

Advanced
REFLEXES

Alcatel OmniPCX 4400



User Guide

Advanced REFLEXES™ Alcatel OmniPCX™ 4400

Your *Advanced* REFLEXES™ terminal provides simple and quick access to all of the services and features offered by your Alcatel OmniPCX 4400™ system.


This user guide is designed to give you:

- a full description of your terminal
- an alphabetical index of available services and features
- a step-by-step guide explaining how to use these services and features, separated into three sections:
 - **YOUR CALLS**
 - **EASE OF USE**
 - **IN YOUR ABSENCE**

Your REFLEXES™ terminal and your Alcatel OmniPCX™ 4400 system provide you with everything you need from a telephone system.


Name:	Tel. No.:
Fax No.:	Mobile No.:
E-mail address:	PWT No.:

References used in the documentation

The action "**Press**" is represented by:  .

Display (soft) keys are represented by:  .

Pre-programmed and user-programmable keys are represented by:  .

 ,  , etc., indicate use of the Navigator key.

The standard or site-specific feature codes are listed in the **Table of Codes** brochure, which should be consulted when the text indicates "...See Table of Codes."

FEATURE	Standard Code	Site Code
Last caller call back	*69	

Programming the keys to customize your own terminal is described in "Personalizing your terminal." You will also find a list of the available programmable features in this section.

System information

The availability of some of the features described in this guide depends upon your system configuration. For more information regarding your system configuration, contact your telephone system manager.

Station information

(1) Your terminal allows “on-hook” dialing; this means you can dial a call even before you pick up the handset.

(2) Your terminal can be set up as a multi-line station (two or more line keys) or as a single line station (integrated line service with no line keys). This user guide is designed for multi-line station users. For information on single line service configurations, contact your system vendor.

Getting to know your
REFLEXES™ *Advanced* TERMINAL



Display, Display Keys, and Navigator

Display: your terminal display consists of two lines for text and can show several pages of information - depending upon its state:

Terminal in idle state:

1st line: information on the status of the terminal, including date and time.

2nd line (and also first line for the next four pages): key operations or features that you can program yourself.

Terminal is involved in a call:

1st line: information about your party and the current call

2nd line: features accessible at the moment.



The green LED flashes to indicate that one or more messages have been received.

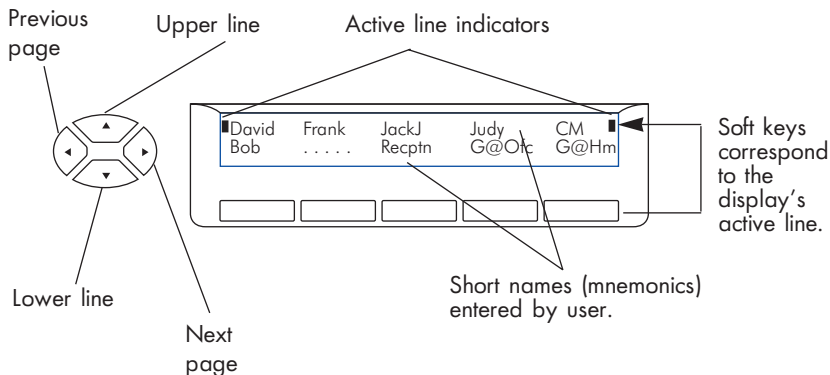
Navigator: for moving between display pages or between display lines.

Display keys: 5 soft keys that change dynamically to offer context-appropriate system features.

Navigation Concept

The ***Navigator*** is used to select directory pages, or available features, or to scroll through the pages appearing on the two-line display (which, in turn, designates the feature for each display key).

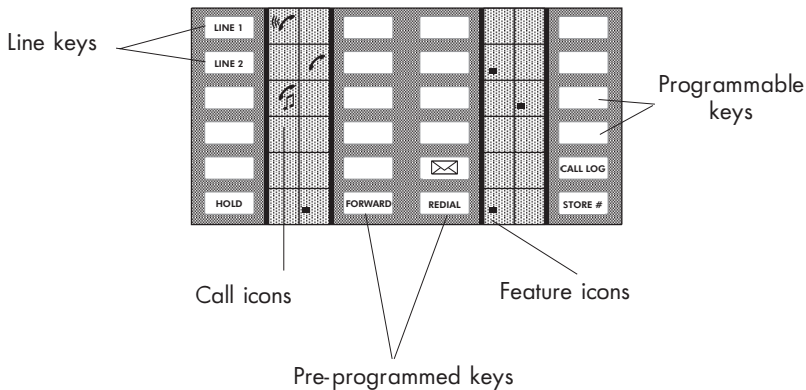
If you select the upper line, indicators will flash (at the left end and right end of the line) to indicate that the line is active. If you press a display key (or wait a few seconds), the lower line automatically becomes active again.



Keys and icons

Your multi-line terminal has 8 *pre-programmed* station keys and 16 station keys *programmable* by you (the user) or your installation technician. These 24 keys are used to:

- determine the status of a terminal
- call an internal or external number directly
- access a feature.



The following icons are associated with the keys:

Call icons



Call ringing (flashing).



Call in progress.



Call on hold.



Call on common hold.

Feature icons



Feature active.



Feature requiring action.



Terminal or line busy
(supervision).

Pre-programmed station keys are used to:



: select a line or operate a feature during a call



: put a call on hold



: forward calls to another terminal



: access message services



: review the list of unanswered identified external calls



: automatically redial the last number dialed

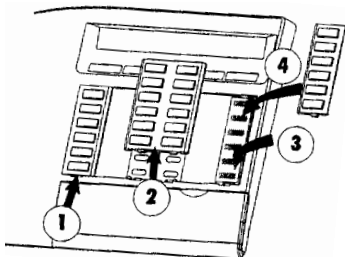


: temporarily store a number

Installing the label on the terminal

A printed label is supplied with the terminal. This should be placed under the key cover for each block of keys.

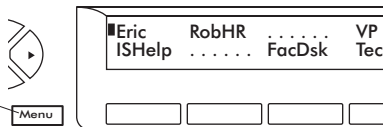
- ① Insert flat blade into the slot (1 slot for each block of keys).
- ② Raise the cover.
- ③ Slide the printed label into position.
- ④ Replace the cover.



Fixed keys

The fixed keys correspond to frequently used features.

Menu: to enter access or programming modes and to display information.



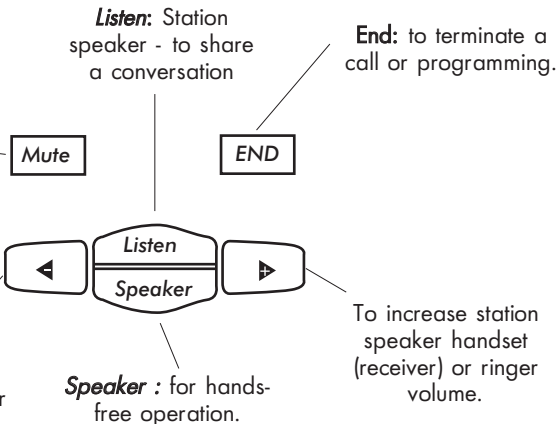
Audio Keys

Mute: to temporarily turn off your station mic, during your call

or

to leave your mic on ("hot") to answer internal calls automatically - without having to lift the handset (**Interphone**).

To reduce station speaker handset (receiver) or ringer volume.



Alphabetic Keypad



The keypad is used for text message features, the "Dial by name" feature, and for programming.

