



Alcatel-Lucent OmniTouch™ 8002/8012 DeskPhone

OmniPCX Office Rich Communication Edition

User Manual



User Manual

Introduction

Thank you for choosing a telephone from the OmniTouch 60 range manufactured by Alcatel-Lucent.



How to use this guide



Lift the receiver.

Hang up.

Numeric keypad.



Alpha-numerical keypad.



Use "OK" key to select an entry or confirm a choice.



Use up down navigation key to navigate within the menus.



In this user documentation, you will frequently see these two symbols. It means that you must navigate within a menu with the up and down navigator until you find the label specified on the right side of these symbols. You will then have to press on the OK key to confirm your choice.



See description of your phone to learn how to use your phone's keys.

These symbols can be supplemented by small icons or text.

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1.1 Phone description



1 Alpha-numerical keypad.



Start call key.



End call key.

2 Up Down navigation key to navigate within menus, select menu, confirm a choice.



3 C key to erase a character when entering a number or string of characters. This key is also used to navigate back one menu level.

4  Return to idle screen.

5 Quick access to the phone's main features.



Mute key: Press the Mute key during a conversation to prevent your contacts from hearing you.



To adjust the loudspeaker or handset volume up or down.



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



Access the voice mail feature or the list of missed calls. .

6 A wideband speaker for optimized sound.

7 **LED** : Arrival of a new call (Flashing).

8 Stable foot.

9 One 3.5 mm headset connector (8012 only).

Various connections to allow phone extensions.

10



- One 10/100 Ethernet connection to connect to enterprise LAN network (8002 set).
- Two 10/100/1,000 Ethernet connection to connect to enterprise networks and a PC (8012 set).
- 1 mini-USB connector for a specific AC/DC power supply. To be used only if your phone requires an external power supply. Please refer to your installer.
- 1 RJ9 connector for a corded handset.

2.1 Making a call

Call by dialing your correspondent's internal number



- Dial directly number

OR



- Take the handset off the hook

OR



- Start call key

OR



- Handsfree key



- Dial the number

Make a call using the personal phone book (Directory)



- **Directory** (In idle state)

OR

- **From directory** (If you have taken the line)



- Select your correspondent from the list



If you have taken the line (with the handset or the hands free), the selected correspondent is automatically called.



- **Call**



- Take the handset off the hook

Call by name



- Access the dial by name feature

OR



- Communications



- Select the dial by name feature



- Enter the name of your correspondent



- Select the correspondent



- Start the call

Redial last number

▼ Redial the last outgoing call.



- Start call key



- Call back the last dialed number

▼ Redial from redial list.



- Long press on the start call key



- Select the number to redial from the last dialed numbers

2.2 Receiving a call

Stop the ringer



- Once

OR



- Silent

Reject the call displayed



- Twice

OR



- Reject call

Answer the call



- Lift the receiver

OR



- Start call key

OR



- Handsfree key

OR



- Take call

Interphony

When activating the interphony mode, all incoming calls are automatically answered by the phone.

- In idle state



- Press the interphony (mute) key
- When the light associated with the key is lit (blue), the feature is activated

2.3 Call log

If you are away from your desk, you can consult the call log when you come back. You can consult incoming calls, missed calls and outgoing calls.



- **Call Log**



- Incoming calls
- Outgoing calls
- Missed calls

▼ Once you have selected an entry, you can:



- Call the correspondent
- Save the entry in the local directory
- Delete the entry
- Delete all entries from the call log

You can have up to 25 entries for each type of call (incoming, outgoing or missed calls).

2.4 During a conversation

Mute, so that your correspondent cannot hear you

Press the Mute key during a conversation to prevent your contacts from hearing you.



- Disable microphone
- The button is lit steady

Press the mute key again



- Resume the conversation
- The key is no longer lit

Making a second call during a conversation

When you are on a call, you can initiate a second call.

You are in conversation with one caller



- **New call**



- Number of second correspondent

OR



- **From directory**
- Select your correspondent from the list

OR



- **Dial by last name**
- Select your correspondent from the list

▼ To cancel your second call and recover the first:

You are in conversation with one caller.



