but does not want to be disturbed)

2.3.4.4   The Set is Forwarded to another Set

2.3.4.4.1   The Set is in Immediate Forwarding

For example, set 13013 is forwarded to set 13010. The attendant dials the directory number (13013) of the called party. The screen displays:

Figure 2.17: Telephone Area Example (the Called Set 13013 is in Immediate Forwarding)

The following softkeys are available:

Ring	To activate ringing on the forwarding destination set
Release	To release both the forwarding destination set and the forwarded set
Overide	To activate the **Privileged access override** feature so that the for-warded set can be called despite the forwarded status of the set
Call back	To send a call-back request to the forwarding destination set

2.3.4.4.2 The Set is Forwarded on No Answer

For example, set 13013 is forwarded to set 13010. The attendant dials the directory number (13013) of the called party. The screen displays:
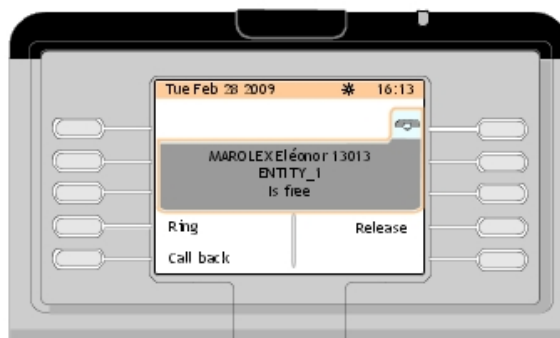
Figure 2.18: Telephone Area Example

Pressing the **Ring** softkey displays the following screen:

Figure 2.19: Telephone Area Example (the Called Set 13013 is in Forward on No Answer)

The following softkeys are available:

Release	To release both the forwarding destination set and the forwarded set
Follow fwd	Pressing the **Follow fwd** softkey displays the following screen, see: figure: Telephone Area Example (the Called Set 13013 is Forwarded on No Answer on Set 13010)
Call back	To send a call-back request to the forwarded set

Figure 2.20: Telephone Area Example (the Called Set 13013 is Forwarded on No Answer on Set 13010)

The following softkeys are available:

Ring	To activate ringing on the forwarding destination set
Release	To release both the forwarding destination set and the forwarded set
Overide	To activate the **Privileged access override** feature so that the forwarding destination set can be called
Call back	To send a call-back request to the forwarding destination set
Voice mail	To deposit a voice message on the voice mail of the forwarding destination set

2.3.4.4.3 The Set is Forwarded on Busy

For example, set 13010 (forwarded on busy to set 13018), is in conversation with a party. The attendant dials the directory number (13010) of the called party. The screen displays:
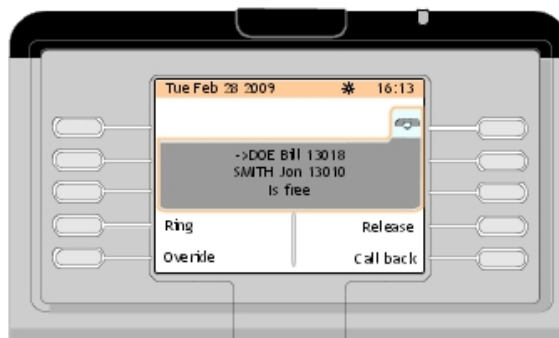
Figure 2.21: Telephone Area Example (the Called Set 13010 is in Forward on Busy)

The following softkeys are available:

Ring	To activate ringing on the forwarding destination set
Release	To release both the forwarding destination set and the forwarded set
Overide	To activate the **Privileged access override** feature so that the forwarded set can be called despite the forwarded status of the set. Pressing the **Overide** softkey displays the following screen, see: figure: Telephone Area Example (Forwarded on Busy Set 13010 overrides the Forwarding Destination Set)
Call back	To send a call-back request to the forwarding destination set

Figure 2.22: Telephone Area Example (Forwarded on Busy Set 13010 overrides the Forwarding Destination Set)

The following softkeys are available:

Release	To release the forwarded set
Camp on	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

Intrude	To barge in the conversation between the called set and the external party. To exit, press the **Intrude off** softkey
Call back	To send a call-back request to the forwarded set

2.4 Calling an External User

To call an external user, the attendant can dial an external access prefix or an ARS prefix.

When the external access prefix has been dialed, the screen displays:

Figure 2.23: Telephone Area Example (External Access Prefix Dialed)

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

When the ARS prefix has been dialed, the screen displays:
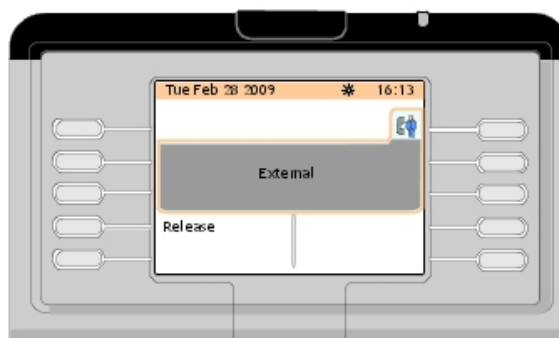
Figure 2.24: Telephone Area Example (ARS Prefix Dialed)

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.

When the first digit of the external number has been dialed after the external access prefix or the ARS prefix, the screen displays:
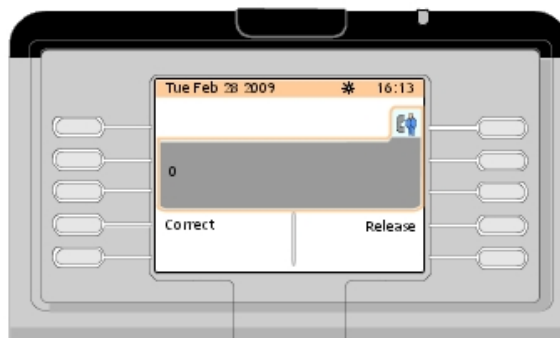
Figure 2.25: Telephone Area Example (First Digit after External Access Prefix or ARS Prefix Dialed)

The first digit of the external number is displayed on the left of the telephone area and the following softkeys are available:

Correct	To correct the last digits dialed in case of dialing mistake
Release	To release the current call

When all the digits of the external number have been dialed, the screen displays:
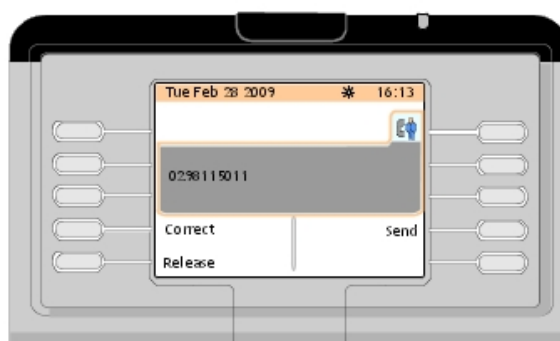
Figure 2.26: Telephone Area Example (All Digits of the External Number Dialed)

The following softkeys are available:

Correct	To correct the last digits dialed in case of dialing mistake
Send	To activate ringing on the called external set
Release	To release the current call

Note:

*After a short timer, the external set is automatically rung without pressing the **Send** softkey.*

2.5   Answering Calls

2.5.1   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

- Manual answer which requires an attendant action to take a call

To select the desired answer operating mode, see <u>Alcatel-Lucent IP Touch 4068 Attendant Set - Management from the Attendant Set - Selecting Answer and Transfer Operating Modes</u>

Following methods to answer a call concern manual answer operating mode.

2.5.2   Answering an Internal Call

When receiving an internal call, the Alarm LED located at the top of the attendant set flashes in green.

The screen displays:
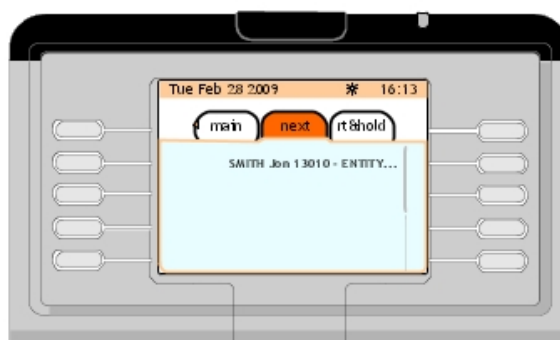
Figure 2.27: Internal Call on **Next** page (Example)

Pressing the softkey next to the name of the caller (or pressing the **OK** key of the navigator) displays the following screen:

Figure 2.28: Telephone Area Example (Internal Call in Conversation)

2.5.3 Answering an External Call

When receiving an external call, the Alarm LED located at the top of the attendant set flashes in green.

