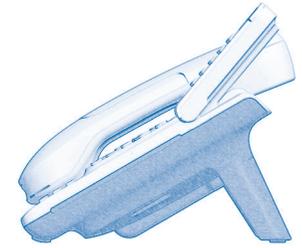


# Alcatel OmniPCX Office Operator station





# User manual

This guide describes the services offered by the Alcatel 4038/4039/4068 operator station (OS) connected to an **Alcatel OmniPCX Office** system.

This guide covers the specific functions of the Alcatel 4038/4039/4068 operator station (consult the station user manual for a description of the other services) :

- restricted service,
- reserving a group of outside lines for exclusive operator use,
- diverting operator calls to another number,
- broadcasting background music on the external loudspeaker,
- answering a night call,
- programming.

The operator station receives incoming calls and routes them to the appropriate extensions within the system. Depending on the amount of traffic handled, your system can have one or more operator stations:

- grouped: all stations ring simultaneously,
- assigned to specific time periods: only stations currently operational will ring.

This option is set up by your installation technician.

## 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.

### • Audio keys



Loudspeaker, hands free.



Adjustment "reduce".



Adjustment "increase".

### • Programmable keys and icons



Line key.



Icon corresponding to key.

### • Other fixed keys



Fixed key.



MENU key.



Voice mail access 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.

These symbols can be supplemented by small icons or text.

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# Getting to know your telephone



## ■ Three-colour indicator light

The indicator light on your terminal enables you to monitor the system. The light has five possible statuses (colours and/or flashing):  
**Flashing green:** message received (voice or screen) or call received in the "calls received" memory.  
**Orange fixed:** indicates traffic overload level 1 (1 is calls on hold).  
**Flashing orange:** terminal on test.  
**Red fixed:** indicates traffic overload level 2 (call unanswered within 20 seconds or number of calls on hold exceeds number of operator stations).  
**Flashing red:** several low priority system messages present or one very serious system message indicating a system hardware fault.

## ■ Display and display keys

Contains several lines and pages providing information on calls and the functions accessible via the 10 keys associated with the words on the screen.

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

## ■ 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.

## ■ 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.
  - 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.

## ■ Call display

- Incoming call.**
- Call in progress or outgoing call.**
- Call on hold\*.**



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, a new voice message or a new text message has been received.
- 'Redial' key:** to access the 'Redial' function.
- Programmable key (F1 and F2 keys):**  
lit when the function associated with the key is activated.

Some other keys have been programmed by your technician for your own convenience:

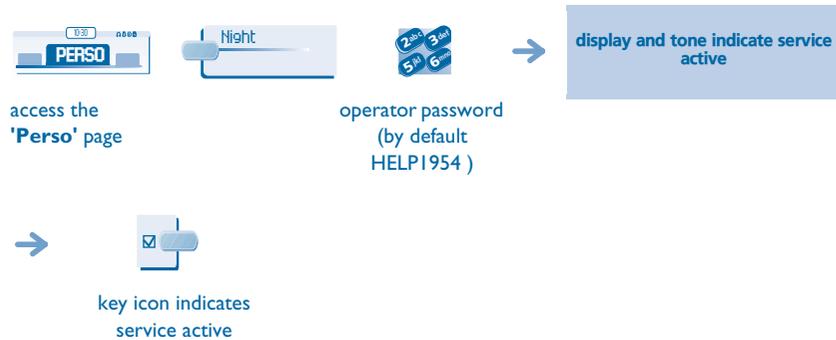
- Key must be programmed by your technician to access a service.

# 1 Operator station (OS) functions

## 1.1 Setting restricted service

Perso

This function sets the system to restricted service. All incoming calls are directed to a general ring or a programmed number:

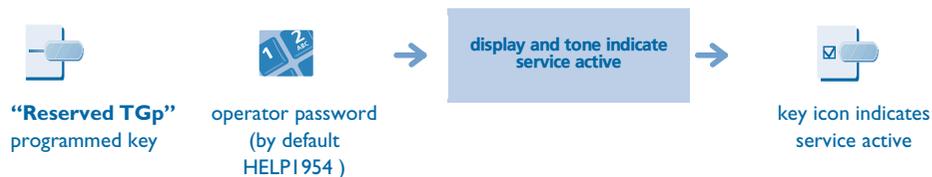


*To restore normal service, repeat operation.*

*If an outside number has been entered by the installation technician, selection of restricted service will automatically divert calls received by the operator to the defined outside number.*

