8028s Premium DeskPhone
8018 DeskPhone
8008 DeskPhone

SIP Business

User Manual

8AL90341ENABed01

Alcatel·Lucent Enterprise

Introduction

Thank you for choosing an Alcatel-Lucent phone.

This model offers enhanced ergonomical features for more effective communication.

This document describes the services offered by the following sets connected to an OmniPCX Enterprise system in SIP Business mode:

- Alcatel-Lucent 8028s Premium DeskPhone (8028s).
- Alcatel-Lucent 8018 DeskPhone (8018).
- Alcatel-Lucent 8008 DeskPhone (8008).

The label and icons displayed depend on the type and the skin of the set. The label is not displayed if the corresponding feature is not configured on your telephone system. Depending on the size of the display, some labels may be truncated. *All labels are displayed in color and are italicized*. This icon describes a succession of actions or labels you have to do or select: ›.
This icon describes the consequence of an action: ››.

Some features depend on the type of the set.

	8028s	8018	8008
IP Phone	●	●	●
Monochrome screen	●	●	●
USB headset	●	●	
Jack headset	●	●	
RJ9 headset*			●
Two-port Gigabit Ethernet switch with Power Over Ethernet support	●	●	
Two-port Fast Ethernet switch with Power Over Ethernet support			●
Audio services (hands-free, handset and headset)	●	●	●

*Use an adapter RJ9 to connect a jack ou usb headset (3GV28177AA).

The labels and icons presented in this document are not contractually binding and may be modified without prior warning.

Historique of the document

8AL90341xxAB	• 8008 DeskPhone • List of accessories • Accessories • Ordering information
8AL90341xxAA	• 8028s Premium DeskPhone, 8018 DeskPhone

1 Getting to know your telephone 6
1.1 8028s Premium DeskPhone 6
1.2 8018 DeskPhone 7
1.3 8008 DeskPhone 9
1.4 Permanent features keys 11
1.5 Homepage screen 12
1.6 Navigation 12
1.7 Call icons 13
1.8 Keyboard 13
1.9 Description of the connectors 15
1.10 Install a comfort wired handset 16
2 Contacts management 17
2.1 Local directory 17
2.2 Contact card 18
3 Using your telephone 19
3.1 Information about the phone 19
3.2 Manage the call log 19
3.3 Calling by number 20
3.4 Calling by name 21
3.5 Call from call log 21
3.6 Make a call using your list of contacts 21
3.7 Receiving a call 22
3.8 Switching between audio modes 22
3.9 Activating the loudspeaker during a conversation (handset lifted) 23
3.10 Redialing 23
3.11 Sending DTMF signals 23
3.12 Mute, so that your contact cannot hear you 23
4 During a conversation 24
4.1 Making a second call during a conversation 24
4.2 Answering a second call during a conversation 24
4.3 To cancel your second call and recover the first 24
4.4 Placing a call on hold (hold) 25
4.5 Switching between calls (Broker call) 25
4.6 Transferring a call 25
4.7 Three-way conference with internal and/or external contacts (conference) 26
4.8 Hide your phone number 26
5 Keep in touch 27
5.1 Do not disturb 27
5.2 Forwarding to a number or voicemail 27
5.3 Cancelling all forwards 28
5.4 Listen to your voicemail 28

6 Programming your telephone 29
6.1 Adjusting the audio functions 29
6.2 Adjust ringer volume while a call arrives 30
6.3 Configuring the welcome page 30
6.4 Selecting language 30
6.5 Adjusting the contrast of the display 30
6.6 Adjusting the brightness of the deskphone 30
6.7 Programming direct call keys (8028s Premium DeskPhone, 8018 DeskPhone) 31
6.8 Install a jack accessory (headset, hands-free, loudspeaker) (8028s Premium DeskPhone) 31
6.9 Install a USB accessory (Headset, Handsfree, Loudspeaker) 32
6.10 Install a RJ9 headset (8008 DeskPhone) 32
6.11 Manage connected devices (8028s Premium DeskPhone) 32
6.12 Contacting your administrator (Technical support) 33
7 Accessories 34
7.1 List of accessories 34
7.2 8115/8125 Audioffice 35
7.3 USB external ringing interface module (USB Interface module 2 relays 3GV28184AA) 40
7.4 External ringing interface module (MWS 3GV28050AA) 42
7.5 Wall mounting kit 44
7.6 Connect a 3 pole jack headset 47
7.7 Alcatel-Lucent Enterprise Application Partner Program 48
8 Technical specifications 49
9 Ordering information 51
10 Guarantee and clauses 52
10.1 Safety Instructions 52
10.2 Regulatory Statements 53

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1 Getting to know your telephone

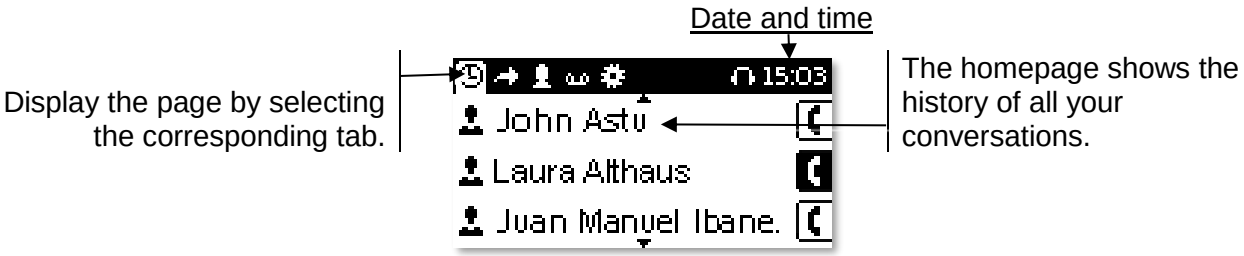
1.1 8028s Premium DeskPhone

This phone is part of the IP phone range. In addition to a clear monochrome display associated to 6 dedicated function keys and an intuitive navigation key, the 8028s Premium DeskPhone provides 4 programmable keys as a smart add-on module, for a quick access to your favorite contacts or features. It provides high audio fidelity for telephone calls either in hands-free mode or using the comfort handset.

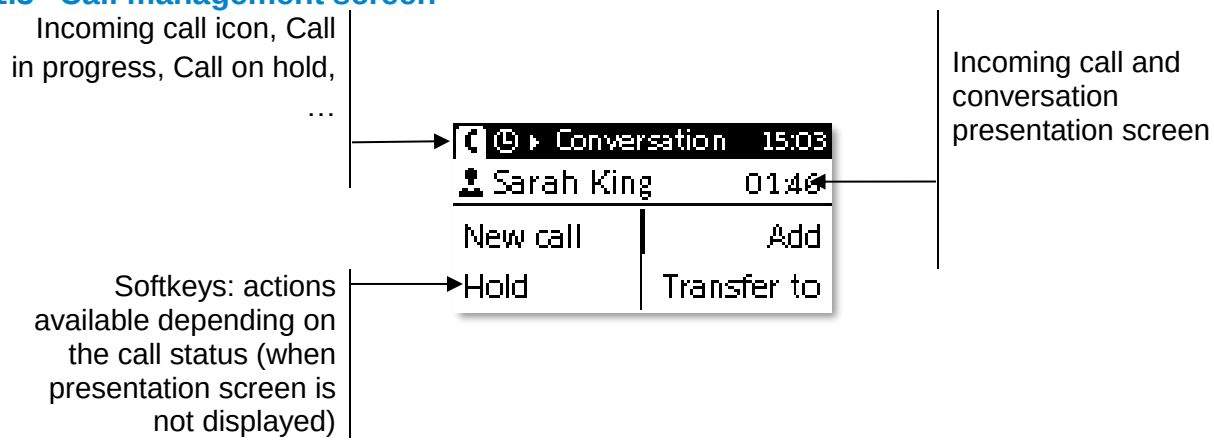
1.1.1 Phone description

1	LED Flashing blue: incoming call / Appointment alarm.
2	Monochrome screen.
3	6 dedicated functions keys.
4	4 programmable keys with Led and paper label.
5	Navigation.
6	Permanent feature keys: quick access to the phone's main features.
7	Wired handset.
8	3.5 mm, 4 pole jack (TRRS standards: CTIA).
9	Magnetic alphabetic keyboard.
10	An adjustable and stable foot.
11	Loudspeaker.

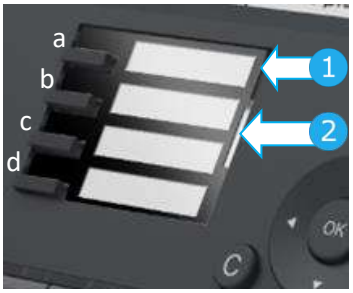
1.1.2 Main screen



1.1.3 Call management screen



1.1.4 Changing or updating the paper label



Removing the paper label

- Lift the protective cover at the notch (1).
- Remove the apper label in the same way (2).
- Update or replace the paper label.

