BUSINESS IS PERSONAL
Your desk phone can drive your digital transformation

ALE | Where Everything Connects

OXO Connect

8039s Premium DeskPhone
8029s Premium DeskPhone
8019s DeskPhone

User Manual

8AL90353USABed01-1848

Alcatel·Lucent
Enterprise

Alcatel·Lucent
Enterprise

Introduction

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

8039s Premium DeskPhone   8029s Premium DeskPhone   8019s DeskPhone

This model offers enhanced ergonomic features for more effective communication.

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

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

The label and icons displayed depend on the type and the skin of the set. The label is not displayed if the corresponding feature is not configured on your telephone system. Depending on the size of the display, some labels may be truncated. *All labels are displayed in color and are italicized*.
This icon describes a succession of actions or labels you have to do or select: ❯.
This icon describes the consequence of an action: ❯❯.

Some features depend on the type of the set.

	8039s	8029s	8019s
Digital Phone	●	●	●
Monochrome screen	●	●	●
Premium Add-on 10 keys modules	●	●	
Premium Smart display 14 keys module	●	●	
Premium add-on 40-key modules	●	●	
Audio services (hands-free, handset and headset)	●	●	●

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

1 Getting to know your telephone

1.1 8039s Premium DeskPhone

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

1.1.1 Phone description

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

1.1.2 Main screen and navigation keys

Top bar (date, time, status icons)

Display the page by selecting the corresponding tab.

Forward icon.

Softkeys: Menus and actions available depending on the selected page.

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

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

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

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

Manage your call forwarding by pressing the key associated with the forward icon.
- Stationary white icon: No forwarding activated.
- Rotating arrow: Forwarding activated.

1.1.3 Call management screen

Tabs: Incoming call icon, Call in progress, Call on hold, …

Notification (popup) of incoming call

Mon 22 Jan 2018 16:11

Alice Falco

Joe Hansell
is calling

Softkeys: actions available depending on the call status (when presentation screen is not displayed)

	Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, call on hold, arrival of new call). When a call is in progress, use the left-right navigator to look at calls on hold or incoming calls.
	All features are accessible while the call is displayed on the screen. Use the Up and Down arrows to move up or down a page. These functions (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer function will not be available between a call in progress or on hold and an incoming call.
	Used to switch from the conversation screen to the welcome screen
	Press the key in front of the label to select the corresponding feature.

Calls can also be managed from the Perso page.

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

1.2 8029s Premium DeskPhone

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

1.2.1 Phone description

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

1.2.2 Main screen and navigation keys

Top bar (date, time, status icons)

Display the page by selecting the corresponding tab.

Forward icon.

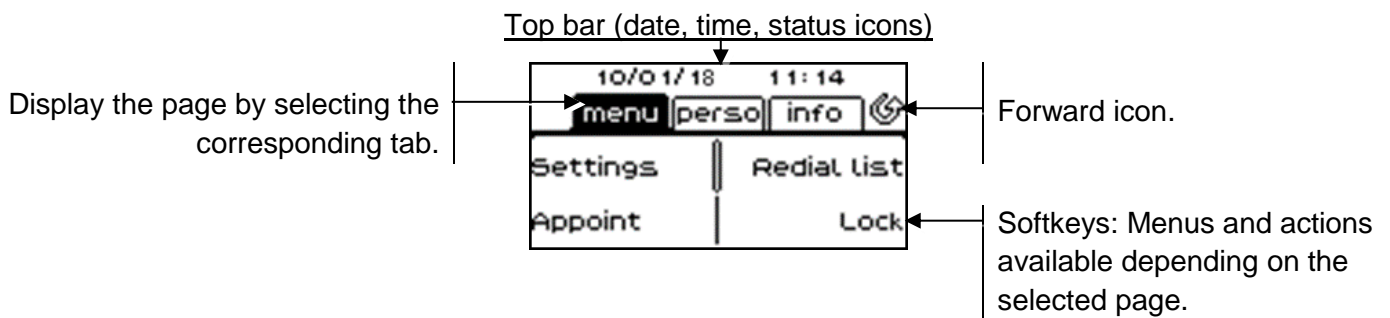Softkeys: Menus and actions available depending on the selected page.

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

1.2.3 Call management screen

Tabs: Incoming call, Call in progress, Call on hold, …

Notification (popup) of incoming call

```
13/10/17    18:05

         179
      is calling
```

Softkeys: actions available depending on the call status (when presentation screen is not displayed)

	Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, call on hold, arrival of new call). When a call is in progress, use the left-right navigator to look at calls on hold or incoming calls.
	All features are accessible while the call is displayed on the screen. Use the Up and Down arrows to move up or down a page. These functions (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer function will not be available between a call in progress or on hold and an incoming call.
C	Used to switch from the conversation screen to the welcome screen.
	Press the key in front of the label to select the corresponding feature.

1.2.4 Changing or updating the paper label

Removing the paper label
- Lift the protective cover at the notch (1).
- Remove the paper label in the same way (2).
- Update or replace the paper label.

Inserting the phone label
- Position the phone label, left side first, making sure it is placed correctly behind the notches (a,b,c,d).
- Put the protective cover back in the same way.
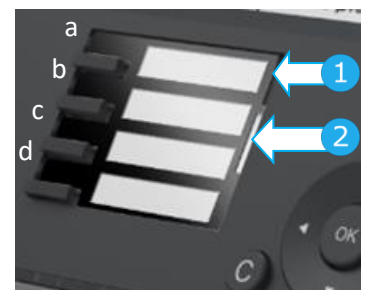
The application 'LabelSet' is available to help you to print the paper labels. Please contact your business partner for more information.

1.3 8019s DeskPhone

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

1.3.1 Phone description

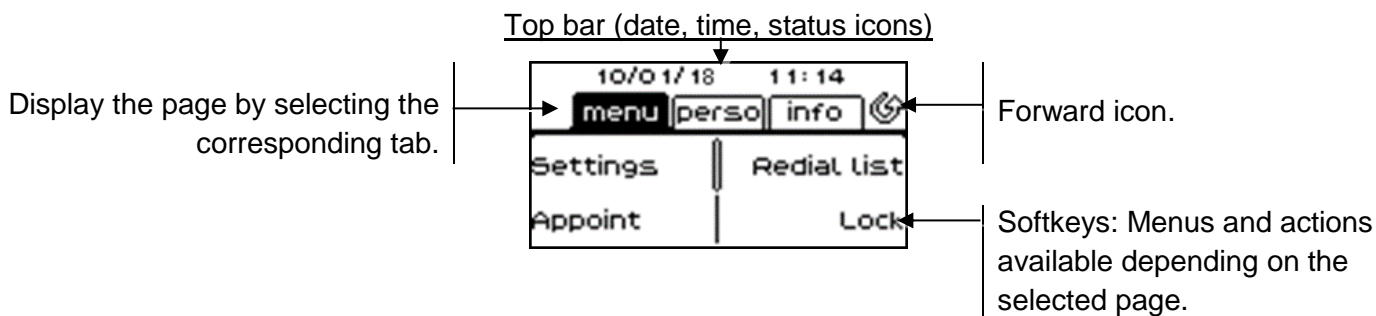| 1	LED Flashing blue: incoming call / Appointment alarm.
2	Monochrome screen.
3	6 dedicated functions keys.
4	3 preprogrammed keys with Led and paper icon: Alpha-numeric key, "Hold" key, "Transfer" key. 4 programmable keys with Led and paper label.
5	Navigation.
6	Permanent feature keys: quick access to the phone's main features.
7	Wired handset.
8	3.5 mm, 4 pole jack (TRRS standards: CTIA).
9	Stable foot
10	Loudspeaker.

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

1.3.2 Main screen and navigation keys

Top bar (date, time, status icons)

Display the page by selecting the corresponding tab.

Forward icon.

Softkeys: Menus and actions available depending on the selected page.

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

1.3.3 Call management screen

Tabs: Incoming call, Call in progress, Call on hold, …

13/10/17   18:05

179
is calling

Notification (popup) of incoming call

Softkeys: actions available depending on the call status (when presentation screen is not displayed)

	Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, call on hold, arrival of new call). When a call is in progress, use the left-right navigator to look at calls on hold or incoming calls.
	All features are accessible while the call is displayed on the screen. Use the Up and Down arrows to move up or down a page. These functions (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer function will not be available between a call in progress or on hold and an incoming call.
	Used to switch from the conversation screen to the welcome screen.
	Press the key in front of the label to select the corresponding feature.

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

1.3.4 Changing or updating the paper label

Removing the paper label
- Lift the protective cover at the notch and slide it up to take it out of its housing.
- Remove the paper label in the same way.
- Update or replace the paper label.

Inserting the phone label
- Insert the paper label from the top end, making sure it is placed correctly behind the notches.
- Put the protective cover back in the same way.

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

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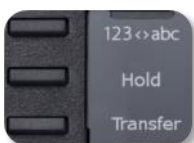
 The 8019s DeskPhone uses 3 preprogrammed keys to access some features. In this case, the icon of the feature is printed on the paper. Use the feature by pressing the corresponding key. When activated, the LED corresponding to the key remains lit up. Press the corresponding key to deactivate it.

- 123<>abc Alpha-numerical keypad
  Use this key to switch between alphabetic keyboard and numeric keyboard.
- Hold Use this key to put the call on hold.
- Transfer Use this key to transfer a call.

1.4 Welcome screens
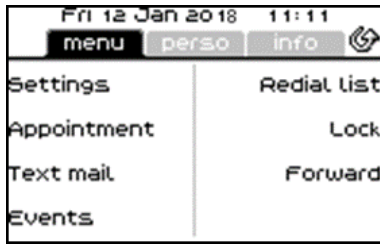
8039s
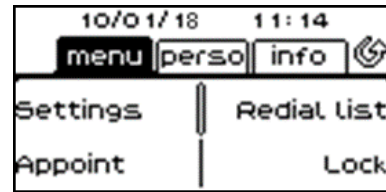
8029s/8019s

1.4.1 Homepage description

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

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

Choose the page displayed by default on the telephone

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

1.5 Status icons/ Call icons

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

🔒	Telephone locked.
🎧	Headset connected.
⏰	Appointment programmed.

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

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

1.6 Permanent features keys

They are located just above the loudspeaker.

8039s 8029s	8019s	Description
		• Mute and interphony key. During a call, press this key to stop your contact from hearing you. When idle, press this key to switch the phone to interphony mode. When you receive a call, the phone hooks off automatically and you go straight into hands-free mode. When activated, this key is lit blue. Interphony can be disabled by the administrator.
		• Turn down the volume (ringing or call state). • Decrease the brightness (idle state). • Decrease the contrast (idle state).
		• Turn up the volume (ringing or call state). • Increase the brightness (idle state). • Increase the contrast (idle state).
		• Pressing this key answers an incoming call in hands-free mode (when activated, the key is lit blue). When a call is in progress, pressing this key switches from hands-free mode to headset or handset mode.
		• **Hold**: the call is placed on hold. • **Transfer**: transfer the call to another number.

Redial		• Redial key: to access the 'Redial' feature.
		  o Last number redial (short press).
		  o Call back one of the last 8 numbers dialed (long press).

		• Used to obtain information on functions of the 'menu' page and to program key of the 'perso' page (short press). Not available on 8019s DeskPhone.
		• Messaging key to access the messaging portal (call log, voice messages and text messages). This key flashes blue when there is a new event such as a new voice message, a new instant message or a new event in the call log.

1.7 Keyboard

1.7.1 Magnetic alphabetic keyboard (8039s, 8029s Premium DeskPhone)

Your set is provided with a magnetic alphabetic keyboard. The keyboard depends on your country and languages. The magnetic keyboard is automatically fixed on the base of the set. It is connected to the corresponding connector behind the phone.

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

Use the keyboard to enter names while configuring the phone. Access directly access the dial by name feature by entering the name of your contact on the keyboard.

Below is a list of the function keys that allow you to access all the symbols.

	Cursor moving keys (left, right, up and down). Allows you to navigate edit boxes. Press the Alt key to access the left and up directions.
	Caps lock: to write text in capital letters.
	Alt key: to access specific and punctuation characters.
	Enter key: to validate edited text.
	Backspace key: to delete one character in an edit box.