## 1.2 Reserving a group of lines

For maximum availability of the operator station, thus assuring optimum reception of incoming calls, a group of outside lines can be reserved which will only be available to the operator station(s):

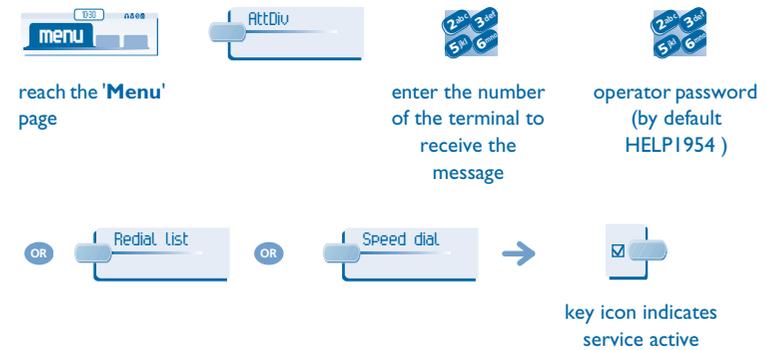


*To cancel the line reservation, repeat operation.*

## 1.3 Manually diverting operator calls to another number

Menu

During a period of absence, the operator can divert all calls received (incoming calls and internal calls dialling 9) to another number:



## 1.4 Broadcasting background music on the external loudspeaker

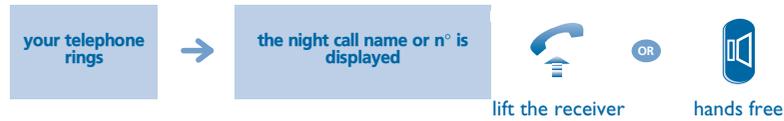
Menu



# Operator station (OS) functions

## 1.5 answering a night call

An incoming night call is indicated in the same way as an ordinary call:



### • Opening the door:



'Unlock Door' programmed key or function code

## 1.6 Using a headset

Menu

You can connect a headset instead of your receiver:

### • To activate or deactivate headset mode:



reach the 'Menu' page



Activating/deactivating 'forced headset' mode

### • Answering or making a call:



### • To activate or deactivate the loudspeaker during a conversation:



To answer in intercom mode:

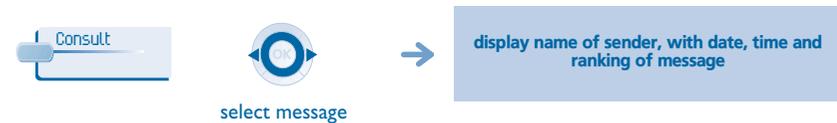


## 1.7 When you return, consult your general voice mailbox

The light indicates that messages have been received



operator password (by default HELP1954)



# 2 Programming functions

## 2.1 Accessing programming

Menu

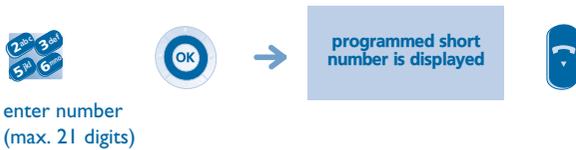
Your Alcatel OmniPCX Office system's operator station can access the general programming services.



## 2.2 Programming system directory (ComSpD)

Menu

This function can be used to programme system short numbers, accessible to all system users:



• To enter another short number:



## 2.3 Programming date and time (Clock)



• Changing date and time:



# 3 Setting various subscriber telephone parameters

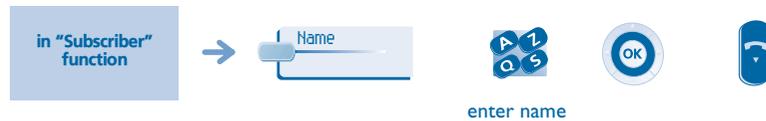
## 3.1 Accessing the subscriber function

Menu

This function provides access to the various parameters defined for a system user or subscriber, identified by an extension number:



## 3.2 Subscriber name (Name)



### • Changing the name:



## 3.3 Resetting a subscriber password (ResCod)

This function is used to cancel a subscriber password and restore the default password (1515):



## 3.4 Subscriber display language (Lang)

This function is used to specify the display language for the selected subscriber. Pressing this key scrolls the various languages available:



## 3.5 Subscriber personal directory (PerSPD)

This function is used to create the personal directory of the selected subscriber:



### • Changing a name or number:



# Setting various subscriber telephone parameters

## 3.6 Subscriber discrimination criteria (Barrng)

This function is used to define discrimination criteria for each subscriber:



*This function is used to describe discrimination criteria for each subscriber.*

## 3.7 Enable the CLASS service

Enabling the CLASS service is used to display information (caller name, number, etc.) on the display of an analogue set.



