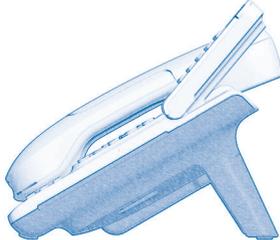


Alcatel OmniPCX Office Alcatel 4028/4029



Introduction

Thank you for choosing a 4028/4029 telephone manufactured by **Alcatel**.
Your 4028 (IP) or 4029 (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, 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

-  Menu Means that the function is accessible from the Menu page.
-  Perso Means that the function is accessible from the Perso page.
-  Info Means that the function is accessible from the Info page.
-  Means that the function is subject to programming. If necessary, contact your installer.

These symbols can be supplemented by small icons or text.

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Getting to know your telephone

Handset

Adjust the tilt of the screen

Indicator light

- Flashing green: incoming call.
- Flashing orange: alarm.

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

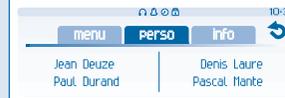
Contains several lines and pages providing information on calls and the functions accessible via the 6 keys associated with the words on the screen.

- Transfer icon:** pressing the key next to this icon allows you to program or change the transfer function.
- Headset connected.**
- Silent mode activated.**
- Appointment programmed.**
- 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

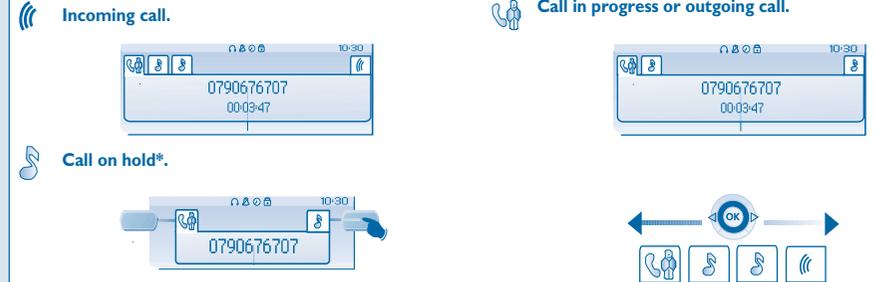


Menu page: contains all functions and applications accessible via the keys associated with the words on the screen.

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



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.

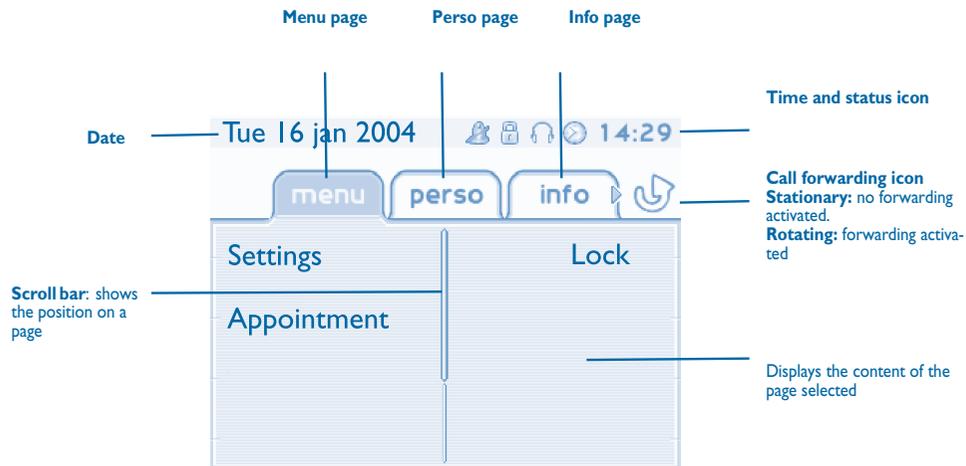
Left-right navigator: used to check calls.

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, a new voice message or a new text message has been received.
- 'Redial' key:** to access the 'Redial' function.
- Programmable key (F1 and F2 keys):** Lit when the function associated with the key is activated.

1 Description of the screens

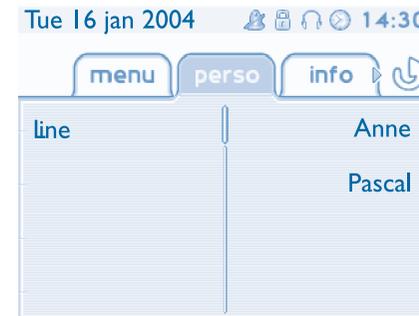
1.1 Welcome screens



- 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.



