

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



**Alcatel-Lucent IP Touch 4068 Phone**  
**Alcatel-Lucent IP Touch 4038 Phone**  
**Alcatel-Lucent 4039 Digital Phone**



## Introduction

Thank you for choosing a telephone from the IP Touch and Digital Phone range manufactured by **Alcatel-Lucent**. Your IP Touch & 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, hands free),
- using the convenient alphabetic keypad, you can call your correspondents 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 conversation, can be used to access the different pages (Menu, Perso, etc.) and to return to the telephone screens.

### • Display and display keys



Partial view of display.



Display key.

### • Audio keys



Loudspeaker, hands free.



Adjustment "reduce".



Adjustment "increase".

### • Programmable keys and icons



Line key.



Icon corresponding to key.

### • Other fixed keys



Fixed key.



MENU key.



Voice mail access key.

### • Other symbols used



Means that the function is accessible from the Menu page.



Means that the function is accessible from the Perso page.



Means that the function is accessible from the Info page.



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 **Program the keys for the Perso page or the add-on module**.

These symbols can be supplemented by small icons or text.



# Contents

## 1.

### Getting to know your telephone . . . . . p.6

#### Description of the screens and Bluetooth® handset. . . . . p.7

- 1.1 Welcome screens . . . . . p.7
- 1.2 Call management screen. . . . . p.8
- 1.3 Application screen . . . . . p.8
- 1.4 IP Touch Bluetooth® Wireless handset . . . . . p.9

## 2.

### Using your telephone . . . . . p.10

- 2.1 Making a call . . . . . p.10
- 2.2 Receiving a call . . . . . p.10
- 2.3 Using the telephone in "Hands free" mode . . . . . p.10
- 2.4 Activating the loudspeaker during a conversation (receiver lifted). . . . . p.11
- 2.5 Calling your correspondent by name (company directory) . . . . . p.11
- 2.6 Make calls via your programmed call keys . . . . . p.11
- 2.7 Calling from the common directory . . . . . p.11
- 2.8 Redialling . . . . . p.11
- 2.9 Call back an unanswered call . . . . . p.12
- 2.10 Requesting automatic callback if internal number is busy . . . . . p.12
- 2.11 Answering an internal call in intercom mode . . . . . p.12
- 2.12 Sending DTMF signals . . . . . p.12
- 2.13 Mute, so that your correspondent cannot hear you. . . . . p.13

## 3.

### During a conversation . . . . . p.14

- 3.1 Making a second call during a conversation . . . . . p.14
- 3.2 Answering a second call during a conversation . . . . . p.14
- 3.3 Switching between calls (Broker call). . . . . p.14
- 3.4 Transferring a call . . . . . p.14
- 3.5 Three-way conference with internal and/or external correspondents (conference). . . . . p.15
- 3.6 Talk simultaneously to more than 2 correspondents . . . . . p.15
- 3.7 Casual conference. . . . . p.15
- 3.8 Placing a call on hold (hold) . . . . . p.15
- 3.9 Placing an outside call on hold (parking) . . . . . p.16
- 3.10 Intrusion into an internal conversation . . . . . p.16
- 3.11 Adjust audio volume . . . . . p.17
- 3.12 Signal malicious calls . . . . . p.17

## 4.

### Sharing. . . . . p.18

- 4.1 Answering the general bell . . . . . p.18
- 4.2 Manager/secretary filtering. . . . . p.18
- 4.3 Call pick-up . . . . . p.18
- 4.4 Hunting groups . . . . . p.19
- 4.5 Calling an internal correspondent on his/her pager . . . . . p.19
- 4.6 Answering a call on your pager . . . . . p.19
- 4.7 Calling a correspondent on his/her loudspeaker . . . . . p.20
- 4.8 Sending a written message to an internal correspondent. . . . . p.20
- 4.9 Send a voice message copy. . . . . p.20
- 4.10 Sending a recorded message to a number / a distribution list . . . . . p.20
- 4.11 Broadcasting a message on the loudspeakers of a station group . . . . . p.21

## 5.

### Keep in touch . . . . . p.22

- 5.1 Diverting calls to another number (immediate diversion). . . . . p.22
- 5.2 Diverting your calls to your voice message service. . . . . p.22
- 5.3 When you return, consult recorded messages . . . . . p.22
- 5.4 Diverting calls to your pager . . . . . p.22
- 5.5 Forwarding your calls from the receiving terminal ("Follow me") . . . . . p.22
- 5.6 Applying a selective diversion. . . . . p.22
- 5.7 Cancelling all diversions . . . . . p.23
- 5.8 Cancelling a specific diversion . . . . . p.23
- 5.9 Diverting calls when your line is busy (divert if busy) . . . . . p.23
- 5.10 Do not disturb . . . . . p.23
- 5.11 Leaving a recorded message for internal callers . . . . . p.23
- 5.12 Consulting written messages . . . . . p.24

## 6.

### Managing your charges . . . . . p.25

- 6.1 Charging your calls directly to business accounts . . . . . p.25
- 6.2 Finding out the cost of an outside call made for an internal user from your terminal. . . . . p.25

## 7.

### Programming your telephone . . . . . p.26

- 7.1 Initializing your voice mailbox. . . . . p.26
- 7.2 Customising your voice greeting . . . . . p.26
- 7.3 Modify the password for your phone set. . . . . p.26
- 7.4 Modify the password for your voice mailbox . . . . . p.26
- 7.5 Adjusting the audio functions . . . . . p.27
- 7.6 Adjusting screen brightness . . . . . p.27
- 7.7 Selecting the welcome page . . . . . p.27
- 7.8 Selecting language . . . . . p.28
- 7.9 Program the keys for the Perso page or the add-on module . . . . . p.28
- 7.10 Programming direct call keys . . . . . p.28
- 7.11 Erase a programmed key . . . . . p.28
- 7.12 Programming an appointment reminder . . . . . p.29
- 7.13 Identify the terminal you are on . . . . . p.29
- 7.14 Lock / unlock your telephone. . . . . p.29
- 7.15 Configuring the audio jack of your telephone . . . . . p.29
- 7.16 Call the associated set . . . . . p.29
- 7.17 Forward your calls to the associated number . . . . . p.30
- 7.18 Modify the associated number . . . . . p.30
- 7.19 The Tandem configuration . . . . . p.30
- 7.20 Create, modify or consult your intercom list (max. 10 numbers) . . . . . p.30
- 7.21 Installing a Bluetooth® Wireless Technology handset (matching) . . . . . p.30
- 7.22 Use of the Bluetooth® handset . . . . . p.31
- 7.23 Installing a Bluetooth® Wireless Technology headset (matching) . . . . . p.31
- 7.24 Using a Bluetooth® Wireless Technology headset . . . . . p.31
- 7.25 Deleting an accessory (headset, handset, etc.): Bluetooth® Wireless Technology . . . . . p.31

## 8.

### ACD: Agent set/Supervisor station . . . . . p.32

- 8.1 Agent set. . . . . p.32
- 8.2 Open a supervisor session (LogOn). . . . . p.32
- 8.3 ACD application welcome screen . . . . . p.32
- 8.4 Close an agent session (LogOff). . . . . p.32
- 8.5 Supervisor station . . . . . p.33
- 8.6 Open a supervisor session (LogOn). . . . . p.33
- 8.7 Processing group- Supervisor entry/withdrawal . . . . . p.33
- 8.8 Supervision or acceptance of an assistance request . . . . . p.33
- 8.9 Close a supervisor session . . . . . p.33

### Guarantee and clauses . . . . . p.34

# Getting to know your telephone

**Handset** (possibility of a wireless handset - Bluetooth® - Alcatel-Lucent IP Touch 4068 Phone only)

Adjust the tilt of the screen

## ■ LED

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

Socket for connecting headphones or a Hands-free / Loudspeaker unit

Alphabetic keypad

## ■ Audio keys



**Hang-up key:** to terminate a call.



**Hands-free/Loudspeaker Key:** to make or answer a call without lifting the receiver.

- 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.