1.7.2   Alpha-numeric keyboard (8019s DeskPhone)

Your phone is equipped with alphanumeric keyboard. You can switch between numeric keyboard to dial number, and alphabetic keyboard to enter text by pressing the corresponding preprogrammed key (usually the first preprogrammed key).

- 123<>abc Switch the keyboard to the alphabetic mode by selecting the associated preprogrammed key. When activated, the LED corresponding to the key remains lit up.
- Enter alphabetic characters.
  The number pad keys have letters that you can display by successive presses. The number is the last character in the series. Some special characters can be displayed by successively pressing the key:

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

- Use navigation keys to move the cursor into the text.

- Press and hold the '*' key to switch from lowercase to uppercase mode, and vice versa.

- use this key to delete the last entered character. The alphabetic mode remains activated.
- 123<>abc Select the lit preprogrammed key to return to the numeric mode.

1.8 Description of the connectors

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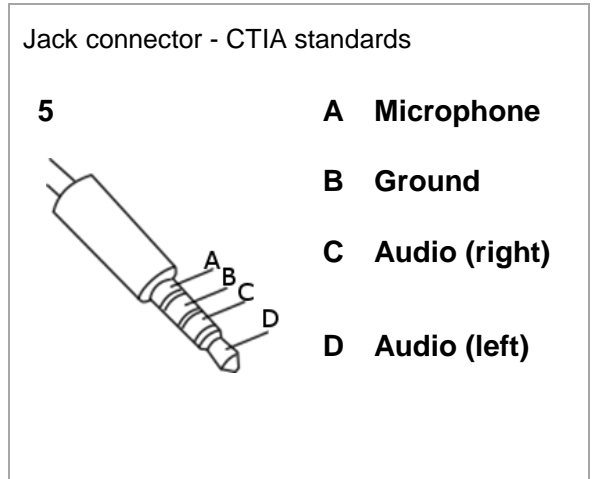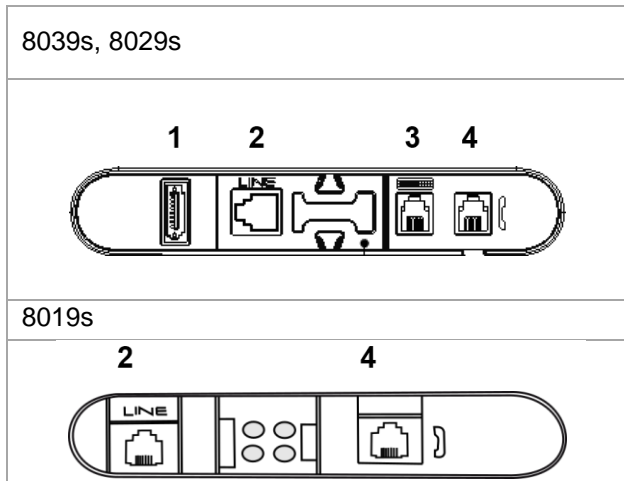
		8039s	8029s	8019s
1	Add-on module connector (SATA type).	●	●	
2	RJ 11 connector for external ringer and audio active envelop indicator.	●	●	●
3	Magnetic alphanumerical keyboard connector (RJ 9).	●	●	
4	Wired handset connector (RJ9).	●	●	●
5	3.5 mm, 4 pole jack (TRRS standards: CTIA).	●	●	●

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

Make sure you position the cable correctly in the compartment intended for that purpose:
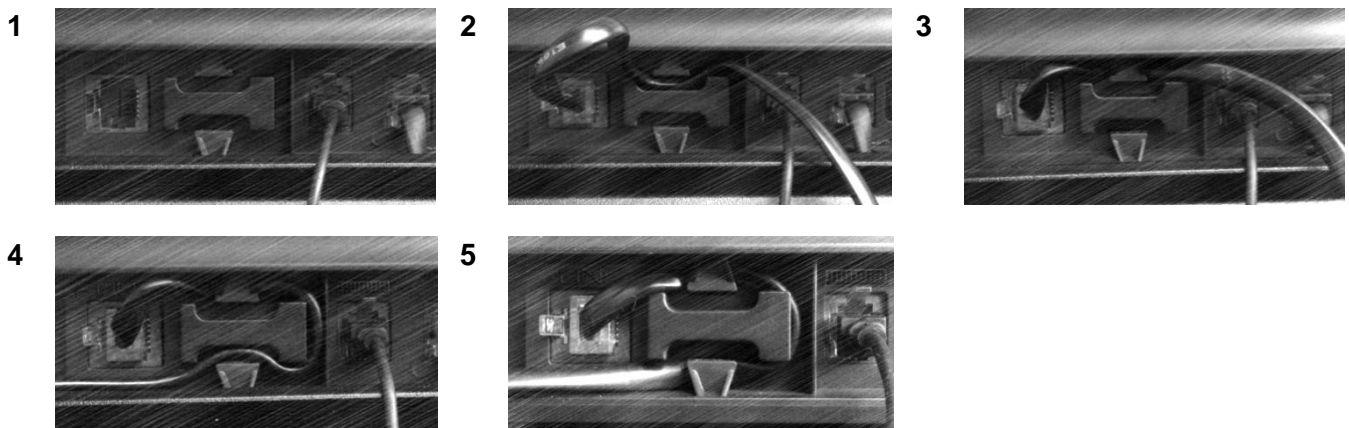
1.9 Add-on module

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

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

1.9.1 Install the add-on to the deskphone

- **Premium Add-on 10 keys**
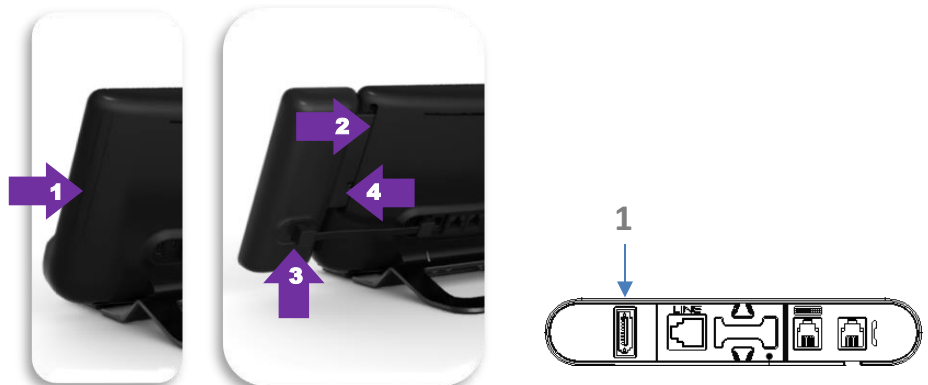
- o Remove the protection of the dedicated compartment behind the set.
- o Insert the add-on correctly in the compartment.

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

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

1.9.2   Install more than one add-on module

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

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

1.9.3   Attach the add-on with the clip

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

Premium Smart Add-on
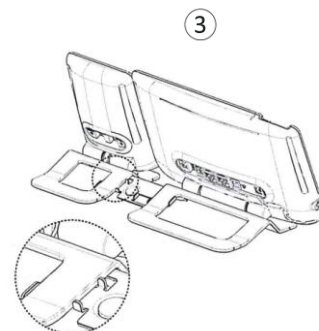
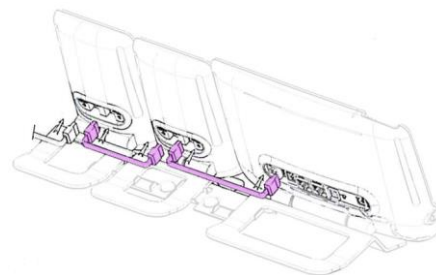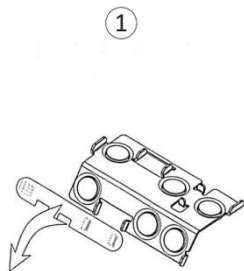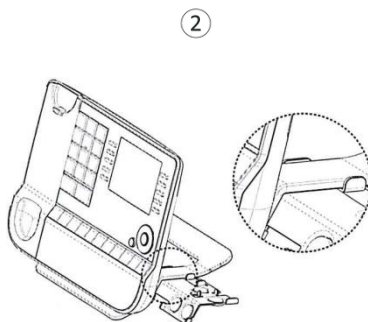| ①	②	③
Remove the protection on the add-on clip	Place the clip in the correct position under the base of the phone, as shown in the image	Place the add-on onto the clip, as shown in the image

Premium Add-on 40
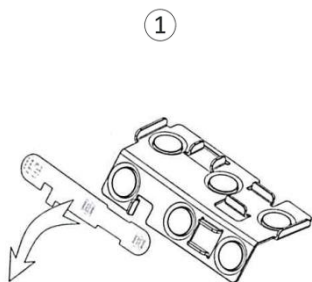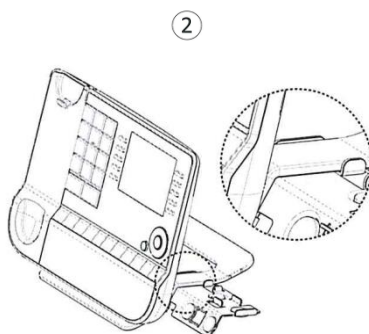
①	②	③
Remove the protection on the add-on clip	Place the clip in the correct position under the base of the phone, as shown in the image	Place the add-on onto the clip, as shown in the image

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

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

1.9.4 Changing or updating the paper label

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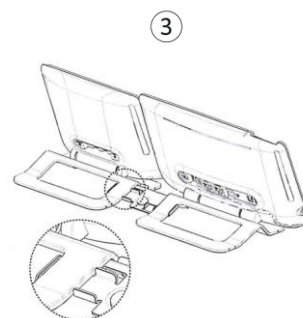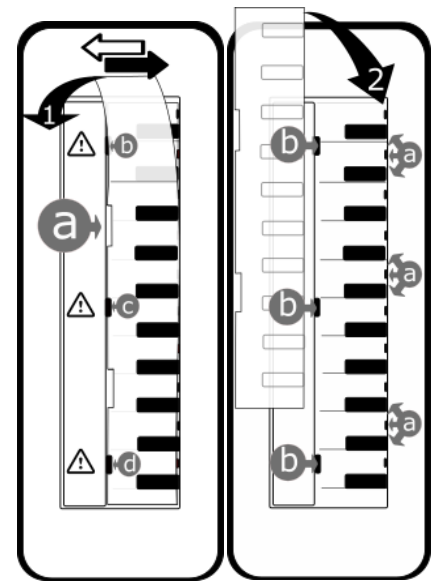   Position the paper label, right side first, by inserting it under the plastic notches (a). Then, insert the other notches (b) by gently pressing the paper near each notch.
      Put the protective cover back in the same way.

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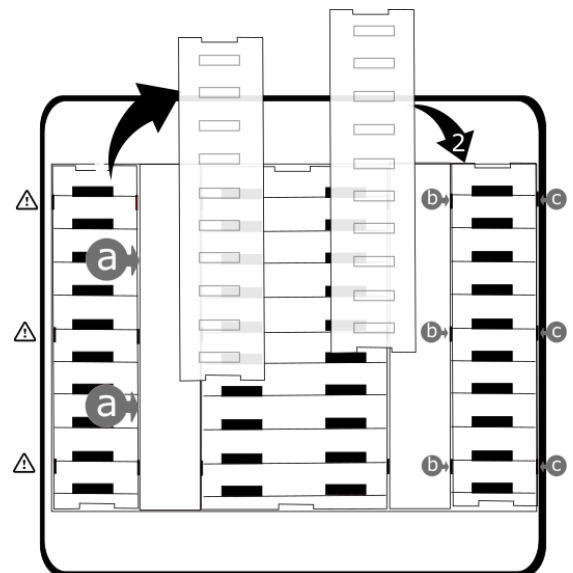
The application 'LabelSet' is available to help you to print the paper labels. Please contact your business partner for more information.

