Alcatel-Lucent OmniPCX Enterprise Communication Server

Alcatel-Lucent IP Touch 4028 Phone
Alcatel-Lucent 4029 Digital Phone
Thank you for choosing a telephone from the Alcatel-Lucent IP Touch 4028 & 4029 Digital Phone range manufactured by Alcatel-Lucent.

Your IP Touch 4028 & 4029 Digital Phone terminal has a new ergonomic layout for more effective communication.

- A large graphic screen, in conjunction with various keys and the navigator, allows you to make calls, configure and program your telephone.
- A receiver that is pleasant to use: it fits nicely in the hand with a flexible grip section,
- Communication is even more convenient using the audio keys (loudspeaker, handsfree),
- The convenient alphabetic keypad, to call your parties by name.

### 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 call, 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.
- Adjustment “reduce”.
- Adjustment “increase”.

#### Programmable keys and icons
- Line key.
- Icon corresponding to key.
- Hold and Transfer keys.
- 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.
- Means that the feature is subject to programming. If necessary, contact your installer.
- Means that the feature can be accessed by pressing a programmed key – see Program the keys for the Main page or the add-on module.

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.

LED
- Green flashing: arrival of an internal call.
- Orange flashing: arrival of an external call.
- Red flashing: priority or alarm call.

Adjust the tilt of the screen

Receiver

Socket for connecting headphones or a handsfree/speaker unit

Alphabetic keypad

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 call, provides access to welcome screens (Menu, Info, ..) and to return to the call icon screens.

Welcome screens
- **Menu page**: contains all features and applications accessible via the keys associated with the words on the screen.
- **Main 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 features: name, telephone number, number of messages, activation of forward feature, appointment reminder, etc.

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**: the call is placed on hold.
- **Transfer**: transfer the call to another number.
1 Description of the screens

1.1 Welcome screens

- **Menu page**: contains all features and applications accessible via the keys associated with the words on the screen. From this page, it is possible to adjust the ringer volume and screen brightness, program the time of an appointment, lock the terminal, define the default page displayed, configure voice mail, and access telephone features such as calling back one of the last 10 numbers or intercepting calls.

- **Main page**: contains call line keys (allowing supervision of calls) and programmable call keys. The up-down navigator is used to access all the speed dial keys (apart from those displayed by default). Direct call keys are programmed or modified via the Information key.

- **Info page**: contains information on the telephone and the status of its features: name, telephone number, number of messages, activation of forward feature, appointment reminder, etc.

- **Time and status icon**: indicates the current date and time.

- **Scroll bar**: shows the position on a page.

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

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

### 1.2 Call management screen

- **Date**
- **Incoming call icon**
- **Time and status icon**
- **Call holding icon**
- **Pop-up display of features accessible while the call is taking place**

**Incoming call presentation screen.** This screen is temporarily displayed when a call arrives and shows the name and/or number of the caller.

*Conference*

- Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, held, arrival of new call). When a call is in progress, use the left-right navigator to look at held or incoming calls.

- Use the up-down navigator to display the features accessible. These features (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer feature will not be available between a call in progress or a held call and an incoming call.

- **Back/Exit key:** used to switch from a telephone screen to an application screen. For example, can be used while a call is in progress to look up a number, program an appointment reminder, etc.

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

### 1.3 Application screen

- **Date**
- **Application name**
- **Time and status icon**
- **Events screen**

- **Application screen:** displays information relevant to programming or configuring the telephone.
- **Events screen:** displays events connected to the programming or configuration operations in progress, confirmation, rejection, error, etc.
2.1 Making a call

- Dial the number for your call
- Lift the receiver
- Number required

Handsfree
- Number required
- Programmable line key
- Dial by name

You are on a call with the destination number

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

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

If the internal or outside number does not reply:

- Broadcast a message on the loudspeaker of the free terminal
- Call back
- Send a written message

