

Alcatel **Advanced Reflexes™**

Alcatel **OmniPCX** *Office*



▼
ALCATEL

ARCHITECTS OF AN INTERNET WORLD

User guide

Thank you for choosing one of our Reflexes, range of telephones, and for your confidence in **Alcatel**

Your Alcatel Advanced Reflexes digital telephone offers you all the latest design features, so that it is very easy to use, while providing the most efficient means of communication

Your easy-to-use Alcatel Advanced Reflexes telephone offers you:

- 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,
- transparent magnifying keys for immediate reading of your of your programmed settings (direct calls, functions, etc.).

Your ultra-efficient Alcatel Advanced Reflexes telephone offers you:

- a screen, with keys and a navigator, that displays your correspondent's number or name, and allows easy transition between functions (call transfer, three-way conference),
- screen-displayed call icons (busy, free, on hold) to help you manage your calls (switching between correspondents),
- a complete range of connection interface units for data transmission, assisted telephone applications (CTI*) or easy connection of analogue (fax, answering machine) or ISDN terminals (PC with ISDN board, G4 fax).

*CTI : Computer Telephone Integration

How to use this guide?

You have an Alcatel Advanced Reflexes digital telephone. The large display, navigator and alphabetic keypad will help you use your telephone easily and make optimum use of the many functions offered.

• Actions



Lift receiver.



Hang up.



Description of an action or context.

• Navigator



Move the navigation key up, down, to the left or to the right.

• Display and display keys



Partial view of display.



Display key.

• Programmable keys and icons



Line key.



Icon corresponding to key.



Key programmed by technician to access service.

• Keypad



Numeric keypad.



Alphabetic keypad.



Specific key on numeric keypad.

• Audio keys



Loudspeaker.



Hands free.



Adjustment "reduce".



Adjustment "increase".

• Other fixed keys



Fixed key.



MENU key

• Other symbols used



Alternative to action sequence.



Important informations

These symbols can be supplemented by small icons or text. All default or customized function codes are given in the table of codes in the appended sheet.

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Getting to know your telephone

■ Navigator

Lets you browse through several pages of the display and select a line (the bottom line is implicitly active).



■ Guide key

This key lets you:

- obtain information about the telephone
- program the keys

Light indicating messages received.


Mute key so that your correspondent can no longer hear you.

Hang-up key
To terminate a call or programming.

■ Audio keys

Loudspeaker:
to share a conversation

to reduce loudspeaker or receiver volume



to increase loudspeaker or receiver volume

Hands free:
to make or answer a call without lifting the receiver

■ Alphabetic keypad

Protected by a flap, used for call by name, message service and programming. You have a self-adhesive 'Memo' label to stick inside the flap.

■ Display and display keys





Displays 2 lines and several pages giving information on your correspondent and the functions available through the keys associated with the lines of the display screen.

- | | | | |
|--|-----------------------------------|--|---------------------------------------|
|  Store# | Call required number. |  Divert | Divert your calls to another number. |
|  Lock | Prohibit outside calls. |  Read+ | Display more information if required. |
|  Appoint | Make an appointment. |  Custo | Customize your terminal. |
|  PickUp | Pick up a call to another number. |  Operat | Programme company data. |




■ Programmable keys and icons

To make a call, activate a service or manage your calls. Icons are associated with each of these keys:






Line icons:

-  Incoming call (flashing).
-  Call in progress.
-  Call on hold.
-  Call on common hold.

Function icons:

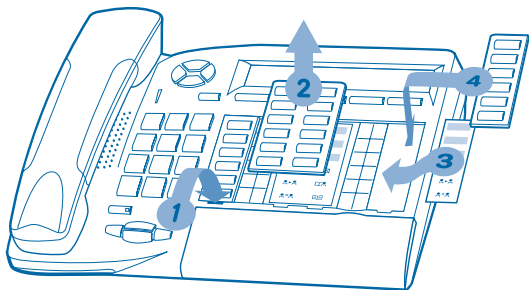
-  Function active.
-  Function requiring action.
-  Terminal or line busy.

Preprogrammed function keys:

-  Divert your calls to another terminal.
-  Access the various mail services.
-  Access your personal directory.
-  Transfer call to another terminal.
-  Make an ISDN call.