The screen displays:
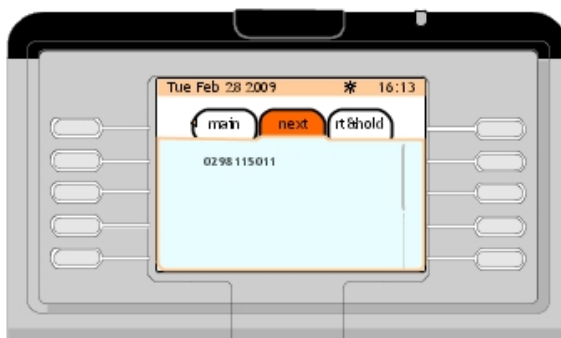
Figure 2.29: External Call on **Next** page (Example)

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) displays the following screen:

Figure 2.30: Telephone Area Example (External Call in Conversation)

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

2.5.4 Answering a Call to the Attendant Group

If an internal user dials the group number, the screen displays:
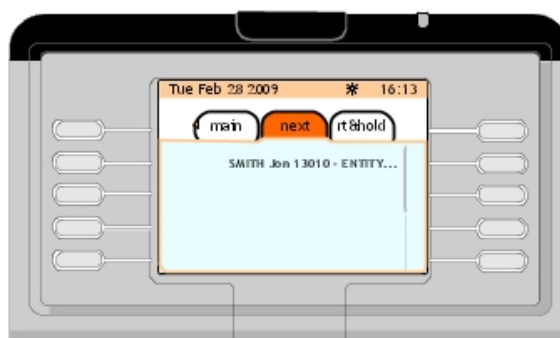
Figure 2.31: Internal Call to Attendant Group on **Next** page (Example)

Note:

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) displays the following screen:

Figure 2.32: Telephone Area Example (Internal Call to Attendant Group in Conversation)

The following softkeys are available:

Hold	To put the internal user set on hold with the music-on hold or waiting tone
Release	To release the current call
Forward ope	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
Meet me conf	To route the party to a meet-me conference, see Routing Participants to a Meet-Me Conference
DTMF on	To activate DTMF transparency. Use the **DTMF off** softkey to deactivate DTMF transparency

2.5.5   The Attendant Does Not Answer Immediately

If the attendant does not answer the call immediately:

- The normal call becomes an urgent call (indicated in the information bar at the top of the screen)
- The Alarm LED located at the top of the attendant set flashes in red instead of green

Note:

If the attendant does not answer, the ringing cycle speeds up. The attendant set is then put absent. The screen displays the Attendant status page:

Figure 2.33: the Attendant does not answer the Call

Press the **Sign on** softkey to put the attendant in service.

The **Next** page (see) is displayed.

2.5.6   Answering a Callback Request

An authorized internal user can activate a callback request to the attendant.

To check callback requests presence, the attendant must press the ⬭ fixed key.

For example, if two users have sent a callback request to the attendant, the screen displays:
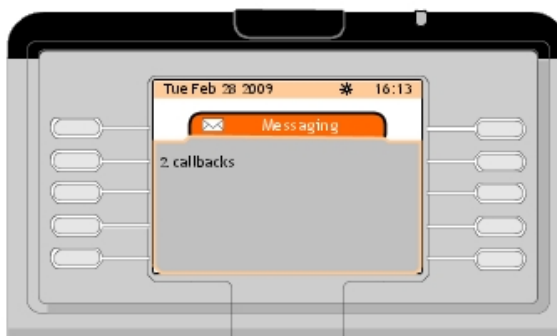
Figure 2.34: Callback Request Messaging

Press the softkey next to **2 callbacks** to consult the callback request list. The screen displays:

Figure 2.35: Callback Request List Example

Select the desired user by pressing the softkey next to his/her name. The screen displays:
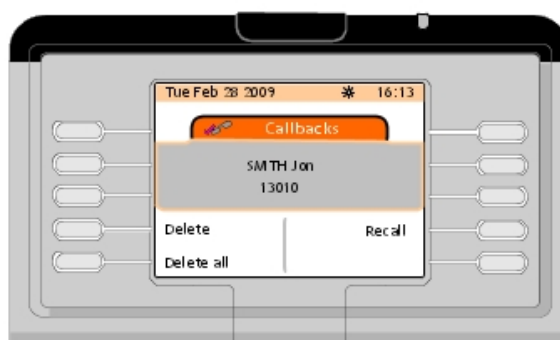
Figure 2.36: Callback

The following softkeys are available:

Delete	To delete the present callback request
Recall	To recall the user who has sent a callback request
Delete all	To delete all the callback requests

2.6   Putting a Call on Hold

During a conversation with a party (screen shown in: , pressing the **Hold** softkey:

- Puts the user set (internal or external user) on hold with the music-on-hold or waiting tone

- Displays the **Rt&hold** page.
  The symbol (♪) in front of the caller information indicates that the caller in on hold

Note:

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

Figure 2.37: Internal Call put on Hold (Example)

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 urgent waiting call counter (in the information bar) is incremented
-    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

2.7   Consultation Call

2.7.1   Consultation Call to an Internal User

A consultation call is activated from the conversation screen (shown in figure: Telephone Area Example (Internal Call in Conversation)). The attendant dials the first digit of the desired user's number (or uses any other call method, see: Methods for Calling a Number).

As soon as the first digit has been dialed, a second telephone tab appears in the telephone area:
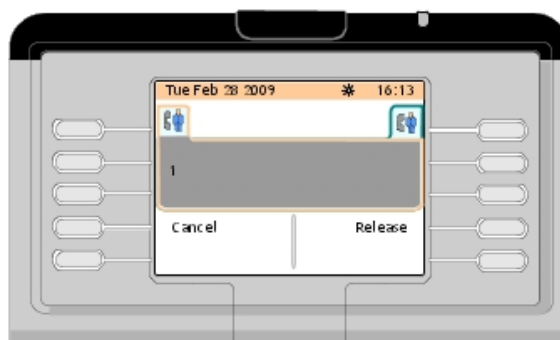
Figure 2.38: Telephone Area Example (Dialing Internal Number in Conversation)

The following softkeys are available:

Cancel	To cancel the consultation call and continue the conversation with the first party
Release	To release the conversation with the first party

The attendant dials the rest of the number. When the number has been dialed, the screen displays:
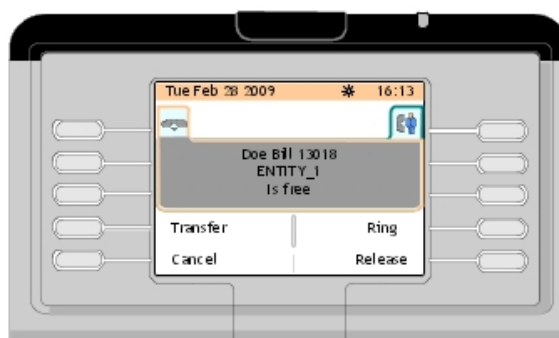
Figure 2.39: Telephone Area Example (Second Party Number Dialed in Conversation)

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
Call back	To send a callback request to the second party
DTMF on	To activate DTMF calling transparency. After having activated DTMF calling transparency, **DTMF off** softkey is used to deactivate it

After pressing the **Ring** softkey, the screen displays:

Figure 2.40: Telephone Area Example (Second Party is ringing, First Party is On Hold)

The following softkeys are available:

Transfer	To transfer (without oral presentation to the second party) the first party to the second party which is ringing
Broker	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)
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
Call back	To send a callback request to the second party which is ringing

When the second party answers the call, the screen displays:
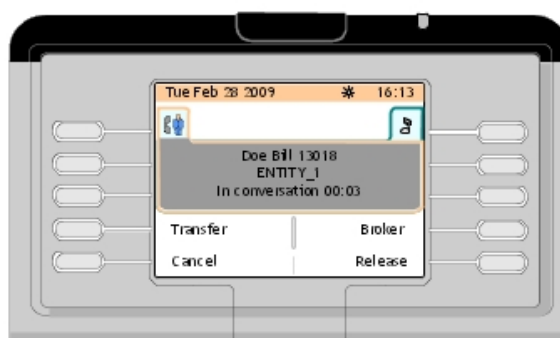
Figure 2.41: Telephone Area Example (Internal Second Party is in Conversation, Internal First Party is On Hold)

The following softkeys are available:

Transfer	To transfer (with oral presentation to the second party) the first party to the second party
Broker	To switch between the first party and the second party (the party which is not in conversation is automatically put on hold)
Cancel	To cancel the consultation call and continue the conversation with the party which is not in conversation when the **Cancel** softkey is pressed
Release	To release both the conversation with the first party and the consultation call
DTMF on	To activate DTMF calling transparency. After having activated DTMF calling transparency, **DTMF off** softkey is used to deactivate it
Conference	To put the first party, the second party and the attendant in conference, see Initializing a Three-Party Conference