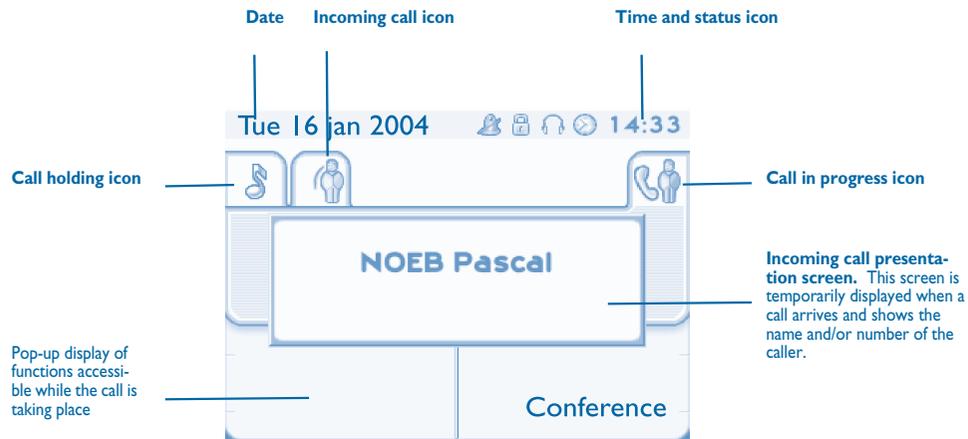
Left-right navigator:
used to move from one page to another.



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

Description of the screens

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 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.

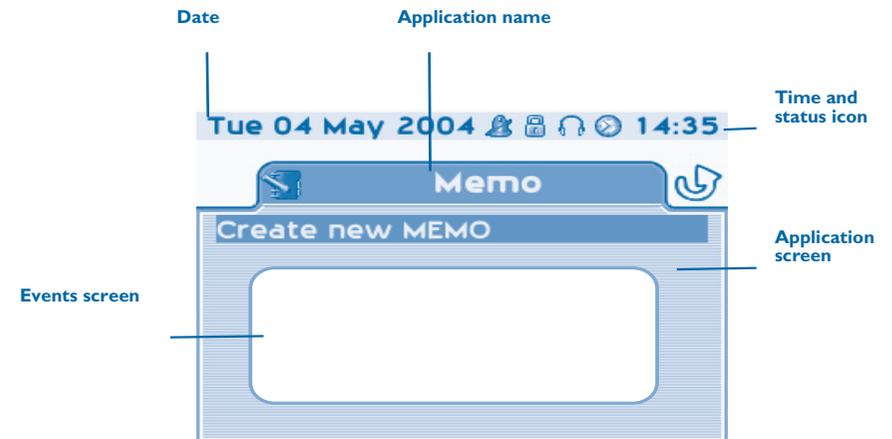


Back/Exit key: used to switch from a telephone screen to an application screen. For example, can be used while a call is in progress to look up a number, program an appointment reminder, etc.



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.

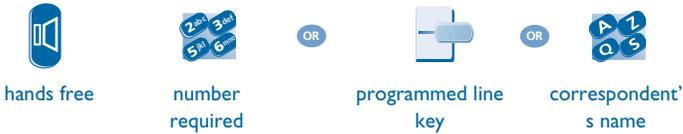
1.3 Application screen



- **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.

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:



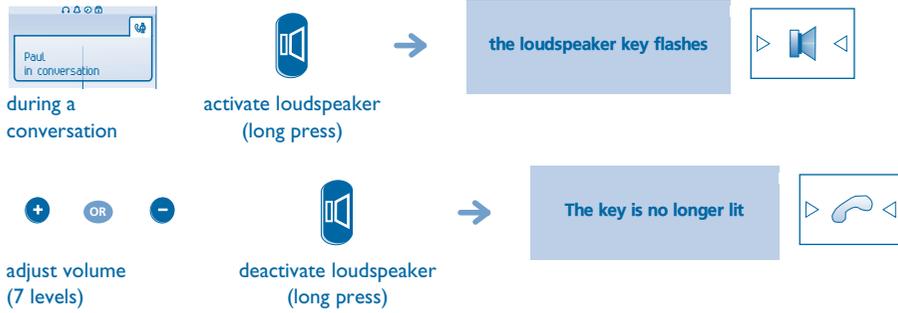
■ Call in progress:



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

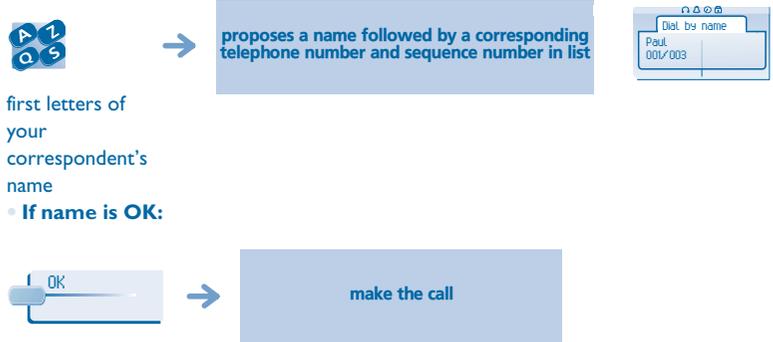
Using your telephone

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

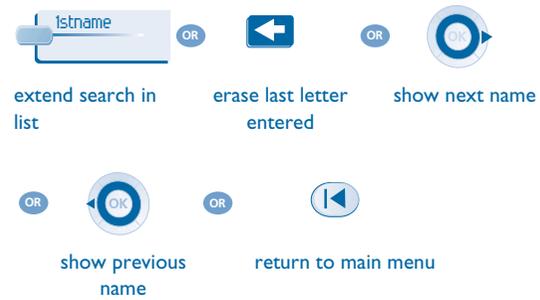


press and release the loudspeaker key to switch to hands free mode (light steady).

2.5 Calling your correspondent by name (company directory)



• If name is not OK:



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.



Using your telephone

2.8 Filtering calls using the voice mailbox

Perso

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

• Activating call screening:



'voice mailbox screening' programmed key



enter your personal password



same key to stop listening and deactivate the screening

• When you receive a call:



name or number of the caller



you hear the message left by your caller



hands free to take the call

OR



OR



to stop listening only

2.9 Redialling

Menu

■ Redialling the last number dialed (redial):



last number redial

'Redial' key(short press)

■ Call back on the last 10 number dialed:



OR



'Redial' key (long press)

reach the 'Menu' page



select the No. in the last ten issued



call required number

2.10 Requesting automatic callback if internal number is busy



• Cancelling callback request:



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



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:



during a conversation



The key lights up



disable microphone



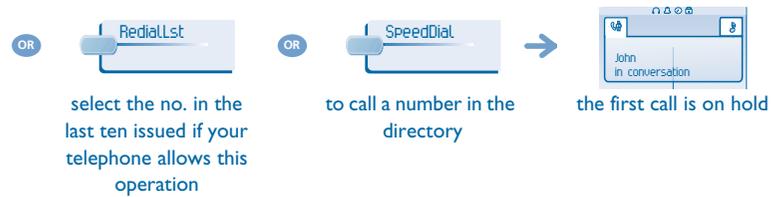
The key is no longer lit



resume the conversation

3 During a conversation

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 (short press).
- Call back on the last 10 number dialed (press and hold).
- Programmed line key.

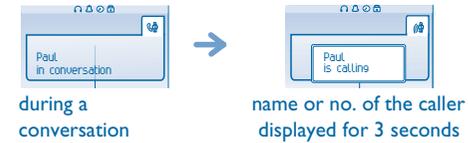
To cancel your second call and recover the first:



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:



During a conversation

3.4 Transferring a call

- To transfer your call to another number:



- 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:



- 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:

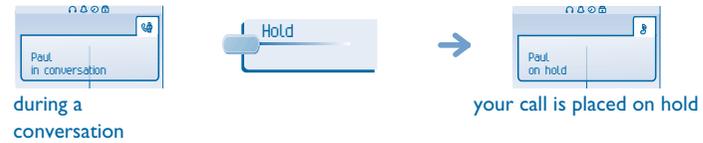


cancel the conference

3.6 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.



- **Recover the call on hold:**



key associated with the 'incoming call' icon

- **Common hold (subject to programming):**

To recover your call on any telephone in your system.



Recover the call on hold from any telephone:



key associated with the 'incoming call' icon

During a conversation

3.7 Placing an outside call on hold (parking)

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



during a conversation

- **To recover the parked call:**



 number of telephone from which call was parked

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

3.8 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:**



'protection of a call' programmed key

enter the number

Protection is cancelled when you hang up.