**To adjust the loudspeaker or handset volume up or down**

## ■ Extension unit



An extension unit can be fitted to your telephone. This provides additional keys which can be configured as function 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 functions accessible via the 10 keys associated with the words on the screen.



**Transfer icon:** pressing the key next to this icon allows you to program or change the transfer function.



**Headset connected.**



**Appointment programmed.**



**Silent mode activated.**



**Telephone locked.**



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

## ■ Navigation



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



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



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



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

## ■ Welcome screens



**Menu page:** contains all functions and applications accessible via the keys associated with the words on the screen.

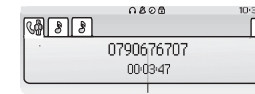
**Perso page:** contains call line keys (allowing supervision of calls) and programmable call keys.

**Info page:** contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.

## ■ Call display



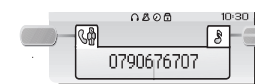
**Incoming call.**



**Call in progress or outgoing call.**



**Call on hold\*.**



**Communication in progress, secure line\*** For more details, contact your system manager.



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.

## ■ Function keys and programmable keys



**Guide key:** used to obtain information on functions of the 'menu' page and to program key of the 'perso' page.



**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 dialed (long press).

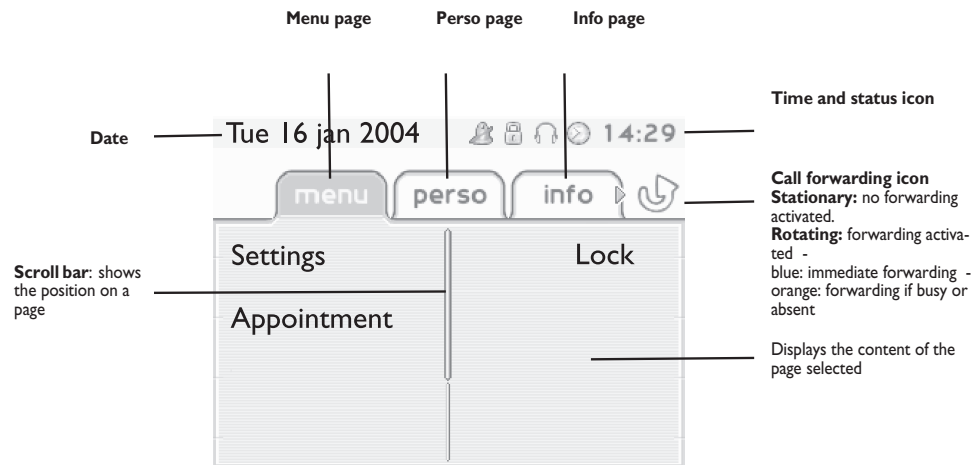


**Programmable key (F1 and F2 keys):**

lit when the function associated with the key is activated.

# 1 Description of the screens and Bluetooth® handset

## 1.1 Welcome screens



- **Menu page:** contains all functions 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 functions such as calling back one of the last 10 numbers or intercepting calls.



- **Perso page:** contains call line keys (allowing supervision of calls) and programmable call keys. The up-down navigator is used to access all the direct call 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 functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.



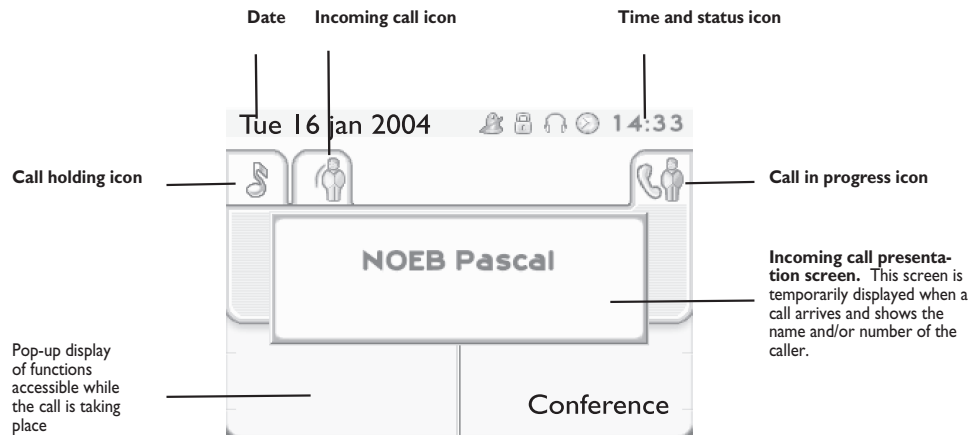
- **Left-right navigator:** used to move from one page to another.



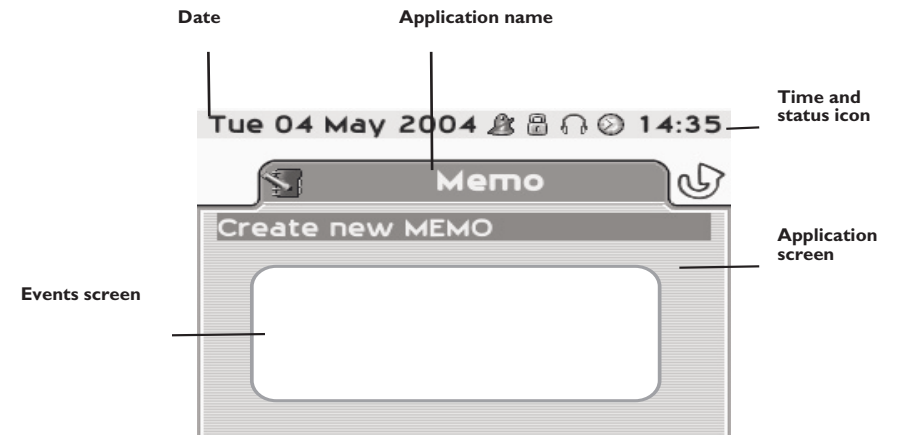
- **Up-down navigator:** used to scroll through the content of a page.

# Description of the screens and Bluetooth® handset

## 1.2 Call management screen



## 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.



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 functions accessible. These functions (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer function will not be available between a call in progress or 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 Perso page.  
While the call is in progress, press the Back/Exit key and display the Perso 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.

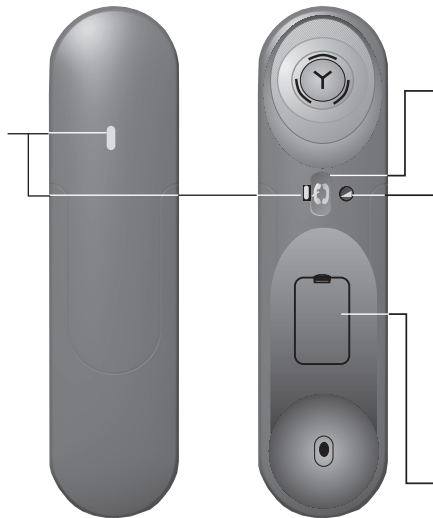


# Description of the screens and Bluetooth® handset

1.4

## 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.



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

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

### Volume/Mute:

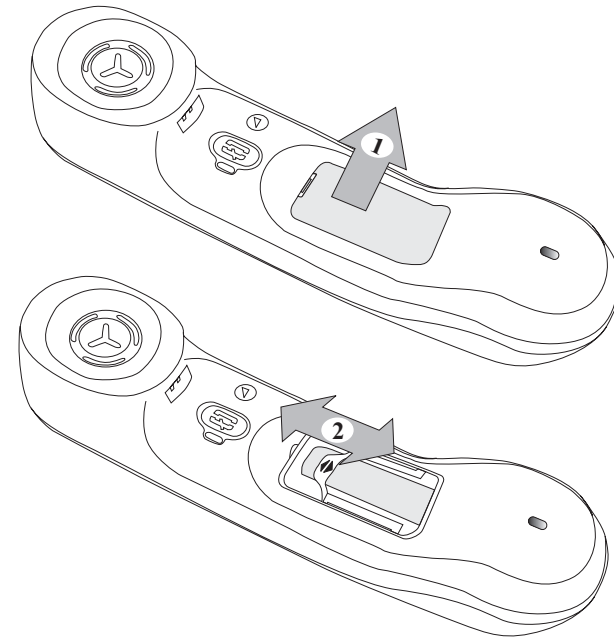
- short successive presses to change the handset volume level (3 levels)
- long press to ensure your correspondent no longer hears you