CONTENTS

YOUR CALLS

Making an external call.....	18
Making an internal call.....	18
Calling the attendant	19
Consultation Call	19
Calling an associate (or other key individual).....	20
Answering a call.....	20
Answering other calls during a conversation	20
Transferring a call.....	21
Putting a call on hold	22
If you forget or "lose" a call on hold	22
Switching between calls (Broker Calls).....	22
Picking up calls ringing at another terminal.....	23
To pick up a call ringing at another terminal (in your pickup group)	23
To pick up a call ringing at another terminal (not in the pickup group)	23
Calling - using your <i>Advanced</i> personal directory.....	23
Calling - using a programmed key.....	24
Talking with two other people at the same time (Conference Call)	24
Parking a call.....	25
Requesting a callback (from an idle or busy station).....	26
Camping on an internal party who is busy.....	26
Answering a night service bell	27
Entering a scheduled (Meet-me) conference.....	27

Transferring a caller into the conference	28
Moderated conference	28
Calling a number - using the system directory	29
Barge-in to an internal conversation	30
Privacy/Protection against barge-in	30
Contacting a party whose calls are being forwarded or blocked	30
Calling a party through the station speaker	31
Interphone mode and Hands-free	31
Creating, modifying or reviewing your intercom list	32
Hunt Groups	32
Temporarily leaving your hunt group	32
Returning to your hunt group	33
Putting a call on common hold	33
Sending a text message to an internal party	34
Sending a text message (at the beginning of your call)	35
Sending a text message to an external party	35
Calling an internal party on his pager	35
Leaving a direct voice message	36
Dial-by-Name	36
Alcatel Multi-Line Appearance (MLA) Configuration	37

EASE OF USE

Personalizing your <i>Advanced</i> terminal	42
Programming a feature (or number) on a programmable (or display) key	43
Feature groups	43
Group 1: Forwarding Services	44

Group 2: Locking/DND	44
Group 3: Call Pickup Services	45
Group 4: Associate Services.....	45
Group 5: Consultation & Callbacks	45
Group 6: Appointment Reminder	45
Group 7: Voice Mail Services.....	46
Group 8: Additional Services	46
Group 9: Paging Services.....	46
Group 10: Transparency.....	46
Programming your personal code.....	47
Choosing the display language.....	47
Making or taking a call without lifting the handset (Hands-free)	48
Programming your personal directory	48
Entry Corrections.....	49
Switching on the station speaker during a call.....	49
Adjusting station speaker volume during a call.....	49
Adjusting handset volume during a call.....	50
Switching off the microphone (mute).....	50
Calling the last number dialed (Redial)	50
Adjusting the ringer (melody and volume).....	50
Adjusting the display viewing angle.....	51
Changing the Associate number	52
Identifying the terminal.....	52
Setting an appointment reminder	52
Do not disturb	54
Forwarding calls when you are busy.....	55

Saving a number, to call it later	56
Hiding your identity	56
Hiding your caller's identity.....	57
Allocating calls to customer account codes.....	57
Determining the cost of your last external call.....	57
Calling an external "private" number	58
Twin-set configuration	58

IN YOUR ABSENCE


Forwarding calls to another number (Forwarding - immediate)	61
Overflowing calls to an associate number.....	61
Forward on no answer	62
Forward on busy or no answer	63
Forwarding your calls from a different terminal (Remote Forward)	63
Forwarding your calls from the terminal you are on (Follow Me).....	64
Forwarding calls from any terminal within the company.....	64
Forwarding calls to a recorded message (voice mail).....	65
Canceling Forwarding	65
To cancel forwarding from your own terminal	65
To cancel forwarding from the internal terminal that is receiving your forwarding..	66
To cancel forwarding from any other terminal within the company	66
Selective forwarding	66
Checking messages	67
Accessing and answering callback requests.....	67
Leaving a text message ("I am away") for internal callers.....	68
Reading internal text messages left in your absence	69




Reviewing the list of internal calls.....	70
Checking voice mail messages	71
Locking your terminal.....	71
Forwarding your calls to your personal pager	71
Replying when your personal pager sounds.....	72
Calling back the last internal caller whose call went unanswered.....	73
Reviewing the log of external calls.....	73
 GLOSSARY	 74
INDEX	77
 Care of equipment	 80
Compliance	80

YOUR CALLS

Making an external call

To make an external call:



Dial 9 (or lift the handset and dial 9); then dial the number you wish to reach. The display will show the number you dialed and the icon associated with the line key will indicate the status of your call: 




*Note: 9 is the default code for obtaining an outside line. You can determine what code to dial to access features by consulting the **Table of Codes**, or you can use Guide mode:  **Menu** followed by  **Access** and  **Call** to display system call codes. For more information on use of the **MENU** key to access Feature Groups, see the section "Feature Groups."*

Making an internal call

To make an internal call:

Lift the handset and dial the number you want directly (or use a dialing feature, e.g.: call - using your personal directory). The display will show the name of the person you called, and the icon associated with the line key will indicate the status of your call. If there is no answer, you can choose one of the options indicated on the display. Press the display key corresponding to your choice:

-  **CallAn** to announce yourself through your called party's station speaker
-  **CallBk** to ask the person to return you call - "call me"

-  to send a text message
-  to send voice mail (in systems with integrated voice mail)
-  to call someone on their personal wireless terminal

Calling the attendant

To call the attendant: dial 0.

Note: 0 is the default number code for the "Attendant call" feature.

Consultation Call





During a conversation with either an internal or an external caller, you can call a second person. This is known as a "Consultation Call."

To make this 2nd call:

- (1)   (or a free line key)

Your first call will automatically be put on hold (icon: ).

- (2) Dial your second call and you will connect to your second party.

To cancel the second and return to the first call,   or  .

Note: If you press the wrong button, hang up. Your phone will ring and you will be reconnected to your first party.

Calling an associate (or other key individual)


Each terminal may have another line linked to it as an "associate."

To call the associate line quickly:

 or dial the code for the **"Associate call"** feature.

Note: Availability of the "Associate Call" feature depends upon your system configuration.

Answering a call

When your terminal rings - your display will indicate the caller's number (external call - when caller information is provided) or name (internal call). To answer: lift the handset or  for "hands-free." On internal calls, the calling party station name is displayed. When you answer the call, the calling station number will also be displayed.

Note: You can answer internal calls immediately and "Hands-free" if your station is in "Interphone" mode.

Answering other calls during a conversation



During a call, you can answer a second call. When a second person calls, you hear a beep and see a flashing line key (multi-line terminal). The new call rings and your display shows caller information until you answer or the call is forwarded, or the caller sets camp-on.

If you want to answer the second call, press the flashing line key.



The first call will automatically be placed on hold.

To recover the first call, press the corresponding line key.

If you hang up without taking the second call (the call which is waiting for you), your telephone will automatically ring again.

If several calls (3 or more) arrive simultaneously, only the last one is displayed. To determine the identity of waiting callers   and press the flashing line key for each call.

To end this review:  





*Note: You can prevent calls from being camped on when your line is busy:   to initiate **"Camp-on" control**. Outside calls will be directed to the attendant. This feature remains in effect until cancelled.*

To cancel this restriction,  

Transferring a call

If you are in the middle of a conversation, you may want to transfer your party to another terminal.

To transfer a call:

- (1)   (to make a second, or consultation call), and when the second party answers, advise that station user that you are transferring a call to them.
- (2)   to complete the transfer

Notes : If you prefer, you can transfer the call without waiting to see if the second party answers (even if their line is busy).

Depending upon your system's trunking service, transferring calls between two outside lines may not be possible.

Putting a call on hold

If you are in conversation with an internal or external party, you may want to put your party on hold, and be able to retrieve the call later at the same terminal.


