OPERATOR STATION MANUAL

ALCATEL

ALCATEL OFFICE

Advanced
REFLEXES

User guide

The present User guide describes the services provided by the **ALCATEL** *Advanced REFLEXES*™ operator station, when connected to an **ALCATEL** *Office* system.

The guide only covers functions specific to the **ALCATEL** *Advanced REFLEXES* (refer to the station user guide for information concerning 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 specified time periods: only stations currently operational will ring. This option is set up by your installation technician.

Symbols used in the documentation

Actions, occurrences

Press.

Lift receiver.

Hang up.

text on blue background — Description of action or context.

➡ Indicates result of action.

Navigator

Indicates movement required.

Display and display keys
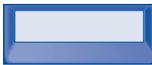
Partial view of display.

Display key.

Programmable keys and icons

Line key.

Icon corresponding to key.

Key accessing a service, if programmed by installation technician.

"Services" programmed key

Preprogrammed key (function represented by icon).

Keypads

Numeric keypad.

Alphabetic keypad.

2 ABC — Specific key on numeric keypad.

Audio keys

Loudspeaker.

Hands free.

Adjustment "decrease".

Adjustment "increase".

Other fixed keys

Fixed key.

or — Hang up or wait 2 seconds

Other symbols used

Indicates important information.

Indicates a remark.

or — Other alternative to action sequence.

Choice of operating mode within an action sequence.

Symbols can be enriched by small icons or text.

Contents

① Description of operator station

Navigator
Enables several display pages
to be scanned for the selection of a line
(by default, the bottom line is selected).

Top line
Previous page ◄ ► Next page
Bottom line
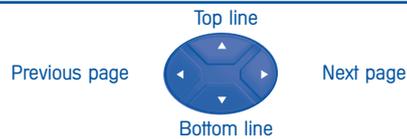
Guide key: check or change your programming.

[ⅰ] + [ⅰ] ➜ Identity of terminal.

[ⅰ] + ⬜ ➜ Change value assigned to a key.

[ⅰ] + ▭ or ⌕ ➜ Define function of unassigned display keys and preprogrammed keys.

ALCATEL

Wed 15 Jul 16:30

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0	#

N/R

Hold

Terminate
a call or
programming.

P [Ctrl ←
K L < + ←
N M? Spce
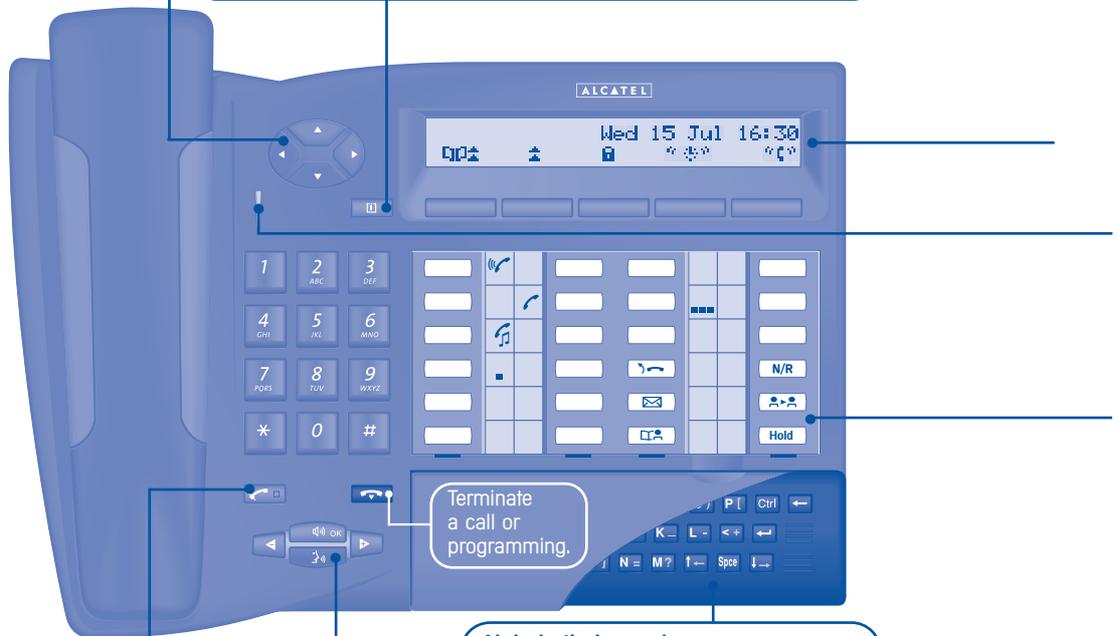
Mute key - so that
your correspondent
can no longer hear you.

