



one integrated platform and
one service package is all it takes.
It's **one** communications.

one communications **User guide**

Alcatel phone set

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24-hour service hotline:

1833111

General features (for all user plans)

- Phone features
- Short cut keys
- Voicemail features

General features (for all user plans)

Phone features*	
Speed dial	To dial a particular phone number with shortcut keys.
Call log	To check the most recent incoming / outgoing call records.
Busy call back	To initiate an automatic call back when the contact is available again.
Direct call pickup	To pick up a call ringing at another telephone. (even not in the same group)
Group call pickup	To answer a call ringing at any telephone belonging to the same group.
Call deflect	To deflect an incoming call to another phone number without answering the call.
Hold call	To put a call on hold.
Transfer call	To transfer a call to another party.
Conference call	To initiate a 3-way conversation.
Call forward (all)	To direct calls to another phone number.
Do not disturb	To block incoming calls when you are not available.
Broadcast	To broadcast a message via phone set.
Boss / Secretary	Allows secretary to filter all incoming calls to boss.
Night mode	To direct incoming calls to voicemail during non-business hours.
Send DTMF digits	Allows sending dial-tone signals to automated voice systems.

* Feature availability depends on corresponding service plan

Short cut keys			
Operator	Press 0	Call forward (all)	Press * 05
Prefix for external call	Press 9	Cancel call forwarding	Press # 05
Busy call back	Press 63	Do not disturb	Press * 01
Cancel busy call back	Press # 5	Broadcast	Press *31
Direct call pickup	Press * 21	Access to voicemail system	Press * 90
Group call pickup	Press * 22	Unlock door	Press 40

Voicemail features	
Voice messages	<p><u>Listen to new messages</u> Step 1: Dial * 90 (with your phone set) or a number defined during system configuration (remote access with other phone sets) Step 2: Enter your extension number, following with your password Step 3: Press 1 to listen to your new message</p> <p><u>Skip a message</u> While listening to a message, press #</p> <p><u>Replay a message</u> After a message is played, press 1</p> <p><u>Erase a message</u> After a message is played, press 2</p> <p><u>Call the sender</u> After a message is played, press 3</p> <p><u>Send a message</u> Step 1: Dial * 90 (with your phone set) or a number defined during system configuration (remote access with other phone sets) Step 2: Enter your extension number, following with your password Step 3: Press 3 to send a message</p> <p><u>Start recording a message</u> Enter destination mailbox number, press # to confirm, then press 2</p> <p><u>Stop recording a message</u> While recording a message, press #</p> <p><u>Listen to the recorded message</u> After finished recording, press 1</p> <p><u>Record the message again</u> After finished recording, press *</p> <p><u>Send the message</u> After finished recording, press # and the message will be sent immediately.</p>
Mailbox setting	<p><u>Change mailbox setting</u> Step 1: Dial * 90 (with your phone set) or a number defined during system configuration (remote access with other phone sets) Step 2: Enter your extension number, following with your password Step 3: Press 9 to change mailbox setting</p> <p><u>Record your own personal greeting message</u> Press 1; then Record greeting message, press 1 then press # to confirm; or Listen to greeting message, press 2; or Restore default greeting message, press 3 then press # to confirm; or Record your name (default greeting message), press 4 then press # to confirm</p> <p><u>Personal Assistant</u> Press 2; then Enable / disable Personal Assistant, Press 1 or Modify setting, press 2; then Enable / disable / add / modify colleague number, press 1; or Enable / disable / add / modify external number, press 2; or Enable / disable / add / modify mobile Number, press 3; or Enable / disable forwarding calls to operator, press 4</p> <p><u>Modify your password</u> Press 3, enter a 4 digit numerical password, then press # to confirm</p>

Notes:

- 1) Voicemail shares the same language with the phone set language. For phone set language selection, please refer to "Features for user plan".
- 2) The maximum duration of a voicemail is 2 minutes.
- 3) For customers with less than (or equal to) 20 subscribed users, a maximum of 4 hours of voicemail (shared among all users) can be stored in the system. For customers with more than 20 subscribed users, a maximum of 200 hours of voicemail (shared among all users) can be stored in the system.
- 4) Each voicemail will be kept in the system for 30 days and will be deleted automatically after the storage time exceeds 30 days.

