Alcatel-Lucent OmniPCX Enterprise Communication Server

Alcatel-Lucent IP Touch 4028 Phone
Alcatel-Lucent 4029 Digital Phone
Thank you for choosing a telephone from the Alcatel-Lucent IP Touch 4028/4029 Digital Phone range manufactured by Alcatel-Lucent.

Your IP Touch 4028 and 4029 Digital Phone terminal has a new ergonomic layout for more effective communication.

- A large graphic screen, in conjunction with various keys and the navigator, allows you to make calls, configure and program your telephone,
- a receiver that is pleasant to use: it fits nicely in the hand with a flexible grip section,
- communication is even more convenient using the audio keys (loudspeaker, hands free),
- using the convenient alphabetic keypad, you can call your correspondents by name.

How to use this guide

- **Actions**
  - Lift the receiver.
  - Hang up.
- **Keypad**
  - Numeric keypad..
  - Alphabetic keypad.
  - Specific key on numeric keypad..
- **Navigator**
  - Move the navigation key up, down, to the left or to the right..
  - To go back one level (press and release) or to return to the welcome page (press and hold) ; during a conversation, can be used to access the different pages (Menu, Perso, etc.) and to return to the telephone screens.
- **Display and display keys**
  - Partial view of display..
  - Display key..
  - Adjustment “reduce”..
  - Adjustment “increase”..
- **Programmable keys and icons**
  - Line key.
  - Icon corresponding to key..
- **Other fixed keys**
  - Fixed key..
  - MENU key.
- **Other symbols used**
  - Means that the function is accessible from the Menu page.
  - Means that the function is accessible from the Perso page.
  - Means that the function is accessible from the Info page.
  - Means that the function is subject to programming. If necessary, contact your installer.
  - Means that the function can be accessed by pressing a programmed key - see Program the keys for the Perso page or the add-on module.

These symbols can be supplemented by small icons or text.
## Contents

1. Description of the screens ........................................... p.7
   1.1 Welcome screen ........................................... p.7
   1.2 Call management screen ..................................... p.8
   1.3 Application screen ......................................... p.8

2. Using your telephone .............................................. p.9
   2.1 Making a call ............................................. p.9
   2.2 Receiving a call ........................................... p.9
   2.3 Using the telephone in "Hands free" mode ............... p.9
   2.4 Activating the loudspeaker during a conversation (receiver lifted) ........................................... p.10
   2.5 Calling your correspondent by name (company directory) ........................................... p.10
   2.6 Make calls via your programmed call keys ............. p.10
   2.7 Calling from the common directory ....................... p.10
   2.8 Redialing .................................................. p.10
   2.9 Call back an unanswered call ................................ p.11
   2.10 Requesting automatic callback if internal number is busy ........................................... p.11
   2.11 Answering an internal call in intercom mode .......... p.11
   2.12 Sending DTMF signals ....................................... p.11
   2.13 Mute, so that your correspondent cannot hear you ..... p.12

3. During a conversation .............................................. p.13
   3.1 Making a second call during a conversation ............ p.13
   3.2 Answering a second call during a conversation ........ p.13
   3.3 Switching between calls (Broker call) .................... p.13
   3.4 Transferring a call ....................................... p.13
   3.5 Three-way conference with internal and/or external correspondents (conference) ......................... p.14
   3.6 Talk simultaneously to more than 2 correspondents ..... p.14
   3.7 Casual conference ......................................... p.14
   3.8 Placing a call on hold (hold) ............................. p.14
   3.9 Placing an outside call on hold (parking) ............... p.15
   3.10 Intrusion into an internal conversation .............. p.15
   3.11 Adjust audio volume ....................................... p.16
   3.12 Signal malicious calls ..................................... p.16

4. Sharing ............................................................. p.17
   4.1 Answering the general bell ................................. p.17
   4.2 Manager/secretary filtering ................................ p.17
   4.3 Call pick-up ............................................... p.17
   4.4 Hunting groups ............................................ p.18
   4.5 Calling an internal correspondent on his/her pager .... p.18
   4.6 Answering a call on your pager ............................ p.18
   4.7 Calling a correspondent on his/her loudspeaker ...... p.19
   4.8 Sending a written message to an internal correspondent ........................................... p.19
   4.9 Send a voice message copy ................................ p.19
   4.10 Sending a recorded message to a number / a distribution list ........................................... p.19
   4.11 Broadcasting a message on the loudspeakers of a station group ........................................... p.20

