Thank you for choosing a telephone from the IP Touch 4038 Phone/4039 Digital Phone/IP Touch 4068 Phone range manufactured by Alcatel-Lucent. Your IP Touch 4038 Phone/IP Touch 4068 Phone (IP)/4039 Digital Phone (digital) 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.

- **Audio keys**
  - Speaker.
  - Handsfree.
  - Adjustment “reduce”.
  - Adjustment “increase”.

- **Programmable keys and icons**
  - Line key.
  - Icon corresponding to key.

- **Other fixed keys**
  - Hold and Transfer keys.
  - MENU 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.

These symbols may be supplemented by small icons or text.
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.

**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:**
- **Transfer:** Transfer the call to another number.

**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 and Bluetooth® handset

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 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).

- **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.

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

**Date**: Tue 16 Jan 2004

**Time and status icon**: 14:29

**Call forwarding icon**:
- **Stationary**: no forwarding activated.
- **Rotating**: forwarding activated.
  - Blue: immediate forwarding
  - Orange: forwarding if busy or absent

**Displays the content of the page selected**

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

**Up-down navigator**: used to scroll through the content of a page.
1.2 Call management screen

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

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.
Description of the screens and Bluetooth® handset

IP Touch Bluetooth® Wireless handset (Only available on Alcatel-Lucent IP Touch 4068 Phone set)

LED
Green flashing: normal operation.
Green steady: handset charging.
Orange flashing: battery charge low or handset outside coverage zone.
Orange steady: malfunction.

Location of the batteries

Off-hook/On-hook and Volume/Mute keys

Off-hook/On-hook: press this key to take or terminate a call

Volume/Mute:
- short successive presses to change the handset volume level (3 levels)
- long press to ensure your party no longer hears you

The battery recharges when the Bluetooth® handset is on its base.

Presentation of the battery pack

If the Bluetooth® handset is on its base, you do not need to press the Off-hook/On-hook key to take or terminate the call. Just off-hook/on-hook the Bluetooth® handset.
# Using your telephone

## 2.1 Making a call

- **Dial the number for your call**
- **Lift the receiver**
- **Number required**
- **Press the 'on-hook' key of the Bluetooth® handset** (Alcatel-Lucent IP Touch 4068 Phone)
- **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).

- The battery recharges when the Bluetooth® handset is on its base.

## 2.2 Answering a call

- **Lift the receiver**
- **Press the 'on-hook' key of the Bluetooth® handset** (Alcatel-Lucent IP Touch 4068 Phone)
- **Handsfree**
- **Press the key next to the ‘incoming call’ icon**

- The battery recharges when the Bluetooth® handset is on its base.

## 2.3 Using the telephone in 'Hands free' mode

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

- If the internal or outside number does not reply:
  - Broadcast a message on the loudspeaker of the free terminal
  - Request callback to a busy terminal
  - Send a written message

- Go to next screen

- Paul is calling you are in handsfree mode
  - Press and release
  - Terminate your call
2.4 Activating the loudspeaker during a call (receiver lifted) - Speaker.

You are on a call with the destination number.

Press and release

The key is no longer lit

The key flashes

Adjust volume (9 levels)

Deactivate loudspeaker (long press)

Erase last letter entered

Show next name

Show previous name

2.5 Calling your party by name (company directory)

First letters of your party’s name

The telephone proposes a name followed by a corresponding telephone number and sequence number in list.

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 Screening calls using the voice mailbox

This service lets you screen incoming calls to your voice mailbox. When your caller leaves his message you can choose to communicate with him.

- Activating call screening:
  
  Enter your personal code
  
  Phone key
  
  You hear the message left by your caller
  
  Handsfree to take the call

- When you receive a call:
  
  Name or number of the caller
  
  To stop listening only

2.9 Redial

- Redialing the last number dialed (redial):
  
  Redial
  
  ‘Redial’ key (short press)

- Call back on the last 10 number dialed:
  
  Redial
  
  ‘Redial’ key (long press)

- Reach the ‘Menu’ page

2.10 Requesting automatic callback if internal number is busy

Internal number is busy → Callback → callback request acknowledged

- Cancelling callback request:

  Callback → cancellation of callback request acknowledged

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

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:

  → corresponding LED lights up

  When your caller hangs up, intercom mode remains active.

