

OpenTouch® Suite for MLE

8018 DeskPhone

User Manual

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Introduction

Thank you for choosing your DeskPhone. We hope it will give you entire satisfaction. This model offers enhanced ergonomical features for more effective communication. It is compatible with teleworking. Consequently, it is perfect for use at your office in your enterprise or at home (teleworking).

This manual describes the services offered by the 8018 DeskPhone connected to an OmniPCX Enterprise system.

Audio encryption

Your deskphone supports telephony encryption. On a secured telephone network (Thales), voice and signaling are encrypted.



If the communication is encrypted, the following icon is displayed in the communication screen. The call in progress icon is replaced by this icon.

For more information, contact your installer or administrator.

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1 Getting to know your telephone

1.1 8018 DeskPhone



Your phone has 4 programmable keys with led and paper label. These keys are use to program a direct call. You can use the paper to describe the key.

1.2 Description of the connectors



10/100/1000 Gigabit Ethernet connector (LAN).

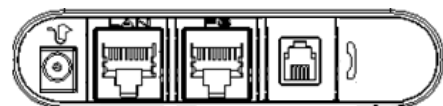
10/100/1000 Gigabit Ethernet connector (PC).

DC power jack for an external power adaptor.

RJ9 connector for a corded handset.



USB connector for headset.







1.3 Welcome screens

You can access all of your phone's features from these screens. The default display has three pages that you can access by selecting the corresponding tab at the top of the screen with the navigation keys. The selected page is highlighted.

- Menu.
- Perso.
- Info.



- **Menu page:**
Contains all features and applications, which are accessed by pressing the key corresponding to the desired feature or application. From this page it is possible to adjust the ringer volume, program the time of an appointment, lock the terminal, define the default page displayed and access telephone functions such as calling back one of the last numbers or intercepting calls.
- **Perso page:**
Contains call line keys (allowing supervision of calls) and programmable call keys.
- **Info page:**
Contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.
-  **Forward icon**
Press the key next to this icon allows you to program or change the transfer function.
 1.  Stationary white icon: No forwarding activated.
 2.  Rotating black icon: Forwarding activated.
-  Press the key in front of the label to select the corresponding feature.

1.4 Navigation

OK key:



- Use to validate your choices and options while programming or configuring.
- Use to validate an edited text.
- Use to switch off/on the screen when the phone is in idle mode.

Left-right navigator:



- Use to move from one page to another and display information about current calls (call in progress, calls on hold, incoming call).
- Use to navigate into a text box.

Up-down navigator:



Use to scroll through the content of a page.

Back/Exit/Backspace key:



- Use this key to go back to the previous step.
- Use this key to go back to the homepage (long press).
- Use this key to delete one number or character at a time.



1.5 Changing or updating the paper label

Removing the paper label

- Lift the protective cover at the notch and slide it up to take it out of its housing.
- Remove the paper label in the same way.
- Update or replace the paper label.



Inserting the paper label

- Insert the paper label from the top end, making sure it is placed correctly behind the notches.
- Put the protective cover back in the same way.







1.6 Status icons

Icons giving information about some specific configurations of the phone are displayed in the top bar of the screen.







	Headset connected.
	Telephone locked.
	Appointment programmed.

1.7 Call icons

Icons giving information about call status are displayed in the tabs of the communication window.

	Incoming call icon.
	Call in progress icon.
	Call in progress icon with encrypted audio.
	Call holding icon.

1.8 Features keys



	Mute and intercom key. During a call, press this key to stop your contact from hearing you. When idle, press this key to switch the phone to intercom mode. When you receive a call, the phone hooks off automatically and you go straight into handsfree mode. This key lights up blue when activated.
	Turn down the volume / Lower the contrast.
	Turn up the volume / Increase the contrast.
	Pressing this key answers an incoming call in handsfree mode (the key is blue). When a call is in progress, pressing this key switches from handsfree mode to headset or handset mode.
	Messaging key to access various mail services. This key flashes when you have a new event (voicemail, text message or callback request) and stays lit until all events have been acknowledged or deleted. Access the call log.
	The redial key is associated with the off hook key when the phone is in idle state. <ul style="list-style-type: none"> Last number redial (short press). Call back one of the last 8 numbers dialed (long press).

The hands-free mode can be deactivated by the administrator.

1.9 Preprogrammed keys




The 8018 DeskPhone uses 3 preprogrammed keys to access some features. In this case, the icon of the feature is printed on the paper. Use the feature by pressing the corresponding key. When activated, the LED corresponding to the key remains lit up. Press the corresponding key to deactivate it.

-  Alpha-numerical keypad.
Use this key to switch between alphabetic keyboard and numeric keyboard.
-  Programmable keys (F1 and F2 keys). A service or a direct call can be associated to these keys.

1.10 Alphabetic keypad



Your phone is equipped with alphanumeric keyboard. You can switch between numeric keyboard to dial number, and alphabetic keyboard to enter text by pressing the corresponding programmed key (usually the first programmed key).

-  Switch the keyboard to the alphabetic mode by selecting the associated programmed key. When activated, the LED corresponding to the key remains lit up.

- Enter alphabetic characters.

The number pad keys have letters that you can display by successive presses. The number is the last character in the series. Some special characters can be displayed by successively pressing the key:

	% \$ / ~ & () [] = *
	@ #
	space - _ 1
	+ . , ; : / \ ? ! 0

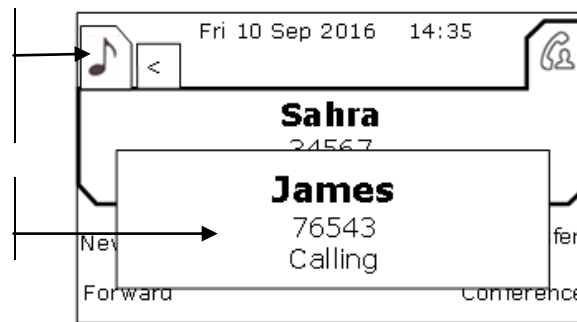


- Use navigation keys to move the cursor into the text.
- delete the last entered character. The alphabetic mode remains activated.
- Select the lit programmed key to return to the numeric mode.

1.11 Call management screen

Incoming call icon, Call in progress, Call on hold, ...

Incoming call and conversation presentation screen



Soft keys: actions available depending on the call status



Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, call on hold, arrival of new call). When a call is in progress, use the left-right navigator to look at calls on hold or incoming calls.



All features are accessible while the call is displayed on the screen. Use the Up and Down arrows to move up or down a page. These functions (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer function will not be available between a call in progress or a call on hold and an incoming call.



Used to switch from a telephone screen to an application screen. For example, it can be used while a call is in progress to search a number, program an appointment reminder, etc.



Press the key in front of the label to select the corresponding feature.


Calls can also be managed from the Perso page.

While the call is in progress, press the Back/Exit key and display the Perso page. Calls in progress or waiting calls are displayed on the different line keys. It is then possible to converse with the caller of your choice by pressing the key associated to the caller.

2 Using your telephone

2.1 Consulting the call log


At any time, you can consult all answered and unanswered incoming and outgoing calls.

-  Press the softkey associated with the call log feature.




Consulting all calls

All calls are displayed with an icon giving information on the type of call.