Send a voice message

Go to next screen

2.2 Answering a call

- Lift the receiver
- Handsfree
- Press the key next to the 'incoming call' icon

2.3 Using the telephone in 'Hands free' mode

- Terminal idle:
  - You are in handsfree mode
  - Press and release
  - Terminate your call

- Call in progress:
  - You are on a call with the destination number
  - Press and release

During a call, you can lift the receiver without terminating the call.
2.4 Activating the loudspeaker during a call (receiver lifted) - Speaker

You are on a call with the destination number
Activate loudspeaker (long press)

The loudspeaker key flashes

You are on a call with the destination number
Adjust volume (9 levels)
Deactivate loudspeaker (long press)

The key is no longer lit

Press and release the loudspeaker key to switch to handsfree mode (light steady).

2.5 Calling your party by name (company directory)

Enter the name or initials or the surname and first name of your party
Select the type of search you want (last name, last name and first name* or initials*)

Display of all the parties meeting the search criteria

Display the previous and next names associated with the party to call

Modify the search

*Name must be entered in format name/space/first name.

This key is used to display the entire name when it is truncated.

2.6 Make calls via your programmed call keys

Access the 'Main' page
Select the party you want to call from the programmed call keys
Call the selected party

2.7 Calling from the common directory

Your terminal has access to a common directory of outside numbers.

Directory number

2.8 Redial

'Redial' key
Reach the 'Menu' page
last number redial

2.9 Callback an unanswered call

Call back the last caller

Call back the last caller
Using your telephone

List of last callers:

• Erase the list of unanswered calls:

  "Menu" page

→ Recall

Select a name or a number

2.10 Requesting automatic callback if internal number is busy

Internal number is busy → Call back → callback request acknowledged

2.11 Answering an internal call in intercom mode

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

• To activate - Terminal idle:

  The corresponding LED goes out

  The feature is automatically cancelled when you hang up.

2.12 Sending DTMF signals

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

You are on a call with the destination number

To activate

The key lights up

Disable microphone

The key is no longer lit

Resume the call

You are on a call with the destination number

Send DTMF

Paul 00:23

The key lights up

Paul 00:23

The key is no longer lit

Resume the call

When your caller hangs up, intercom mode remains active.
3.1 Making a second call during a call

During a call, you can call a second person (consultation call):

- You are on a call with the destination number.
- The first call is placed on hold.
- Number of second party
- Name of second party
- Other methods for calling a second party
  - Dial the number for your call.
  - Name of second party.
  - To access the 'Redial' feature (press and hold).
  - Call back one of the last 10 numbers dialed (short press).
- Programmable line key.

To cancel your second call and recover the first:

- 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 call

- A second party is trying to call you:
  - Name or no. of the caller displayed for 3 seconds
  - To answer displayed call:
    - Line key for which icon is flashing
    - The first call is placed on hold
  - To return to your first caller and end the call in progress:
    - Key associated with the 'incoming call' icon

3.3 Switching between calls (Broker call)

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

- Key associated with the 'incoming call' icon
- Place your first party on hold
3.4 Transferring a call

To transfer your call to another number:

1. You are on a call with the destination number
2. Press 'Transfer' key
3. Dial the number to be called
4. Press to perform the transfer

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

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

- During a call, to establish a three-way conference:
  - You are in a conference call with 2 parties. To add another party to the conference:
  - Code for "Conference" feature
  - Number of second party
  - Press to establish the three-way conference
  - Cancel conference and return to first correspondent (if conference is active):
  - Hang up on all correspondent (if conference is active):
  - After the conference, to leave your two parties talking together:

3.6 Talk simultaneously to more than 2 partys

You are in a conference call with 2 parties. To add another party to the conference:

- Press to perform the transfer

3.7 Casual conference

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

- You are in a 3-way conference

3.8 Placing a call on hold (HOLD)

- You are on a call with the destination number
- Your call is placed on hold

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

Press 'Hold' to recover the call on hold:

- **Common hold:** to recover your call on any telephone in your system.