1.10 Install a comfort wired handset

- Remove the rubber.
- Plug-in the wired handset to the appropriate connector (refer to phone description).
- Make sure you position the cable correctly in the compartment intended for that purpose:-:
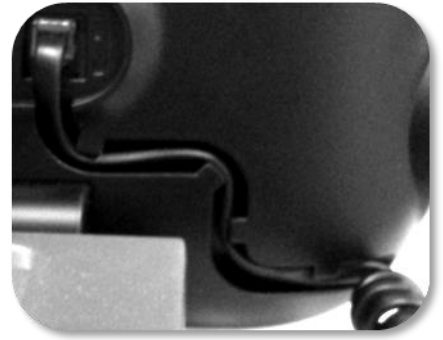
2 Using your telephone

2.1 Identify the terminal you are on

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

2.2 Messaging portal

The messaging portal allows you to access and manage features such as the call log, instant messaging and voice messages. When there is a new event (new log, new instant message or new voice message) the message key blinks blue.

Accessing the messaging portal

- ✉ Press the message key to access the messaging portal.

Configure access to the messaging portal

The system default setting requires you to enter you personal password to access the messaging portal features. The password information is retained for a few seconds so that if you quit the messaging portal you can access it again after a few seconds without having to re-enter your password. The length of this time-out depends on your system configuration. For more information, contact your installer or administrator.
You can change the setting so that you don't have to enter a password each time you want to access the messaging portal features.

- ✉ Access the messaging portal.
- *Configure*
- *Authentification*
- Enter your personal password.
- Set authentication to on or off.
  On: password is always required.
  Off: password is never required.
- OK Press to confirm.

Accessing the features of the messaging portal

To access the available features (call log, instant messages IM, voice messages, sending an instant message), press the associated softkey.

Acknowledging

When you consult a new event (call log, instant message or voice message), the event is automatically acknowledged. However, you can choose to acknowledge all events without consulting them.

- ✉ Access the messaging portal.

- ✓ Press the associated softkey(up - right of the screen).
- Enter your password (if required) and apply.
- ☑ Press the softkey associated with the type of event you want to acknowledge. If you press the key associated with the 'all' option, all new events are acknowledged. You can also acknowledge all events if you press the softkey associated with the check icon in the top right corner of the screen.
- OK Press to confirm.

Deleting

When consulting an event (call log, instant message or voice message), you can delete the event once you have consulted it. However, you can choose to delete all events in one go.

- ✉ Access the messaging portal.

- ✓ Press the associated softkey (up - right of the screen).
- Enter your password (if required) and apply.

- 🗑 Press the softkey associated with the type of event you want to delete.
- OK Press to confirm.

2.3 Consulting the call log

At any time, you can consult all answered and unanswered incoming and outgoing calls. To do this, go to the call log feature on the messaging portal.

- ✉ Access the messaging portal.
- Press the softkey associated with the call log feature: *Calls*.
- Enter your password (if required) and apply.

    You can choose between consulting missed calls only ('Missed' tab) and consulting all call logs including unanswered/answered, incoming and/or outgoing calls ('All' tab).

Consult missed calls

- Select the 'Missed' tab.
  Unacknowledged calls are in bold characters.
- Select the log to consult.
- OK Display the log details.

    Information such as the name, phone number, date and time are displayed on the screen.

    You can choose to call the contact, send an instant message to the contact, save the contact in the personal phonebook, or clear the log.

Acknowledge all missed calls

    Once a new log is consulted, it is automatically acknowledged. However, you can acknowledge all new missed calls without consulting them.

- ✓ Press the associated softkey (up - right of the screen).
- ☑ Press the associated softkey: *missed call*.
- OK Press to confirm.

    All missed calls are acknowledged.

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Delete all missed calls.

- ✔ Press the associated softkey (up - right of the screen).
- 🗑 Press the associated softkey.
- OK Press to confirm.
  All missed calls are deleted.

Consulting all calls
- Select the 'All' tab.
  All calls are displayed with an icon giving information on the type of call.

✈⁰	Answered outgoing calls.
✈ˣ	Unanswered outgoing calls.
✈	Answered incoming calls.
✈ˣ	Unanswered incoming calls.

- Scroll through the list by using the navigation keys (If more than one page).
- OK Display the contact information by selecting it in the list. Information such as the name, phone number, date and time are displayed on the screen.

  You can choose to call the contact, send an instant message to the contact, save the contact in the personal phonebook, or clear the log.

Acknowledge all missed calls

- ✔ Press the associated softkey (up - right of the screen).
- ☑ Press the associated softkey: *missed call*.
- OK Press to confirm.
  All missed calls are acknowledged.

Delete all call logs

- ✔ Press the associated softkey (up - right of the screen).
- 🗑 Press the associated softkey.
- OK Press to confirm.
  All call logs are deleted.

2.4 Making a call

Use one of the following:

- Dial the destination number. The hands-free mode is activated automatically.
- Unhook the handset ❭ Dial the destination number.
- Press the Off-hook key of the headset ❭ Dial the destination number. If your headset has no Off-

  hook/On-hook key, use the phone keys and switch on the audio on the headset (🔲).
- 🔲 Hands-free ❭ Dial the destination number.
- Programmed line key.
- Dial by name (enter the first letters of the contact's name on the alphapad and press OK to start the search).
- 📩 Redialing from the call log.
- 🔼 Redial last number.

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

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

The duration of your external call may be limited in time by the administrator. In this case, a beep sounds and/or a message will be displayed on the screen 20 seconds before the end of the communication.

If the internal or outside number does not reply (Depends on the system configuration):

- *Interphony*: Broadcast a message on the loudspeaker of the free terminal.
- *¤Callback*: Request callback to a busy terminal.
- *Text*: Send a written message.

2.5 Receiving a call

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

Use one of the following:

- Lift the handset to take the call.
- Press the On-Hook/Off-Hook key on the headset to take the call.
- 📞 or 🔲 ❭ Press the 'take the call', 'loudspeaker' or 'line key' key to take the call in hands-free mode. If the headset is connected, you automatically answer the call with the headset.
- *Take call* or OK ❭ Take the call with the headset if connected, or in hands-free mode. If the headset is connected, you automatically answer the call with the headset.
- 📶 Select the incoming call icon. If the headset is connected, you automatically answer the call with the headset.
- Press dedicated line key on external handsfree to take the call in hands-free mode on this device.

2.6 Switching between audio modes

During the conversation, you can switch between different audio modes (handset, loudspeaker, hands-free or headset, if connected) by pressing the loudspeaker/hands-free key until the desired audio mode is displayed: . This feature depends on connected devices. The key is lit when the loudspeaker or hands-free mode is selected.

You are in conversation with the handset, you can switch between following audio modes by short pressing on the loudspeaker/hands-free key:

Handset › Short press › Handsfree › Short press › Handset

You are in conversation with the headset (headset or headset+loudspeaker), you can switch between following audio modes by short pressing on the loudspeaker/hands-free key:

Headset › Short press › Handsfree › Short press › Headset

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

Headset › Short press › Handsfree › Short press › Handset

To switch the audio to the headset, you have to press the Off-hook key of the headset.
You are in conversation, you can switch to the loudspeaker by long pressing on the loudspeaker/hands-free key

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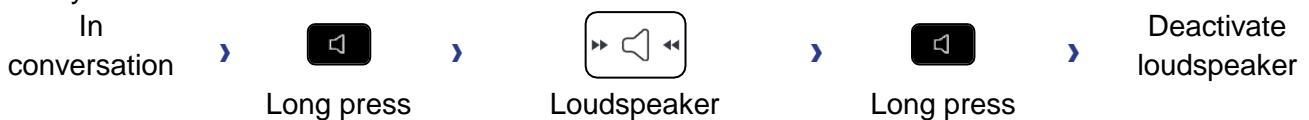
For each audio mode, during the conversation, you can adjust the volume by pressing the volume keys. The number of levels depends on the audio mode (8 for handset and headset 10 for hands-free and loudspeaker). The selected volume, for each audio mode, will be saved for future conversations.

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

2.7 Activating the loudspeaker during a conversation (handset lifted)

Activate or deactivate the loudspeaker when you are in conversation using the handset or the headset.

- [🔇] Activate loudspeaker (long press) ›› a popup is displayed: [⏩ 🔇 ⏪] ›› The key lights up ([🔇]).

- [+] [−] Adjust volume by pressing the volume keys (number of levels: 10).

- [🔇] Deactivate loudspeaker (long press) ›› a popup is displayed: [⏩ 📞 ⏪] ›› The key is no longer lit ([🔇]).

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

2.8 Making calls by name (company directory)

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

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

You can call your contact using the search by name feature.
The search by name feature provides two modes:
- *Internal*: Predictive search of the corporate directory.
- *Unified*: Classic search of the corporate directory.

Please be aware that predictive searching means that you won't have access to the contact card, and therefore will only be able to call the contact on his/her company phone.

Switching between the two modes:

- Press a letter to launch the dial by name function.
- *Options*
- The current mode is displayed.
- Select the new mode:
  - *Internal*: The internal directory mode is enabled.
  - *Unified*: The unified directory mode is enabled.
  - *OK*: Stay in the current mode.

2.8.1 Calling a contact using the unified directory

- Enter the first letter of your contact's surname.
  When entering the name you can extend the search by adding the first letters of the first name after entering the '#' symbol or pressing: *1stname*
- [OK] Start the search.
- A list of matching names is displayed on the screen. Each contact is displayed with their name and company phone number.
- Use one of the following:
  - Scroll and select your contact in the list of matching names.
  - [C]/[◀] Modify the search.

Call your contact using the company phone number

- Press the softkey associated with the company phone number.

Call your contact using another phone number (via contact card):

- Press the softkey associated with the contact name:

The contact card opens and displays information about the contact: last name and first name, several phone numbers (Office, mobile, home), email address, instant message address and the company name. The contain of the contact card depends on the company directory.

- Scroll through the screen with the up and down navigation keys and position the cursor on the contact phone number you wish to call.

- **OK** Start the call.

From the contact card you can also send an instant message.

> If information about your contact is truncated, you can use the Guide key to display the complete information.

You can change the search by name function to predictive search mode by setting the unified directory to 'Off' in the settings menu (available once a search by name is started). Please be aware that predictive searching means that you won't access the contact card and therefore can only call the contact on their company phone and connot send instant messages.

2.8.2 Calling a contact using the internal directory (predictive search)

- Enter the first letter of your contact's surname. If your phone is equipped with alpha-numeric keyboard, you enter your contact's name in predictive text mode. In this mode, enter each letter of the name by pressing only once on the key with this letter.
- The search runs as soon as you enter a character (predictive search). The matching names are displayed.
- Use one of the following:
    - o use the navigation keys to display the previous and next names.
    - o **OK** Press the OK key to start the call with the displayed contact (company phone number).
    - o **C**/ **◄** Modify the search.
    - o *Readmore*: display other information about the selected contact.
    - o *List*: display the result as a list. Use the navigation keys to select the contact and press the OK key to start the call.

You can switch to the other search mode by enabling it in the options menu (available once a search by name is started).
This feature depends on the system configuration. If necessary, contact your administrator...

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

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

2.10 Filtering calls using the voice mailbox

This service lets you filter incoming calls to your voice mailbox. When your caller leaves his message you can choose to communicate with him. This feature depends on the system configuration. If necessary, contact your administrator.

2.10.1 Activating call screening

- Voice mail filtering programmed key. The programmed key has to be configured by the system.
- Enter your personal password.
- Same key to stop listening and deactivate the screening.

2.10.2 When you receive a call

You hear the message left by your caller.
Use one of the following:

- ◁ Hands-free to take the call.
- Unhook the handset.
- ⬥ To stop listening only.

2.11 Redialing

2.11.1 Redialing the last number dialed (redial)

- Redial ⬆ (short press) ›› Last number redial.

2.11.2 Call back on the last 10 numbers dialed

- Redial ⬆ (long press).
- Select the number to redial from the last 10 dialed numbers.
- 📞 or OK Start the call.

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

You can also access this feature through the menu:

- Reach the 'Menu' page.
- *Redial list*
- Select the number to redial from the last 10 dialed numbers.

2.12 Requesting automatic callback if internal number is busy

This feature lets you to be automatically called back when your internal contact is free.

- The telephone of the internal caller you are trying to contact is busy, and you want the person to call you back as soon as they are free.
- *Call back* ›› Callback request acknowledged.
- ⬥

Automatic callback is not available if the set of your contact is free or if you are put on hold when the set is busy.