Inserting the phone label

- Position the phone label, left side first, making sure it is placed correctly behind the notches (a,b,c,d).
- Put the protective cover back in the same way.

The application 'LabelSet' is available to help you to print the paper labels. Please contact your business partner for more information.

1.2 8018 DeskPhone

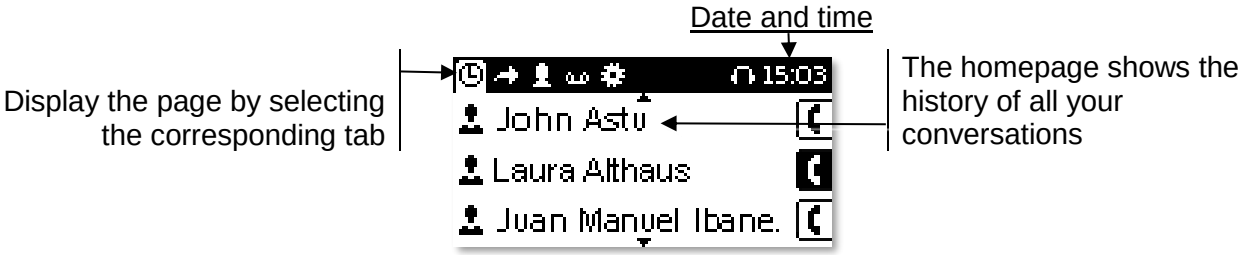
This phone is part of the IP phone range. In addition to a clear monochrome display associated to 6 dedicated function keys and an intuitive navigation key, the 8018 DeskPhone provides 4 programmable keys as a smart add-on module, for a quick access to your favorite contacts or features. It provides high audio fidelity for telephone calls either in hands-free mode or using the comfort handset.

1.2.1 Phone description

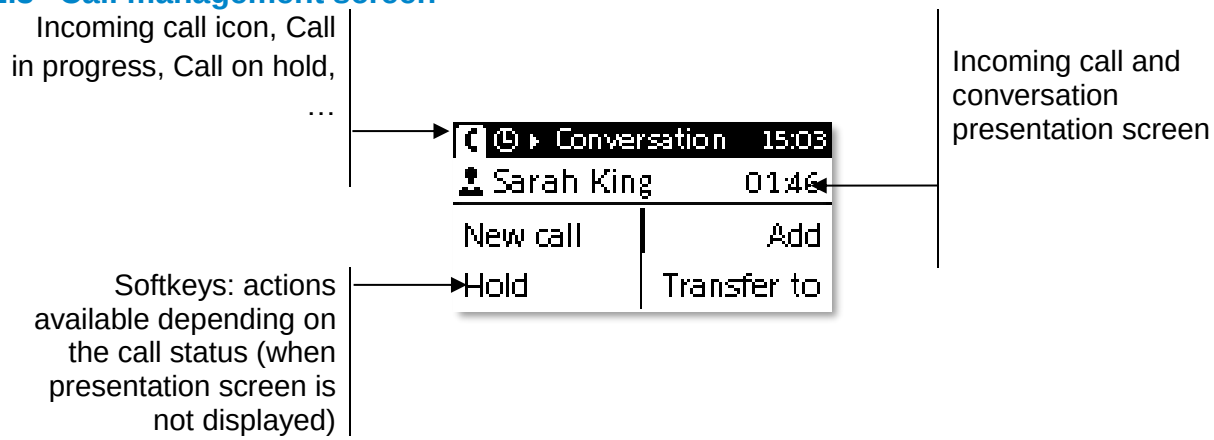
1	LED Flashing blue: incoming call / Appointment alarm.
2	Monochrome screen**.**
3	6 dedicated functions keys.
4	3 preprogrammed keys with Led and paper icon: Alpha-numeric key, F1, F2. 4 programmable keys with Led and paper label**.**
5	Navigation.
6	Permanent feature keys: quick access to the phone's main features.
7	Wired handset.
8	USB connector for headset.
9	Stable foot.
10	Loudspeaker.

Your phone has 4 programmable keys with led and paper label. These keys are used to program a direct call. You can use the paper to describe the key.

1.2.2 Main screen



1.2.3 Call management screen



1.2.4 Changing or updating the paper label

Removing the paper label

- Lift the protective cover at the notch and slide it up to take it out of its housing.
- Remove the apper label in the same way.
- Update or replace the paper label.

Inserting the phone label

- Insert the paper label from the top end, making sure it is placed correctly behind the notches.
- Put the protective cover back in the same way.

1.2.5 Function keys and programmable keys

The 8018 DeskPhone uses 3 preprogrammed keys to access some features. In this case, the icon of the feature is printed on the paper. Use the feature by pressing the corresponding key. When activated, the LED corresponding to the key remains lit up. Press the corresponding key to deactivate it.

- 123<>abc Alpha-numerical keypad
  Use this key to switch between alphabetic keyboard and numeric keyboard.
- F Programmable keys (F1 and F2 keys). A service or a direct call can be associated to these keys.

The application 'LabelSet' is available to help you to print the paper labels. Please contact your business partner for more information.

1.3 8008 DeskPhone

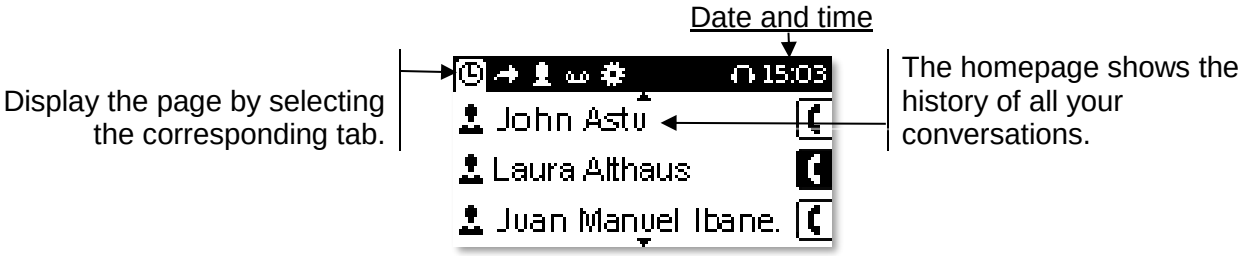
This phone is part of the IP phone range. In addition to a clear monochrome display with six dedicated function keys and an intuitive navigation key, the 8008 DeskPhone provides high audio fidelity for telephone calls either in hands-free mode or using the comfortable handset.

1.3.1 Phone description

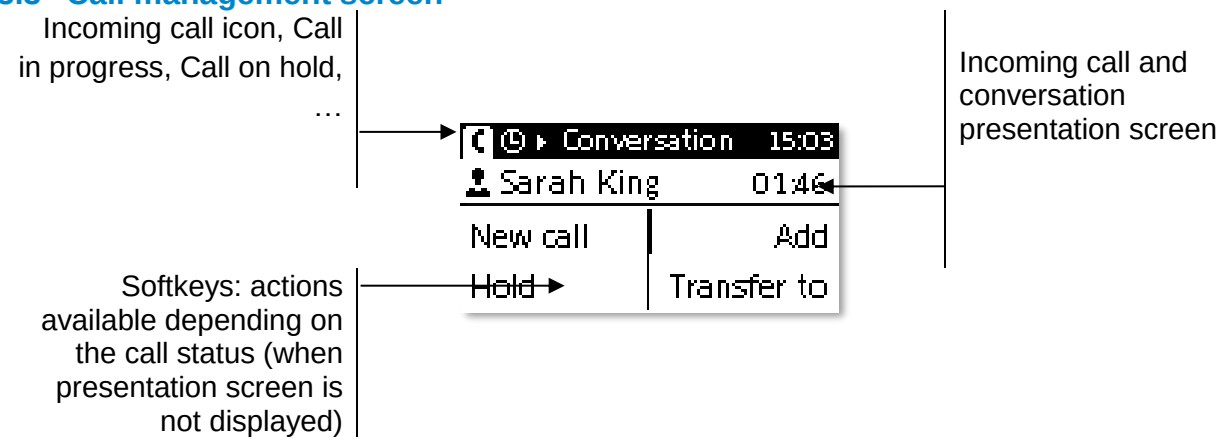
1	Monochrome screen.
2	LED Flashing blue: incoming call / Appointment alarm.
3	6 dedicated functions keys.
4	Navigation, ok and cancel keys.
5	3 preprogrammed keys with LEDs: Alpha-numeric key, F1, F2.
6	Messaging key to access various mail services.
7	Mute and interphony key.
8	Audio feature keys.
9	Redial key.
10	Loudspeaker.
11	Wired handset.
12	Stable foot.

A corded headset can be connected via RJ9 connector.

1.3.2 Main screen



1.3.3 Call management screen



1.3.4 Function keys and programmable keys

The 8008 DeskPhone uses 3 preprogrammed keys to access some features. In this case, the icon of the feature is printed on the paper. Use the feature by pressing the corresponding key. When activated, the LED corresponding to the key remains lit up. Press the corresponding key to deactivate it.