Alphabetic keypad
Protected by a flap and is used for call by
name, message services and programming.
A self-adhesive "Memo" label is supplied to be
placed inside the flap.

Audio keys

Loudspeaker:
to share a conversation.

to reduce loudspeaker   ◄ 📢 OK ►   to increase loudspeaker
or receiver volume.   or receiver volume.

Hands free:
to take a line or answer a call without lifting the receiver.

1 Description of operator station

Display and display keys

Display comprises several pages, with two lines per page, giving information concerning your call and functions accessible using the keys corresponding to the lines on the screen.

Make a call.	Divert your calls to another number.
Redial the last number dialled.	Display more information.
Prevent outside calls.	Customize your terminal.
Request appointment reminder call.	Programme company data.
Intercept a call to another extension	Programme and manage the system.

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.

Programmable keys and icons

To make a call, activate a service or manage your calls.
Each key has corresponding icons:

Call icons

- Incoming call (flashing).
- Call in progress.
- Call on hold.
- Call on common hold.

Function icons

- Function active.
- Function requiring action.
- Terminal or line busy.

Preprogrammed function keys:

(INT/EXT) Internal or outside line key.	(Grp.Sup) Group supervision.
(Trunk 1) Lines 1 to 15: Outside line key on your system.	(N/R) Normal or Restricted mode.
Divert calls to another number.	Transfer a call to another number.
Access various message services.	(Hold) Put a call on common hold.
Accessing your personal directory.	

Some other keys can be programmed by your installation technician as a function of your requirements:

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

① Description of operator station

Installing the programmable key labels

Printed labels are supplied with the terminal, to be installed under the programmable keys.

1. Insert a " flat blade " into the slot *(1 slot per key block).*

2. Raise the key block cover..

3. Slide the printed label into position.

4. Replace the cover.
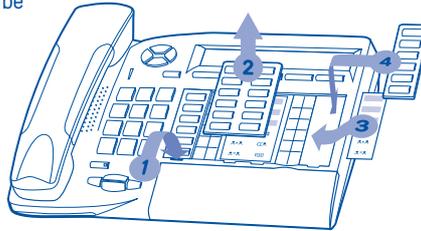
Handling precautions

Never allow your telephone to be in contact with water. However, the telephone can be cleaned using a soft, slightly damp, cloth.
Never use solvents (trichlorethylene, acetone, etc.) which can damage the plastic surface of the telephone. Never use cleaning aerosols.

❷ Operator station functions

② Operator station functions

Setting restricted service

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

☞		⊞ ➡	display and tone indicate service active	▮▮▮

"Normal/Restr" touche fixe   operator password (by default 1954)   **"Normal/Restr"** key icon indicates service active   ↘ or ⧖

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.

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):

☞		⊞ ➡	display and tone indicate service active	▮▮▮

"Reserved TGp" programmed key   operator password (by default 1954)   **"Reserved TGp"** key icon indicates service active   ↘ or ⧖

To cancel the line reservation, repeat operation.

Manually diverting operator calls to another number

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

☞		⊞ ➡	display and tone indicate service active	▮▮▮

"Att. Div" programmed key   operator password (by default 1954)   **"Att. Div"** key icon indicates service active   ↘ or ⧖

To cancel the diversion, repeat operation.

② Operator station functions

Broadcasting background music on an external loudspeaker

**"Bkg. Music"** programmed key   operator password (by default 1954)   → display and tone indicate service active   **"Bkg. Music"** key icon indicates service active   or
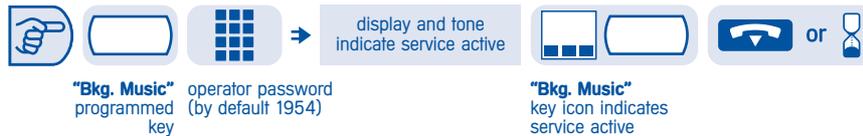
To cancel music broadcasting, repeat operation.

