Alcatel-Lucent 8 and 9 series
Telephone Features Training Guide

Making an Internal Call

Lift the Handset or press the Speaker button and dial the extension number you wish to reach.

Making an External Call

Lift the Handset or press the Speaker button and dial 9 + 1 + area code + phone number.

Answering a Call

Lift the Handset or press the Speaker button for a hands-free call. You may also press the soft key “Take Call” on your display to answer the call on the speaker. “Reject Call” also appears as a soft key and can be used to send the caller directly to voicemail in the event that you are unable to answer and need to stop the phone from ringing.

Incoming Call Icon will be flashing at the top right or top left corners of your screen when a call is coming in.

Call in Progress Icon will be displayed when in active conversation.

Answering a Second Call during a Conversation

When you are on a call and a second call comes in you will hear a beep and see the incoming call icon in the opposite corner of your display. Press the corresponding soft key to answer the call. **The first call will automatically be placed on hold and you will see a musical note icon appear next to that soft key.** To return to the original call simply press the soft key next to the musical note icon. The second call will be placed on hold and you will be reconnected to the original call. You can toggle back and forth between your calls.
Transferring a Call

While you are on an active call, dial the 4-digit extension number you wish to transfer to (or you can use the QWERTY keyboard on your set to look up the extension in the directory). The caller will automatically be placed on hold.

For a Blind Transfer: Press the soft key associated with the TRANSF which will appear in your display and hang up.

For an Announced Transfer: Wait for the person to whom you are transferring the call answer, announce the call and then press the button associated with TRANSF in your display and hang up.

Putting a Call on Hold

To place an active call on hold simply press the soft key next to your active call icon. You will then see a musical note icon next to the name of the caller. In order to return to the call simply press the line key next to the music note. **Note: If you place a call on hold and then hang up your receiver, the phone will ring back to alert you that you have a call holding.**

Redial

To call back the last number that you dialed press the Redial button for a short press.

Press and hold the Redial button for approximately 2 – 3 seconds to display a list of the last few numbers that you have dialed on your display.

Press the soft key next to the number you wish to call back.

Three-Party Conference Call

Call the first party. Once they answer you can conference in a 3rd person. Dial 9 + the telephone number or the 4-digit extension number of the party you wish to conference in. Once they answer press the button associated with CONF in your display. (If you are using a 4029/4028 you will need to use the down arrow on your navigator to see this option) You have now created a 3 party conference call. If they do not answer or do not want to be placed in CONF press the soft key associated with Cons Call Off or CNSL/ENQ OFF (depending upon your set type). You will be reconnected to the original caller. After a Conference Call is established you can disconnect the 2nd party added by pressing the END CONF soft key on your display. This will bring you back to the first caller. Press End or hang up the handset to end the call. If you hang up while in conference without pressing END CONF the other 2 parties may continue their conversation.

Dial-By-Name

Using the QWERTY keyboard on your telephone set you can look up your associates’ extension numbers by name. To look up by last name, type the first few letters of the party’s last name and then press the
soft key next to Name on your display. To look up by first name, type the first few letters of the party’s first name and then press the soft key next to Name-1st on your display. To look up by initials, type in the party’s first and last initials then press the soft key next to Initials on your display.

**Forwarding Calls to another Number**

In the top right corner your display you will see a circular arrow. Press the soft key associated with the arrow. You will then have the following choices:

Immediate fwd – This will send calls directly to the station number you program without ringing your set. To activate press the associated button IMM FWD and dial the station number you wish your phone forwarded to.

Immediate fwd to voicemail – Press the associated button IMM FWD VM to have all calls immediately go to Voicemail without ringing your set.

Other Forward - pressing this button will bring up an additional list of options:

- Immediate Forward - press the associated button and dial the number you wish your phone forwarded to.
- Forward on Busy -press the associated button and dial the number you wish your phone forwarded to under busy conditions.
- Forward on No Answer - press the associated button and dial the number you wish your phone forwarded to under no answer conditions
- Forward on Busy/No Answer -press the associated button and dial the number you wish your phone forwarded to if you are on the phone or cannot answer.

If forwarding your phone to an external number be sure to enter the number exactly as it would be dialed. Ex. 9-972-816-9468.

The Forward Icon will be colored in and swirling when your telephone set is in forward mode.

**Cancelling Forward**

To cancel the forwarding press the soft key associated with the circular arrow. Press the soft key associated with the Deactivate on your screen then press End.

**Call Pick Up**

To pick up a specific ringing extension from another set dial feature code *72 then enter the extension of the call you would like to answer. Note: you must pick up the call before it is forwarded to voicemail – typically four rings. For example, to pick up ext 211 you would dial *72 then 211.

If part of a Pick Up group you may answer any ringing phone in the group by dialing *73.
Parked Calls

You may park calls to an extension to be picked up from that or another location. To park a call dial the feature code *75 and the extension you would like to park the call to. If you dial *75 and hang up before dialing the extension it will automatically be parked to your extension. To pick up the parked call from the extension it is parked to you may dial *75 and you will be connected to the call. If picking up the call from an extension other than the one it is parked to you will need to dial *75 and that extension.

Recording a Conversation

While on an active call, use the down arrow on your silver navigator to locate the Record on your display and press the associated soft key.

The recorded conversation will enter your voicemail mailbox as a message. FYI – If your state requires you to inform the caller about the recording remember to say “this call is being recorded” during the recorded conversation.

Checking Messages Internally

The red Envelope button will illuminate and flash when you have a message. There are 4 different types of messages that can be received with these phones.

Voice Messages- This is your voicemail
Text Messages- These can be from anyone on your system.
Unanswered Calls- this would be any call that rings more than twice but hangs up before going to voicemail.
Call Back requests- An internal caller may request a call back by pressing the soft key Call Back when placing a call. This allows you to call them back without having to listen to a voice message.

Any of these types of messages will cause your Envelope button to illuminate and flash. You must check or delete them to make the light go off.

Checking Messages Externally

Dial the main number, once you hear the main greeting press *#. You will be prompted to enter your mailbox (extension) number and then password.

Tip: To bypass voice message when calling into voicemail press #.

Programming Your Personal Directory

To program a speed dial:

- Press an unassigned key on your screen
- Press Speed dial
Enter the number (remember to add 9 if it is an external number).
Enter the Name (Label/Mnemonic) using the QWERTY keyboard on your telephone set you wish associated with the number
Press the soft key next to Apply on your display

To Modify or Delete a Speed Dial Number:

Press the “i” button located to the right of your silver navigator.
Select the soft key next to Modify or Delete on your display
Choose Modify to change the name or number or Delete to delete the speed dial
When finished, press the soft key next to Apply on your display

Calling Using Your Personal Directory

Press the soft key associated with the number you want to dial on your screen.