2.13 Cancelling an automatic callback

- When your phone rings.
- *Call back* ›› *Cancellation of callback request acknowledged.*

Canceling the callback request is only possible when the contact you tried to reach released the line.

2.14 Receiving interphony calls

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

To activateTerminal idle:

- ›› Corresponding LED lights up.

When your caller hangs up, interphony mode remains active.

To deactivateTerminal idle:

- ›› The corresponding LED goes out.

2.15 Sending DTMF signals

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

- During a conversation.
- Enter DTMF code.
- *×MFcode* To deactivate the feature.
- *¤MFcode* To activate the feature.

2.16 Mute, so that your contact cannot hear you

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

2.16.1 From the set

- During a conversation.

- Disable microphone ›› The mute key blinks.

- Resume the conversation ›› The mute key no longer blinks.

2.16.2 From the headset

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

2.17 Forwarding calls to your voice message service

- ⟲ Select the forward icon.
- *Immediate>VM* ›› Forward is acknowledged.
- ⏬

2.18 Consulting your voice mailbox

You are notified of a new event when the message key is flashing. New events are also displayed in the 'Info' page.

- ✉ Access the messaging portal.
- Press the softkey associated with the voice message feature: *Voice msg*.
- Enter your password (if required) and apply.
- Select the new voice messages tab. Use left and right navigation key or press directly on the tab if your phone is equipped with a touch screen.
- Using the up and down navigation keys position the cursor on the message you want to listen to.
- OK Select the message to listen to.
  Display name of sender, with date, time and ranking of message.
- *Play* ›› Listen to message.
- *Clear* ›› Erase message.
- *Call* ›› Call back sender of message.
- *Sendcopy* ›› Copy message.
- *Send IM* ›› Send an instant message.

Acknowledge all new voice messages

Once you start listening to a voice message, the message is automatically acknowledged.However, you can acknowledge voice messages without listening to them.

- ✓ Press the associated softkey(up - right of the screen).
- ☑ Press the associated softkey: *Voice msg*
- OK

Delete all messages

- ☑ Press the associated softkey.
- 🗑 Press the associated softkey: *Voice msg*
- OK

2.19 Sending an instant message to a contact

You can only send an instant message to a colleague connected to the same telephone system (generally, a colleague in your enterprise). You can send an instant message to a contact by entering either their phone number or their name.

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

2.19.1 Sending an instant message using the search by name feature

- ✉ Access the messaging portal.
- *Send IM*
- Enter the first letters of the name.
  When entering the name you can extend the search by adding the first letters of the first name after entering the '#' symbol or pressing: *1stname.*
- OK Start the search.
- A list of matching names is displayed on the screen. Each contact is displayed with their name and company phone number.
- Press the softkey associated with the contact name:
  The contact card opens and displays information about the contact: last name and first name, several phone numbers (Office, mobile, home), email address, instant message address and the company name. The contain of the contact card depends on the company directory.
- Scroll through the screen with the up and down navigation keys and select instant message address if exists in the contact card.
- OK Access instant message writing mode.
- Write the instant message to send.
- OK Send the instant message.

2.19.2 Sending an instant message using the phone number

You can only send an instant message to a colleague connected to the same telephone system (generally, a colleague in your enterprise).

- ✉ Access the messaging portal.
- *Send IM*
- Enter your password if required.
- Enter your contact's phone number.
- OK Access instant message writing mode.
- Write the instant message to send.
- OK Send the instant message.

2.19.3 Status of the instant messages

Once the instant message has been sent, the message is stored in the 'Sent' tab of the instant message feature in the messaging portal. The status of the message is as follows:

- ✓ Press the associated softkey(up - right of the screen).
- ☑ Press the associated softkey: *IM*

✉	Instant message has been sent but not yet delivered.
✉	Instant message has been delivered.
✉	Instant message has been read.

2.20 Consulting instant messages

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

- ✉ Access the messaging portal.
- Select the instant message feature by pressing the associated softkey: *IM*.
- Enter your password if required.
- Using the left and right navigation keys, access one of the following tabs: new messages, received messages, sent messages or all messages.
- Using the up and down navigation keys, position the cursor on the instant message you want to read.
- OK Select the instant message.
- Once the instant message is read, you can:

  ✉← Answer the instant message by pressing the associated softkey.

  🗑 Delete the instant message by pressing the associated key.

  OK Press OK to call the sender of the instant message.

When a message is read, the status of the message changes from unread to read on both sides (on the recipient side and the sender side).

You can use the filter key to consult messages sent by or to a particular contact. For example, when you are on a message sent by a contact, pressing the filter key shows only messages sent to or by that contact.

Acknowledge new instant messages

Once a new instant message is read, it is automatically acknowledged. However, you can acknowledge all new instant messages without reading them.

- ✓ Press the associated softkey(up - right of the screen).
- ☑ Press the associated softkey: *New IM*
- OK

All new instant messages are acknowledged.

Delete instant messages

When consulting the instant messages, you can choose to delete the messages stored in the following tabs: new, sent, received or all messages.

- ✓ Press the associated softkey(up - right of the screen).
- 🗑 Press the associated with the list you want to delete.
- OK

2.21 Answering with an instant message

You can send instant messages to your contacts when you have received an instant message or a voicemail or you can send instant messages when consulting the call log. You can only send an instant message to a colleague connected to the same telephone system (generally, a colleague in your enterprise).

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

2.21.1 Answering an Instant message

- ✉ Access the messaging portal.
- Select the instant message feature by pressing the associated softkey.
- Enter your password if required.
- Select the tab: *New messages*.
- Using the up and down navigation keys, select instant message you want to answer.
- OK Select the instant message.
- ☑← Answer the instant message by pressing the associated softkey.
- Write the instant message to send.
- OK Send the instant message.

2.21.2 Answering a voice message

- ✉ Access the messaging portal.
- Select the voicemail feature by pressing the associated softkey.
- Enter your password if required.
- Using the left and right navigation keys, access one of the following tabs: new voice messages or all voice messages.
- Using the up and down navigation keys, position the cursor on the voice message you want to answer with an instant message.
- When details of the voice message are displayed on the screen, press the softkey associated with the instant message.
- Write the instant message to send.
- OK Send the instant message.

2.21.3 Answering from the call log

- ✉ Access the messaging portal.
- Press the softkey associated with the call log feature.
- Enter your password if required.
- Using the left and right navigation keys, access one of the following tabs: missed calls or all calls.
- Using the up and down navigation keys, position the cursor on the call log you want to consult.
- OK Select the call log.
- When details of the call log are displayed on the screen, press the softkey associated with the instant message feature.
- Write the instant message to send.
- OK Send the instant message.

2.22 Lock / unlock your telephone

This icon indicates that the phone is locked.

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

3 During a conversation

3.1 Making a second call during a conversation

Use one of the following:

- **Hold** ❭ Number of second contact.
- Name of second contact.
- *New call* ❭ Number of second contact.
- *New call* ❭ *Redial list* ❭ Select the No. in the last ten issued.
- *New call* ❭ *Indiv.rep (*or *Speed Dial*) ❭ Select the programmed key.
- (long press) or ⓒ ❭ Menu page ❭ *Redial list* ❭ Select the No. in the last ten issued.
- ⓒ ❭ Perso page ❭ Programmed line key.
- The first call is on hold.

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

3.1.1 Recover the call on hold

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

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

3.2 Answering a second call during a conversation

- During a conversation, another person is trying to call you. The name or number of the caller is displayed for a few seconds.
- ⓘ Select the incoming call icon.
- The first call is on hold.

Other method:
- If there are two or more simultaneous incoming calls, select the incoming call icon and press the following softkey: *Answer.*
- *Queue* or *Waitqueue* ❭ *Answer*

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

- Hang up, your phone is ringing, then answer the call.
  ❭❭ You are in conversation with your first caller again.

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

3.3 Switching between calls (Broker call)

During a conversation, a second call is on hold.

- ⏎ Select the call on hold icon from the conversation screen.
  ›› Your first call is placed on hold.

  Other method:
- *Answer*
- Press the Back/Exit key to display the Perso page. Select the call on hold.
›› Your first call is placed on hold.

3.4 Transferring a call

During a conversation, to transfer the call to another number:

You are in communication with a first caller

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

You are in communication with a first caller. A second caller is on hold.

- You want to connect the first caller with the second.
- **Transfer**, press to perform the transfer.
- The two callers are connected.

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

3.5 Transfer a call to a voice mail

During the call, you want to transfer your caller to the voice mailbox of another caller
- *TransferVMU*
- Number of second contact.

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

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

3.6.1 Cancel the conference and recover the last active call before the conference (the other is on hold) (If conference is active)

- *✗Conference (✗Conf)*

3.6.2 End the conference with all participants (If conference is active)

Use one of the following:

- Hang up.
- On hook the handset.

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

- *✗Conference (✗Conf)*
- *Transfer*

3.7 Placing a call on hold (hold)

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

- During a conversation.
- **Hold F1** **Hold** ›› Your call is placed on hold 🎵.

Recover the call on hold

Use one of the following:

- **Hold F1** **Hold:** press "hold" to recover the call on hold.
- 🎵 Select the call on hold icon from the conversation screen.
- Hang up, your phone is ringing, then answer the call.
- Press the Back/Exit key to display the Perso page. Select the call on hold.

3.8 Placing an outside call on hold (parking)

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

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

Retrieve the call from the parking destination phone:
- Reach the 'Menu' page.
- *Pickup* › *Unparkcall*

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

3.9 Intrusion into an internal conversation (barge-in)

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

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

3.9.1 Protection against intrusion

- Press programmed key. The programmed key has to be configured by the system.
- Enter contact's number.

Protection is cancelled when you hang up.

3.10 Save a number into your personal directory

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

During a conversation.

- *Save to rep*
- Press a call key on the Perso page.
- Enter the name of your contact.
- Apply.

4 'Meet me' conference

The 'Meet me' function is used to set up a conference with a maximum of 6 persons: the 'master ' of the conference (who has the rights for initiating the conference) and the participants (maximum of 5) who meet for the conference.

4.1   Initiate a 'Meet me' conference

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

- Lift the handset.
- Enter the 'Meet me' conference activation code. This code is defined by the administrator during system configuration. If necessary you may need to contact your administrator.
- Enter your telephone number (internal).
- Enter your personal password.
- Enter the conference access code.
  The conference is set-up. Participants must enter this access code to join the conference call. Send the conference call access code to the participants.

When the system prompts you to enter a code or password, you are allowed 3 attempts before the system rejects your request.

Call number for activating the 'Meet me' conference: this call number is used by the conference master when he wishes to initiate a conference from an external set. This number must have been defined previously by the system administrator.

4.2   Join a 'Meet me' conference

Once set-up by the conference master, the participants can join the 'Meet me' conference (5 participants maximum).

- Lift the handset.
- Enter the joining code for the 'Meet me' conference. This code is defined by the administrator during system configuration. If necessary you may need to contact your administrator.
- Enter the conference access code.
  Conference access code: 4 digit code defined by the conference master and communicated to the participants so that they can join the conference.

  You are in conference mode.

  When the conference master on-hooks, all the communications will be cut-off.

Call number for joining the 'Meet me' conference: this call number allows the participants to join a conference from an external set.

An audible beep sounds when a participant joins the conference. 2 audible beeps sound when a participant leaves the conference.

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

If the conference has not yet been set up by the conference master you are put on hold until the conference is initiated (5 minutes maximum).

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

5 Sharing

5.1 Receiving supervised call ringing

To receive the special ringing for calls to another number:

- Supervised call ringing programmed key. The programmed key has to be configured by the system.
- Same key to cancel.

5.2 Answering the general bell

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

- Reach the 'Menu' page.
- *Pickup › Generalbell*

5.3 Manager/Assistant filtering

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

5.3.1 From the manager or assistant telephone

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

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

5.4 Call pick-up

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

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

- Group call pick-up programmed key. The programmed key has to be configured by the system.

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

- Reach the 'Menu' page.
- *Pickup › Set*
- Enter the number of the ringing telephone.

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

5.5 Answering briefly in place of the operator

Outside calls to the operator will ring on your telephone and you can answer the call:

- 'Operator help' programmed key. The programmed key has to be configured by the system.
- Your telephone will ring at the same time as the switchboard.
- Same key to cancel.