Answering a night call

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

your telephone rings   → the night call name or n° is displayed   lift the receiver   or   hands free

Opening the door:

    or   **"Unlock Door"** programmed key
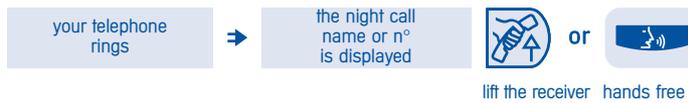
Using a headset

You can connect a headset in stead of your receiver:
Headset mode must be configured by your system manager.

Answering or making a call:

function active

To activate or deactivate the loudspeaker during a conversation:

during a conversation   📢 OK   → function active

To answer in intercom mode:

corresponding LED lights up   →   deactivate intercom mode

❸ Programming functions

13

❸ Programming functions

Accessing programming

Your Alcatel Office system operator station can access general programming services:

[✱] | ⊞ → access programming function

password
(by default 1954)

Programming system directory (ComSpD)

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

| in programming function | | ComSpD → display gives first short number | Modify |

⊞ | Ok | ⊞ | Ok → programmed short number is displayed | ☎

enter name
(max. 16 characters)

dial n°
(max. 22 digits)
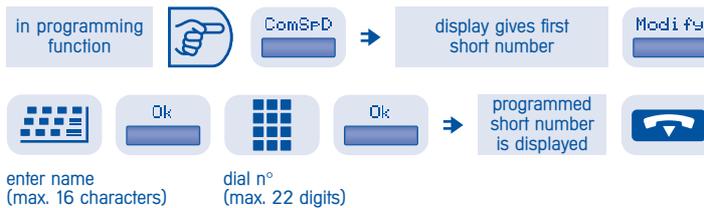
To enter another short number:

Next or Prev or New

to select another
short number
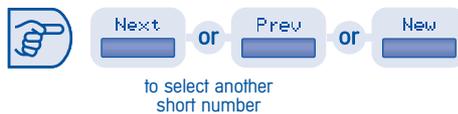
Programming date and time (Clock)

| in programming function | | Clock | ⊞ | Ok | ☎ |

enter date
and time

Changing date and time:

<- or -> or Clear ☎

previous
character

next
character
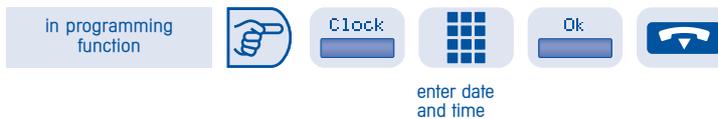
❹ Setting up "Subscriber" terminals

❹ Setting up "Subscriber" terminals

Accessing the "Subscriber" function

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

in programming function	👉	Subscr	⊞	access to "Subscriber" programming function

enter extension n° to be programmed

Subscriber name (Name)

in "Subscriber" function	👉	Name	⊞	Ok	☎

enter name

Changing the name: :

👉	<-	or	->	or	Clear

previous character   next character
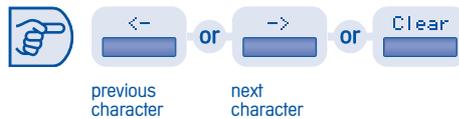
ℹ️ *Name must be entered in format name/space/first name.*

Resetting a subscriber password (ResCod)

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

in "Subscriber" function	👉	Ok	☎

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:

in "Subscriber" function	👉	Lang	➡	selection displayed on first line

Ok	☎

4 Setting up "Subscriber" terminals

Subscriber personal directory (PerSpD)

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

in "Subscriber" function   [hand] ● [navigation keys] ● `PerSpD` ➜ display gives first number

`Modify` ● [keypad] ● `Ok` ● [keypad] ● `Ok` ● [hang up]

enter name (max. 8 characters)   enter public n° (max. 22 digits)
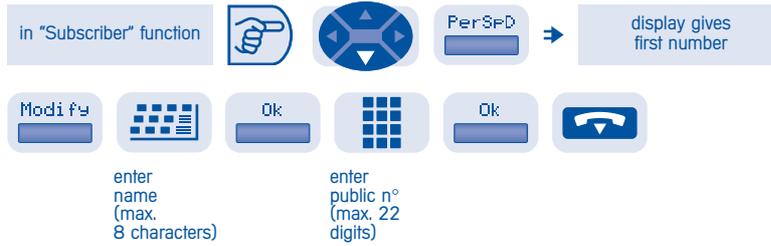
Changing a name or number:

[hand] ● `<-` **or** `->` **or** `Clear`

previous character   next character

Subscriber discrimination criteria (Barrin)

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

in "Subscriber" function ● [hand] ● [navigation keys] ● `Barrng` ● `Modify` ➜ selection displayed on first line

selection of discrimination criteria

`Ok` ● [hang up]
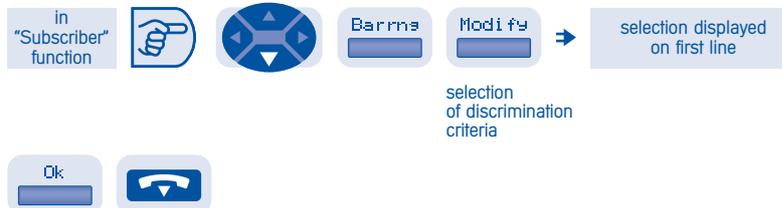
[i] *The discrimination criteria (very low, low by default, medium and high) limit the subscriber's access to public telephone network numbers (prohibited, restricted, full).*

❺ "Expert" supplementary functions

⑤ "Expert" supplementary functions

Accessing the "Expert" function

| in programming function | 👉 | **Expert** | ➡ | access to "Expert" programming function |

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:

| in "Expert" function | 👉 | **Accoun** | **Add** | **Passwd** | or | **Name** | or | **Param1** | or | **Param2** |

create an entry   max. 16 digits   max. 16 characters

| **Ok** | 📞 |

On "Param1"

| **UserId** | or | **Protec** |

indicate whether identity required or not

indicate whether password required or not

On "Param2"

| **Barrng** | or | **Mask** |

indicate discrimination category

indicate number of masked digits
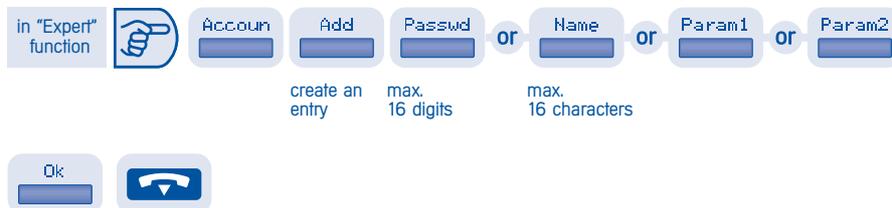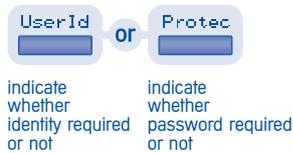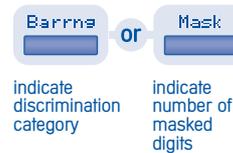
ⓘ *"Barrin"*: discrimination category: none, 1 to 16, that of subscriber (SET) or that of user (GUEST).

ⓘ *"Mask"*: number of digits: none, 1 to 9 or DEF (default value: 4).

Direct numbers of extensions (PubNum)

This function is used to define the table of direct numbers (SDA)
for the system "Subscribers" (extensions):

| in "Expert" function | 👉 | **PubNum** | **New** | ⌗ | **Ok** | ⌗ | **Ok** |

create an entry   direct n° or n° forming prefix   number of extensions within assigned range (max. 99)

| **Ok** | ⌗ | **Ok** | 📞 |

public n° of first extension
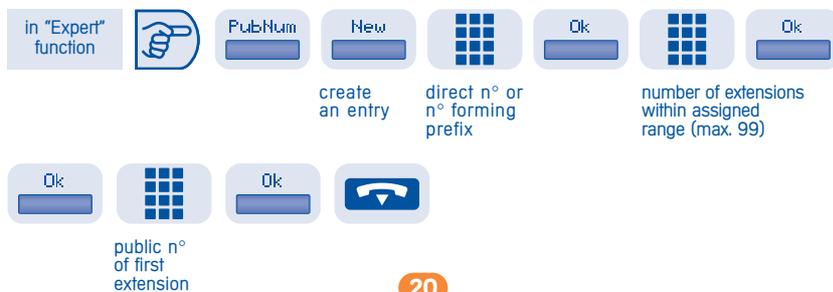
⑤ "Expert" supplementary functions