Features for Boss/Secretary/Executive plan

- Speed dial
- Call log
- Select language
- Volume adjustment
- Busy call back
- Hold call
- Transfer call
- Conference call
- Call forwarding
- Do not disturb
- Boss / Secretary feature
- Broadcast













Boss / Secretary plan phone set















































Executive plan phone set

Features for Boss / Secretary / Executive plan



-  /  Handsfree / Hang up
-  Redial
-  Mute
-  Information
-  Phone book
-  OK / Confirmation
-  Up-down / Left-right navigation
-  Increase / Decrease
-  Programmable button

Features	Instructions
Speed dial ~ To add contact ~ To call contact	Step 1: Press  Step 2: Select an empty  on either side of the screen. ( can be used to search for more programmable buttons.) Step 3: Enter the name and number of your contact with the keypad Step 4: Press  to confirm <i>Note: 32 - 36 contacts can be stored in each phone set.</i> Press the preset  next to the contact name to initiate a call.
Call log ~ To view call log ~ To call contact	Long press  to view call log on the phone screen <i>Note: A maximum of 10 call logs can be stored at the same time in each phone set.</i> Step 1: Use  to select a contact from the call log. Step 2: Press  to initiate a call.
Select language	Use  to select "Menu" on the screen. Then select "Settings" > "Option" > "Language" > by pressing  on either side of the screen. Use  to select the desired language and press  to confirm.
Volume adjustment ~ Speaker ~ Ringtone ~ Mute (on/off)	During a call, press  to adjust call volume Step 1: Use  to select "Menu" on the screen. Then select "Settings" > "Phone" > "Ringing" > "Volume" by pressing  on either side of the screen (use  if necessary) Step 2: Press  to adjust ringtone volume Step 3: Press  to confirm During a call, press  to turn on/off mute feature.
Busy call back (for internal numbers only)	When you reach a busy internal number, select "Callback" by pressing  on the side of the screen. The "Busy Call Back" feature will be initiated. When the called number is available again, your phone will ring. After you picked up the phone, a callback will be initiated.

Features	Instructions
Hold call ~ To hold call ~ To retrieve call	During a call, select "Hold" by pressing  on the side of the screen. (use the  if necessary) Select "  " by pressing  on the side of the screen to retrieve the call on hold.
Transfer call	Step 1: During a call with the 1st party, select "New Call" by pressing  on the side of the screen Step 2: Enter the extension number of the 2nd party Step 3: Select "Transfer" by pressing  on the side of the screen Step 4: Hang up and the call will be transferred.
Conference call	Step 1: During a call with the 1st party, select "New Call" by pressing  on the side of the screen Step 2: Enter the phone number of the 3rd party Step 3: After the 3rd party answered the call, select "Conference / Confer" by pressing  on the side of the screen and a 3-way conference call will be set up.
Call forwarding	<u>Forwarding calls to another number:</u> Step 1: Use  to select "Menu" on the screen. Then select "Forward" > "Immediate / Immediat" by pressing  on either side of the screen. (use  if necessary) Step 2: Enter the number for the incoming calls to be forwarded to. Step 3: Press  to confirm and all incoming calls will be diverted to the phone number you entered. <u>Forwarding calls to voicemail:</u> Use  to select "Menu" on the screen. Then select "Forward" > "Immediate-->VM / Immed-->VM" by pressing  on either side of the screen (use  if necessary). Then, all incoming calls will be all forwarded to your voicemail system. <u>Cancel all call forwarding</u> Use  to select "Menu" on the screen. Then select "Forward" > "Cancel Fwd / Canc Fwd" by pressing  on either side of the screen (use  if necessary). Then, all call forwarding settings will be cancelled.
Do not disturb ~ To activate ~ To cancel	Use  to select "Menu" on the screen. Then select "Forward" > "Do Not Disturb / DND" by pressing  on either side of the screen (use  if necessary). The calling parties will hear busy tone when they call your number. Please refer to "Cancel All Call Forwarding" section.
Boss / Secretary feature ~ To activate ~ To cancel	Select "Filter" by pressing  on the side of the screen. When the feature is activated, a ✓ will appear beside "Filter" on the screen. If there is an incoming call to the boss, the secretary's phone will ring, the boss' phone will not ring. Secretary can forward the call to the boss by using "Transfer Call" feature (please see "Transfer Call" section for details). This feature can be activated by either the boss or secretary. Select "Filter" on the screen by pressing the  again.
Broadcast	Select "Broadcast" by pressing  on the side of the screen, and you can broadcast your message via the phone set speaker.

