

*First*  
REFLEXES

Alcatel **OmniPCX** Enterprise



ALCATEL



# User guide

## First REFLEXES Alcatel OmniPCX Enterprise

Your First REFLEXES terminal provides simple and quick access to all the services and functions offered by your Alcatel OmniPCX Enterprise system.

This User guide gives:

- a full description of your terminal,
- an alphabetic index of services and functions available,
- a step-by-step guide explaining how to use the services and functions, in three sections:
  - Your calls
  - For your convenience
  - While you are away

Your First REFLEXES terminal and your Alcatel OmniPCX Enterprise system will provide everything you need from a telephone system.

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

|                       |                 |
|-----------------------|-----------------|
| Name: .....           | Tel. No.: ..... |
| Fax No.: .....        | GSM No.: .....  |
| e-mail address: ..... | DECT No.: ..... |

## Symbols used in the documentation

The action «Press» is represented by 

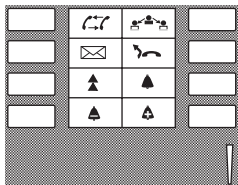
Fixed keys are represented by 

All preset or customized function codes are fully explained in the code table included with this documentation.

# DESCRIPTION OF TERMINAL











## Programmable keys



Your terminal has eight **fixed keys**. Some of these can be reprogrammed by your installation technician to suit your own preferences.

The green LED indicates that messages have been received.

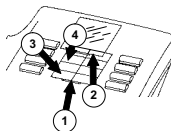
Fixed function keys are:

-  : cancel an enquiry call
-  : access the various mail services
-  : automatically redial the last number dialled
-  : reduce ringer or receiver volume
-  : switch from one correspondent to another
-  : forward your calls to another terminal
-  : activate ringer
-  : increase ringer or receiver volume

## Fixing the label on the terminal

A printed label is supplied with the terminal. This should be fixed next to the programmable keys.

- ① Insert flat «blade» into the slot.
- ② Raise the cover.
- ③ Slide the printed label into position.
- ④ Replace the cover.



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# YOUR CALLS

## Making an external call

Lift the receiver. Press the number (9 for example) programmed for an outside line, followed by the number required.

*Note: 9 is the default code for getting an outside line.*

## Making an internal call

Lift the receiver. Dial the number you require or use your personal directory. (See page 22 for how to programme the directory).

## Calling the operator

Lift the receiver. Press the number 0 (for example).

*Note: 0 is the default code for the "Attendant call" function.*

## Calling a second person during a conversation

During a conversation with either an internal or an external caller, you can ring a second person. Simply dial the number. You will then be put through to the second correspondent, and the first one will automatically be put on hold.

To cancel the second call and return to the first, 

If you press the wrong button, hang up.

Your phone will ring and you will be put through to your first caller.

## Calling an associate (your secretary or colleague)

Each terminal may have another line linked with it (an associate) (see "**Changing the associate number**").

To call the associate number quickly, dial the code for the "**Associate call**" function.

## Receiving a second call during a conversation

If you are on the phone and a second person is trying to ring you, you will hear a beep.

If you want to answer it, dial the code for the "**Consult call on hold**" function.

If you want to return to the first caller:



If you hang up without taking the second call, it will automatically begin to ring again.

*Note: You can prevent calls from being placed on hold when your line is busy. Dial the code for the function "**Camp on control**".*

*An outside call will be directed to the operator.*

*To cancel this restriction, use the same code.*

*The function remains valid until the next selection.*

## Transferring a call

If you are in the middle of a conversation, and you want to transfer your caller to another terminal:

Dial the number of the other terminal direct. Your caller will automatically be placed on hold.

Hang up the receiver.

You can either transfer the call immediately, or wait to see if the other line answers.

*Note: It is not usually possible to transfer calls between two outside lines - this will depend on your national telephone system.*


## Putting your caller on hold

If you are in conversation with an internal or external caller, you may want to put him on hold for a few moments.




The first line is automatically placed on hold.

Your caller will hear a "Waiting" tone.

To return to this caller, 

If you do not recover the call within a few seconds, your telephone will ring automatically.

## Switching from one caller to another (broker calls)

If you are in conversation with one caller and have another one on hold, you can switch back and forth between them. 

## Picking up a call on another terminal

Dial the code for the **"Direct call pickup"** function and then dial the number of the extension which is ringing.

## If you belong to a pickup group,

From your terminal, you can pick up a call on any terminal in the pickup group.

Dial the code for the **"Group call pickup"** function.

## Calling from your personal directory

Dial the code for the **"Call from personal directory"** function, then press the key on the keypad where you have programmed the number.

See page 22 for how to programme numbers.

## Picking up a lost call

If you should hang up while someone is on hold, your phone will ring. To retrieve the call, pick up the receiver.