Calls to the switchboard:

Calls to the switchboard will ring on your telephone.

- Lift the handset.
-
- 'Operator help' programmed key.

5.6 Hunting groups

5.6.1 Hunting group call:

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

- Lift the handset.
- No. of group to be called.

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

- Leave group programmed key. The programmed key has to be configured by the system.
- Enter your group number.

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

5.7 Calling an internal contact on his/her pager

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

- Paging programmed key. The programmed key has to be configured by the system.
- Paging in progress is displayed.

Your contact can answer from any telephone in the system.

5.8 Answering a call on your pager

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

Your pager beeps.

- Answer paging programmed key. The programmed key has to be configured by the system.
- Enter your group number.

5.9 Calling a contact on his/her loudspeaker

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

- Your contact does not reply.
- *Interphony*

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

5.10 Send a voice message copy

- ✉ Access the messaging portal.
- Press the softkey associated with the voice message feature: *Voice msg*.
- Enter your password (if required) and apply.
- Select the tab to consult.
- Using the up and down navigation keys, select the voice message you want to send.
- OK Select the message to send.
- *Sendcopy*
- Enter the destination number.
- *Add*: select this menu if you want to add more destination numbers
- OK
- *Sendmessage*

When sending a copy of the message, you can also record a comment to join to the copy.

- *Record*
- Start recording the comment.
- *Stop*
- OK

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

- ✉ Access the messaging portal.
- Press the softkey associated with the voice message feature: *Voice msg*.
- Enter your password (if required) and apply.
- ✉ Press the associated softkey.
- Use one of the following:
    - o Enter the number of the recipient or select a destination list.
    - o Enter the name of the recipient using the alphapad.
- OK
- *Record*
- Start recording the comment.
- *Stop*
- OK Send the message.

5.12 Broadcasting a message on the loudspeakers of a station group

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

- Off hook.
- Number of broadcast group ›› Speak, you have 20 seconds.
- orHang up.

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

6 Keep in touch

6.1 Selecting calls to be forwarded

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

- ⍾ Select the forward icon.
- *Ext/Int* ›› Select the type of Out/Int call ›› type of call forwarded is displayed.
    - o *Allcalls* ›› forward internal and outside calls.
    - o *External* ›› Forward outside calls.
    - o *Internal* ›› Forward internal calls.

6.2 Forwarding calls to another number (immediate forward)

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

- ⍾ Select the forward icon.
- *Immediate*
- Number to be called ›› Forward is acknowledged.
- ⬛

You can also select the destination number of the forward through the redial feature or the individual repertory.
You can make calls, but only the destination number can call you.

6.3 Personal assistant: reaching you with one number only

As well as leaving a message in the voice mailbox, the personal assistant directs the caller to an internal number, an outside number, a mobile or the switchboard.

- Reach the 'Menu' page.
- *Settings* › *Assistant* › *Menu*
- You can then choose where to route the calls:
    - o *InternalNr* ›› Dial number of a colleague or your assistant.
    - o *ExternalNr* ›› Dial an outside line number.
    - o *MobileNr* ›› Dial number of your mobile or DECT.
    - o *Operator* ›› Activate / deactivate transfer to operator.
- OK
- ⬛

6.4 Activate/disable the personal assistant

- Reach the 'Menu' page.
- *Settings* › *Assistant*
- *On* or *Off* ›› Activate or deactivate the assistant.
- OK
- ⬛

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

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

- ⟲ Select the forward icon.
- *Follow-me*
- Enter the number of the phone you want to forward calls ❯❯ Forward is acknowledged.
- ⬇

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

- Press programmed key.
- Enter the number of the phone you want to forward calls ❯❯ Forward is acknowledged.
- ⬇

6.6 Diverting all group calls

You can forward all your group calls to another internal number:

- Group calls forwarding programmed key. The programmed key has to be configured by the system.
- Enter the number of the phone you want to forward calls.
- Forward is acknowledged.
- ⬇

6.7 Cancelling all forwards

- ⟲ Select the forward icon.
- *Cancel fwd.*
- ⬇

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

6.8 Cancelling a specific forward

- Programmed key corresponding to type of forward (group or selective). The programmed key has to be configured by the system.

6.9 Forwarding calls when your line is busy (forward if busy)

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

- ⟲ Select the forward icon.
- *Onbusy*
- Enter the destination number ❯❯ Forward is acknowledged.
- ⬇

6.10 Do not disturb

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

You can make your terminal temporarily unavailable for all calls.

- ⟲ Select the forward icon.
- *DoNotDisturb (DND)* ›› Forward is acknowledged.

6.11 Leaving a text message for internal callers

`123<>abc`: If your set is not provided with a magnetic keyboard, use the alpha-numeric keyboard to enter letters. You have to switch the keyboard to the alphabetic mode by selecting the associated programmed key. When activated, the LED corresponding to the key remains lit up.
You can leave a text message on your terminal which will be displayed on the screen of the terminal calling you. The caller is informed of the message, and can read it by selecting the following softkey: *Read message*.

- ⟲ Select the forward icon.
- *Text answer*
- Choose the type of message.

Sending predefined message

- *Fixed Msg.*
- Select the message to be sent.
- `OK`

Select the language of the message that will be displayed: *Language*.
Notice that you can select the message to send by its number by selecting the option: *Gotomessage*.

The 27 standard messages are shown below:

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

Sending a new message

- *New Msg.*
- Write your message.
- `OK`

6.12 Consulting text messages

The light indicates that messages have been received.

- ✉️ 〉〉 Number of messages received.
- *ReadTxtMsg* 〉〉 Displays the sender's message on the screen.
- *Readmore* 〉〉 Displays the rest of the message and the date and time it was left.
- Use one of the following:
  - o Use the left-right navigator to see previous and next messages.
  - o *Clear* 〉〉 Erase message.
  - o *Call* 〉〉 Call back sender of message.
  - o *SendTxtMsg* 〉〉 *Sending a written message to an internal caller.*
  - o *Save to rep* 〉〉 Save the sender's number in your directory.
  - o 📥 〉〉 Terminate consultation.

6.13 Message notification

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

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

- Reach the 'Menu' page.
- *Settings* 〉 *Notification*
- Press consecutively to activate/deactivate.
- *ON/OFF*
- *Choice* 〉〉 Press consecutively to activate/deactivate.
- OK

6.13.1 Change the time slot

The time slot during which notification is activated can be changed.

- *Schedule*
- Change times.
- OK

6.14 Forwarding calls to your pager

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

- ↪ Select the forward icon.
- *Topaging* 〉〉 Forward is acknowledged.

7 Programming your telephone

7.1 Initializing your voice mailbox

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

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

Your password has 6 digits. A weak personal code with 6 identical digits (000000, 111111, etc.) or a simple sequence of 6 digits (012345, 123456, etc.) will be rejected by the system. After a system upgrade, the password may still have only 4 digits. For security reasons, we recommend you use a password with 6 digits. Contact your installer for more information. The list of weak passwords provided does not contain all the possibilities.

7.2 Customizing your voice greeting

You can replace the greeting message by a personal message.

- Reach the 'Menu' page.
- *Settings* ❯ *Mailbox*
- You can listen to the greeting, customize the greeting and set the default greeting (*Listen, Record name*).
- You can replace the greeting message by a personal message (*Pers message*).
- You can choose between two modes: the automated attendant or recorded greeting (*Mode*❯ *Record mode/Single mode*)
- You can pause, resume or stop the recording at any time.

7.3 Modifying your personal code

- Reach the 'Menu' page.
- *Settings* ❯ *Options* ❯ *Password*
- Old code (6 digits).
- New code (6 digits).
- OK

As long as your voice mailbox has not been initialized, personal code is 515151.

Your password has 6 digits. A weak personal code with 6 identical digits (000000, 111111, etc.) or a simple sequence of 6 digits (012345, 123456, etc.) will be rejected by the system. After a system upgrade, the password may still have only 4 digits. For security reasons, we recommend you use a password with 6 digits. Contact your installer for more information. The list of weak passwords provided does not contain all the possibilities.

7.4 Adjusting the audio functions

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

7.4.1 Choose the tune

- *Int. Melody/Ext. Melody*
  The tune must be chosen for external and internal calls.
- Select the melody of your choice (17 tunes).
- **OK**
- ⬇ End. / **C** To adjust other audio features.

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

7.4.2 Adjusting the ringer volume

- *Volume*
- **+** **−** Select the volume you want: (10 levels).
- **OK**
- ⬇ End / **C** To adjust other audio features.

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

7.4.3 Activate/deactivate silent mode

- *Silent*
- *ON/OFF* ❭❭ activate/deactivate.
- **OK**
- ⬇ End / **C** To adjust other audio features.

7.4.4 Activate/deactivate meeting mode (progressive ringing)

- *Progressive*
- *ON/OFF* ❭❭ activate/deactivate.
- **OK**
- ⬇ End / **C** To adjust other audio features.

7.4.5 Activate/deactivate discreet ring mode

- *Beeps*
- *3 Beeps + Ringing*
- *ON/OFF* ❭❭ activate/deactivate.
- **OK**
- ⬇ End / **C** To adjust other audio features.

7.4.6   Adjust ringer volume while a call arrives

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

7.5   Adjusting the contrast of the display

- Reach the 'Menu' page.
- *Settings › Phone › Contrast*
- *Screen* or *Keys* ›› Increase or reduce the brightness of the screen or keys (of the extension unit) by pressing consecutively on the corresponding keys.
- [OK]
- [⌖]

7.6   Selecting the welcome page

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

- Reach the 'Menu' page.
- *Settings › Options › Homepage*
- Select the default page (Menu, Perso, Info, Last page seen …).
- [OK]
- [⌖]

7.7   Selecting language

- Reach the 'Menu' page.
- *Settings › Options › Language*
- Select the language of your choice.
- [⌖]

7.8   Programming direct call keys (Perso page, Add-on module)

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

[ⓘ] : if the 'i' key is not present on your phone, please use the settings menu (*Settings › Keys*).

Depending on your deskphone, you can program:

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

If the key is not programmed yet:

- Select the key to program.
- *Name:* Enter the name of the key.
- [OK]

- *Number*: Enter the number to associate with the key.
- OK
- [handset icon]

If the key is already programmed:

- [i] or *Settings › Keys*
- Select the key to program.
- *Name:* Enter the name of the key.
- OK
- *Number*: Enter the number to associate with the key.
- OK
- [handset icon]

7.9 Modifying direct call keys

- [i] or *Settings › Keys*
- Select the key to modify.
- *Name:* Enter the name of the key.
- OK
- *Number*: Enter the number to associate with the key.
- OK
- [handset icon]
- OK

7.10 Deleting direct call keys

- [i] or *Settings › Keys*
- Select the key to delete.
- *Clear*
- OK

7.11 Programming an appointment reminder

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

- Reach the 'Menu' page.
- *Appointment*
- Enter time of appointment.
- *Temporary*/ *Permanent* ›› Select the type of appointment (temporary or permanent).
- OK

The 'Appointment programmed' icon is displayed on the welcome page.

At the programmed time, your phone rings:

- OK

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

To cancel your reminder request:

- Reach the 'Menu' page.
- *Appointment*
- *Temporary*/ *Permanent* ❱❱ Select the type of appointment (temporary or permanent).
- *Clear*
- OK

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

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

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

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

- *Headset*
- *Handsfree*

A specific icon is displayed in the status bar: 🖻.

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

- Reach the 'Menu' page.
- *Settings* ❱ *Phone* ❱ *Jack*
- *Headset* / *Handsfree* ❱❱ Select the type of device plugged into the jack.
- ⬇

Your phone is equipped with a 3.5 mm, 4 pole jack. If your device is not compatible, you can use a 3 pole to 4 pole jack adapter.

Your phone is equipped with a 3.5 mm, 4 pole jack. If your device is not compatible, you can use a 3 pole to 4 pole jack adapter.

7.13 Activating/Deactivating 'Forced headset' mode

Forced headset mode must be activated as soon as a headset is installed instead of the handset.

- Reach the 'Menu' page.
- *Settings* ❱ *Phone* ❱ *ForcedHead*
- *ON/OFF* ❱❱ activating/deactivating forced headset.