- Display the second correspondent



- **Enquiry off**

OR



- Hang up

The second call is ended.



- Display the first correspondent



- **Retrieve**

You are in conversation with your first correspondent again.

Answering a second call during a conversation

You are in conversation and a correspondent is trying to contact you:

For a duration of 3 seconds the name of the second correspondent appears on the phone display:



- Start call key

After the 3-second duration, the name of the correspondent doesn't appear anymore on the phone display.



- Display the second correspondent



- **Take call**
- The first call is on hold

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

You are in conversation with the second correspondent and the first one is on hold. You are in conversation with the second correspondent and the first is on hold.



- Display the second correspondent



- **Enquiry off**

OR



- Hang up

The second call is ended.



- Display the first correspondent



- **Retrieve**

You are in conversation with your first correspondent again.

Placing a call on hold (hold)

You are in conversation with one caller.



- **Put on hold**
- Your call is placed on hold

Retrieve the correspondent on hold.



- **Retrieve**

Switching between calls (Broker call)

You are in communication with the first correspondent and the second is on hold.



- Display the second correspondent



- **Retrieve**
- Your first call is placed on hold

Transferring a call

▼ You are in communication with a first correspondent.



- **New call**

- Call the recipient of the transfer
- Before the second correspondent picks up :



- Display the second correspondent



- **Transfer to**
- The two correspondents are connected



- Return to idle screen

▼ You are in communication with two correspondents.



- Select the current correspondent



- **Transfer**
- The two correspondents are connected



- Return to idle screen

Three-way conference

You are in communication with a first correspondent. A second correspondent is on hold.



- Select the current correspondent



- **Conference**
- You are in conference mode

▼ To end the conference.



- Select one of the correspondents



- **End conf**

OR



- Hang up

▼ If you initiated the conference, when one of your correspondents leaves the conference, you stay in conversation with the other correspondent.

▼ If you initiated the conference, you can leave the conference and put your two correspondents in conversation.



- **Transfer**
- Your two correspondents are in conversation

Sending DTMF signals

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

By default during a communication, your telephone in SIP mode is configured to send codes in voice frequency: enter these codes directly using the keys on your telephone.

For more information regarding this configuration, contact the person in charge of your installation.

Adjust audio volume

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

During a conversation.



- Adjust audio volume

Information about the phone



- Who am I?

Diverting calls to another number (immediate diversion)



- Routing
- Display the forwarding status (active/inactive)



- **Immediate forward**
- Enter the forward destination number
- If needed, use the "C" key to erase characters



 You can continue to make calls but can only receive calls on the phone to which you have forwarded your calls.

Modify the forward



- Routing
- Display the forwarding status (active/inactive)



- **Immediate forward**
- Enter the new number
- If needed, use the "C" key to erase characters



Cancel the forward



- Routing
- Display the forwarding status (active/inactive)



- **Deactivate**
- Return to idle screen



Diverting your calls to your voice message service



- Routing
- Display the forwarding status (active/inactive)



- **Imm forward to VM**
- Return to idle screen



Consulting your voice mailbox



- Display number of new and old messages



- **Voice mail**



- Confirm access to the voice mail by entering the password
- Follow the instructions of the voice guide

▼ Terminate consultation.



- **Exit**

OR



- Hang up

OR



- Hang up

Programming your personal directory

You can store up to 100 numbers in your personal directory.

▼ Access your personal directory.



- **Directory**

▼ Create a record in the personal phone book.



- **New**
- **1st name:**



- Enter the first name



- **Name:**



- Enter name



- **Num:**



- Enter the number



- Save the record



- Return to idle screen



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

▼ Modifying a card in the personal directory.



- Select the card to be modified



- **Modify**
- **1st name:**



- Enter the first name



- **Name:**



- Enter name



- **Num:**



- Enter the number



- Save the record



- Return to idle screen



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

▼ Delete a record.



- Select the card to delete
- **Delete**
- Return to idle screen

Configuring the telephone ringer



- **Settings**
- **Phone**
- **Ringing**

▼ Choose the tune.



- **Melody**
- Select the melody of your choice (16 tunes)
- Return to idle screen

▼ Adjusting the ringer volume.



