Alcatel-Lucent **OmniPCX** *Enterprise*
Communication Server

Alcatel-Lucent IP Touch 4018 Phone
Alcatel-Lucent IP Touch 4008 Phone
Alcatel-Lucent 4019 Digital Phone

Alcatel·Lucent

User manual

Introduction

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

Alcatel-Lucent IP Touch 4018 Phone

How to use this guide

	Lift the receiver.		Line key.
	Hang up.		Specific key on numeric keypad.
	Numeric keypad.		Partial view of display.;.

Means that the function is subject to programming. If necessary, contact your installer.

Means that the function can be accessed by pressing a programmed key - see**Programming the programmable keys**.

	Adjustment "reduce".		Fixed key.
	Adjustment "increase".		MENU key.
	Loudspeaker., hands free.		Voice mail access key.
	Move the navigation key up or down.		

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

These symbols can be supplemented by small icons or text.

Contents

Getting to know your telephone

Handset

Alphanumeric keypad

Alcatel-Lucent IP Touch 4018

■ Navigation

WhoamI

Lock

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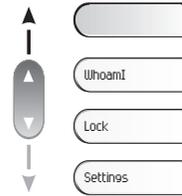
Up-down navigator: used to navigate around the home page, through the menus or in a text zone when entering characters.
The home page consists of:
- Information on the status of the set (set locked, call forward, etc.)
- Date and time
- Set programming and configuration functions

Functions accessible (set in idle position):

WhoamI	Identify the terminal you are on,
Lock	Lock / unlock your telephone,
Forward	Divert your calls to another number. (immediate forwarding, forward to voice mail, forward to bleeper),
Settings	Configure the set (personal assistant, display, ring tone, voice mail, etc.),
Events	Accessing recent calls made and unanswered external calls.

Features accessible in conversation:

Enquiry	Calling a second person during a conversation,
Send DTMF	Sending DTMF signals,
Record	Recording the current conversation,
Forbid camp on	Barring the reception of a new call during communication.

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

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

Back/Exit key: to return to previous menu (short press) or return to first screen (long press).

■ Audio keys

Hang-up key: to terminate a call.

Hands-free/Loudspeaker Key: to make or answer a call without lifting the receiver (Alcatel-Lucent IP Touch 4008/4018 Phone).
- lit in hands-free mode or headset mode (short press).
- flashing in loudspeaker mode(long press).

Intercom/Mute key:
- During a conversation: press this key so that your correspondent can no longer hear you.
- Terminal idle: press this key to answer calls automatically without picking up the receiver (Alcatel-Lucent IP Touch 4008/4018 Phone).

To adjust the loudspeaker or handset volume up or down

■ Function keys

Messaging key to access various mail services
If the key flashes orange, a new voice message, a new text message or a call-back request has been received.

'Redial' key :
- To access the 'Redial' function (short press)
- Call back on the last 8 number dialled (long press).

■ Function keys and programmable keys

Guide key: use to obtain information on the pre-programmed keys or to access the set programming or configuration.

Phone book key : Access your personal directory.

Pre-programmed function keys and programmable key
Lit when the function associated with the key is activated.

1 *Using your telephone*

1.1 Making a call

dial directly the number for your call — OR — lift the receiver — number required — OR — hands free (alcatel-lucent ip touch 4008/4018 phone only) — number required

OR — programmed line key → conv. (during a conversation)
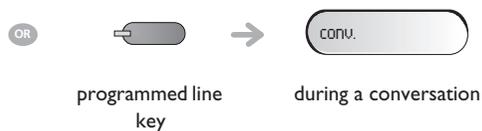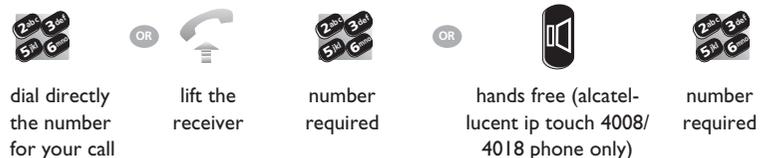
To make an external call, dial the outside line access code before dialling your correspondent's number. 9 is the default code for an outside line.

For the operator, dial '0' (by default).

Depending on how the system is configured, the name or number of the caller is displayed on the screen. Pressing the 'i' key displays the name or number of the caller on the screen. If the number is displayed by default, pressing the 'i' key displays the name. If the name is displayed by default, pressing the 'i' key displays the number.

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.

1.2 Receiving a call
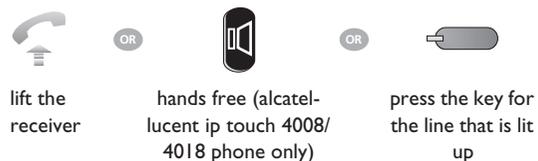
lift the receiver — OR — hands free (alcatel-lucent ip touch 4008/4018 phone only) — OR — press the key for the line that is lit up

Depending on how the system is configured, the name or number of the caller is displayed on the screen. Pressing the 'i' key displays the name or number of the caller on the screen. If the number is displayed by default, pressing the 'i' key displays the name. If the name is displayed by default, pressing the 'i' key displays the number.

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

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

■ Terminal idle:

press and release → **you are in hands free mode**

■ Call in progress:
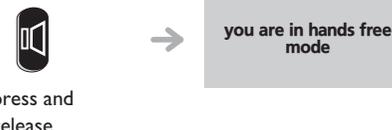
John 02:15 → press and release

During a conversation, you can lift the receiver without terminating the call.

1.4 Activating the loudspeaker during a conversation (receiver lifted) - Loudspeaker

John 02:15 (during a conversation) — activate loudspeaker (long press) → **the loudspeaker key flashes**

adjust volume
(9 levels)

deactivate
loudspeaker
(long press)

The key is no longer lit
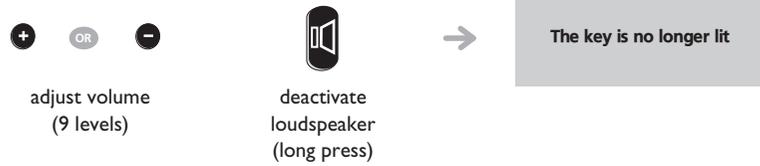
press and release the loudspeaker key to switch to hands free mode (light steady) (Alcatel-Lucent IP Touch 4008/4018 Phone).

1.5 Make a call using the personal phone book

press and
release

press the
programmed key
directly (0 to 9)

OR

select the contact to
call

start the call
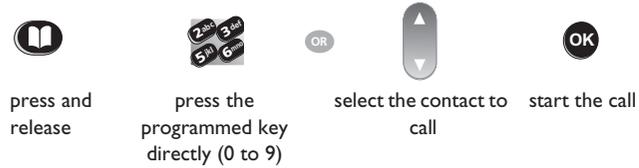
1.6 Redialling

■ Redialling the last number dialled (redial)

'redial'
key(short
press)

last number redial

■ Call back on the last 8 number dialled

'redial' key
(long press)

OR

Events OK   Redial List OK

select the no. in the
last ten issued

start the call
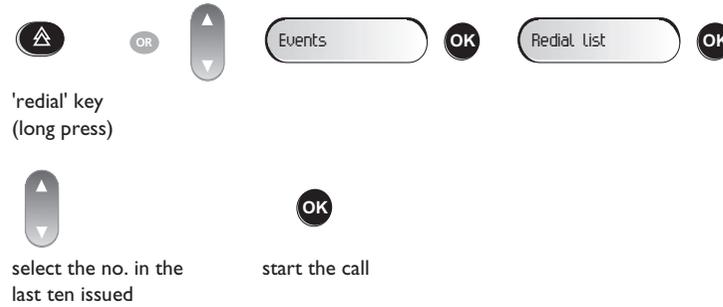
1.7 Make a call-back request to a busy number

the number you are calling is busy

Call back OK

1.8 Receiving intercom calls (Alcatel-Lucent IP Touch 4008/4018 Phone only)

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

● **To activate - Terminal idle:**

corresponding LED lights up

When your caller hangs up, intercom mode remains active.