7.14 Contacting your administrator (Technical support)

If necessary you may need to contact your administrator.
Before contacting your administrator, make sure you have information such as your phone's codes and software version to hand.

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

The codes are located under the backshell of the phone. This label is an example and does not represent the one placed on your phone.

1	Date code (right)
2	Technical code (left)
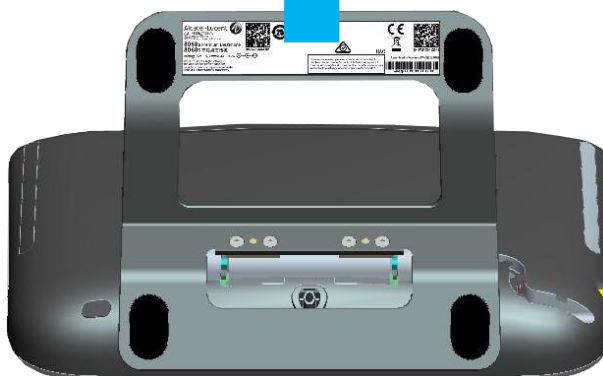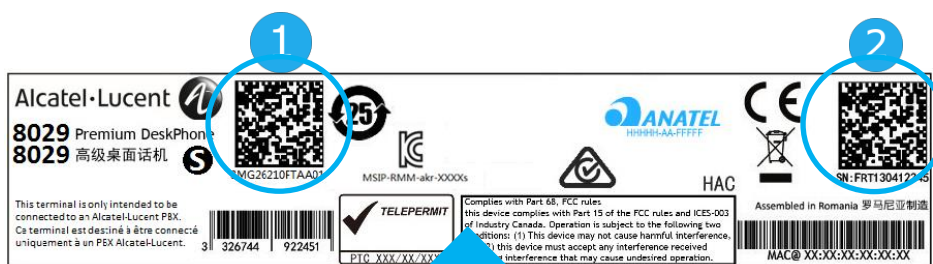
7.14.2 Software version

The software version can be viewed on the phone by following this path:
- Reach the 'Menu' page.
- *Settings* › *System* › *Version*

8 ACD: Agent set/ Supervisor station

	8039s	8029s	8019s
This feature is supported by the following deskphones	●		

8.1 Agent set

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

8.2 Open an agent session (login) – Agent set

- Select the ACD application.
- *Login*
- Select the agent and validate.
- OK
- Depending the displayed information, enter your password or confirm.

» ACD application welcome screen is displayed.

8.3 ACD application welcome screen – Agent set

Operating status of the agent set

Name of the agent set

Number of the agent set

Status of the queues

```
        ACD
135        A2         On
1.00   2.00    3.00   4.02+
5.00   6.00    7.00   8.00

Onduty            C.Work
T.Absence         Offduty

 Logout          Groups
 Password
```
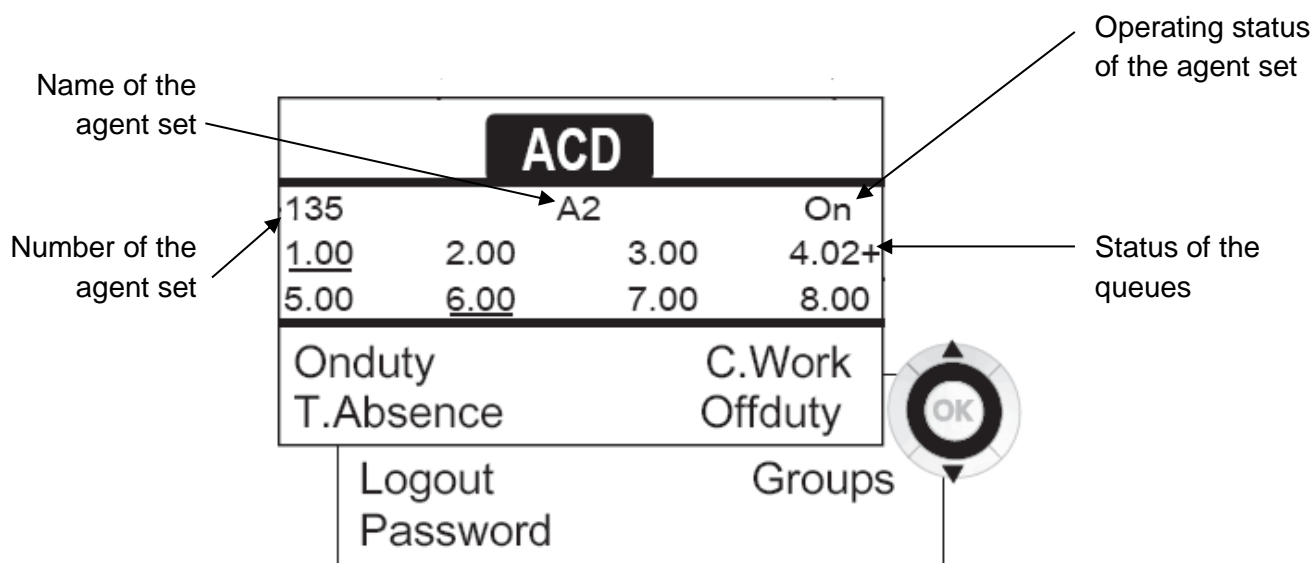
4.02 means: group number 4 / 2 calls waiting / the + sign indicates that the queue capacity has been reached.

8.4 The four operating statuses of the agent set

An agent's availability is determined by the operating status (of which there are 4), that the agent can change at any time. These statuses are:

- *Onduty* ›› In service, the agent is ready to receive calls.
- *Offduty* ›› Withdrawn, the agent has withdrawn from the ACD application.
- *C.Work* ›› Additional task, the agent is performing a task concerning a call and is not taking other calls.
- *T.Absence* ›› Temporarily absent, the agent has taken a break and is not taking calls.

The agent can change the operating status directly by entering codes, pressing the function keys, or using the Agent Assistant agent software on PC (if available).

8.5 Changing the operating status of the set – Agent set

8.5.1 Changing using codes (all sets)

The operating status change codes are defined when the system is configured. Contact the system administrator to obtain these codes.

- Enter the feature code to activate.

8.5.2 Change using function keys

- Press the function key of the status to be activated. Information relative to the selected status is displayed on the screen. If a refusal message is displayed, contact the system administrator.

8.6 Modifying your personal code – Agent set

- *Password*
- New code (6 digits).

8.7 Integrating another group/leaving a group – Agent set

- *Groups*
- Press the key of the group (1 to 8) to integrate (box empty) and/or press the key of the group to leave (box full).

8.8 Close the agent session (logout) – Agent set

- *Logout*

8.9 Supervisor station

- A supervisor can consult the messages left in the voicemail inboxes of the call center groups (maximum 8 groups) using the function keys.

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

8.10 Supervising group mailboxes – Supervisor station

8.10.1 Consulting the messages:-

When a message is left in a group mailbox, the voice mail present indicator associated with the supervision key flashes.

- Press the supervision key.
- Follow the instructions of the voice guide.

When a mailbox is consulted by a supervisor, the other supervisors cannot access it

8.10.2 Supervision keys for group mailboxes and positioning on the sets:-

- Access the Perso page to display the positioning of the supervision keys on the sets.

9 Accessories

The ALE-supported accessories are intended to work smoothly on most/all of our clients (hardphones, softphones). The list of accessories presented in this document is not contractually binding and may be modified without prior warning.

9.1 List of accessories

9.1.1 Jack 3.5 mm 4-pole corded headset

- Corded Premium Monaural Wideband Headset 3GV28047BA (Sennheiser SC 232).
  HD voice - Easy Disconnect - Cables Jack 3,5 mm, 4-pole and 3-pole
- Corded Premium Binaural Wideband Headset 3GV28048BA (Sennheiser SC 262).
  HD voice - Easy Disconnect - Cables Jack 3,5 mm, 4-pole and 3-pole
- Corded Monaural Wideband Headset 3GV28047AD (Plantronics HW510N).
  Quick Disconnect (QD) - Cables Jack 3,5 mm, 4-pole and 3-pole
- Corded Binaural Wideband Headset 3GV28048AD (Plantronics HW520N).
  Quick Disconnect (QD) - Cables Jack 3,5 mm, 4-pole and 3-pole
- Corded Monaural 3BN78815AB (Plantronics C215).
  Cables Jack 3,5 mm, 4-pole and 3-pole

9.1.2 Conference module

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

9.1.3 EHS interface

- External ringing interface module (MWS 3GV28050AA).

9.1.4 Other accessories (headsets)

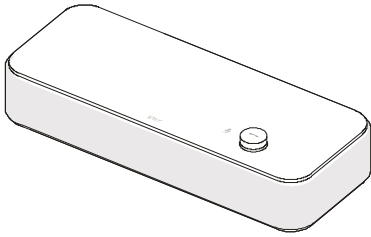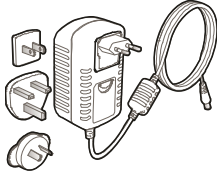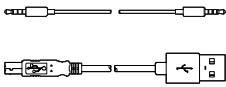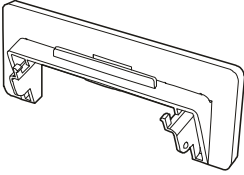Please consult the following sites of providers for compatible headsets:

- https://www.plantronics.com/us/en/solutions/alcatel-lucent
- https://en-de.sennheiser.com/alcatel-lucent-headsets-unified-communications
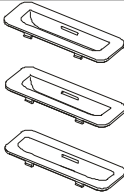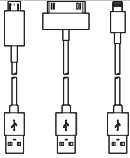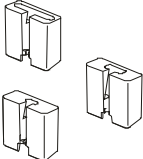- https://www.emea.jabra.com/business/for-your-platform/alcatel-lucent

9.2 8115/8125 Audioffice
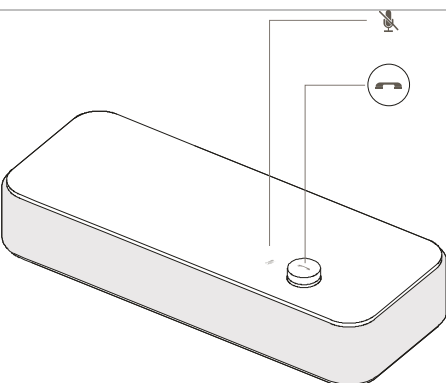
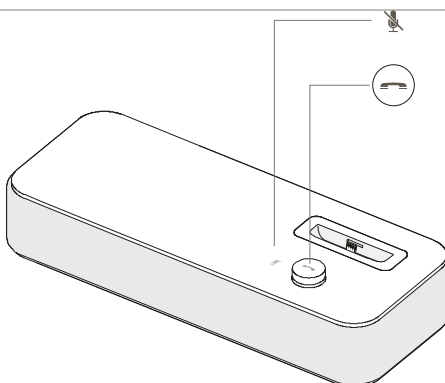|	8039s	8029s	8019s
The accessory is supported by the following sets	●	●	

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

9.2.1 Box content

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

9.2.2 Description

8115 Audioffice	8125 Audioffice

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

9.2.3 Set-up

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

1. Plug the mains power adapter into the back of the base and into a wall mount socket.
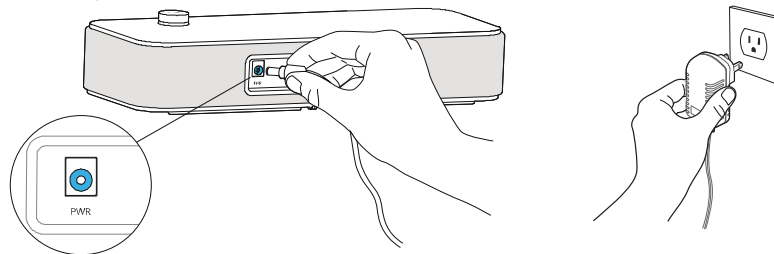
2. Press the On / Off button at the back of the base.

9.2.4 Connect your devices

Use the provided jack cable to connect your deskphone to the conference module.