- To deactivate - Terminal idle:

  → The corresponding LED goes out
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 feature is automatically cancelled when you hang up.

2.13 Mute, so that your party cannot hear you

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

• The terminal

You are on a call with the destination number

Disable microphone

The key is no longer lit

Resume the call

• The Bluetooth® receiver (Alcatel-Lucent IP Touch 4068 Phone)

Press the handset volume/mute key (press and hold)
3.1 Making a second call during a 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 on the last 10 number dialled (short press).
- Programmable line key.

To cancel your second call and recover the first:

Key associated with the 'incoming call' icon

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:

You are on a call with the destination number

The first call is placed on hold

Name or no. of the caller displayed for 3 seconds

Answer displayed call:

Line key for which icon is flashing

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
During a call

### 3.4 Transferring a call

- **To transfer your call to another number:**

  - You are on a call with the destination number
  - Press 'Transfer' key
  - Dial the number to be called
  - Press to perform the transfer

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

### 3.5 Transfer a call to the voice mailbox of an absent party

During the call, you want to transfer your party to the voice mailbox of another party.

- You are on a call with the destination number
- Press 'Transfer>VMU'
- Number of second party

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

- During a call, to establish a three-way conference:
  - Code for “Conference” feature
  - Number of second party
  - Press to establish the three-way conference

- Cancel conference and return to first correspondant (if conference is active):

### 3.7 Placing a call on hold (HOLD)

- **Private hold:**
  - During a call, you may place the call on hold and recover it later, on the same telephone
  - You are on a call with the destination number
  - Press 'Hold' to recover the call on hold

- **Common hold (subject to programming):**
  - To recover your call on any telephone in your system
  - You are on a call with the destination number
  - Cancel the conference

- Hang up on all correspondant (if conference is active):

- After the conference, to leave your two parties talking together:

- **Hang up on all correspondant (if conference is active):**

- **After the conference, to leave your two parties talking together:**

- **Hang up on all correspondant (if conference is active):**

- **After the conference, to leave your two parties talking together:**

- **Hang up on all correspondant (if conference is active):**
During a call

Recover the call on hold from any telephone:

Key associated with the 'incoming call' icon

3.8 Parking a call

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

To recover the parked call:

If the parked call is not recovered within a preset time (1 min 30 by default), it is either transferred to the attendant or it rings back the extension that parked the call, depending on system configuration.

3.9 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:

Same key to exit

3.10 Store a number

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

You are on a call with the destination number

Enter the name of your party

Confirm

Protection against Barge-in/intrusion:

'Communication protection' programmed key

Protection is cancelled when you hang up.

3.11 Adjust audio volume

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

You are on a call with the destination number

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

**4.1 Initiate a 'Meet me' conference**

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

*Activation code: this code is defined by the administrator during system configuration.*

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

*Password: the default password cannot be used. If necessary, refer to chapter: "Modifying your personal code".*

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

Lift the receiver (see Making a call)

Enter the 'Meet me' conference activation code

From the outside, dial the 'Meet me' conference activation call number

Enter your telephone number (internal)

The conference is set-up

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

**4.2 Join a 'Meet me' conference**

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

Lift the receiver (see Making a call)

Enter the joining code for the 'Meet me' conference

From the outside, dial the 'Meet me' conference joining call number

You are in conference mode

Joining code: this code is defined by the administrator during system configuration.

Call number for joining the 'Meet me' conference: this call number allows the participants to join a conference from an external set. This number must have been defined previously by the system administrator.

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

You cannot join a conference if the maximum allowed number of participants is already reached.