● **To deactivate - Terminal idle:**

The corresponding LED goes out

2 *During a conversation*

2.1 Making a second call during a conversation

John 02:15 ➜ [keypad] **OR** [navigator] New call **OK**

during a conversation · · · number of second correspondent

➜ the first call is on hold
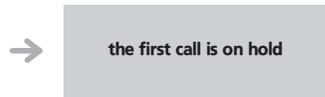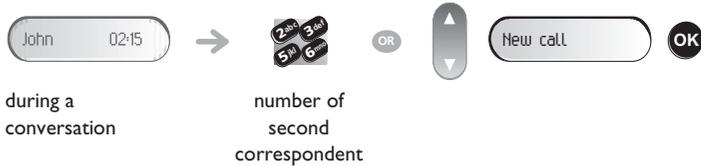
• Other methods for calling a second correspondent

[key icon] Call back on the last 8 number dialled (long press).

[directory icon] [navigator] Calling from your personal directory (PersSpDial)

[line key icon] programmed line key.

• To cancel your second call and recover the first:

John 02:15 ➜ [hang up key] ➜ [line key]

during a conversation · · · key for the line whose light is flashing

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

2.2 Answering a second call during a conversation

• A second correspondent is trying to call you:

John 02:15 ➜ Smith John ➜ [line key]

during a conversation · · · name or no. of the caller displayed for 3 seconds · · · light flashes
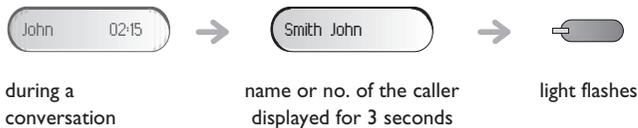
■ Answer call displayed

[line key] ➜ the first call is on hold

line key for which icon is flashing

• To return to your first caller and end the conversation in progress

John 02:15 ➜ [hang up key] ➜ [line key] **OR** [handset icons]

during a conversation · · · key for the line whose light is flashing
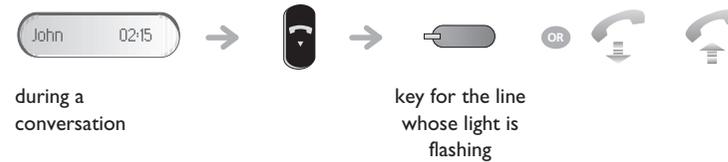
2.3 Barring the reception of a new call during communication

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

[navigator] Forbid camp on **OR** Allow camp on **OK**

to bar or authorize new calls during communication

2.4 Switching between calls (Broker call)

During a conversation, a second call is on hold.
To accept the second call:

[line key] ➜ your first call is placed on hold

light flashes

2.5 Transferring a call

• To transfer your call to another number:

John 02:15 ➜ [keypad] ➜ the first call is on hold

during a conversation · · · no. of the 2nd terminal
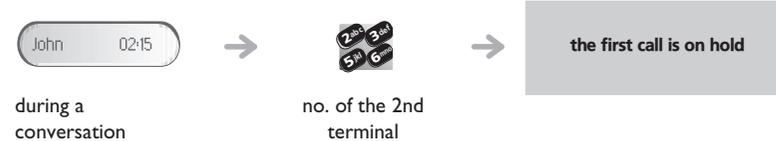
• **If the number receiving the transfer answers:**

▲▼ Transfer   **OK**

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

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

◾ During a conversation, a second call is on hold

John 02:15   ▲▼ Conference   **OK**

during a
conversation

◾ Cancel conference and return to first correspondent

▲▼ End conference   **OK**

◾ After the conference, to leave your two correspondents talking together:

hang up

2.7 Casual conference ▼

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

You are in a 3-way conference ➡ ▲▼ Add **OK** 2abc 3def 5jkl 6mno ➡ **your correspondent answers**

number
required

➡ ▲▼ Insert **OK** ➡ **Display the number of participants in the conference**

2.8 Placing a call on hold (hold) ▼

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

John 02:15   ➡   **your call is placed on hold**

during a   press the key for the line that
conversation   is lit up (call in progress)

• **Recover the call on hold:**

key for the line whose   OR   ▲▼ Reply **OK** ➡ John 02:15
light is flashing   during a
                                                    conversation

2.9 Placing an outside call on hold (parking) ▼

▭ Park/retrieve call

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

John 02:15 ➡ ▲▼ Park the call **OK**   2abc 3def 5jkl 6mno

during a   enter the number of the
conversation   telephone on which you want to
                                            resume the conversation

Your correspondent is parked and hears the hold melody.

• **To recover the parked call:**
▭ Park/retrieve call

▲▼ Settings **OK** Services **OK** Consultation **OK**

Call pick up **OK** Park/retrieve **OK** Consultation **OK**

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

2.10 Intrusion into an internal conversation ▼

Your correspondent's line is busy. If the number is not "protected" and if authorised, you can intrude into the call:
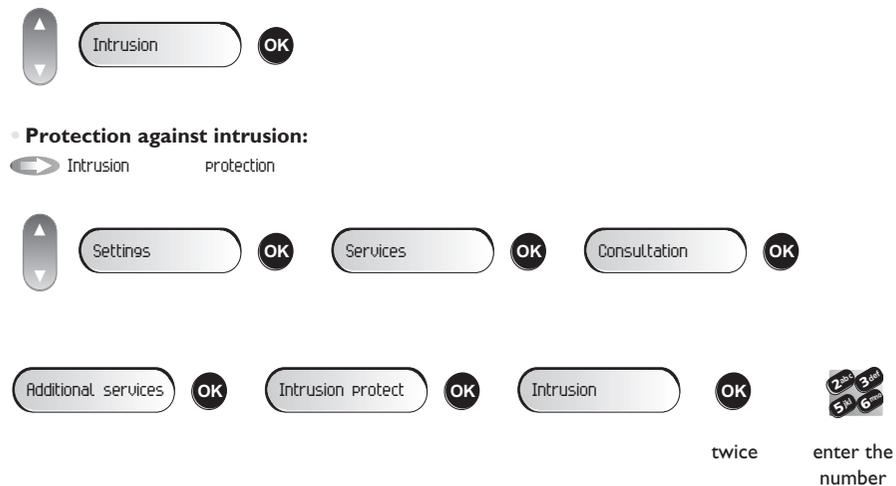
▲▼ (Intrusion) **OK**

- **Protection against intrusion:**

◯ Intrusion   protection

▲▼ (Settings) **OK** (Services) **OK** (Consultation) **OK**

(Additional services) **OK** (Intrusion protect) **OK** (Intrusion) **OK** 🔢

twice   enter the number

💬 *Protection is cancelled when you hang up.*

2.11 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.

(John   02:15) ➡ ▲▼ (Send DTMF) **OK**

during a
conversation   to activate

💬 *The function is automatically cancelled when you hang up;.*

2.12 Mute, so that your correspondent cannot hear you

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

| during a conversation | ➡ | 📞 | ➡ | the button flashes on and off |

disable microphone

📞 ➡ | The key is no longer lit |

resume the
conversation

2.13 Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:
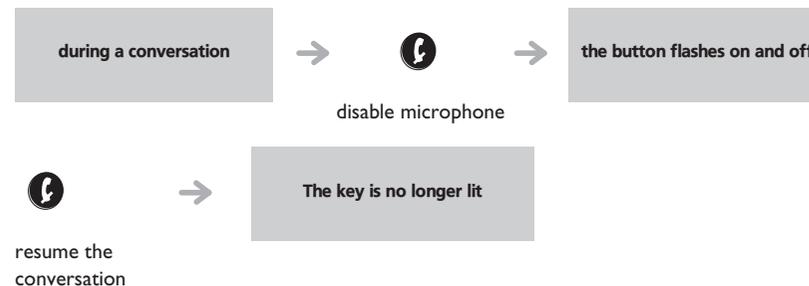
| during a conversation | ➡ | ➖ OR ➕ |

adjust audio volume

2.14 Recording the current conversation

To record the conversation during communication:

▲▼ (Record) **OK**   ◀

to start recording   to stop the recording

At the start or end of recording, your correspondent hears a beep.

2.15 Signal malicious calls

▲▼ (Malicious) **OK**   This key lets you signal a malicious call. If this call has an internal source, it is signalled to the system by a special message.

