

Alcatel-Lucent **OmniPCX** Office



Operator station

User manual

This guide describes the services offered by the Alcatel-Lucent IP Touch 4038/4068 - 4039 Digital Phone attendant station (OS) connected to an **Alcatel-Lucent OmniPCX Office system**.

This guide covers the specific features of the attendant station (consult the station user manual for a description of the other services) :

- restricted service,
- reserving a group of outside lines for exclusive attendant use,
- forwarding attendant calls to another number,
- broadcasting background music on the external speaker,
- answering a night call,
- programming.

The attendant station receives incoming calls and routes them to the appropriate extensions within the system. Depending on the amount of traffic handled, your system can have one or more attendant stations:

- grouped: all stations ring simultaneously,
- assigned to specific time periods: only stations currently operational will ring.

This option is set up by your installation technician.

How to use this guide

• Actions



Lift the receiver.



Hang up.

• Keypad



Numeric keypad.



Alphabetic keypad.



Specific key on numeric keypad.

• Navigator

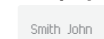


Move the navigation key up, down, to the left or to the right.



To go back one level (press and release) or to return to the welcome page (press and hold) ; during a conversation, can be used to access the different pages (Menu, Main, etc.) and to return to the telephone screens.

• Display and display keys



Partial view of display.



Display key.

• Audio keys



Speaker,
Handsfree.



Adjustment "reduce".



Adjustment "increase".

• Programmable keys and icons



Line key.



Icon corresponding to key.

• Other fixed keys



Fixed key.



MENU key.



Voice mail access key.

• Other symbols used



Means that the feature is accessible from the Menu page.



Means that the feature is accessible from the Main page.



Means that the feature is accessible from the Info page.

These symbols may be supplemented by small icons or text.

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Getting to know your telephone



■ Audio keys

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

■ Extension unit



An extension unit can be fitted to your telephone. This provides additional keys which can be configured as feature keys, line keys, call keys etc.

To affix labels: push the holding strip of the unit backwards to you and lift it. Install the label under the keypad, in the housing designed for, and place the keypad back into position.

■ Three-colour indicator light

The indicator light on your terminal enables you to monitor the system. The light has five possible statuses (colours and/or flashing):

Flashing green: message received (voice or screen) or call received in the "calls received" memory.

Orange fixed: indicates traffic overload level 1 (1 is calls on hold).

Flashing orange: terminal on test.

Red fixed: indicates traffic overload level 2 (call unanswered within 20 seconds or number of calls on hold exceeds number of attendant stations).

Flashing red: several low priority system messages present or one very serious system message indicating a system hardware fault.

■ Display and display keys

Contains several lines and pages providing information on calls and the features accessible via the 10 keys associated with the words on the screen.



Forward icon: pressing the key next to this icon allows you to program or change the forward feature.



Receiver connected.



Appointment programmed.



Silent mode enabled.



Telephone locked.



Display keys: pressing a display key activates the feature shown associated with it on the screen.

■ Navigation



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



Left-right navigator: used to move from one page to another.



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



Back/Exit key: to return to previous menu (short press) or return to first screen (long press) ; during a conversation, provides access to welcome screens (Menu, Info, ...) and to return to the conversation icon screens.

■ Call display



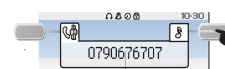
Incoming call.



Call in progress or outgoing call.



Call on hold.



If you get two calls at the same time, you can switch from one call to the other by pressing the display key associated with each call.

Left-right navigator: used to check calls.

■ Feature keys and programmable keys



Guide key: used to obtain information on features of the 'menu' page and to program key of the 'main' page.



Messaging key to access various mail services

If the key flashes, a new voice message or a new text message has been received.



'Redial' key : to access the 'Redial' feature.



Hold and transfer (F1 and F2 keys):

lit when the feature associated with the key is activated.