- Using the up and down navigation key to scroll through the log.
-  Display the contact information by pressing the key in front of the name. Information such as the name, phone number, date and time are displayed on the screen. You can choose to call the contact or clear the log.
 - *Recall*: Call back the contact.
 - *Delete*: Delete the entry.
 - *Delete all*: Delete the entire log

Delete all call logs:

- Use one of the following:
 -  Press the key associated with the icon:
 -  Display the contact information by pressing the key in front of the name. *Delete all*
 -  Press or select OK to confirm. All call logs are deleted.

2.2 Making a call

Use one of the following:

- Dial directly the number for your call.
- Lift the receiver › Enter the destination number.
-  Hands free › Dial the destination number.
- Programmed line key.
-  Search by name (access the search by name feature by selecting the alphabetic mode).
-  Redialing from the call log.
-  Redial last number

To make an external call, dial the outside line access code before dialing your contact number.




If the internal or outside number does not reply:

- *Announce* › Broadcast a message on the loudspeaker of the free terminal.
- *Call back* › Request callback to a busy terminal.
- *Text mail* › Send a written message.
- *Voice mail* › Leave a voice message.

The hands-free mode can be deactivated by the administrator

2.3 Receiving a call



Use one of the following:

- Lift the receiver.
-  or : Hands free.
- *Take call*.
- Press the key associated with the incoming call .

The hands-free mode can be deactivated by the administrator.

2.4 Using the telephone in 'Hands free' mode

Terminal idle:

-  Press and release › You are in hands free mode.
-  Terminate your call.



Call in progress:

- During a conversation
-  Press and release ›  You are in hands free mode.

During a conversation, you can lift the receiver without terminating the call.







To take the call back with the handset

Use one of the following:

- Lift the receiver.
-  Press and release 






The hands-free mode can be deactivated by the administrator.

2.5 Activating the loudspeaker during a conversation (handset lifted) - Loudspeaker.

- During a conversation.
-  Activate loudspeaker  The key lights up.
-   Adjust volume (9 levels).
-  Deactivate loudspeaker  The key is no longer lit.



Press and release the loudspeaker key to switch to hands free mode (light steady).

2.6 Calling your caller by name (company directory)

-  Switch the keyboard to the alphabetic mode by selecting the associated programmed key. When activated, the LED corresponding to the key remains lit up.
- Enter the name or initials or the surname and first name of your caller.
- Select the type of search you want (last name, last name and first name or initials)  Display of all the callers meeting the search criteria.
- Use one of the following:
 -   Display the previous and next names.
 - Select the name of the person you wish to call.
 -  Modify the search.


*Name must be entered in format name / space / first name.

2.7 Make calls via your programmed call keys


- Access the 'Perso' page.
-   Find the caller you want to call from the programmed call keys.
- Select the caller .


2.8 Redialing

Redialing the last number dialed (redial)

-  (short press) >> Last number redial.

Call back one of the last 8 numbers dialed

-  (long press).
- Select the number to redial from the last 8 dialed number.


 : Press the key associated with the trash icon to delete the list of callback requests (Press the key associated with the trash icon).

Other method


- Reach the 'Menu' page.
- [Redial list](#)
- Select the number to redial from the last 8 dialed number.

2.9 Call back an unanswered call

Callback requests

-  The message key flashes when you have a callback request.
- [Callback / xx Callbacks](#)
- Select a name or a number.
- [Recall](#)


If there is only one callback request, it is displayed directly.

 : Press the key associated with the trash icon to delete the list of callback requests (Press the key associated with the trash icon).



Call back the last caller

- Reach the 'Menu' page.
- [Events](#)
- [Last caller](#): Call back the last caller.


List of unanswered calls

- Use one of the following:
 -  [Unanswered call / xx Unanswered calls](#)
 - Reach the 'Menu' page.
[Events](#)
- Select the type of call:
 - [Unanswered int call / xx Unanswered int calls](#)
 - [Unanswered ext call / xx Unanswered ext calls](#)
- Select a name or a number.
- [Recall](#)
- To delete the selected item: [Delete](#)

Delete the list of unanswered calls

- Use one of the following:
 -  *Unanswered call / xx Unanswered calls*
 - Reach the 'Menu' page.
Events
- Select the type of call:
 - *Unanswered int call / xx Unanswered int calls*
 - *Unanswered ext call / xx Unanswered ext calls*
- Use one of the following:
 - Select an entry
Delete all
 -  Press the key associated with the trash icon (Press the key associated with the trash icon).

2.10 Requesting automatic callback if internal number is busy

- Internal number busy.
- *Call back* >> Callback request acknowledged.
- 

2.11 Receiving intercom calls

You can answer a call without lifting the receiver. When you receive a call, you are automatically connected in hands-free mode. The identity of the caller is displayed on the screen. You are alerted by a special tone.

To activate - Terminal idle:

-  >> Corresponding LED lights up.

When your caller hangs up, interphony mode remains active.

To deactivate - Terminal idle:

-  >> The corresponding LED goes out.

2.12 Sending DTMF signals


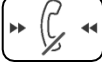


During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine.

- During a conversation.
- Use one of the following:
 - *Send DTMF*
 - Press the star key.
- Enter DTMF code.

The function is automatically cancelled when you hang up.

2.13 Mute, so that your caller cannot hear you

You can hear your caller but he/she cannot hear you:


- During a conversation.
-  Disable microphone >> The key lights up .
-  Resume the conversation >> The key is no longer lit .

3 During a conversation


3.1 Making a second call during a conversation

- During a conversation.
- *New call* >> The first call is on hold.
- Number of second caller.

Other methods for calling a second caller

- Dial directly the number for your call.
- Name of second caller.
-  Select the 'Redial' function.
- Programmed line key.


To cancel your second call and recover the first:

- You are in conversation with the second caller and the first one is on hold.
- Use one of the following:
 - *Enquiry off*
 -  Hang up.
- You are on the line with your first contact.




If you make an error, hang up: your telephone will ring and you will recover your first call.

3.2 Answering a second call during a conversation

This feature depends on your system.


- During a conversation, another person is trying to call you >> Name or no. of the caller displayed for 3 seconds.
- Use one of the following methods to answer the displayed call (Multiline set).
 -  Press the key associated with the incoming call.
 - *Take call*
- The first call is on hold.

To return to your first caller and end the conversation in progress.

-  >> The second call is ended.
- To return to the first contact, use one of the following
 -  Press the key associated with the incoming call.
 - 
 - Lift the receiver.

3.3 Switching between calls (Broker call)

During a conversation, a second call is on hold.

-  Press the key associated with the call on hold >> You are in conversation with the second caller and the first one is on hold.

3.4 Transferring a call

To transfer your call to another number:

- During a conversation.
- Calling a second person during a conversation >> The first call is on hold.
- You can transfer the call immediately or wait for your contact to answer before transferring the call.
- *Transfer*

Transfer between two outside calls is not generally possible (depends on country concerned and system configuration).

3.5 Three-way conference with internal and/or external callers (conference)

- During a conversation, a second call is on hold.
- *Confer.* >> You are in conference mode.

Cancel conference and return to first caller (If conference is active)

- *End conf.*

Hang up on all caller (If conference is active)

-  Hang up.

After the conference, to leave your two callers talking together:

- *Transfer*
-  Hang up.

3.6 Talk simultaneously to more than 2 callers

This feature depends on your system.

You are in a conference call with 2 callers. To add another caller to the conference:



- *Add*
- Dial the number of your caller (dial, directories, last numbers dialed...).
- Your caller answers.
- *Insert >>* You are on the line with the additional contact.

During a 3-way conference, you can add up to three additional participants.

3.7 Placing a call on hold (hold)

Exclusive hold:

During a conversation, you wish to place the call on hold and recover it later, on the same telephone.