Other Devices

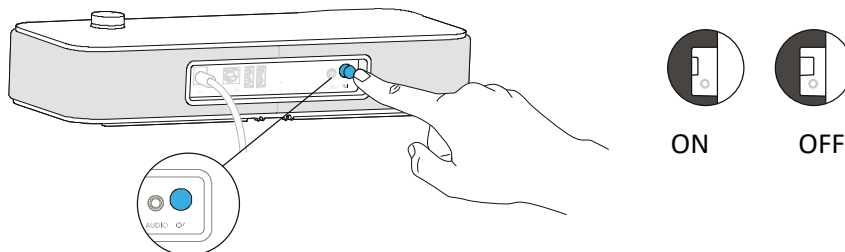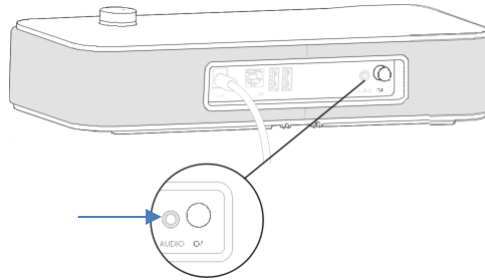The 8115/8125 Audioffice can be used to connect other device, like mobile phone (via Bluetooth, USB or Jack) or computer (Bluetooth, USB or Jack).

9.2.5 Bluetooth(8125 Audioffice)

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

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

Disconnect a paired device

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

Unpair all the connected devices

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

9.2.6 Use your device

Use the 8115/8125 Audioffice as a conference module.

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

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

Adjusting the volume

Turn the volume button to regulate the volume coming from the speakers.
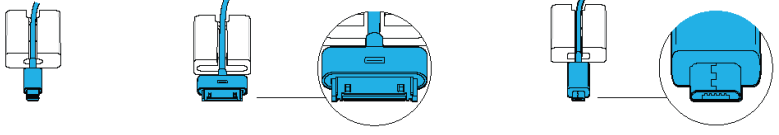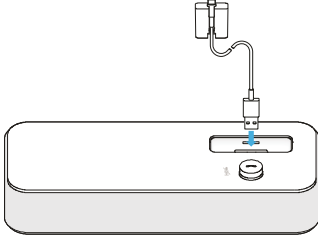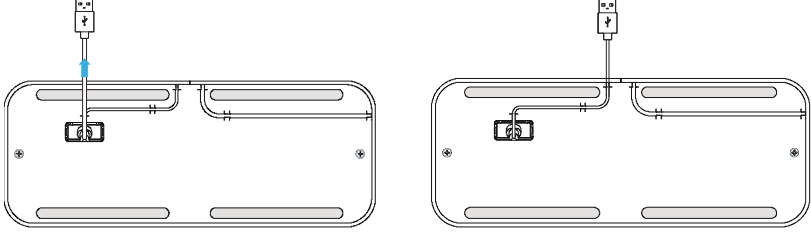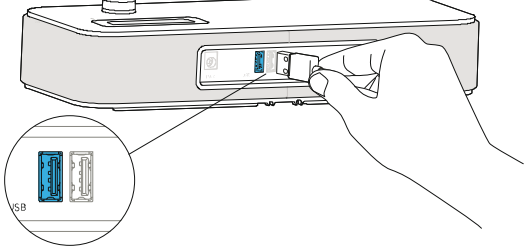
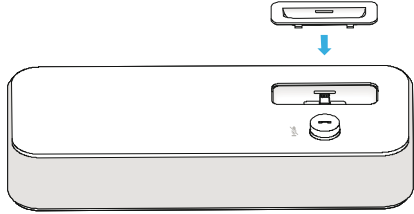**Activating and disactivating the mute**

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

Activating and disactivating the speakers

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

9.2.7 Use the 8125 Audioffice with your mobile

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

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

9.3 External ringing interface module (MWS 3GV28050AA)

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

The external ringing interface module allows driving an external system (like a ring or a lamp), following the ring tone cadence of the phone set connected on the telephone line. A switch on the electronic board allows selecting between 2 operation modes.

- Follows the cadence: the relay follows exactly the ring signal.

- Hold mode: the relay is held for 0,7 s after the ring signal is gone. It erases some of the ring pulses.
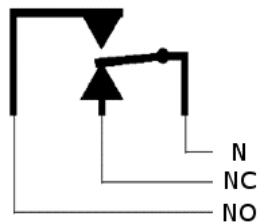
9.3.1 List of supplies

- 1 external ringing interface module.
- 3 circuits plug to screw.
- 1 RJ11/RJ11 3 meters (10 feet) cable.
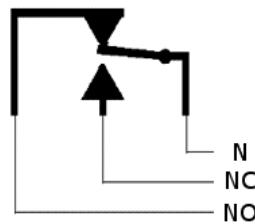- 1 DC Japan/DC Japan 3 meters (10 feet) power cable.

9.3.2 Installation

WARNING: The module must be closed before use. No settings require the module to be open.

In idle state: The phone is ringing:

N: Common.
NC: active signal.
NO: non-active signal.

9.3.3 Connect the device

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

9.4 Wall mounting kit
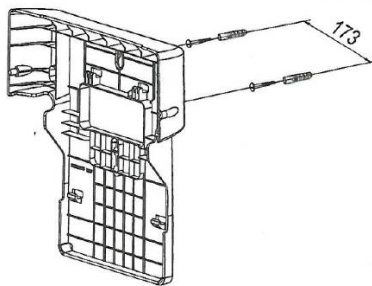
9.4.1 8039s, 8029s Premium DeskPhone

1

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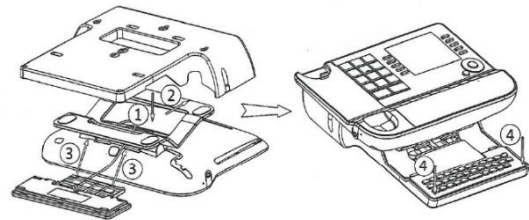2. Remove the rubber cover on phone back shell each side.
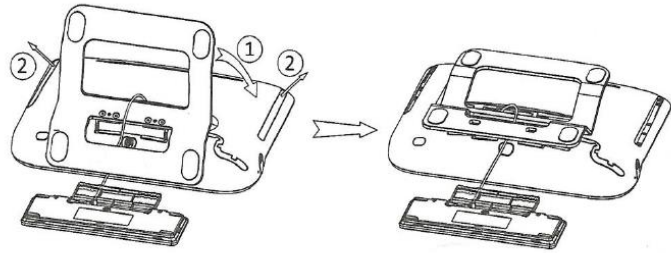
2

1. Drill two holes on the wall (separation=90mm, diameter=6mm).
2. Insert the fastener into the holes on wall (P/N: 1AD007550003).
3. Fix the support with both screws and adjust (P/N: 1 1AD007460003). The support is used as a reference and must be removeable.
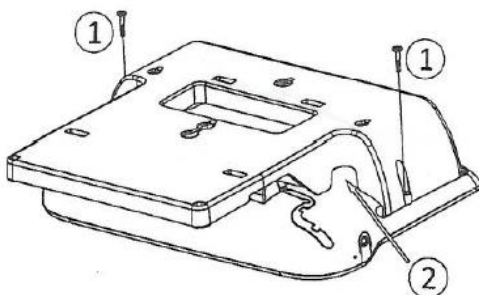

3

1. Put the support on the back side of the phone.
2. Slide it to top side and make sure the 4 hooks hold the metal foot.
3. Attach the magnetic alphabetic keyboard to the metal foot.
4. Push on the two corners of mini-keyboard to fix it in the support.
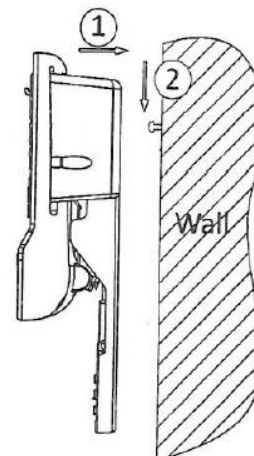

4

1. Fix the support with the phone by 1 screw (P/N: 1AD100020003).
2. Connect cables through the hole on support left side or right side.

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

5

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

9.4.2   8019s DeskPhone

1

1. Drill two holes on the wall (separation=90mm, diameter=6mm).
2. Insert the fastener into the holes on wall (P/N: 1AD007550003).
3. Fix the support with both screws and adjust (P/N: 1 1AD007460003). The support is used as a reference and must be removeable.
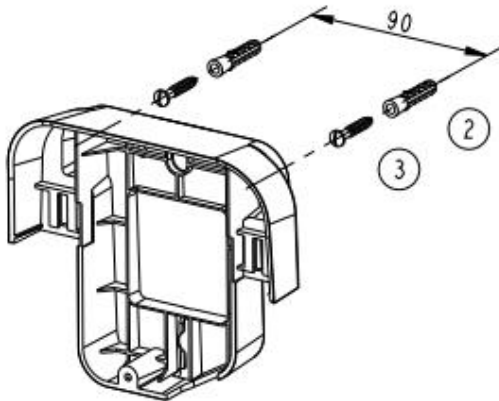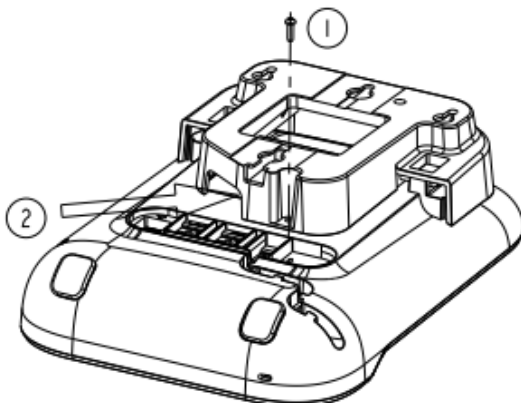

2

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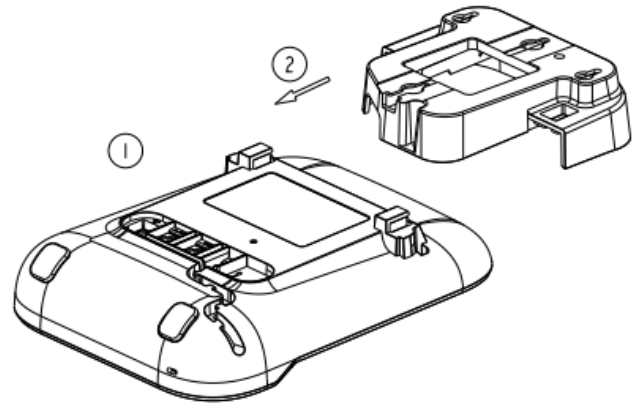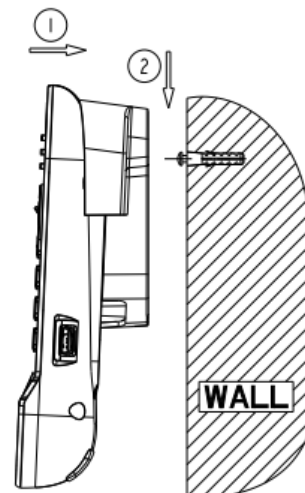

3

1. Fix the support with the phone by 1 screw (P/N: 1AD204430001).
2. Connect cables through the hole on support bottom side.

