Users training Alcatel-Lucent
Summary

- New Phones ALCATEL-LUCENT presentation

- Using your phone: making and receiving a call, placing a call on old or mute, transfer, conference

- Absences management: call pick-up, call-log, call forwarding, voice mail

- Programming your telephone: direct keys, ringing

- Manager/Assistant filtering

- Conclusion
Various different sets Alcatel-Lucent

Alcatel 4019
- Meeting room
- Hot desk
- (6 direct call keys)

Alcatel 8029
- Small screen and 6 programmable keys (72 programmable keys + 4 direct call keys)
- => The most wide-spread

Alcatel 8039
- Big screen and 10 programmable direct call keys for administrator profil (72 programmable keys)
Alcatel 8029/8039

Features
- Mute
- + and –
- Speaker
- F1 et F2 Programmable keys
- Redial key
- Information key
- Messaging key

Handset

Key board
- pick up key
- hang up key

Display

Customized key
Or programmable key

Alphabetic/Azerty keyboard

F1 / F2 : Programmable keys

Browser :
- keys ▲▼
- keys ◀▶
- validation key OK
C key:
- Back to the welcome screen ‘perso page’
To switch between pages or return to the welcome screen ‘perso’ use the navigator

Press the to return automatically to the main page

Cursor (level on the screen)

Select the language of your choice
• Select Menu Page
• Settings/Réglages > Phone/Poste > Language/Langue…
• Choose the language: Français/English
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Making and receiving a call

Basics

- **Hands free call**
  - Dial directly they number
    - The Hands free icon lights up

- **Handset call**
  - Pick up and dial the number

- **To switch between handset and hands free**
  - Press Hands free icon and hang up the Handset

- **Receiving a call**
  - Pick up handset
    - Press the pick-up icon
    - Press the key next to the incoming call icon

- **Call end**
  - Hang up the handset
    - Press Hang up icon
Making and receiving a call

Answering a second call…

- During a conversation…
  > Press the key next to the incoming call icon
  > The first person is automatically on hold

- Switching between two calls…
  > Press the key next to the person

- NB: You can also use F1 and F2 to switch between two calls

To answer to a second person press the key next to the person

The first person is automatically on Hold
Making and receiving a call

«Confort » Features

- **To call the last outgoing call: Redial**
  - Last number redial (short press)
  - Call back on the last 10 number dialed (long press)

- **Voice frequency (Sending DTMF signals):**
  - Press *
  - Or
  - Select option ‘Send FV’

- **Automatic Call back**
  - Select the option ‘call back’
Making and receiving a call

Directory

To start the search, select by ‘name’, ‘surname’

Or press Enter on the key board

Enter the first letters of the name

To give a call select the research name or option ‘call’ if you have one result

Use the navigator to choose the right person
Holding a call / mute

- **Holding a call**
  > Press the key next to the incoming call icon
  > Press again the key next to the incoming call icon to resume your call

- **Mute**
  > Press mute key (The icone lights up)
  > Press again to open the microphone (The icone switch off)

**During call**
![During call](image1)

**On Hold**
![On Hold](image2)

To switch between Hands free and Handset

To on hold and resume your call
Transferring a call

During a call...

1. Call directly the second participant
   - Dial the number
   - Search in the directory
   - Redial

2. Press the option ‘Transfer’ or Hang up

If you make an error: Resume the first person with « Enquiry off » and resume the call

The first person is automatically on hold

The second person with who you are
Making a conference call

During a call...

1. **Call directly the second participant**
   - Dial the number
   - Search in the directory
   - Redial

2. **Press the option ‘conference’**

   If you make an error: Resume the first person with « Enquiry off » and resume the call

The first person is automatically on hold
The second person with who you are
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Call pick-up…

- **In a group call pick-up**
  > Select the Menu page
  > And select the following options
  > - Settings, My services, Consult, additional services, go into hunting group…

- **Or**
  > Dial 61
Forwarding calls

1. Press Forward icon
2. Select the forward: immediate forward / immediate forward to VoiceMail...

Dial the number of the second person (for an automatic call forward)

3. Hang up to finish the call forward

Nota: To cancel the forward click again on the Forward icon , and select the option deactivate.