- During a conversation.
- Use one of the following:
 -  Press the key associated with the call in progress icon.
 - *Put on hold >>* Your call is placed on hold .

Recover the call on hold:

-  Press the key associated with the call on hold.

Common hold:

To recover your call on any telephone in your system.

- During a conversation.
- *Hold >>* Your call is placed on hold .

Recover the call on hold from any telephone:

-  Press the key associated with the call on hold.

3.8 Placing an outside call on hold (parking)

You can place an outside call on hold and recover the call on another telephone:

- During a conversation.
- *Park the call*

A parking announcement message is displayed on the screen of the parking destination set.

To recover the parked call:

To automatically take the parked call, pick up the handset of the parking destination set.

- Reach the 'Menu' page.
- *Settings › My services › Consult › Call pick up services › Park/retrieve call*

If the parked call is not recovered within a preset time (default value 1 min 30), it is transferred to the operator.

3.9 Intrusion into an internal conversation

Your caller's line is busy. If the number is not 'protected' and if authorised, you can intrude into the call:

- *Intrusion*
- Same key to exit (*Intrusion*).

Protection against intrusion:

- Press programmed key (The programmed key has to be configured by the system).
- Enter caller's number.

Protection is cancelled when you hang up. .

3.10 Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:

- During a conversation.
-   Adjust audio volume.

3.11 Signal malicious calls

This key lets you signal a malicious call. If this call has an internal source, it is signalled to the system by a special message.

- You receive a malicious call.
- *Malicious*

4 'Meet me' conference

The 'Meet me' function is used to set up a conference with a maximum of 29 persons (maximum value is configured in OXE system, it can be 7, 15 or 29).

4.1 Initiate a 'Meet me' conference

In order for the participants to join the conference, you must first decide on a meeting time for the conference and send them the access code.

- Enter the 'Meet me' conference prefix. It is defined by the administrator during system configuration. If necessary you may need to contact your administrator.
- Enter the conference access code.

The conference is set-up. Participants must enter this access code to join the conference call. Send the conference call access code to the participants.

In case of network connected OXE systems, to initiate a 'Meet me' conference with a distant OXE system, you have to enter a phone number of distant OXE system after prefix, to locate the conference. For more information, contact your administrator.

4.2 Join a 'Meet me' conference

Once set-up by the conference initiator, other participants can join the 'Meet me' conference.

- Enter the joining code for the 'Meet me' conference. This code is defined by the administrator during system configuration. If necessary you may need to contact your administrator.
- Enter the conference access code.
Conference access code: 'x' digits code defined by the conference master and communicated to the participants so that they can join the conference.
- You are in conference mode.

An audible beep sounds when a participant joins the conference.

You cannot join a conference if there are already the maximum number of participants.

If you cannot directly reach the conference, you have to call first an internal user or an automatic operator. This one dials the call number for joining the 'Meet-me' conference and then transfers your call (10 seconds).

5 Sharing

5.1 Answering the general bell

When the operator is absent, outside calls to the operator are indicated by a general bell. To answer:

- Reach the 'Menu' page.
- *Settings › My services › Consult › Call pick up services › Night service call pick up*

5.2 Manager/Assistant filtering

System configuration allows 'Manager/Assistant' groups to be formed, so that the manager's calls can be directed to one or more assistants.

The programmed key has to be configured by the system.

From the manager or assistant telephone:

- Press programmed key >> Incoming calls are filtered by a chosen person (assistant, etc.).
- Same key to cancel.

Filtering is indicated on the manager's telephone by the icon corresponding to the 'screening' programmed key.

5.3 Call pick-up

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

If the telephone ringing is in your own pick-up group:

- Reach the 'Menu' page.
- *Settings › My services › Consult › Call pick up services › Group call pick up*

If the telephone ringing is not in your pick-up group:

- Reach the 'Menu' page.
- *Settings › My services › Consult › Call pick up services › Individual call pick up*
- Number of telephone ringing.

The system can be configured to prevent call pick-up on certain telephones.

5.4 Hunting groups

Hunting group call:

Certain numbers can form a hunting group and can be called by dialling the group number.

Temporary exit from your hunting group:

- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consult](#) › [Additional services](#) › [Leave hunting group](#)
- Enter your group number.

Return into your group:

- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consult](#) › [Additional services](#) › [Go into hunting group](#)
- Enter your group number.

Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

5.5 Calling an internal caller on his/her pager

The number called does not answer and you know that the person called has a pager:

- Dial the destination number.
- [Paging](#)
- Dial the destination number ›› Paging in progress is displayed.

Your caller can answer from any telephone in the system.

5.6 Answering a call on your pager

A call on your pager can be answered from any telephone within the system.

- Your pager beeps.
- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consult](#) › [Paging](#) › [Paging services](#)
- Your extension number.


5.7 Calling a caller on his/her loudspeaker

Your internal caller does not answer. If authorised, you can remotely activate your caller's phone:

- Your caller does not reply.
- *Announce* >> You are connected to the loudspeaker on your caller's phone (if he/she has the hands free function).

5.8 Sending a written message to an internal contact

123<>abc Use the alpha-numeric keyboard key to switch between the numeric and alphabetic keyboard.

-  *Text mail /new text message /new text messages*
- *Send*
- Use one of the following:
 - Enter the number of the terminal to receive the message.
 - **123<>abc** Enter the first letters of the name.
- Choose the type of message.

Sending predefined message

- *Predefined msg*
- Select a predefined message.
- *Apply*

Sending a message to complete

- *To complete*
- Select a predefined message to complete.
- **123<>abc** Complete your message.
- *Apply*



Sending a new message

- *Msg to create*
- **123<>abc** Write your message.
- *Apply*



Sending the previous message

- *Previous msg*
- *Apply*

5.9 Send a voice message copy

- 
- *Voice mail / new voice message / new voice messages*
- Enter your personal code >> Display number of new and old messages.
- *Consult > Forward msg*
- Number to be called /caller's name (*Spell name* / ).
- *Send >>* Send message.
- *Exit >>* End of broadcast.

5.10 Sending a recorded message to a number or a distribution list

- 
- *Voice mail / new voice message / new voice messages*
- Enter your personal code >> Display number of new and old messages.
- *Send*
- Record your message.
- *Exit >>* End of recording.
- Number to be called /caller's name (*Spell name* / ).
- *Send >>* Send message.
- *Exit >>* End of broadcast.

5.11 Broadcasting a message on the loudspeakers of a station group

A message not requiring an answer can be broadcasted on the loudspeakers within your broadcast group:



- Off hook.
- Number of broadcast group >> Speak, you have 20 seconds.
-  Hang up.

The message will only be broadcast on terminals not in use and which have a loudspeaker.

6 Keep in touch

6.1 Forwarding calls to another number (immediate forward)



The number can be your home, mobile, voice mailbox or an internal extension (operator, etc.).

-  Press the key associated to the forward icon.
- *Imm fwd*
- Number to be called >> Forward is acknowledged.
- 

You can make calls, but only the destination number can call you.



If the associated number is defined, you can directly select it as the forwarding destination.

6.2 Forwarding your calls to your voice message service

-  Press the key associated to the forward icon.
- *Imm fwd to VM* >> Forward is acknowledged.
- 

6.3 When you return, consult recorded messages

You are notified of a new event when the message key is flashing.