You are on a call with the destination number
Recover the call on hold from any telephone:

Key associated with the 'incoming call' icon

### 3.9 Parking a call

- **Park/retrieve call**

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

You are on a call with the destination number

A parking announcement message is displayed on the screen of the parking destination set.

### 3.10 Barge-in/Intrusion into an internal call

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

- **Protection against Barge-in/intrusion:**
  - **Intrusion protection**

Press programmable key  
Enter the number desired

Protection is cancelled when you hang up.
During a call

### 3.11 Adjust audio volume

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

- Press the volume control keys.

You are on a call with the destination number

Adjust audio volume

### 3.12 Signal malicious calls

This key lets you signal a malicious call. If this call has an internal source, it is signalled to the system by a special message.
4.1 Answering a night or a general bell

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

Reach the 'Menu' page

Consultation Call pick up Night service

4.2 Manager/assistant screening

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

From the manager’s or assistant’s telephone:

Press programmable key

Incoming calls are screened by a designated person (assistant, etc.)

Press the same key to cancel

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

4.3 Individual pick-up

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

- If the telephone ringing is in your own pick-up group:
  Reach the 'Menu' page

Consultation Call pick up Group call pick up

- If the telephone ringing is not in your pick-up group:
  Reach the 'Menu' page

Consultation Call pick up Individual call pick up

Dial the number of the ringing telephone

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

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

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

Reach the 'Menu' page

Your group number

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

Reach the 'Menu' page

Your group number

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

4.5 Calling an internal party on his/her pager

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

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

4.6 Answering a call on your pager

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

- Your extension number
4.7 Calling a party on his/her loudspeaker

Your internal party does not answer. If authorized, you can remotely activate your party’s phone:

Your party does not answer

→ you are connected to the loudspeaker on your party’s phone (if he/she has the handsfree feature)

4.8 Sending a written message to an internal party

Enter the number of the terminal to receive the message

Enter the first letters of the last name

Select a predefined message

Select a predefined message to complete

Compose a new message

Complete your message

The 27 standard messages are shown below:

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

Messages to be completed using numeric keypad

New text message

Send

Personal code

Display shows the number of new and old messages

Consult

Forward msg

Send

Dial the number to be called

Dial by name

Send message
4.10 Sending a recorded message to a number/a distribution list

- Personal code
- Record message
- End recording
- Dial the number to be called
- Send message
- End of broadcast

4.11 Broadcasting a message on the loudspeakers of a station group

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

The message will only be broadcast on terminals not in use and which have a loudspeaker.
5.1 Diverting calls to another number (immediate forwarding)

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

- Press programmable key
- Your extension number

5.2 Forwarding your calls to your voice message service

- Press programmable key
- Your extension number

5.3 When you return, review your recorded messages

The light indicates that messages have been received.

- Press programmable key
- Your extension number

5.4 Diverting calls to your pager

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

- Press programmable key
- Do not disturb activated

5.5 Forwarding your calls from the receiving terminal (“Follow me”)

You wish to receive your calls in your present location:

- Use the “Follow me” feature.

5.6 Applying a selective forwarding;

You can forward your primary number and your secondary number or numbers to different sets.

- Reach the ‘Menu’ page
- Select the number to forward
- Number receiving forwarding
5.7 Cancelling all forwardings

Deactivate
Deactivate
Program another type of forwarding, if desired

5.8 Cancelling a specific forwarding

programmed key corresponding to type of forwarding (group or selective)

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

Forward on busy
Callers will be able to contact you while you are moving around the company:

Program another type of forwarding, if desired

5.10 Do not disturb

Do not disturb On/Off
You can make your terminal temporarily unavailable for all calls.

Do not disturb On/Off

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

5.11 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.

Compose a new message
Complete your message
# Consulting written messages

The light indicates that messages have been received.