Features for Staff & Operator plan

Staff plan

- Speed dial
- Call log
- Select language
- Volume adjustment
- Busy call back
- Hold call
- Transfer call
- Conference call
- Call forwarding
- Do not disturb

Operator plan

- Night mode



Staff plan phone set



Operator plan phone set

Features for Staff plan



 /  Handsfree / Hang up

 Redial

 Mute


 Information
















 Phone book


















 OK / Confirmation

 or  Up-down / Left-right navigation


 or  Increase / Decrease

 Programmable button

Features	Instructions
<p>Speed dial</p> <p>~ To add contact</p>	<p>Step 1: Press </p> <p>Step 2: Press  button to select an empty entry (0-9) on the screen.</p> <p>Step 3: Press </p> <p>Step 4: Press </p> <p>Step 5: Enter the name and number of your contact with the number pad.</p> <p>Step 6: Press  again to confirm</p> <p><i>Note: A maximum of 10 contacts can be stored in each phone set.</i></p> <p>~ To call contact</p> <p>Step 1: Press </p> <p>Step 2: Press  to select contact on the screen.</p> <p>Step 3: Press  to initiate a call</p>
<p>Call log</p> <p>~ To view call log</p>	<p>Step 1: Long press </p> <p>Step 2: Press  to view call log</p> <p><i>Note: A maximum of 10 call logs can be stored at the same time in each phone set.</i></p> <p>~ To call contact</p> <p>Step 1: Use  to select a contact from the call log.</p> <p>Step 2: Press  to initiate a call.</p>
<p>Select language</p>	<p>Step 1: Press </p> <p>Step 2: Press "6" to select "Settings", > "4" to select "Options" > "2" to select "Language".</p> <p>Step 3: Press  to select your desired language.</p> <p>Step 4: Press  to confirm.</p>

Features	Instructions
Volume adjustment ~ Speaker ~ Ringtone ~ Mute (on/off)	During a call, press  to adjust call volume Step 1: Press  Step 2: Press "6" to select "Settings", > "3" to select "Phone", > "1" to select "Ringing", > "2" to select "Volume" on the phone screen. Step 3: Press  to adjust the ringtone volume. Step 4: Press  to confirm During a call, press  to turn on/off mute feature.
Busy Call Back	When you reach a busy internal number, Step 1: Press  Step 2: Press "1" to select "Callback" on the screen. The "Busy Call Back" feature will be initiated. When the called number is available again, your phone will ring. After you picked up the phone, a callback will be initiated.
Hold call ~ To hold call ~ To retrieve call	During a call, press the preset "Hold Button"  Press the preset "Line Button" (the one occupied by the call being held)  to retrieve the call on hold.
Transfer call	Step 1: During a call with the 1st party, press the preset "Line Button" (whichever is available)  . Step 2: Enter the extension number of the 2nd party Step 3: Press the preset "Transfer" button  . Step 4: Hang up and the call will be transferred.
Conference call	Step 1: During a call with the 1st party, press the preset "Line Button" (whichever is available)  . Step 2: Enter the phone number of the 3rd party Step 3: After the 3rd party answers the call, press the preset "Conference Button"  and a 3-way conference call will be set up.
Call forwarding	<u>Forwarding calls to another number:</u> Step 1: Press  Step 2: Press "5" to select "Forward", > "1" to select "Immediate" on the screen. Step 3: Enter the number that incoming calls should be forwarded to. Step 4: Press  to confirm and all incoming calls will be forwarded to the phone number you entered. <u>Forwarding calls to voicemail:</u> Step 1: Press  Step 2: Press "5" to select "Forward", > "2" to select "Immediate -->VM" on the screen, then, all incoming calls will be forwarded to your voicemail system. <u>Cancel all call forwarding:</u> Step 1: Press  Step 2: Press "5" to select "Forward", > "4" to select "Cancel Fwd" on the screen, then, all call forwarding settings will be cancelled.
Do not disturb ~ To activate ~ To cancel	Step 1: Press  Step 2: Press "5" to select "Forward", > "3" to select "Do Not Disturb" on the screen. The calling parties will hear busy tone. Please refer to "Cancel All Call Forwarding" section.