3 *Sharing*
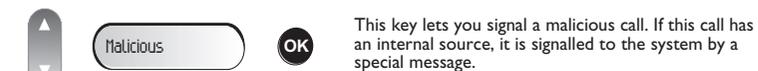
3.1 Answering the general bell ▼

Night service call pick up

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

(Settings) **OK**   (Services) **OK**   (Consultation) **OK**

(Call pick up) **OK**   (Night call pick up) **OK**

3.2 Manager/secretary filtering ▼

Screened list :

System configuration allows "manager/secretary" groups to be formed, so that the manager's calls can be directed to one or more secretaries.

• **From the manager's or secretary's telephone:**

⬛   **OR**   ⬛   ⬛   → incoming calls are filtered by a chosen person (secretary, etc.)

"filter"
programmed
key

"filter"
programmed
key

'secretary' call
key (when there
are several
secretaries)

⬛
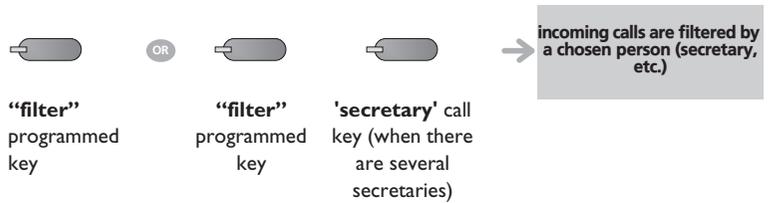
same key to cancel

💬 *Filtering is indicated on the manager's telephone by the icon corresponding to the "filtering" programmed key.*

3.3 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.

• **If the telephone ringing is in your own pick-up group:**

Group call pick up

(Settings) **OK**   (Services) **OK**   (Consultation) **OK**

(Call pick up) **OK**   (ProcessGrp pick up) **OK**

• **If the telephone ringing is not in your pick-up group:**

Individual call   pick up

(Settings) **OK**   (Services) **OK**   (Consultation) **OK**

(Call pick up) **OK**   (Set call pick up) **OK**   🔢

number of
telephone
ringing
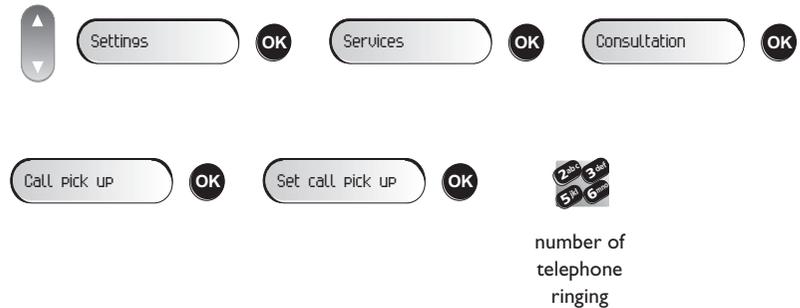
💬 *The system can be configured to prevent call pick-up on certain telephones.*

3.4 Hunting groups

• **Hunting group call:**
Certain numbers can form a hunting group and can be called by dialling the group number.

📞   🔢

group no.
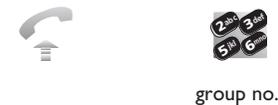
• **Temporary exit from your hunting group:**

Go out of hunting group

▲▼ Settings **OK** Services **OK** Consultation **OK**

Additional services Out hunting grp **OK** [2][3][5][6]
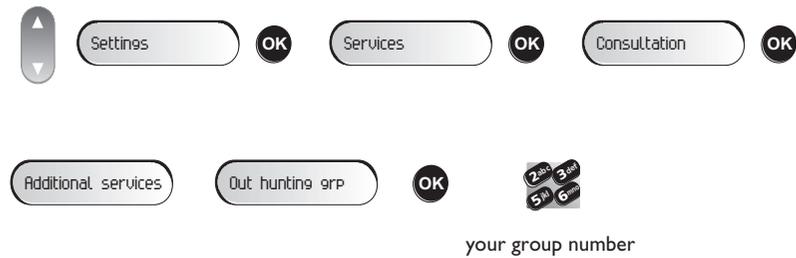
your group number

• **Return into your group:**

Go into hunting group

▲▼ Settings **OK** Services **OK** Consultation **OK**

Additional services In hunting grp [2][3][5][6]

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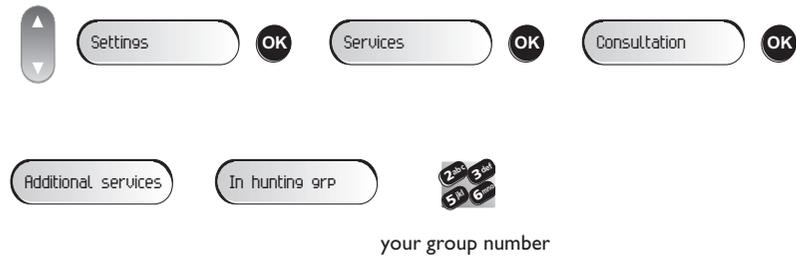
Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

3.5   Calling an internal correspondent on his/her pager

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

your correspondent does not reply →

'paging'
programmed key

→ paging in progress is displayed
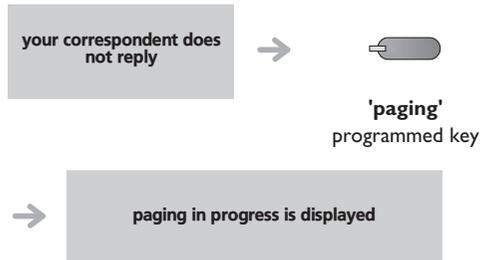
Your correspondent can answer from any telephone in the system.

3.6   Answering a call on your pager

Paging answer

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

your pager beeps → ▲▼ Settings **OK** Services **OK**

Consultation **OK** [2][3][5][6]

your group
number
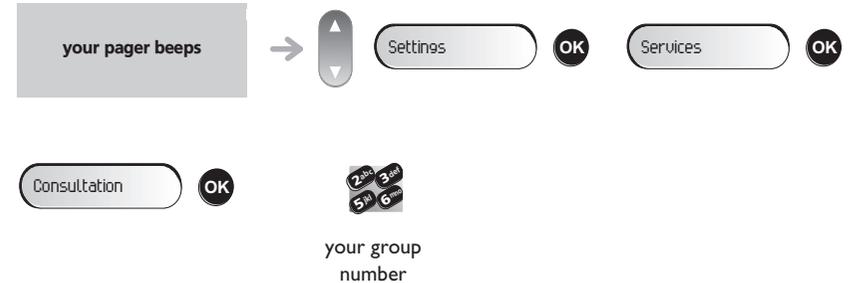
3.7   Calling a correspondent on his/her loudspeaker

Your internal correspondent does not answer. If authorised, you can remotely activate your correspondent's phone:

your correspondent does not reply → ▲▼ LS announce **OK**

→ you are connected to the loudspeaker on your correspondent's phone (if he/she has the hands free function)
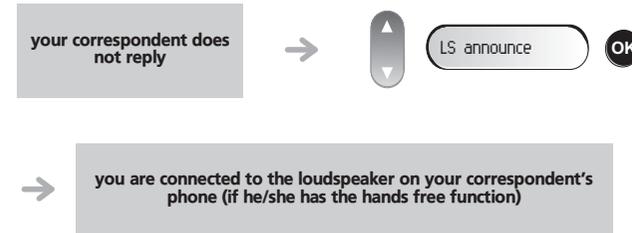
3.8   Sending a written message to an internal correspondent

✉ → ▲▼ Text mail **OK** Send **OK** [2][3][5][6]

number to be called

• **Predefined message**

▲▼ Predefined message **OK** ▲▼ **OK** **OK**

select the message to be sent   send message

• **Message to complete**

Msg to complete → OK → ▲▼ → OK → [2/3/5/6 keys] → OK

select the message to complete → complete the message → send message
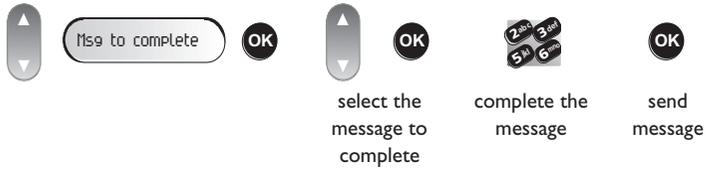
3.9 Send a voice message copy