- 
- *new voice message / new voice messages*
- Enter your personal code >> Display name of sender, with date, time and ranking of message.
- *Consult* >> Listen to message.
- When you have listened to the message, do one of the following.
 - *Replay* >> Replay message.
 - *Erase* >> Erase message.
 - *Call back* >> Call back sender of message.
 - *Save* >> Archive the message.
 -  / *Exit* >> Terminate consultation.

6.4 Forwarding calls to your pager


Callers will thus be able to contact you while you are moving around the company:

- Press programmed key (The programmed key has to be configured by the system) » Forward is acknowledged.

6.5 Forwarding your calls from the receiving terminal ('Follow me')

You wish to receive your calls in your present location:

Use the 'Follow me' function.

-  Press the key associated to the forward icon
- *Other fwd » Remote immed forward*
- Enter the destination number.
- Enter the phone number to forward.
- Forward is acknowledged.

If you have a key programmed with this feature, you can access the feature directly.


If the associated number is defined, you can directly select it as the forwarding destination.

6.6 Applying a selective forward

You can forward your primary number and your secondary number or numbers to different sets.

- Reach the 'Menu' page.
- *Settings » My services » Consult » Forward services*
- Select the number to forward
 - *Principal line selection*
 - *Second line selection*
- Number receiving forward.

6.7 Cancelling all forwards

-  Press the key associated to the forward icon.
- *Deactivate » Deactivate forward*


To cancel all forwards, you can programme another type of forward too.

6.8 Cancelling a specific forward

- Programmed key corresponding to type of forward (group or selective).

6.9 Forwarding calls

Callers will thus be able to contact you while you are moving around the company:


- Use one of the following:
 -  Press the key associated to the forward icon
 - Reach the 'Menu' page › *Forward*
- *Other fwd*
- Select the forward type to program.
 - *Forward on busy*
 - *Forward on no reply*
 - *Forward on busy/no reply*
- Number receiving forward ›› Diversion is acknowledged.

If you have a key programmed with this feature, you can access the feature directly.

If the associated number is defined, you can directly select it as the forwarding destination.

6.10 Do not disturb

You can make your terminal temporarily unavailable for all calls.

-  Press the key associated to the forward icon
- *Not disturb*
- Enter code to activate the feature.
- *Apply* ›› Forward is acknowledged.


Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.

To deactivate the Do not disturb feature, follow the same procedure.

6.11 Leaving a recorded message for internal callers

You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.

123<>abc Use the alpha-numeric keyboard key to switch between the numeric and alphabetic keyboard.

- 
- *Text mail /new text message /new text messages*
- *Fwd to text*
- Choose the type of message.

Sending predefined message

- *Predefined msg*
- Select a predefined message.
- *Apply*


Sending a message to complete

- *To complete*
- Select a predefined message to complete.
- **123<>abc** Complete your message.
- *Apply*

Sending a new message



- *Msg to create*
- **123<>abc** Write your message.
- *Apply*

To deactivate the forward to text feature:

- 
- *Text mail /new text message /new text messages*
- *Deact fwd text >>* The text message is displayed.
- *Deactivate*

6.12 Consulting written messages

The light indicates that messages have been received.

-  *>>* Number of messages received.
- *new text message /new text messages*
- *Read message >>* Display name of sender, with date, time and ranking of message.
- Use one of the following:
 - *Recall >>* Call back sender of message.
 - *Save message >>* Record message.
 - *Next message >>* Next message.
 - *Text answer >>* Answer with a text message.
 -  *>>* Terminate consultation.

7 Managing your charges

7.1 Charging your calls directly to business accounts

You can charge the cost of your outside calls to business account numbers.


- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consult](#) › [Additional services](#) › [Business account code](#)
- Number of business account.
- Number required.

7.2 Finding out the cost of an outside call made for an internal user from your terminal

- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consult](#) › [Consultation & callbacks](#) › [Charging informations](#)

8 Programming your telephone

8.1 Initializing your voice mailbox

- Light flashes.
- 
- Enter your personal code then record your name according to voice guide instructions.

Your personal code is used to access your voice mailbox and to lock your telephone.


A weak personal code will be rejected by the system:

- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).

Make sure you choose a strong password with at least 4 digits. The list of weak passwords provided does not contain all the possibilities.

8.2 Customizing your voice greeting


You can replace the greeting message by a personal message.

- 
- *Voice mail / new voice message / new voice messages*
- Enter your personal code.
- *Perso options* » *Greeting msg* » *Perso greeting* » Record message.
- *End* » End of recording.
- Use one of the following:
 - *Accept* » Apply.
 - *Restart* » Re-record a message.
 - *Replay* » Replay message.

To return to the default message.

- *Normal prompt*

8.3 Modify the password for your phone set

- Reach the 'Menu' page.
- *Settings* » *Phone* » *Password*
- Old code (4 digits).
- *Apply*
- New code (4 digits).
- *Apply*
- Enter new password again to confirm.
- *Apply*
- 



This code acts as a password controlling access to programming functions and the user 'Set Locking' function (code by default: 0000).

A weak personal code will be rejected by the system:

- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).

Make sure you choose a strong password with at least 4 digits. The list of weak passwords provided does not contain all the possibilities.

8.4 Modify the password for your voice mailbox

- 
- *Voice mail / new voice message / new voice messages*
- Enter your personal code.
- *Perso options > Admin options > Password > My password*
- New code (4 digits).
- *Apply*
- 

As long as your voice mailbox has not been initialized, personal code is 0000.

A weak personal code will be rejected by the system:




- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).

Make sure you choose a strong password with at least 4 digits. The list of weak passwords provided does not contain all the possibilities.




8.5 Adjusting the audio functions

- Reach the 'Menu' page.
- *Settings > Phone > Ringing*
- Enter your password (if required) and apply.



Choose the tune

- Select the type of call to which the ringing is to be associated.
 - *Internal call*
 - *External call*
- Select the melody of your choice (16 tunes).
- 
-  End.
-  To adjust other audio features.



Adjusting the ringer volume

- *Volume*
-  Select the volume you want: (12 levels).
-  End.
-  To adjust other audio features.



Activate/deactivate silent mode

- *More*
 - ☐ *Silent mode >>* To activate.
 - ☒ *Silent mode >>* To deactivate.
-  End.
-  To adjust other audio features.



Activate/deactivate meeting mode (progressive ringing)

- *More*
 - ☐ *Progressive ringing* >> To activate.
 - ☒ *Progressive ringing* >> To deactivate.
-  End.
-  To adjust other audio features.





Activate/deactivate discreet ring mode

- *More*
 - ☐ *1 beep before ringing* / ☐ *3 beep before ringing* >> To activate.
 - ☒ *1 beep before ringing* / ☒ *3 beep before ringing* >> To deactivate.
-  End.
-  To adjust other audio features.

Adjust ringer volume while a call arrives



- Your telephone rings.
-   Adjusting the ringer volume.

8.6 Adjusting the contrast of the display



- Reach the 'Menu' page.
- *Settings > Phone > Contrast*
-   Decrease or increase the contrast of the display.
- 
- 

8.7 Selecting the welcome page

This function is used to choose the page displayed by default on the telephone.

- Reach the 'Menu' page.
- *Settings > Phone > Homepage*
- Enter your password (if required) and apply.
- Select the default page (menu, perso, info, Last page visited).
- 
- 

8.8 Selecting language

- Reach the 'Menu' page.
- *Settings > Phone > Language*
- Enter your password (if required) and apply.
- Select the language of your choice.
- 
- 

8.9 Program the keys for the Perso page

123<>abc Use the alpha-numeric keyboard key to switch between the numeric and alphabetic keyboard.