4

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

9.5 Connect a 3 pole jack headset

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

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

Example 1:
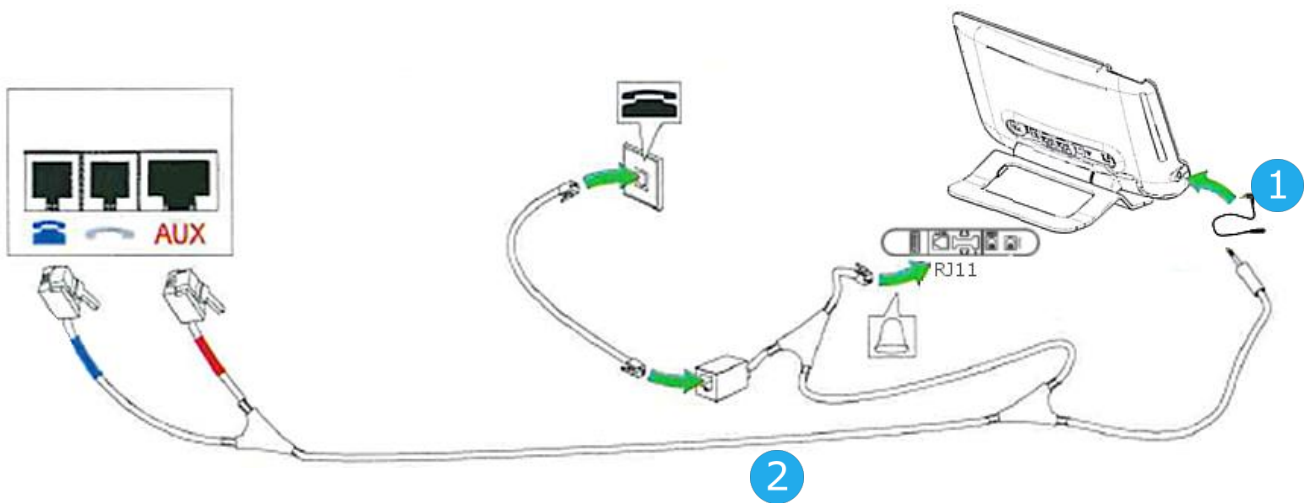
Example 2:
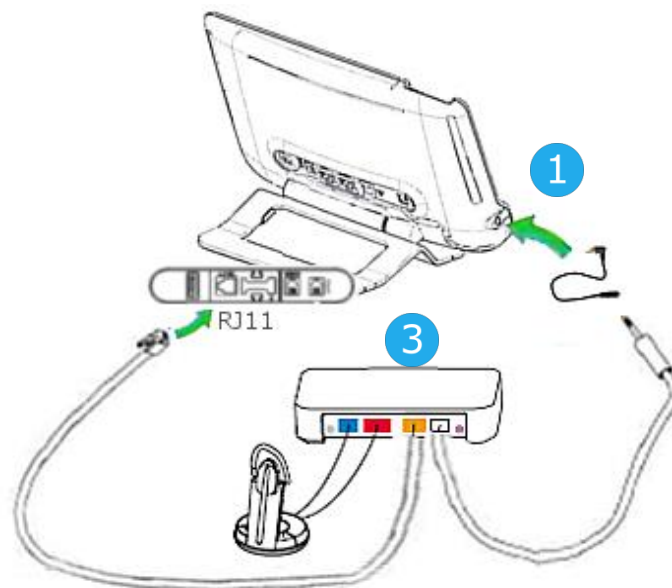
9.6 Alcatel-Lucent Enterprise Application Partner Program

The mission of the Alcatel-Lucent Enterprise Application Partner Program is to support a broad ecosystem of developers and partners throughout the deskphone Lifecycle. In this context, certification tests are made between applications or devices of partners and Alcatel-Lucent Enterprise's platforms. It certifies proper inter-working with applications or devices of the partner. Results of certification tests for headsets can be consulted in the Technical Document Library (restricted access, please contact your provider to access these documents).

- IWR-0121: Sennheiser Headsets / Desk phones https://businessportal2.alcatel-lucent.com/IWR-0121
- IWR-0018: Jabra Headsets for hardphones https://businessportal2.alcatel-lucent.com/IWR-0018
- IWR-0164: Plantronics-Headsets-Amplifiers https://businessportal2.alcatel-lucent.com/IWR-0164

10 Technical specifications

	8039s	**8029s**	**8019s**
Width	252 mm (9.92 in)	252 mm (9.92 in)	164 mm (6.46 in)
Depth on a table	200 mm (7.87 in)	200 mm (7.87 in)	200 mm (7.87 in)
Depth with wall mounting kit, and handset			
Height	204 mm (8,03 in)	204 mm (8.03 in)	170 mm (6.69 in)
Weight	1340 g (2.95 lbs)	1340 g (2.95 lbs)	675 g (1.49 lbs)
Adjustable foot stand range	25° - 60°	25° - 60°	45°
Color	Moon grey	Moon grey	Moon grey
Display	100 x 160 pixels, 4 grey level, white backlight	64 x 128, black & white, white backlight	64 x 128, black & white, white backlight
Power over Digital Line	639 mW	611 mW	609 mW
Operating conditions	-5°C - +45°C (23°F - 113°F)	-5°C - +45°C (23°F - 113°F)	-5°C - +45°C (23°F - 113°F)

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

11 Ordering information

8029s Premium Deskphone	3MG27218xx
8039s Premium Deskphone	3MG27219xx
8019s DeskPhone	3MG27221xx
8028/8029 paper labels (x50)	3MG27114AA
8018/8019s Paper label (x64)	3MG27215AA
Premium Add-on 10 keys module	3MG27105AB
Premium Add on 10 key modules paper labels (x64)	3MG27115AA
Premium Smart display 14 keys module with clip	3MG07032WW
Premium Add-on 40 keys module with clip	3MG07033WW
Premium Add on 40 key modules paper labels (x50)	3MG27116AA
Wide Band Comfort Handset	3MG27032AA
Magnetic Alphabetic Keyboard	3MG27208xx
Premium Wall Mounting Kit	3MG27110AA
Monaural Headset	3GV28047xx
Binaural Headset	3GV28048xx
Conference Module 8115 Audioffice	3MG08001AA
Conference Module 8125 Audioffice	3MG08002AA
AC/DC Power Adapter	3MG27006xx
External ringing interface module without PSU	3GV28050AA

12 Guarantee and clauses

12.1 Safety Instructions

- Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- Magnets could affect the functioning of pacemakers and implanted heart defibrillators. Keep a safe distance between your pacemaker or implant defibrillator and the handset which includes magnetic elements: 4 centimeters (1,6 inches) at least.
- It is recommended to follow the standard acceptance procedures before using this equipment in human safety critical areas (hospitals...).
- The handset includes magnetic elements that may attract sharp metallic objects. To prevent injury, before each use ensure sharp metallic objects are not stuck to the earpiece and microphone.
- Avoid using phones during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the device in environments where there is a danger of explosion.
- Do not plug this phone into an Integrated Services Digital Network (ISDN) connection or into a regular Public Switched Telephone Network (PSTN) connection. This can result in severe damage to the phone.
- Never allow your telephone to come into contact with water.
- To clean your telephone, use a soft damp cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Do not use aerosol cleaners.
- This product is intended to be connected to the proprietary Digital Interface Port of the OmniPCX PABX it is powered via this port.

12.2 Regulatory Statements

EUROPE

This equipment complies with the essential requirements of following directives:

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

Declaration of Conformity may be obtained from:

ALE International 32 avenue Kléber – 92700 Colombes, France

ebg_global_supportcenter@al-enterprise.com

USA and Canada

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance wit the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try correcting the interference by consulting the dealer.

User Instructions

Use this product in temperatures between -5°C to +45°C (23°F to 113°F). This product is intended for use in an indoor environment only. This apparatus is Hearing Aid Compatible (HAC).

Acoustic shock protection

Maximum sound pressure level for handset is compliant with European, US and Australian standards.

Directive 2003/10/EC specifying the risks inherent in noise at work

The ring contributes towards overall daily noise - at its maximum setting, the level is 105 dBA at 60 cm from terminal. To reduce the level, the following is recommended:- reduce the setting (9 levels of 5 dB) - program a progressive ring.

Disposal

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

Defective batteries must be returned to a collection point for chemical waste disposal.
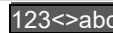
Wall-mounting (optional)

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

Related Documentation

Other languages for these Safety and Regulatory Instructions and User Documentation are available at the following Web site: https://www.al-enterprise.com/products.

Features keys

Mute and interphony.	📞
Hands-free, handset or headset volume. Adjust contrast.	− / +
Audio services (hands-free, handset or headset).	🔊
Hold: the call is placed on hold. Transfer: transfer the call to another number.	F
Redial key: to access the 'Redial' feature. For the 8019s DeskPhone, the redial key is associated with the Off-hook key when the phone is in idle state: 📞.	Redial ⏶
Used to obtain information on functions of the 'menu' page and to program key of the 'perso' page (short press). Not available on 8019s DeskPhone.	ⓘ
Messaging key to access various mail services. This key is lit when you have received a new voicemail, text message or callback request.	✉
Hands-free key To make or answer a call without lifting the handset.	📞
END key To terminate a call.	⏷

Welcome screens

You can access all of your phone's features from these screens. The default display has three pages that you can access by pressing to the page tabs at the top of the screen. The selected page is highlighted.
- Menu page Contains all functions and applications accessible via the keys associated with the words on the screen.
- Perso page Contains call line keys (allowing supervision of calls) and programmable call keys.
- Info page Contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.

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

Navigation keys

[OK navigator]	- OK key: Use this key to validate your choices and options while programming or configuring. - Left-right navigator: Used to move from one page to another and display information about current calls (call in progress, calls on hold, incoming call). - Up-down navigator: Used to scroll through the content of a page.
C	- Use this key to go back to the previous step. - Use this key to go back to the homepage (long press).

Status icons/ Call icons

🎧	Headset connected.	📞 🌐	Incoming call icon.
🔒	Telephone locked.	📞	Call in progress icon.
⏰	Appointment programmed.	♪ ⏸	Call holding icon.

Magnetic alphabetic keyboard (8039s, 8029s Premium DeskPhone)

Cursor moving keys (left, right, up and down).	⬌ ⬍
Caps lock: to write text in capital letters.	⇧
Alt key: to access specific and punctuation characters.	▲
Enter key: to validate edited text.	↵
Backspace key: to delete one character in an edit box.	⌫

Alpha-numeric keyboard (8019s DeskPhone)

- `123<>abc` Switch the keyboard to the alphabetic mode by selecting the associated preprogrammed key. When activated, the LED corresponding to the key remains lit up.
- Enter alphabetic characters.
  The number pad keys have letters that you can display by successive presses. The number is the last character in the series. Some special characters can be displayed by successively pressing the key:

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

Call
Dial the number directly or dial the number after pressing a line key (an off-hook key or hands-free key).

Call by name (Company directory)
Enter the first letters of contact's name and follow the on-screen instructions.

Answer a call
Take the handset off the hook, use an off-hook key, the hands-free key, or press the key next to the incoming call icon.

Ignore the call / End the call.

Redial
Long press to access the list of the last 10 dialed numbers.
Short press to call the last dialed number.

Make a call-back request to a busy number
Callback

Placing a call on hold (hold)

Sending DTMF signals
Send numbers.

Mute

Interphony
The phone automatically answers the call.
Before the line is taken, you hear a succession of specific beeps.

Making a second call during a conversation
New call

Answering a second call during a conversation.
Select the incoming call icon.

Switching between calls (Broker call)
Select the call on hold icon from the conversation screen.

Cancel your second call
You automatically recover the first call.

Transferring a call
You are in conversation with one contact.
Call a second contact.
Transfer the call.

Conference
Call the first contact.
Call the second contact.
Conference (Conf).

Make calls via your programmed call keys
Press the desired programmed call key.
Perso

Programming direct call keys
Press the 'I' key or *Settings ❯ Keys*
Select the key to program.
Enter the name and number to associate to the key.
Menu

Modify the programmed key
Press the 'I' key or *Settings ❯ Keys*
Press the programmed key to be modified.
Follow the on-screen instructions.
Menu

Erase a programmed key
Press the 'I' key or *Settings ❯ Keys*
Select the key to be erased.
Follow the on-screen instructions.
Menu

Customizing your voice greeting
Settings ❯ Mailbox
You can listen to the greeting, customize the greeting and set the default greeting.
Menu

Consulting your voice mailbox

Diverting calls to your voice mailbox
Select the forward icon.
Immediate>VM
Select the type of call forwarding required.

Cancel forward
Select the forward icon.
Cancel fwd.

Do not disturb
Select the forward icon.
DoNotDisturb (DND)

Send text messages
Message
SendTxtMsg
Enter the destination number.
Select the type of message to send (fixed Msg, New Msg,...).

Read text messages
Message
ReadTxtMsg

Information about the phone
Info

Lock/unlock the phone
Lock
Menu

Adjust audio volume

Select the language of your choice
Settings ❯ Options ❯ Language
Menu

Choose the tune
Settings ❯ Phone ❯ Ringing
Adjust the ring via the following menus:
Melody, Silent, Beeps, Volume, etc.
Menu

Adjust the brightness of the set
Press the 'I' key ❯ *Display* ❯ *Brightness*

Modify the password for your phone set
Settings ❯ Options ❯ Password
Menu

Homepage
Settings ❯ Options ❯ Homepage Select the default page.
Menu