Alcatel **OmniPCX** *Enterprise*

# ANALOG TERMINAL

## Alcatel OmniPCX Enterprise

# U S E R   G U I D E

## Symbols used in this manual

For sets with a voice frequency keypad, a short press on the service button (depending on the type of terminal: etc, ooo, ®, ≡/ is shown by ☞▢

*Note: The availability of some functions described in this guide can depend on the type of terminal or the configuration of your system. If in doubt, consult your installation manager.*

# C O N T E N T S

### Your calls

## For your convenience

## While you are away

# YOUR CALLS

## Making an outgoing call

Lift the handset.
For example, press 9, followed by the number you want.

*Note: 0 is the default code to obtain an outside line.*
*Consult the codes table to determine the code corresponding to a specific function.*

## Making an internal call

Lift the handset. Dial the required number directly or use your personal code (see Directory programming, p.20).

## Calling the operator

Lift the handset.
Dial (for example) 0.

*Note: 9 is the default code for the "Operator call" function (see codes table).*

## Calling a number from the common directory

Your terminal can access a common directory of short outside numbers.
Dial the short number required directly.

## Transferring a call

You have a call in progress and you wish to transfer your correspondent to another terminal.
Make a double call and hang up.
You can transfer your call immediately or wait for your correspondent's reply before transferring.

*Note:  Transfer between two outside calls is not generally possible (depends on country).*

## Calling a linked line (your secretary or colleague)

Each extension number can be linked with another extension number.
For a quick call to the colleague, dial the code for the function **"Associate call"** (see codes table).

*Note: Your voice message service can be declared as the linked terminal.*

## Putting your caller on hold

In conversation with an internal our outside correspondent, you wish to place the call on hold, and pick it up again later on the same terminal.
Enter the **"Enquiry call"** function code (see codes table) or 🖝⬜ (on voice frequency keypad terminal). The call is automatically placed on hold.
Your correspondent hears the holding tone.

To recover your correspondent, hang up (your terminal rings, lift the handset) or ☞☐ (voice frequency keypad terminal).

## Calling a second person during a conversation

When in communication with an internal or outside correspondent, you can call a second correspondent by entering the **"Enquiry call"** function code (see codes table), followed by the number of your second correspondent.
You are then in contact with the second correspondent.
The first is automatically placed on hold.
To cancel the second call and recover the first, enter the **"Enquiry off"** function code or ☞☐ (voice frequency keypad terminal) and enter the **"Enquiry off"** function code.
In the event of an error, hang up.
Your terminal will ring and you will recover the first correspondent.

## Receiving a second call during a conversation

You are in telephone conversation and a second person is trying to ring you. You will hear a beep.
To reply, issue a warning (see p.8) and enter the **"Consult call on hold"** function code (see codes table).
Use the same procedure to recover the first correspondent.
If you hang up without replying to the second call, your terminal will automatically be called back.

## Switching between two calls (Broker call)

When you begin a call to a second person, the first is placed on hold. To switch between calls, enter the **"Broker call"** function code (see codes table) or ☞▭ and enter the **"Broker call"** function code (voice frequency keypad terminal). Your two correspondents are never in contact with each other.

## Calling from your personal directory

Your terminal has a directory of 12 numbers which are obtainable using the keypad. To call using your directory, enter the **"Call from personal directory"** function code, and press the appropriate key to obtain the programmed number (Directory programming p.20).

## Intercepting a call on another terminal

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

**If the terminal belongs to the same intercept group as your own:**

Enter the **"Group call pickup"** function code (see codes table).

**If the terminal does not belong to the same intercept group as your own:**

Enter the **"Direct call pickup"** function code (see codes table) followed by the number of the terminal which is ringing.

**Talking with two other people, internal and/or external, at the same time (conference calls)**

When you begin a call to a second person, the first is placed on hold.
To hold a three-way conversation, enter the **"3 party conference call"** function code (see codes table) or ☞▭ and enter the **"3 party conference call"** function code (voice frequency keypad terminal).

To cancel the conference, follow the same procedure.

You will recover your first correspondent and the second call is terminated.

*Note: If you hang up during a conference, the other two correspondents will be in direct contact (unless they are both external).*

## Parking an external caller

You can park an external caller - i.e. put him on hold to take the call on a different terminal.
During the conversation, issue a warning (see p.8) and enter the **"Park call/retrieve"** function code (see codes table), followed by the number of the terminal receiving the "park".