You can program the 'Perso' page keys for call numbers and functions.

- Access the Perso page using the navigator.
- Press the key you want to program.
- Enter your password (if required) and apply.

To program a number

- *Speed dial*
- Enter the number.
- *Apply*
- **123<>abc** Enter the name of the key.
- *Apply*

To program a function

- *Services* >> Follow information displayed on the screen.

8.10 Programming direct call keys (programmed keys with LEDs and F1/F2 keys)

The phone has four programmed keys with LEDs and a phone label, and two F1/F2 keys.

- Press a programmable key if the key is not programmed yet.
- Enter your password (if required) and apply.

To program a number

- *Speed dial*
- Enter the number.
- *Apply*
- **123<>abc** Enter the name of the key.
- *Apply*

To program a function

- *Services* >> Follow information displayed on the screen.

Write name of the key on the phone label.

8.11 Modify the programmed key

- Reach the 'Menu' page.
- *Settings* > *Phone* > *Key program*
- Enter your password (if required) and apply.

Modify a programmed direct call keys (programmed keys with Leds and F1/F2 keys)

- Select the programmed key to modify.
- *Modify*
 - *Speed dial*
 - *Services*

**Modify a programmed key on perso page**

- *Prog perso page*
- Access the 'perso ' page if necessary.
- Select the programmed key to modify.
- *Modify*
 - *Speed dial*
 - *Services*

**8.12 Delete a programmed key**

- Reach the 'Menu' page.
- *Settings > Phone > Key program*
- Enter your password (if required) and apply.

Delete a programmed direct call keys (programmed keys with Leds and F1/F2 keys)

- Select the key to delete.
- *Delete*


**Delete a programmed key on perso page**

- *Prog perso page*
- Access the 'perso ' page if necessary.
- Select the key to delete.
- *Delete*

8.13 Programming an appointment reminder

You can define the time of a temporary reminder (one in 24 hours).

- Reach the 'Menu' page.
- *Appoint*
- Enter time of appointment.
- Enter the number of the phone that will be alerted at the programmed time.

 The 'Appointment programmed' icon is displayed on the welcome page of the phone that will be alerted.

At the programmed time, your phone rings:

-  / 

If your calls are forwarded to another terminal, the forward is not applied to the reminder call.

The 'Appointment programmed' icon is displayed on the welcome page of the phone that will be alerted.

To cancel your reminder request:

- Reach the 'Menu' page.
- *Appoint > Delete*



The 'Appointment programmed' icon disappears from the welcome page.

8.14 Identify the terminal you are on

The number of your telephone is displayed on the 'Info' page.

8.15 Lock / unlock your telephone



This icon indicates that the phone is locked.

- Reach the 'Menu' page.
- *Lock*
- Enter your password >> Your telephone is locked/unlocked.



8.16 Install a USB accessory (Headset, Handsfree, Loudspeaker)

- Connect the accessory to the USB connector.
- When you plug the accessory in the USB port, the USB accessory is automatically detected. If necessary, you can also select the accessory type in the audio settings:
- Reach the 'Menu' page.
- *Settings > Phone > USB*
- Enter your password (if required) and apply.
- Select the type of device connected to the USB.
 - *Headset*
 - *External hands-free*
 - *External loudspeaker*



8.17 Call the associated set

The number of another set can be associated with your set number (See Modify the associated number). To call it:

- Reach the 'Menu' page.
- *Settings > My services > Consult > Associate services > Call associate*



- Start the call.

8.18 Forward your calls to the associated number

If you have previously defined an associated number, you can forward your calls to this number.

- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consult](#) › [Associate services](#)
- Use one of the following:
 - [Overflow to associate](#) ›› For forwarding when you do not answer.
 - [Overflow if busy](#) ›› For immediate forwarding when your line is busy.
 - [Overflow if busy/no rep](#) ›› For forwarding if you do not answer or if you are busy.
 - [Deact overflow to assoc](#) ›› To cancel the forwarding to associate function.
- [Apply](#)



: You can also use the forwarding service to forward your calls to the defined associated number.

8.19 Modify the associated number

The associated number can be a phone set number, the voice mail number or the pager number.

- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Associate](#)
- Enter your password.
- [Apply](#)
- [Modify](#)
- Use one of the following:
 - Enter the new associated number.
 - [Speed dial](#) › Select the number of your choice

›› Acceptance of the programming is displayed.

8.20 The Tandem configuration

This configuration lets you group two sets under a single call number. Your set is then the main set and the second set, usually a DECT set, is the secondary set. Each set has its own directory number, but the tandem number is that of the main set. When you receive a call, the two sets ring simultaneously. When one of the sets answers, the other set stops ringing. When all the lines of the main set are busy, the secondary (DECT) set does not ring. The secondary set can still be called by its own number, but in this case, the tandem function will no longer be taken into account. Most of the functions are common to the two sets, for example: forwarding, meet-me reminder, the various messages, etc., while others are specific to each set, for example: individual directory, last number redial, out of service, set padlock, etc. For more information regarding this configuration, contact the person in charge of your installation.

8.21 Create, modify or consult your intercom list (max. 10 numbers)

- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Interphony](#)
- Enter your password.
- Select an entry.
- Follow the on-screen instructions.

8.22 Configure your phone for teleworking

Your IP phone is compatible with teleworking (VPN) via a secure connection (encrypted). In this mode, all features available at your office will be ready for use remotely.

If the telephone system of your enterprise is configured to accept remote workers (system and infrastructure), you have to configure your deskphone to be ready for teleworking. Your installer has to give you all information to configure your deskphone.

You have to:

- Enable VPN.
- Enter the remote VPN server information.
- Enter the TFTP server information (optional).
- Enter authentication.
- Setup the VPN start preferences.

8.22.1 First connection as teleworking

When you connect your deskphone for the first time remotely, you are prompted to set a PIN code.





The PIN code is requested when you enter in the VPN configuration (submenu) or when you boot your deskphone (depending on the VPN configuration).

The PIN code is retained during the session so that you can access the VPN configuration without having to re-enter your PIN code until you exit the VPN configuration.

Before configuring your phone for teleworking, check if you have all the information from your administrator.

To configure your deskphone:






- Connect your deskphone to the network (and plug in the power jack if you are using an external power adapter).
- When the deskphone displays the 'Step 2' during the boot, repeatedly press the '*' and '#' keys in succession until a menu is displayed.
- [VPN](#) (Scroll down the menu).
 - [VPN Config](#)
 - Enter the new PIN Code.
 - ☒ Validate.
 - **123<>abc**: Switch the keyboard to the alphabetic mode when you have to enter text.
 - [Enable VPN](#): you have to activate this option to use your deskphone for teleworking.
 - [Server](#): enter the address of the VPN server.
 - [PSK](#): enter the pre-shared key to establish a secure connection with the VPN server. The PSK can be unique for all remote workers on a same installation or can be specific to each remote worker. In the first case, the VPN authentication has to be enabled.

- *VPN Tftp* › *Use TFTP servers, tftp1, tftp2,port*: if the TFTP servers are required, activate this option and enter the addresses and port of the TFTP servers.
- *VPN Auth* › *Use Authentication, User, Pass*: activate this option if a logon to the VPN server (username and password) is required. The VPN authentication can be disabled in case a specific PSK is used for each remote worker.
- *VPN Pincod* › *Request Pin on Boot*: if this option is activated, the PIN code is required when you boot your deskphone. We recommend you activate this option.
-  Select this icon to return to the main menu.
-  Select this icon to save parameters.
- The VPN configuration is saved and the main menu is displayed.
-  select this icon to exit the configuration menu. The deskphone restarts.
- Enter the PIN code if you have selected the option (*Request Pin on Boot*).
-  Validate.
- Your deskphone is ready for teleworking.