### Battery



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

## Batteries

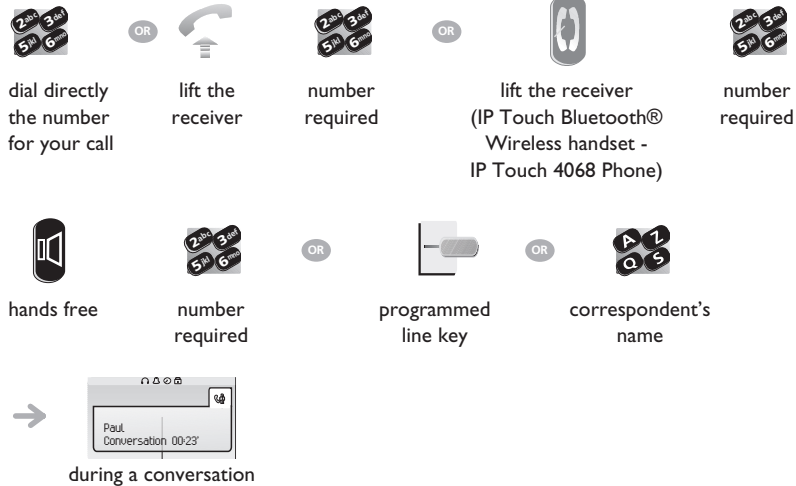


*If the Bluetooth® handset is on its base, you do not need to press the Off-hook/On-hook key to take or terminate the call. Just off-hook/on-hook the Bluetooth® handset.*

## 2

## Using your telephone

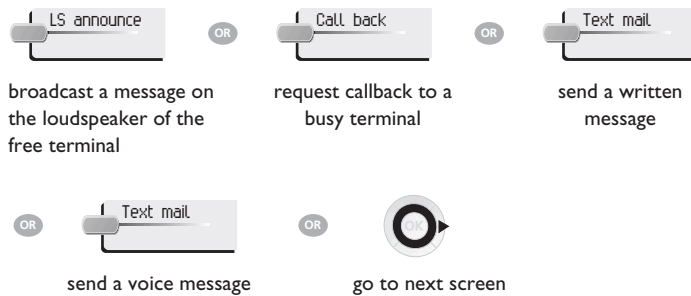
### 2.1 Making a call



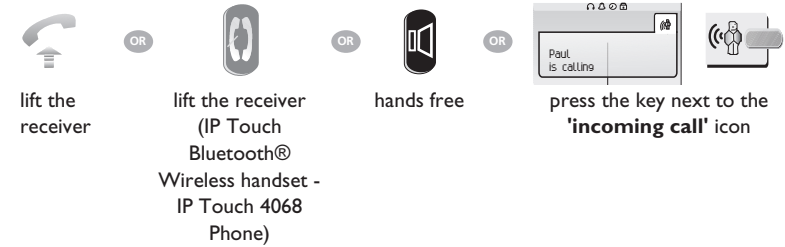
*To make an external call, dial the outside line access code before dialling your correspondent's number. 9 is the default code for an outside line.*

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

• If the internal or outside number does not reply:



### 2.2 Receiving a call



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

■ Terminal idle:



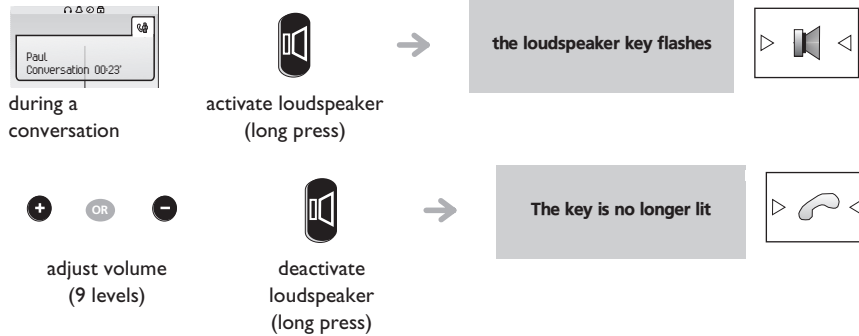
■ Call in progress:




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

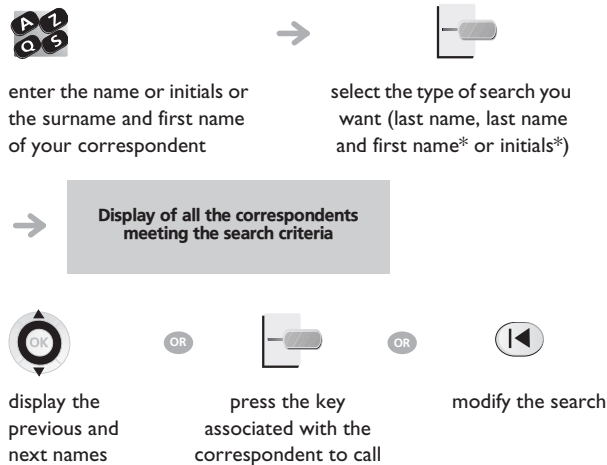
# Using your telephone

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




 *press and release the loudspeaker key to switch to hands free mode (light steady).*

## 2.5 Calling your correspondent by name (company directory)

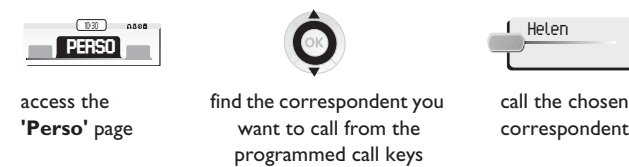


\*Name must be entered in format name/space/first name.

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

## 2.6 Make calls via your programmed call keys

Perso



## 2.7 Calling from the common directory

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



## 2.8 Redialling

Menu



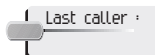
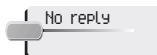
# Using your telephone

## 2.9 Call back an unanswered call

Menu ▼

### • Call back the last caller

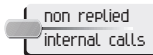
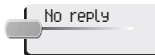
→ Callback last caller



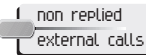
reach the 'Menu' page

call back the last caller

### • List of last callers



OR

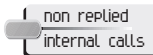
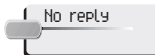


reach the 'Menu' page

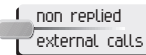


select a name or a number

### • Erase the list of unanswered calls:



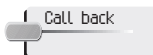
OR



reach the 'Menu' page

## 2.10 Requesting automatic callback if internal number is busy

internal number busy



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 hands free 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.*

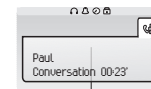
### • To deactivate - terminal idle:



the corresponding LED goes out

## 2.12 Sending DTMF signals

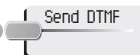
During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine.