- **Call sender of message**
- **Record message**
- **Next message**
- **Answer with a text message**
- **Terminate consultation**

Display shows name of sender, with date, time and ranking of message.
6.1 Charging your calls directly to business accounts

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

Reach the 'Menu' page

Consultation
Additional services
Business account code

Number of business account
Number required

6.2 Finding out the cost of an outside call made for an internal user from your terminal

Reach the 'Menu' page

Consultation & callbacks
Charging information
7 Programming your telephone

7.1 Initializing your voice mailbox

Light flashes

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

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

7.2 Customizing your voice greeting

You can replace the greeting message by a personal message.

7.3 Modify the password for your phone set

Reach the ‘Menu’ page

Old code (4 digits) New code (4 digits)

Enter new password again to confirm

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

7.4 Modify the password for your voice mailbox

As long as your voice mailbox has not been initialized, the personal code is 1515.
7.5 Adjusting the audio features

Reach the 'Menu' page

Choose the tune:

- Intern call
- Extern call
- Priority call

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

Select the melody of your choice (16 tunes)

Adjusting the ringer volume:

- Select the level of your choice (12 levels)

Activate/deactivate silent mode:

- More options
- Silent mode

Activate/Deactivate meeting mode (progressive ringing):

- More options
- Progressive

7.6 Adjusting screen brightness

Reach the 'Menu' page

Increase or decrease the contrast

7.7 Selecting the welcome page

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

Select the default page
### 7.8 Selecting language
Reach the ‘Menu’ page
Enter your personal code
Select the language of your choice

### 7.9 Program the keys for the Main page or the add-on module
You can program call numbers and features for the ‘Main’ page keys and the add-on module keys.

Reach the ‘Menu’ page
Press the key you want to program
To program a number
To program a feature

To program a number:

- Speed dial
  - Enter the number

- Services
  - 

To program a feature:

- Services
  - follow informations displayed on the screen (Basic)

### Other possibilities:
- Modify contents of entry displayed
- Delete

### 7.10 Erase a programmed key
Reach the ‘Menu’ page
Access the ‘perso’ page if necessary
Select the key to erase

### 7.11 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).

Reach the ‘Menu’ page
Enter time of appointment

Dial the number of the appointment destination set.
The ‘Appointment programmed’ icon is displayed on the welcome page.
Programming your telephone

At the programmed time, your telephone rings:

- To cancel your reminder request:

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

7.12 Identifying the terminal you are on

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

- Access the 'Info' page using the navigator.

7.13 Lock / unlock your telephone

- Reach the 'Menu' page
  Depending the displayed informations, enter your password or confirm

7.14 Configuring the audio jack of your telephone

By default, the audio jack of your telephone can be used to connect a headset, handsfree kit or loudspeaker.

- Reach the 'Menu' page

7.15 Call the associated set

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

- To call it:

Start the call
Programming your telephone

7.16 Forward your calls to the associated number

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

- Overflow to associate
- Overflow if bus to associate

For forwarding when you do not answer
For immediate forwarding when your line is busy

- Deact overflow to associate
- Modify

For forwarding if you do not answer or if you are busy
To cancel the forwarding to associate function

7.17 Modify the associated number

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

Reach the 'Menu' page

- Modify

Enter your personal code
Enter the new associated number

Acceptance of the programming is displayed

7.18 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.

7.19 Create, modify or consult your intercom list (max. 10 numbers)

reach the 'Menu' page

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

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

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

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

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

Declaration of compliance
EC countries: we, Alcatel-Lucent Enterprise, declare that the Alcatel-Lucent IP Touch 4028 and 4029 Digital Phone products (that can be equipped with a Bluetooth® handset) 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.

This equipement has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. This Class B digital apparatus complies with Canadian ICES-003. 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 ans used in accordance with the instructions, may cause harmful interference to radio communications. If this equipment does cause harmful interference, please contact your installer.

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

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