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

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

To receive special ringing for calls to another number:

“Supervised call ringing” programmed key
Press the same key to cancel

5.2 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

5.3 Manager/assistant screening

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 “Screening” key

Press the same key to cancel

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

5.4 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:

‘Group call pick-up’ programmed key

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

Reach the ‘Menu’ page
Dial the number of the ringing telephone

‘Set call pick-up’ programmed key
Dial the number of the ringing telephone

The system can be configured to prevent call pick-up on certain telephones.
5.5 Answering briefly in place of the attendant

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

- “Attendant help” programmed key

Calls to the switchboard:

- Calls to the switchboard will ring on your telephone
- “Attendant help” programmed key

Press the same key to cancel.

5.6 Hunt groups

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

- No. of group to be called
- ‘Leave group’ programmed key

Temporary exit from your hunt group/Return into your group:

- Your group number
- ‘Leave group’ programmed key

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.

5.7 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 does not answer
- ‘Paging’ programmed key

Your party can answer from any telephone in the system.

5.8 Answering a call on your pager

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

- Your pager beeps
- ‘Answer paging’ programmed key

Your group number

5.9 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
- ‘ForcedInter’

You are connected to the loudspeaker on your party’s phone (if he/she has the handsfree feature)
5.10 Sending a written message to an internal party

**Predefined message:**
- Dial the number to be called
- Enter the first letters of the last name

**Personal message:**
- Change language of message
- Confirm your choice

The 27 standard messages are shown below:

<table>
<thead>
<tr>
<th>No.</th>
<th>Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Call me back</td>
</tr>
<tr>
<td>2</td>
<td>Call me back tomorrow</td>
</tr>
<tr>
<td>3</td>
<td>Call me back at ___ (°)</td>
</tr>
<tr>
<td>4</td>
<td>Call back ___ (°)</td>
</tr>
<tr>
<td>5</td>
<td>Call the attendant</td>
</tr>
<tr>
<td>6</td>
<td>Call the assistant</td>
</tr>
<tr>
<td>7</td>
<td>I will call back at ___ (°)</td>
</tr>
<tr>
<td>8</td>
<td>Use paging</td>
</tr>
<tr>
<td>9</td>
<td>Please retrieve your fax</td>
</tr>
<tr>
<td>10</td>
<td>Please retrieve your mail</td>
</tr>
<tr>
<td>11</td>
<td>Please cancel your forwarding</td>
</tr>
<tr>
<td>12</td>
<td>Visitors are waiting</td>
</tr>
<tr>
<td>13</td>
<td>You are expected at reception</td>
</tr>
<tr>
<td>14</td>
<td>Meeting at ___ (°)</td>
</tr>
<tr>
<td>15</td>
<td>Meeting on ___ (°)</td>
</tr>
<tr>
<td>16</td>
<td>Meeting on ___ at ___ (°)</td>
</tr>
<tr>
<td>17</td>
<td>Out for a while</td>
</tr>
<tr>
<td>18</td>
<td>Absent for the rest of the day</td>
</tr>
<tr>
<td>19</td>
<td>Absent, back at ___ (°)</td>
</tr>
<tr>
<td>20</td>
<td>Absent, back on ___ at ___ (°)</td>
</tr>
<tr>
<td>21</td>
<td>On vacation, back on ___ (°)</td>
</tr>
<tr>
<td>22</td>
<td>External meeting</td>
</tr>
<tr>
<td>23</td>
<td>External meeting, back on ___ (°)</td>
</tr>
<tr>
<td>24</td>
<td>I am in room nr ___ (°)</td>
</tr>
<tr>
<td>25</td>
<td>In a meeting - do not disturb</td>
</tr>
<tr>
<td>26</td>
<td>At lunch</td>
</tr>
<tr>
<td>27</td>
<td>Indisposed</td>
</tr>
</tbody>
</table>

5.11 Sending a copy of a voice message

**Voice mail**

- Display shows the number of new and old messages
- Personal code
- Select message to copy by consecutive presses
- Dial the number to be called
- Dial by name
- Send message
- Record a comment
- Start recording the comment
- End recording
- Replay comment
- Re-record a comment
- Send message
5.12 Sending a recorded message to a number/a distribution list

Dial party’s No. or list No. (00 to 50)  Party’s name or list name (00 to 50)  Other parties if necessary  Confirm

Start message recording  Recording  End recording  Confirm

Replay message  Re-record a message  Confirm

5.13 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:

5.14 Modify the automated attendant welcome message remotely

This feature enables a user with the appropriate rights to modify the automated attendant night or day-time message.