[✉] → new voice message → OK → [2/3/5/6 keys] → display number of new and old messages

personal code

▲▼ Consult → OK → Review message → OK → Forward message → OK

→ **record a comment** → [#] → [2/3/5/6 keys]

end of recording → enter the destination voicemail number

OR ▲▼ Mnemonic → OK → ▲▼ Send → OK

spell the addressee's name → send message
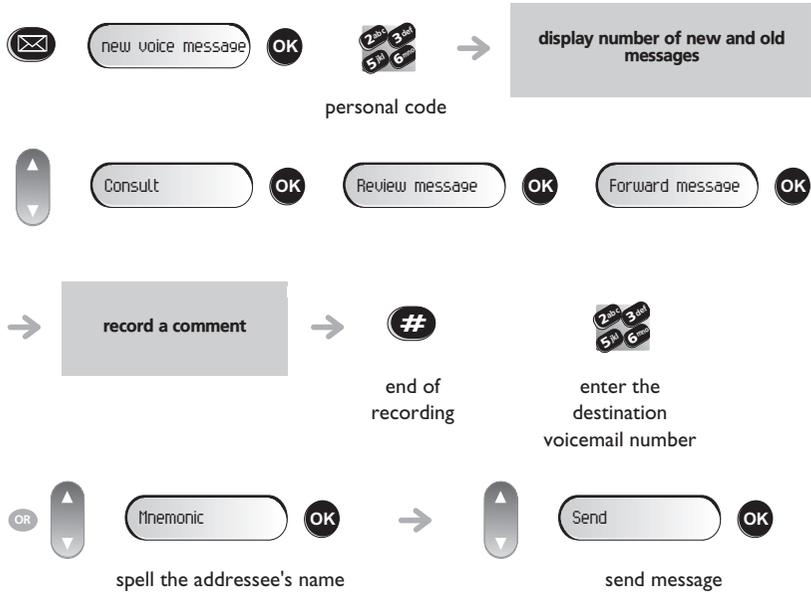
3.10 Sending a recorded message to a number / a distribution list

[✉] → ▲▼ Voice mail → OK → [2/3/5/6 keys] → ▲▼ Send → OK

personal code

→ **recording** → ▲▼ End → OK → [2/3/5/6 keys]

end of recording → enter the destination voicemail number

OR ▲▼ Mnemonic → OK OR [O] → ▲▼ Send → OK

spell the addressee's name → options → send message
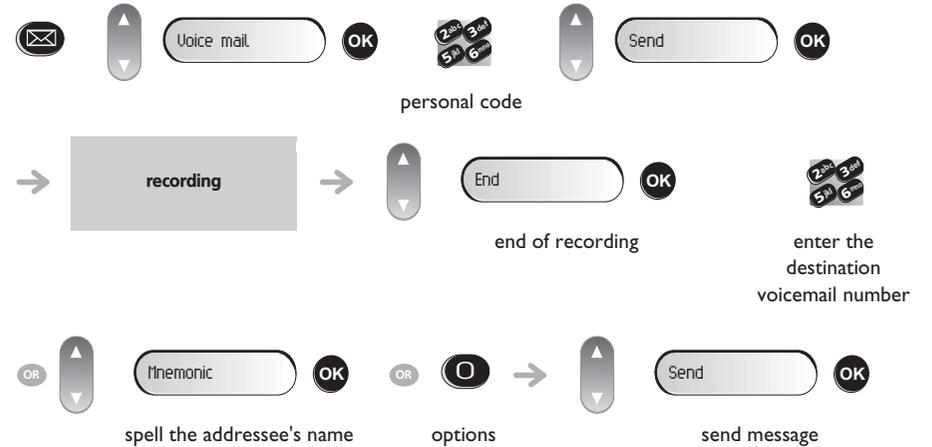
• **During the recording, you can:**

Rewind → OK → play back the message from the start.

Backward → OK → listen to the end of the message.

Pause → OK → stop recording momentarily.

End → OK → end of recording.

* Options: used to assign transmission options (confidential, urgent, confirmation, etc.).

4 *Keep in touch*

4.1 Diverting calls to another number (immediate diversion)

The number can be your home, portable or car phone, voice message or an internal extension (operator, etc.).

Forward → **OK** → Immediate forward → **OK** → 2 3 5 6

twice   number to be called

OR 2 3 5 6   OR ⬭

directory number required (0 to 9)   press programmed key   → **diversion is acknowledged**
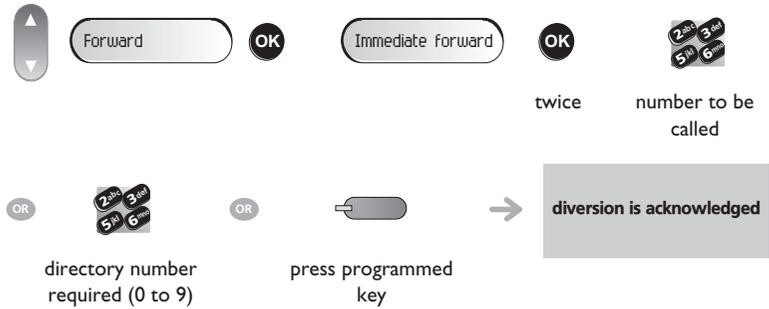
💬 *You can make calls, but only the destination number can call you.*

4.2 Diverting your calls to your voice message service

Imm forward to VM → **OK** → **diversion is acknowledged**

4.3 When you return, consult recorded messages

The light indicates that messages have been received.

✉ → **display number of new messages** → **OK** → 2 3 5 6

personal code

→ **consultating messages**
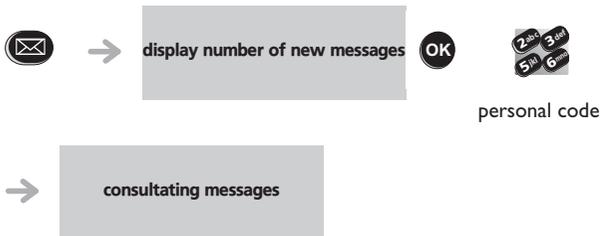
• **While listening to messages, you can:**

Rewind → **OK** play back the message from the start,

Backward → **OK** listen to the end of the message,

Pause → **OK** Pause while listening to the message,

Forward → **OK** enter the voicemail number,

End of message → **OK** terminate consultation.

• **After consulting the message, you can:**

Exit → **OK** play back the message from the start,

Erase → **OK** erase message,

Call back → **OK** call back sender of message,

Save → **OK** save the message,

Replay → **OK** listen to message,

Forward message → **OK** Send a copy of a message.

4.4 Forwarding your calls from the receiving terminal ("Follow me") ▼

⬭ Remote forward

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

Forward → **OK** → Remote forward → **OK** → 2 3 5 6 → **diversion is acknowledged**

number receiving diversion
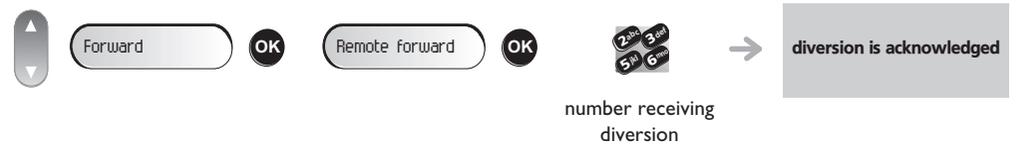
4.5 Cancelling all diversions

(Forward) **OK**   (Deactivate forward) **OK**

twice

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

Forward on busy

(Forward) **OK**   (Forward on busy) **OK**   [keypad]

twice   number receiving
diversion

→ **diversion is acknowledged**

4.7 Do not disturb

Do not disturb   on/off

You can make your terminal temporarily unavailable for all calls.