To put a call on hold:



(or press the line key for a new call).

To return to the first caller (on hold), press the line key for that call.

If you forget or "lose" a call on hold

If you should hang up while someone is on hold, the line key icon relating to the line key  will indicate this and your phone will ring. To recover the call, pick up the handset and press the line key.

Switching between calls (Broker Calls)

If you are in conversation with one caller and have another caller on hold, you can switch back and forth between them. This is sometimes known as a "broker" call.

To switch between calls:

Press the line keys relating to your call. The number for each party will be displayed.

Picking up calls ringing at other terminals

To pick up a call ringing at another terminal (in your call pickup group):

Dial the code for the "**Group call pickup**" feature, or



Access the service feature group "**Call pickup services**" to apply **GrpPic**.

To pick up a call ringing at another terminal (not in the pickup group):

(1) Dial the code for the "**Direct call pickup**" feature, or




Access the service feature group "**Call pickup services**" to apply **DirPic**.


(2) Dial the number of the ringing telephone you wish to answer.

Calling - using your *Advanced* personal directory

Your terminal displays several lines of mnemonics (short, easy-to-remember names), one for each number that you have programmed into your directory .


To go to the next display line, use the Navigator. 

To call - using your *Advanced* personal directory:

Press the display key  you have programmed for the number you want.

*Note: For information on how to program numbers, see **Programming your personal directory**.*

Calling - using a programmed station key


Programmable keys on your terminal  may be assigned to dial internal or external parties, or to access features.

To call - using a programmed key:

Lift the handset and/or press the programmed key of your choice. The call will be made automatically, and the display screen shows the number being called.

Note: Programming of keys for speed dialing depends upon your system configuration.

Talking with two other people, internal and/or external, at the same time (Conference Call)

When you begin a call to a second party, the first party is placed on hold. If you want to talk with both of them at the same time (3-way conference): 

To cancel the conference, and recover the first call: 


The second call will be terminated.

Note: In a typical terminal configuration, if you hang up during a conference, the other two parties will remain connected (this may occur even if both are on outside calls).

Parking a call

You can “park” an external call in order to retrieve the call at a different terminal.

To park a call:

- (1) During the call,  **Park**
- (2) Per the voice guide, dial the station number of the terminal on which you want to take the call - the call is automatically parked, and your caller hears a hold signal.

Note: If you hang up without specifying a destination, the parked call remains at the original station, and can be recovered using the “Park Call/Retrieve” feature in the normal fashion at the original station (or at any other station within the system).

To recover your parked call at the destination station:

Enter the code for the **"Park Call/retrieve"** feature,

or

Access the service feature group **"Call pickup services"** and apply **Parked**.

To recover your parked call at any other station in the system:

- (1) Enter the code for the **"Park Call/retrieve"** feature,

or

Access the service feature group **"Call pickup services"** and apply **Parked**.


- (2) Dial the extension number where the call was parked.

Note: If a call is parked for more than the predefined period of time, it is automatically sent to the attendant or other designated number within the system.

Requesting a callback (from idle or busy stations)

When you call an internal terminal and your party does not answer (line rings) or is busy (indicated by the voice guide or busy tone and display), you can leave a callback request.

To request a callback:

- (1)  - the display will show that the callback feature is in effect.
- (2) Replace the handset, and you will be called back when your party responds to your callback request (or automatically when the busy line is free).

To cancel the automatic callback request (all lines are busy), dial the number a second time, and then hang up.

Camp-on an internal party who is busy

If you call an internal terminal and all of its lines are busy, the voice guide (or busy tone) and station display will inform you of this. At this point you have several options, including **"Camp-on"** - which allows you to wait and have your call ring through as soon as your party finishes their call.

To camp-on a busy internal line:

-  and wait (do not hang up).

As soon as the line you are calling becomes available, your call rings at the station.

Answering a night service bell

When the attendant is away, all internal or external calls to the attendant may be offered to extensions for answering, as determined by the system management in effect.

To answer a night service call:

Dial the code for the "**Night service answering**" feature, or



or

Access the service feature group "**Call pickup services**" to apply **NSBell**.

Entering a scheduled (Meet-me) conference

At a predetermined time, you can join in a telephone conference of up to 29 people (including yourself). The participants may be internal and external (depending upon your system configuration). A confidential access code will be provided to you in advance by the individual arranging the conference. The number of digits required in the meeting code (default: four digits) is determined by your telephone system manager.

To enter a programmed conference call:

- (1) Enter the code for the "**Meet-me conference**" (*) feature, or
Access the service feature group "**Additional services**" to apply **MeetMe**.
- (2) Dial the confidential access code
- (3) If you are the first to join the conference, you will hear a hold indication.
If not, you will join the conference and the display screen will show you

how many people are taking part.



If there is no more room in the conference, you will hear the busy tone.

You can leave the conference at any time by hanging up.

Transferring a caller into the conference

External callers wishing to join the conference must be transferred into it, by an internal station. You can introduce an external caller into the conference by using the call transfer feature.

To transfer a caller into a conference (while on the line with your party):

- (1)  and enter the code for the "**Meet-me conference**" (*) feature.
Your caller will automatically be put on hold.
- (2) Enter the confidential code for the conference.
- (3) , and press the station line key for the corresponding call, to complete the transfer of your party into the conference.

() in the case of a conference over a network, dial the number of the node on which the conference is being held before entering the confidential access code.*

Moderated conference

Depending on the configuration of your system, this feature allows up to 29 participants to join a conference, in one of the following ways:

- Manual introduction,
- Automatic entry,
- Broadcast of a spoken or pre-recorded invitation message over the parties' station speakers (announcement).

This type of conference must be established by a single user, the conference moderator, who is the only person who can invite the participants to join the conference. The manual introduction conference can only be set up at a terminal that is equipped with one or more add-on modules.

The manual introduction conference is always supervised. The other two conference service modes can be used with or without supervision. In a supervised conference, the conference moderator can select participants individually. If the conference is not supervised, the conference moderator calls the participants by using predefined lists.

For further information on this feature, contact your system administrator.

Calling a number - using the system directory

Your terminal has access to a system "Speed dialing" directory of internal or external numbers.


To call a number using the system list:

Dial the short code assigned to the number.

Barge-in to an internal conversation

If you call an internal number and find it busy, you may be able to barge-in to the conversation. You can only do this if you have authorization and if that terminal has not set the **"Privacy/Protection against barge-in"** feature.

To barge-in to a call:

- (1) Dial the code for the **"Barge-in"** feature or  **BargIn**
- (2) Your entry into the conversation is indicated to the parties by a signal (and on equipped stations, by the display).

Privacy/Protection against Barge-in

To set Privacy/Protection against Barge-In (prior to your call):

- (1) Dial the code for the **"Privacy/Protection against barge-in"** feature, or  **PrAgBn** or

Access the service feature group **"Additional services"** to apply **PrAgBn**.



- (2) Dial the number you wish to call.

This protection is only in effect until you hang up.

Contacting a party whose calls are being forwarded or blocked

When your party has forwarded their line, and you still wish to reach this person:

 **Ovride** . If you prefer, you can send a text message or request a callback.

- send a text message by:  and entering it on the keyboard, or
- request a callback by:  and your request will only be received at your party's terminal (it will not be forwarded).

Calling a party through the station speaker

If your internal party does not answer, you may (if you have the authority to do so) enable his or her phone remotely, and announce yourself through the station speaker.

To call through a party's station speaker:

(1)  or

dial the code for the **"Call announcement"** feature.

This connects you directly to that station's speaker.