during a conversation



OR



to activate

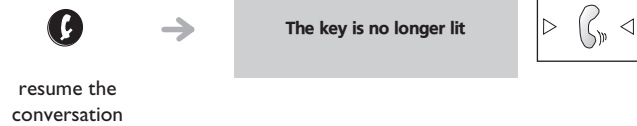
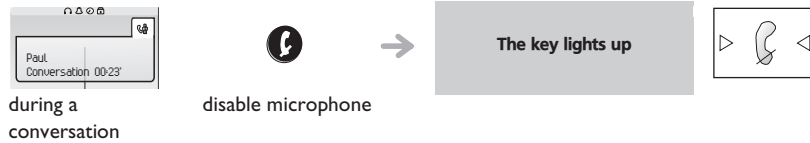


*The function is automatically cancelled when you hang up.*

## 2.13 Mute, so that your correspondent cannot hear you

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

- The terminal:

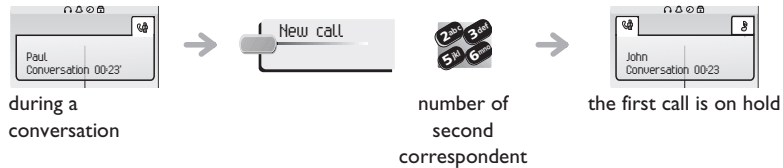


- The Bluetooth® receiver (IP Touch 4068 Phone):



press the handset  
volume/mute key (press  
and hold)

### 3.1 Making a second call during a conversation



• Other methods for calling a second correspondent



Dial directly the number for your call.



Name of second correspondent.



- To access the 'Redial' function (press and hold).
- Call back on the last 10 number dialled (short press).



Programmed line key.

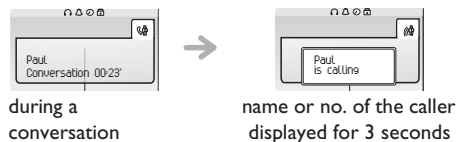
• To cancel your second call and recover the first:



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 conversation

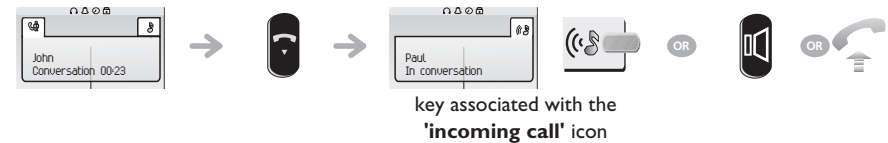
• A second correspondent is trying to call you:



■ Answer call displayed:

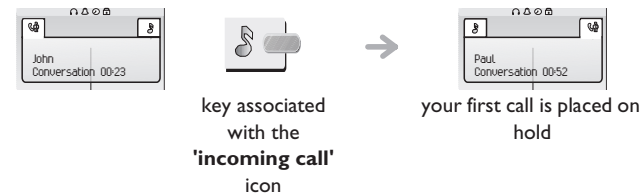


• To return to your first caller and end the conversation in progress:



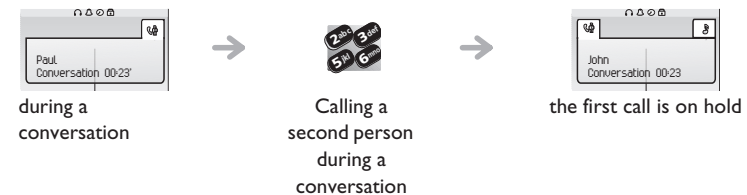
### 3.3 Switching between calls (Broker call)

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



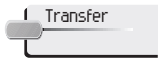
### 3.4 Transferring a call

• To transfer your call to another number:



# During a conversation

- If the number receiving the transfer answers:



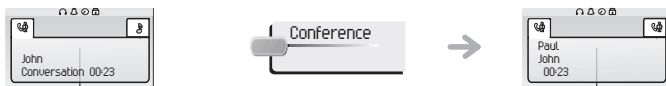
You can also transfer your call immediately, without waiting for the number to answer, using either of the two methods described above.



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

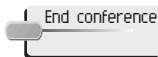
## 3.5 Three-way conference with internal and/or external correspondents (conference)

- During a conversation, a second call is on hold:



select the 'conference' function

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



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

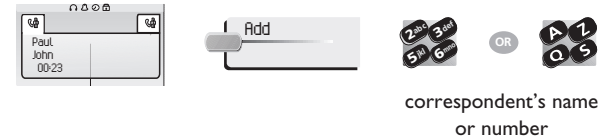


- After the conference, to leave your two correspondents talking together:



## 3.6 Talk simultaneously to more than 2 correspondents

You are in a conference call with 2 correspondents. To add another correspondent to the conference:



## 3.7 Casual conference

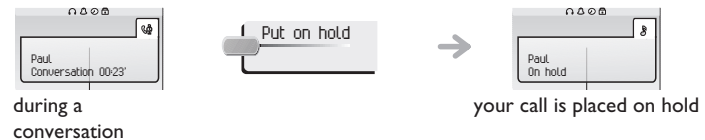
During a 3-way conference, you can add up to three additional participants.



## 3.8 Placing a call on hold (hold)

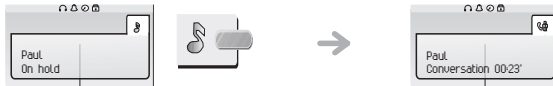
- **Exclusive hold:**

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



# During a conversation

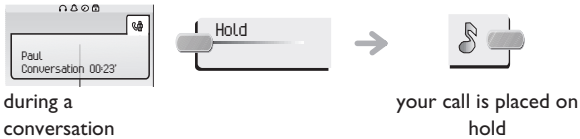
## Recover the call on hold:



key associated with the 'incoming call' icon

## Common hold:

to recover your call on any telephone in your system.



during a conversation

Recover the call on hold from any telephone:



key associated with the 'incoming call' icon

## 3.9 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:



during a conversation

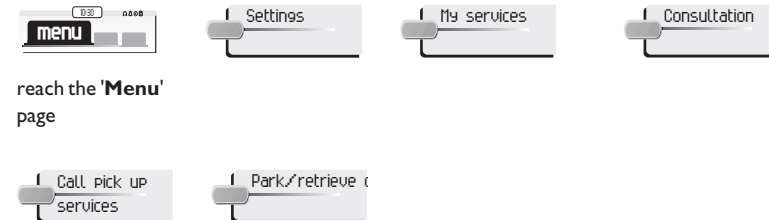


A parking announcement message is displayed on the screen of the parking destination set.

## To recover the parked call:

### Park/retrieve call

To automatically take the parked call, pick up the handset of the parking destination set.



reach the 'Menu' page



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

## 3.10 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:



same key to exit

## Protection against intrusion:

### Intrusion protection



press programmed key



enter the number



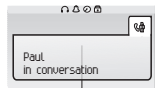
Protection is cancelled when you hang up.



### 3.11 Adjust audio volume

---

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

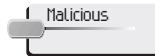


during a  
conversation

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.

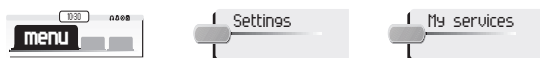
## 4.1 Answering the general bell

Menu

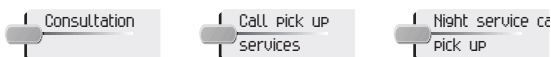


➡ Night service call pick up

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



reach the 'Menu' page



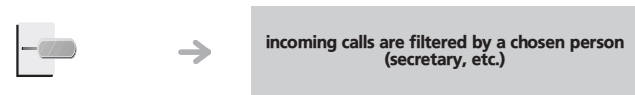
## 4.2 Manager/secretary filtering



➡ 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:



press  
programmed key



same key to cancel



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

## 4.3 Call pick-up

Menu



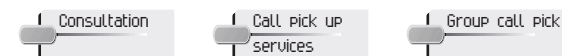
You hear a telephone ringing in an office where no-one can answer. If authorised, you can answer the call on your own telephone.