3.9 Store a number

Perso

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



during a conversation



press a call key on the Perso page

enter the name of your correspondent

apply

3.10 Adjust audio volume

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



during a conversation

Adjust audio volume

4.1 Receiving supervised call ringing

Perso ▼

To receive the special ringing for calls to another number:



“Supervised call ringing” programmed key



same key to cancel

4.2 Answering the general bell

Menu ▼

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



reach the 'Menu' page



4.3 Manager/secretary filtering

▼

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:



incoming calls are filtered by a chosen person (secretary, etc.)

“Filter” programmed key



same key to cancel



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

4.4 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' programmed key

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



reach the 'Menu' page



number of telephone ringing

OR



'telephone call pick-up' programmed key



number of telephone ringing



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

Sharing

4.5 Answering briefly in place of the operator

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



“Operator help” programmed key

• Calls to the switchboard:



4.6 Hunting groups

• Hunting group call:

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



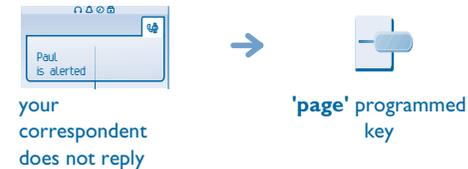
• Temporary exit from your hunting group/Return into your group:



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.

4.7 Calling an internal correspondent on his/her pager

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



Your correspondent can answer from any telephone in the system.

4.8 Answering a call on your pager

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



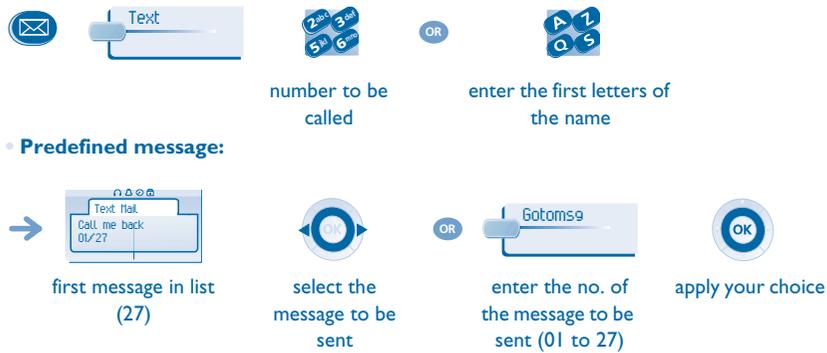
4.9 Calling a correspondent on his/her loudspeaker

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



Sharing

4.10 Sending a written message to an internal correspondent



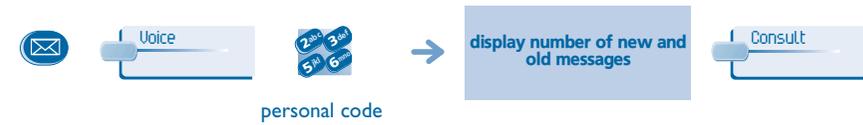
• Personal message:



• The 27 standard messages are shown below:

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

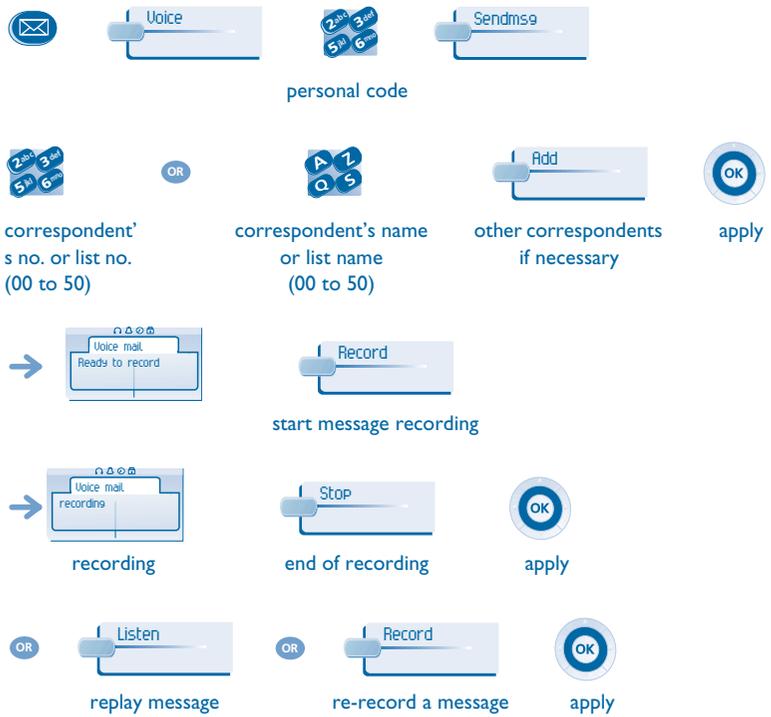
4.11 Send a voice message copy



• * To record a comment:

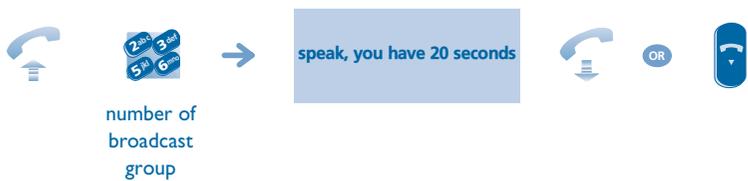


4.12 Sending a recorded message to a number / a distribution list



4.13 Broadcasting a message on the loudspeakers of a station group

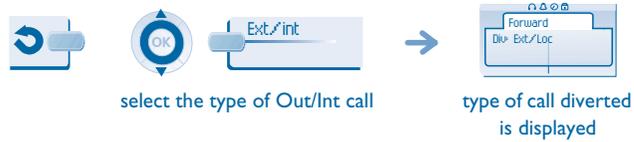
A message not requiring an answer can be broadcast on the loudspeakers within your broadcast group:



The message will only be broadcast on terminals not in use and which have a loudspeaker.

5.1 Selecting calls to be diverted

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



5.2 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.).



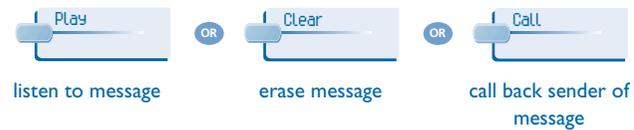
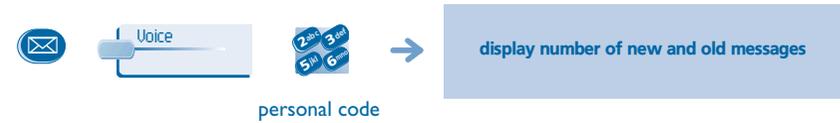
You can make calls, but only the destination number can call you.

5.3 Diverting your calls to your voice message service



5.4 When you return, consult recorded messages

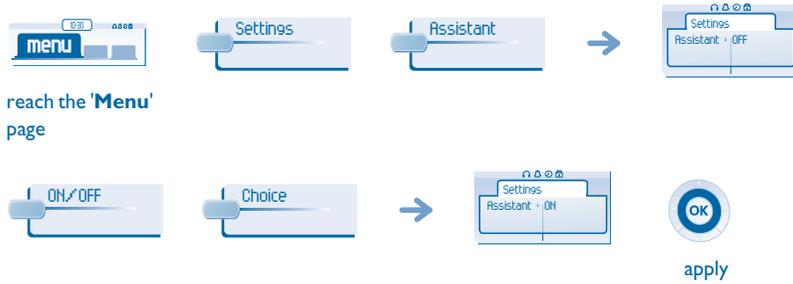
The light indicates that messages have been received.



Keep in touch

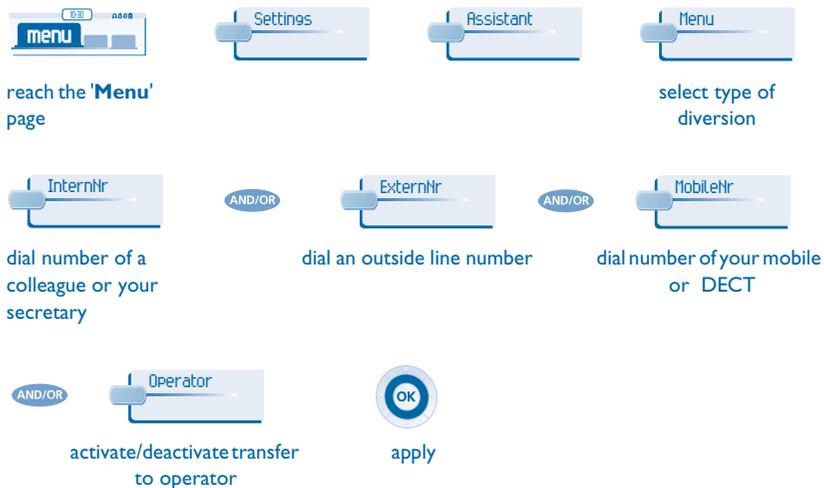
5.5 Activate/disable the personal assistant