- 123<>abc Alpha-numerical keypad
  Use this key to switch between alphabetic keyboard and numeric keyboard.
- F Programmable keys (F1 and F2 keys). A service or a direct call can be associated to these keys.

1.4 Permanent features keys

They are located just above the loudspeaker.

	• Mute and interphony key. During a call, press this key to stop your contact from hearing you. When idle, press this key to switch the phone to interphony mode. When you receive a call, the phone hooks off automatically and you go straight into hands-free mode. When activated, this key is lit blue.
	• Turn down the volume (ringing or call state). • Decrease the brightness (idle state). • Decrease the contrast (idle state).
	• Turn up the volume (ringing or call state). • Increase the brightness (idle state). • Increase the contrast (idle state).
	• Pressing this key answers an incoming call in hands-free mode (when activated, the key is lit blue). When a call is in progress, pressing this key switches from hands-free mode to headset or handset mode.
	• Line keys. • Programmable keys (F1 and F2 keys). Lit when the function associated with the key is activated. A service or a direct call can be associated to these keys.
	• Last number redial. For the phones 8018/8008 DeskPhone, the redial key is associated with the Off-hook key when the phone is in idle state: .
	• Information about the user: lastname, firstname, phone number,... • 123<>abc For the phones 8008 and 8018 DeskPhone, information about the user is displayed by long pressing on the alpha-numeric key.
	• Access the voice mail The message key flashes when you have received a new voicemail.

1.5 Homepage screen

The homepage is the default page displayed on your phone. By default, the homepage shows the history of all your conversations, but you can choose to display an another page in the settings of the phone.

Use the right navigation key to navigate in the title bar.

	Access to the calls log.
	Access the forwarding configuration.
	Access the local directory.
	Access the voicemail. The number of new voice messages is displayed. The number of new voice messages is displayed.
	Access the settings.
	Search for a contact in the Company's directory.

1.6 Navigation

	OK key: • Short press Use this key to validate your choices and options while programming or configuring. • In idle state Used to access features for managing the call log such as delete a log, delete all logs, display missed calls only and acknowledge missed calls. **Left-right navigator:** Used to move from one page to another and display information about current calls (call in progress, calls on hold, incoming call). **Right navigator:** Used to access features for configuring the phone or managing calls. **Up-down navigator:** When information extends over more than one page, use the down navigation key to display the next page. Use the up navigation key to display the previous page.
	Back/Exit key: Use this key to go back to the previous step. Use this key to delete one number or character at a time.

1.7 Call icons

Icons giving information about some specific configurations of the phone or about call status are displayed in the top bar of the screen.

	Incoming call icon. This icon blinks when there is another incoming call.
	Call in progress icon.
	Call holding icon. This icon blinks when there is another ongoing call.
	Conference icon.
	End of call icon. Your contact ended the conversation.

1.8 Keyboard

1.8.1 Magnetic alphabetic keyboard (8028s Premium DeskPhone)

Your set is provided with a magnetic alphabetic keyboard. The keyboard depends on your country and languages. The magnetic keyboard is automatically fixed on the base of the set. It is connected to the corresponding connector behind the phone.

- Country variants:
  - AZERTY
  - QWERTZ
  - QWERTY (international)
  - QWERTY (nordic)

Use the keyboard to enter names while configuring the phone. Directly access the dial by name feature by entering the name of your contact on the keyboard.

Below is a list of the function keys that allow you to access all the symbols.

	Cursor moving keys (left, right, up and down). Allows you to navigate edit boxes. Press the Alt key to access the left and up directions.
	Caps lock: to write text in capital letters.
	Alt key: to access specific and punctuation characters.
	Enter key: to validate edited text.
	Backspace key: to delete one character in an edit box.

1.8.2 Alpha-numeric keyboard (8018/8008 DeskPhone)

Your phone is equipped with alphanumeric keyboard. You can switch between numeric keyboard to dial number, and alphabetic keyboard to enter text by pressing the corresponding preprogrammed key (usually the first preprogrammed key).

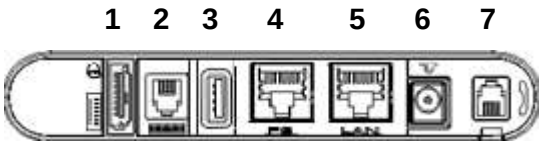
- 123<>abc Switch the keyboard to the alphabetic mode by selecting the associated preprogrammed key. When activated, the LED corresponding to the key remains lit up.
- Enter alphabetic characters.
  The number pad keys have letters that you can display by successive presses. The number is the last character in the series. Some special characters can be displayed by successively pressing the key:

*	% $ / ~ & ( ) [ ] = *
#	@ #
1	space - _ 1
0	+ . , ; : / \ ? ! 0

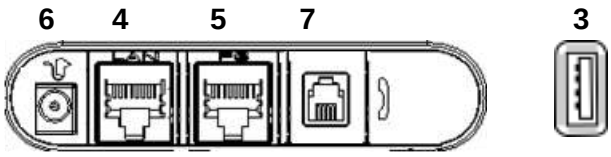
- Use navigation keys to move the cursor into the text.
- Press and hold the '*' key to switch from lowercase to uppercase mode, and vice versa.
- use this key to delete the last entered character. The alphabetic mode remains activated.
- 123<>abc Select the lit preprogrammed key to return to the numeric mode.

1.9 Description of the connectors

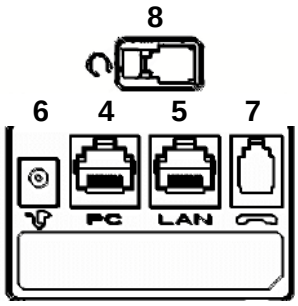
Various connections to allow phone extensions. The type of connectors you have depends on your phone.



8028s



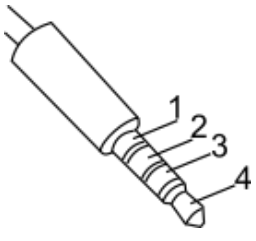
8018



8008

		8028s	8018	8008
1	Add-on module/external ringing connector (SATA type).	●		
2	Magnetic alphanumerical keyboard connector (RJ 9).	●		
3	Universal Serial Bus (USB-a) connector for an audio equipment, a low smartphone charger or USB stick. For the 8018 DeskPhone, the USB connector is on the side of the deskphone.	●		
4	10/100/1000 Mbps Ethernet connectors to a PC (RJ45).	●	●	
	10/100 Fast Ethernet connector (PC).			●
5	10/100/1000 Mbps Ethernet connectors to the enterprise network (LAN - RJ45).	●	●	
	10/100 Fast Ethernet connector (LAN).			●
6	DC power jack for an external power adaptor.	●	●	●
7	Wired handset connector (RJ9).	●	●	●
8	RJ9 connector for a corded headset.			●
	3.5 mm, 4 pole jack (TRRS standards: CTIA).	●		

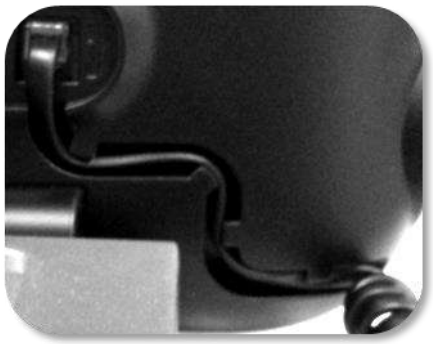
CTIA standards



1	**Microphone**
2	**Ground**
3	**Audio (right)**
4	**Audio (left)**

1.10 Install a comfort wired handset

- Remove the rubber.
- Plug-in the wired handset to the appropriate connector (refer to phone description).
- Make sure you position the cable correctly in the compartment intended for that purpose:



2 Contacts management

2.1 Local directory

Your phone lets you manage contacts in your local directory.

- Use the right navigation key to open your local directory.
- Press ok key to open menu.

New	Create a new contact.
Delete	Delete the selected contact.
Delete all	Delete all contacts in the local directory.

2.1.1 Create a new contact

If your local directory is empty, press the ok key to add a new contact.

- Use the right navigation key to open your local directory.
- Press ok key to open menu.
- *New*
- Fill in the contact file.
  You must provide at least a last name.
-
- Your contact is added to the directory.

Other method:

- Add a contact from the call log (see: Contact card).
- Search for a contact in a corporate directory and add the selected contact in your local directory (see: Contact card).

For external numbers, we recommend you use canonical address formats comprising '+', followed by the country code (e.g. '33') then the number without the first digit. For example, for 0390670000, enter the number +3390670000. To get the '+' sign, long press on the '0' key. This example is for calling a number in France from another country.