*the CLASS service is selected when the 'CLASS' label is displayed on the screen.*

# 4 Complementary 'Expert' functions

## 4.1 Accessing the 'Expert' function

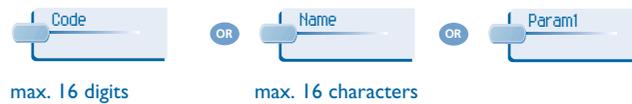
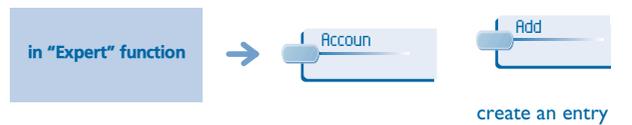
Menu



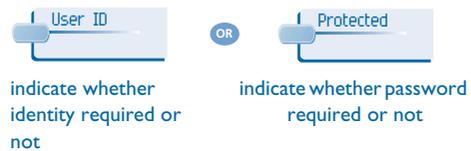
reach the 'Menu' page

## 4.2 Table of business codes (Accoun)

This function is used to define the table of business codes enabling a subscriber to charge his/her calls to a business account:



### • On 'Param1'



### • On 'Param2'



'''Barring': discrimination category: none, 1 to 16, that of subscriber (SET) or that of user (GUEST).  
'Barrin': number of digits: DEF (default value: 4), all, none, 1 to 9.

## 4.3 Direct numbers of extensions (PubNum)

This function is used to define the table of direct numbers (SDA) of extensions (PubNum).



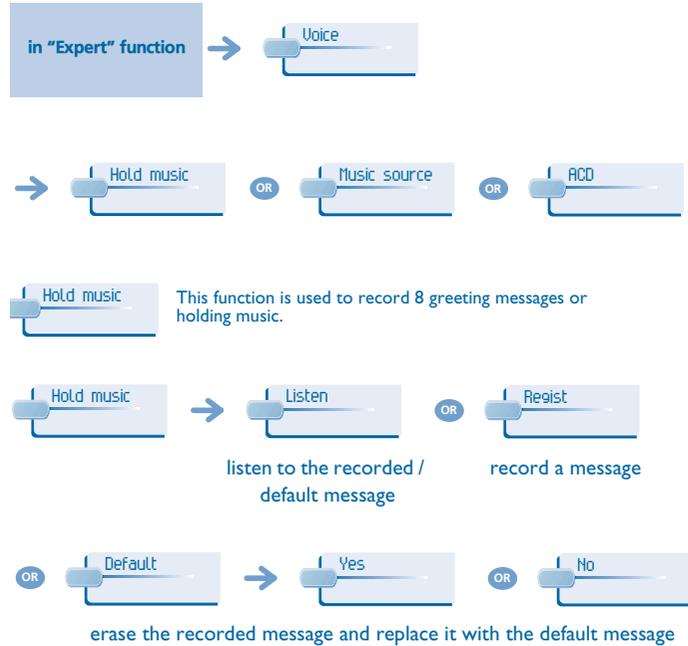
### • Modifying an entry:



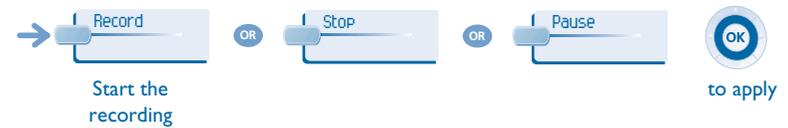
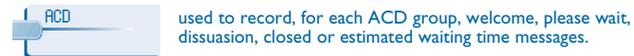
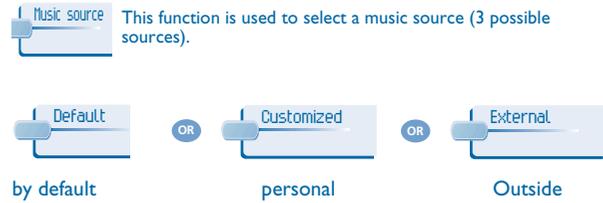
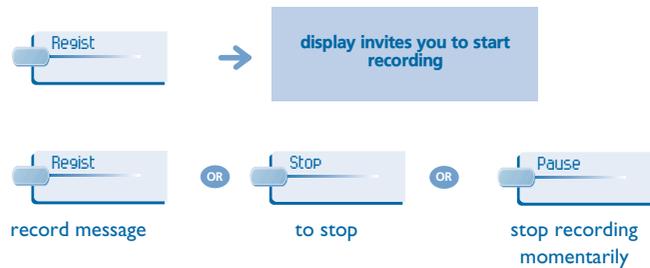
# Complementary 'Expert' functions

## 4.4 Greeting and holding messages (MOH)

This function is used to define the greeting message and hold music parameters.



To record a message :

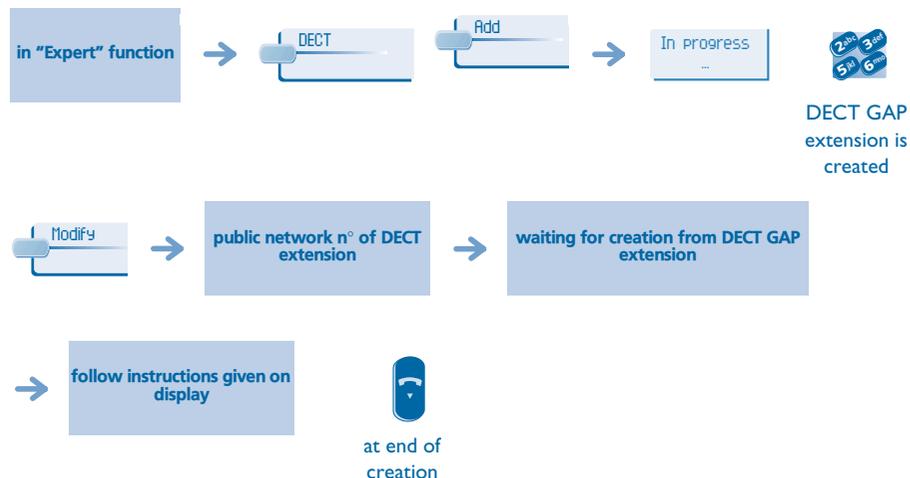


# Complementary 'Expert' functions

## 4.5 DECT cordless telephones

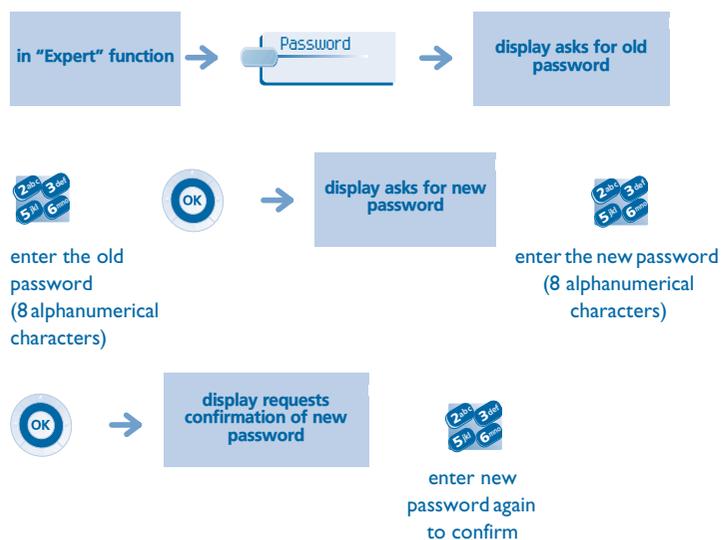
This function is used to manage DECT telephones and to create DECT GAP extensions:

### • Adding a DECT GAP extension:



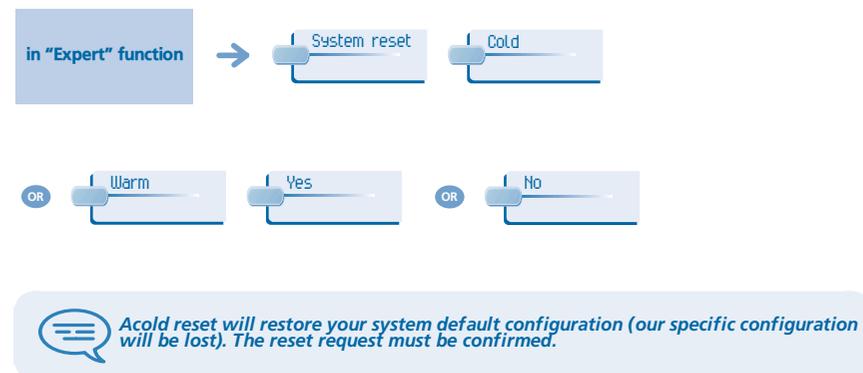
## 4.6 Changing the operator password (Passwd)

This function is used to change the operator session password:



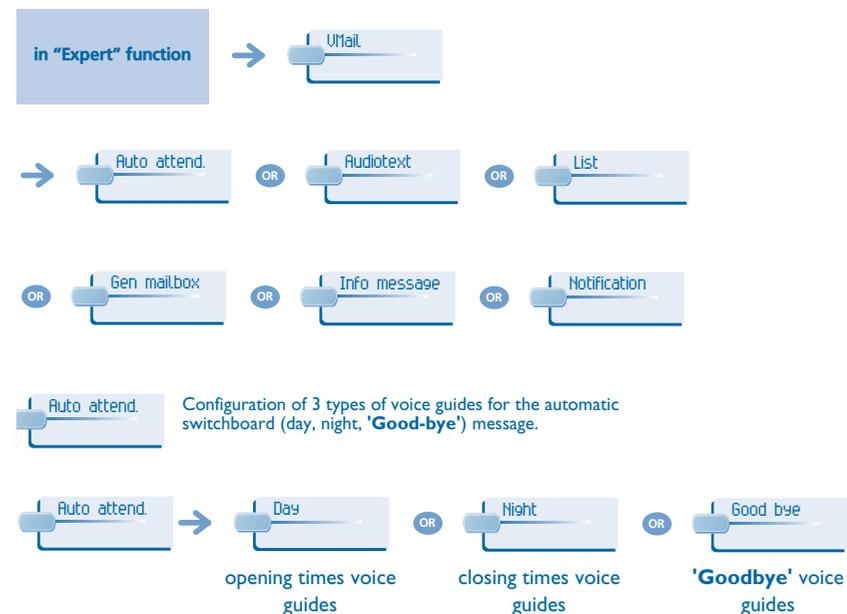
## 4.7 Resetting the system (RstSys)

This function is used for a hot or cold system reset:



## 4.8 voice message service

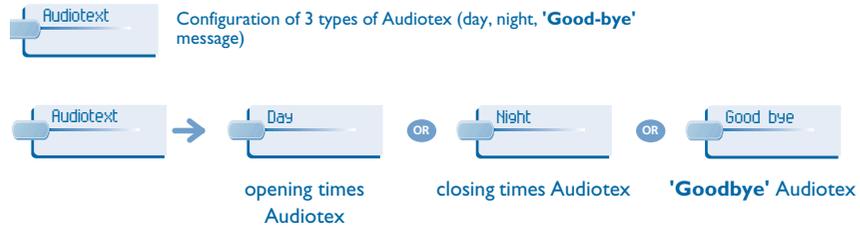
This function is used to manage the voice guides and to configure the broadcasting lists.