Feature for Operator plan

Feature	Instructions
Night mode ~ To activate ~ To cancel	When night mode feature is ON, all incoming calls will be diverted to voicemail. Press the "F2" button, then press  Press the "F2" button (when the feature is activated)

Unified Messaging features

- Allows you to manage your voicemail and personal fax via Microsoft Outlook

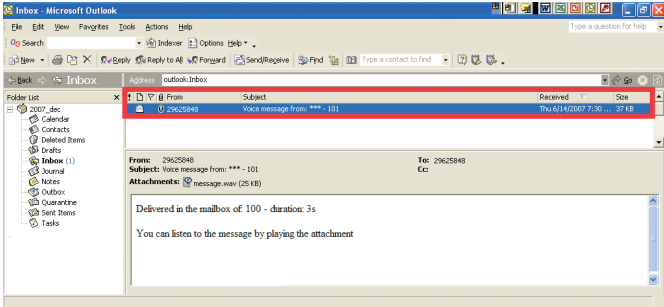
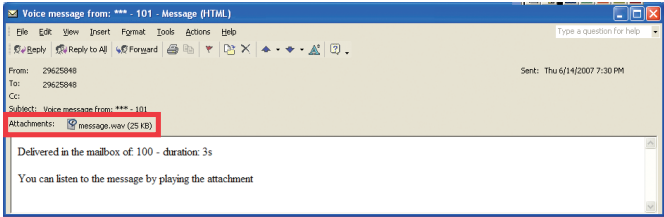
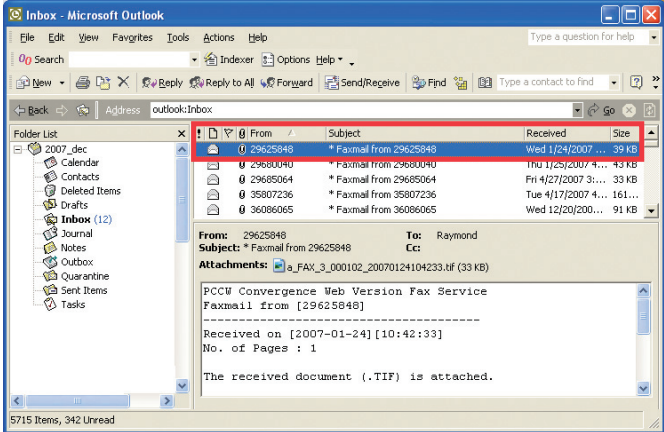
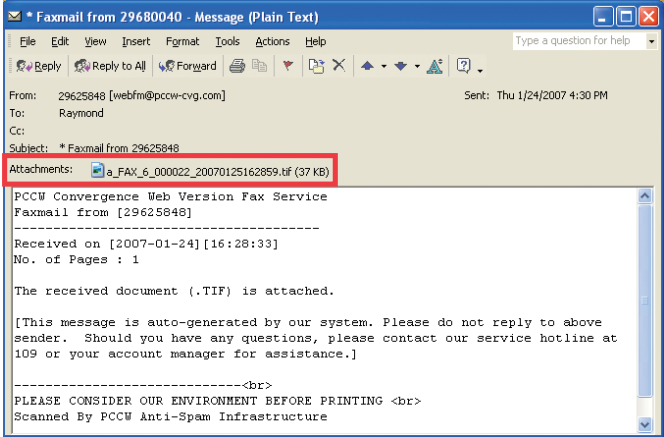
- Personal voicemail
- Personal fax

Call Manager - PIMphony features

- Allows you to manage your calls/personal phonebook/phone features via a user-friendly interface with your computer