2.7.2 Consultation Call to an External User

A consultation call is activated from the conversation screen (shown in figure: Telephone Area Example (Internal Call in Conversation)). The attendant dials the external access prefix and the first digit of the desired external number. As soon as the first digit has been dialed, a second telephone tab appears in the telephone area:
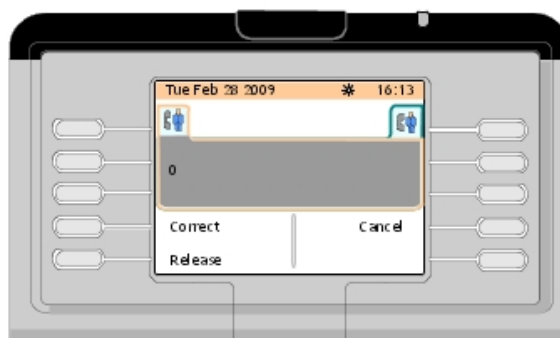

Figure 2.42: Telephone Area Example (Dialing External Number in Conversation)

The following softkeys are available:

Correct	To correct the last digits dialed in case of dialing mistake
Cancel	To cancel the consultation call and continue the conversation with the first party
Release	To release the current call

When all the digits of the external number have been dialed, the screen displays:

Figure 2.43: Telephone Area Example (All Digits of the External Number Dialed)

The following softkeys are available:

Correct	To correct the last digits dialed in case of dialing mistake
Send	To activate ringing on the called external set
Cancel	To cancel the consultation call and continue the conversation with the first party
Release	To cancel the consultation call and continue the conversation with the first party

Note:
*After a short timer, the external set is automatically rung without pressing the **Send** softkey.*

When the second party answers the call, the screen displays:

Figure 2.44: Telephone Area Example (External Second Party is in Conversation, Internal First Party is On Hold)

The following softkeys are available:

Transfer	To transfer (with oral presentation to the second party) the first party to the second party
Broker	To switch between the first party and the second party (the party which is not in conversation is automatically put on hold)

Cancel	To cancel the internal call and continue the conversation with the second party
Release	To release both the conversation with the first party and the consultation call
DTMF on	To activate DTMF calling transparency. After having activated DTMF calling transparency, **DTMF off** softkey is used to deactivate it
Conference	To put the first party, the second party and the attendant in conference, see Initializing a Three-Party Conference

2.7.3   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, see figure: Telephone Area Example (Internal Second Party is in Conversation, Internal First Party is On Hold) or figure: Telephone Area Example (External Second Party is in Conversation, Internal First Party is On Hold)

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

The screen displays:
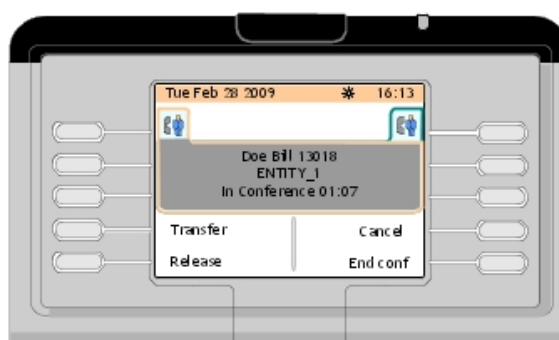
Figure 2.45: Telephone Area Example (Three-Party Conference)

The following softkeys are available:

Transfer	To leave the conference and let the two parties in conversation
Cancel	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
Release	To leave the three-party conference and release the two parties
End conf	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)

2.8.1 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

To select the desired transfer operating mode, see Alcatel-Lucent IP Touch 4068 Attendant Set - Management from the Attendant Set - Selecting Answer and Transfer Operating Modes

This manual only describes the manual transfer operating mode.

2.8.2 Transfer to a Busy Set

2.8.2.1 The Busy Set is Multiline (with a Free Line)

When the busy set dialing is complete, the screen displays:

Figure 2.46: Telephone Area Example (Internal Busy Set Number Dialed)

The following softkeys are available:

Transfer	To transfer the first party to the busy set which can take the call on its free line
Ring	To activate ringing on the busy set while the first party is put on hold
Cancel	To cancel the consultation call with the busy set and continue the conversation with the first party.
Release	To release both the conversation with the first party and the consultation call with the busy set
Call back	To send a callback request to the busy set while keeping the conversation with the first party
DTMF on	To activate DTMF calling transparency. After having activated DTMF calling transparency, **DTMF off** softkey is used to deactivate it

2.8.2.2 The Busy Set is a Single Line Set (or Multiline with All Lines Busy)

When the busy set dialing is complete, the screen displays:

Figure 2.47: Telephone Area Example (Internal Busy Set Number Dialed)

The following softkeys are available:

Transfer	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
Cancel	To cancel the consultation call with the busy set and continue the conversation with the first party.
Release	To release both the conversation with the first party and the consultation call with the busy set
Camp on	To call the busy set as soon as the user has hung up while putting the first party on hold. After having activated call waiting, **Camp on off** softkey is used to deactivate it
Call back	To send a callback request to the busy set while keeping the conversation with the first party
DTMF on	To activate DTMF calling transparency. After having activated DTMF calling transparency, **DTMF off** softkey is used to deactivate it

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.

Caution:

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.

Remarks:

- *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.*

2.9.1 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.

2.9.2 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.

Chapter

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.

This operates as follows.

The attendant is in conversation with an external party. The screen displays:

Figure 3.1: Telephone Area Example (External Call in Conversation)

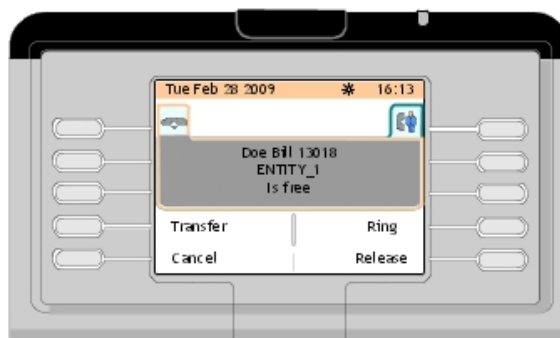The attendant dials the number of the desired internal set. The screen displays:

Figure 3.2: Telephone Area Example (Second Party Number Dialed in Conversation)

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: see below
Call back	To send a callback request to the second party
DTMF on	To activate DTMF transparency. After having activated DTMF calling transparency, **DTMF off** softkey is used to deactivate it

When the attendant presses the **Chained** softkey, the second party set is rung.

While the internal user set has not answered the call, on the **rt&hold** page, the screen displays:
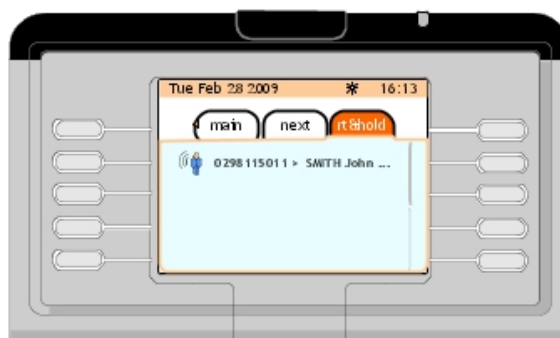

Figure 3.3: Telephone Area Example (before the Second Party picks up the receiver)

When the second party takes the call, the attendant set returns to the idle state.

The external party is rerouted to the attendant set as soon as the internal user has hung up.

In the **next** page, pressing the softkey next to the name of the external caller displays the following screen:

Figure 3.4: Telephone Area Example (BackChain External Call in Conversation)

The telephone area indicates that the call is in chained forwarding. At this stage, the attendant can:

- Transfer the call
- 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.

This operates as follows.

The attendant is in conversation with an external party. The screen displays:

Figure 3.5: Telephone Area Example (External Call in Conversation)

The attendant dials the number of the desired internal set. This set is busy. The screen displays:
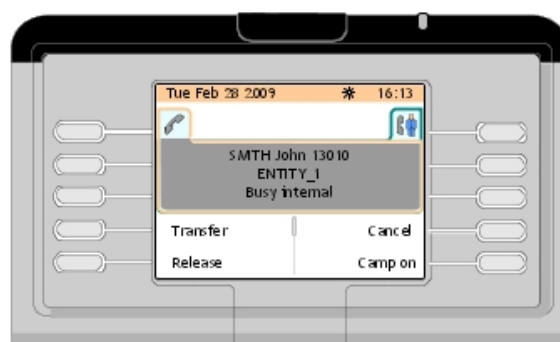
Figure 3.6: Telephone Area Example (Busy Second Party Number Dialed in Conversation)

The attendant presses the **Announce** softkey to transfer the call

-   If the busy internal user quickly hangs up, he/she is informed that the attendant wants to reach him/her and the attendant screen displays:

Figure 3.7: Telephone Area Example (BackAnnounce)

The attendant may transfer the external party to the internal party by pressing the **Transfer** softkey.