(2) Announce yourself to your party.

(3) To speak with you, your party can lift the handset or use "hands-free."

Interphone mode and Hands-free

Interphone mode allows incoming internal calls to immediately connect to your station, allowing you to answer calls without pressing the speaker key or lifting the handset.

To set interphone mode:

 - the corresponding LED flashes (red).

When an internal party who is a member of your intercom group calls you, your terminal rings (your mic is activated) and you are immediately connected on a hands-free basis. As with regular calls, the caller's identity is shown on the screen.

When your caller hangs up, your mic is deactivated, and interphone mode remains in effect.

Notes: If the intercom group list is blank, any internal call can be received in interphone mode. If the list contains assigned names, then interphone mode calls can only be received from the named persons.

Creating, modifying, or reviewing your intercom list (max. 10 names):



Follow the prompts displayed on the screen.

Hunt groups

Your terminal may be a member of a hunt group. Hunt groups allow incoming calls to be answered by the next available terminal in the hunt group sequence.

Note: You can always contact a specific terminal within the group directly by dialing its individual number.

Temporarily leaving your hunt group:

Dial the code for the "Station group - exit" feature, or



Access the service feature group **"Additional services"**. to apply **GrpOut**.

Note: You will continue receiving all calls dialed directly to your extension.

Returning to your hunt group:

Dial the code for the **"Station group - entry"** feature, or




Access the service feature group **"Additional services"** to apply **GrpIn**.


Putting a call on Common Hold

If you are a member of a station or hunt group, and you are in conversation with a caller (internal or external party), you can put the call on common hold, allowing you (or any member of the group) to retrieve the call by pressing the "Common hold" key. (To do this you must have a key programmed with the **"Common hold"** feature).

To use Common Hold:









- (1) Press the key programmed: Common Hold (icon:  will light up solid)
- (2) Press this key again to retrieve the call.

Common Hold is indicated to all other members of the group who have a common



hold facility by the flashing  icon - and any one of them can then pick up this call by using their common hold key.

Sending a text message to an internal party

To send a text message:

- (1)   then  
- (2)  , then dial your party's number - their name will be displayed.
- (3)   and the system offers several message options. You can choose:
 - FixMsg : a fixed (predefined) message
 - PrgMsg : a partially-defined message you will complete (see below)
 - MyMsg : to fully compose a message, yourself (max. 127 characters)
 - Back : to return to previous menu
- (4) Select your message type by pressing the corresponding key.

You may scroll through the available messages by using the display keys.

- (5) After selecting, completing, or composing, send the message by:   .
The system confirms that your message has been sent (and offers you the opportunity to send another message).


Examples of Programmed/Predefined messages

1. Please ring, URGENT
2. Please ring tomorrow
3. Meeting on ** / ** at **: ** (*)


4. Meeting in room * (*)
 5. Call back on ... (*)
 6. Ring " ***" (*)
- (* for you to complete, by using the keypad):

Sending a text message (at the beginning of your call):

You can send a message while waiting for your party to answer:

 ^{Text} and you can immediately choose a type of message: fixed, programmed (pre-defined), or "my" messages (as indicated in the section above).

Sending a text message to an external party

If available in your system, you can send a text message to an outside party during an ISDN call. To do so:  ^{Text} and proceed as indicated above.

Calling an internal party on a pager

If your party doesn't answer, and you know the person has a "beeper" (radio pager), you can page this person, to inform the person of your call:

Enter the **"Paging request"** feature code (see Table of Codes), or

 ^{Pager} - the system will confirm that the person is being paged.





You can also inform your party of your call, directly on their beeper, by entering

the **"Direct paging call"** feature code (see Table of Codes), followed by your party's pager number. Your party can reply from any terminal in the company.

Option note: integration of a paging solution and a paging access arrangement depends upon the configuration of your system.

Leaving a direct voice message









To directly leave a voice mail message (while your terminal is idle):

- (1)   then   to enter the voice mail system.
- (2) Follow the voice mail system instructions to leave your message.

Dial-By-Name





To call your party by name instead of by number:

- (1) **Search:** Enter the first few letters of your party's last name, their initials, or last name and first name, on your alphabetic keypad. To perform the search, press one of the following keys:





-   if you have entered (all or part of) the last name
-   if you have entered the initials
-   to cancel the operation
-   if you have entered the last name followed by the first name



(2) Review Results:

If the search is unsuccessful, the system will display two options:

-   to modify your request.
-   to cancel your request.

If the search is successful, the system will offer a name and number. If there are several possibilities, it will show how many there are at the end of the line. For example, 02/04 means that the name suggested is the second in a list of four. You can scroll through the alternatives in a continuous loop to find the person you are looking for:

-   to display the next name.
-   to display the previous name.

(3) **Call:**   to make the call, when the name you want is displayed.


Alcatel Multi-Line Appearance (MLA) Configuration



Alcatel MLA offers a squared type of configuration that allows a number of MLA lines to appear at several terminals. Alcatel MLA provides the following features to all terminals which are members of the MLA group:

- simultaneous indication of an incoming call on an MLA line
- answer the incoming call
- place the call on Group Hold

- retrieve a call on Group Hold
- continuous status (supervision) of each MLA line via the line key icons

Incoming call



A call to the group number is directed to a free MLA line and the status of this call is immediately visible on all group terminals (icon: ). Either immediately, or after a designated delay, the call rings and call information (caller name, calling number, or trunk) is displayed at each group terminal.

To answer the call, press the corresponding key or pick up the handset. At the answering terminal, the icon changes to: . At the other group terminals, the icon  indicates that the corresponding line is now in use, and unavailable to other group members.

Calling using an MLA line



To place a call using an MLA line, press the key corresponding to a free line, and dial using any available dialing feature (keypad, speed dialing, etc.). Calls made using an MLA key reflect the directory number of your own terminal.

Group (Supervised) Hold - via MLA Key

To put a call on **Group Hold**, press the key corresponding to the MLA line (icon changes to: ). This call can be retrieved at any one of the group terminals by pressing the corresponding MLA line key (icon: .

Private Hold

You can place an MLA line on hold in such a way that no other group terminal can retrieve the call. This feature is named **Private Hold** (icon: .


To use Private Hold,  on your terminal during the call. Your party is placed on hold on the corresponding MLA key, but at other group terminals, the icon  indicates that the line is busy. To retrieve your party, press the corresponding MLA line key on your terminal.

Transferring calls

Between group members

In the course of a conversation, to transfer your party to another member of the group, place the call on group hold and then advise the group member via appropriate means (direct voice or station call) to pick up the MLA line.

To a user who is not a member of the group

Call the intended station, and then use the terminal soft key or pre-programmed key to transfer the call. After transfer, the MLA line on which the call was initially received becomes free (icon: .

Consultation Call

If you are on a call on an MLA line, you can make a consultation call. To make a consultation call, press an available line key and proceed as when in a non-MLA configuration.

The first caller is automatically placed on Private Hold (icon: .

On the group terminals, the icon ■ indicates that the line corresponding to this MLA key is busy, and that other group terminals cannot retrieve the first party.

Incoming non-MLA calls


If your individual station number is called, this non-MLA call will appear only at your terminal. The incoming call information (caller name, calling number, or trunk) is displayed on your terminal.






EASE OF USE

EASE OF
USE




Personalizing your *Advanced* terminal

To help you when making everyday calls, you can pre-select certain features, create a personal directory, and program the free keys.