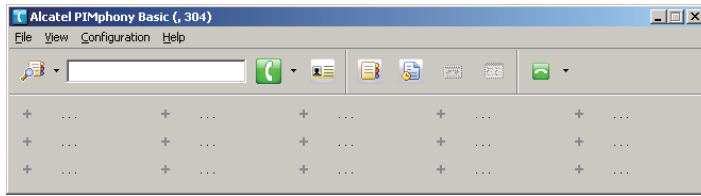
- Personal directory
- Call log
- Making a call
- Call deflect
- Busy call back
- Hold call
- Transfer call
- Conference call
- Set up a functional key for various features

Unified Messaging features

Features	Instructions
<p>Personal voicemail</p>	<p>All incoming voicemail will be received in email format and forwarded to your "Inbox" via Microsoft Outlook. The subject of the mail will be "Voice message from: XXXXXXXX" where X indicates your phone set extension number or name.</p>  <p>Listen to the voicemail Double-click the selected voicemail and open the attachment (.wav format) to listen to the voicemail.</p>  <p>You can also forward/reply to the voicemail via your email system.</p>
<p>Personal fax</p>	<p>Incoming personal fax will be received in email format and forwarded to your "Inbox" via Microsoft Outlook. The subject of the mail will be "Faxmail from XXXXXXXX" where X indicates the sender's fax no.</p>  <p>Viewing your personal fax Double-click the selected personal fax and you can view the document by opening the attachment. (.tif format)</p>  <p>You can also forward/reply to the personal fax via your email system.</p> <p>Notes:</p> <ol style="list-style-type: none"> For Boss / Secretary / Operator / Executive plan users, the system allows personal fax reception of a maximum of 50 pages per fax and 3 incoming personal fax can be received simultaneously. For Staff plan users, the system allows personal fax reception of a maximum of 20 pages per fax and only 1 incoming fax at one time.

Call Manager - PIMphony features

Call Manager - PIMphony Dialler Module

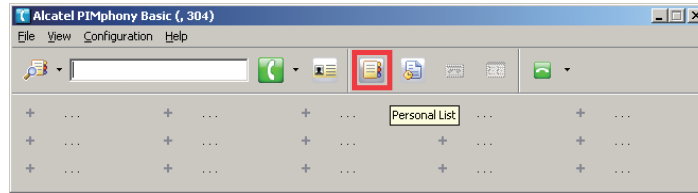


Features


Personal directory

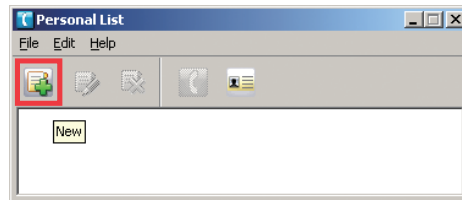
Instructions

To access, click  on the "Call Manager - PIMphony Dialler Module". The "Personal List Window" will pop up.




Add new entry

On the "Personal List Window", click , and then enter contact info in the contact info box.




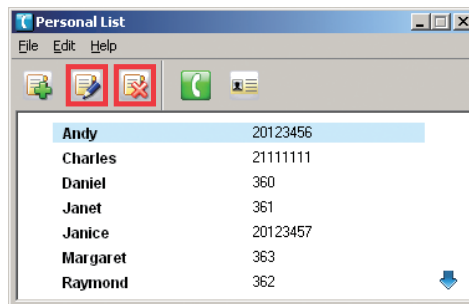
Note: A maximum of 400 contacts can be stored at the same time.

Modify an entry


On the "Personal List Window", highlight the selected entry and click . Then, you can modify the contact info in the contact info box.

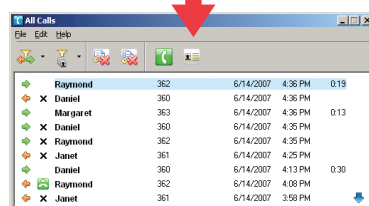
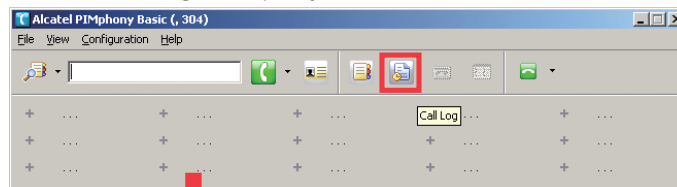
Delete an entry

On the "Personal List Window", highlight the selected entry and click . Then, the selected contact will be deleted.