To cancel the park, enter the **"Park call/retrieve"** function code followed by the number of the terminal receiving the "park".

*Note: If a call is parked for more than a preset period of time, it is automatically returned to the operator.*

## Automatic callback from an internal correspondent who was busy

You call an internal number and get the busy tone.
You then have the option of "camping on" - being called back automatically when the line is free.
Enter the **"Callback request"** function code (see codes table).
Hang up.
To cancel the callback request, dial the correspondent's number and hang up, or follow the voice message instructions.

*Note: This function is also available on a free internal line (correspondent absent). You will be called back when the correspondent lifts his handset.*

## Camping on an internal correspondent who is busy

You call an internal number and get the busy tone.
To place your call on hold, enter the **"Camp on"** function code (see codes table).
When your correspondent has finished his conversation, and if he hasn't replied to your call, the call is repeated.

## Replying to night bell

When the operator is away, all internal or external calls to the switchboard are offered generally to all extensions.
To reply, enter the **"Night service answering"** function code (see codes table).

## Obtaining information on camped-on calls

You are in conversation, and you hear a beep indicating that an internal or outside correspondent is trying to call you.
This second call is placed on hold.
If you want to speak to him immediately, issue a warning (see p.8) and enter the **"Consult call on hold"** function code (see codes table).

*Note:You can prevent calls from being placed on hold while you are in conversation by entering the "Control hold" function code (see codes table)*
*To cancel this inhibition, hang up.*

## Entering a programmed conference

You can hold a telephone conference, at an agreed time, with up to either 7 or 29 internal and/or outside correspondents (depending on the configuration).

A confidential access code will have been defined in advance by the participants. The number of digits in this code will be decided by your Telephone Manager.

Dial the code for the function **"Meet me conference"** (see the table of codes), followed by the confidential access code.
If you are the first to join the conference you will hear a hold tone.
If you are not the first, you simply enter the conference.
You can leave the conference at any time by hanging up.
If the conference is full, you will hear the engaged tone.

## Include a correspondent in a programmed conference

You can include an internal or external caller to the conference by using the call diversion facility.

You are in conversation with a caller.
Enter the **"Meet me conference"** function code (see codes table) followed by the confidential conference access code.
Your correspondent is automatically placed on hold, and is then transferred to the conference when you hang up.

## Intrusion into an internal conversation

Your correspondent's terminal is busy.
If the terminal is not "protected", you can, if you have the authorisation, intrude in the conversation.

Enter the **"Intrusion"** function code (see codes table). Your intrusion is indicated by a beep.
If one of the three correspondents hangs up, the other two remain in contact.

### Protection against intrusion

Enter the **"Protection against beeps"** function code (see codes table), and call your correspondent. The protection is deactivated when you hang up.

## Hunt groups

Some terminals are grouped in hunt groups.
You can call any terminal in a group by dialling the corresponding group number.
When a terminal within the group replies, you are in contact with the group.

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

## Temporarily leaving your hunt group

Enter the **"Set group exit"** function code (see codes table). Your exit from the group is confirmed by a tone.

*Note: You will continue to receive your personal calls. To re-enter the group, enter the "Set group entry" function code (see codes table).*

## Calling an ISDN correspondent*

You can access ISDN services.
Enter the **"ISDN call"** function code (see codes table) followed by your correspondent's number.
Validate number dialled by pressing # .

*\* voice frequency keypad terminal*

### Send a sub-address

Your may have to add a 4-digit suffix to your correspondent's, to directly access his fax, P.C. or telephone, etc.
Enter the **"ISDN call"** function code (see codes table) and the correspondent's number.
Dial the suffix (sub-address) on the keypad (starting with * and followed by not more than 4 digits).
If the suffix is less than 4 digits, validate by pressing # .

### Calling an internal correspondent on his portable pager*

Your correspondent's terminal doesn't answer and you know he has a portable beeper.

To inform him of your call, enter the **"Paging request"** function code (see codes table).

You can also inform him of your call, directly, on his beeper, by entering the **"Direct paging call"** function code (see codes table) followed by your correspondent's number.

Your correspondent can then reply from any terminal in the company.

*\* option*

### Leaving a direct voice message

Follow the instructions given by the voice message service.