To customize your phone,  **Menu** to enter Guide Mode. The display will show you the first level feature choices you have available:

-  **Access** : to enter Access Mode; for information on keys that are already programmed and those that are free, and to activate features.
-  **Prog** : to enter Programming Mode; to customize your terminal (ringing melody, feature keys, screen, associate line, personal access code, directory, etc.)
-  **WhoAmI** : to display the identity (name and number) of a terminal
-  **Lang** : to select an alternate display language
-  **Test** : to verify display and ringer are operating properly















Press the display key corresponding to one of these groups, and the system will offer the features available within the context of that service **Feature Group** (see detailed list). In general:

-  **Back** : to return to the previous level within a menu
-  **Menu** : to return to the main menu
-  **END** : to exit

Programming a feature (or number) on a programmable (or display) key

After you have reviewed the service **Feature Group** options, you can proceed to program a feature, or a number (or a feature and number) on a free key.





To program a key:

- (1)   then   and  
- (2) Press a key to program (or re-program). Free keys may be in key rows or you may use the Navigator to scroll through display pages to select a programmable display position.
- (3) Dial the feature code (from the Table of Codes), or
  then   to reach the feature group you want.
 , press the display key for the feature you want, and  
 or, the telephone number you want to enter.

Feature Groups

When you select a feature, its title appears on the display, followed by the code number allocated to the feature (see also the **Table of Codes** brochure). To activate the feature, you can enter this code directly on the keypad. If a feature and its code do not appear, it means that this feature is not available on your system. You can also review and invoke features from any of the service feature groups without lifting the handset.

To access Feature Groups:

- (1)  **Menu**, then  **Access** to enter Access Mode.
- (2) Then  **Service** (and  **Next** as needed) to reach specific feature groups.

Group 1: Forwarding services

- Immed ➡ : Forward all calls (Call forwarding - immediate)
- Busy ➡ : Call forwarding when you are already on a call
(call forwarding on busy)
- NoAns ➡ : Call forwarding after ringing without answer
(call forwarding on no answer)
- ByNoA ➡ : Call forwarding on busy/no answer
- FwdOff : Cancel call forwarding
- RFwdof : Cancel follow me
- RemFwd : Call forward programming from any station (follow me)
- RfwdOf : Remote forward cancellation from any station

Group 2: Set DND and Locking

- Lock : Station lock/unlock
- DND : Do not disturb
- DNDSui : DND Suite On/Off
- Guide : Voice Guide On/Off
- MaskID : Identity secrecy
- DispID : Display identity

CmpOnC : Camp-on control
Plug : Plug and Phone

Group 3: Call pickup services

GrpPic : Call pickup - group
IndPic : Call pickup - station
NSBell : Call pickup - night answer
Parked : Call park/retrieve
Hold : Common hold

Group 4: Associate services

Assoc : Call associate
OvFlw : Overflow on no answer
Busy ➡ : Immediate call overflow on busy
NoAns ➡ : Overflow on no answer and immediate call overflow on busy
OvfOf : Cancel associated overflow

Group 5: Check / callback

LastCa : Call back last caller
Charge : Charging information
Alarm : Alarm consultation

Group 6: Appointment reminder

Remind : Set temporary appointment
RemOff : Cancel appointment reminder

Group 7: Voice mail services

Voice : Voice mail access
Check : Voice mail review
Notify : Notification of voice message arrival
MDepos : Voice mail deposit
Record : Conversation recording

Group 8: Additional services

PrAgBn : Protection against barge-in
Prject : Business account code
Subst : Substitution
Grpin : Hunt/Station group - entry
GrpOut : Hunt/Station group - exit
SetOOS : Set out of service for moving
MeetMe : Meet-me conference
Z→UA : Analog station behind Reflexes™ set
PLnSel : Primary line selection on multinumber station
SlnSel : Secondary line selection on multinumber station

Group 9: Paging services





Paging : Paging answer
Pager : Direct call to a paging device

Group 10: Transparency

Pulse : Pulse sending
MFSend : MF sending
Alpha : Alphanumeric or other paging connection

Programming your personal code

To choose or change your personal code:

- (1) Dial the appropriate feature code for **"Password - change"**, or
 **Menu** then  **Prog** and  **Passwd**.
- (2) Per the system prompt, dial your (default) or existing (old) personal code.
- (3) Dial a new code; to confirm it, enter your new code again. Each digit of your code is indicated by an asterisk ("*****").
- (4)  **END**.





Note: The default personal code for your terminal is 0000. Some configurations will require your personal code for activating several of the features in the following material.

Choosing a display language

To select the display language:

- (1)  **Menu** and  **Lang**

The display screen will offer you several possibilities. For example:
English; French; Spanish; etc.

- (2) Press the display for the language of your choice.
- (3) Confirm your choice:  **Apply** or
 **Cancel** to return to the language menu, or
 **Menu** to return to the main menu (Guide Mode), or
 **END**.

Making or taking a call without lifting the handset (Hands-free)

Your terminal allows “on-hook” dialing; this means you can dial even before you pick up the handset. Dial a number without lifting the handset, and you are automatically in “hands-free” mode.







Speak straight towards the front of the phone. During the conversation, you can lift the handset and continue without interruption.

To switch back into hands-free mode:  and hang up the handset.

To answer a call in hands-free mode: 







Programming your personal directory

To program your personal “speed dialing” list:


- (1)  then  and 
- (2) Press a display key or select a display key position to program.
- (3) Enter the number to be programmed (if it is an external number, include “9”).
- (4)  - the system will prompt you to enter a short name (mnemonic) to display for this number.
- (5) On the alphanumeric keypad, enter your party's name (maximum of 6 alphabetic or numeric characters).
- (6)  and 

Note: If a selected key has been previously programmed by the user, it can be re-programmed at any time. Keys pre-programmed with system features may not be re-programmed by the user.

Entry corrections:


-  *Back space - to delete the last letter entered*
-  *To program a feature*
-  *To change a number*
-  *To change the name associated with the number*
-  *To delete both name and number*
-  *To return to the "choice of key" menu*



Switching on the station speaker during a call

To allow others in the room to hear the party you are speaking with, activate the station speaker: 

To switch the station speaker off:  again.



Adjusting station speaker volume during a conversation

 to activate the station speaker, then



 or  to adjust the volume (7 volume levels available).

The station speaker volume level is indicated on the screen for a few seconds.

Adjusting handset volume during a call

 or  to adjust the volume (7 volume levels available). The handset volume level is indicated on the screen for a few seconds.

Switching off the microphone (mute)

You can turn off the microphone (mic) in the course of a conversation, whether via the handset or hands-free. . The Mute LED will flash and you will be able to hear the caller, but he or she will not be able to hear you. To continue the conversation as usual,  again.

Calling the last number dialed (redial)

 - the number will be displayed and dialed automatically.

Adjusting the ringer - Melody and Volume

You can choose the melody your terminal plays (from among 16 options), and the volume level.

To adjust the ringer (terminal in idle mode):

(1) To play your current melody: , or

 then  and 

(2) Listen to the various melodies:  or 

- (3) Adjust the volume level: or or or - the station speaker volume is displayed briefly .
- (4) Confirm your choice by: (to quit) or (to return to the programming menu).

Adjusting the display viewing angle

To adjust the display visibility:

- (1) then
- (2) Use the Navigator up (to increase) or down (to decrease) the level. The visibility will change with each keystroke.
or (use an alternate approach):
- (1) then and
- (2) Press the display key for the level you prefer: to .
 The visibility will change immediately with each keystroke.
- (3) to confirm your choice (and quit), or
 to return to the programming menu.



Changing the associate number

The associate number (a number linked to your extension) can be another extension, a voice message service number, or a pager number.