Direct numbers of extensions (PubNum) (continued)

Modifying an entry:

	Prev	or	Next	or	Clear	or	Goto	Modify

go to previous entry   go to next entry   select specific entry   modify contents of entry displayed
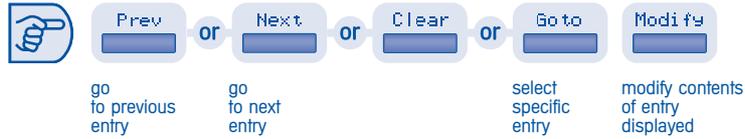
Greeting and holding messages (Music)

This function is used to define greeting message parameters:

in "Expert" function   👉 | Music | ➡ 3 choices are displayed: "HearMs", "RecMsg" and "Preann"

"HearMs" is used to listen to the various recorded greeting and holding messages:

in "Expert" function   👉 | Music | | HearMs |

Msg1	or	Msg2	or	Msg3	or	Msg4	or	Music		📞

choice of 4 messages   standard holding music
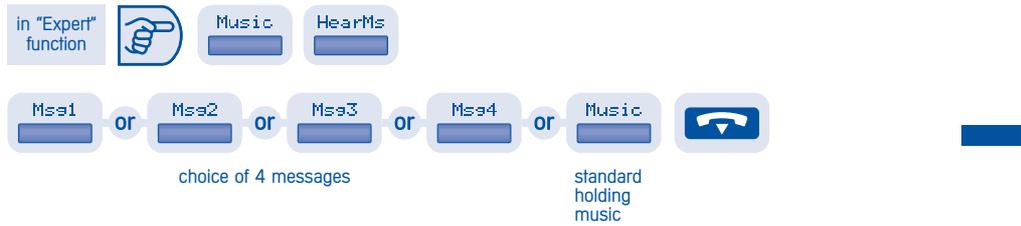
"RecMsg" is used to record a greeting message:

in "Expert" function   👉 | Music | | RecMsg | | Msg1 | or | Msg2 | or | Msg3 | or | Msg4 |

➡ display invites you to start recording | Start | | Stop |

record greeting message   to stop

➡ duration of message is displayed   📞
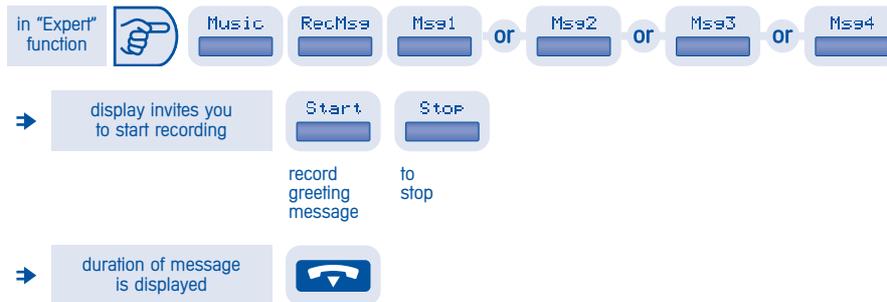
ⓘ *Greeting music may be subject to author's rights and appropriate action should be taken in this respect.*

⑤ "Expert" supplementary functions

Greeting and holding messages (Music) (continued)

This function is used to assign greeting messages to extensions or groups of extensions (max. 15) defined by their direct numbers and as a function of specified periods of time:

in "Expert" function	👉	Music	Preann	Add	⚏
				create an entry	n° called, SDA n° of extension or group concerned

Next	or	Mode	or	Msg4	Ok	☎
choice of period of time		choice of operating mode		choice of greeting message		
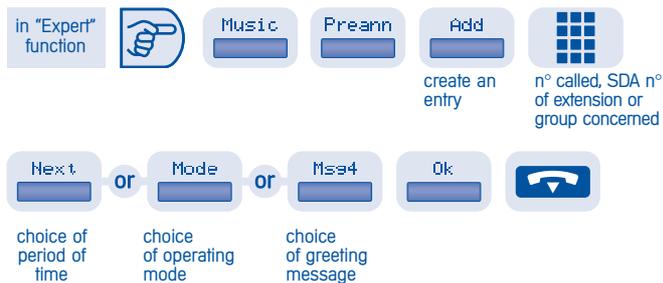
ⓘ *"Next": selection of period of time: start time is displayed.*