- If the busy internal user does not quickly hang up, the attendant screen displays on the **rt&hold** page:
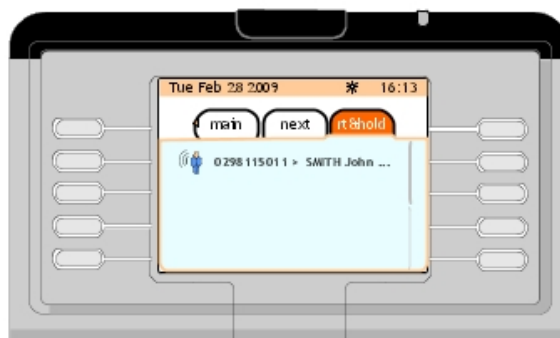

Figure 3.8: Telephone Area Example (the Second Party does not quickly hang up the receiver)

In the **rt&hold** page, pressing the softkey next to the number of the external caller allows the attendant to:

- Attempt to reach again the internal party by pressing again the **Announce** softkey

- Barge in the conversation between the two correspondents by pressing the **Intrude** softkey

- 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 **Transfer** softkey

3.3   Dialing in DTMF Transparency

DTMF transparency is used to send dialed digits over the line.

This operates as follows.

The attendant makes an outgoing call and the remote number sends the call signal.

Press the **DTMF on** softkey and dial the additional digits to be sent. These digits are displayed

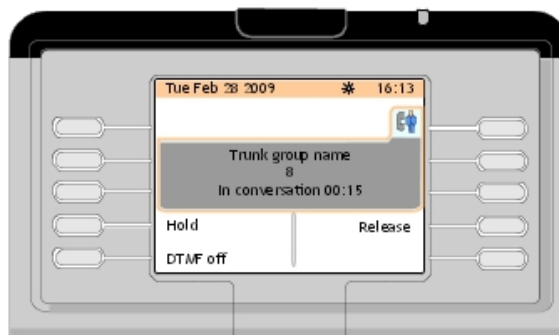on the telephone area (only one digit at the same time).

Figure 3.9: Telephone Area Example (DTMF dialing)

Press the **DTMF off** softkey to deactivate the DTMF transparency.

3.4   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.

3.5   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.

Note:

*The **Auto transfer** feature is enabled when, in the **main (perso)** page, the checkbox next to the **Auto**
*transfer** label is validated.*

When receiving an external call while the **Auto transfer** feature is enabled, the screen displays:

Figure 3.10: Telephone Area Example (External Call in Conversation)

Pressing the **Transfer off** softkey deactivates temporarily the **Auto transfer** feature.

3.6   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.

Note:

These internals 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

- 🟢 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

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

3.7   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.

3.7.1   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 **Indiv routing** key.
     The external party is connected to the individual routing circuit and the internal set is rung.
     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.
     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.
     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.

3.7.2   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 **Indiv routing** key
     The external party is connected to the individual routing circuit and the internal set is rung.
     The icon 👇 following the **Indiv routing** key string is on steady on the Smart Display

     Module.
     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.
     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.

3.8   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.

3.8.1 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. In the **main (perso)** page, press the **Net/Net** key.
   The two parties are connected and supervision is activated: the icon 🔵 is on steady

4. Press the **Net/Net** key again.
   The attendant barges in the conversation after a barge-in tone and the icon 🔵 flashes

5. Press the **Net/Net** key again.
   The attendant is back to supervision: the icon 🔵 is on steady again

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

3.8.2 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: the icon 🔵 is on steady

2. Press the **Net/Net** key again.
   The attendant barges in the conversation after a barge-in tone and the icon 🔵 flashes

3. Press the **Net/Net** key again.
   The attendant is back to supervision: the icon 🔵 is on steady again

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

3.9 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.

3.10   O/S Trunk Supervision

Note:

*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

3.11   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.

3.11.1   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

Note:

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.

3.11.2   Indiv hold Key Present on the Smart Display Module

The attendant is in conversation with the external party.

1. Press the **Indiv hold** key.
    The external party is connected to the individual hold circuit and to the music on hold.
    When the timer expires, the ringing cycle speeds up. The icon located next to the **Indiv**

    hold key label flashes to indicate that the external party is on urgent hold

2. Press the **Indiv hold** key to retrieve the call from hold

Note:

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.

3.12   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 and   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 and   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

    Note 1:
    DID and DDI are variations of the acronym for Direct Inward Dialing.

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.

Note 2:

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.

3.14   Wake-up/Appointment Reminder

As of R11.2, the wake-up/appointment reminder feature allows an attendant using an Alcatel-Lucent IP Touch 4068 Phone to configure wake–up calls or appointment reminder for guests in an hotel. The guest set is called at the programmed time.

The type of wake–up call (single wake-up/multiple wake-up calls) is defined by the **Number of wake-up calls** system option: 1 <= **Number of wake-up calls** <=4

- Single wake-up: **Number of wake-up call** = 1
- Multiple wake-up: **Number of wake-up call** = more than 1 (up to 4)

To consult or modify the **Number of wake-up calls** system option, refer to the system documentation or see your administrator.

Note:

The wake-up/wppointment reminder feature is not applicable when the attendant set is in node X and the guest set is in node Y, where X and Y are connected via an ABCFIP/ ABCF T2 trunk.

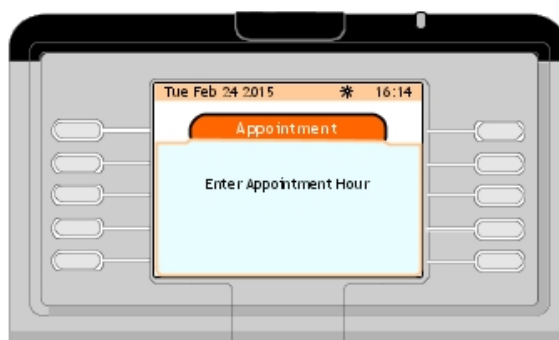### 3.14.1   Wake-up creation

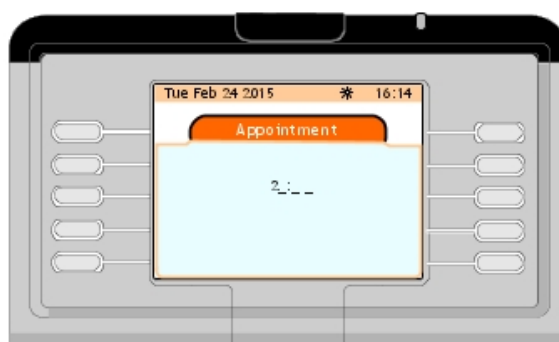#### 3.14.1.1   *Single wake-up — Idle state*

1. Dial the wake-up prefix (506)
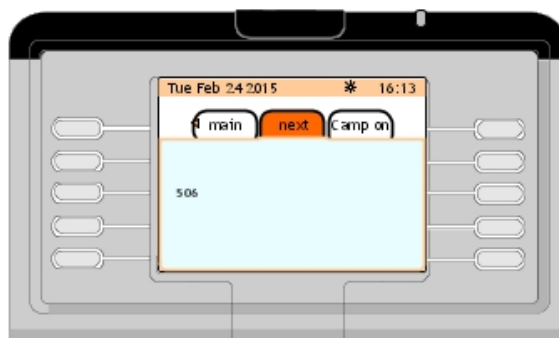
2. The attendant set requests the time of the appointment

3. Enter the appointment time

4. The attendant set requests the destination set

5. Dial the guest set directory number: A clock symbol appears on the top right corner of the guest set

3.14.1.2 Single wake-up — Conversation state

When the guest user is already in conversation with the attendant, and when he/she requests the attendant to set up a wake-up call, it is not necessary to enter the guest set directory number.

1. Dial the wake-up prefix (506)

2. The attendant set requests the time of the appointment

3. Enter the appointment time

4. An acknowledgement is displayed on the attendant set screen
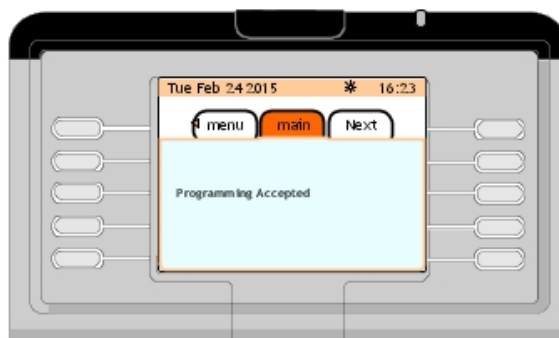
3.14.1.3 Multiple wake-up — Idle state

Multiple wake-up calls can be programmed from the attendant set.