Short cut:
- *2: Immediate forward
- *3: No answer forward
- *4: Busy forward
- *5: Forward if busy / non answer
- ##: Cancel forward
Consulting missed calls

The light is on : messages have been received

- Missed Calls
  > Press the Mail icon
  > Select the menu who inform you how many calls you missed
  > To visualize missed calls, select the option: internal call or external call
  > Display shows you, name and/or number of the sender, with date, time you have two options:
    - Recall
    - Delete
  > Scroll your different missed call with the navigator

- Call logs
  > Press the key icon Mail
  > Select the menu Call logs
  > From the call log list (in call, out call, missed call) select the number with the navigator
  > Select options
    - Recall
    - Deleted
Voice Mail: Main usage

From the telephone:
- Dial 82000 or press the icon then select the Voice Mail menu
- Enter the Password + # (the first password is 0000)

From outside the office:
- Dial: +33145682000
- Enter your own extension + #
- Give the password + # (the first password is 0000)

Initialization: at the 1st call, enter the password 0000 + #
Follow the instructions to change it
- Dial a new password, finish by #
- Dial the new password again + #, to save it

Main Menu
1 + 1: To listen to new messages
1: To listen to all messages
2: Send a message
0: For more options
3: To check receipt of messages
4: Personal options
7: Erase the message
9: Save message
8: Reply
0: More options...
  4: Listen again (Replay)
  5: Envelope
  6: Send a copy

NB: Listen and follow the instructions of the voice mail or look into the screen of the telephone Alcatel-Lucent

Foward the line to the voice mail, press:
- *2 + 82000: immediate foward
- *3 + 82000: busy/unanswer foward
- ##: turn off

* : Exit
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Programming your keys

- **From your Perso page:**
  > Press a long time on the unprogrammed key « … » or clic on the info « I » key and the key to modify
  > Enter the password : 0000 and clic OK (Navigator) or the option Confirm
  > Select the option speed dial
  > Enter the phone number on the display (The whole number for outside and 5 numbers for internal)
  > Press down until Label with the navigator.
  > Indicate the name associated with the number (with the Azerty keyboard)
  > Activate the programmation with the option Validate

- **To modify or delete a key**
  > Clic on the Info key (i) and on the key again
Choosing a Ringtone

- To differentiate external calls and internal calls (or specific number).
  > On the Display, select the ‘menu’ page
  > Select the option ‘Settings’
  > Select ‘Phone’
  > Select ‘Ringing’
  > Chose between different ringtone(16) et validate

- To adjust the ringtone
  > Same process than above 1 à 4
  > Select the volume or - + on your phone
  > Validate with
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Filtering: presenting

Directeur's phone

Assistant's phone

Ringing
Busy
On hold

Call and statut supervision key: ringing, busy, on hold...

Activated/deactivated filtering key

Director
Filtering

Assistant
Filtering
Filtering: Activated/Deactivated

Filtering can be activated or deactivated from the director’s phone or the assistant’s phone:
- Filtering activated: ☑
- Filtering deactivated: ☐
Filtering : Pick up the call for the director

The secretariat is conversing with someone who wants to speak with the director => Press the key C to come back to the Welcome screen

Press on the key Director to call him (the first call will be on hold)

If the director accepts the call, select the option Transfer or Enquiry off.

NB : The director can forward a call to his assistant
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Conclusion

– **Before the migration…**

  > Remind you about your phone numbers to facilitate their programmation on your new phone (only supervisions will be programmed by the administrator)

  > **Do not lock your phone for the migration**

– **After the migration**

  > Initialize your voice mail

  > Programm your phone’s sets

– **For any question or issue,**

  > Consult a quick guide

  > Create an incident ticket

  > Or call 11
Conclusion

The NEXTIRAONE Team thanks you for your attention!