Call log

On the "Call Manager - PIMphony Dialler Module", click , and a "Call Log" window will pop up.




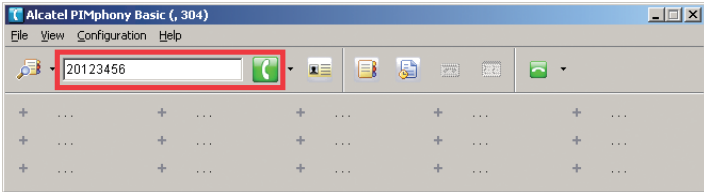
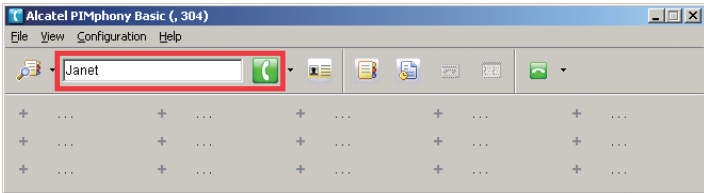
Note: A maximum of 400 call logs can be stored at the same time.

Features	Instructions
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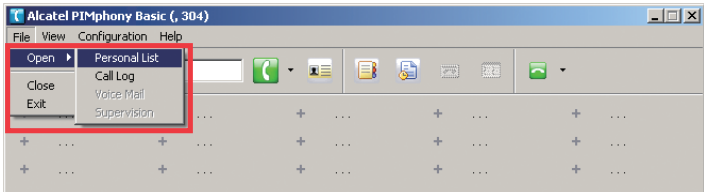
Making a call

Entering phone number or contact's name
 Step 1: On the "Call Manager - PIMphony Dialler Module", enter the phone number or the contact's name (available in personal directory) in "Dial" column


Step 2: Click  and a call will be initiated.


Select a contact from your personal list
 Step 1: On the "Call Manager - PIMphony Dialler Module", select "Personal List" under "File" > "Open" and a "Personal List Window" will pop up.

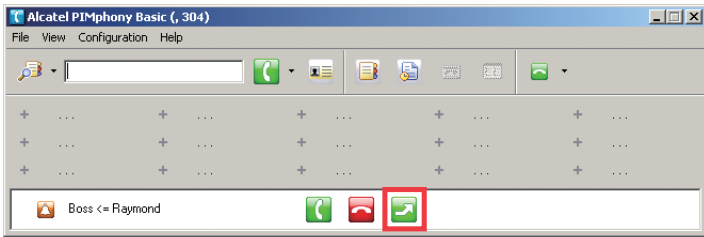


Step 2: Highlight the selected contact

Step 3: Click  and a call will be initiated.


Call deflect

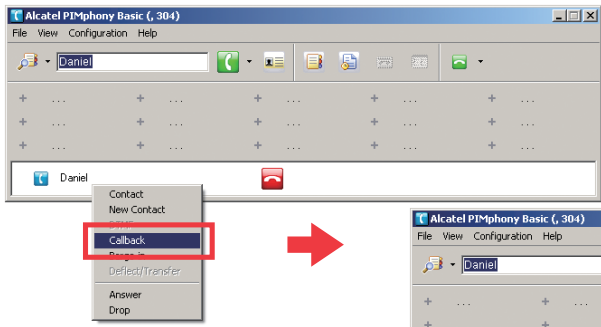
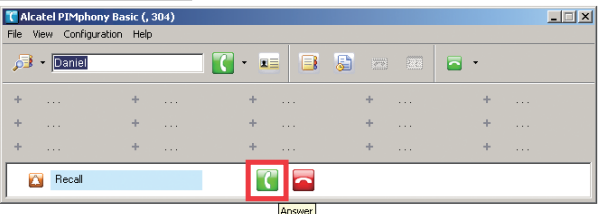
Step 1: When there is an incoming call, click  on the "Call Manager - PIMphony Dialler Module", a "Deflect to" window will pop up.



Step 2: Enter the phone number of the 2nd party.
 Step 3: Click the "OK" button to confirm and the call is deflected.