2.1.2 Delete a contact

- Use the right navigation key to open your local directory.
- Use one of the following:
  - Open a contact card by selecting the left key: .
    Navigate between pages to reach the list of actions (consecutive presses).
    Delete
  - Press ok key to open menu.
    Delete: All contacts are listed.
    Press the delete icon for the contact to delete the coresponding contact.

2.1.3 Delete all contacts in the local directory

- Use the right navigation key to open your local directory.
- OK Press ok key to open menu.
- *Delete all*
- OK

2.1.4 Modify a contact

- Use the right navigation key to open your local directory.
- Open a contact card by selecting the left key: .
- ... Navigate between pages to reach the list of actions.
- *Edit*
- Fill in the contact file. You must provide at least a last name.
- OK

2.2 Contact card

Open a contact card by selecting the left key: . A contact card can be opened from your conversation history, the local directory or from the search result.

A card contains 3 pages:

- Your conversation history with this contact.
- Main information about your contact (photo, phone number, email).
- Action proposed with this contact (call, add to local directory).

When you open the contact card, the conversation history is displayed if there are one or more new events, otherwise the action page is displayed.

...	Navigate between different pages.
Call	Call the contact.
Add	Add the contact to your local directory.
Call	Call the contact.
Edit	Modify the contact.
Delete	Delete the contact from your local directory.
Forward	Forward your calls to the selected contact.
	Go back to the Homepage.

2.2.1 Add the contact to your local directory

- Open the contact card of the contact you want to add to your local directory.
- *Add*
- Fill in the contact file.
  You must provide at least a last name.
- OK
- Your contact is added to the directory.

3 Using your telephone

3.1 Information about the phone

Display all information about the phone: name, number, number of missed calls, number of new messages, forwarding status.

- Use one of the following:
  - 8028s Premium DeskPhone: .
    8018/8008 DeskPhone: 123<>abc (long press).
  - Using the left-right navigator keys, select the settings menu.
    Press the keys associated with: *Information*
- Use the up-down navigation key to scroll the page.

3.2 Manage the call log

The call log can be consulted and managed when the phone is in the idle state. The main part of the screen is used to display the call log.

Left keys – To open the contact card

Pressing the left key associated with a log will display all call logs associated with the selected contact.

All calls are displayed with an icon giving information on the type of call.

	Answered incoming calls.
	Unanswered incoming calls.
	Answered outgoing calls.
	Unanswered outgoing calls.
	Voicemail.

Actions are available from the call log.

	Navigate between different pages.
	Go back to the Homepage.
	Press the call key to call back the selected contact.
	Delete the selected entry.
	Delete the entire log associated with the selected contact.
	Using the up and down navigation key to scroll through the log.

Right keys – To call back the contact
Press the call log key to call the contact back.

	This icon means the call was answered or acknowledged.
	This icon means the call was not answered (missed call). You can acknowledge a missed call by opening the associated contact card or by calling your contact back.

Down navigation key – To display additional pages of the call log
Using the up and down navigation key to scroll through the log.

OK key – To manage the call log
Allows management of the call log by deleting filtering and acknowledging logs.

- *Delete*
  Press the delete key to delete specific logs ›› All call logs are displayed on the screen.
  Press the 'delete' key.
- *Delete all*
  Press the key associated with the 'delete all' icon to delete all call logs. Please note that no confirmation is required before deletion.
- *Missed*
  Press this key to display missed calls only.
- *Ack all*
  Press this key to acknowledge all missed calls.

From the page containing information about the phone, you can open missed calls by selecting the number of missed calls.

During conversation, you can open the call log by using the right navigation key to consult it or to make a new call. The conversation key will be blinking ( ). Select the flashing conversation key to go back to the conversation page.

3.3 Calling by number

You can unhook the handset or the headset to make a call with the handset or the headset otherwise you make a call in hands-free mode.

- Dial the number.
- Use one of the following:
  - Press the OK key to start the call. Make the call with the headset if connected, or in hands-free mode.
  - Press the call key.
  - Press the call icon key. This icon is only displayed when the number is recognized.

If your headset has no Off-hook/On-hook key, use the phone keys and switch on the audio on the headset ( ).

To make an external call, dial the outside line access code before dialing your contact number.

3.4 Calling by name

You can call a contact by their name using the search feature in the company directory.
This feature depends on the system configuration. If necessary, contact your administrator.

You can unhook the handset or the headset to make a call with the handset or the headset otherwise you make a call in hands-free mode.

8018/8008 DeskPhone

123<>abc Use the alpha-numeric keyboard key to switch between the numeric and alphabetic keyboard.

- Enter the first letters of the surname and/or firstname (or full name), or the initials of the surname and/or firstname.
- All matching names are displayed on the screen (if necessary use the up and down navigation keys to display additional pages of matching names).
- Call the contact by pressing the call icon key ›› The call is started.

  You can also call your contact from the contact card (*Call*).

3.5 Call from call log

You can call back a contact from the call log.

You can unhook the handset or the headset to make a call with the handset or the headset otherwise you make a call in hands-free mode.

When on the Homepage.

- Use the right navigation key to open the call log.
- Using the up and down navigator (if necessary), find the contact to call.
- Press the relevant callback key in the call log (light grey for answered calls, black for unanswered calls) ›› The call is started.

  You can also call your contact from the contact card (*Call*).

3.6 Make a call using your list of contacts

You can unhook the handset or the headset to make a call with the handset or the headset otherwise you make a call in hands-free mode.

- Use the right navigation key to open your local directory.
- Using the up and down navigator (if necessary), find the contact to call.
- Call the contact by pressing the call icon key ›› The call is started.
  If there are several numbers for the same contact, select the desired number.

  You can also call your contact from the contact card (*Call*).

3.7 Receiving a call

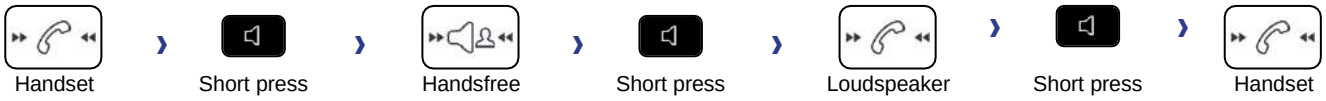
When receiving a call, you can:

- Lift the handset to take the call.
- Use the headset to take the call. If your headset has no Off-hook/On-hook key, use the phone keys and switch on the audio on the headset ( ).
- Press the loudspeaker/hands-free key to take the call in hands-free mode.
- or / Press the 'take the call' or 'line key' key to take the call with the headset if connected, or in hands-free mode.
- *Take call* or ›› Take the call with the headset if connected, or in hands-free mode.
- *Reject call*›› Reject the call. The incoming call is ended.
- *Silent*›› Mute the ringer (the call is still incoming but the phone no longer rings).
- *Deflect*›› Deflect the call to another contact:
  - Use one of the following:
    - Using the up and down navigator (if necessary), find the contact to call.
    - Enter the number or name of the contact to whom the call will be deflected.
  - Deflect the call to the selected contact.
- *Deflect VM* ›› Deflect the call to your voicemail.

3.8 Switching between audio modes

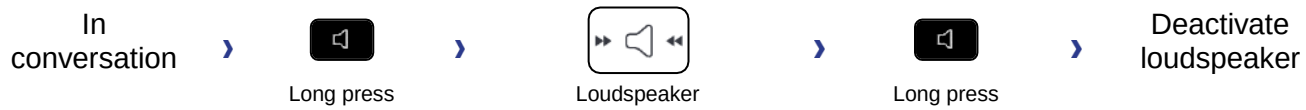
During the conversation, you can switch between different audio modes (handset, loudspeaker, hands-free or headset, if connected) by pressing the loudspeaker/hands-free key until the desired audio mode is displayed: . This feature depends on connected devices. The key is lit when the loudspeaker or hands-free mode is selected.

You are in conversation with the handset, you can switch between following audio modes by short pressing on the loudspeaker/hands-free key:



You are in conversation with the headset(headset or headset+loudspeaker), you can switch between following audio modes by short pressing on the loudspeaker/hands-free key:

You are in conversation, you can switch to the loudspeaker by long pressing on the loudspeaker/hands-free key:



For each audio mode, during the conversation, you can adjust the volume by pressing the volume keys. The number of levels depends on the audio mode (8 for handset, hands-free, headset 10 for loudspeaker). The selected volume, for each audio mode, will be saved for future conversations.

- During a conversation.
- + − Adjust volume by pressing the volume keys.

3.9 Activating the loudspeaker during a conversation (handset lifted)

Activate or deactivate the loudspeaker when you are in conversation using the handset or the headset.

- Activate loudspeaker (long press) ›› ›› The key lights up ( ).
- + − Adjust volume by pressing the volume keys (number of levels: 10).
- Deactivate loudspeaker (long press) ›› ›› The key is no longer lit ( ).

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

3.10 Redialing

- ›› Last number redial.

For the phones 8018/8008 DeskPhone, the redial key is associated with the Off-hook key when the phone is in idle state: .