5. Keep in touch ...................................................... p.21
   5.1 Diverting calls to another number (immediate diversion) ........................................... p.21
   5.2 Diverting your calls to your voice message service .... p.21
   5.3 When you return, consult recorded messages .......... p.21
   5.4 Diverting calls to your pager ................................ p.21
   5.5 Forwarding your calls from the receiving terminal ("Follow me") ........................................... p.21
   5.6 Applying a teleselective diversion ......................... p.21
   5.7 Cancelling all diversions ................................... p.22
   5.8 Cancelling a specific diversion ............................ p.22
   5.9 Diverting calls when your line is busy (divert if busy) ........................................... p.22
   5.10 Do not disturb ............................................. p.22
   5.11 Leaving a recorded message for internal callers .... p.22
   5.12 Consulting written messages ................................ p.23

6. Managing your charges ............................................ p.24
   6.1 Charging your calls directly to business accounts .... p.24
   6.2 Finding out the cost of an outside call made for an internal user from your terminal ......................... p.24

7. Programming your telephone ...................................... p.25
   7.1 Initializing your voice mailbox ................................ p.25
   7.2 Customising your voice greeting .......................... p.25
   7.3 Modify the password for your phone set .................. p.25
   7.4 Modify the password for your voice mailbox .......... p.25
   7.5 Adjusting the audio functions ............................. p.26
   7.6 Adjusting screen brightness ................................ p.26
   7.7 Selecting the welcome page ................................ p.26
   7.8 Selecting language .......................................... p.27
   7.9 Program the keys for the Perso page or the add-on module ........................................... p.27
   7.10 Programming direct call keys ............................. p.27
   7.11 Erase a programmed key ................................... p.27
   7.12 Programming an appointment reminder ................. p.28
   7.13 Identify the terminal you are on .......................... p.28
   7.14 Lock / unlock your telephone ............................. p.28
   7.15 Configuring the audio jack of your telephone ......... p.28
   7.16 Call the associated set .................................... p.28
   7.17 Forward your calls to the associated number .......... p.29
   7.18 Modify the associated number ............................. p.29
   7.19 The Tandem configuration ................................. p.29
   7.20 Erase, modify or consult your intercom list (max. 10 numbers) ........................................... p.29

8. Guarantee and clauses ............................................. p.30
Getting to know your telephone

### Audio keys
- **Hang-up key**: to terminate a call.
- **Hands-free/Loudspeaker Key**: to make or answer a call without lifting the receiver.
  - Lit in hands-free mode or headset mode (short press).
  - Flashing in loudspeaker mode (long press).
- **Intercom/Mute key**: during a conversation: press this key so that your correspondent can no longer hear you.
  - During a conversation: press this key so that your correspondent can no longer hear you.
  - Terminal idle: press this key to answer calls automatically without picking up the receiver.
- To adjust the loudspeaker or handset volume up or down

### Extension unit
- An extension unit can be fitted to your telephone. This provides additional keys which can be configured as function keys, line keys, call keys etc.
- **To affix labels**: push the holding strip of the unit backwards to you and lift it. Install the label under the keypad, in the housing designed for, and place the keypad back into position.

### LED
- Green flashing: arrival of an internal call
- Orange flashing: arrival of an external call
- Red flashing: priority or alarm call

### Display and display keys
- **Display keys**: pressing a display key activates the function shown associated with it on the screen.
- **Transfer icon**: pressing the key next to this icon allows you to program or change the transfer function.
- **Headset connected**:
- **Appointment programmed**.
- **Silent mode activated**:
- **Telephone locked**.

### Navigation
- **OK key**: used to validate your choices and options while programming or configuring.
- **Left-right navigator**: used to move from one page to another.
- **Up-down navigator**: used to scroll through the content of a page.
- **Back/Exit key**: to return to previous menu (short press) or return to first screen (long press); during a conversation, provides access to welcome screens (Menu, Info, ...) and to return to the conversation icon screens.

### Welcome screens
- **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.

### Call display
- **Incoming call**: Call in progress or outgoing call.
- **Call on hold**: Communication in progress, secure line inhibit listening by a third party.
- **Call in progress or outgoing call**: Call back on the last 8 number dialled (long press)
- **Communication in progress, secure line inhibit listening by a third party**: If you get two calls at the same time, you can switch from one call to the other by pressing the display key associated with each call.
- **Left-right navigator**: used to check calls.