To change the associate number:

- (1)  **Menu** then  **Prog** and  **Assoc.**

If it has been programmed, the associate number is displayed

- (2)  **Modify** , enter your personal code, then enter the new associate number.
- (3) To confirm  **END**

To cancel this number, proceed in the same way, but dial your own extension number instead of the associate number.

Identifying the terminal:

-  **Menu** then  **WhoAmI**

The system will display the name and number for this terminal.

Setting an appointment reminder

Appointment reminder


To program either a wakeup call or an appointment reminder:

- (1) Dial the code for the **"Wake-up/appointment reminder"** feature, or

 **Remind** or

Access the service feature group "**Appointment reminder**" to apply **Remind**.

- (2) Enter the time of the reminder: two digits for the hour, two digits for the minutes (i.e., in 24-hour format - "1:30 PM" is entered as "1330."

 enables you to correct mistakes).

- (3) If this is your own terminal, go on to the next step (otherwise enter the number of the terminal that is to be rung).

4.  to confirm.

At the selected time, the telephone will ring and the display will indicate a reminder call. To acknowledge the reminder: lift the handset and replace it.

Note: to cancel the appointment call, follow the same procedure you used to set it up, using


 or  or the code for the "**Cancel wake-up/appointment reminder**" feature.

Multiple appointment reminder (from two (2) to four (4) appointments)

- To program multiple appointment reminder calls (up to four):

- (1) Press the corresponding programmable key or dial the code for the "**Appointment reminder**" feature.

- (2) If requested, dial the number of the terminal that is to receive the call or

 for which you wish to program the first reminder.


- (3) Enter the time of the appointment: Two (2) digits for the hour and two (2) digits for the minute in 24-hour format (e.g. enter "1330" for 1:30 pm).



(or repeat steps (2) and (3) for each additional reminder).

At the programmed time, the designated terminal will ring and display as a reminder call. The individual user confirms the reminder by picking up the call.

- To change or cancel one or more appointment reminders, follow the same procedure.

Select the corresponding display key, and enter the new time to change the appointment, or  to cancel it.

Note: If you do not respond to the first reminder attempt, the system will call you again. After the second attempt, the reminder call will be abandoned.

If your terminal is being forwarded to another terminal, the reminder call will not follow the forwarding.

Do not disturb

You can make your terminal temporarily inaccessible to all incoming calls (except from the attendant).


To put your terminal in Do Not Disturb mode:

- (1) Dial the code for the **"Do not disturb"** feature, or



or

Access the service group **"Set DND and Locking"** to apply DND.

- (2) When prompted, enter your personal code.
- (3)  **END** . Your display will indicate "**Do not disturb.**"

To cancel this, follow the above procedure again.

Forwarding calls when you are busy


To set immediate forwarding of your calls:

- (1) Dial the code for the "**Forward on busy - Immediate**" feature, or

 **Busy*** or

Access the service feature group "**Forwarding services**" to apply **Busy**.

- (2) Following the prompts, enter the number to which calls are to be forwarded.
The display will indicate that your entry has been accepted.

- (3)  **END** to confirm - the display will indicate that forwarding is in effect.

*Note: To cancel forwarding, see the section "**Cancel Forwarding**" in the **Absence** section.*

Saving a number, to call it later

If your party (internal or external) does not answer, you can store the number.

To store a number:




- (1) Before you hang up,  - the number you dialed will be stored.
- (2) To ring it again later: 



This number will remain in memory until it is used or replaced by another number.

Hiding your identity

When you call an outside line that includes caller identification in its service, your number is automatically transmitted. If available in your system, you may choose to hide your identity prior to making a call. (To use this feature, you need to have previously programmed a key with the code "**Secret identity**"):


To hide your identity on your next call:

- (1)  then  and .
- (2) Dial the external number you want.

To cancel this confidential status,  and .

Note: Availability of this feature depends upon your system configuration.

Hiding your caller's identity

Whether your phone is in use or idle, you can hide the identity of your calling party. (To do this, you need to have previously programmed a key with the code "**Identity display**"). To activate (or to cancel) this feature: 

Allocating calls to customer account codes

To charge calls to customer account numbers:

- (1) Dial the code for the "**Business account code**" feature, or



or

Access the service feature group "**Additional services**" to apply **Prject**.

- (2) Enter the appropriate account number.
- (3) Dial 9 and the external telephone number you are dialing

Determining the cost of your last external call

To see the cost for your last call:

Enter the code for the "**Chargeback/account reading**" feature, or



or

Access the service feature group "**Check / Callback**" to apply **Charge**.

The display will indicate time and cost information regarding your last outside call and the current cost total (depending upon your system configuration).

Calling an external "private" number

Even though personal (i.e., "private") use of the phone may be restricted, you can make "private" calls by identifying them prior to making an external call.

To call an external "private" number:

- (1) Lift the handset and enter the code for the **"Private call"** feature
- (2) Enter your assigned PIN code, then enter your password
- (3) Dial the external number

Private calls will be charged separately.

Note: Private calls cannot be transferred to a different terminal.

Twin-set configuration


This configuration allows two terminals to operate under a single number. Your desk terminal is typically the main terminal, while another (usually a PWT terminal), is the secondary. Each telephone has its own system station number, but the twin-set number is that of the main terminal.

In the twin-set configuration, a call to the twin-set number rings at both terminals simultaneously. When either terminal takes the call, the other stops ringing. When all the lines of the main terminal are busy, the secondary terminal does not ring. The secondary terminal can always be called at its own number, bypassing the twin-set feature.

Most features are shared by the two terminals (e.g. call forwarding, appointment reminder, messages, etc.), but other features remain specific to each terminal (e.g. personal directory, automatic callback, out of service, terminal locking, etc.).

Note: when the twin-set configuration is created, all the programmed features (call forwarding, call-backs, messages, etc.) are canceled on both terminals.

For further information on this configuration, contact your system administrator.



IN YOUR
ABSENCE

Forwarding calls to another number

You may forward your calls to another internal terminal or (if allowed in your system) to an external number.

To forward your calls:

- (1) Enter the **"Forwarding - immediate"** feature code (see Table of Codes), or



Access the service feature group **"Forwarding services"** to apply **Immed.**

- (2) Dial the number of the telephone receiving the forwarded calls.

The display shows that your entry was accepted (*Programming Accepted.*)

- (3)  to return your set to normal calling mode.

The display will show that calls are being forwarded and to what number.

Note: While in call forwarding condition, you can continue to make outgoing calls, but only the forwarded number can contact your station.

Overflowing calls to an associate number





If you have already defined an associate number (see **"Changing the associate number"**), you can forward your calls to that (extension, voice mail, or other) number. You can forward calls to your associate to reflect any one of the available conditions.

To forward calls to an associate number:

- (1) Enter the appropriate feature code (see **Table of Codes**) or

Access the service feature group "**Associate services.**"

(2) Apply one of the following:

-  : to forward if you do not answer within a specified time.
-  : to forward immediately when your station is busy.
-  : to combine both of the above, or
-  : to cancel this feature.

(3) 

Note : These features can be invoked by dialing the appropriate code (overflow) or by pressing the corresponding programmed key.

Forward on no answer

To forward your calls to another number (when you are away from your desk):

(1) Dial the code for the "**Forward on no answer**" feature, or

 or

Access the service feature group "**Forwarding services**" to apply **NoAns>**.

(2) Then, following the prompts, dial the number to which calls are to be forwarded. The display will confirm that forwarding has been programmed.

(3)  ;

The display will show that forwarding on no answer is in effect.