3.11 Sending DTMF signals

Sending DTMF is subject to configuration. Contact your administrator to check that the feature is enabled.

8018/8008 DeskPhone
123<>abc Use the alpha-numeric keyboard key to switch between the numeric and alphabetic keyboard.

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.

- Enter DTMF code.

3.12 Mute, so that your contact cannot hear you

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

- During a conversation.
- Disable microphone ›› The mute key blinks.
- Resume the conversation ›› The mute key no longer blinks.

4 During a conversation

4.1 Making a second call during a conversation

During a conversation.

- Press the key associated with: *New call* › The first call is on hold.
- Use one of the following:
  - Call your contact using the dial by name or the dial a number feature.
  - Press the call icon key.
  - Select the 'Redial' function.
  - / Open the call log or your local directory by using the right navigation key.
    Press the call icon key.

For the phones 8018/8008 DeskPhone, the redial key is associated with the Off-hook key when the phone is in idle state: .

Add: add directly a second call to your conversation (conference).

4.2 Answering a second call during a conversation

During a conversation, another person is trying to call you. Your are alerted with 3 beeps. The identity of the caller is displayed as long as the call is presented on your phone.

- Press the 'OK' key or the 'take the call' key: *Take call*
  ›› The first call is on hold.

As long as the call is presented, you can also choose to deflect the call.

4.3 To cancel your second call and recover the first

You are in conversation with the second contact and the first one is on hold.

- You or the second contact hangs up.
- Press the key associated with: *Retrieve*
  ›› You are on the line with your first contact.

4.4 Placing a call on hold (hold)

During a conversation, you wish to place the call on hold and recover it later, on the same telephone.

- During a conversation.
- Press the key associated with: *Put on hold*
  ›› Your call is placed on hold ( ).

Recover the call on hold.

- Use one of the following:
  - Press the blinking line key.
  - Using the left-right navigation keys, select the blinking 'call on hold' icon.
    Press the key associated with: *Retrieve*

4.5 Switching between calls (Broker call)

During a conversation, a second call is on hold.

- Use one of the following:
  - Press the blinking line key.
    ›› You can talk to the second caller and the first one is on hold.
  - Using the left-right navigation keys, select the blinking 'call on hold' icon.
    Press the key associated with: *Retrieve*
    ›› You can talk to the first caller and the second one is on hold.

4.6 Transferring a call

4.6.1 To transfer your call to another number

During a conversation.

- Press the key associated with: *Transfer to*
  ›› The first call is on hold.
- Call the recipient of the transfer using the dial a number or dial by name feature or the call log or local directory.
  ›› The transfer is done as soon as the call is started.

Transfer between two outside calls is not generally possible (depends on country concerned and system configuration).

4.6.2 To transfer a call to another contact on hold

During a conversation.

- Press the key associated with: *Transfer*
  ›› The two callers are connected.

4.7 Three-way conference with internal and/or external contacts (conference)

During a conversation, a second call is on hold.

- Press the key associated with: *Conference*
  ›› You are in conference mode.

4.7.1 End the conference with all participants

You are in conference mode.

- Use one of the following:
  - Press the on-hook key.
  - Press the key associated with: *End conf*

  ›› The conference is ended.

4.7.2 After the conference, to leave your two contacts talking together:

You are in conference mode.

- Press the key associated with: *Transfer*
  ›› The two participants remain on the call together.

4.8 Hide your phone number

You can choose to hide your identity when calling.

- Using the left-right navigator keys, select the settings menu.
- Press the keys associated with: *Phone*
- Select the option: *Anonymous*
  ›› Your identity will be hidden.

5 Keep in touch

5.1 Do not disturb

You can make your terminal temporarily unavailable for all calls.

- Using the left-right navigator keys, select the settings menu.
- Press the keys associated with: *Phone* › *DND*
- Enter your password (if required) and apply.
- Press the OK key to validate your choice.

Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.

To deactivate the Do not disturb feature, follow the same procedure.

5.2 Forwarding to a number or voicemail

When you are absent or already in communication (all lines are busy), all your calls are forwarded to the defined number.

- Use the left-right navigator to select the forwarding menu.
- Pressing the associated key, select from:
  - *Deactivate*
    When selecting this option, no forward is activated.
  - *Immediate*
    All your calls are immediately forwarded to another set or voicemail.
  - *No Reply*
    All your calls are forwarded to another set or voicemail when you cannot answer.
  - *Busy*
    All your calls are forwarded to another set or voicemail when you are already on the line.
  - *Busy/No Reply*
    All your calls are forwarded to another set or voicemail when you cannot answer or when you are already on the line.
- Use one of the following:
  - *Voicemail*: Forward your calls to voicemail.
  - *User:* Forward your calls to another set.

    Select the forwarding destination by dialing directly the number or by searching by name.
    You can also select the user by opening the contact card and press the key: *Forward*
-

Forwarding information is displayed on the top of the screen.

5.3 Cancelling all forwards

- Use the left-right navigator to select the forwarding menu.
- *Deactivate*
-

To cancel all forwards, you can programme another type of forward too.

5.4 Listen to your voicemail

The message key flashes when you have received a new voicemail or if you have missed calls.

- Use one of the following:
  - Press the messaging key.
    Follow the instructions from the voicemail server.
  - Using the left-right navigator keys, select the voicemail menu.
    Press the voicemail key: *Voicemail*.
    Follow the instructions from the voicemail server.

6 Programming your telephone

6.1 Adjusting the audio functions

6.1.1 Select the melody

- Using the left-right navigator keys, select the settings menu.
- Press the keys associated with: *Phone* › *Ringing* › *Melody*
- Select the melody of your choice (16 tunes).
- Press the OK key to validate your choice.
- To end the settings.

6.1.2 Adjusting the ringer volume

- Using the left-right navigator keys, select the settings menu.
- Press the keys associated with: *Phone* › *Ringing* › *Level*
- Select the volume you want (9 levels).
- Press the OK key to validate your choice.
- To end the settings.

6.1.3 Configure the ringtone

- Using the left-right navigator keys, select the settings menu.
- Press the keys associated with: *Phone* › *Ringing* › *Ringing mode*
- Pressing the associated key, select from:
  - *Normal ringing*
    A normal ring signals an incoming call.
  - *Silent mode*
    The phone no longer rings. The LED flashes to signal an incoming call.
  - *ProgressiveRinging*
    A progressive ring signals an incoming call.
- Press the OK key to validate your choice.
- To end the settings.

6.1.4 Configuring discreet mode (beep)

- Using the left-right navigator keys, select the settings menu.
- Press the keys associated with: *Phone* › *Ringing* › *Beep*
- Pressing the associated key, select from:
  - *1 beep before ring*
    A beep followed by the ring signals an incoming call.
  - *3 beep before ring*
    Three beeps followed by the ring signals an incoming call.
  - *Ring without beep*
    A normal ring signals an incoming call.
- Press the OK key to validate your choice.
- To end the settings.

6.2 Adjust ringer volume while a call arrives

- Your telephone rings.
- Adjusting the ringer volume.
- Press the OK key to validate your choice.

6.3 Configuring the welcome page

Define the default page and tabs displayed by on the phone.

- Using the left-right navigator keys, select the settings menu.
- Press the keys associated with: *Phone* ❯ *Homepage*
  - *Default*: Select the default page (*Call Log, Forward, Voicemail, Contacts, Settings*).
  - *Hide/display*: Select displayed tabs.
  - *Order*: Set the displayed order of the tabs

    : go down.

    : go up.
-
-

6.4 Selecting language

- Using the left-right navigator keys, select the settings menu.
- Press the keys associated with: *Phone* ❯ *Language*
- Select the language of your choice.
- Press the OK key to validate your choice.
-

6.5 Adjusting the contrast of the display

- Using the left-right navigator keys, select the settings menu.
- Press the keys associated with: *Phone* ❯ *Contrast*
- Adjust contrast.
- Press the OK key to validate your choice.
-

6.6 Adjusting the brightness of the deskphone

6.6.1 Adjust the brightness when the phone is in use

- Using the left-right navigator keys, select the settings menu.
- Press the keys associated with: *Phone* ❯ *Display* ❯ *Brightness*
- Increase or decrease the brightness.
- Press the OK key to validate your choice.
-

6.6.2 Adjust the dimmed brightness when the phone is not in use

- Using the left-right navigator keys, select the settings menu.
- Press the keys associated with: *Phone* › *Display* › *Low brightness*
- Increase or decrease the brightness.
- Press the OK key to validate your choice.
-

6.6.3 Set the delay before the brightness is dimmed when the phone is not in use (screensaver)

- Using the left-right navigator keys, select the settings menu.
- Press the keys associated with: *Phone* › *Display* › *Screensaver*
- Enable or disable the screensaver.
- Set the time delay.
- Press the OK key to validate your choice.
-

Screensaver options are also accessible from the following menus: *Brightness, Low brightness*

6.7 Programming direct call keys (8028s Premium DeskPhone, 8018 DeskPhone)

Your phone has 4 programmable keys with led and paper label. These keys are used to program a direct call. You can use the paper to describe the key. These keys are managed by the administrator and have to be configured in the DM file. Led behavior may differ depending on the system configuration.