If you leave the PIN code request menu when the phone is starting, the phone will start without VPN activated.

8.22.2 Change the configuration

You have to change a parameter of the VPN configuration.


- Restart the deskphone (unplug and plug in the power jack if you are using an external power adapter or the Ethernet connector – LAN).
- When the deskphone displays the 'Step 2' during the boot, repeatedly press the '*' and '#' keys in succession until a menu is displayed.
- *VPN* (Scroll down the menu).
- Select a submenu to change the configuration (*VPN Config, VPN Tftp, VPN Auth, VPN Pincod*).
- Enter your PIN code (if an administrator password is defined by the system, you can use it to access to the VPN configuration by selecting: *Use Password*).
-  Validate.
- Change parameters ( 123<>abc: Switch the keyboard to the alphabetic mode when you have to enter text).
-  Select this icon to save parameters.
- The VPN configuration is saved and the main menu is displayed.
-  select this icon to exit the configuration menu. The deskphone restarts.
- Enter the PIN code if you have selected the option (*Request Pin on Boot*).
-  Validate.
- Your deskphone is ready for teleworking.

8.22.3 PIN code

The PIN code is composed of 4 digits. You can access the VPN configuration by entering the PIN code or the administrator password if defined by the system. Depending on the VPN configuration, the PIN code is requested when you boot your deskphone. We recommend you enable this option for security reasons and if you need your phone in remote and in business place (See 8.22.6 Reconnect your deskphone in your business place).



If the PIN code is incorrect 5 times in succession, the PIN code and VPN parameters will be erased. If no administrator password is defined by the system, the PIN code is required to access VPN configuration.

8.22.4 Reset your PIN code

- Restart the deskphone (unplug and plug in the power jack if you are using an external power adapter or the Ethernet connector – LAN).
- When the deskphone displays the 'Step 2' during the boot, repeatedly press the '*' and '#' keys in succession until a menu is displayed.
- *VPN* (Scroll down the menu).
- *VPN Pincod*
- Enter your PIN code.
- ☒ Validate.
- *Set new Pincod*: enter the new PIN Code.
- ☒ Select this icon to save parameters.
- The VPN configuration is saved and the main menu is displayed.
-  select this icon to exit the configuration menu. The deskphone restarts.
- Enter the PIN code if you have selected the option (*Request Pin on Boot*).


8.22.5 Reconnect your deskphone in your business place

Your phone is already configured for teleworking.

- Connect your deskphone to the network (and plug in the power jack if you are using an external power adapter).
- If the option to enter PIN code when you boot your deskphone is enabled in the VPN configuration (*Request Pin on Boot*):
 - The PIN code is requested.
 -  Select this icon to go back.
 - The phone restarts in normal mode. The VPN is temporary disabled until the next reboot.
- If the option is not enabled:
 - When the deskphone displays the 'Step 2' during the boot, repeatedly press the '*' and '#' keys in succession until a menu is displayed.
 - *VPN > VPN Config*
 - Enter your PIN code.
 - ☒ Validate.
 - *Enable VPN*: Disable the teleworker.
 - ☒ Select this icon to save parameters.
 - The VPN configuration is saved and the main menu is displayed.
 -  select this icon to exit the configuration menu.
 - The phone restarts in normal mode.

8.22.6 Reconnect your deskphone in remote place

Your phone is already configured for teleworking but it was connected in your place of business. You need to reconnect it in a remote place.

- Connect your deskphone to the network (and plug in the power jack if you are using an external power adapter).
- If the option to enter PIN code when you boot your deskphone is enabled in the VPN configuration (*Request Pin on Boot*):
 - The PIN code is requested.
 - Enter PIN code.
 - ☒ Validate.
 - The phone starts as teleworker.
- If the option is not enabled (*Request Pin on Boot*).
 - When the deskphone displays the 'Step 2' during the boot, repeatedly press the '*' and '#' keys in succession until a menu is displayed.
 - *VPN > VPN Config*
 - Enter your PIN code.
 - ☒ Validate.
 - *Enable VPN*: Enable the teleworker.
 - ☒ Select this icon to save parameters.
 - The VPN configuration is saved and the main menu is displayed.
 -  select this icon to exit the configuration menu.
 - The phone starts as teleworker.

8.23 Contacting your administrator

If necessary you may need to contact your administrator.

Before contacting your administrator make sure you have information such as your phone's part number and software version to hand.

The part number

The phone's part number is located under the foot of the phone.

Software version

The software version can be viewed on the phone by following this path:

- *Settings > Options > Version*

9 Use the telephone in SIP or 'Safe ' mode

Your telephone is compliant with the SIP standard and can be used in simplified mode in a SIP environment.

According to the configuration the telephone system of your company, your phone set can automatically switch to 'safe ' mode in case of loss of connection with the system, in order to ensure continuity of service. Then, your telephone is running in SIP mode until the connection with the telephone system of your company is re-established.

In SIP mode, each telephone is identified by a character string called the URI. Within your company, the URI of your caller is usually the caller's telephone number.

For more information, contact your installer or administrator.



The SIP mode is only available for 8 Series.

Pre-programmed function keys are disabled in SIP mode.

9.1 Making a call

9.1.1 Take the line

Use one of the following:

- Lift the receiver › Enter the destination number.
-  Hands free › Dial the destination number.
-  Line key › Dial the destination number.




›› You hear a tone.

9.1.2 Call by dialing internal number of your caller

Use one of the following:

- Dial directly the number for your call.
- Take the line › Dial the destination number › *Call*

9.1.3 Call using your caller's URI


- Take the line.
- *Dial by URI*
-   Enter your caller's URI.
-  / *Call*

In SIP mode, each telephone is identified by a character string called the URI. Within your company, the URI of your caller is usually the caller's telephone number.

9.2 Make a call using the personal phone book

- Use one of the following:
 - *Directory*
 - Take the line › *From directory*
- Select your caller from the list.
- *Call*


9.3 Redialing the last number dialed

-  Redial key (short press) >> Last number redial.

9.4 Receiving a call


9.4.1 Stop the ringer

Use one of the following:

-  Press this key once.
- *Silence*




9.4.2 Reject the call displayed

Use one of the following:



-  Press this key twice.
- *Reject call*

9.4.3 Answer the call

Use one of the following:



- Lift the receiver.
-  Hands free.
- *Take call*
-  Select the 'incoming call' icon.
-  Line key.

9.5 Making a second call during a conversation

- During a conversation.
- Use one of the following:
 - *New call* >> The first call is on hold.
 -  Free line key.
- Use one of the following:
 - Number of second caller.
 - *Dial by URI* >> Call using your caller's URI.
 - *From directory* >> Call from your personal directory.
 -  Redialing the last number dialed.



In SIP mode, each telephone is identified by a character string called the URI. Within your company, the URI of your caller is usually the caller's telephone number.