(Settings) **OK**   (Services) **OK**   (Consultation) **OK**

(Don't disturb-Lock) **OK**   (Do not disturb) **OK**   [keypad]   → **diversion is acknowledged**

personal code

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

4.8 Leaving a recorded message for internal callers

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

(new text message) **OK**   (Forward to text) **OK**

→ (Predefined message) **OK**   OR   (Msg to complete) **OK**   [keypad]

select a predefined
message

select a predefined
message to
complete

twice   complete your
message
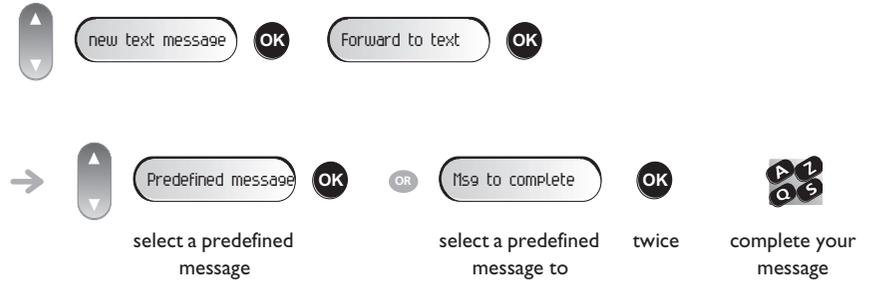
4.9 Consulting written messages

The light indicates that messages have been received.

[✉]   (new text message) **OK**   →   **display number of new messages**   →

(Read message) **OK**   →   **display name of sender, with date, time and ranking of message**   **OK**

read the
message

After consulting the message, you can:

(Delete) **OK**   Delete the message,

(Recall) **OK**   Call back sender of message,

(Text answer) **OK**   Forward a message to the message originator,
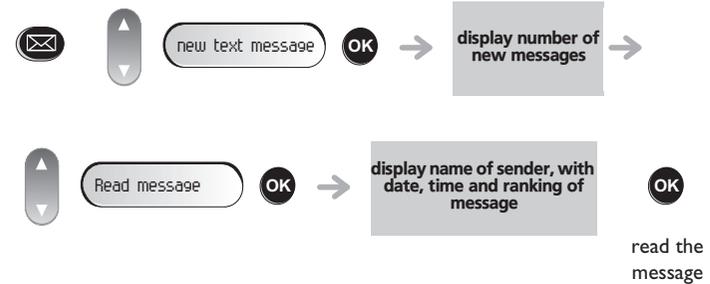
[hangup]   Terminate consultation,
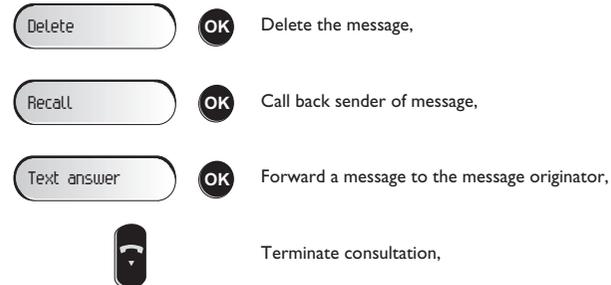
5 *Managing your charges*

5.1 Charging your calls directly to business accounts ▼

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

(Settings) **OK**   (Services) **OK**   (Consultation) **OK**

(Additional services) **OK**   (Business account code) **OK**   [2 3 5 6]   [2 3 5 6]

number of business account   number required
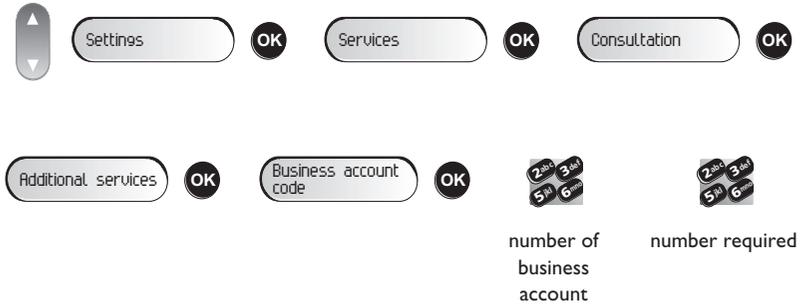
5.2 Finding out the cost of an outside call made for an internal user from your terminal

(Settings) **OK**   (Services) **OK**   (Consultation) **OK**

(Consultation & callbacks) **OK**   (Charging informations) **OK**
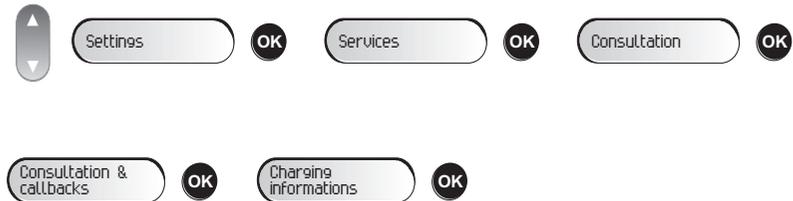
6 *Programming your telephone*

6.1 Initializing your voice mailbox

light flashes ✉ **enter your personal code then record your name according to voice guide instructions**

6.2 Customising your voice greeting

You can replace the greeting message by a personal message

(Voice mail) **OK**   [2 3 / 5 6] **Perso options** **OK**

personal code

(Greeting message) **OK**   (Perso greeting) **OK**

→ (Normal prompt) **OK**   OR (Perso greeting) **OK**   (End) **OK**

to return to the default message   recording   end of recording

→ (Accept) **OK**   OR (Restart) **OK**   OR (Replay) **OK**

apply   re-record a message   replay message

6.3 Modify the password for your phone set

▲▼ (Settings) **OK**   (Phone) **OK**   (Password) **OK**

[2 3 / 5 6] **OK**   [2 3 / 5 6] **OK**   [2 3 / 5 6] **OK**

old code   new code   enter new
(4 digits)   (4 digits)   password again
                                    to confirm

💬 *This code acts as a password controlling access to programming functions and the user 'Set Locking' function (code by default: 0000).*

6.4 Modify the password for your voice mailbox

✉ (Voice mail) **OK**   [2 3 / 5 6] ▲▼ (Perso options) **OK**

personal code

(Admin options) **OK**   (Genrl admin) **OK**   (My password) **OK**

[2 3 / 5 6]   **#**   ☎

new code
(4 digits)

💬 *As long as your voice mailbox has not been initialized, personal code is 0000.*

Programming your telephone

6.5 Configuring the telephone ringer

Settings **OK** Phone **OK** Ringing **OK**

▼ Choose the tune

Internal call **OK** OR External call **OK**

select the type of call to which the ringing is to be associated

OK

select the melody of your choice (16 tunes)   apply your choice

▼ Adjusting the ringer volume

Ringing level **OK** + − OR ▲▼ **OK**

select the volume of your choice (12 levels)   apply your choice

▼ Activate/disable meeting mode (progressive ringing)

Normal ringing **OK** OR Silent mode **OK**

OR ProgressiveRinging **OK** **OK**

apply your choice

▼ Activate/deactivate discreet ring mode

Ring without beep **OK** OR 1 beep before ring **OK**

OR 3 beep before ring **OK** **OK**

apply your choice

▼ Adjust ringer volume while a call arrives

your telephone rings → + − OR ▲▼

adjusting the ringer volume

6.6 Adjusting screen brightness

+ − **OK** OR ▲▼ Settings **OK** Phone **OK**

adjusting screen brightness

Contrast **OK** + − OR ▲▼ **OK**

adjusting screen brightness

6.7 Selecting language

Settings **OK** Phone **OK**

Language **OK** ▲▼ **OK**

select the language of your choice   apply your choice

19

6.8 Programming your personal directory

OK **OK** **OR**

press and release   enter the number

Settings **OK** Phone **OK** Directory program **OK**

OK → Modify **OK** **OR**

select an empty entry in the directory   modify the associated number   enter the number

6.9 Programming the programmable keys

Settings **OK** Phone **OK** Key programming **OK**

→ Services **OK** **OR** Modify **OK**

press a key to program

OR Erase **OK**

6.10 Programming an appointment reminder

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

- **Program a temporary reminder call.**

Settings **OK** Services **OK** Consultation **OK**

Appointment **OK** →

twice   enter time of appointment

- **At the programmed time, your telephone rings:**

OK

> *If you are in conversation, the display flashes and an audio tone is generated. After three calls without reply, a temporary request is cancelled but a permanent request remains in memory.*
>
> *If your calls are diverted to another terminal, the diversion is not applied to the reminder call.*