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

Suppose that you are talking to one person, with a second one on hold. If you want to talk to them both at the same time:

Dial the code for the **"3 party conference call"** function.

To cancel the conference, repeat the same procedure.

You will then be left speaking to the first caller, and the second call will be cut off.

*Note: During a conference, if you hang up the other two speakers will be left talking to each other (if they are both external lines, this will depend on your national telephone system).*

## Parking a caller

You can park a caller - i.e. put him on hold to take the call on a different terminal.

During the call, dial the code for the **"Park call/retrieve"** function and then dial the number of the terminal you wish to divert to.

To recover the call on the terminal to which you diverted it, dial the code for the **"Park call/retrieve"** function.

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

## Being called back automatically by an internal correspondent who is busy

If you call an internal terminal, and all the lines are busy, you will hear an engaged tone.



You will then have the option for them to automatically call you back when their line is free.

Dial the code for the **"Call back request"** function. Replace the receiver.

To cancel the request, dial the number a second time, and then hang up.

## **Camping on an internal correspondent who is busy**

If you call an internal terminal, and all the lines are busy, you will hear an engaged tone. To "camp on", dial the code for the **"Camp on"** function.

As soon as the line is free your call will be put through immediately.

## **Answering a night service bell**

When the operator is away, all internal or external calls to the attendant may be offered generally to all extensions.

To answer, dial the code for the **"Night service answering"** function.

## **Entering a programmed conference**

At a prearranged time, you can join in a telephone conference of up to 29 people including yourself, both internal and external.

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 administration controller.

Dial the code for the **"Meet me conference"** function (\*), followed by the confidential access code.

If you are the first to join the conference you will hear a waiting tone. If not, you will join the conference.

Simply hang up to leave the conference.

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

### **Introducing a caller into the programmed conference**

You can introduce an internal or external caller to the conference by using the call transfer facility.

You are on line to a caller.

Dial the code for the **"Meet me conference"** function (\*), then dial the confidential code for the conference.

Your caller will automatically be put on hold and then transferred to the conference when you hang up.

*(\* in the case of a network conference, dial the number of the node on which the conference is being held before dialling the secret access code.*

## Mastered conference

Depending on the configuration of your system, this function enables up to 29 participants to be interconnected, either:

- by holding an automatic inclusion conference,
- by broadcasting a spoken or pre-recorded message over the correspondents' loudspeakers (announcement).

The conference is established by one user, the conference master, who is the only person who can call the participants in predefined lists.

For further information on this function, contact your system supervisor.

## Calling a number from the system directory

Your telephone set has access to a system directory of external numbers, using short codes.

Simply dial the short code.

## Intrusion into an internal conversation

If you ring an internal number and find it busy, you may be able to intrude in the conversation. This only applies if you have authority to do so, and if that set is not "protected".

Dial the code for the **"Intrusion"** function. A beep will announce that you have cut in. If one of the three participants hangs up, the other two remain in contact.

## Intrusion protection

Dial the code for the **"Protection against beeps"** function. Then call your correspondent. This protection ceases to apply once you hang up.

## Hunt groups

Some terminals may be grouped together into a hunt group.

You can call any of the terminals in the group by dialling the number of the group.

*Note: You can always call a specific terminal by dialling its individual number rather than the group number.*

## Temporarily leaving your hunt group

Dial the code for the **"Set group exit"** function.

*Note: You will still carry on receiving all calls addressed to you specifically. To return to the group, dial the code for the **"Set group entry"** function.*

## Sending DTMF signals

In the course of a call, you sometimes have to send multi-frequency signals (known as DTMF signals) down the line; for example if dealing with a bank service, an automatic attendant or a remote-controlled answering machine.

Dial the code for the **"DTMF end to end dialling"** function.

Then dial the digits to be transmitted as DTMF signals.

This function ceases to operate when you hang up.

*Note: If you know in advance that you are going to have to use DTMF signals, you can prepare them in advance. Simply programme one key with the number you want to call, then the code for the "DTMF end to end dialling" function, followed by # and the digits to be sent. They will automatically be transmitted once the call is put through.*

## Calling an ISDN correspondent

You can have access to ISDN services.

Dial the code for the **"ISDN call"** function, then dial the number you want.

To put the call through, press # .

## Sending a sub-address

You may need to add a four-digit "sub-address" to your correspondent's number, to get through to his fax machine, his computer or his telephone.

Dial the code for the **"ISDN call"** function and dial your correspondent's number.

Enter the sub-address on your keypad; it will begin with \* and have up to four digits.

If the sub-address does not consist of four digits, press # to confirm.

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

If your correspondent is not answering his phone, but you know he has a pager, dial the code for the **"Paging request"** function.

You can also page the other person directly, by dialling the code for the **"Direct paging call"** function followed by his pager number.

He will be able to contact you from any phone in the company.