Installing the programmable key label

A printed label is supplied with the terminal. This should be installed beneath the programmable keys.



1. Insert a flat “ blade ” into the slot (1 slot per key block).
2. Raise the cover.
3. Slide the printed label into position.
4. Replace the cover.

1

Using your telephone

1.1

Making or answering a call without lifting the receiver (hands free)



OR



OR



line key
(internal or
external)

number required

OR

Helen



you are in hands free
mode



your correspondent's
name

terminate
your call



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

during a conversation



1.2 Making an outside call

• Making a call:



OR



0155667000

“Outside line”
key

number required



tells you the status of your
call

9 is the default code for an outside line.

1.3 Making an internal call



OR



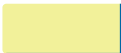
OR



internal number
required

default code for
“Operator call”
function

line key



name and number of person
called

- If the internal or outside number does not reply:

 Intru


OR

 Cback


OR

Text



broadcast a message on the loudspeaker of the free terminal

request callback to a busy terminal

send a written message

OR



go to next screen

NbSave



store number to call again

1.4

Calling your correspondent by name (company directory)



Smith John

first letters of your correspondent's name

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

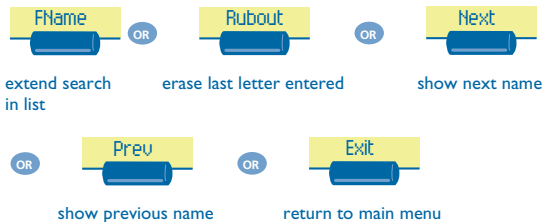
- If name is OK

Send



make the call

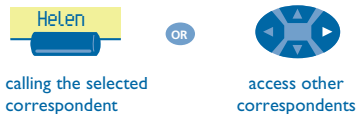
• **If name is not OK:**



1.5 Calling from your personal directory



shows first ten names already entered in directory*



* To enter your numbers see 'Programming your personal directory'.

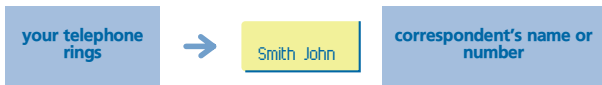
1.6 Calling from the common directory

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



directory
number

1.7 Receiving a call



- To answer:



OR



OR



1.8 Filtering calls using the voice mailbox

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 :



programmed key
'Voice mailbox screening'



enter your personal
code




- **When you receive a call :**

0155667000

you hear the message left by your caller

hands free to take the call

name or number of the caller

OR  OR  OR 

to stop listening only

same key to stop listening and deactivate the screening

1.9 Redialling the last number dialled (redial)

Redial

→

0155667000

number dialled

1.10 Temporarily storing a number to call again

the number called does not reply

NbSave

record number dialled

number remains stored until another number is recorded

- **Redialling the stored number:**

StoreN

→

0155667000

call

number stored

1.11

Requesting automatic callback if internal number is busy

internal number busy

□ Cback



callback request acknowledged



- Cancelling callback request:



■ Cback

1.12

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.



corresponding LED lights up



When your caller hangs up, intercom mode remains active..

1.13 Sending DTMF signals

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

during a conversation



to activate



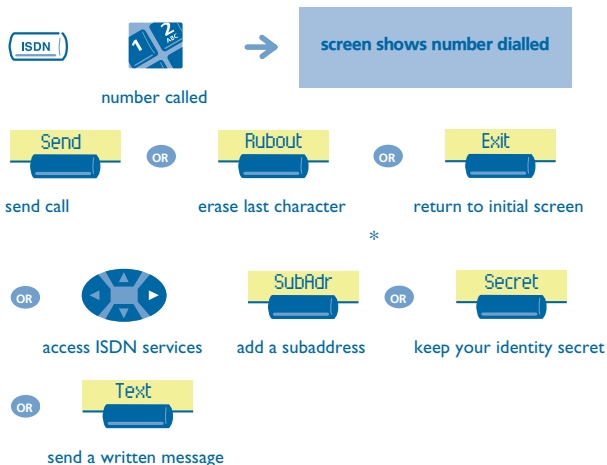
to disable



The function is automatically cancelled when you hang up.