ⓘ *"Mode": selection of mode: MODE 1, MODE 2, MODE 1 BUSY, MODE 2 BUSY, OFF*
MODE 1: outside caller hears complete message and telephone then rings.
MODE 2: outside caller hears message while telephone is ringing.
MODE 1 BUSY: mode 1 message is played only if extension or group is busy.
MODE 2 BUSY: mode 2 message is played only if extension or group is busy.
OFF: no message played

DECT cordless telephones

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

Adding a DECT GAP extension:

in "Expert" function	👉	DECT	New	⚏
				DECT GAP extension is created

Replacing a DECT extension by a DECT GAP extension:

in "Expert" function	👉	DECT	⚏	Ok	Modify
			public network n° of DECT extension		

➡ screen indicates "in progress" ➡ waiting for creation from DECT GAP extension ➡ follow instructions given on display ☎
at end of creation

22
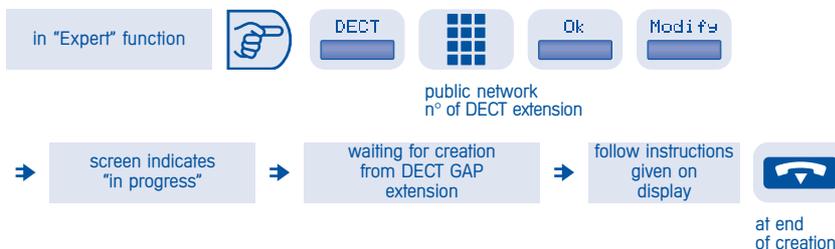
5 "Expert" supplementary functions

Changing the operator password (Passwd)

This function is used to change the operator session password:

| in "Expert" function | 👉 | `Passwd` | ➡ | display asks for old password | | ➡ | display asks for new password |

enter
old password
(4 digits)

| ⚏ | ➡ | display requests confirmation of new password | ⚏ | 📞 |

enter
new password
(4 digits)

enter
new password
again to confirm
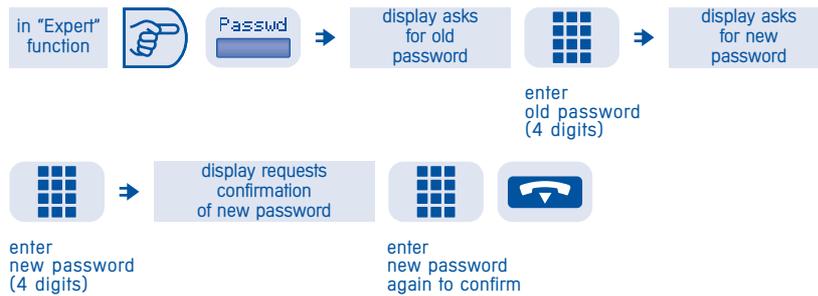
Resetting the system (RstSys)

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

| in "Expert" function | 👉 | `RstSys` | `Cold` | or | `Warm` | `Yes` | or | `No` | 📞 |

⚠ *A cold reset will restore your system default configuration
(your specific configuration will be lost).
The reset request must be confirmed.*

⑥ Index

Guarantee: Irrespective of the applicable statutory guarantees, this equipment
is guaranteed for a period of one year, from the date of purchase (invoice date),
in respect of all parts and repair charges. However, this guarantee shall not be
applicable if the equipment has been used in any way contrary to the instructions
given in this manual, in cases of damage due to causes outside the equipment
itself, if the equipment installation is/was not compliant with applicable regulations,
if the equipment has been modified in any way or if repair work has been carried
out by persons not approved by the manufacturer or retailer.

Compliance: This telephone is designed to be connected behind an Alcatel 4200 PABX.
It comes in the SELV (Safety Extra Low Voltage) rank, as defined in French
standard NF EN 60950.
The CE mark confirms that this product complies with the following EEC directives:
■ 89/336/CEE (electromagnetic compatibility)
■ 73/23/CEE (low voltage)

ALCATEL OFFICE
Free

ALCATEL OFFICE
BUSINESS

ALCATEL OFFICE
PC-LINK

ALCATEL OFFICE
GUEST

ALCATEL OFFICE
EXPAND

Groupe Extrême