For more information, contact your installer or administrator.

6.8 Install a jack accessory (headset, hands-free, loudspeaker) (8028s Premium DeskPhone)

By default, the audio jack of your telephone can be used to connect a headset, hands-free kit or loudspeaker. A wideband headset can also be installed for optimized sound quality.

When you plug the jack accessory in the jack, a popup asks you for the type of accessory:

- *Headset*
- *Handsfree*
- *Loudspeaker*

If another headset is already connected (jack and USB), a pop-up will ask you to select your preferred headset.

A specific icon is displayed in the status bar: .

If necessary, you can also select the accessory type in the audio settings:

- Using the left-right navigator keys, select the settings menu.
- Press the keys associated with: *Phone* › *Audio* › *Jack*
- Select the type of device plugged into the jack: *Headset* / *Handset* / *Handsfree* / *Loudspeaker*
-

Your phone is equipped with a 3.5 mm, 4 pole jack. If your device is not compatible, you can use a 3 pole to 4 pole jack adapter.

6.9 Install a USB accessory (Headset, Handsfree, Loudspeaker)

- Connect the accessory to the USB connector.
- When you plug the accessory in the USB port, the USB accessory is automatically detected. If an another accessory is already connected with the same function (USB and jack), a pop-up will ask you to select your preferred accessory to use for this function.

If necessary, you can also select the accessory type in the audio settings:

- Using the left-right navigator keys, select the settings menu.
- Press the keys associated with: *Phone* › *Audio* › *USB*
- Select the type of device connected to the USB: *Headset* / *Handset* / *Handsfree* / *Loudspeaker*
-

6.10 Install a RJ9 headset (8008 DeskPhone)

You can connect a corded headset to your phone using the RJ9 connector behind the phone. Your headset must be compatible with the connector or an adapter must be used. Some USB or jack headsets can be used with a RJ9 adapter. Consult the list of accessories for compatible headsets: List of accessories.

6.11 Manage connected devices (8028s Premium DeskPhone)

6.11.1 List of connected devices

- Using the left-right navigator keys, select the settings menu.
- Press the keys associated with: *Phone* › *Audio*
- You can find information about which device is connected to the jack or USB connector.
  - USB: *Headset* / *Handset* / *Handsfree* / *Loudspeaker*
  - Jack: *Headset* / *Handset* / *Handsfree* / *Loudspeaker*

6.11.2 Set accessory type for each connector

- Using the left-right navigator keys, select the settings menu.
- Press the keys associated with: *Phone* › *Audio*
- Use one of the following:
  - USB:
    Select the type of device connected to the USB: *Headset* / *Handset* / *Handsfree* / *Loudspeaker*
  - Jack:
    Select the type of device plugged into the jack: *Headset* / *Handset* / *Handsfree* / *Loudspeaker*
-

6.11.3 Default device

If you have connected the same type of accessory in the jack and the USB connectors, you can define which device will be used by default.

- Using the left-right navigator keys, select the settings menu.
- Press the keys associated with: *Phone* › *Audio*
- *Accessory type*
- Select the default connector (then the accessory) to be used.

6.12 Contacting your administrator (Technical support)

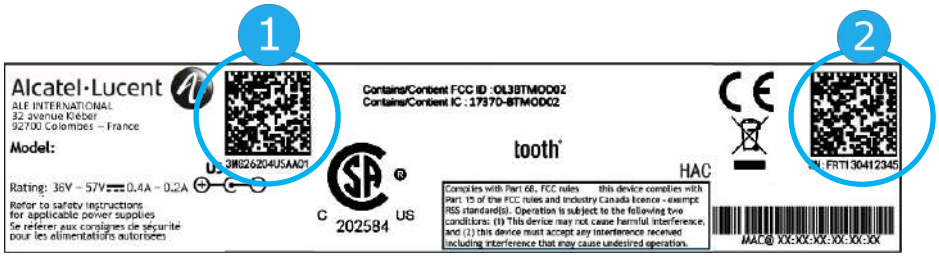
If necessary you may need to contact your administrator.
Before contacting your administrator, make sure you have information such as your phone's codes and software version to hand.

6.12.1 Technical code (left) / Date code (right)

The codes are located under the backshell of the phone. This label is an example and does not represent the one placed on your phone.

1 Technical code (left).

2 Date code (right).



6.12.2 Software version

The software version can be viewed on the phone by following this path:

- Using the left-right navigator keys, select the settings menu.
- Press the key associated with: *Version*

6.12.3 Display network settings

- Using the left-right navigator keys, select the settings menu.
- Press the key associated with: *Network*

6.12.4 Reboot your phone

- Using the left-right navigator keys, select the settings menu.
- Press the key associated with: *Reboot*

7 Accessories

The ALE-supported accessories are intended to work smoothly on most/all of our clients (hardphones, softphones). The list of accessories presented in this document is not contractually binding and may be modified without prior warning.

7.1 List of accessories

7.1.1 Jack 3.5 mm 4-pole corded headset

- Corded Premium Monaural Wideband Headset 3GV28047BA (Sennheiser SC 232)**
  HD voice - Easy Disconnect - Cables Jack 3,5 mm, 4-pole and 3-pole
- Corded Premium Binaural Wideband Headset 3GV28048BA (Sennheiser SC 262)**
  HD voice - Easy Disconnect - Cables Jack 3,5 mm, 4-pole and 3-pole
- Corded Monaural Wideband Headset 3GV28047AD (Plantronics HW510N)*
  Quick Disconnect (QD) - Cables Jack 3,5 mm, 4-pole and 3-pole
- Corded Binaural Wideband Headset 3GV28048AD (Plantronics HW520N)*
  Quick Disconnect (QD) - Cables Jack 3,5 mm, 4-pole and 3-pole
- Corded Monaural 3BN78815AB (Plantronics C215)
  Cables Jack 3,5 mm, 4-pole and 3-pole

*Compatible with 8008 DeskPhone with RJ9 adapter: QD RJ9 adaptater 3GV28177AA.
**Compatible with 8008 DeskPhone with RJ9 adapter (Sennheiser CSTD 01)

7.1.2 USB headset

- USB Binaural Headset 3GV28057AB (Plantronics C325-1)

7.1.3 Adapter

- QD RJ9 adapter 3GV28177AA (box of 10 - Plantronics)
- 80x8S SATA-RJ11 & JACK 4-3 POLE cables 3MG07058AA
- USB C to USB-A cable 3MG08020AA (box of 10)

7.1.4 Conference module

- Alcatel-Lucent 8125 Audioffice usb
- Alcatel-Lucent 8115 Audioffice usb

7.1.5 EHS interface

- External ringing interface module 3GV28050AA (MWS)
- USB external ringing interface module 3GV28184AA (USB Interface module 2 relays)

7.1.6 Other accessories (headsets)

Please consult the following sites of providers for compatible headsets:

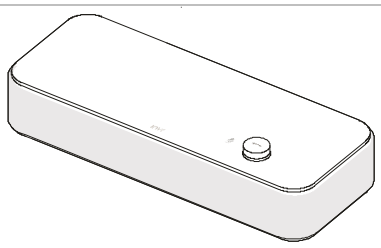
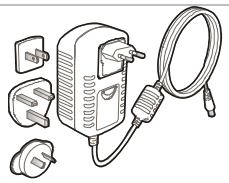
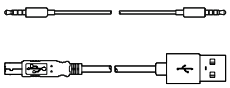
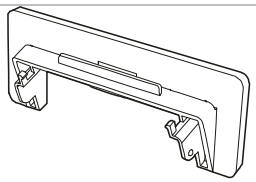
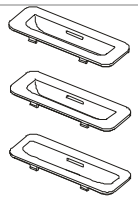
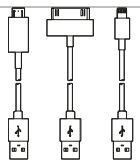
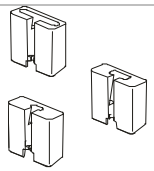
- https://www.plantronics.com/us/en/solutions/alcatel-lucent
- https://en-de.sennheiser.com/alcatel-lucent-headsets-unified-communications
- https://www.emea.jabra.com/business/for-your-platform/alcatel-lucent

7.2 8115/8125 Audioffice

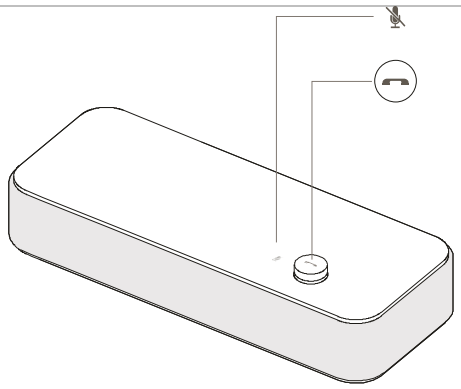
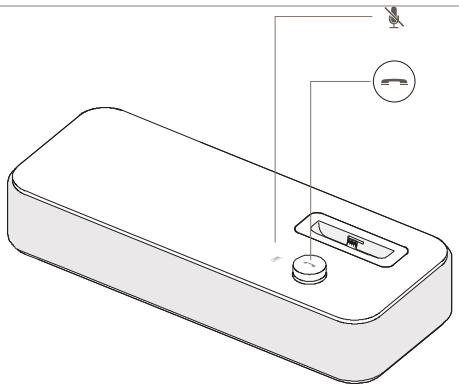
	8028s	8018	8008
The accessory is supported by the following sets	●	●	

This section describes how to use the conference module 8115/8125 Audioffice with your deskphone. For more information about 8115/8125 Audioffice see the user manual of the device.