1.14

Making an ISDN call



* Sending a subaddress

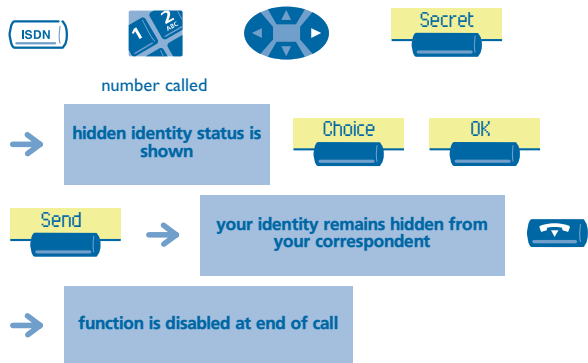
You may have to add a four-digit subaddress to the number called (to obtain a fax, PC or telephone, etc.).



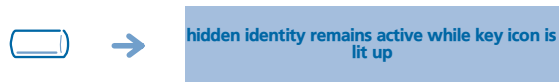
1.15 Hiding your identity (ISDN call)

When you call an internal or an outside ISDN number, your number is automatically sent.

You can hide your identity before sending your call.



- You can hide your identity for all calls:



"Secret"
programmed key

- To cancel hidden identity function:



"Secret" programmed
key

1.16 Identifying a malicious call (ISDN call)

When you receive a call, you can ask the network operator to record informations about your communication (correspondents' numbers, date and time of call, subaddress, etc.).

during a conversation

Mcid



service request acknowledged



Using this service requires to take out a subscription to the network operator.

1.17 Activating the loudspeaker during a conversation (receiver lifted)

during a conversation



activate loudspeaker



OR



adjust volume (7 levels)



deactivate loudspeaker

1.18 Mute, so that your correspondent cannot hear you

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

during a conversation



disable microphone



corresponding LED lights up



resume the
conversation

2.1

Making a second call during a conversation

during a
conversationnumber of second
correspondent

OR

name of second
correspondent

OR



line key

OR



Helen



first call is placed on hold

- To cancel your second call and recover the first:

line key for which
icon is flashing

If you make an error, hang up: your telephone will ring and you will recover your first call.

2.2 Answering a second call during a conversation

- A second correspondent is trying to call you:

during a conversation

Smith John



caller's name or number
flashing for 3 seconds

line key for which icon
is flashing



first call is placed on hold

- To recover your first call:



line key corresponding to
icon

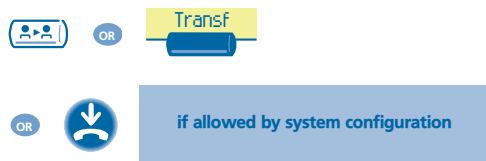
If you hang up without answering the second call, your telephone will ring.

2.3 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).

2.4 Switching between calls (Broker call)

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



your first call is placed on hold

line key
corresponding to
icon

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

During a conversation, another call is on hold:



3-way conference



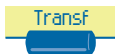
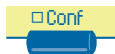
cancel conference and return
to first correspondent



hang up on all
correspondents



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



2.6 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.



your call is placed on hold

line key

- **Recover the call on hold:**



line key corresponding to
icon

- **Common hold:**

To recover your call on any telephone in your system.



your call is placed on hold

- **Recover the call on hold from any telephone:**



line key corresponding
to icon

2.7 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

Park

OR



“Parking” function code

• To recover the parked call:

PickUp

RetPrk



number of telephone
from which call was
parked

OR



“Retrieve parked
call” function code

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.

2.8 Getting information about camped-on calls

- **Another call is received:**

during a conversation, you hear a beep



beep



the call is automatically placed on hold

Smith John

identity shown briefly

- **Check identity of callers on hold:**

Queue



last call received

Next



OR

Prev



check other calls

Answer



answer call displayed

2.9

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 deactivate

- **Protection against intrusion:**



OR



"Protect a call"

programmed key or function
code

your correspondent's
number

Protection is cancelled when you hang up.