9.5.1 To cancel your second call and recover the first:



- You are in conversation with the second caller and the first one is on hold.
- Use one of the following:
 - *Enquiry off*
 -  Hang up
- Use one of the following:
 -  Line key with light flashing
 - *Retrieve*

» You are on the line with your first contact

9.6 Answering a second call during a conversation

- During a conversation, another person is trying to call you » Name or no. of the caller displayed for 3 seconds.
- Use one of the following methods to answer the displayed call.
 -  Line key for which icon is flashing.
 -  Line key with light flashing.
 - *Take call*
- The first call is on hold.


To return to your first caller and end the conversation in progress

- Use one of the following:
 - *Enquiry off*
 -  Hang up.
- Use one of the following:
 -  Line key with light flashing.
 - *Retrieve*



» You are on the line with your first contact

9.7 Placing a call on hold (hold)

During a conversation, you wish to place the call on hold and recover it later, on the same telephone.

- During a conversation.
- *Put on hold* » Your call is placed on hold .

Recover the call on hold:

- Use one of the following:
 -  Line key with light flashing.
 - *Retrieve*
 -  Line key for which icon is flashing.

9.8 Switching between calls (Broker call)



During a conversation, a second call is on hold.

- Select the contact on hold >> You are in conversation with the second caller and the first one is on hold.

9.9 Transferring a call

- You are in communication with a first caller.
 - Calling a second person during a conversation >> The first call is on hold.
 - *Transfer to* >> The two callers are connected.
- You are in communication with two callers.
 - *Transfer* >> The two callers are connected.
- You are in communication with a first caller. A second caller is on hold. You want to transfer the ongoing call to a 3rd caller.
 - *Transfer to 3rd*
 - Call the recipient of the transfer.
 - *Transfer to* >> The two callers are connected.


Recover the call on hold:

- Use one of the following:
 -  Line key with light flashing.
 - *Retrieve*
 -  Line key for which icon is flashing.


9.10 Three-way conference with internal and/or external callers (conference)

- During a conversation, a second call is on hold.
- *Conference* >> You are in conference mode.

9.10.1 Hang up on all caller (If conference is active)


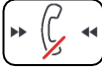


- Use one of the following:
 -  Hang up.
 - *End of conference*

9.10.2 After the conference, to leave your two callers talking together:

- *Transfer*
-  Hang up.

9.11 Mute, so that your caller cannot hear you

You can hear your caller but he/she cannot hear you:

- During a conversation.
-  Disable microphone >> The key lights up .
-  Resume the conversation >> The key is no longer lit .


9.12 Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:

- During a conversation.
-   Adjust audio volume.


9.13 Forwarding calls to another number (immediate forward)

The number can be your home, mobile, voice mailbox or an internal extension (operator, etc.).


- *Forward* >> Display the forwarding status of your set.
- *Immediate fwd*
- Call the recipient of the forwarding.
- *Save* >> Validate the forwarding.
- 

You can make calls, but only the destination number can call you.

9.13.1 Modify the forwarding

- *Forward* >> Display the forwarding status of your set.
- *Immediate fwd*
- Call the recipient of the forwarding.
- *Save* >> Validate the forwarding.
- 





9.13.2 Cancel the forwarding

- *Forward* >> Display the forwarding status of your set.
- *Deactivate*
- 









9.14 Adjusting the audio functions

- Reach the 'Menu' page.
- *Settings > Phone > Ringing*







9.14.1 Choose the tune

- *Melody*
- Select the melody of your choice (16 tunes).
- 
-  >> End.
-  /  >> To adjust other audio features.





9.14.2 Adjusting the ringer volume

- *Level*
-   Select the volume you want: (12 levels).
- 
-   End.
-  /   To adjust other audio features.



9.14.3 Activate/deactivate silent mode - Activate/deactivate meeting mode (progressive ringing)

- *More options*
 - *Normal ringing*
 - *Silent mode*
- *Progressive ringing*
- 
-   End.
-  /   To adjust other audio features




9.14.4 Activate/deactivate discreet ring mode

- *Beep*
- *One beep before ringing*
- *Three beeps before ringing*
- *Ring without beep*
- 
-  End.
-  /  To adjust other audio features.

9.14.5 Adjust ringer volume while a call arrives

- Your telephone rings.
-   Adjusting the ringer volume.

9.15 Selecting language

- Reach the 'Menu' page.
- *Settings*  *Phone*  *Language*
- Select the language of your choice.
- 

9.16 Sending DTMF signals

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

By default during a communication, your telephone in SIP mode is configured to send codes in voice frequency: enter these codes directly using the keys on your telephone.

For more information regarding this configuration, contact the person in charge of your installation.

10 Guarantee and clauses

10.1 Safety Instructions

- Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- Magnets could affect the functioning of pacemakers and implanted heart defibrillators. Keep a safe distance between your pacemaker or implant defibrillator and the handset which includes magnetic elements: 4 centimeters (1,6 inches) at least.
- To limit the risk of interference, people with pacemakers must keep the wireless telephone away from their equipment (minimum distance of 15 cm/6 inches).
- It is recommended to follow the standard acceptance procedures before using this equipment in human safety critical areas (hospitals...).
- The handset includes magnetic elements that may attract sharp metallic objects. To prevent injury, before each use ensure sharp metallic objects are not stuck to the earpiece and microphone.
- Avoid using phones (other than cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the device in environments where there is a danger of explosion.
- Do not plug this phone into an Integrated Services Digital Network (ISDN) connection or into a regular Public Switched Telephone Network (PSTN) connection. This can result in severe damage to the phone.
- Never allow your telephone to come into contact with water.
- To clean your telephone, use a soft damp cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Do not use aerosol cleaners.
- This product is intended to be supplied, either via the Ethernet (LAN) port, or via the DC-in by a Certified Direct Plug-In Power Unit approved as 'LPS' (Limited Power Source) against CSA/UL/IEC 60950-1 and rated 48V dc, minimum 0.27A. Allowed power supplies: WA-13B48R – Asian Power Devices Inc.
- If you are connected to a POE connection do not use an external Power Supply.
- The cover of the phone screen is made of glass. This glass could break if the phone is dropped or it receives a significant blow. If the glass chips or cracks, stop using the phone and do not touch the broken glass as this could cause injury to you. Glass cracked due to misuse or abuse is not covered under the warranty.

10.2 Regulatory Statements

EUROPE

this equipment is in compliance with the essential requirements of following directives:

- Ecodesign Directive 2009/125/EC (ErP).
- Directive 2011/65/UE (ROHS).
- Electromagnetic Compatibility Directive (EMC) 2014/30/EU.
- Low Voltage Directive (LVD) 2014/35/EU.

Declaration of Conformity may be obtained from:

ALE International 32 avenue Kléber – 92700 Colombes, France
ebg_global_supportcenter@al-enterprise.com

USA and Canada

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try correcting the interference by consulting the dealer.

Exposure to Radio Frequency Signals.

This equipment complies with radiation exposure limits set by FCC/IC and the European Council. This equipment has very low levels of RF energy and is deemed to be compliant without testing of the specific absorption rate (SAR).

User Instructions

Only use the handset in temperatures between -5°C to +45°C (23°F to 113°F).

This product is intended for use in an indoor environment only. This apparatus is Hearing Aid Compatible (HAC).

Acoustic shock protection

Maximum sound pressure level for handset is compliant with European, US and Australian standards.

Directive 2003/10/EC specifying the risks inherent in noise at work

The ring contributes towards overall daily noise - at its maximum setting, the level is 105 dBA at 60 cm from terminal. To reduce the level, the following is recommended:- reduce the setting (9 levels of 5 dB) - program a progressive ring.

Privacy

Privacy of communications may not be ensured when using the Bluetooth® handset or any additional Bluetooth® device.