7.2.1 Box content

		8115 Audioffice	8125 Audioffice
Alcatel-Lucent 8115 Audioffice base		●	
Alcatel-Lucent 8125 Audioffice base			●
AC adapter		●	●
Jack 3.5 mm cable USB type A - type B cable		●	●
Tablet holder			●
Lightening, 30 pin and micro-USB adapters			●
Lightening, 30 pin and micro-USB cables			●
Lightening, 30 pin and micro-USB cable adapters			●

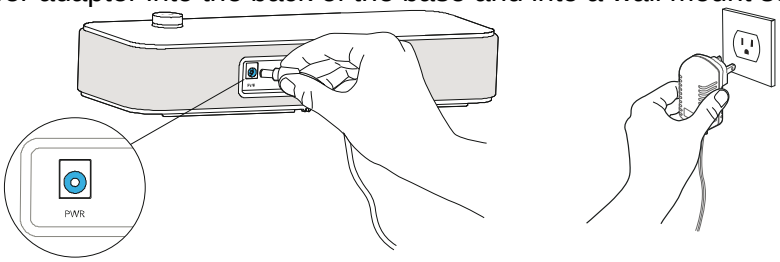
7.2.2 Description

8115 Audioffice		8125 Audioffice
		
	Mute	Mute
	Adjust volume. Receive and End a call.	Adjust volume. Receive and End a call. Bluetooth pairing.

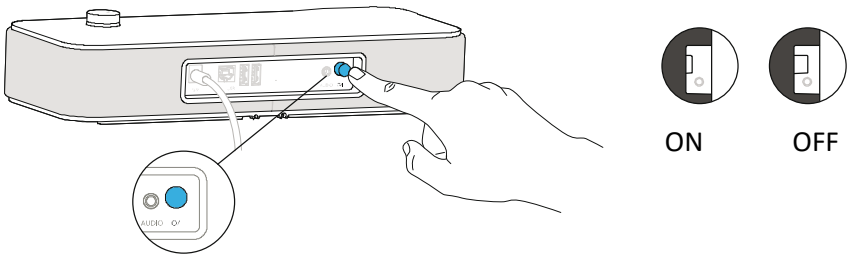
7.2.3 Set-up

Once installed, to benefit from the best sound quality avoid placing any objects (walls or cumbersome objects) within a range of 20cm.

1. Plug the mains power adapter into the back of the base and into a wall mount socket.



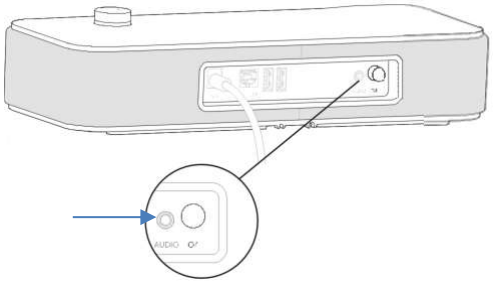
2. Press the On / Off button at the back of the base.



7.2.4 Connect your devices

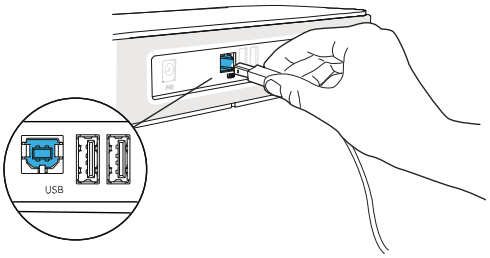
8028s Premium Deskphone

The conference module is equipped with a 3 pole jack. You have to use a 3 pole jack to 4 pole jack adapter to connect the conference module to your deskphone. Use the provided jack cable connected to the conference module and a 3 pole jack to 4 pole jack adapter connected to your deskphone.



8018 DeskPhone

The USB slave port is to connect your deskphone to have the sound on the 8115/8125.



Other Devices

The 8115/8125 Audioffice can be used to connect other device, like mobile phone (via Bluetooth, USB or Jack) or computer (Bluetooth, USB or Jack).

7.2.5 Bluetooth® (8125 Audioffice)

The voice messages are in English until a first device is paired, the unit will then adopt the language of the Bluetooth device paired.

Long push the volume button until you hear a sound signal. A 'Pairing mode: waiting for connection' message allows you to pair your Alcatel-Lucent 8125 Audioffice in your device Bluetooth menu. A final sound confirms the pairing.

Disconnect a paired device

Long push the volume button until hearing a double-sound signal. The last connected device is then disconnected and auto-connection is stopped. A 'Disconnecting' message and a sound signal confirm the disconnection.

Unpair all the connected devices

Long push the volume button until hearing a three-sound signal. A 'Clearing all subscriptions' message confirms it.

7.2.6 Use your device

Use the 8115/8125 Audioffice as a conference module.

Placing or receiving an Alcatel-Lucent Deskphone call in jack mode

Upon jack connection to the Alcatel-Lucent Deskphone, user needs to configure the jack interface to 'External Handsfree' in order to use it for conference.
The jack connected, dial from your Alcatel-Lucent Deskphone and press the Alcatel-Lucent 8125 Audioffice volume button to use it as a conference device.
To end the call, hang up the call from the phone.
Muting a call can be done with the Audioffice Mute button or thru the Alcatel-Lucent Deskphone Mute key.

Adjusting the volume

Turn the volume button to regulate the volume coming from the speakers.

Activating and disactivating the mute

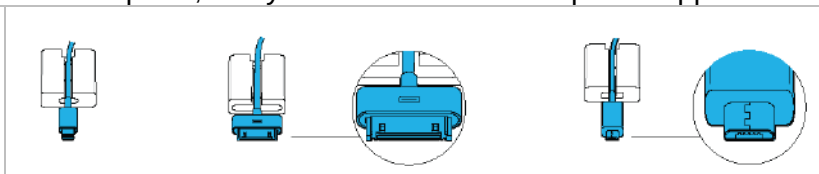
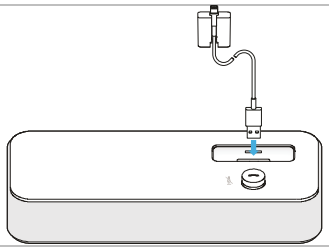
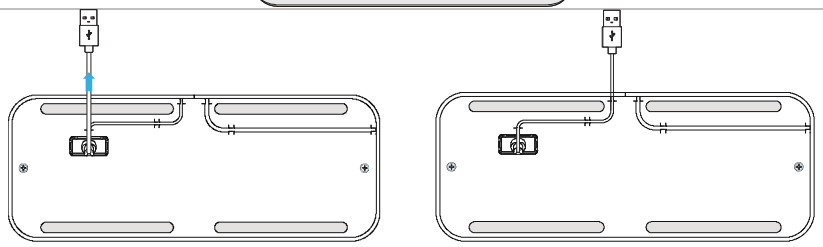
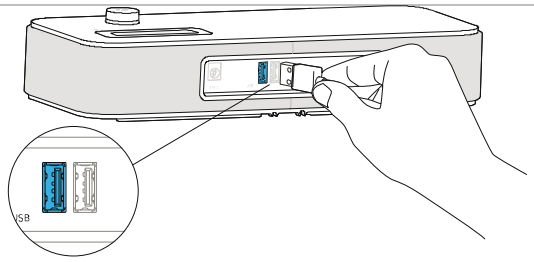
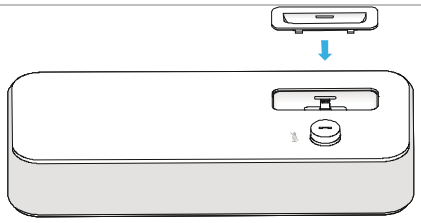
Tap the Mute icon from your Alcatel-Lucent deskphone or directly from the Alcatel-Lucent 8125 Audioffice icon.

Activating and disactivating the speakers

To accept a call in speaker mode or to switch to speaker mode during a call, press the volume button on the base.