6.11 Identify the terminal you are on

WhoamI **OK**
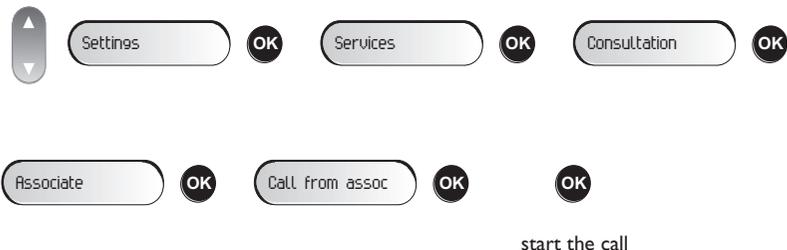
6.12 Lock / unlock your telephone

Lock **OK** →

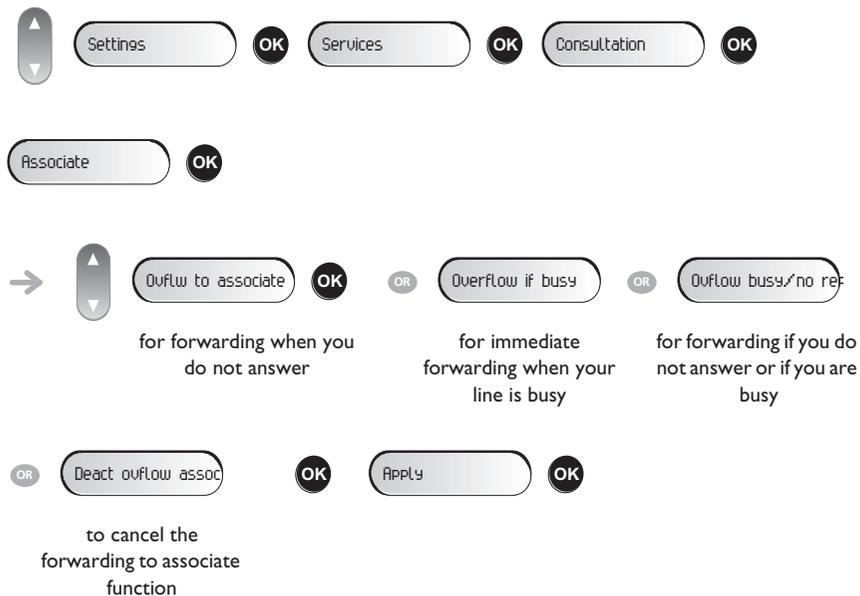enter your personal password

your telephone is locked/unlocked

6.13 Call the associated set

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

Settings **OK** Services **OK** Consultation **OK**

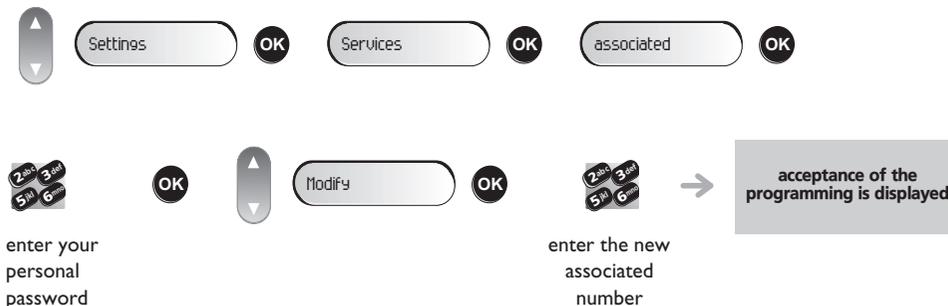Associate **OK** Call from assoc **OK** **OK**

start the call

6.14 Forward your calls to the associated number

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

Settings **OK** Services **OK** Consultation **OK**

Associate **OK**

→ Ovflw to associate **OK** **OR** Overflow if busy **OR** Ovflow busy/no rep

for forwarding when you do not answer | for immediate forwarding when your line is busy | for forwarding if you do not answer or if you are busy

OR Deact ovflow assoc **OK** Apply **OK**

to cancel the forwarding to associate function

6.15 Modify the associated number

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

Settings **OK** Services **OK** associated **OK**

enter your personal password **OK** Modify **OK** enter the new associated number → **acceptance of the programming is displayed**

6.16 The Tandem configuration

This configuration lets you group two sets under a single call number. Your set is then the main set and the second set, usually a DECT set, is the secondary set. Each set has its own directory number, but the tandem number is that of the main set. When you receive a call, the two sets ring simultaneously. When one of the sets answers, the other set stops ringing. When all the lines of the main set are busy, the secondary (DECT) set does not ring. The secondary set can still be called by its own number, but in this case, the tandem function will no longer be taken into account. Most of the functions are common to the two sets, for example: forwarding, meet-me reminder, the various messages, etc., while others are specific to each set, for example: individual directory, last number redial, out of service, set padlock, etc.
For more information regarding this configuration, contact the person in charge of your installation.

7 *Use the telephone in SIP mode*

Your telephone is compliant with the SIP standard and can be used in simplified mode in a SIP environment.
SIP (Session Initiation Protocol) mode is a communication mode that uses a standards-based communication protocol to set up calls without using proprietary communication protocols.
In SIP mode, you do not have access to all the Alcatel-Lucent system functions. However, you do have access to the main functions such as 3-way conference calling and direct-call key programming.
In SIP mode, each telephone is identified by a character string called the URI. Within your company, the URI of your correspondent is usually the correspondents telephone number.
Switching from one mode to another (SIP/Alcatel-Lucent proprietary) requires some system reconfiguration. For more information, contact your installer or administrator.
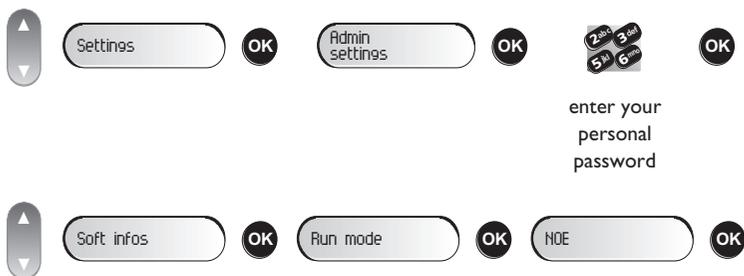
> *According to the configuration the telephone system of your company, your phone set can automatically switch to 'safe' mode in case of loss of connection with the system, in order to ensure continuity of service. Then, your telephone is running in SIP mode until the connection with the telephone system of your company is re-established. You can acces the main functions of your telephone.*

> *The SIP mode is only available for 8 Extended Edition Series*

> *Pre-programmed function keys are disabled in SIP mode*

7.1   Switch to Alcatel-Lucent proprietary mode

Your phone is in SIP mode and you want to switch to Alcatel-Lucent proprietary mode.

Settings **OK**   Admin settings **OK**   [keypad] **OK**

enter your personal password

Soft infos **OK**   Run mode **OK**   NOE **OK**

To enable your phone in Alcatel-Lucent system mode, you need to restart it. You can launch a quick restart by pressing the 'hang-up' key.

7.2   Switch the phone to SIP mode

Your phone is in Alcatel-Lucent system mode and you want to switch to SIP mode. To do this, you must restart the phone by disconnecting then reconnecting it.
During phone start-up, press the 'i' key followed by the '#' key when the progress bar reaches 2/5.
When the menu is displayed:

Soft infos **OK**   Run mode **OK**   SIP **OK**

To enable your phone in SIP mode, you need to restart it. You can launch a quick restart by pressing the '*' key.