Disposal

The equipment must be returned to a collection point for electronic equipment waste disposal. Defective batteries must be returned to a collection point for chemical waste disposal.

Related Documentation

Other languages for these Safety and Regulatory Instructions and User Documentation are available at the following Web site: <http://enterprise.alcatel-lucent.com?product=All&page=Directory>.

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Features keys

Mute and intercom key.

During a call, press this key to stop your contact from hearing you.

When idle, press this key to switch the phone to intercom mode. When you receive a call, the phone hooks off automatically and you go straight into handsfree mode. This key lights up blue when activated.

Turn down the volume / Lower the contrast.

Turn up the volume / Increase the contrast.

Pressing this key answers an incoming call in handsfree mode (the key is blue). When a call is in progress, pressing this key switches from handsfree mode to headset or handset mode.

Messaging key to access various mail services. This key flashes when you have a new event (voicemail, text message or callback request) and stays lit until all events have been acknowledged or deleted. Access the call log.

The redial key is associated with the off hook key when the phone is in idle state.

- Last number redial (short press).
- Call back one of the last 8 numbers dialed (long press).



Welcome screens

You can access all of your phone's features from these screens. The default display has three pages that you can access by selecting the corresponding tab at the top of the screen with the navigation keys. The selected page is highlighted.

- Menu page: Contains all functions and applications accessible via the keys associated with the words on the screen.
- Perso page: Contains call line keys (allowing supervision of calls) and programmable call keys.
- Info page: Contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.
- Transfer icon: Press the key next to this icon allows you to program or change the transfer function.

Navigation

OK key:

- Use to validate your choices and options while programming or configuring.
- Use to validate an edited text.
- Use to switch off/on the screen when the phone is in idle mode.

Left-right navigator:

- Use to move from one page to another and display information about current calls (call in progress, calls on hold, incoming call).
- Use to navigate into a text box.

Up-down navigator:

- Use to scroll through the content of a page.

Back/Exit/Backspace key:

- Use this key to go back to the previous step.
- Use this key to go back to the homepage (long press).
- Use this key to delete one number or character at a time.

Status icons/ Call icons

	Headset connected.		Incoming call icon.
	Telephone locked.		Call in progress icon.
	Appointment programmed.		Call holding icon.

Preprogrammed keys








The 8018 DeskPhone uses 3 preprogrammed keys to access some features. In this case, the icon of the feature is printed on the paper. Use the feature by pressing the corresponding key. When activated, the LED corresponding to the key remains lit up. Press the corresponding key to deactivate it.






- 123<>abc** Alpha-numerical keypad
Use this key to switch between alphabetic keyboard and numeric keyboard.
- F** Programmable keys (F1 and F2 keys). A service or a direct call can be associated to these keys.





Alphabetic keypad

- 123<>abc** Switch the keyboard to the alphabetic mode by selecting the associated programmed key. When activated, the LED corresponding to the key remains lit up.
- Enter alphabetic characters.
The number pad keys have letters that you can display by successive presses. The number is the last character in the series. Some special characters can be displayed by successively pressing the key:

*	%	\$	/	~	&	()	[]	=	*
#	@	#									
1			space	-	_	1					
0	+	.	,	;	:	/	\	?	!	0	

Call <ul style="list-style-type: none"> Dial the number directly or dial the number after pressing a line key (an off-hook key or hands-free key). 	
Call by name (Company directory) <ul style="list-style-type: none"> 123<->abc Switch the keyboard to the alphabetic mode by selecting the associated programmed key. Enter the name, contact's surname/name or initials and follow the on-screen instructions. 	
Answer a call <ul style="list-style-type: none"> Take the handset off the hook, use an off-hook key, the hands-free key, or press the key next to the incoming call icon. 	
Ignore call / End the call	
Redial <ul style="list-style-type: none"> Long press to access the list of the last 10 dialed numbers. Short press to call the last dialed number. 	
Make a call-back request to a busy number <ul style="list-style-type: none"> <i>Callback</i> 	
Placing a call on hold (hold) <ul style="list-style-type: none"> <i>Hold</i> 	
Sending DTMF signals <ul style="list-style-type: none"> <i>Send DTMF</i> Send numbers. 	
Mute	
Interphony <ul style="list-style-type: none"> The phone automatically answers the call. Before the line is taken, you hear a succession of specific beeps. 	
Making a second call during a conversation <ul style="list-style-type: none"> <i>New call</i> 	
Answering a second call during a conversation <ul style="list-style-type: none"> Press the key associated with the incoming call. 	

Switching between calls (Broker call) <ul style="list-style-type: none"> Press the key associated with the call on hold. 	
To cancel your second call and recover the first: <ul style="list-style-type: none"> You automatically recover the first call. 	
Transferring a call <ul style="list-style-type: none"> You are in conversation with one caller. Call a second contact. Transfer the call. 	
Conference <ul style="list-style-type: none"> Call the first contact. Call the second contact. <i>Confer.</i> 	
Make calls via your programmed call keys <ul style="list-style-type: none"> Press the desired programmed call key. 	Perso
Modify the programmed key <ul style="list-style-type: none"> <i>Settings</i> > <i>Phone</i> > <i>Key program</i> Press the programmed key to be modified. Follow the on-screen instructions. 	Perso
Erase a programmed key <ul style="list-style-type: none"> <i>Settings</i> > <i>Phone</i> > <i>Key program</i> Select the key to be erased. Follow the on-screen instructions. 	Menu
Customizing your voice greeting <ul style="list-style-type: none"> <i>Settings</i> <i>Mailbox</i> You can listen to the greeting, customize the greeting and set the default greeting. 	Menu
Consulting your voice mailbox	
Diverting calls to your voice mailbox <ul style="list-style-type: none"> Press the key associated to the forward icon. <i>Immediate VM</i> Press the key associated with the type of call forward required. 	
Cancel forward <ul style="list-style-type: none"> Press the key associated to the forward icon. <i>Cancelfwd.</i> 	

Do not disturb <ul style="list-style-type: none"> Press the key associated to the forward icon. <i>DoNotDisturb (DND)</i> 	
Send text messages <ul style="list-style-type: none"> <i>Message</i> <i>SendTxtMsg</i> Enter the destination number. Select the type of message to send (fixed Msg, New Msg,...). 123<->abc You can switch between numeric keyboard to dial number, and alphabetic keyboard to enter text by pressing the corresponding programmed key. 	
Read text messages <ul style="list-style-type: none"> <i>Message</i> <i>ReadTxtMsg</i> 	
Information about the phone	Info
Lock/unlock the phone <ul style="list-style-type: none"> <i>Lock</i> 	Menu
Adjust audio volume	
Select the language of your choice <ul style="list-style-type: none"> <i>Settings</i> > <i>Phone</i> > <i>Language</i> 	Menu
Choose the tune <ul style="list-style-type: none"> <i>Settings</i> > <i>Phone</i> > <i>Ringin</i> Adjust the ring via the following menus: Melody, Silent, Beeps, Volume, etc. 	Menu
Adjusting screen contrast <ul style="list-style-type: none"> <i>Settings</i> > <i>Phone</i> > <i>Contrast</i> 	Menu
Modify the password for your phone set <ul style="list-style-type: none"> <i>Settings</i> > <i>Phone</i> > <i>Password</i> 	Menu
Homepage <ul style="list-style-type: none"> <i>Settings</i> > <i>Phone</i> > <i>Homepage</i> Select the default page. 	Menu