# Complementary 'Expert' functions

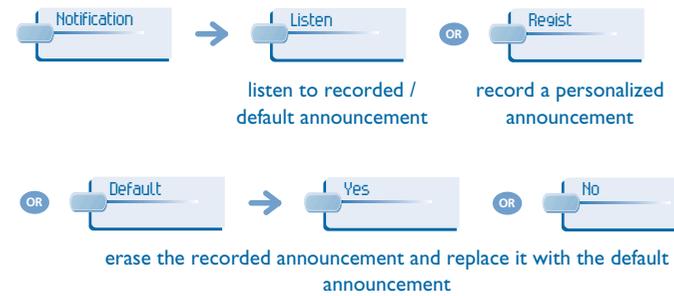
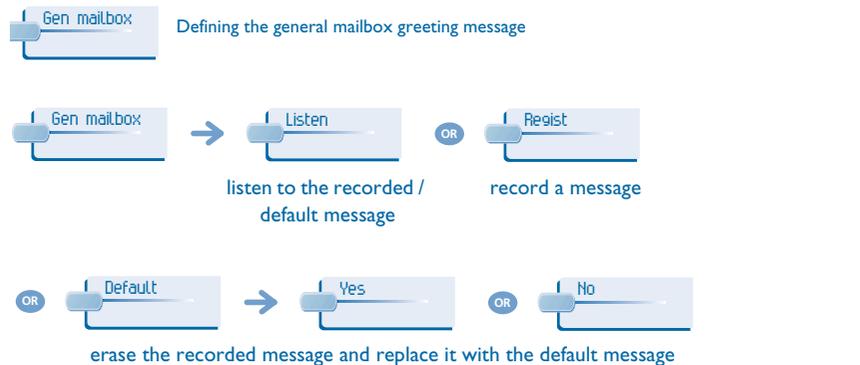
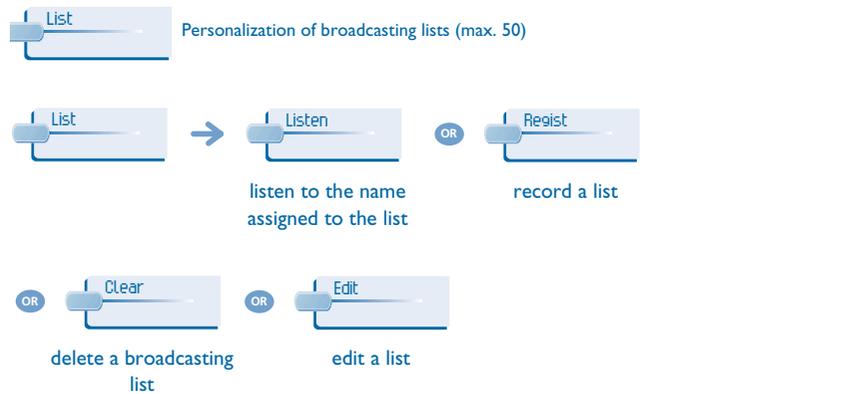
You can:

- listen to the voice guide (default or personalized)
- record a personalized voice guide
- erase the personalized voice guide and replace it with the default voice guide.



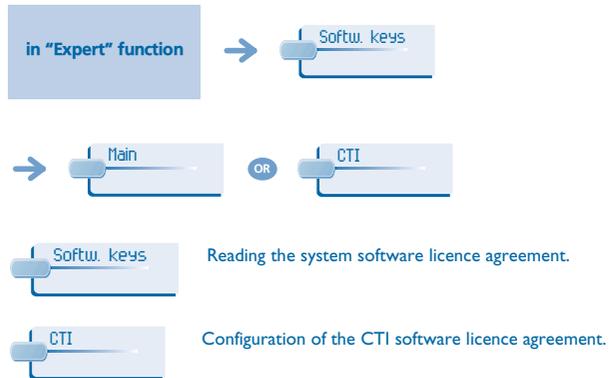
You can:

- listen to the voice guide (default or personalized)
- record a personalized voice guide
- erase the personalized voice guide and replace it with the default voice guide.



## 4.9 Software licence agreements

This function is used to read or modify the software licence agreements.



## 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.

Nevertheless, if the legal warranty in effect in your country exceeds 1 year, then the legal warranty is the sole warranty applicable.

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.

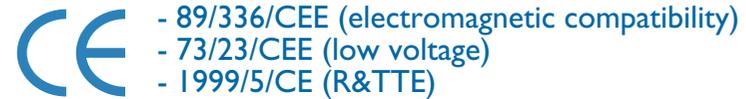
### Declaration of compliance

We, Alcatel Business Systems, hereby declare that we assume the Alcatel 4038/4039/4068 product (operator station) to be compliant with the essential requirements of Directive 1999/5/CE of the European Parliament and Council.

Any unauthorised modification to the product shall render this declaration of compliance null and void. A copy of the original of this declaration of compliance can be obtained by post from :

Alcatel Business Systems - Technical Services - Approvals Manager  
1, route du Dr. Albert Schweitzer - F 67408 Illkirch Cedex - France

The CE marking indicates that this product complies with the following EC directives



**Some of your telephone's functions require a software key or are only accessible once programmed by your installation technician.**

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