Some other keys have been programmed by your technician for your own convenience:



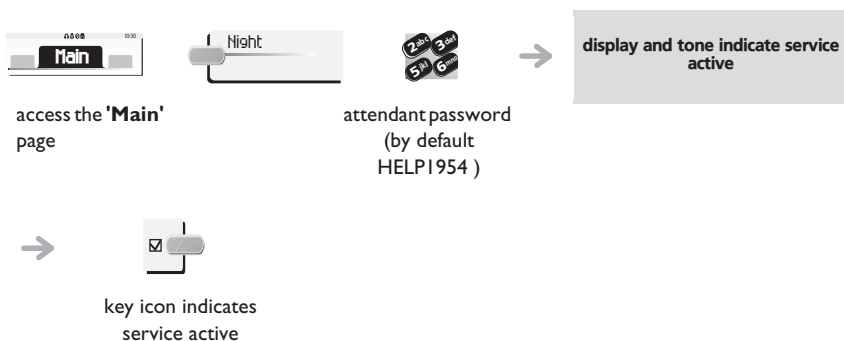
Key must be programmed by your technician to access a service.

1 Attendant station (OS) features

1.1 Setting restricted service

Main

This feature sets the system to restricted service.
All incoming calls are directed to a general ring or a programmed number:



To restore normal service, repeat operation.

If an outside number has been entered by the installation technician, selection of restricted service will automatically forward calls received by the attendant to the defined outside number.

1.2 Reserving a group of lines

For maximum availability of the attendant station, thus assuring optimum reception of incoming calls, a group of outside lines can be reserved which will only be available to the attendant station(s):

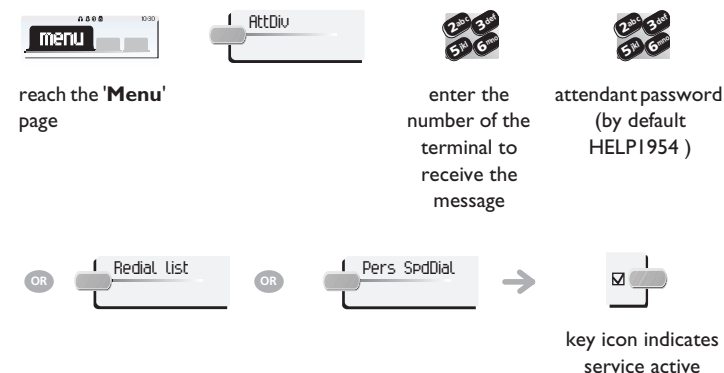


To cancel the line reservation, repeat operation.

1.3 Manually forwarding attendant calls to another number

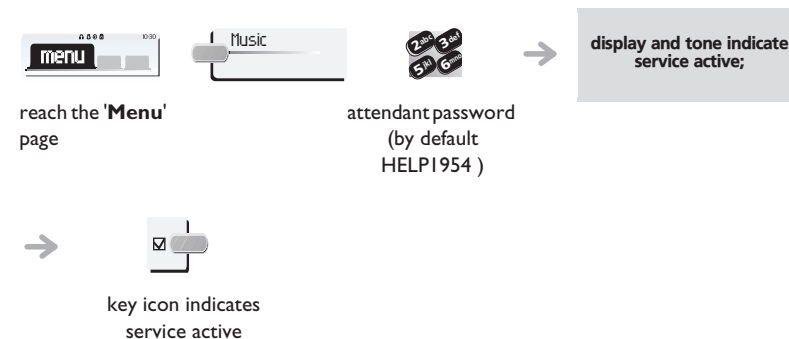
Menu

During a period of absence, the attendant can forward all calls received (incoming calls and internal calls dialling 9) to another number:



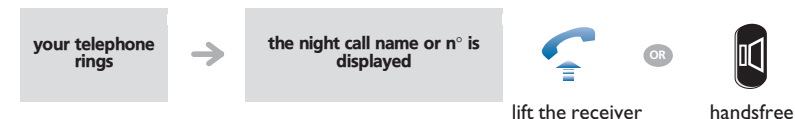
1.4 Broadcasting background music on the external speaker

Menu



1.5 answering a night call

An incoming night call is indicated in the same way as an ordinary call:



Attendant station (OS) features

• Opening the door:



'Unlock Door' programmed key
or feature code

1.6 Using a headset

Menu

You can connect a headset instead of your receiver.