Busy call back
 (for internal numbers only)


When you reach a busy internal number, right-click the contact's name and select "Callback" on the "Call Manager - PIMphony Dialler Module". The "Busy Call Back" feature will be initiated. When the number is available again, a "Recall" entry will appear. Press  and a call back will be initiated.

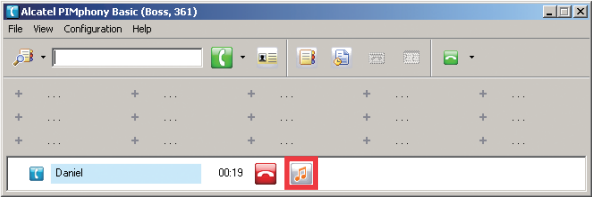



Features	Instructions
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Hold call
 ~ To hold call

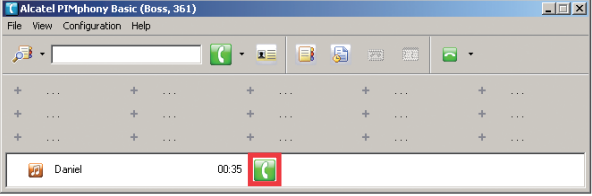
~ To retrieve call

During a call, click  on the "Call Manager - PIMphony Dialler Module", and the call will be placed on hold.



On Hold


To retrieve the call on hold, click 

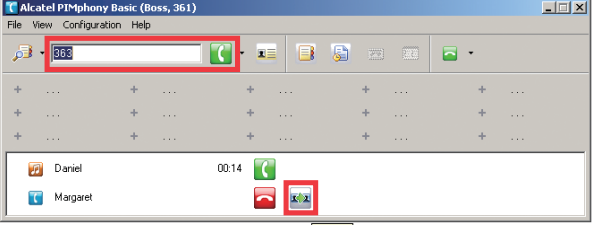


Reconnect

Transfer call

Step 1: During a call with the 1st party, put the call on hold (please check "Hold Call" section).
 Step 2: Initiate a call to the 2nd party.


Step 3: Click  on the "Call Manager - PIMphony Dialler Module", and the call will be transferred.

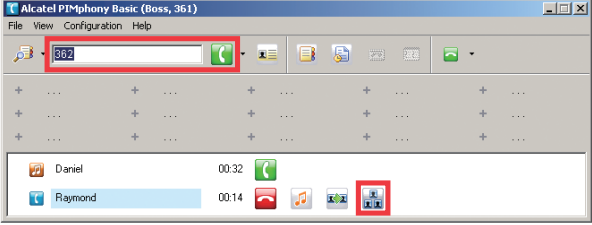


Transfer

Conference call


Step 1: During a call with the 1st party, place the call on hold (please check "Hold Call" section).
 Step 2: Initiate a call to the 3rd party

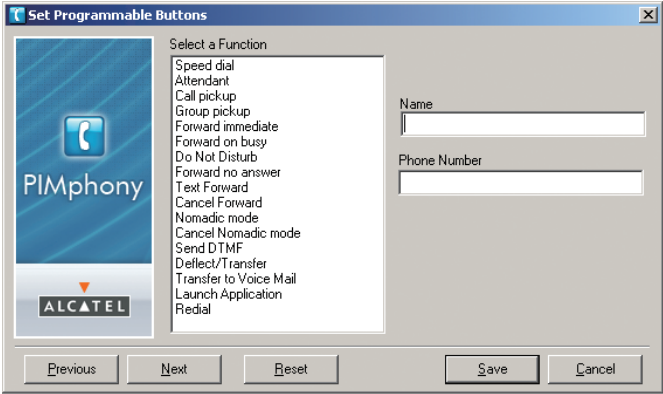
Step 3: Click  on the "Call Manager - PIMphony Dialler Module" and a 3-way conversation call will be setup.



Conference

Set up a functional key for various features

Step 1: Right click  at the bottom of the "Call Manager - PIMphony Dialler Module" and the "Set Programmable Buttons Window" will pop up.



Step 2: Highlight selected feature.
 Step 3: Enter the name (to be displayed on the button) and/or the phone number
 Step 4: Click the "Save" button to confirm