Calls are forwarded after a period of time, when your terminal does not answer

Note: If your system permits, you may be able to forward calls to an external number.

Forward on busy or no answer

To forward calls to another number (when your line is busy or you are away):

- (1) Dial the code for the **"Forward on busy or no answer"** feature, or



Access the service feature group **"Forwarding services"** to apply **ByNoA>**.

- (2) Then, following the prompts, dial the number to which calls are to be forwarded. The display will confirm that forwarding has been programmed.

- (3)  A blue button with the text 'END' in white, preceded by a small icon of a hand pointing to the right.

Note: If your system permits, you may be able to forward calls to an external number.

Forwarding your calls from a different terminal (Remote Forward)

The forwarding feature allows you to have your calls answered at other terminals or by voice mail system, and depends upon your system configuration. Your station display and the voice guide indicate if calls are being forwarded.

Forwarding your calls from the terminal you are on (Follow me)

If you are temporarily in another room, you may want your calls to be forwarded to you at that location.

To set "follow-me" type forwarding (from the terminal receiving the transfer):

- (1) Enter the **"Forwarding (Remote)"** feature code (see **Table of Codes**), or

 **RemFwd** or

Access the service feature group **"Forwarding services"** to apply **RemFwd**.

- (2) Per the prompts, enter your own terminal number.

- (3)  **END**

Forwarding calls from any terminal within the company

If you wish to forward calls from one terminal to another terminal, you can activate the feature from the destination terminal (or from a third terminal):

To set "remote" forwarding (from any terminal to any terminal - if feature has been enabled in your configuration):

- (1) Enter the **"Forwarding (Remote)"** feature code (see **Table of Codes**), or

 **RemFwd** or

Access the service feature group **"Forwarding services"** to apply **RemFwd**.

- (2) Per the prompts, dial the number receiving the transferred calls (destination).


- (3) Enter the terminal number to be forwarded (your own or a third party's).

- (4)  **END**

Forwarding calls to a recorded message (voice mail):

To forward calls to voice mail:

(1) Dial the code for the type of forwarding that you need, or

Press the key  programmed for the type of forwarding desired, or
Access the service feature group **"Forwarding services"** to apply forwarding.

(2) Dial the number of your company's voice mail system.

(3)  .

Canceling forwarding

You can cancel forwarding from your own terminal, from the terminal receiving your forwarded calls, or from any other terminal in the system.

Note: Whenever you program new forwarding, previous forwards are canceled.

To cancel forwarding (from your own terminal):

(1) Dial the code for the **"Forwarding - Cancel"** feature, or

 , or

Access the service feature group **"Forwarding services"** to apply **FwdOff**.

Your display will confirm that forwarding is canceled.

(2)  .

To cancel forwarding (from the internal terminal that is receiving your forwarding):

(1) Dial the code for the **"Forwarding (Remote) - cancel"** feature, or

Access the service feature group **"Forwarding services"** to apply **RmFdOf**.

(2) Then dial your extension number (i.e., the terminal that is to be forwarded).

(3)  **END** .

To cancel forwarding (from any other terminal within the company):

(1) Dial the code for the **"Forwarding (Remote) - cancel"** feature, or

 **RFwdOf** or

Access to the list of features **"Forwarding services"** to apply **RFwdOf**.

(2) Then dial the number of the terminal that was being forwarded

(3)  **END** .

Selective forwarding


Multi-line terminals can be configured with a primary number and one or more secondary numbers. Calls to your primary number and to your secondary numbers can be forwarded to different terminals:

To arrange Selective forwarding:

(1) Access the service feature group **"Forwarding services"** to apply forwarding.

The system then offers forwarding of your main number, your secondary

numbers, or all of your numbers.


(2) Select the appropriate option, and 


(3) Dial the number that is to receive the forwarding.

(4) 


Note: Availability of this feature depends upon your system configuration.

Checking messages

When  and the green LED are flashing, you have messages waiting.

 to display the total number of message waiting for you.

Accessing and answering callback requests


When  green LED are flashing, you have messages (or callbacks) waiting:

To answer callback requests:

(1)   to display the first person to be called back.

(2) Call them:  or

Store the message for later:  or

Go to the next message: 

If the previous message has not being stored in memory, it will be deleted.





Note: The callback request is deleted even if the caller does not answer.

You can protect access to your messages by using your personal code.

Leaving a text message ("I am away") for internal callers

You can leave text message (called an "Apology") on your terminal. This message will be displayed on the terminal of anyone who calls you.

To leave an "apology" at your terminal:

- (1)  then 
- (2)  and select a a message.
- (3) 

The display screen will offer you a choice of messages. Select your message as described in the chapter **Your Calls**, in the section entitled: **"Sending a text message to an internal party."**

Pre-written apology messages:






1. In a meeting - do not disturb
2. Outside meeting
3. Call the attendant
4. Back in a minute
5. Call back tomorrow

6. Call *** (*)
7. In a meeting, room ** (*)
8. Call *** (*)
9. Away, back on **/** (*)
10. On vacation till **/** (*)
11. Out - back at **/** (*)


Note: () Complete these messages using the keypad.*

Your display will show that an apology message is in operation. Your callers will be informed on their screens, and can read the message by using **"Scroll."**

To cancel the apology message at your terminal:

- (1)  then 
- (2)  and 
- (3) 

Reading internal text messages left in your absence

When  and the green LED are flashing, you have messages (or callbacks) waiting:

To answer text messages:

- (1)  - the display will tell you how many messages are waiting.

(2)  **Text** and  **Read**


The first line will give you the person's name, and the date and time of the message.

The second line gives you a set of options, which allow you to:


- Save : store received messages in memory
- Scroll : display the messages
- Answer : to answer with a text message
- Next : go on to the next message
- Callback : telephone the author of the message
- Back : to return to the prior message

Note: Any message you do not store will be deleted once you go on to the next message, or once you leave Message mode.

Reviewing the list of internal calls

When you are away, (up to 10) internal calls to your station will be listed. The  icon indicates if there are messages for you (or calls on the list).

To review the list of internal calls:

(1)  - to display the number of calls made to your station.


(2)  **NotAns** - to review the list:





The first line will give you the person's number, and the date and time of the call.

The second line gives you a set of options, including:

- **Save:** To store received messages (or callbacks) in memory.
(See the section **"Reading messages left in your absence"**)

Checking voice mail messages



When  and the green LED are flashing, you have messages waiting.

  then   and follow the voice guide instructions.

Locking your terminal

This feature prevents any calls from being made at your terminal, and any changes from being made to its programming.

To lock your terminal:

Enter the **"Lock"** feature code, or   or
Access the service feature group **"Lock/DND"** to apply **Lock**.

To unlock your terminal:

Enter the **"Lock"** feature code, then enter your password

Forwarding your calls to your personal pager

This enables people to page you if you are within range of your internal paging system.

To forward calls to your pager:

- (1) Enter the desired forwarding feature code (see Table of Codes), or



or

Access the service feature group **"Forwarding services"** to apply **Forward**.

- (2) Enter the number of your portable beeper.

The display screen will acknowledge your station status.

Option note: integration of a paging solution and a paging access arrangement depend upon the configuration of your system.

Replying when your personal pager sounds

If you receive a page and are still in the building, you can reply to it from any company phone:

To reply to a page on your "beeper":

- (1) Dial the code for the **"Paging reply"** feature, or



or:

Access the feature group **"Paging services"** to apply **Paging**.

- (2) Dial your own terminal number - you will be connected to the person who paged you.

Option note: integration of a paging solution and a paging access arrangement depend upon the configuration of your system.