Voice mail call number  Number of your voice mailbox  Personal code

Access the ‘personal options’ menu  Access the ‘welcome messages customization’ menu  follow the instructions of the voice guide

The message will only be broadcast on terminals not in use and which have a loudspeaker.
6.1 Selecting calls to be forwarded

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

6.2 Diverting calls to another number (immediate forwarding)

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

6.3 Forwarding your calls to your voice message service

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

6.4 When you return, review your recorded messages

The light indicates that messages have been received.

6.5 Activate/deactivate the personal assistant

You can make calls, but only the destination number can call you.

You can make calls, but only the destination number can call you.
6.6 Personal assistant: reaching you with one number only

Reach the 'Menu' page

Dial number of a colleague or other key individual

Dial an outside line number

Dial number of your cell or PWT/DECT

Activate/deactivate transfer to the attendant

Confirm

6.7 Diverting calls to your pager

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

'Reverse to paging' programmed key

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

You wish to receive your calls in your present location:

Use the "Follow me" feature.

6.9 Applying a selective forwarding

You can selectively forward calls, according to the caller's identity:

'Reative forwarding' programmed key

Do not disturb activated

6.10 Diverting all group calls

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

'Group calls forwarding' programmed key

Do not disturb activated

Number receiving forwarding
6.11 Cancelling all forwardings

Program another type of forwarding, if desired

'Cancelling all forwardings' programmed key

6.12 Cancelling a specific forwarding

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

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

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

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

6.14 Do not disturb

You can make your terminal temporarily unavailable for all calls.

'DND' programmed key

6.15 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.

- Predefined message:
  - First message in list (27)
  - Select the message to be sent
  - Enter the no. of the message to be sent (01 to 27)

- Personal message:
  - Create a temporary personal message (alphabetic keypad)
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. In a meeting - do not disturb
26. At lunch
27. Indisposed

### 6.17 Message notification

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

- **Activate/deactivate message notification:**
  - Press consecutively to activate/deactivate
  - Confirm

- **To pause recording:**
  - Enter the number desired
  - Confirm

- **Change the time slot:**
  - the time slot during which notification is activated can be changed.
  - Change times
  - Confirm

### 6.16 Consulting written messages

The light indicates that messages have been received.

- Displays the rest of the message and the date and time it was left
- Next message.
- Previous message.
- Erase message.
- Call sender of message.
- Sending a written message to an internal party.
- Save the sender’s number in your directory.
- Terminate consultation.
### 7.1 Charging your calls directly to business accounts

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

- **Adding or changing a business code during a call:**
  - "Business account code during call" programmed key

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

- **During an internal call**
  - Programmed key ‘Cost Total Recall’
  - the call is placed on hold

- **Outside number called**
  - Transfer call to your party on hold

- **When the internal party who has taken the call on-holds, you are called back and can:**
  1. Read information concerning call (cost, duration, number of units...).
  2. Print a charge ticket.
  3. Terminate consultation.
8 Programming your telephone

8.1 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.

8.2 Customizing your voice greeting

You can replace the greeting message by a personal message.