• To activate or deactivate headset mode:



reach the 'Menu'
page



activating/deactivating 'forced headset' mode

• Answering or making a call:



handsfree

• To activate or deactivate the speaker during a conversation:



To answer in intercom mode:



1.7 When you return, consult your general voice mailbox

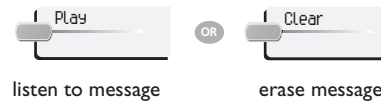
The light indicates that messages have been received.



attendant
password (by
default
HELP1954)



select message



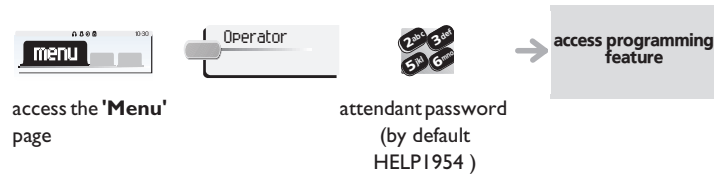
listen to message

erase message

2.1 Accessing programming

Menu

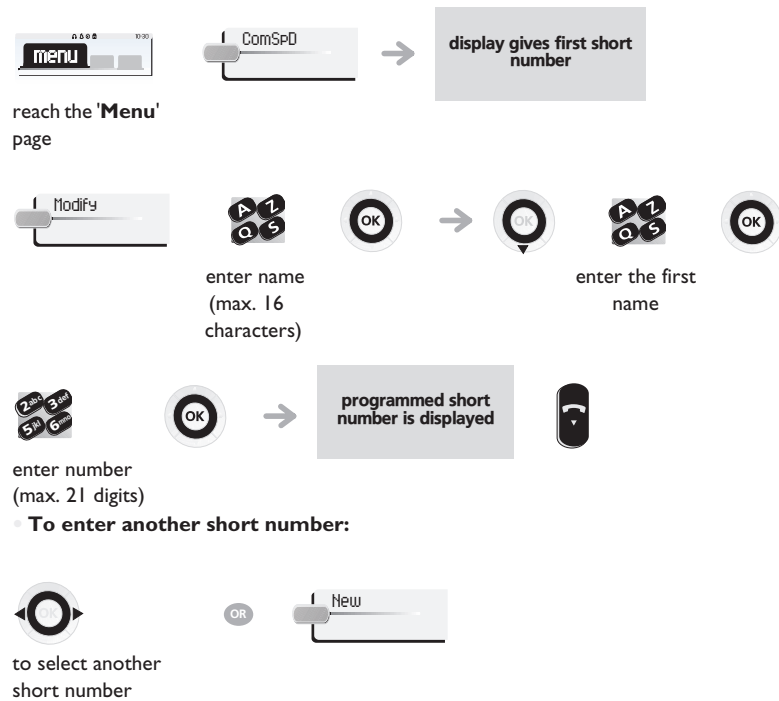
Your Alcatel-Lucent OmniPCX Office system's attendant station can access the general programming services.



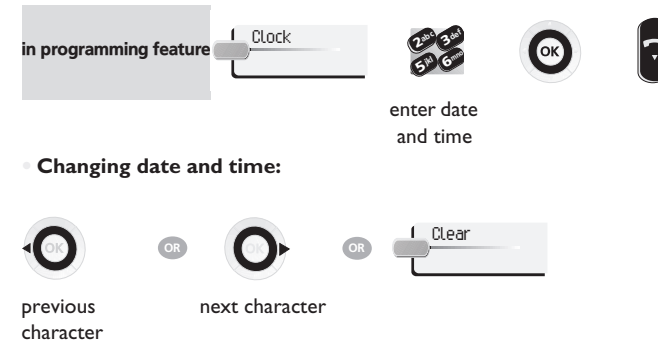
2.2 Programming system directory (ComSpD)