7.3   Making a call

▼ Seizing the line

lift the receiver   **OR**   hands free   **OR**   line key   →   **You hear a tone**
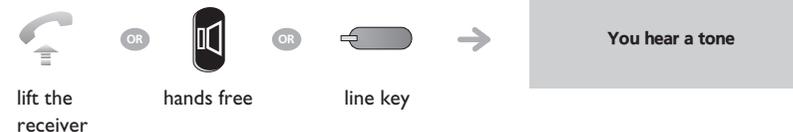
▼ Call by dialing the internal number of your correspondent
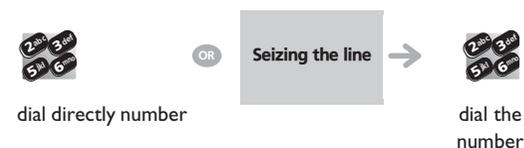
dial directly number   **OR**   Seizing the line   →   dial the number

▼ Make calls via your programmed call keys

You can program a number on programmable keys 2, 3, 4 and 5 of your phone. If you have programmed a key with your contact's number, you can call them just by pressing the programmed key.

call the chosen correspondent

▼ Call using your correspondents URI

Seizing the line → ▲▼ `Dial by URI` **OK** 📱 **OK**

enter your
correspondent
s uri

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

💬 *In SIP mode, each telephone is identified by a character string called the URI. Within your company, the URI of your correspondent is usually the correspondents telephone number.*

▼ Make a call using the personal phone book (1)

📖 **OR** ▲▼ `Directory` **OK** → ▲▼ **OK**

press and
release

select your correspondent
from the list

→ ▲▼ `Call` **OK**

▼ Make a call using the personal phone book (2)

Seizing the line → 📖 **OR** ▲▼ `From directory` **OK**

press and
release

→ ▲▼ **OK**

select your
correspondent from the
list

▼ Redialling the last number dialled (redial)

🔺 → **last number redial**

'redial' key(short
press)

7.4 Make calls via your programmed call keys

You can program a number on programmable keys 2, 3, 4 and 5 of your phone.

▭

call the chosen
correspondent

7.5 Make a call using the personal phone book

▼ Make a call using the personal phone book (1)

📖 **OR** ▲▼ `Directory` **OK** → ▲▼ **OK**

press and
release

select your
correspondent from the
list

→ ▲▼ `Call` **OK**

▼ Make a call using the personal phone book (2)

Seizing the line → 📖 **OR** ▲▼ `From directory` **OK** → ▲▼ **OK**

press and
release

select your
correspondent from the
list

7.6 Receiving a call

Another call is received:

▼ Stop the ringer

[phone] OR [▲▼] Silent OK

once

▼ Reject the call displayed

[phone] OR [▲▼] Reject call OK

twice

▼ Answer the call

[receiver] OR [hands free] OR [line key] OR [▲▼] Take call OK

lift the receiver   hands free   line key

7.7 Making a second call during a conversation

You are in communication with a first correspondent.

during a conversation → [▲▼] New call OK OR [line key]

free line key

→ the first call is on hold

→ [2/5 3/6 keypad] OR [▲▼] Dial by URI OK OR [▲▼] From directory OK
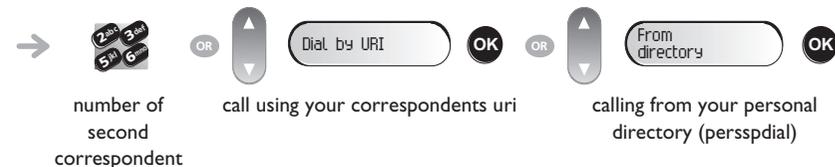
number of second correspondent   call using your correspondents uri   calling from your personal directory (persspdial)

OR [redial] OR [▲▼] Enquiry off OK

redialling the last number dialled (redial)   hang up the ongoing call

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

> 💬 *In SIP mode, each telephone is identified by a character string called the URI. Within your company, the URI of your correspondent is usually the correspondents telephone number.*

• **To cancel your second call and recover the first:**

[phone] [▲▼] Enquiry off OK → [line key]
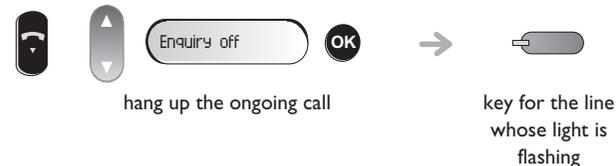
hang up the ongoing call   key for the line whose light is flashing
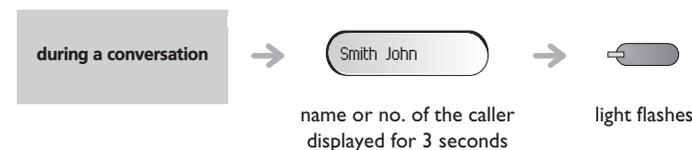
7.8 Answering a second call during a conversation

You are in communication with a first correspondent.

• **A second correspondent is trying to call you:**

during a conversation → Smith John → [line key]

name or no. of the caller displayed for 3 seconds   light flashes

■ **Answer call displayed**

the first call is on hold

line key with light
flashing

• **To return to your first caller and end the conversation in progress**

OR Enquiry off OK →

hang up the ongoing call   line key with light
                                flashing

7.9 Placing a call on hold (hold)

during a conversation → Put on hold OK → **your call is placed on hold**

• **Retrieve the correspondent on hold**

OR Retrieving OK

line key with light
flashing
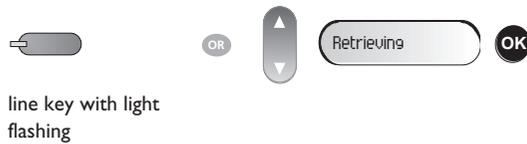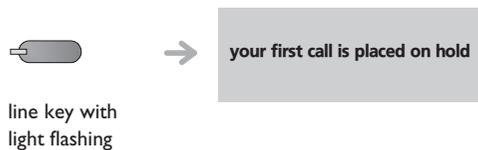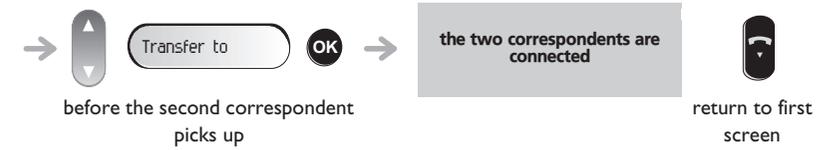
7.10 Switching between calls (Broker call)

You are in communication with a first correspondent. A second correspondent is on hold.
To accept the second call:

→ **your first call is placed on hold**

line key with
light flashing

7.11 Transferring a call

▽ You are in communication with a first correspondent.

during a
conversation → New call OK → **call the recipient of the transfer**

→ Transfer to OK → **the two correspondents are connected**

before the second correspondent   return to first
picks up   screen

▽ You are in communication with two correspondents.

Transfer OK → **the two correspondents are connected**

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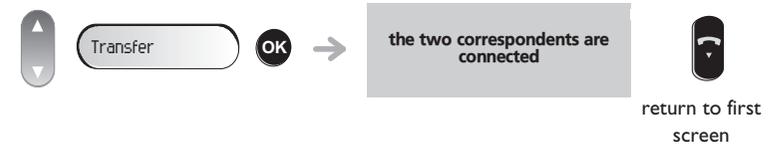
▽ You are in communication with a first correspondent. A second correspondent is on hold. You want to transfer the ongoing call to a 3rd correspondent.

during a
conversation → Transfer to 3rd OK → **call the recipient of the transfer**

→ **the two correspondents are connected**
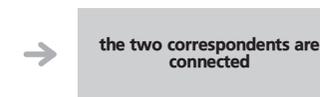
Recover the correspondent on hold :

OR Retrieving OK

line key with light
flashing

7.12 Three-way conference with internal and/or external correspondents (conference)

■ During a conversation, a second call is on hold

| John | 02:15 |

Conference **OK**

during a
conversation

■ hang up on all correspondent

End conf **OK** OR OR

7.13 Mute, so that your correspondent cannot hear you

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

| **during a conversation** | | | | **the button flashes on and off** |

disable microphone

| | | **The key is no longer lit** |

resume the
conversation

7.14 Adjust audio volume

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

| **during a conversation** | ➡ | − OR + |

adjust audio volume

7.15 Diverting calls to another number (immediate diversion)

Forward **OK** → **forwarding status of your telephone** → Immediate forward **OK**