### Function keys and programmable keys
- **Guide key**: used to obtain information on functions of the ‘menu’ page and to program key of the ‘perso’ page.
- **Messaging key to access various mail services**: if the key flashes orange, a new voice message, a new text message or a call-back request has been received.
- **‘Redial’ key**:
  - To access the ‘Redial’ function (short press)
  - Call back on the last 8 number dialled (long press)
- **Programmable key (F1 and F2 keys)**: lit when the function associated with the key is activated.
1 Description of the screens

1.1 Welcome screens

Menu page: Perso page: Info page:

Date

Tue 16 Jan 2004

Time and status icon

Call forwarding icon
Stationary: no forwarding activated.
Rotating: forwarding activated.
- blue: immediate forwarding
- orange: forwarding if busy or absent

Scroll bar: shows the position on a page

Settings

Appointment

Lock

Displays the content of the page selected

Menu page: contains all functions and applications accessible via the keys associated with the words on the screen. From this page, it is possible to adjust the ringer volume and screen brightness, program the time of an appointment, lock the terminal, define the default page displayed, configure voice mail, and access telephone functions such as calling back one of the last 10 numbers or intercepting calls.

Perso page: contains call line keys (allowing supervision of calls) and programmable call keys. The up-down navigator is used to access all the direct call keys (apart from those displayed by default). Direct call keys are programmed or modified via the Information key.

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.

Left-right navigator:
used to move from one page to another.

Up-down navigator:
used to scroll through the content of a page.
Description of the screens

1.2 Call management screen

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

Use the up-down navigator to display the functions accessible. 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 held call and an incoming call.

Back/Exit key:
used to switch from a telephone screen to an application screen. For example, can be used while a call is in progress to look up a number, program an appointment reminder, etc.

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 are displayed on the different line keys. It is then possible to converse with the caller of your choice by pressing the key associated with him.

1.3 Application screen

Application screen: displays information relevant to programming or configuring the telephone.
Events screen: displays events connected to the programming or configuration operations in progress, confirmation, rejection, error, etc..
### 2.1 Making a call

- **Dial directly the number for your call**
- **Lift the receiver**
- **Number required**
- **Hands free**
- **Number required**
- **Programmed line key**
- **Correspondent’s name**

**To make an external call, dial the outside line access code before dialling your correspondent’s number. 9 is the default code for an outside line.**

**For the operator, dial ‘0’ (by default).**

**If the internal or outside number does not reply:**
- **LS announce**
- **Call back**
- **Text mail**
- **Broadcast a message on the loudspeaker of the free terminal**
- **Send a voice message**

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

### 2.2 Receiving a call

- **Lift the receiver**
- **Hands free**
- **Press the key next to the ‘incoming call’ icon**

### 2.3 Using the telephone in ‘Hands free’ mode

- **Terminal idle:**
  - You are in hands free mode
  - Terminate your call

- **Call in progress:**
  - During a conversation
  - Press and release

**During a conversation, you can lift the receiver without terminating the call.**
**Using your telephone**

### Activating the loudspeaker during a conversation (receiver lifted) - Loudspeaker

1. During a conversation, activate loudspeaker (long press)
2. The key is no longer lit
3. Adjust volume (9 levels)
4. Deactivate loudspeaker (long press)

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

### Calling your correspondent by name (company directory)

1. Enter the name or initials or the surname and first name of your correspondent
2. Select the type of search you want (last name, last name and first name* or initials*)
3. Display the previous and next names
4. Press the key associated with the correspondent to call

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

- This key is used to display the entire name when it is truncated.

### Make calls via your programmed call keys

1. Access the ‘Perso’ page
2. Find the correspondent you want to call from the programmed call keys
3. Call the chosen correspondent

### Calling from the common directory

Your terminal has access to a common directory of outside numbers.

### Redialling

1. Redialling the last number dialled (redial):
   - ‘Redial’ key (short press)

2. Call back on the last 8 number dialled:
   - ‘Redial’ key (long press)

- Reach the ‘Menu’ page
- Select the No. in the last ten issued
- Start the call
Using your telephone

2.9 Call back an unanswered call

Call back the last caller:

Call back the last caller

reach the 'Menu' page

List of last callers:

reach the 'Menu' page

select a name or a number

Erase the list of unanswered calls:

reach the 'Menu' page

2.10 Requesting automatic callback if internal number is busy

2.11 Answering an internal call in intercom mode

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in hands free mode. The screen shows the caller’s identity.

To activate - Terminal idle:

Call back

The corresponding LED lights up

When your caller hangs up, intercom 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.

The function is automatically cancelled when you hang up.
Mute, so that your correspondent cannot hear you

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

- **Disable microphone** during a conversation
  - The key lights up
  - The key is no longer lit

Resume the conversation
During a conversation

3.1 Making a second call during a conversation

Other methods for calling a second correspondent:

- Dial directly the number for your call.
- Name of second correspondent.
- To access the ‘Redial’ function (press and hold).
- Call back on the last 10 number dialled (short press).
- Programmed line key.