Menu

This feature can be used to programme system short numbers, accessible to all system users:



2.3 Programming date and time (Clock)

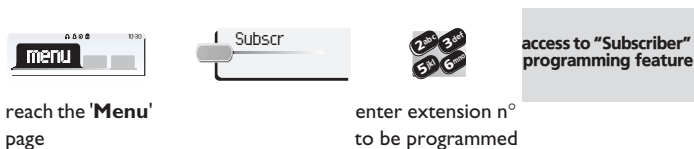


3 *Setting various subscriber telephone parameters*

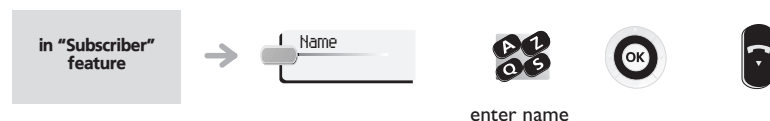
3.1 Accessing the subscriber feature

Menu

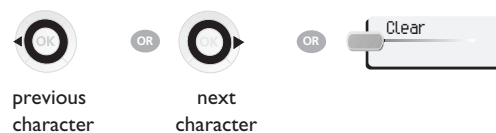
This feature provides access to the various parameters defined for a system user or subscriber, identified by an extension number:



3.2 Subscriber name (Name)



• Changing the name:



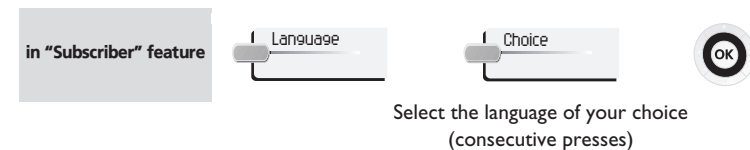
3.3 Resetting a subscriber password (ResCod)

This feature is used to cancel a subscriber password and restore the default password (1515):



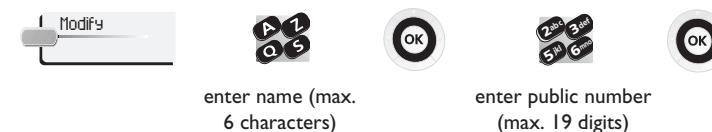
3.4 Subscriber display language (Lang)

This feature is used to specify the display language for the selected subscriber. Pressing this key scrolls the various languages available:



3.5 Subscriber personal directory (PerSPD)

This feature is used to create the personal directory of the selected subscriber:



• Changing a name or number:



Setting various subscriber telephone parameters

3.6 Subscriber discrimination criteria (Barrng)

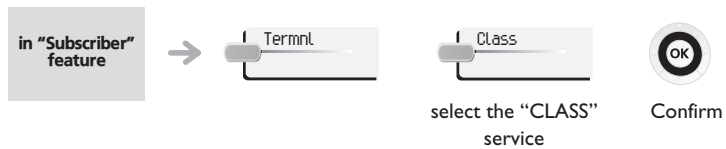
This feature is used to define discrimination criteria for each subscriber:



This feature is used to describe discrimination criteria for each subscriber.

3.7 Enable the CLASS service

Enabling the CLASS service is used to display information (caller name, number, etc.) on the display of an analogue set.



the CLASS service is selected when the 'CLASS' label is displayed on the screen.

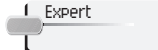
4 Complementary 'Expert' features

4.1 Accessing the 'Expert' feature

Menu



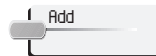
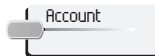
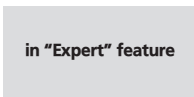
reach the 'Menu' page



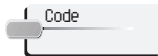
access to "Expert" programming feature

4.2 Table of business codes (Accoun)

This feature is used to define the table of business codes enabling a subscriber to charge his/her calls to a business account:

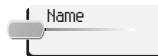


create an entry



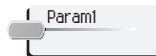
max. 16 digits

OR

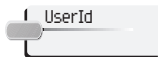


max. 16 characters

OR

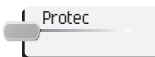


On 'Param1'



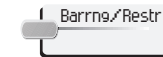
indicate whether identity required or not

OR



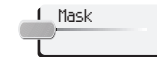
indicate whether password required or not

On 'Param2'



indicate discrimination category

OR



indicate number of masked digits



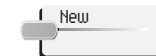
"Barrng": discrimination category: none, 1 to 16, that of subscriber (SET) or that of user (GUEST).