3.1 Receiving supervised call ringing

To receive the special ringing for calls to another number:



“Supervised call ringing” programmed key

same key to cancel

3.2 Answering a general bell

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

PickUp



GenBel



OR



OR



“Answer general bell” programmed key or function code

3.3 Filtering calls for 'manager/secretary' groups

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.

3.4 Call pick-up

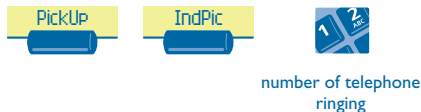
You hear a telephone ringing in an office where no-one can answer. If authorised, you can answer the call on your own telephone.

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



“Group call pick-up” programmed
key or function code

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



“Terminal call pick-up” programmed
key or function code

number of telephone
ringing



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

3.5 Answering briefly in place of the operator

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



your telephone will ring at the same time as the switchboard



“Operator help”
programmed key

same key to
cancel

- **Calls to the switchboard:**

calls to the switchboard will ring on your telephone



“Operator help”
programmed key

3.6 Monitoring calls to other terminals

Calls to other numbers can be directed to any telephone (max. 8 numbers per programmed key):



your telephone will ring at the same time as the others



“Monitoring”
programmed key

same key to
cancel

3.7

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:**



OR



“**Hunting group out**” programmed key
or function code

your group number

- **Return into your group:**



OR



“**Hunting group in**” programmed key
or function code

your group number



Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

3.8 Calling an internal correspondent on his/her pager

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



OR



number called

“Paging” programmed key or function code



paging in progress is displayed



Your correspondent can answer from any telephone in the system.

3.9 Calling a correspondent on his/her loudspeaker

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

 Intru


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

3.10

Sending a written message to an internal correspondent



Text



OR



number called

enter the first letters of the name



01/27 RaPP.

first message in list (27)

Next

next message

OR

GoTo

enter number of message required

OR

Create

create a temporary personal message (alphabetic keypad)

OR

Lang

change language of message

OK

apply your choice



exit from mail service

- **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 |

3.11

Sending a written message to an ISDN correspondent



Text

number called

proceed as for an internal correspondent

OK



You can do this during a conversation.

3.12

Send a voice message copy



Voice



personal code



display number of new and old messages

Msg

Next

OR

Prev



Copy

select message to copy by consecutive presses



OR



OK

number called

correspondent's name



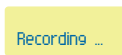
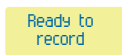
send message

OR



record a comment *

* To record a comment :



start recording the comment

recording



end of recording



send message

OR



replay comment

OR



re-record a comment



3.13

Sending a recorded message to a number / a distribution list



Voice



Send

personal code



OR



OK

correspondent's
no. or list no.correspondent's name or
list nameReady to
record

Record

start message recording



Recording ...

recording

Stop

end of recording

OK

apply

OR

Listen

replay message

OR

Record

re-record a message

OK

3.14 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:



speak, you have 20 seconds



number of
broadcast group



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

3.15 Answering a call on your pager

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

your pager beeps



“Answer paging”
function code



your extension
number

3.16 Allocating an outside line

If authorised, you can transfer an outside line to another terminal, thus enabling that person to make an outside call.

during an internal conversation



“Allocate outside”
programmed key



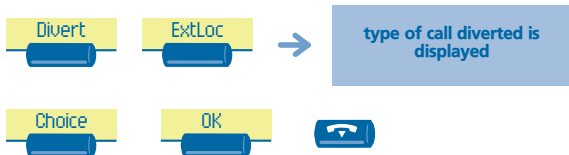
your internal correspondent now has an
outside line and can dial



To know the cost of the call, press the **“Allocate & charge”** programmed key instead of the **“Allocate outside”** key, to allocate the line (see **“Managing your charges”**).

4.1 Selecting calls to be diverted

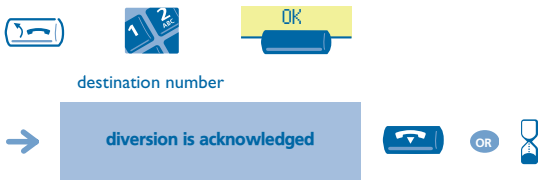
When a diversion is applied, you can select the types of call to be diverted: outside, internal, all.



change type of call

4.2 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.).