Reach the 'Menu' page

Ready to start recording
End recording
Press to return to the default message

8.3 Modifying your personal code

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

Reach the 'Menu' page

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

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

8.4 Configuring the telephone ringer

Reach the 'Menu' page

Choose the tune:
Select the melody of your choice (16 tunes)
Confirm your choice

Adjusting the ringer volume:
Select the level of your choice (12 levels)
Confirm your choice
Programming your telephone

8.5 Adjusting screen brightness (Alcatel-Lucent IP Touch 4038 Phone/4039 Digital Phone)

Adjusting the ringer volume:

- To activate
- To deactivate
- Confirm your choice

8.6 Selecting the welcome page

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

- Select the default page
- Confirm your choice

8.7 Selecting language

Reach the 'Menu' page

- Select the language of your choice
- Confirm your choice

8.8 Programming speed dialing (speed dials) keys (Main page)

Access the Main page using the navigator

- Press a call key on the Main page
- Enter the name

- Enter the number

- Increase or reduce the brightness of the screen or keys (of the extension unit) by pressing consecutively on the corresponding keys
8.9 Erase a programmed key

Access the Main page using the navigator.
Select the key to erase.

8.10 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).

Reach the 'Menu' page.
Select the type of appointment (temporary or permanent).
Enter time of appointment.
Confirm the appointment time.

At the programmed time, your telephone rings:

If you are on call, the display flashes and an audio tone is generated. After unanswered calls, a temporary request is cancelled but a permanent request remains in memory. If your calls are forwarded to another terminal, the forwarding is not applied to the reminder call.

8.11 Identifying the terminal you are on

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

8.12 Broadcasting background music on your loudspeaker

You can broadcast background music on the loudspeaker of your telephone (depending on configuration):

When telephone is not in use, background music is played.

Press the same key to cancel.

The music stops when a call is made or received and starts again when you hang up.

8.13 Lock / unlock your telephone

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

your telephone is locked/unlocked.
### 8.14 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.

**Menu**

```
Reach the 'Menu' page
```

Headset | Hands-free | Sta.speaker
---|---|---

### 8.15 Activating/deactivating ‘forced headset’ mode

‘Forced headset’ mode must be activated as soon as a headset is installed instead of the receiver.

**Menu**

```
Reach the 'Menu' page
```

On | Off
---|---

**Activating/deactivating ‘forced headset’ mode**

### 8.16 Installing a Bluetooth® Wireless Technology handset (matching) - Alcatel-Lucent IP Touch 4068 Phone

**Menu**

```
Reach the 'Menu' page
```

Adddevices

With the handset turned off, press the 2 Bluetooth® handset keys at the same time (long press)

wait for the handset address and name to be displayed on the screen

Select the relevant equipment

the 3 note audible signal indicates that the handset has been installed correctly (the LED flashes green or orange depending on the battery charge level)

**If you add the Bluetooth® handset before the name of the handset is displayed on the screen, you must enter the password 5555 to terminate the installation**
8.17 Use of the Bluetooth® handset (Alcatel-Lucent IP Touch 4068 Phone)

The Bluetooth® cordless handset permits the user to answer and call with complete freedom within a radius of 10 meter from the set.

- **IP Touch Bluetooth® Wireless handset**
  The handset has a LED and two buttons.
  - **Green flashing**: normal operation.
  - **Green steady**: handset charging.
  - **Orange flashing**: battery charge low or handset outside coverage zone.
  - **Orange steady**: malfunction.

**Off-hook/On-hook and Volume/Mute keys**

- **Off-hook/On-hook**: press this key to take or terminate a call.
- **Volume/Mute**:
  - short successive presses to change the handset volume level (3 levels),
  - long press to ensure your party no longer hears you.

8.18 Installing a Bluetooth® Wireless Technology headset (matching) - Alcatel-Lucent IP Touch 4068 Phone

Before a Bluetooth® headset can be used, it must be correctly matched to the terminal. Before performing the matching operation, the headset must be in detectable mode*.

* Refer to the user documentation supplied with the headset.

8.19 Using a Bluetooth® Wireless Technology headset - Alcatel-Lucent IP Touch 4068 Phone

Refer to the user documentation supplied with the headset.