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

➡ Group call pick up



reach the 'Menu' page



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

➡ Individual call pick up



reach the 'Menu' page



number of  
telephone  
ringing



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

## 4.4 Hunting groups

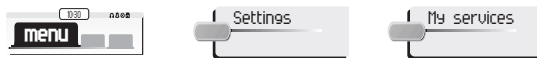
### • Hunting group call:

certain numbers can form a hunting group and can be called by dialling the group number.

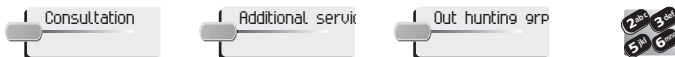


### • Temporary exit from your hunting group:

➡ Go out of hunting group



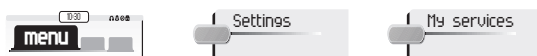
reach the 'Menu' page



your group number

### • Return into your group:

➡ Go into hunting group



reach the 'Menu' page



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.*

## 4.5 Calling an internal correspondent on his/her pager

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



number called

number called

➡ paging in progress is displayed

*Your correspondent can answer from any telephone in the system.*

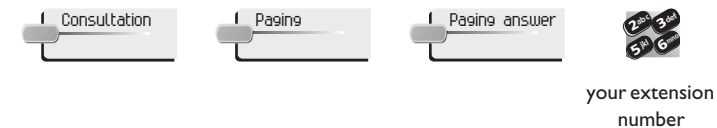
## 4.6 Answering a call on your pager

➡ Paging answer

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



reach the 'Menu' page



your extension number

## 4.7 Calling a correspondent on his/her loudspeaker

Menu

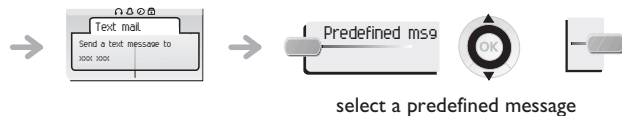
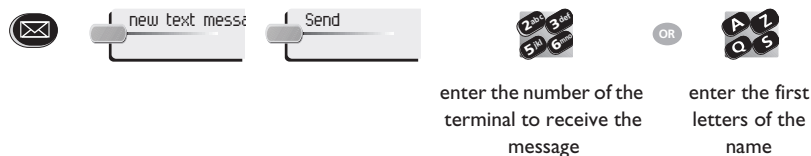
Your internal correspondent does not answer. If authorised, you can remotely activate your correspondent's phone:



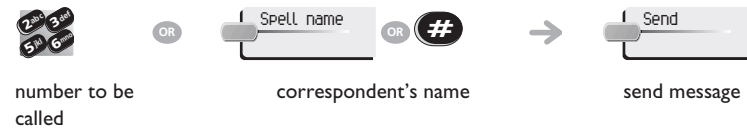
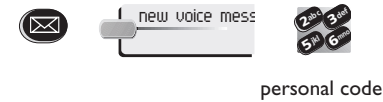
your correspondent does not reply

→ you are connected to the loudspeaker on your correspondent's phone (if he/she has the hands free function)

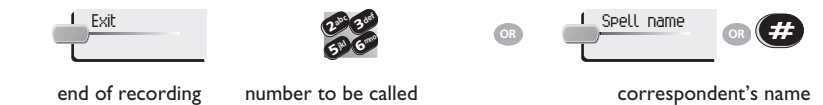
## 4.8 Sending a written message to an internal correspondent



## 4.9 Send a voice message copy

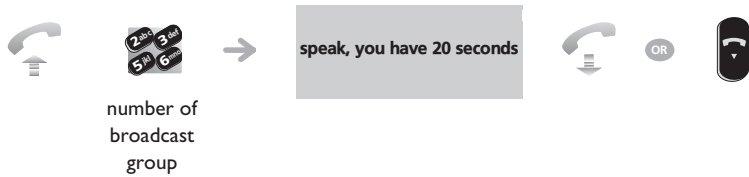


## 4.10 Sending a recorded message to a number / a distribution list



## 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 diversion)

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



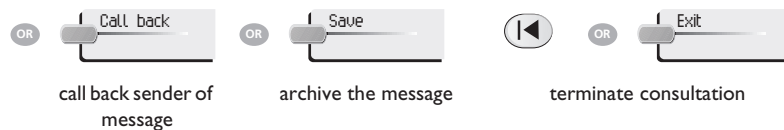
*You can make calls, but only the destination number can call you.*

### 5.2 Diverting your calls to your voice message service



### 5.3 When you return, consult recorded messages

The light indicates that messages have been received.



### 5.4 Diverting calls to your pager

Radio paging

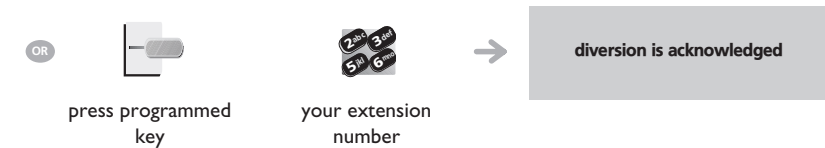
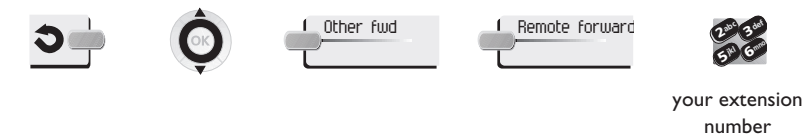
Callers will thus be able to contact you while you are moving around the company:



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

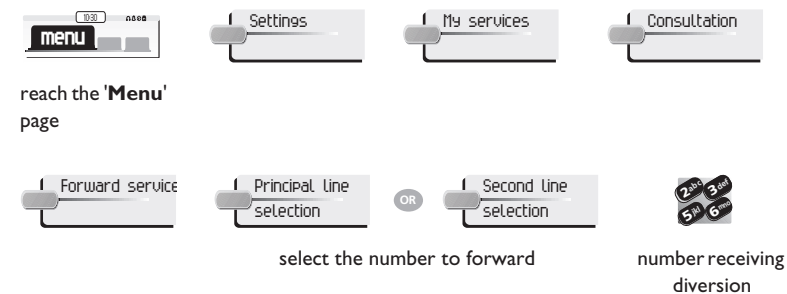
Remote forward

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



### 5.6 Applying a selective diversion

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



## 5.7 Cancelling all diversions



## 5.8 Cancelling a specific diversion

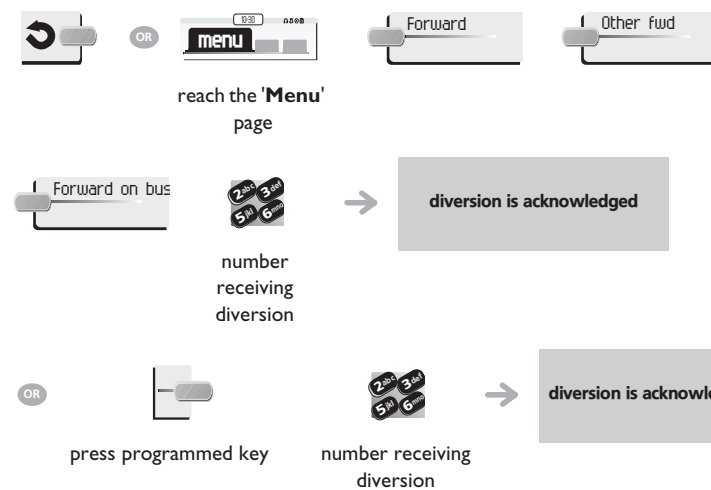


## 5.9 Diverting calls when your line is busy (divert if busy)

Menu

Forward on busy

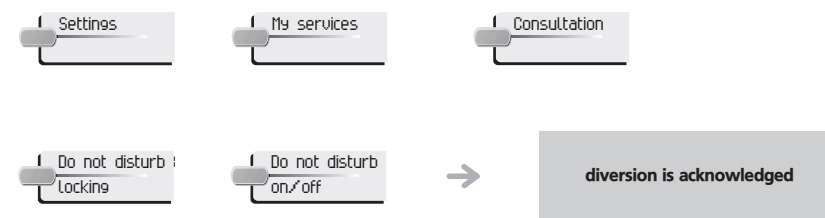
Callers will thus be able to contact you while you are moving around the company:



## 5.10 Do not disturb

Do not disturb on/off

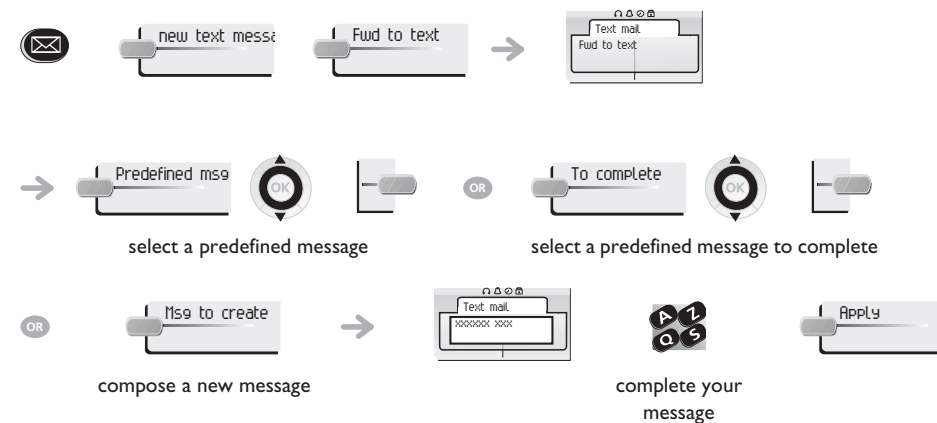
You can make your terminal temporarily unavailable for all calls.



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

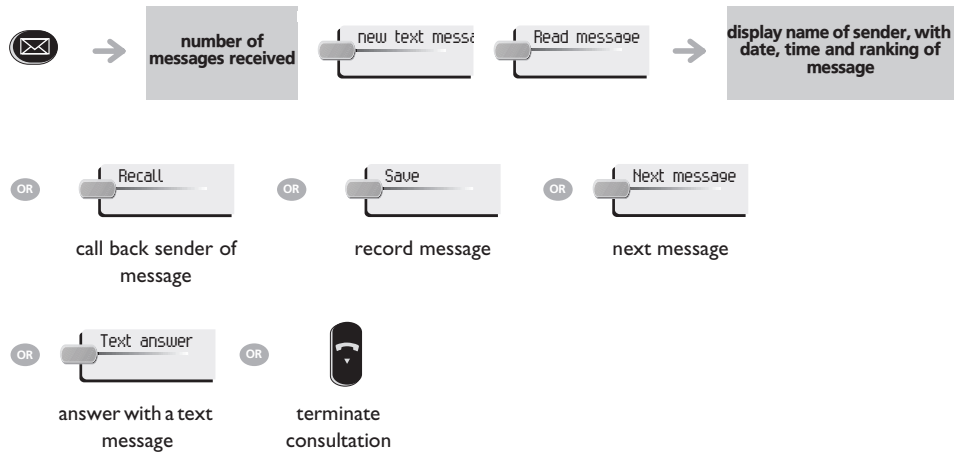
You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.



## 5.12 Consulting written messages



The light indicates that messages have been received.



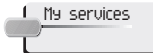
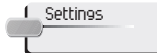


## 6.1 Charging your calls directly to business accounts

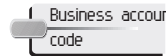
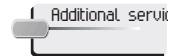
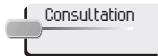
Menu



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



reach the 'Menu'  
page

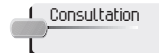
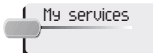
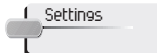


number of  
business  
account

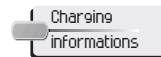
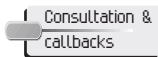


number required

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



reach the 'Menu'  
page



# 7 Programming your telephone

## 7.1 Initializing your voice mailbox

light flashes



enter your personal code then record your name according to voice guide instructions



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

## 7.2 Customising your voice greeting

Menu

You can replace the greeting message by a personal message



Voice mail



Perso options

Greeting msg

Perso greeting

personal code

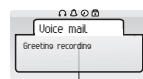


Normal prompt

OR

Perso greeting

to return to the default message



record message

End

end of recording



Accept

OR

Restart

apply

re-record a message

OR

Replay

replay message

## 7.3 Modify the password for your phone set

Menu



Settings

Phone

Password

reach the 'Menu' page



old code  
(4 digits)



new code  
(4 digits);



OR

Apply



OR

Apply



enter new 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).

## 7.4 Modify the password for your voice mailbox

Menu



Voice mail



personal code

Perso options

Admin options

Password

My password



new code  
(4 digits)



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

# Programming your telephone

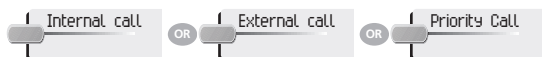
## 7.5 Adjusting the audio functions

Menu



reach the 'Menu' page;

▼ Choose the tune:



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



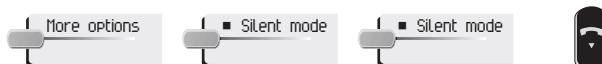
select the melody of your choice (16 tunes)

▼ Adjusting the ringer volume:



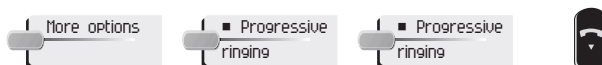
select the volume of your choice:  
(12 levels)

▼ Activate/deactivate silent mode:



to activate      to deactivate

▼ Activate/disable meeting mode (progressive ringing):



to activate      to deactivate

▼ Activate/deactivate discreet ring mode:



to activate

to deactivate

▼ Adjust ringer volume while a call arrives



your telephone rings

adjusting the ringer volume

## 7.6 Adjusting screen brightness (Alcatel-Lucent IP Touch 4038 Phone)

Menu



reach the 'Menu' page

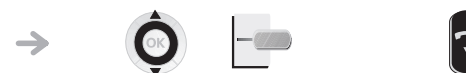
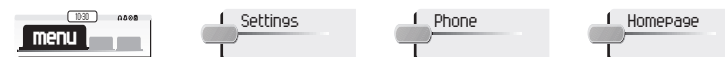


increase or decrease the contrast

## 7.7 Selecting the welcome page

Menu

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



select the default page

# Programming your telephone

## 7.8 Selecting language

Menu



reach the 'Menu' page



enter your personal password

select the language of your choice

## 7.9 Program the keys for the Perso page or the add-on module

Perso

You can program call numbers and functions for the 'Perso' page keys and the add-on module keys.



access the **Perso** page using the navigator

press the key you want to program

to program a number

to program a function

■ To program a number:



Enter the number

Enter the name

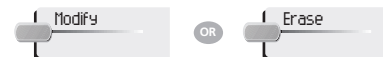
apply

■ To program a function:



follow informations displayed on the screen

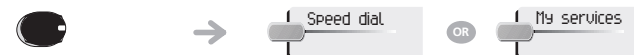
■ Other possibilities:



modify contents of entry displayed

delete

## 7.10 Programming direct call keys (F1 and F2 keys)



press a programmable key (F1 or F2)

to program a number

to program a function

→ follow informations displayed on the screen

## 7.11 Erase a programmed key

Menu



reach the 'Menu' page



access the 'perso' page if necessary

select the key to erase

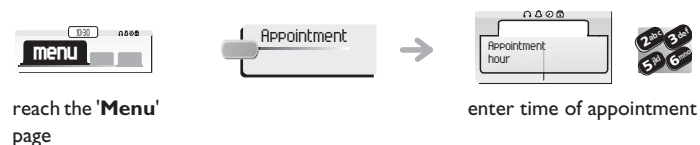
press a programmable key (F1 or F2)

# Programming your telephone

## 7.12 Programming an appointment reminder

Menu

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



Dial the number of the appointment destination set

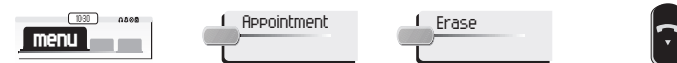
The 'Appointment programmed' icon is displayed on the welcome page.