1. Dial the wake-up prefix (506)

2. The attendant set requests for the destination set

3. Dial the guest set directory number: up to four softkeys labels (according to the **Number of wake-up calls** value) are displayed on the attendant set screen

4. Press any of the softkeys

5. The attendant set requests the time of the appointment

6. Enter the appointment time

7. Press the **Release** softkey to exit wake-up programming when the required number of calls is set up

3.14.1.4 Multiple wake-up — Conversation state

When the guest user is already in conversation with the attendant, and when he/she requests the attendant to set up a wake-up timer, it is not necessary to enter the guest set directory number.

1. Dial the wake-up prefix (506): up to four softkey labels (according to the **Number of wake-up calls** value) are displayed on the attendant set screen

2. Press any of the softkeys

3. The attendant set requests the time of the first appointment. As long as the attendant is setting timers (wake-up calls) for the guest, the guest set remains in conversation

4. Press the **Release** softkey to exit wake-up programming when the required number of timers is set up and return to a simple conversation with the guest

3.14.2 Wake-up cancellation

3.14.2.1 Single wake-up — Idle state

- Dial the wake-up cancellation prefix (507)
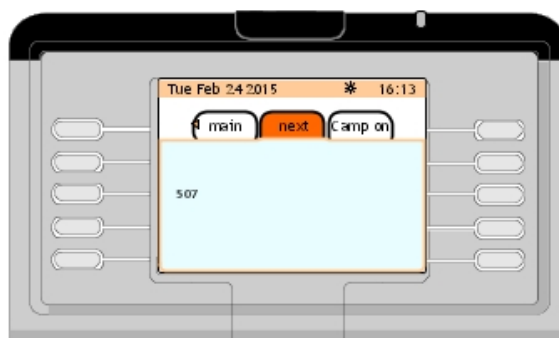
- The attendant set requests for the destination set

- Dial the guest set directory number: the single wake-up is cancelled

Note:

Another method to cancel a single wake-up consists in setting up a new wake-up timer replacing the former.

3.14.2.2 Single wake-up — Conversation state

When the guest is already in conversation with the attendant, and when he/she requests the attendant to cancel the single wake-up timer:

- Dial the wake-up cancellation prefix (507)
- An acknowledgement is displayed on the attendant set screen and the clock symbol disappears on the top right corner of the guest set

3.14.2.3 Multiple wake-up — Idle and conversation state

The wake-up cancellation prefix (507) cannot be used in these two cases.

3.14.2.3.1 Multiple wake-up — Idle state

1. Dial the wake-up prefix (506)
2. The attendant set requests the destination set
3. Dial the guest set directory number: the times of calls are displayed on the attendant set screen
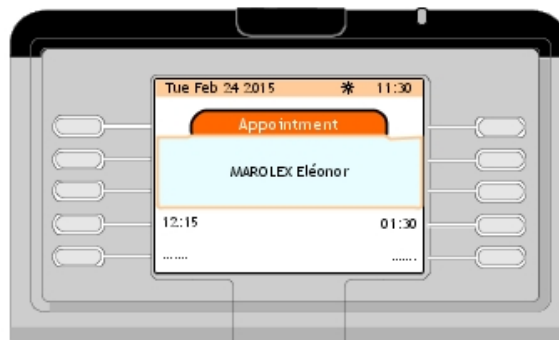
4. Press the softkey facing the call to delete
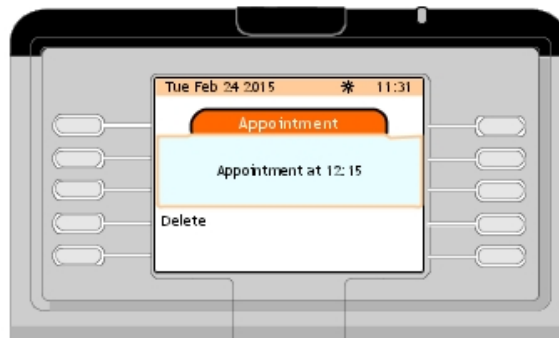
5. Press the **Delete** softkey to cancel the selected call

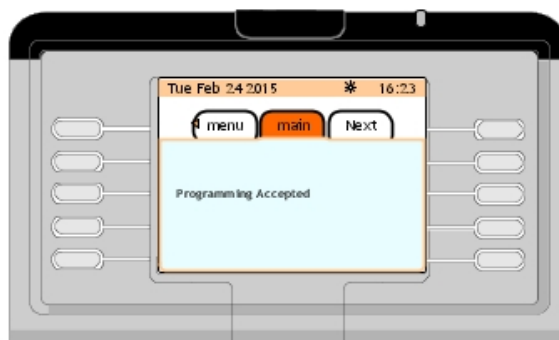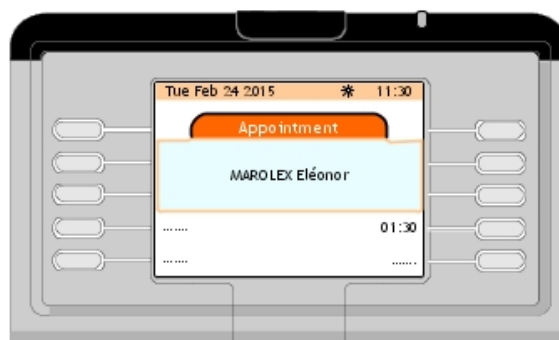6. When the last remaining timer is cancelled for a guest, the clock symbol disappears from the top right corner of the guest set

3.14.2.3.2 Multiple wake-up — Conversation state

1. Dial the wake-up prefix (506): the current calls are displayed on the attendant set screen

2. Press the softkey facing the timer to delete

3. Press the **Delete** softkey to cancel the selected timer

4. When the last remaining timer is cancelled for a guest, the clock symbol disappears from the top right corner of the guest set

Chapter

4

Management from the Attendant Set

4.1 Management Overview

This chapter describes the customization of the Alcatel-Lucent IP Touch 4068 Phone used as attendant set.

The **menu** page lets you customize your attendant set environment.

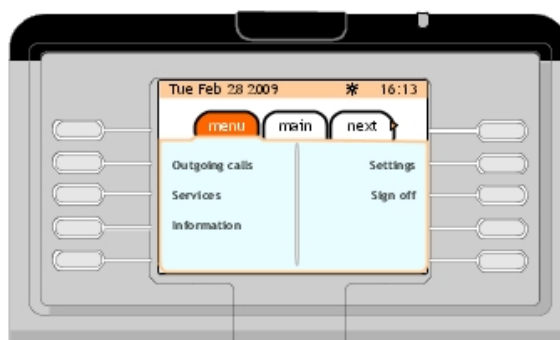Figure 4.1: menu page

4.2 menu Page Structure
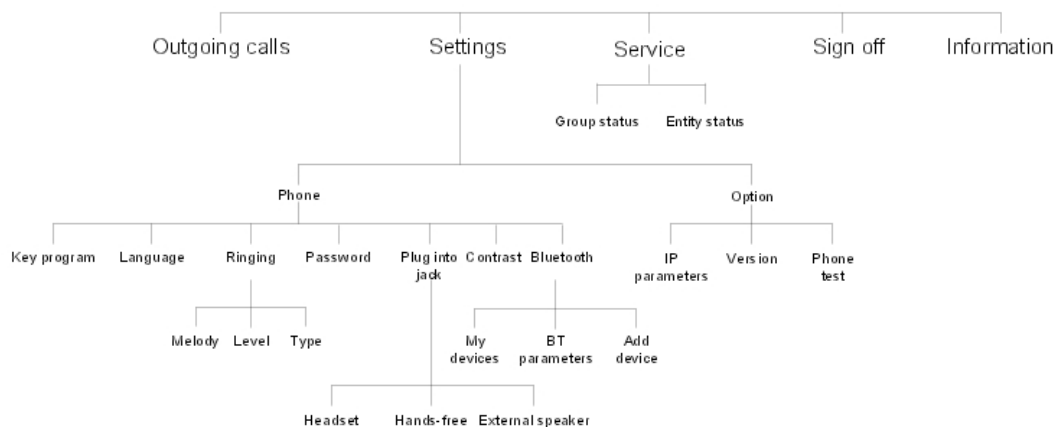
The **menu** page structure is the following:

Figure 4.2: menu Page Structure

The following table indicates paragraphs corresponding to all **menu** page structure branches.