8.20 Deleting an accessory (headset, handset, etc.): Bluetooth® Wireless Technology - Alcatel-Lucent IP Touch 4068 Phone

Reach the ‘Menu’ page

- **Settings**
- **Set**
- **BlueTooth**

Select the equipment to be removed

Confirm your choice

* Refer to the user documentation supplied with the headset.
9 ACD: Agent set / Supervisor station

9.1 Agent set

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

9.2 Open an agent session (login) - Agent set

Select the ACD application

Select the agent and validate

ACD application welcome screen display

Depending the displayed informations, enter your password or confirm

9.3 ACD application welcome screen - Agent set

<table>
<thead>
<tr>
<th>Name of the agent set</th>
<th>Operating status of the agent set</th>
<th>Status of the queues</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACD</td>
<td>On/Duty, Offduty, C.Work, Offduty</td>
<td>1.00, 2.00, 3.00, 4.02, 5.00, 6.00, 7.00, 8.00</td>
</tr>
</tbody>
</table>

Alcatel-Lucent IP Touch 4038 Phone/4039 Digital Phone/IP Touch 4068 Phone sets

- 4.02+ means: group number 4; 2 calls waiting; the ‘+’ sign indicates that the queue capacity has been reached (Alcatel-Lucent IP Touch 4038 Phone/4039 Digital Phone/IP Touch 4068 Phone).

9.4 The four operating statuses of the agent set

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

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

The agent can change the operating status directly by entering codes (on all sets), by pressing the function keys on the set (Alcatel-Lucent IP Touch 4028 Phone/4029 Digital Phone and Alcatel-Lucent IP Touch 4038 Phone/4039 Digital Phone/IP Touch 4068 Phone sets), or using the ‘Agent Assistant’ agent software on PC (if available).

9.5 Changing the operating status of the set - Agent set

Changing using codes (all sets)

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

<table>
<thead>
<tr>
<th>Statuses</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>In service</td>
<td></td>
</tr>
<tr>
<td>withdrawn</td>
<td></td>
</tr>
<tr>
<td>additional task</td>
<td></td>
</tr>
<tr>
<td>temporarily absent</td>
<td></td>
</tr>
</tbody>
</table>

Enter the feature code to activate

A melody is played: activation accepted, the change of status has been carried out

A ‘buzzer’ type alarm sounds: activation refused, the set is probably not taken into account by the call centre; you should contact your administrator.

Changing by function keys (Alcatel-Lucent IP Touch 4028 Phone/4029 Digital Phone and Alcatel-Lucent IP Touch 4038 Phone/4039 Digital Phone/IP Touch 4068 Phone)

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

9.6 Modifying your personal code - Agent set

A new code (4 digits)

Enter your password or confirm

Password
9.7 Agent set - Integrating another group/leaving a group

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

9.8 Close the agent session (logout) - Agent set

Press the supervision key.

9.9 Supervisor station

A supervisor can review the messages left in the voice mailboxes of the call centre groups (maximum 8 groups) using the function keys on an Alcatel-Lucent IP Touch 4028 Phone/4029 Digital Phone or Alcatel-Lucent IP Touch 4038 Phone/4039 Digital Phone/IP Touch 4068 Phone set.

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

9.10 Supervising group mailboxes - Supervisor station

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

  Press the supervision key.

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

  Supervision keys for group mailboxes and positioning on the sets:

  Access the ‘Main’ page.
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.

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

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

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 4038 Phone, 4039 Digital Phone and IP Touch 4068 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.

Alcatel-Lucent IP Touch 4068 Phone & IP Touch Bluetooth® wireless handset
This device complies with Part 15 of FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Warning: Changes or modifications made to this equipment not expressly approved by Alcatel-Lucent Enterprise may void the FCC authorization to operate this equipment. The device is designed and manufactured not to exceed the emission limits for exposure to radio frequency energy in SAR (Specific Absorption Rate) set by the FCC.

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 136 dBspl for a transient signal and less than 125 dBA for a continuous signal.

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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