# FOR YOUR CONVENIENCE

COMFORT

### Programming your personal code

The default code for your terminal is 0000.
To change your terminal locking code (see p.30), enter the appropriate function code (see codes table).
First enter your present code, the enter the new code.

### Programming your personal directory

Your directory comprises the 12 keys of the numeric keypad.
The directory is programmed as follows:
Lift the handset and enter the **"Personal directory programming"** function code.
Select a key and enter the number (internal or outside) to be recorded.
Hang up to validate.

*Note: In the case of a decimal terminal, wait until all the digits entered have been sent before hanging up.*

### Calling the last number dialled (Recall)

To resend the last number, lift the handset and enter the **"Redial last number"** function code (see codes table).

## Programming an appointment reminder

Enter the **"Wake up/appointment reminder"** function code (see codes table).
Enter the time of the appointment: 2 digits for hours and 2 digits for minutes.
Enter the number of the terminal on which the reminder is to be sent. Your own terminal is taken by default (no entry).
Your terminal will then ring at the programmed time.
Lift the handset and replace it to acknowledge the call.

*Note: If you do not respond the first time, the system will ring you again. After the second attempt the call will be abandoned.*
*If your terminal is being transferred to another, the appointment reminder call will not be transferred.*
*To cancel your reminder request, proceed as for activation, but use the **"Cancel wake up/appointment reminder"** function code (see codes table).*

## Changing your linked terminal

To change the linked terminal, enter the **"Change associate number"** function code followed by the number of your new linked terminal.

To cancel the linked terminal, enter your own number for that of the linked terminal.

## "Do not disturb"

You can make your terminal temporarily inaccessible to all incoming calls (except from the operator).
Enter the **"Do not disturb"** function code (see codes table) followed by your personal code.
To cancel, enter the **"Do not disturb"** function code.

## Transferring calls when busy

Enter the **"Immediate forward on busy"** function code (see codes table) followed by the number receiving the transfer.

*Note: If the number receiving the transfer is not specified, calls will be transferred to your linked terminal.*

## Reporting malicious calls

When answering a malicious call, the call can be reported by entering the **"Malicious call"** function code (see codes table) or ☞▭ (voice frequency keypad terminal) and enter the **"Malicious call"** function code.
If the call is internal, it is reported to the system by a specific message. If the call is an outside call, it is reported to France Télécom, even if the caller hangs up immediately.

## Charging calls to accounts receivable

Outside calls can be charged to the corresponding account receivable (customer). To do this, lift the handset and enter the **"Business account code prefix"** function code (see codes table) followed by the account number concerned.
Dial the prefix to access the public telephone network, followed by the number of your correspondent.

*Note: This function can be activated while a call is in progress (voice frequency keypad terminal)* ☞⬜  *and enter the* **"Business account code"** *function code.*

## Calling an outside "private" number

Although private use of the telephone may be restricted, you can make "private" calls by identifying them as such.
They will be charged separately.
Lift the handset.

Dial the code for the function **"Private call"** (see the table of codes), followed by your personal code and the number you want to call.

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


COMFORT

## Substitution of terminal

This service provides all the facilities programmed on your own terminal, on any terminal in the system.

Lift the handset and enter the **"Substitution"** function code (see codes table) followed by your terminal number and your personal code, then hang up.

# WHILE YOU ARE AWAY

ABSENCE

### Diverting calls to another number (immediate diversion)

The other number may be your home telephone, a portable, a car phone, or a different terminal, such as the operator or your linked line.
Enter the **"Immediate forward"** function code (see codes table).
Then dial the number of the telephone receiving the diverted calls. An outside number must be preceded by code to obtain an outside line (0).

*Note: You can continue to make calls but only the receiving terminal can contact you.*
*If the number receiving the transfer is not specified, calls will be transferred to your linked terminal.*

### Diverting calls to a linked terminal

You can divert calls to your linked terminal as follows:
• divert if you fail to reply within a specified time,
• immediate diversion when your terminal is busy,
• diversion which is timed if you do not reply or immediate if your line is busy.
Enter the appropriate function (see codes table).

### Diverting calls to voice mail (immediate diversion)*

Enter the function code corresponding to the type of transfer required (see codes table), then enter the number of your voice mail service.