- At the programmed time, your telephone rings:



If your calls are diverted to another terminal, the diversion is not applied to the reminder call.

- To cancel your reminder request:



reach the 'Menu' page

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

## 7.13 Identify the terminal you are on

Info

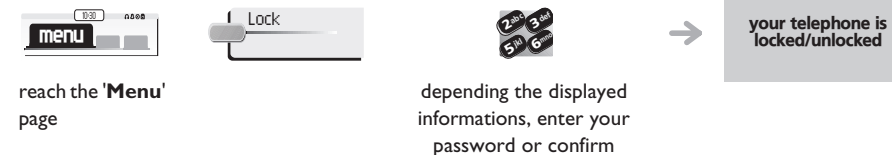
The number of your telephone is displayed on the 'Info' page.



Access the Info page using the navigator.

## 7.14 Lock / unlock your telephone

Menu



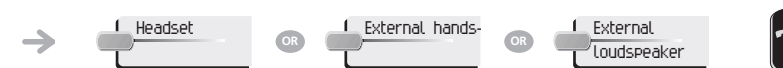
## 7.15 Configuring the audio jack of your telephone

Menu

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

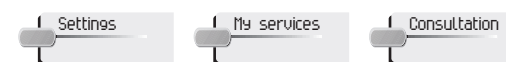


reach the 'Menu' page



## 7.16 Call the associated set

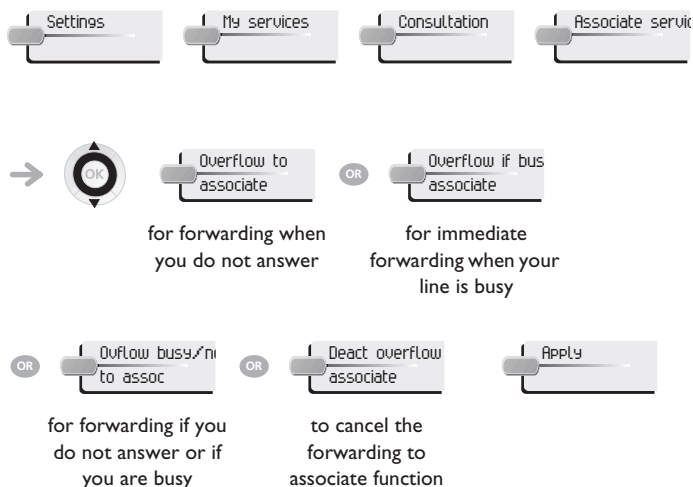
The number of another set can be associated with your set number (see Modify the associated number). To call it:



# Programming your telephone

## 7.17 Forward your calls to the associated number

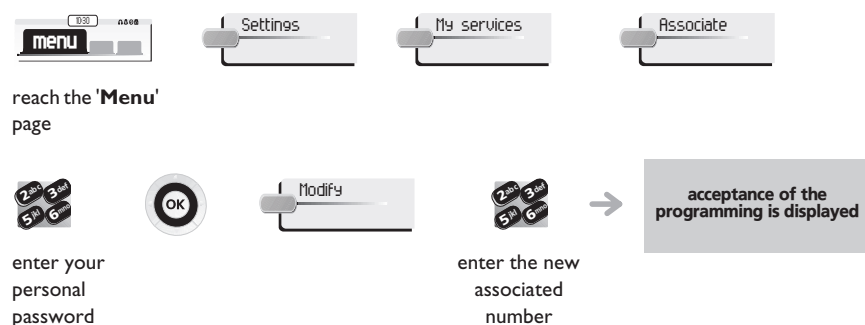
If you have previously defined an associated number, you can forward your calls to this number.



## 7.18 Modify the associated number

Menu

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



## 7.19 The Tandem configuration

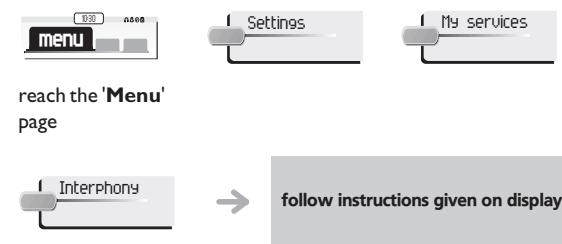
Menu

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.

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

Menu

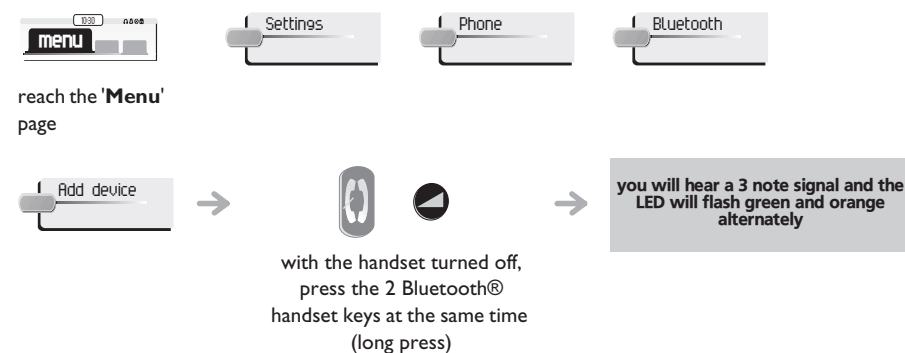


## Installing a Bluetooth® Wireless Technology handset (matching)

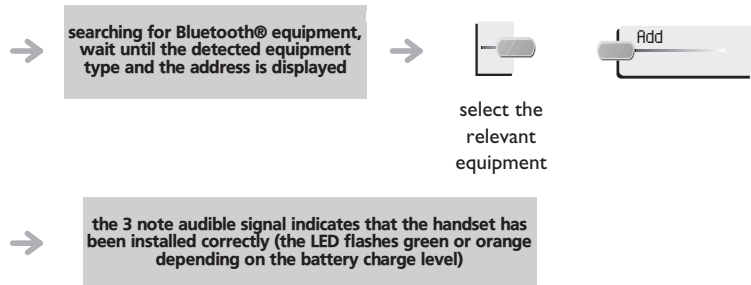
Menu

### 7.21 - Alcatel-Lucent IP Touch 4068 Phone

Before a Bluetooth® headset can be used, it must be correctly matched to the terminal.



# Programming your telephone



## 7.22 Use of the Bluetooth® handset (Alcatel-Lucent IP Touch 4068 Phone)

The Bluetooth® cordless handset permits the user to answer and converse 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.