Menu



5.6 Personal assistant: reaching you with one number only

Menu



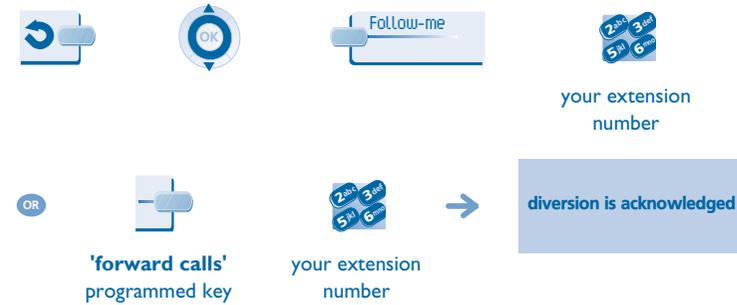
5.7 Diverting calls to your pager

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



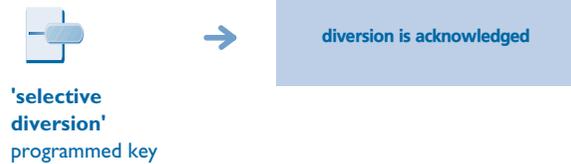
5.8 Forwarding your calls from the receiving terminal ("Follow me")

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



5.9 Applying a selective diversion

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



5.10 Diverting all group calls

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



Keep in touch

5.11 Cancelling all diversions

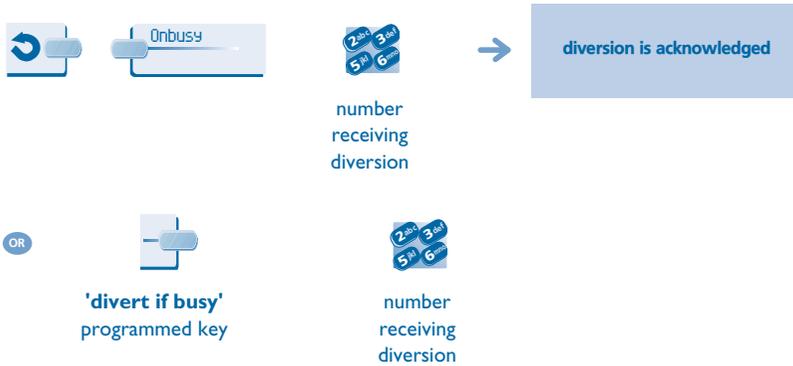


5.12 Cancelling a specific diversion



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

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



5.14 Do not disturb

You can make your terminal temporarily unavailable for all calls.



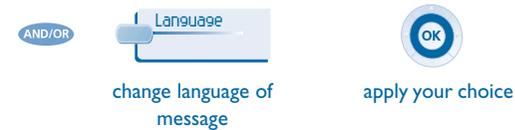
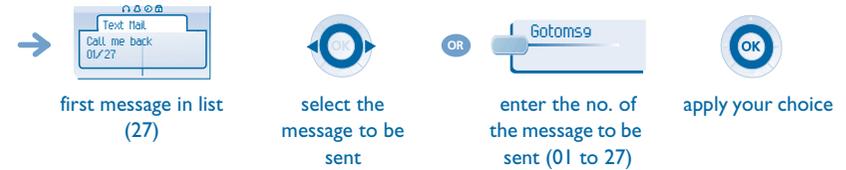
Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.

5.15 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:



• Personal message:



Keep in touch

• The 27 standard messages are shown below:

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

5.16 Consulting written messages

The light indicates that messages have been received.



- Next message.
- Previous message.
- Erase message.
- Call back sender of message.
- Sending a written message to an internal correspondent.
- Save the sender's number in your directory.
- Terminate consultation.