'Barrin': number of digits : DEF (default value : 4), all, none, 1 to 9.

4.3 Direct numbers of extensions (PubNum)

This feature is used to define the table of direct numbers (SDA) of extensions (PubNum).

in "Expert" feature



create an entry



direct n° or n° forming prefix



number of extensions within assigned range (max. 99)



public n° of first extension



Modifying an entry:



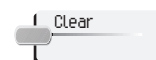
go to previous entry

OR



go to next entry

OR



OR



select specific entry

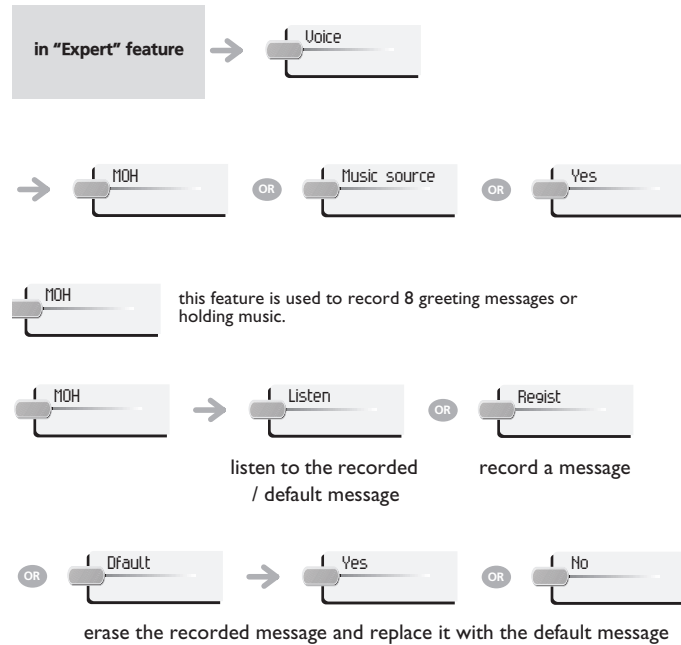


modify contents of entry displayed

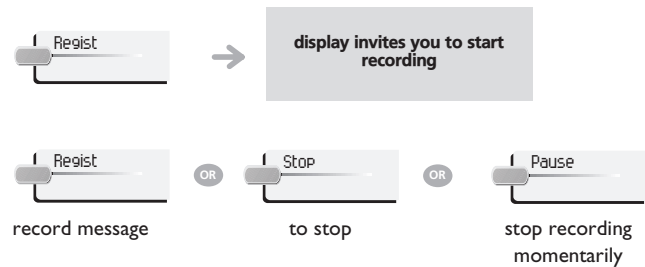
Complementary 'Expert' features

4.4 Greeting and holding messages (MOH)

This feature is used to define the greeting message and hold music parameters.

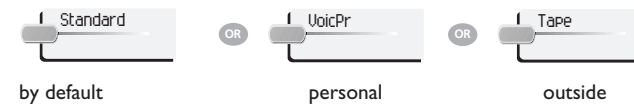


To record a message:



Hold music may be subject to author's rights and appropriate action should be taken in this respect.

Music source This feature is used to select a music source (3 possible sources).



Yes Used to record, for each ACD group, welcome, please wait, dissuasion, closed or estimated waiting time messages.