Outgoing calls				Indicates users called from the attendant set
Set-tings	Phone	Key program		See Assigning Programmable Keys
		Language		See Selecting the Display Language
		Ringing	Melody	See Selecting the Melody
			Level	See Adjusting the Ringing Level
			Type	See Selecting the Ringing Type
		Password		See Changing the Password
		Plug into jack	Headset	See Connecting Optional Equipment
			Hands-free	
			External speaker	
		Contrast		See Adjusting the Smart Display Module Contrast
		Bluetooth	My devices	See Checking Bluetooth® Configuration
			BT parameters	See Reading the Attendant Set Bluetooth® Parameters
			Add device	See Adding a Bluetooth® Device on the Attendant Set
	Option	IP parameters		See Reading the Attendant Set IP Parameters
		Version		See Reading the Attendant Set Software Version
		Phone test		See Carrying Out a Phone Test
Service	Group status			See Selecting the Attendant Group Status
	Entity status			See Selecting the Entity Status
Sign off				See Sign Off/Sign On
Information				See Information

Note:
*If PRS services exist, these one can be displayed on the **menu** page.*

4.3   Customizing your Attendant Set (Settings)

Attendant set settings are accessible from the **My phone** page, displayed after navigating to **Settings -> Phone** on the **menu** page.
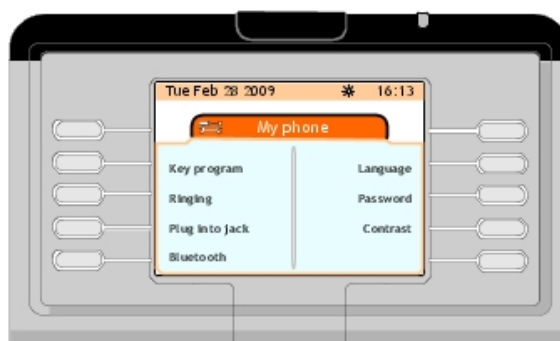
Figure 4.3: Attendant Set Settings

4.3.1   Assigning Programmable Keys

In order to create a personal directory, assign an internal or an external number to a programmable key on the **main (perso)** page or on an add-on keypad module if it exists (smart display module).

Note 1:

Some of programmable keys may be locked by the system manager. Only programmable keys with a label consisting of four space periods (full stops) can be assigned.

Note 2:

Pressing the up or down arrow on the navigator (   ) provides access to additional programmable keys

*on the **main (perso)** page.*

Note 3:

*The attendant may select the operating mode of the attendant set by means of the two programmable keys **Auto answer** and **Auto transfer**: see Selecting Answer and Transfer Operating Modes*
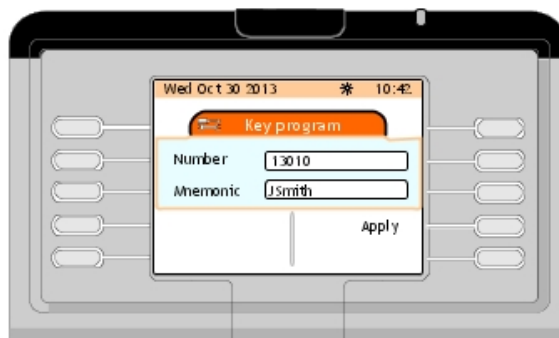
4.3.1.1   Creating a Programmable Key

1. In the **main (perso)** page or on the add-on keypad modules, press a key corresponding to four spaced periods.
    The screen displays the **Key program** page, indicating that nothing is programmed on this key

Figure 4.4: Key Program Page (Nothing Programmed on Key)

2. Press the **Modify** softkey

3. In the **Number** field, enter the directory number of the internal user
As of R11.0.1, enter the name of the party in the **Mnemonic** field. When the **Mnemonic** field is completed, the set displays the party name instead of the party number.

Figure 4.5: Key Program Page Example: **Number** and **Mnemonic** fields

4. Press the **Apply** softkey.
The screen displays **Programming accepted** then the **Key program** page

Note 1:
*Immediately after internal user programmable key creation, you may delete this programmable key or modify the programmed number, or name associated to this programmed number. Then the screen displays the **next** page (see Alcatel-Lucent IP Touch 4068 Attendant Set - Introduction - next Page and it is no longer possible, see Deleting the Contents of a Programmable Key or Modifying a Programmable Key .*

Note 2:
*The created programmable key is available from the **main (perso)** page with the information you recorded (directory number , or name).*
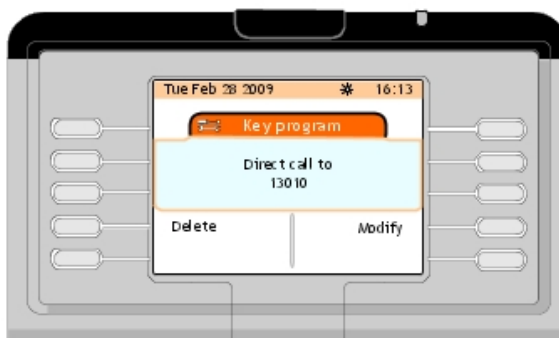

Figure 4.6: Key Program Page Example

4.3.1.2 Modifying a Programmable Key

1. In the **Menu** page, navigate to: **Settings -> Phone -> Key program**

2. Enter the password and press the **Apply** softkey.
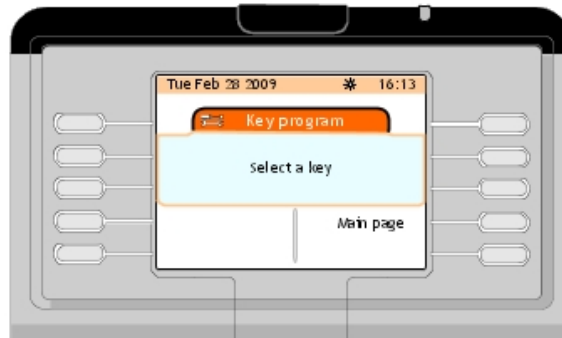   The screen displays the **Key program** page

Figure 4.7: Key Program Page (Select a Key)

3. Press the **Main (perso) page** softkey

4. Press the up or down arrow on the navigator (⚙) to access the programmable key that you want modify

5. Press the programmable key corresponding to the internal user you want to modify.
   The screen displays the **Key program** page

Figure 4.8: Key Program Page Example

6. Press the **Modify** softkey

7. In the **Number** field, enter the directory number to program and, if desired, the name that corresponds to this number (as of R11.0.1)

8. Press the **Apply** softkey.
   The screen displays **Programming accepted**

Another quick method to modify a programmable key is the following:

- For programmable keys on the **main (perso)** page:
  a. Display the **main (perso)** page and the programmable key you want to modify
  b. Press the ⓘ key then the programmable key you want to modify on the **main (perso)** page

The screen displays the **Key program** page

   c. Press the **Modify** softkey

   d. In the **Number** field, enter the directory number to program and if desired, the name that corresponds to this number (as of R11.0.1)

   e. Press the **Apply** softkey.
The screen displays **Programming accepted**

- For programmable keys of a Smart Display Module

   a. Press the ⓘ key then the programmable key you want to modify on the Smart Display Module
The screen displays the **Key program** page

   b. Press the **Modify** softkey

   c. In the **Number** field, enter the directory number to program and if desired, the name that corresponds to this number (as of R11.0.1)

   d. Press the **Apply** softkey.
The screen displays **Programming accepted**

4.3.1.3 *Deleting the Contents of a Programmable Key*

1. In the **Menu** page, navigate to: **Settings -> Phone -> Key program**

2. Enter the password and press the **Apply** softkey.
The screen displays the **Key program** page

Figure 4.9: Key Program Page (Select a Key)

3. Press the **Main (perso) page** softkey

4. Press the up or down arrow on the navigator (⚙) to access the programmable key that you want delete

5. Press the programmable key corresponding to the internal user you want to delete.
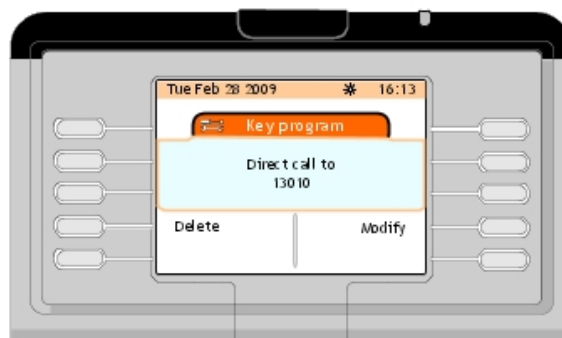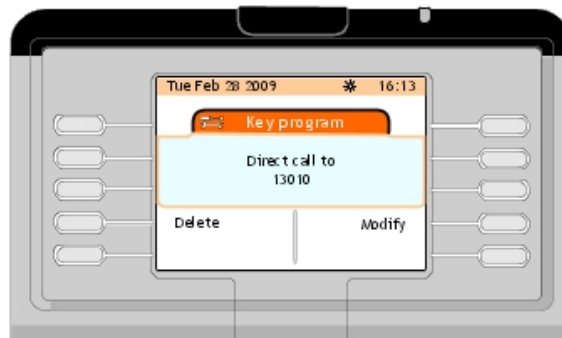The screen displays the **Key program** page