To cancel your second call and recover the first:

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

A second correspondent is trying to call you:

During a conversation name or no. of the caller displayed for 3 seconds

3.3 Switching between calls (Broker call)

During a conversation, a second call is on hold.
To accept the second call:

3.4 Transferring a call

To transfer your call to another number:
During a conversation

If the number receiving the transfer answers:

You can also transfer your call immediately, without waiting for the number to answer, using either of the two methods described above.

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 correspondents (conference)

- During a conversation, a second call is on hold:
  
  ![](image)

  select the 'conference' function

- Cancel conference and return to first correspondent (if conference is active):

  ![](image)

- Hang up on all correspondent (if conference is active):

  ![](image)

- After the conference, to leave your two correspondents talking together:

  ![](image)

#### 3.6 Talk simultaneously to more than 2 correspondents

You are in a conference call with 2 correspondents. To add another correspondent to the conference:

You are in a 3-way conference

Number of participants:

Add

OR

Transfer

OR

Insert

### 3.7 Casual conference

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

You are in a 3-way conference

Add

number required

your correspondent answers

### 3.8 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

your call is placed on hold
During a conversation

Recover the call on hold:

Key associated with the ‘incoming call’ icon

**Common hold:**
To recover your call on any telephone in your system.

During a conversation

Recover the call on hold from any telephone:

Key associated with the ‘incoming call’ icon

### 3.9 Placing an outside call on hold (parking)

**Park/retrieve call**

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

During a conversation

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

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

### 3.10 Intrusion into an internal conversation

Your correspondent’s line is busy. If the number is not “protected” and if authorised, you can intrude into the call:

**Protection against intrusion:**

Same key to exit

Press programmed key to exit

Enter the number

Protection is cancelled when you hang up.
During a conversation

3.11 Adjust audio volume

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

[Diagram showing volume adjustments]

3.12 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.
4.1 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

4.2 Manager/secretary filtering

System configuration allows "manager/secretary" groups to be formed, so that the manager’s calls can be directed to one or more secretaries.

From the manager’s or secretary’s telephone:

Press programmed key

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

4.3 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

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

Reach the 'Menu' page
4.4 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:
  go out of hunting group

reach the 'Menu' page

- Return into your group:
  go into hunting group

reach the 'Menu' page

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.

4.5 Calling an internal correspondent on his/her pager

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

- your pager beeps

reach the 'Menu' page

your extension number

4.6 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

your extension number

Your correspondent can answer from any telephone in the system.
4.7 Calling a correspondent on his/her loudspeaker

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

- Press the LS announce key.
- If your correspondent does not reply, you are connected to the loudspeaker on your correspondent’s phone (if he/she has the hands free function).

4.8 Sending a written message to an internal correspondent

- Enter the number of the terminal to receive the message.
- Enter the first letters of the name.
- Select a predefined message or compose a new message.
- Complete your message.

4.9 Send a voice message copy

- Display number of new and old messages.
- Enter personal code.

4.10 Sending a recorded message to a number / a distribution list

- Record your message.
- End of recording.
- Enter personal code.
- Record message.
- End of broadcast.
4.11  **Broadcasting a message on the loudspeakers of a station group**

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

```

classic phone | voice call

number of broadcast group

speak, you have 20 seconds

classic phone | voice call
```

*The message will only be broadcast on terminals not in use and which have a loudspeaker.*
5. Diverting calls to another number (immediate diversion)

The number can be your home, portable or car phone, voice message or an internal extension (operator, etc.).

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

5.2 Diverting your calls to your voice message service

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

5.3 When you return, consult recorded messages

The light indicates that messages have been received.

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

5.4 Diverting calls to your pager

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

5.5 Forwarding your calls from the receiving terminal (“Follow me”)

You wish to receive your calls in your present location:

Use the “Follow me” function.

5.6 Applying a selective diversion

You can forward your primary number and your secondary number or numbers to different sets.
5.7 Cancelling all diversions

- Deactivate

- programme another type of diversion

5.8 Cancelling a specific diversion

- programmed key corresponding to type of diversion (group or selective)

5.9 Diverting calls when your line is busy (divert if busy)

- Forward on busy

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

- Deactivate

- programme another type of diversion

5.10 Do not disturb

- Do not disturb on/off

You can make your terminal temporarily unavailable for all calls.

5.11 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.

- New text message

- Fwd to text

- To complete

- Msg to create

- Text mail

- Apply
5.12 Consulting written messages

The light indicates that messages have been received.