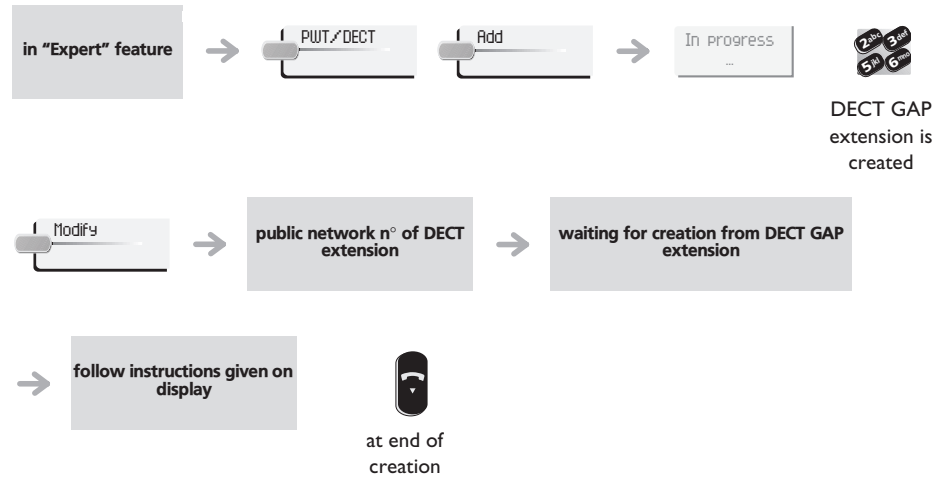


Complementary 'Expert' features

4.5 DECT cordless telephones

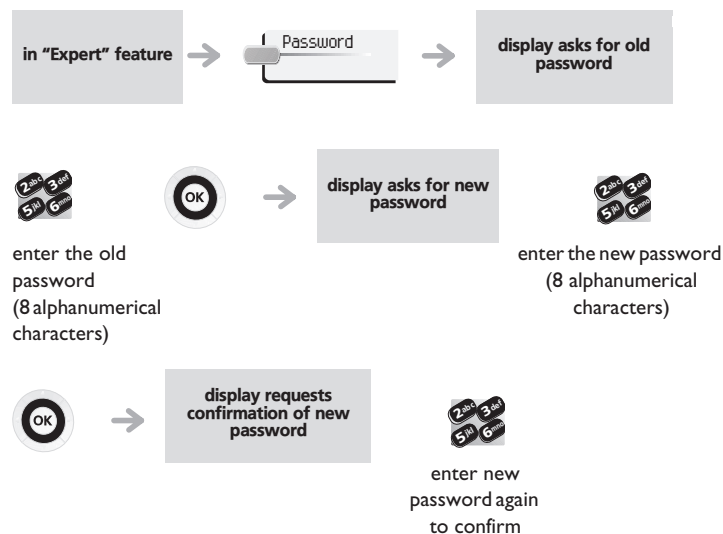
This feature is used to manage DECT telephones and to create DECT GAP extensions:

• Adding a DECT GAP extension:



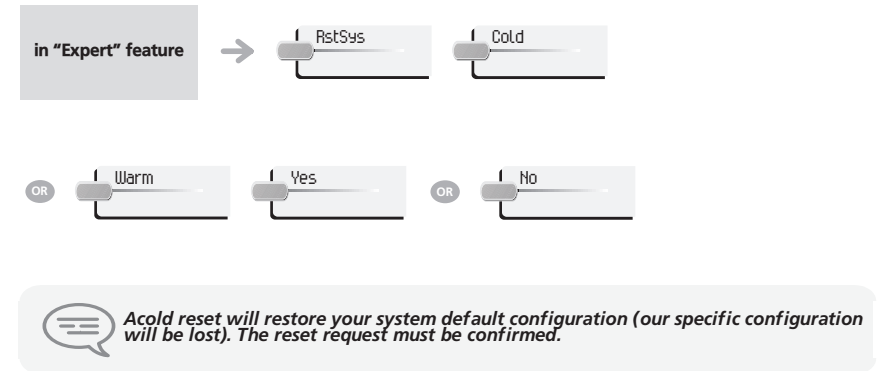
4.6 Changing the attendant password (Passwd)

This feature is used to change the attendant session password:



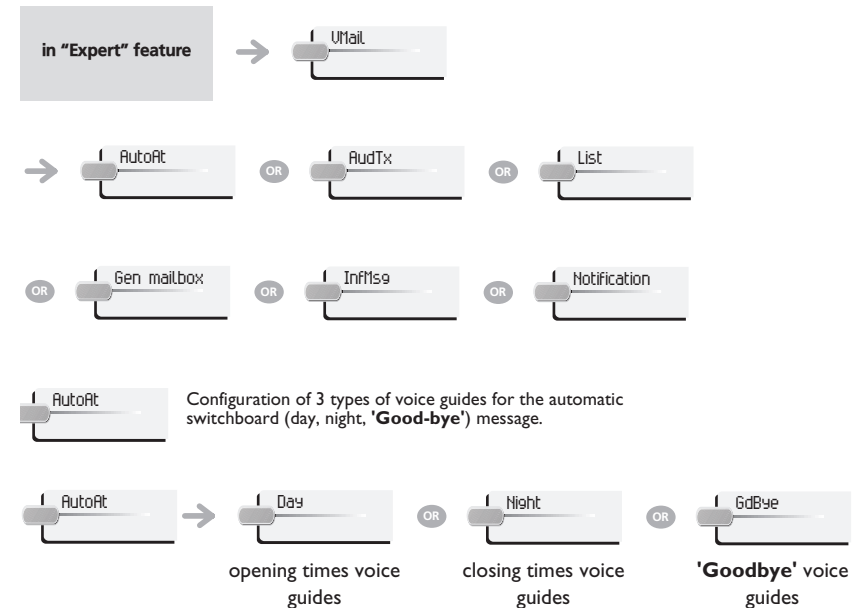
4.7 Resetting the system (RstSys)

This feature is used for a hot or cold system reset:



4.8 Voice message service

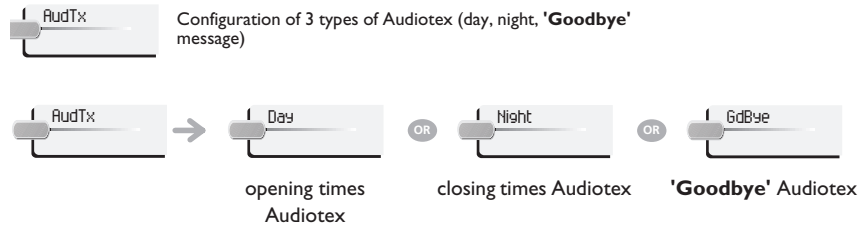
This feature is used to manage the voice guides and to configure the broadcasting lists.



