**Advanced Fonctions**

### Forwarding calls...

**Forwarding calls to another number**
- Press the key associated with the Forward icon 📞 (next to the screen, on the top right side)
- Select the forward key: immediate, busy, no answer...
- Dial the number who will receive calls, then hang up the phone

**Canceling forwarding**
- Press the key associated with the Cancel icon 📞
- Select Cancel (Canceling forwarding), then hang up the phone

### Feature access codes
- **##**: immediate forwarding
- ***3**: forward after 4 ringing
- **###**: canceling forwarding

### Call pick-up

If the ringing phone is in your own pick-up group:
- Dial 61

### Call log

**Consulting a call history or missing calls**
- Press Messaging Key 📩
- Select the menu showing you how many call you mess, choose either internal or external call, you can also check into the Call logs

### Programming direct call keys (Perso Page)

**Programming direct call keys**
- Access to the Perso page and select the key (... = it means that is an empty key)
- Select Direct Call
- Enter the number and the name to associate the key (using the navigator)
- Select Validate

**Calling direct call keys**
- Access to the Perso page and press the direct call keys
- Using the navigator if necessary

**Deleting direct call keys**
- Press the information Key + 1 or 📞
- Select the key to delete or to modify

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**Voice Mailbox**

### Accessing your voice mailbox

**From the deskphone**
1. Dial 82000 or press #, then select Voice Mail in the list
2. Enter your Password and press #
3. On the first call you will have to change the password (0000 by default) and record your name ➔ follow the instructions

**From outside**
1. Dial +33 1 45 68 20 00
2. Enter your mailbox number (your own extension) + #,
3. Enter your password +#

### Reviewing voice messages

**Call your voice mail and identify yourself, you have 2 possibilities, press...**
- **1 + 1**: Reviewing news messages
- **1**: Reviewing all messages

**Possible actions...**
- **7**: Erase the message
- **8**: Reply
- **9**: Save message
- **0**: More options

### Personal options

**Call your voice mail and identify yourself, press...**
- **0 + 4**: Then you have access to more options...
  - **1**: Select the greeting message (personnal or default) that will be used
  - **2**: Record, modify or cancel personal greeting messages
  - **3**: Modify your secret code (password)
  - *****: exit

### Diverting calls to your voice mailbox

- Dial **## 82000**: Immediate forwarding
- Dial **###**: canceling forwarding

**You can change the language of the phone menu and the voice mail instructions all the time...**

From the telephone, select MENU page
Then select...
- Réglages/Settings > Poste/Phone > Langue/Language...
- Select the language of your choice : Français/English

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**Quick Guide Alcatel-Lucent**

**DeskPhone 8029/8039**

**Important information...**

For more questions or any help:
- 📞: 11
- 🌐: helpdesk@unesco.org

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### Alcatel-Lucent Deskphone 8029/8039: Overview

#### (1) Screen / Function Keys

The screen has 3 pages and 6 keys (Phone 8029) or 10 keys (phone 8039)
- **MENU** page: Contains all deskphone Alcatel-Lucent features and applications
- **PERSO** page: Contains call line keys (allowing supervision of calls) and programmable call keys
- **INFO** page: Contains information about the telephone and the status of these functions (name, telephone number, number of messages, activation of transfer function...)

The navigator allow to
- **Left-right** navigator: Use it to move from one page to another and display information about current calls (call in progress, calls on hold, incoming call)
- **Up-down** navigator: Use it to scroll through the page content
- **Ok** key: Used to validate your choices and options while programming or configuring
- **Back/Exit** key: Use this key to go back to the previous step. Use this key to go back to the homepage (long press)

#### (2) Navigation

- **INFO** keys: Contains all program and programmable keys with Led and paper label (Deskphone 8029)

#### (3) Permanent Features Keys

<table>
<thead>
<tr>
<th>Icon</th>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>![Mute]</td>
<td>Mute</td>
<td>Mute and intercom Key</td>
</tr>
<tr>
<td>![Volume set up]</td>
<td>Turn down the volume decrease the contrast/Turn up the volume Increase the contrast</td>
<td></td>
</tr>
<tr>
<td>![F1 et F2]</td>
<td>Lines keys</td>
<td></td>
</tr>
<tr>
<td>![Redial key]</td>
<td>To access the “Redial” feature. Last number redial (short press). Call back on the last 10 number dialed (long press)</td>
<td></td>
</tr>
<tr>
<td>![Guide key]</td>
<td>Used to obtain information on functions of the Menu page and to program key of the Perso page</td>
<td></td>
</tr>
<tr>
<td>![Messaging key]</td>
<td>Messaging key</td>
<td>Access various mail services. This key is lit when you have received a new voicemail, text message or callback request</td>
</tr>
<tr>
<td>![Hands free]</td>
<td>Hands free</td>
<td>Key to take a call directly on the microphone</td>
</tr>
<tr>
<td>![Hang up]</td>
<td>Hang up</td>
<td>Terminate your call</td>
</tr>
</tbody>
</table>

### Basic Features

#### Calling your caller by name (company directory)

Searching and calling a contact, simply:
- Enter the first letters of the name
- On the screen, select the option **NAME** to launch the research or press **OK** key (navigator)
- Select the name
- Press the key next to the name of your contact to call him or select **Call**

#### Putting a call on hold

While on a call:
- Press the key corresponding to the call, it will make your call on hold
- Press again on the key to resume the call

#### Transferring a call

While on a call:
- **Dial extension number**
- **Hung up** or select **Transfer** on the display
- **NB**: In cas of unsuccessful transfer (wrong number, no answer...), select **Enquiry off** and resume the call

#### Making a conference call

While on a call:
- **Dial extension number**
- **Select Conference** on the display
- **NB**: In cas of unsuccessful transfer (wrong number, no answer...), select **Enquiry off** and resume the call

#### Sending DTMF signals

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