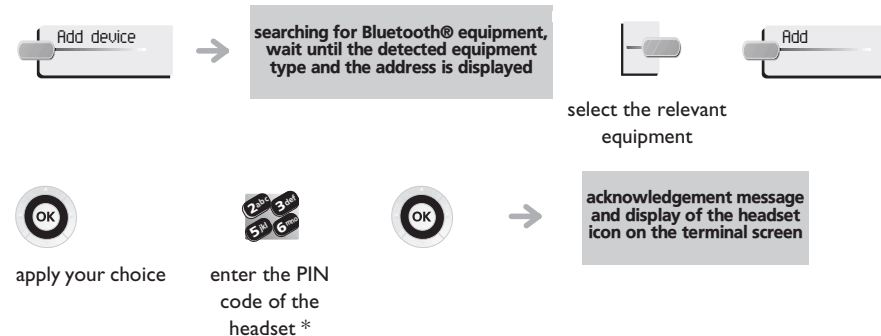
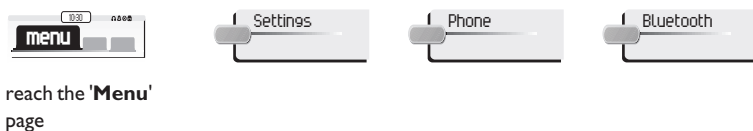


#### Volume/Mute:

- short successive presses to change the handset volume level (3 levels)
- long press to ensure your correspondent no longer hears you

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

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\*.

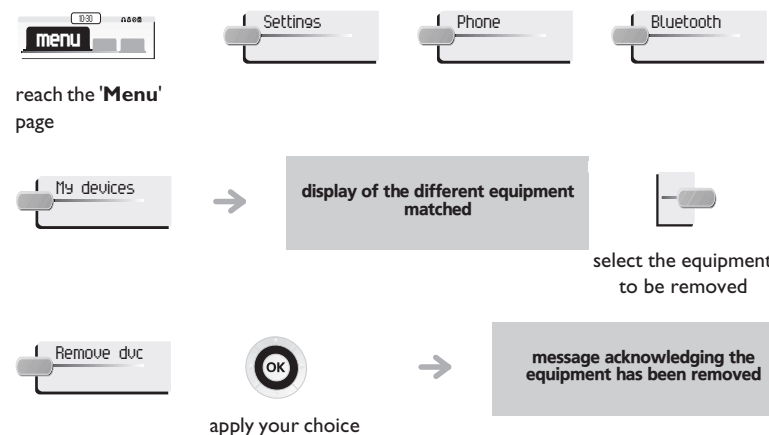


\* Refer to the user documentation supplied with the headset.

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

Refer to the user documentation supplied with the headset.

## 7.25 Deleting an accessory (headset, handset, etc.): Bluetooth® Wireless Technology Menu



## 8 ACD : Agent set/Supervisor station

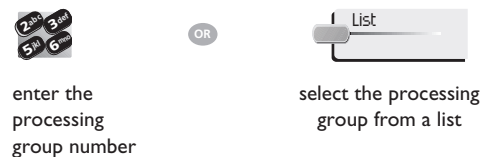
### 8.1 Agent set

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

### 8.2 Open a supervisor session (LogOn)

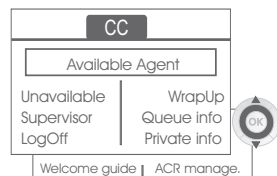


• For a decision maker agent:



### 8.3 ACD application welcome screen

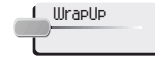
Once the ACD session is open, the agent can access the ACD application dedicated functions.



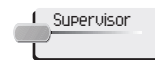
Alcatel-Lucent IP Touch 4038/  
4068 & 4039 Digital Phone sets



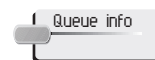
This function allows the agent to be 'logged out' from the ACD application. The 'logged out' function is activated; by default, on opening an agent session (system configuration), by the supervisor or by the agent himself. The agent changes this 'logged out' status by pressing the display key associated with this function.



After each ACD call, the agent automatically assumes Wrap-up mode. During this mode, the agent does not receive any ACD calls and can carry out the tasks associated with a call. This mode can be terminated at any time by pressing the display key associated with the Wrap-Up function or by waiting for the end of the timer (system configuration).



When the agent is on a break, waiting for a call or in Wrap-up mode, he calls his supervisor directly by pressing this key.



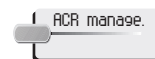
by pressing this key, the agent accesses information regarding the queue (number of calls waiting, average or maximum waiting time, number of free, busy or logged out agents).



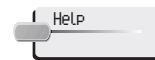
Pressing this key informs the agent about the configuration of his set (forwarding status, presence of new messages, associated set, name and number of the set, etc.).



This key allows the agent to configure the welcome messages, recording, activation/deactivation, loading or playback of a welcome message. Access to welcome message configuration involves entering the agent identifier number and a password.

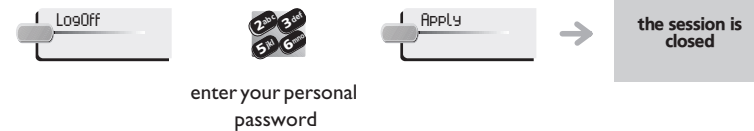


The agent can act on the distribution of the ACD calls by assigning or not assigning expertise areas. Expertise areas can be assigned or deleted one by one or globally.



During a communication, the agent can send an assistance request to the supervisors. This request can be accepted by a supervisor or rejected if the supervisors are absent, not available or reject the request.

### 8.4 Close an agent session (LogOff)





# ACD : Agent set/Supervisor station

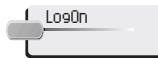
## 8.5 Supervisor station

The supervisor is an agent who has been assigned additional rights. In particular, he can assist the agents, supervise agent activity, intrude or listen-in discretely on a call.



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

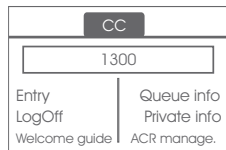
## 8.6 Open a supervisor session (LogOn)



enter the identifier  
number

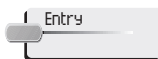


enter your personal  
password



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## 8.7 Processing group- Supervisor entry/withdrawal



select the  
processing group  
from a list

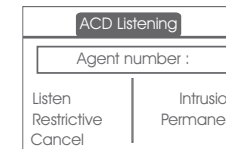
OR



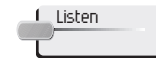
select the processing  
group from a list

## 8.8 Supervision or acceptance of an assistance request

The supervisor has access to the supervision functions either by accepting an assistance request from an agent or by pressing the 'Help' function key in the 'Perso' page.



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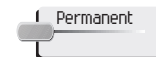
by pressing this key, the supervisor starts a discrete listen-in procedure. The supervisor can then listen in on the conversation between an agent and his correspondent, but cannot participate in the conversation.



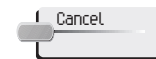
this key allows the supervisor to intrude in a communication. This intrusion is signalled to the agent and his correspondent by an audible beep and the supervisor can cut-in on the conversation at any time. If the agent on-hooks or if the supervisor presses the 'Help' key, only the supervisor and the correspondent will be in communication.



The agent is in communication with a correspondent. This function allows the supervisor to talk just with the agent without the correspondent being informed of this intrusion (restrictive).

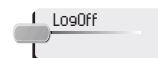


the supervisor can view on his display the dynamic states (out of service, ACD calls, private calls, Wrap-up, pause, etc.) and static states (withdrawn, available, Log-Off, etc.) of an agent in real-time.

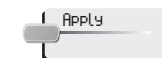


Pressing this key results in the rejection of an agent assistance request.

## 8.9 Close a supervisor session



enter your personal  
password



the session is  
closed

## 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 4038/4068 (that can be equipped with a Bluetooth® handset) and 4039 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.

### Alcatel-Lucent IP Touch 4068 Phone & IP Touch Bluetooth® wireless handset

This device uses a radio frequency spectrum the use of which has not been harmonized in all EC countries. The frequency spectrum may be shared by other applications and its use is subject to the following two conditions: (1) this device may not cause harmful interference, (2) this device must accept any interference received, including interference that may cause undesired operation. This device complies with Class B of part 15 of the FCC (Federal Communications Commission) rules or with the CISPR 22 standard. This device has been designed and manufactured so that it does not exceed the limits in radio frequency energy in SAR (Specific Absorption Rate) established by the different countries concerned.



### 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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