Complementary 'Expert' features

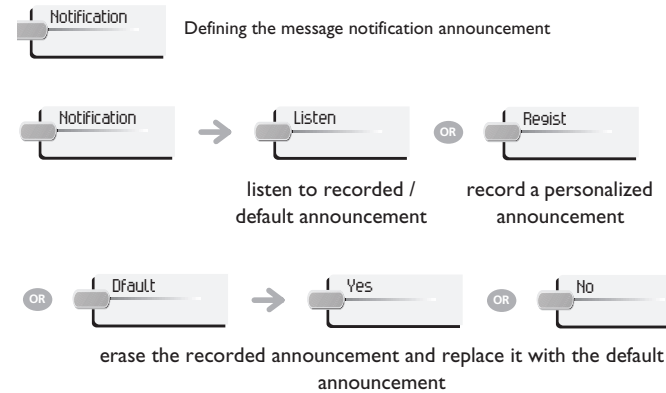
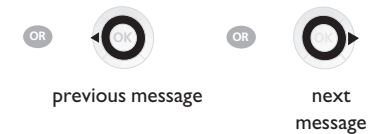
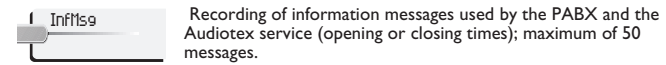
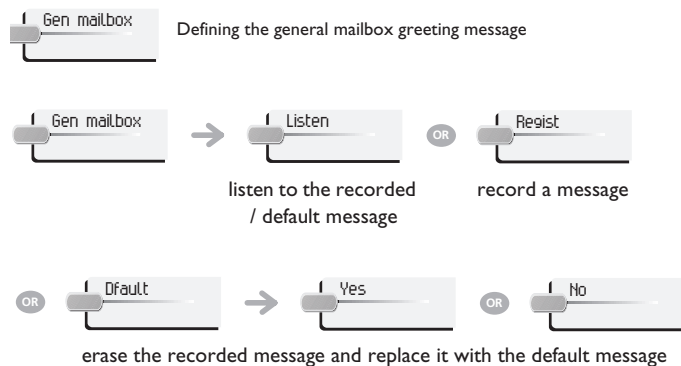
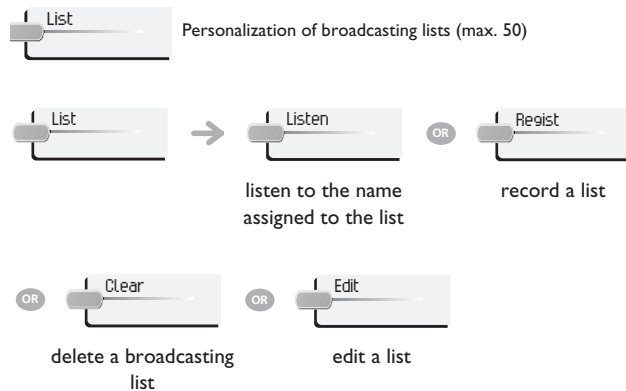
You can:

- listen to the voice guide (default or personalized)
- record a personalized voice guide
- erase the personalized voice guide and replace it with the default voice guide.



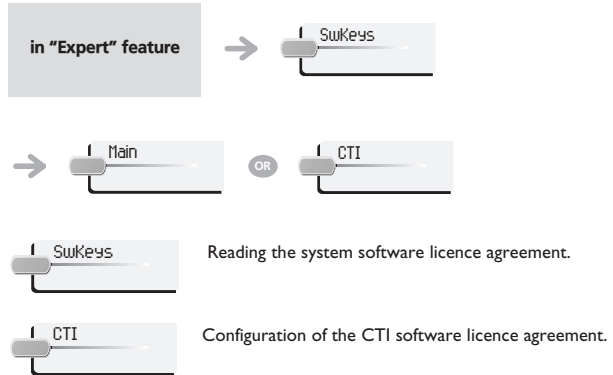
You can:

- listen to the voice guide (default or personalized)
- record a personalized voice guide
- erase the personalized voice guide and replace it with the default voice guide.



4.9 Software licence agreements

This feature is used to read or modify the software licence agreements.



Compliance

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following conditions:

- (1) This device may not cause harmful interferences, and,
- (2) This device may accept any interference received, including interference that may cause undesired operation.

The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

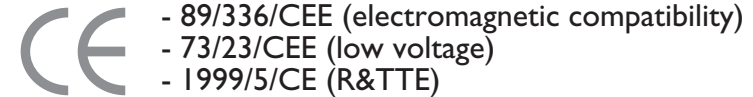
Declaration of compliance

We, Alcatel-Lucent Enterprise, hereby declare that we assume the Alcatel-Lucent IP Touch 4038/4068 - 4039 Digital Phone product (attendant station) to be compliant with the essential requirements of Directive 1999/5/CE of the European Parliament and Council.

Any unauthorised modification to the product shall render this declaration of compliance null and void. A copy of the original of this declaration of compliance can be obtained by post from :

Alcatel-Lucent Enterprise - Technical Services - Approvals Manager
I, route du Dr. Albert Schweitzer - F 67408 Illkirch Cedex - France

The CE marking indicates that this product complies with the following EC directives



Some of your telephone's features require a software key or are only accessible once programmed by your installation technician.

Alcatel-Lucent Enterprise, in keeping with its policy of constant product improvement for the customer, reserves the right to modify product specifications without prior notice.

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R.C. Paris 602 033 185

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