→ SIP 2abc 3def 5jkl 6mno OR From directory

number receiving diversion

→ **OK**

validate the   return to first
forwarding   screen
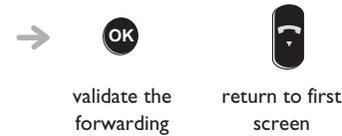
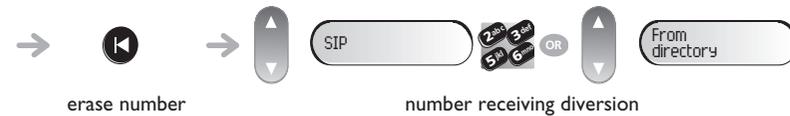*You can continue to make calls but can only receive calls on the phone to which you have forwarded your calls*

▼ Modify the forwarding

Forward **OK** → **forwarding status of your telephone** → Immediate forward **OK**

→ ◄ → SIP 2abc 3def 5jkl 6mno OR From directory

erase number   number receiving diversion

→ **OK**

save the   return to first
modification   screen

▼ Cancel the forwarding

Forward **OK** → forwarding status of your telephone → Deactivate **OK**

return to first screen

7.16 Diverting your calls to your voice message service

Forward **OK** Imm fwd to VM **OK**

7.17 Consulting your voice mailbox

✉ → display number of new and old messages → Voice mail **OK**

confirm access to the voice mail

→ follow the instructions of the voice guide

• terminate consultation

Exit **OR** **OR**

7.18 Programming the programmable keys

💬 *You can program a number on programmable keys 2, 3, 4 and 5 of your phone.*

Settings **OK** Phone **OK** Speed Dial **OK**

→ key programming status display

press the key you want to program

• **Program using the number:**

1st name: **OK** → Name: **OK**

enter the first name   type the name

→ SIP **OK** → programmed line key

enter the contact's number or uri

• **Program using the directory:**

From directory **OK** → **OK** → programmed line key

select a directory entry

27
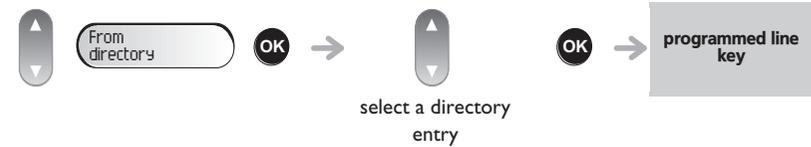
Use the telephone in SIP mode

7.19   Change your direct call keys

Settings — **OK** — Phone — **OK** — Speed Dial — **OK**

press the key
you want to
program

• **Reprogram using the number:**

1st name: — **OK** → Name: — **OK**

enter the first name   enter the contact's surname, first name and
                              number

→ SIP — **OK** → **key programming has been changed**

enter the contact's number or uri

• **Reprogram using the directory:**

From directory → → **OK** → **key programming has been changed**
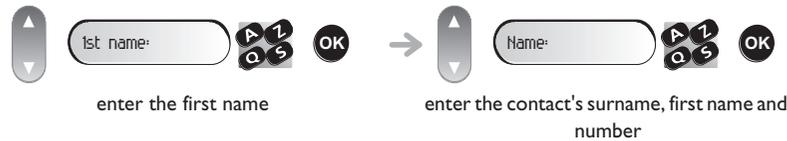
select a directory
entry

7.20   Delete a direct call key

Settings — **OK** — Phone — **OK** — Speed Dial — **OK**

→ Delete — **OK** → **key programming has been deleted**

press the key
you want to
delete

7.21   Programming your personal directory

▽ Access your personal directory

📖 — OR — Directory — **OK**

press and
release

▽ Create a record in the personal phone book

New — **OK** — Name: — 1st name: — SIP

name, first name and number of your contact

→ **OK**

save the record   return to first
                         screen
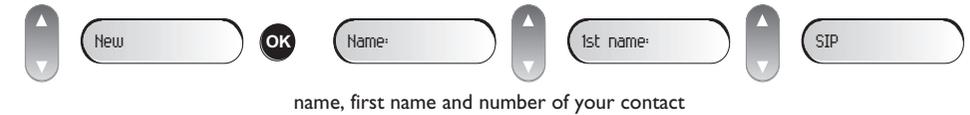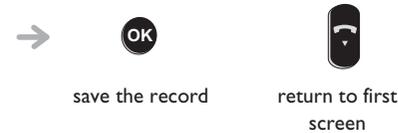
▽ Modifying a card in the personal directory

→ **OK** → Modify — **OK**

select the card to
be modified

→ Name: — 1st name: — SIP

name, first name and number of your contact

→ **OK** ☎

save the
modification

return to first
screen

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

▼ Delete a record

▲▼ **OK** → ▲▼ Delete **OK** ☎

select the card to
be deleted

return to first
screen

7.22   Configuring the telephone ringer

▲▼ Settings **OK**   Phone **OK**   ▲▼ Ringing **OK**

▼ Choose the tune

▲▼ Melody **OK** → ▲▼ **OK** ☎

select the melody of your
choice (16 tunes)

return to first
screen

▼ Adjusting the ringer volume

▲▼ Level **OK**   + − OR ▲▼   **OK** ☎

select the volume of
your choice
(9 levels)

apply your choice

return to first
screen

▼ Activate/disable meeting mode (progressive ringing)

▲▼ Ringing mode **OK** → ▲▼ Normal ringing **OK**

OR Silent mode **OK** OR ProgressiveRinging **OK** **OK**

apply your choice

▼ Activate/deactivate discreet ring mode

▲▼ Beep **OK** → ▲▼ 1 beep before ring **OK**

OR 3 beep before ring **OK** OR Ring without beep **OK** **OK**

apply your choice

▼ Adjust ringer volume while a call arrives

your telephone rings → + −

adjusting the
ringer volume

7.23 Adjusting screen brightness

+ − OK OR ▲ ▼ Settings OK Phone OK

adjusting screen
brightness

▲ ▼ Contrast OK + − OR ▲ ▼ OK
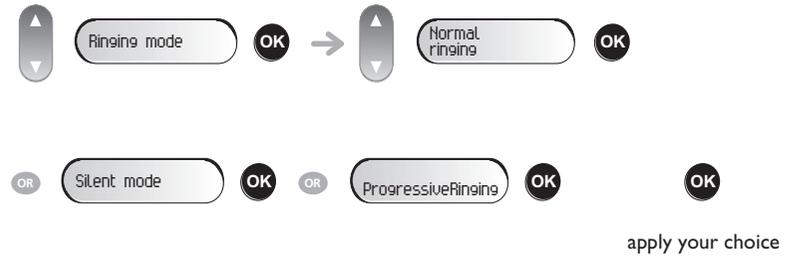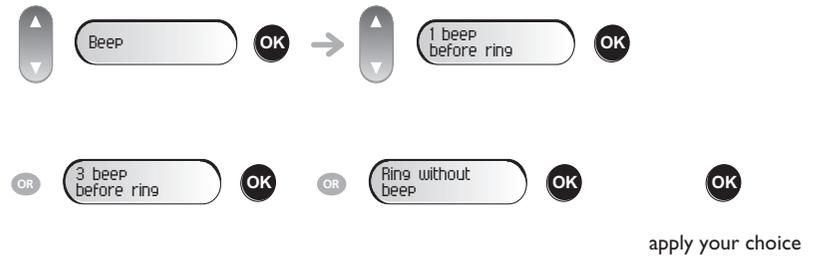
adjusting screen
brightness

7.24 Selecting language

▲ ▼ Settings OK Phone OK

Language OK ▲ ▼ OK

select the language   apply your choice
of your choice

7.25 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.
By default during a communication, your telephone in SIP mode is configured to send codes in voice frequency: enter these codes directly using the keys on your telephone
For more information regarding this configuration, contact the person in charge of your installation.

Guarantee and clauses

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

The invoice will be demanded if making a claim under the warranty. The warranty does not however 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.

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

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

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

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

Declaration of compliance
EC countries: we, **Alcatel-Lucent Enterprise**, declare that the Alcatel-Lucent IP Touch 4008/4018 Phone and 4019 Digital Phone products comply with the essential demands of Directive 1999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.
Consumption in standby: 3,5V.

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

Operating conditions
Operating temperature range: -5°C /45°C.

Acoustic shock protection
The acoustic level of the signal generated by the handset earpiece is less than 130 dBspl for a transient signal (123 dBspl for Australia) and less than 118 dBspl (rms) for a continuous signal (120 dBA for Australia).

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.

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