\* *Optional.*

FOR YOUR  
CONVENIENCE

COMFORT

## Programming your personal code

The default code for your terminal is 0000.

To choose or alter your personal code, dial the code for the appropriate function. Dial your personal code and then the new code.

## Programming your personal directory

Your directory consists of the twelve keys on the numeric keypad.

To programme it:

Dial the code for the **"Personal directory programming"** function.

Select a key and then dial the number (internal or external) that you want to record.

To confirm your choice, lift and replace the receiver.

## Calling the last number dialled (redial)

To redial the last number,  or lift the receiver and dial the code for the **"Redial last number"** function.

## Programming an appointment reminder

### 1. Appointment reminder

Dial the code for the **"Wake-up/appointment reminder"** function.

Enter the time of the appointment, using the 24-hour clock: two digits for the hour, two for the minutes.



Enter the number of the terminal that is to be called. If this is your own terminal, enter nothing. At the prearranged time your phone will ring. Lift the receiver and replace it to acknowledge the call.

*Note: to cancel the appointment call, follow the same procedure as when you set it up, using the code for the "**Cancel wake-up/appointment reminder**" function.*

## 2. Multiple appointment reminder (from 2 to 4 appointments)

To program from 2 to 4 appointment reminders:

1. Enter programming mode by pressing the corresponding programmable key or dialling the code of the "**Appointment reminder**" function.
2. Follow the instructions of the voice guide.

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

*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 forwarded to another, the appointment call will not follow.*

## Adjusting your receiver volume during a call

 and  to adjust your receiver volume.

## Adjusting the ringer

With the terminal at rest, you can choose the melody your terminal plays (from among 16 options) and the volume level.

To choose the melody, 

To choose the sound level,  and 

Lift and replace the receiver to confirm your choice.

## Changing the associate number

The associate number can be an extension number, a voice message service number or a pager number.

To change this number:

Dial the code for the **"Change associate number"** function then, following the instructions, dial your own personal code followed by the associate number.

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

## "Do not disturb"

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

Dial the code for the **"Do not disturb"** function, and then your personal code.

To cancel this, repeat the same procedure.

## Forwarding calls when you are busy

Dial the code for the **"Immediate forward on busy"** function.

Then enter the number to which calls are to be forwarded.

## Reporting malicious calls

If you answer a call and find it is malicious, you can report it. Dial the code for the **"Malicious call"** function.

If the call came from an internal terminal, the fact will be reported to the system administrator.

If the call came from an outside line, it will be reported to the telephone company. The **"Malicious call"** facility remains available even if the person hangs up immediately.

## Allocating calls to customer account codes

Outside calls can be given reference numbers, linking their cost to your customer accounts.

Lift the receiver. Dial the code for the **"Business account code prefix"** function. Then dial the appropriate account number. Dial the prefix to access the public telephone network, followed by the number of your correspondent.


## Calling an external "private" number

Even though private use of the phone may be restricted, you can make external calls by identifying them as such. They will be charged separately.

1. Lift the receiver.
2. Dial the code for the **"Private call"** function.

3. Dial your PIN code.
4. Dial your personal code.
5. Dial the number you want to call.


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



WHILE YOU  
ARE AWAY

## Forwarding calls to another number

The other number may be your home phone, a portable, a car phone, or else a different terminal such as the operator or your associate line.

 or dial the code for the **"Immediate forward"** function.

Then dial the number of the phone that is to receive the forwarded calls. If it is an external number, first type the code for an outside line (9).

*Note: You can continue to make outgoing calls, but only the forwarded number will be able to call you.*

## Forwarding calls to an associate number

If you have already defined an associate number (see **"Changing the associate number"**), you can forward your calls to this number in the following ways:

- forward if you fail to reply within a set time.
- immediate forwarding when your terminal is busy.
- a combination of both the above.

Dial the appropriate code.

## Forwarding calls to another number when you are away (forward on no reply)

Dial the code for the **"Forward on no reply"** function.

Following the instructions, dial the number receiving the forwarding.

Your calls will then be forwarded if your number does not reply within a preset time.

*Note: Depending on your system, you may be able to forward calls to an outside number*

## **Forwarding calls to another number when your line is busy or you are away (forward on busy or no reply)**

Dial the code for the **"Forward on busy or no reply"** function.

Following the instructions, dial the number receiving the forwarding.

## **Forwarding your calls, from a different terminal**

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

If you are temporarily in another room, and would like your calls to be forwarded to you:

From the terminal you are on, dial the code for the **"Remote forward"** function.

Then, following the instructions, dial your own terminal number.

### **Forwarding calls from any other terminal within the company**

You wish to forward calls from one terminal to another, from any terminal within the company. Dial the code for the **"Remote forward"** function.