*\* If your system has a voice mail service, you will be assigned a directory number.*

## Diverting your calls to another number from your desk, for when you are away

Enter the **"Forward on no reply"** function code (see codes table).
Then follow the instructions given, and enter the number receiving the transfer.
The transfer will be made when your terminal does not reply within a specified timed delay.
To cancel the transfer, see p.28.

*Note: If your system permits, you may be able to divert calls to an outside number.*

## Forwarding your calls, from a different terminal

If you are temporarily in another room, and would like your calls to be put through to you: Enter the **"Remote forward"** function code (see codes table), from the terminal receiving the transfer.

Then, following the prompts, dial the number receiving the transferred calls, followed by your own terminal number.
To cancel the transfer, see p.28.

**A B S E N C E**

### Diverting your calls to your personal pager*

This enables people to page you if you are somewhere in the building.
Enter the desired transfer function code (see codes table) followed by the number of your portable beeper.

*\* option*

### Cancelling diversions

#### From your own terminal

Enter the **"Forward cancellation"** function code (see codes table).

#### From the internal terminal receiving your diversions

Dial the code for the function **"Cancel follow me"** (see the table of codes), then dial the number of the diverted terminal.

#### From any terminal in the company

Enter the **"Cancel remote forward"** function code (see codes table), followed by the number of the transferred terminal.

*Note: When you program a new diversion, it cancels any previous one.*

## Consulting voice mails

A voice guide informs you that messages are present.
To access your voice mail box, enter the **"Voice mail"** function code (see codes table) and follow the spoken instructions.
For further information concerning the voice mail service, refer to the specific booklet.

## Consulting "call back" messages

The presence of one or more callback requests is indicated either by the flashing of the "Message" LED, (if your terminal is equipped with one), or , by a voice message when the handset is lifted. In the latter case, after a timed delay, you are automatically routed to the requesting terminal.
If there are several callback requests, they are handled in chronological order. Each request can only be handled after the previous request has been actioned.
All the callback requests recorded on the terminal can be erased by entering the **"Consult callback requests"** function code (see codes table).

*Note: The callback message is erased when the call is made, even if the correspondent does not reply.*

### Locking your terminal

This facility allows you to prevent any calls being made from your terminal, or any changes being made to its programming.
Enter the **"Padlock"** function code (see codes table).

To unlock your terminal, enter the **"Padlock"** function code (see codes table), followed by your personal code.

### Replying when your pager sounds*

If you are away from your office but still in the building, and your pager beeps, you can pick up the call from any company phone.
Enter the **"Paging reply"** function code (see codes table), followed by the number of your terminal, to get into contact with the person calling you.

*\* option*

### Calling back the last internal caller whose call went unanswered

You can call the last caller back, even without knowing who it was.
Lift the handset. Enter the **"Last caller call back"** function code (see codes table). The call is made, after a timed delay.

# GLOSSARY

**BROKER CALL**
A function which allows you to hold two conversations at one, switching from one to the other

**CONFERENCE**
This facility allows you to switch from talking to two callers alternately, into talking with both at once.

**HOLD**
A facility which allows you to keep a caller waiting while you perform a second operation, and then pick up the call again on the same extension.

**HUNT GROUP**
A set of terminals which all have the same number in the directory. A call to this number goes to one of the free terminals within the group.

**INTERCEPT GROUP**
A facility which allows you to pick up a call coming onto a different terminal within the same group.

**INTRUSION**
Service enabling intrusion into a conversation which is in progress between two correspondents (at least one internal).

### ISDN
Integrated Services Digital Network.

### LED
Light Emitting Diode.

### NIGHT BELL
When the operator is absent, outside calls ring a night bell, which enables these calls to be answered from any terminal.

### PARKING
This service enables a call to be placed on hold, and recovered later on any compatible terminal in the installation.

### PERSONAL CODE
In general, this code acts as a password to control access to programming functions and for locking your terminal. OOOO).

### PERSONAL DIRECTORY
A directory containing the phone numbers particular to the user of one terminal.

### PROGRAMMED CONFERENCE
At an agreed time, you can hold a telephone conference with up to 7, or up to 29, internal and outside terminals.

### SHARED DIRECTORY
A directory containing all the abbreviated numbers available to users within the company.

### SUB-ADDRESS
To contact your correspondent's fax, PC or phone, you may need to add a four-digit suffix (sub-address) to his number.

### TRANSFER OF CALL
A facility which allows you to pass a call to another user within your company.