

Analogue terminal

Alcatel **OmniPCX** *Office*



▼
ALCATEL

ARCHITECTS OF AN INTERNET WORLD

How to use this guide ?

• Keypad



Numeric keypad.



Specific key on numeric keypad.

• Other symbols used



Alternative to action sequence.



Important informations

All default or customized function codes are given in the table of codes in the appended sheet.



This guide describes the utilisation of Q23 DTMF terminals.
If you have a decimal telephone, dial the indicated code directly, ignoring the 'R' indication.



Analog telephones with decimal dialling :
To confirm a selection, press '9' (even if the voice guide proposes '#').

Contents

1.

Using your telephone p.4

Making an outside call. Making an internal call. Requesting automatic callback if internal number is busy. Cancelling an automatic callback.

2.

During your communication p.6

Making a second call. Releasing the second call. Receiving a second call. Transferring a call. Switching between calls (broker call). Three-way conference (conference).

3.

Sharing p.8

Picking up a call. Answering a general bell. Send a voice message copy. Sending a recorded message to a number / a distribution list.

4.

Keep in touch p.10

Diverting calls. When you return, consult recorded messages. When you return, cancel all diversions. Activate/disable the personal assistant.

5.

Your telephone fits your needs p.13

Initializing your voice mailbox. Customising your voice greeting. Personal assistant : reaching you with one number only. Modifying your personal code. Helping the operator station answer calls.

1

Using your telephone

1.1

Making an outside call

- **Direct N°:**



dial 9



dial n° required

- **System short N°:**



short number
000 to 999



1.2

Making an internal call



extension n°

OR



operator

1.3

Requesting automatic callback if internal number is busy

number busy

R**1****9**
WXYZkey "R" on your
terminal

1.4

Cancelling an automatic callback**1****9**
WXYZ

2

During your communication

2.1 Making a second call

Making a second call while a first call is in progress:

- **Internal:**



key "R" on
your
terminal



extension n°

- **Outside:**



outside call n°

2.2 Releasing the second call



key "R" on
your
terminal



2.3 Receiving a second call

During a conversation, you hear a beep
Consulting the call:

beep



key "R" on your
terminal

2.4 Transferring a call

- During a conversation:



key "R" on
your
terminal



n° of extension
receiving transfer



2.5 Switching between calls (broker call)

While in conversation, a second call is on hold:



key "R" on
your
terminal



2.6 Three-way conference (conference)

While in conversation, a second call is on hold:



key "R" on
your
terminal



3.1

Picking up a call

- From another telephone that is ringing:



No. of the
telephone that is
ringing

- From a telephone in your pick-up group:



3.2

Answering a general bell

To answer outside calls to the operator if the operator is absent:

general bell



3.3

Send a voice message copy



personal code



OR



select message to copy

copy message

Number to be called



apply



OR



record a comment

OR



send message

add a correspondent

3.4

Sending a recorded message to a number / a distribution list



personal code

correspondent's no.
or list no.

apply



record message



end of recording



apply

If you do nothing, **Alcatel OmniPCX Office** diverts calls to your voice mailbox.

4.1 Diverting calls

- **Immediately to another to another number:**



internal
telephone
No.

OR



external No.

- **To a voice mailbox:**



recorded
message No.

- **When your line is busy:**



internal
telephone
No.

- **Do not disturb:**



4.2

When you return, consult recorded messages

The light indicates that messages have been received.

display number of new messages



personal code



listen to message



previous message

OR



next message



call sender of message

AND/OR



replay message



erase message

4.3

When you return, cancel all diversions



4.4

Activate/disable the personal assistant



personal assistant



OR

to activate
personal assistantto deactivate
personal assistant

apply

5

Your telephone fits your needs

5.1

Initializing your voice mailbox

When you lift the receiver, the voice guide asks you to initialize your voice message service

5
JKL

0

enter your personal code then record your name according to voice guide instructions

5.2

Customising your voice greeting

You can replace the greeting message by a personal message.

8
TUV

0

0

1

voice message
service

1

#

#

record voice
greeting

end of recording

apply

Personal assistant : reaching you with one number only

8
TUV

0

0

2
ABC

personal assistant

2
ABC

select type of
diversion

1

dial number of a
colleague or your
secretary

AND/OR

2
ABC

dial an outside
line number

AND/OR

3
DEF

dial number of
your mobile or
DECT

AND/OR

4
GHI

activate/
deactivate
transfer to
operator

5.4 Modifying your personal code

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



options

personal
code



old code
(4 digits).



new code
(4 digits)



apply



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


5.5 Helping the operator station answer calls

- To activate:



- To deactivate:





Copyright © ALCATEL. 2000. All rights reserved.
Alcatel Business Systems, in keeping with its policy of constant product improvement for the customer, reserves the right to modify product specifications without prior notice.
ALCATEL - 32, avenue Kléber, F-92707 Colombes Cedex
R.C. Paris 602 033 185

3EH 21008 BSAA Ed.01