Then, following the instructions, dial the number of the terminal receiving the forwarding, followed by that of the terminal from which the calls are being forwarded




## Forwarding calls to a recorded message\*

Dial the code for the type of forwarding that you require. Then dial the number of your company's voice mail service.

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

## Cancelling forwarding

### From your own terminal

Dial the code for the **"Forward cancellation"** function or  , if forwarding was activated using this key.

### From the internal terminal that is receiving your forwarding

Dial the code for the **"Cancel follow me"** function, then dial the number of the terminal that is being forwarded.

### From any other terminal within the company

Dial the code for the **"Cancel remote forward"** function, then dial the number of the terminal that is being forwarded.

*Note: Whenever you programme new forwarding, it cancels any previous forwards.*

## Consulting recorded messages


The green LED flashes to indicate that you have messages waiting.

Lift the receiver and follow the voice guide instructions. After a short time interval, you are automatically connected to the recorded message.

For more information on the message service, consult the specific documentation.

## Consulting "call-me" messages

The green LED flashes to indicate that you have messages waiting.

Lift the receiver and a recorded voice will remind you that someone wants you to ring them. Press  or after a pause, you will automatically be put through to the first person to be called back.

If there is more than one request, they are treated in chronological order, and can only be dealt with in that order.

You can delete all the messages recorded on your extension by dialling the code for the **"Consult call back request"** function.

*Note: The call back message is deleted after use, even if the other person does not reply.*

## Padlocking your terminal

This facility allows you to prevent any calls being made from your terminal, or any changes being made to its programming.

Dial the code for the "**Padlock**" function.

To unlock your terminal, repeat the same procedure as for padlocking it. Then, following the prompts, dial your personal code.

## Forwarding your calls to your pager\*

This allows callers to reach you anywhere in the building.

Dial the code for the "**Immediate forward**" function, followed by the pager number.

## Replying when your pager sounds \*

If you are out of your office and your pager sounds, you can respond to it using any company phone.

Dial the code for the "**Paging reply**" function.

Then dial your own extension number to be put through to the person who is trying to reach you.

\* *Optional*

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

You can call back the last person who tried to ring you, even if you do not know their number.

Lift the receiver. Dial the code for the "**Last caller call back**" function.

There will be a pause, and then the last caller will be dialled.

## GLOSSARY

### **BROKER CALL**

A function which allows you to hold two conversations at once, switching from one to the other.

### **CALL TRANSFER**

A facility which allows you to pass a call to another user within your company.

### **CONFERENCE**

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

### **DTMF DIALING**

During a call, you may need to send DTMF codes, also called multifrequency codes. These are needed, for example, when using a bank service, an automatic attendant, or a remote-operated answering machine. Numbers you dial are transmitted on the outside line in the form of audible frequencies.

### **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 terminal.

## **HUNT GROUP**

A set of terminals which all have the same number in the phone book. A caller to this number will get whichever of the terminals in the group is free.

## **INTRUSION**

A facility which allows you to interrupt a call between two other people (at least one of whom is internal).

## **ISDN**

Integrated Services Digital Network.

## **LED**

Light-Emitting Diode.

## **NIGHT SERVICE BELL**

A service often used after hours, which enables anyone to answer incoming calls.

## **PARKING**

This service allows you to put a call on hold, and then pick it up again on any compatible terminal in the company.

## **PERSONAL CODE**

This code acts as a password to control access to programming functions and for padlocking your terminal (0000 default).

**PERSONAL DIRECTORY**

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

**PICKUP GROUP**

A facility which allows you to pick up a call coming onto a different terminal belonging to the same group.

**PROGRAMMED CONFERENCE**

At a prearranged time, you can take part in a telephone conference involving up to 29 internal and external callers.

**SUB-ADDRESS**

To contact your correspondent's fax, PC or phone, you may need to add a four-digit "sub-address" to his number.

**SYSTEM DIRECTORY**

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

**UNASSIGNED NIGHT CALLS**

This facility enables you to answer incoming calls when the switchboard is not attended (General bell).

## Precautions for use:

Caution, never bring your telephone set in contact with water. To clean your set however, you may use a damp cloth.

Never use solvents (trichlorethylene, acetone, ...) which may damage the plastic surfaces of your telephone set. Never spray cleaning products on your set.

If the terminal is used close to a strong source of electromagnetic radiation, slight modulation may be audible in the earphone.

Conformity: this terminal has been designed to be connected behind an Alcatel OmniPCX Enterprise PABX. It comes in the SELV (Safety Extra Low Voltage) rank and conforms to the standard EN 60950.

The CE mark indicates that this product conforms to the following Council Directives:

- 89/336/CEE (concerning electro-magnetic compatibility)
- 73/23/CEE (concerning electrical safety)
- 1999/5/CE (R&TTE)



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3AK 19523 ENAB Ed.03

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