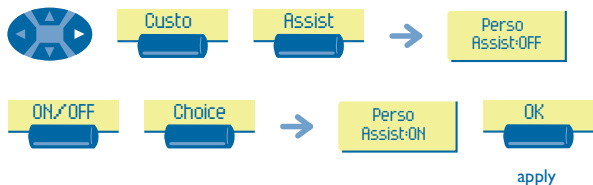


You can make calls, but only the destination number can call you.

4.3 Diverting your calls to your voice message service



4.4 Activate/disable the personal assistant

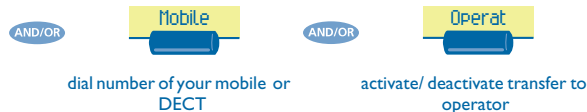


4.5 Personal assistant : reaching you with one number only



dial number of a
colleague or your
secretary

dial an outside line number



4.6 Diverting calls to your pager

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



“Divert to paging” programmed key
or function code

4.7

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

You wish to receive your calls in your present location:

Use the "Follow me" function.



your extension
number



OR



OR



OR



"Follow me" programmed key or
function code

your extension
number



OR



To cancel forwarding, see section 'Cancelling all diversions'.

4.8 Applying a selective diversion

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



OR



“**Selective diversion**” programmed
key or function code

- **To cancel this diversion:**

Divert

Cancℓ»

4.9 Diverting all group calls

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



OR



“**Divert group calls**”
programmed key or function code

number receiving
diversion



diversion is acknowledged



OR



4.10

Cancelling all diversions



OR



OR



OR



OR



“Cancel all diversions” programmed key
or function code

OR

programme another type of diversion

4.11

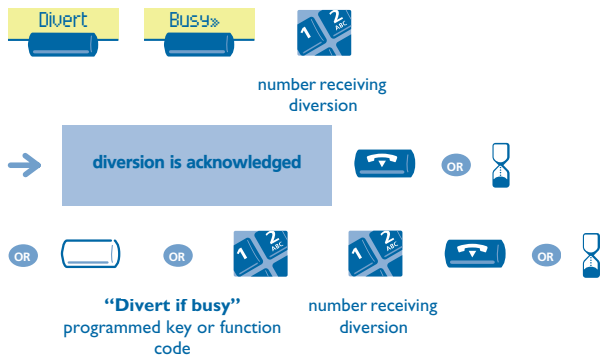
Cancelling a specific diversion



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

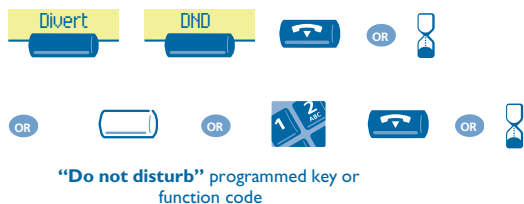
4.12 Diverting calls when your line is busy (divert if busy)

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



4.13 Do not disturb

You can make your terminal temporarily unavailable for all calls.



4.14

When you return, consult recorded messages

The light indicates that messages have been received.



Voice



personal code



display number of new and old messages

Msg



display name of sender, with date, time and ranking of message

Prev

OR

Next

OR

Play

select message

listen to message

OR

Clear

OR



Call

erase message

call sender of message

OR

Copy

copy message

4.15 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.



OR

Divert



Text»



“Text”

programmed key



01/27 RAPP.

follow instructions to select message

first of the 27 messages

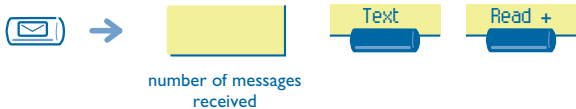


Message is selected in the same way as in:
Sending a written message to an internal correspondent.

4.16

Consulting written messages

The light indicates that messages have been received.



number of messages
received



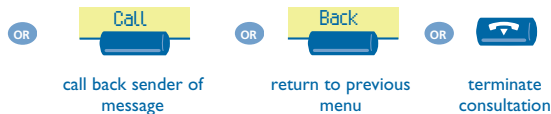
name of sender, date, time
and ranking of message

next message



previous message

erase message



call back sender of
message

return to previous
menu

terminate
consultation

5.1

Charging your calls directly to business accounts

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



OR



“Business account code”
programmed key or function
code

number of business
account

- **Adding or changing a business code during a call:**



“Business account code during call” programmed key

5.2

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

in conversation with the internal user



OR



programmed key
'Meter Total Recall'

code for function
'Meter Total Recall'



the call is placed on hold



outside number
called

Transf



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...).