Calling back the last internal caller whose call went unanswered

You can call the last internal caller back, even without knowing who it was.
Lift the handset.

- (1) Dial the code for the **"Last caller call back"** feature, or




or



Access the service feature group **"Consultation & Callbacks"** to apply **LastCa**.
The last caller's identity will be displayed.

- (2) 

Reviewing the log of external calls

When you are away, identified calls (up to 16) received from outside lines will be logged. The  icon indicates if there are calls on the log.

To review the log of external calls:

- (1)  - the display will show how many calls have been made to you.
- (2)  - to review the list:

The first line gives you the person's name, and the date and time of the message.
The second line gives you a set of options, including:

- **Save:** To store received messages (or callbacks) in memory.

(See the section **"Reading messages left in your absence"**)

GLOSSARY

BARGE-IN

Feature that enables a station to intrude into a conversation already in progress between two other parties (at least one of whom is internal).

BROKER CALL

Feature which allows you to conduct two conversations at the same time, switching from one to the other, as needed.

CALL PICKUP

Feature which allows you to pick up a call coming into a different terminal within the same call pickup group.

CONFERENCE CALL

Feature which allows you to speak with two parties at the same time.

DTMF DIALING

Acronym for: Dual Tone Multi-Frequency dialing. DTMF (Tone) dialing transmits audible codes over the telephone line, allowing the caller to operate equipment or systems (e.g., bank, automated attendant, remote-operated answering machine, etc.) by telephone.

HOLD

Feature which allows you to have a party wait while you perform a second operation, and then return to the call at the same station.

HUNT GROUP

Set of terminals configured so that incoming calls can be answered by the next available terminal in the hunt group sequence. A hunt group may be assigned a specific number in the directory or phone book.

INTERPHONE MODE

Activated by pressing the MUTE key, Interphone mode allows you to answer incoming internal calls immediately, without having to lift the handset.

ISDN

Integrated Services Digital Network.

LED

Acronym for: Light Emitting Diode

LINE KEY

Key (button) which provides access to a station line.

MANAGER/ASSISTANT

The range of enhanced services such as screening, forwarding, etc., available between a station used by a manager and assistant, etc.

MULTI-LINE TERMINAL

A telephone terminal which has two or more line keys.

NIGHT SERVICE

Feature used after hours or when the attendant is away, which allows incoming calls to be answered from any terminal.

PARKING

Feature which allows a call to be placed on a specific type of hold, and to be retrieved on another terminal in the system.

PERSONAL CODE (PASSWORD)

Code which acts as a password to control access to programming features and for locking your terminal. (default: 0000).

PERSONAL DIRECTORY

Directory containing the "Speed Dialing" telephone numbers for a specific terminal.

PICKUP GROUP

Set of terminals configured to allow group members to pick up call coming into a different terminal within the group, at their own station.

SCHEDULED CONFERENCE

Telephone conference consisting of as many as 29 (internal and external) parties, held at a pre-arranged time, with controlled access via a multi-digit code.

SCREENING

Feature available to a manager/assistant pair, allowing calls to the manager to be intercepted by one or more assistants.

SINGLE-LINE TERMINAL

Telephone which has one only line available (no line keys).

SYSTEM DIRECTORY

Directory containing the "Speed Dialing" numbers available to terminals attached to your system.

TRANSFER

Feature which allows you to pass a call to another user within your system.

INDEX

A

- account codes, 57
- Alcatel Multi-Line Appearance (MLA) Configuration, 37
- answering a call, 20
- answering a night service bell, 27
- answering other calls during a conversation, 20
- apology message, 68
- appointment reminder, 52
- associate number, changing, 52
- associate, calling, 20
- attendant, calling, 19

B

- Barge-in, 30
- Barge-in, privacy/protection against, 30
- Broker calls, 22

C

- call announce, 31
- call pickup (in your call pickup group), 23
- call pickup (not in your call pickup group), 23
- callback, requesting, 26
- Callback requests, answering, 67
- calling - using a programmed key, 24
- calling - using your personal directory, 23
- calling a 2nd person, 19
- calling a number - using the system directory, 29

- calling a party through the station speaker, 31
- calling back the last internal caller you missed, 73
- camp-on, 26
- cancel forwarding from another terminal, 66
- cancel forwarding from the receiving terminal, 66
- cancel forwarding from your terminal, 65
- canceled Forwarding, 65
- common hold, 34
- compliance, 80
- conference call - two other people, 24
- conference, entering a scheduled, 27
- conferencing, transferring a caller into a, 28
- consultation Call (Calling a 2nd person), 19
- contacting a party whose calls are being forwarded or blocked, 30
- corrections, 49
- cost, last external call, 57
- customer account codes, 62

D

- dial By Name, 36
- display adjustment, 52
- display language, choosing, 48
- Do Not Disturb, 54

E

entry corrections, 50
equipment, care of, 80
external call, 18
external calls (log), 73

F

feature groups, 43
forward on busy or no answer, 63
forward on no answer, 62
forwarding calls from any terminal, 64
forwarding calls to voice mail, 65
forwarding calls to another number
 (Forwarding - immediate), 61
forwarding calls when you are busy, 55
forwarding your calls from a different terminal
 (Remote Forward), 63
forwarding your calls from the terminal you are on
 (Follow Me), 64
forwarding your calls to your personal pager, 68
forwarding, selective, 66

G

GLOSSARY, 74
Group 1: Forwarding Services, 44
Group 2: Locking/DND, 44
Group 3: Call Pickup Services, 45
Group 4: Associate Services, 45
Group 5: Check / Callbacks, 45
Group 6: Appointment Reminder, 45
Group 7: Voice Mail Services, 46

Group 8: Additional Services, 46
Group 9: Paging Services, 46
Group 10: Transparency, 46

H

handset volume, 50
hands-free, 48
hold, 22
hunt group, returning to, 33
hunt group, temporarily leaving, 32
hunt groups, 32

I

identifying the terminal you are on, 52
identity, hiding, 56
identity, hiding a caller's, 57
intercom list, modifying, 32
interphone mode and Hands-free, 31
internal call, 18
internal calls (list), 70

L

language display, 47
locking, 71
"losing" a call on hold, 22

M

messages left in your absence, 69
messages, checking, 67
messages, retrieving recorded, 71
microphone (mute), 50
MLA, 37
moderated conference, 28

O

overflowing calls to an associate number, 61

P

pager, calling, 35

pager, replying to, 72

parking a call, 25

personal code, 47

personal directory, 48

personalizing your Advanced terminal, 62

picking up calls ringing at another terminal, 23

private external calling, 58

programming station or display keys, 43

R

redial, 50

reminder call, 52

ringer (melody and volume), 50

S

saving a number, to call it later, 56

station speaker, 49

station speaker volume, 49

switching between calls (Broker Calls), 22

T

text message (at beginning of call), 35

text message to an external party, 35

text message to an internal party, 34

transferring a call, 21

twin-set configuration, 58

V

voice message, direct, 36

voice mail messages, 71

Care of equipment:

Caution: never allow the telephone equipment to become wet. You may however, use a damp cloth to gently clean the telephone.

Never use solvents on the telephone equipment, as they may damage the surfaces of your telephone set. Never spray cleaning products of any kind on or into your set.

Compliance/Regulations:

This device complies with Part 68, FCC Rules.

FCC Registration Number: 2DH FRC - 34608 - PF - E

Ringer Equivalence: 0.6B

HAC

This device complies with Part 15, of the FCC Rules. 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 undesirable operation.

This terminal has been designed for connection to an Alcatel OmniPCX 4400.

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The functionality described in this manual is subject to change without notice.

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