Figure 4.10: Key Program Page Example

6. Press the **Delete** softkey.
   The screen displays **Programming accepted**

Another quick method to delete a programmable key is the following:

- For programmable keys on the **main (perso)** page:
  - **a.** Display the **main (perso)** page and the programmable key you want to delete
  - **b.** Press the ⓘ key then the programmable key you want to delete on the **main (perso)**

    page
    The screen displays the **Key program** page
  - **c.** Press the **Delete** softkey
    The screen displays **Programming accepted**

- For programmable keys of a Smart Display Module
  - **a.** Press the ⓘ key then the programmable key you want to delete on the Smart Display

    Module
    The screen displays the **Key program** page
  - **b.** Press the **delete** softkey
    The screen displays **Programming accepted**

4.3.2   Selecting Answer and Transfer Operating Modes

4.3.2.1   *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: see Alcatel-Lucent IP Touch 4068 Attendant Set - Basic Features - Answering Calls

4.3.2.2   *Selecting Transfer Operating Mode*

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

- **Auto transfer** feature enabled when the checkbox next to the **Auto transfer** label is validated: a consultation call is immediately transferred when the called set is free

- **Auto transfer** feature disabled when the checkbox next to the **Auto transfer** label is not validated: a consultation call is transferred only when **Transfer** softkey is pressed, see Alcatel-Lucent IP Touch 4068 Attendant Set - Basic Features - Consultation Call

4.3.3   Selecting the Display Language

Select the display language from the languages available within the system:

1. In the **menu** page, navigate to: **Settings -> Phone -> Language**

2. Enter the password and press the **Apply** softkey.
   The screen displays the **Language** page

3. Select the language you wish to use on the set from the available options, by pressing the corresponding softkey.
   Pressing the up or down arrow on the navigator (⊙) provides access to additional
   languages, if available.

4. Confirm language selection by pressing the **OK** fixed key.
   The screen displays **Programming accepted**

Figure 4.11: Selecting the Display Language

4.3.4   Configuring Ringing Options

The call ringing melody on the attendant set can be selected from 16 available melodies. Each melody has 9 different volume levels. The ringing type (no ringing, normal, delayed, etc...) can also be selected.

4.3.4.1   Selecting the Melody

1. In the **Menu** page, navigate to: **Settings -> Phone -> Ringing**

2. Enter the password and press the **Apply** softkey.
   The screen displays the **Ringing** page

3. Press the **Melody** softkey.
   The screen displays the **Melody** page, which offers 16 different melodies

4. Select the melody you wish to use on the set from the 16 available options by pressing the corresponding softkey.
    The selected melody is played on the speaker.
    Pressing the up or down arrow on the navigator (⚙) provides access to additional melodies

5. Confirm your melody by pressing the **OK** fixed key.
    The screen displays **Programming accepted**

Figure 4.12: Selecting the Ringing Melody

4.3.4.2   *Adjusting the Ringing Level*

1. In the **menu** page, navigate to: **Settings -> Phone -> Ringing**

2. Enter the password and press the **Apply** softkey.
    The screen displays the **Ringing** page

3. Press the **Level** softkey.
    The screen displays the **Ringing level** page and the speaker plays the melody at the selected level

4. Press the **-** softkey to decrease the ringing level.
    Press the **+** softkey to increase the ringing level

5. Confirm your ringing level by pressing the **OK** fixed key.
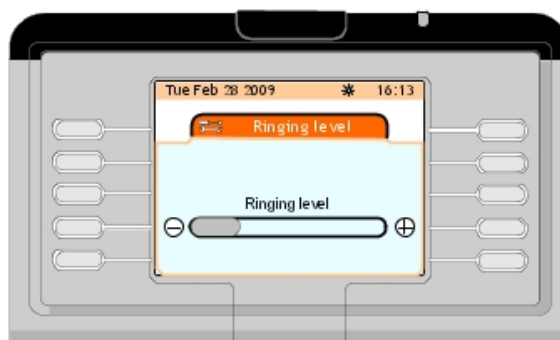   The screen displays **Programming accepted**

Figure 4.13: Adjusting the Ringing Level

4.3.4.3   *Selecting the Ringing Type*

1. In the **menu** page, navigate to: **Settings -> Phone -> Ringing**

2. Enter the password and press the **Apply** softkey.
   The screen displays the **Ringing** page

3. Press the **Type** softkey.
   The screen displays the **Ringing type** page which offers four possible ringing types:

No ringing	Used to cancel ringing.
normal	Used to keep the ringing melody as it is.
delayed	Used to delay ringing with a timer.
with bip	Used to program a beep on call presentation.

4. Select the ringing type you wish to use on the attendant set by pressing the corresponding softkey

5. Confirm the selected ringing type by pressing the **OK** fixed key.
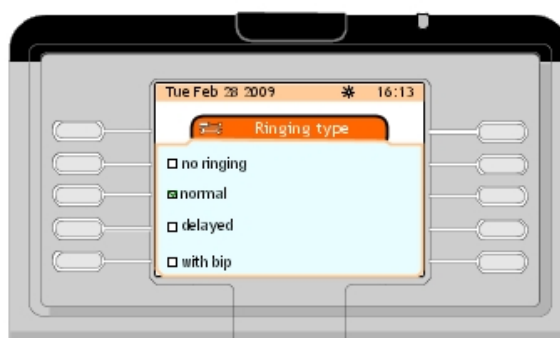   The screen displays **Programming accepted**

Figure 4.14: Selecting the Ringing Type

4.3.5   **Changing the Password**

1. In the **menu** page, navigate to: **Settings -> Phone -> Password**

2. Enter the current password and press the **Apply** softkey.
   The screen displays the **Password (Enter your new password)** page

3. Enter the new password and press the **Apply** softkey.
   The screen displays the **Password (Confirm your new password)** page

4. Confirm the new password and press the **Apply** softkey.
   The screen displays **Programming accepted**

4.3.6   Connecting Optional Equipment

An external device may be connected to the jack socket located on the left side of the attendant set.

This device can be:

- A corded headset

- A hands-free device

- An external speaker

Note:
Plugging a headset jack is detected by the attendant set and automatically indicated to the Call Server.
Plugging an external speaker or a hands-free device is not detected by the attendant set and is not
automatically indicated to the Call Server: the external device must be configured.

4.3.6.1   *Declaring an External Equipment*

1. In the **Menu** page, navigate to: **Settings -> Phone -> Plug into jack**

2. Enter the password and press the **Apply** softkey.
   The screen displays the **Plug into jack** page which offers three options

3. Press the softkey (**Headset**, **Hands-free** or **External speaker**) corresponding to the external device connected to the jack socket

4. Confirm by pressing the **OK** fixed key.
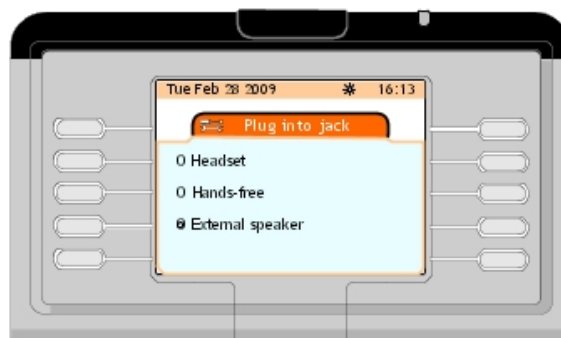   The screen displays **Programming accepted**

Figure 4.15: Declaring an External Equipment

4.3.7 Adjusting the Smart Display Module Contrast

Note:

*the **Contrast** softkey is displayed only when a Smart Display Module (one, two or three) is connected to the attendant set.*

1. In the **menu** page, navigate to: **Settings -> Phone -> contrast**

2. Press the **Contrast** softkey.
   The screen displays the **Add-onContrast** page

3. Press the **-** softkey to decrease the contrast on the Smart Display Module.
   Press the **+** softkey to increase the contrast on the Smart Display Module

4. Confirm your choice by pressing the **OK** fixed key.
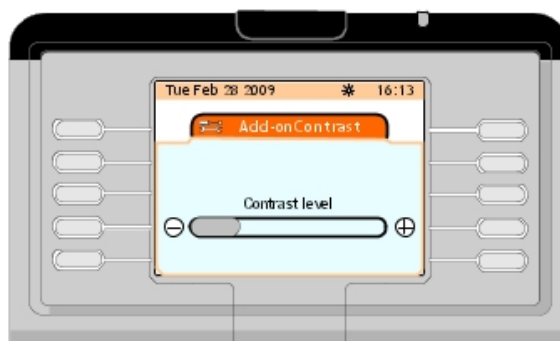   The screen displays **Programming accepted**

Figure 4.16: Adjusting the Smart Display Module Contrast

4.3.8 Configuring a Bluetooth Device (Optional)

Bluetooth® devices are wireless headsets or handsets which can be used with the attendant set.