5.17 Message notification

Menu

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.



reach the 'Menu' page

• **Activate/deactivate message notification:**



• **to pause recording**



• **Change the time slot:**

The time slot during which notification is activated can be changed.



6 Managing your charges

6.1 Charging your calls directly to business accounts

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



“Business account code” programmed key



enter the number of the terminal to receive the message



password for this internal telephone



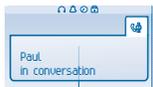
enter number for correspondent

- Adding or changing a business code during a call:



“Business account code during call” programmed key

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



during an internal conversation



programmed key 'Meter Total Recall'



the call is placed on hold



outside number called



transfer call to your correspondent on hold

- At the end of the call, you are called back and you can:

1. Read information concerning call (cost, duration, number of units...).



name of internal user and cost of call

2. Print a charge ticket.



3. Terminate consultation.



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.

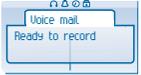
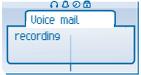
7.2 Customising your voice greeting

Menu

You can replace the greeting message by a personal message.

 Settings Mailbox Persomsa

reach the 'Menu' page

→  Record →  recording

 end of recording OR  to pause recording OR  to return to the default message  apply

7.3 Modifying your personal code

Menu

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

 Settings My options Password

reach the 'Menu' page

 old code (4 digits)  new code (4 digits) 

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

7.4 Configuring the telephone ringer

Menu

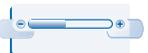
 Settings My Phone Ringing

reach the 'Menu' page

▼ Choose the tune:

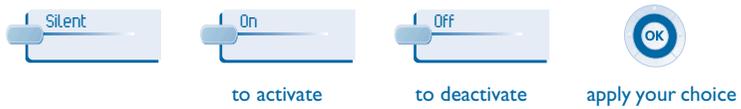
  Select the melody of your choice (16 tunes)  apply your choice

▼ Adjusting the ringer volume:

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

Programming your telephone

▼ Activate/deactivate silent mode:



▼ Activate/disable meeting mode (progressive ringing):



▼ Activate/deactivate discreet ring mode:



▼ Adjust ringer volume while a call arrives:



7.5 Adjusting screen brightness Menu



reach the 'Menu' page



increase or reduce the brightness of the screen or keys (of the extension unit) by pressing consecutively on the corresponding keys

7.6 Selecting the welcome page Menu

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



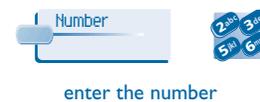
7.7 Selecting language Menu



reach the 'Menu' page

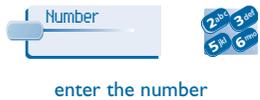


7.8 Programming direct call keys (Perso page:)



Programming your telephone

7.9 Programming direct call keys (F1 and F2 keys)



7.10 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).



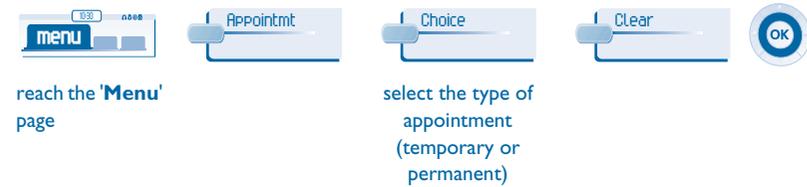
• At the programmed time, your telephone rings:



If you are in conversation, the display flashes and an audio tone is generated. After three calls without reply, a temporary request is cancelled but a permanent request remains in memory.

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

• To cancel your reminder request:



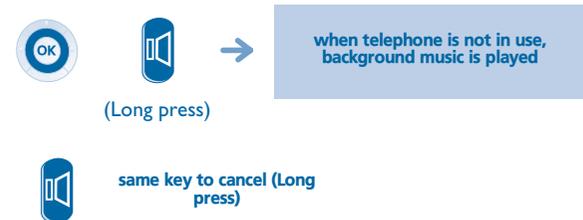
7.11 Identify the terminal you are on Info

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



7.12 Broadcasting background music on your loudspeaker ▼

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



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

7.13 Lock / unlock your telephone Menu



7.14 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



7.15 Activating/deactivating 'forced headset' mode

Menu

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



reach the 'Menu' page



activating/deactivating 'forced headset' mode

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.
Earpiece may retain magnetic objects.

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: We, Alcatel Business Systems, hereby declare that we assume the Alcatel 4028/4029 product to be compliant with the essential requirements 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.

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