MTR OK



name of internal user and cost of call

2. Print a charge ticket.

Print



3. Terminate consultation.

MTR OK



5.3

Charging the cost of an outside call to your company*

If authorised, when travelling or from home, you can call a public network subscriber and charge the cost of the call to your company.



your company's
number



extension number and
check code



public network
number

*For greater detail, contact your system manager.

6.1

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.

6.2

Customising your voice greeting

You can replace the greeting message by a personal message.



Custo

MLBox

Custom

Ready to
record

Record



Recording ...

to start recording

recording

Stop

OK

OR

Default

Yes

end of recording

apply

to return to the default message

6.3 Modifying your personal code

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



Custo

Option

Passwd



old code
(4 digits).



new code
(4 digits)

OK



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

6.4 Selecting ringer tune and adjusting volume



Custo

Set

Melody

Melody

OR

Level+

OK



consecutive presses
to obtain tune (8)

consecutive presses to
adjust volume (7)

6.5 Adjusting screen brightness



Custo



Set



Cntrst



Screen



OR

Icon



select the required level by
consecutive presses

OK



Levels of brightness are scaled from 4 to 16.

6.6 Selecting language



Custo



Option



Lang



French



Choice



OK



current language

consecutive presses

to apply



You can choose between 2 predetermined languages.

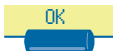
6.7

Programming direct call keys



press
programmed key

present value of selected
key

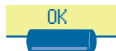


enter the number

Programming your personal directory



press a display key

enter the name of
your correspondentcorrespondent's
number to be
programmed

apply

- The following screen keys can also be used:

erase last character
entered

erase number



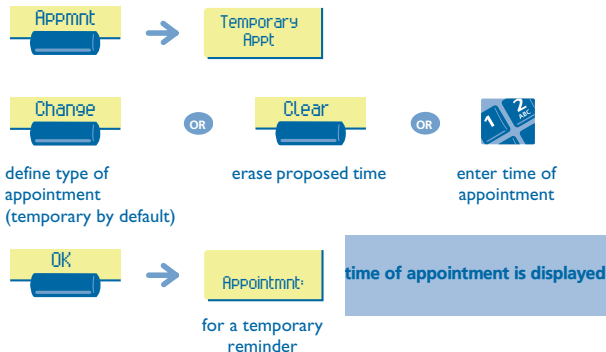
enter pause in number

send rest of number in
DTMF

6.9

Programming an appointment reminder

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



- **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:**



6.10 Identify the terminal you are on



6.11 Broadcasting background music on your loudspeaker

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



when telephone is not in use,
background music is played



same key to cancel



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

6.12 Locking your terminal

This service enables you to prevent any outside calls from being made and prevent any changes to the programming of your terminal:



OR



personal code (4
digits, 1515 by default)

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. Nevertheless, if the legal warranty in effect in your country exceeds 1 year, then the legal warranty is the sole warranty applicable.

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.

Declaration of compliance

We, Alcatel Business Systems, hereby declare that we assume the Alcatel Advanced Reflexes product to be compliant with the essential requirements of Directive


1999/5/CE of the European Parliament and Council.

Any unauthorised modification to the product shall render this declaration of compliance null and void. A copy of the original of this declaration of compliance can be obtained by post from :

Alcatel Business Systems - Technical Services - Customer Care

1, route du Dr. Albert Schweitzer - F 67408 Illkirch Cedex - France

The CE marking indicates that this product complies with the following EC directives:

-  - 89/336/CEE (electromagnetic compatibility)
 - 73/23/CEE (low voltage)
 - 1999/5/CE (R&TTE)

Some of your telephone's functions require a software key or are only accessible once programmed by your installation technician.

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ALCATEL - 32, avenue Kléber, F-92707 Colombes Cedex

R.C. Paris 602 033 185

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