4.3.8.1 *Checking Bluetooth® Configuration*

1. In the **Menu** page, navigate to: **Settings -> Phone -> Bluetooth**. The screen displays the **Bluetooth** page, which offers the three following options: **My devices**, **BT Parameters** and **Add device**

2. Press the **My devices** softkey.
   The screen displays the **My devices** page, which indicates whether a Bluetooth® device has been configured on the attendant set

Note:

*When no Bluetooth® device has been configured on the attendant set, the **My devices** page is empty.*

4.3.8.2 *Reading the Attendant Set Bluetooth® Parameters*

1. In the **Menu** page, navigate to: **Settings -> Phone -> Bluetooth**. The screen displays the **Bluetooth** page which offers the three following options: **My devices**, **BT Parameters** and

Add device

2. Press the **BT Parameters** softkey.
    The screen displays the **BT Parameters** page which indicates Bluetooth® parameters of
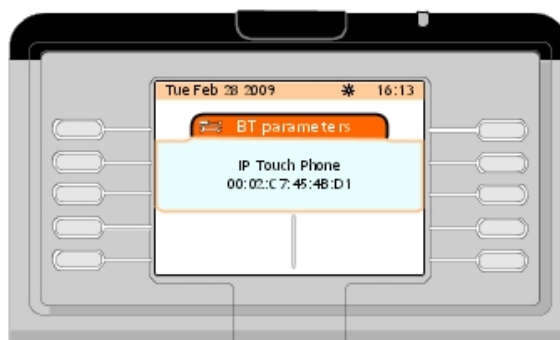   the attendant set.

Figure 4.17: Attendant Set BT Parameter Example

4.3.8.3   *Adding a Bluetooth® Device on the Attendant Set*

Commissioning a new Bluetooth® device is under system administrator responsability.

4.4   Checking your Attendant Set Configuration

The **Option** softkey provides information on the attendant set (IP parameters, software
version) and provides access to a phone test. lets you check the correct operation of the
attendant set by a phone test

Checking the configuration of the attendant set is accessible from the **My parameters** page
displayed after navigating to **Settings -> Option** on the **menu** page.

Figure 4.18: Attendant Set Configuration Checking

4.4.1   Reading the Attendant Set IP Parameters

1. In the **menu** page, navigate to: **Settings -> Option -> IP parameters**.
    The screen displays the **IP parameters** page, which indicates the attendant set IP
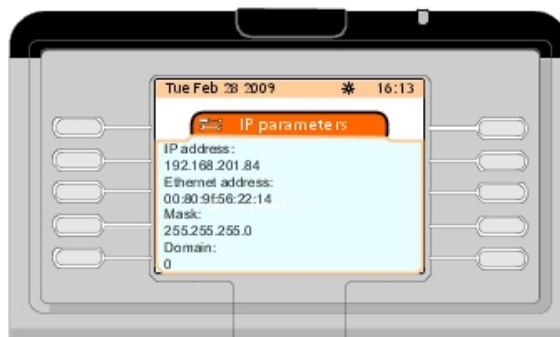
parameters

Figure 4.19: Attendant Set IP Parameter Example

4.4.2 Reading the Attendant Set Software Version

1. In the **menu** page, navigate to: **Settings -> Option -> Version**.
   The screen displays the **Version** page.
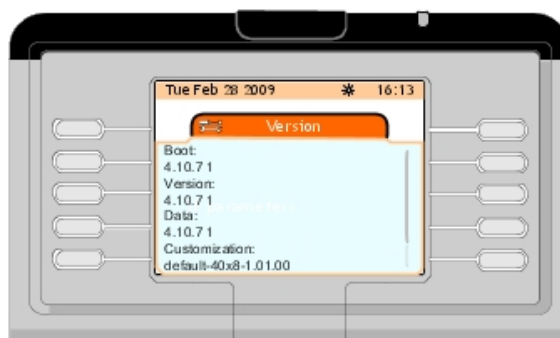   Pressing the up or down arrow on the navigator (⊙) provides access to the second

   screen.

Figure 4.20: Attendant Set Software Version Example (First Screen)

Figure 4.21: Attendant Set Software Version Example (Second Screen)

4.4.3   Carrying Out a Phone Test

1. In the **menu** page, navigate to: **Settings -> Option -> Phone test**.
    The attendant set plays the programmed ringing melody and six leds flash.

2. The test ends on its own and the attendant set returns to the idle state.

4.5   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.
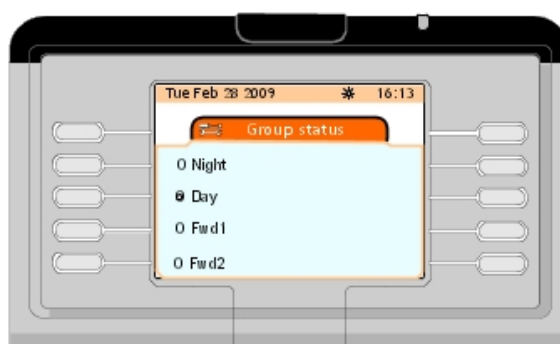   The screen displays **Programming accepted**

Figure 4.22: Selecting the Attendant Group Status

4.6   Selecting the Entity Status

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-> Entity status**
   The screen displays the **Entity list** page which indicates all the entities related to the attendant group number

Figure 4.23: Entity List Example

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.
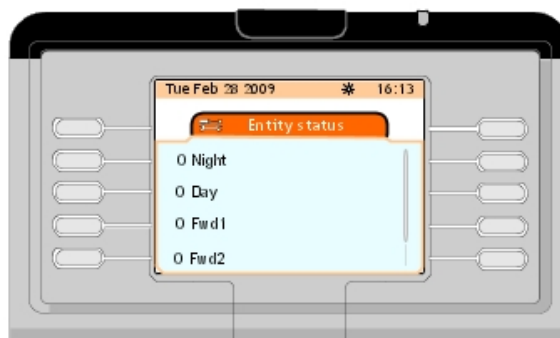   The screen displays **Programming accepted**

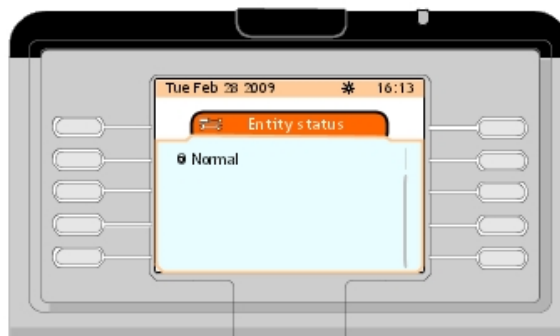Figure 4.24: Selecting the Entity Status (First Screen)

Figure 4.25: Selecting the Entity Status (Second Screen)

4.7   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.

Figure 4.26: Attendant Status Page

2. Press the **Sign On** softkey to put the attendant on service.
    The **next** page (see Alcatel-Lucent IP Touch 4068 Attendant Set - Introduction - next Page
) is displayed

4.8   Information

1. In the **menu** page, press the **Information** softkey.
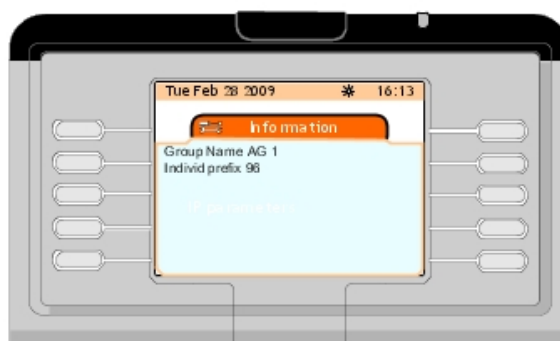   The screen displays the **Information** page which indicates the attendant group name and the individual attendant prefix

Figure 4.27: Information Page Example