- Number of messages received
- New text message
- Read message
- Display name of sender, with date, time and ranking of message
- Recall
- Save
- Next message
- Answer with a text message
- Terminate consultation
6.1 Charging your calls directly to business accounts

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

reach the 'Menu' page

number of business account

number required

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

reach the 'Menu' page
7 Programming your telephone

7.1 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.

7.2 Customising your voice greeting

You can replace the greeting message by a personal message.

- Normal prompt

To return to the default message.

- Accept

Apply.

- Restart

Re-record a message.

- Replay

Replay message.

7.3 Modify the password for your phone set

- Menu

- Settings

- Phone

- Password

Reach the ‘Menu’ page.

Enter new password again to confirm.

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

7.4 Modify the password for your voice mailbox

- Menu

- Voice mail

- Perso options

- Admin options

Personal code.

- Password

My password

New code

(4 digits)

As long as your voice mailbox has not been initialized, personal code is 1515.
Programming your telephone

7.5 Adjusting the audio functions

- Reach the ‘Menu’ page
- Choose the tune:
  - Internal call
  - External call
  - Priority call
- Select the type of call to which the ringing is to be associated
- Select the melody of your choice (16 tunes)
- Adjust the ringer volume:
  - Ringing level
- Select the volume of your choice: (12 levels)
- Activate/deactivate silent mode:
  - More options
- Activate/deactivate meeting mode (progressive ringing):
  - More options

7.6 Adjusting screen brightness

- Reach the ‘Menu’ page
- Increase or decrease the contrast

7.7 Selecting the welcome page

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

- More options
- Select the default page
Programming your telephone

7.8 Selecting language

reach the 'Menu' page

enter your personal password

select the language of your choice

7.9 Program the keys for the Perso page or the add-on module

You can program call numbers and functions for the 'Perso' page keys and the add-on module keys.

access the Perso page using the navigator

press the key you want to program

to program a number

to program a function

To program a number:

enter the number

To program a function:

follow informations displayed on the screen

7.10 Programming direct call keys (F1 and F2 keys)

press a programmable key (F1 or F2)

to program a number

to program a function

follow informations displayed on the screen

7.11 Erase a programmed key

reach the 'Menu' page

access the 'perso' page if necessary

select the key to erase

press a programmable key (F1 or F2)

Other possibilities:

- Modify
  - modify contents of entry displayed
- Erase
  - delete

- Speed dial
  - to program a number
- Services
  - to program a function
### 7.12 Programming an appointment reminder

You can define the time of a temporary reminder (one in 24 hours) or a permanent reminder (every day at the same time).

1. **Reach the 'Menu' page**
2. **Enter time of appointment**

The 'Appointment programmed' icon is displayed on the welcome page.

- At the programmed time, your telephone rings:

1. **To cancel your reminder request:**
   - Reach the 'Menu' page
   - The 'Appointment programmed' icon disappears from the welcome page.

### 7.13 Identify the terminal you are on

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

Access the Info page using the navigator.

### 7.14 Lock / unlock your telephone

Reach the 'Menu' page depending the displayed informations, enter your password or confirm.

Your telephone is locked/unlocked.

### 7.15 Configuring the audio jack of your telephone

By default, the audio jack of your telephone can be used to connect a headset, hands free kit or loudspeaker.

- **Reach the 'Menu' page**
- **Menu**

### 7.16 Call the associated set

The number of another set can be associated with your set number (see Modify the associated number).

To call it:

- **Settings**
- **Services**
- **Consultation**

Start the call.
7.17 Forward your calls to the associated number

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

7.18 Modify the associated number

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

7.19 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.

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

reach the 'Menu' page

follow instructions given on display
Guarantee and clauses

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice. The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user’s manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Warning: never place your telephone in contact with water. To clean your telephone, you may however use a damp soft cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Never spray it with cleaning products. To avoid accidentally damaging the set telephone line connector, make sure you position the cord correctly in the compartment intended for this purpose. The ear piece and microphone area of the handset may attract metallic objects that may be dangerous for the ear.

The wording is not contractual and may be subject to change. Some functions of your telephone are controlled by a software key and the configuration of the unit.

Declaration of compliance
EC countries: we, Alcatel-Lucent Enterprise, declare that the Alcatel-Lucent IP Touch 4028 and 4029 Digital Phone products comply with the essential demands of Directive 1999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.

Information relative to the environment
This symbol indicates that at the end of its life, this product should be subject to special collection and disposal in member countries of the European Union, as well as in Norway and Switzerland. By ensuring this product is disposed of correctly, you will help to conserve natural resources and help prevent potential negative consequences to the environment and human health which could otherwise be caused by inappropriate disposal of this product. For further details about recycling this product, please contact the supplier who sold you the product.

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