- **Level**
- Select the volume you want (9 levels)
- Validate your choice
- Return to idle screen

▼ Activate/deactivate meeting mode (progressive ringing).



- **Ringing mode**
- **Normal ringing**
- **Silent mode**
- **ProgressiveRinging**
- Return to idle screen

▼ Activate/deactivate discreet ring mode.



- **Beep**
- **1 beep before ring**

OR



- **3 beeps before ring**

OR



- **Ring without beep**
- Return to idle screen

▼ Adjust ringer volume while a call arrives.

Your telephone rings.



- Adjusting the ringer volume



▼ Adjust ringer volume in idle mode.

Your telephone rings.



- Return to idle screen



- Select the volume you want (9 levels)



Adjusting screen contrast



- **Settings**
- **Phone**



- **Contrast**



- Adjusting screen contrast



OR



- Adjusting screen contrast



- Validate your choice

Selecting language



- **Settings**
- **Phone**



- **Language**



- Select the language of your choice



- Validate your choice

Activate/deactivate identity secrecy

You can choose to hide your identity. Instead of your phone number normally displayed on your external correspondent phone, "anonymous" will be displayed.



- Settings
- Phone



- Secrecy Call



- Activate

Select the headset (8012 only)



- Settings
- Phone



- RJ9 plug



- Handset
- Headset

Guarantee and clauses

Safety Instructions

- Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- To limit the risk of interference, people with pacemakers must keep the wireless telephone away from their equipment (minimum distance of 15 cm/6 inches).
- Magnets could affect the functioning of pacemakers and implanted heart defibrillators. Keep a safe distance between your pacemaker or implant defibrillator and the handset which includes magnetic elements: 4 centimeters (1 inches) at least
- It is recommended to follow the standard acceptance procedures before using this equipment in human safety critical areas (hospitals...).
- The handset includes magnetic elements that may attract sharp metallic objects. To prevent injury, before each use ensure sharp metallic objects are not stuck to the earpiece.
- Avoid using phones (other than cordless) during an electrical storm. There may be a remote risk of electric shock from lightning
- Do not use the device in environments where there is a danger of explosion
- Do not plug this phone into an Integrated Services Digital Network (ISDN) connection or into a regular Public Switched Telephone Network (PSTN) connection. This can result in severe damage to the phone
- Never allow your telephone to come into contact with water
- To clean your telephone, use a soft damp cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Do not use aerosol cleaners.
- Class 2 for OmniTouch 8012 DeskPhone according to IEEE802.3af), or via DC-in by a Certified Direct Plug-In or Cord connected Power Unit approved as LPS (Limited Power Source) against CSA/UL/IEC 60950-1 and rated 5V dc, minimum 1A.
Allowed power supply is: SCE0501000P from Helms-Man
- If you are connected to a POE connection do not use AC power supply

Regulatory Statements

Marking



This equipment is in compliance with the essential requirements of R&TTE Directive 1999/5/EC and with Directive 2011/65/UE (ROHS).
The Declaration of Conformity may be obtained from:
Alcatel-Lucent 3 avenue Octave Gréard 75007 Paris, France
ebg_global_supportcenter@alcatel-lucent.com.

USA and Canada

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions : (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try correct the interference by consulting the dealer.

User Instructions

Only use the handset in temperatures between -5 C to +45 C (23 F to 113 F).

This apparatus is Hearing Aid Compatible (HAC).

Acoustic shock protection

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

Directive 2003/10/EC specifying the risks inherent in noise at work

The ring contributes towards overall daily noise; at its maximum setting, the level is 105 dBA at 60 cm from terminal. To reduce the level, the following is recommended:

- reduce the setting (9 levels of 5 dB)
- program a progressive ring.

Privacy

Privacy of communications may not be ensured when using the Bluetooth® handset or any additional Bluetooth® device

Disposal



The equipment must be returned to a collection point for electronic equipment waste disposal.
Defective batteries must be returned to a collection point for chemical waste disposal.

Related Documentation

Other languages for these Safety and Regulatory Instructions and User Documentation are available at the following Web site.