7.2.7 Use the 8125 Audioffice with your mobile

You can connect your mobile to the conference module by using the Lightening, 30 pin and micro-USB adapters. A Bluetooth® connection is needed to place and receive your mobile calls on the Alcatel-Lucent 8125 Audioffice. To receive and end a voip call, use your Alcatel Lucent softphone application.

Insert the cable suitable to your smartphone into the matching cable adapter. Place the cable in the cable hole.	
Slide the cord into place through the interstices under the base.	
Slide the cord into place through the interstices under the base.	
Plug the USB connector to the left USB port at the rear of the device.	
Insert the suitable adapter to your smartphone, or none if you use a case and your device doesn't fit.	

7.3 USB external ringing interface module (USB Interface module 2 relays 3GV28184AA)

	8028s	8018	8008
The accessory is supported by the following sets	●		

The USB external ringing interface module allows driving an external system (like a ring or a lamp), following the ring tone cadence or the communication state of the phone connected on the telephone line. No system configuration is requested to install the module.

USB Interface module 2 relays lets to connect directly one or 2 external ringings on the USB connector of your deskphone:

Relay 2	The phone is in audio communication. The relay is active as long as the phone is in communication.
Relay 1	The phone is ringing. The relay follows exactly the ring signal.

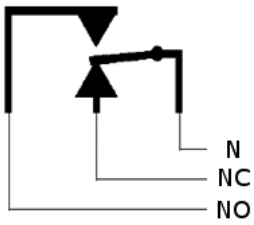
List of supplies

- USB external ringing interface module.
- 1 USB cable 1,5 m (4,9 feet) USB type A - USB type B.

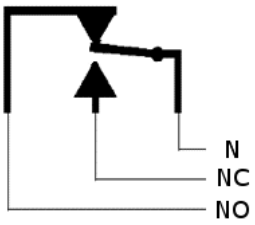
7.3.1 Installation

WARNING: The module must be closed before use. No settings require the module to be open.

In idle state:



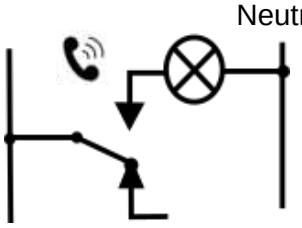
Ringing or during communication:



N: Common.
NC: active signal.
NO: non-active signal.

Typical usage diagram:

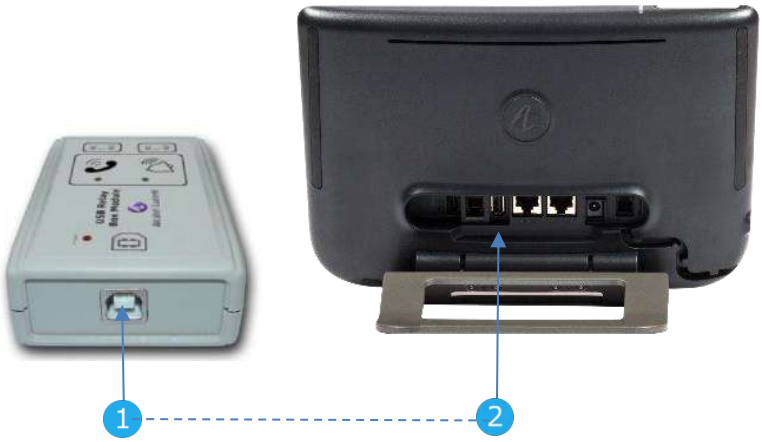
Phase Neutral



The lamp lights up when the phone is in communication.

The breaking capacity is 12V/24V DC 15A or 120V/220V AC at 10A.

7.3.2 Connect the device



- Plug the provided cord USB type B on the USB connector of the module.
- Plug the provided cord USB type A on the USB connector of the deskphone. See description of the connectors of your phone.

7.4 External ringing interface module (MWS 3GV28050AA)

	8028s	8018	8008
The accessory is supported by the following sets	●		

You have to use a RJ11 to SATA adapter to connect your deskphone to this device. The RJ11 to SATA adaptator is sold separately (3MG07058AA).

The external ringing interface module allows driving an external system (like a ring or a lamp), following the ring tone cadence of the phone set connected on the telephone line. A switch on the electronic board allows selecting between 2 operation modes.

- Follows the cadence: the relay follows exactly the ring signal.
- Hold mode: the relay is held for 0,7 s after the ring signal is gone. It erases some of the ring pulses.

7.4.1 List of supplies

- 1 external ringing interface module.
- 3 circuits plug to screw.
- 1 RJ11/RJ11 3 meters (10 feet) cable.
- 1 DC Japan/DC Japan 3 meters (10 feet) power cable.

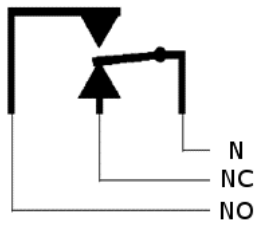
A power supply may be required to power the module when used with IP phone powered remotely (Power Over Ethernet).
Use only the following power supply (Sold separately):

- 3AK27097 (commercial part number).
- 1AF00446 (technical part number).

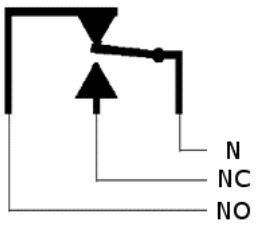
7.4.2 Installation

WARNING: The module must be closed before use. No settings require the module to be open.

In idle state:



The phone is ringing:



N: Common.
NC: active signal.
NO: non-active signal.

7.4.3 Connect the device

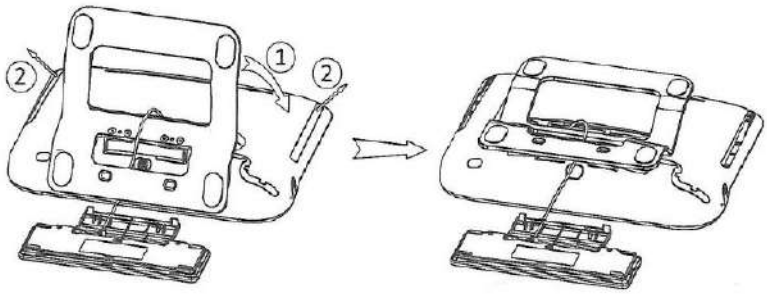
Phone set connected over IP and to an external power suply		
1	Connected to the DC power jack of the deskphone by using DC Japan cable.	
2	Connected to the power supply of the device.	
3	Connected to the SATA connector of the deskphone, by using the RJ11 cable with an adpatator RJ11 to SATA. The RJ11 to SATA adaptator is sold separately.	SATA
Phone set connected over IP and PoE		
1	Connected to the DC power jack of the deskphone by using DC Japan cable.	
2	Connected to the power supply of the device.	
3	Connected to the SATA connector of the deskphone, by using the RJ11 cable with an adpatator RJ11 to SATA. The RJ11 to SATA adaptator is sold separately.	SATA

7.5 Wall mounting kit

7.5.1 8028s Premium DeskPhone

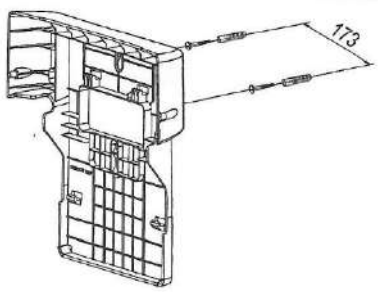
1

1. Rotate the metal foot to flat.
2. Remove the rubber cover on phone back shell each side.



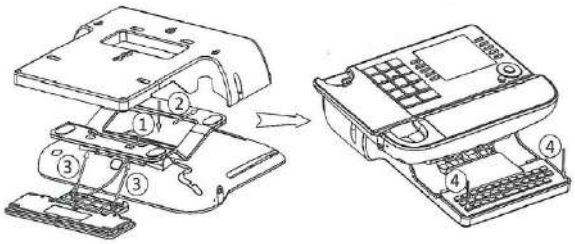
2

1. Drill two holes on the wall (separation=90mm, diameter=6mm).
2. Insert the fastener into the holes on wall (P/N: 1AD007550003).
3. Fix the support with both screws and adjust (P/N: 1 1AD007460003). The support is used as a reference and must be removeable.



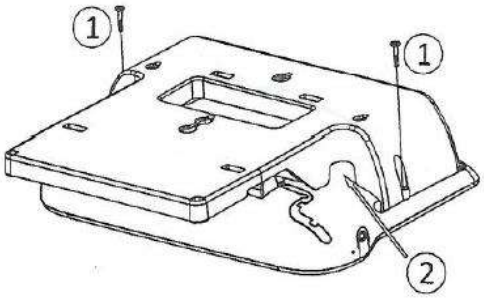
3

1. Put the support on the back side of the phone.
2. Slide it to top side and make sure the 4 hooks hold the metal foot.
3. Attach the mini-keyboard to the metal foot (insert the 2 hooks into the two holes on metal foot).
4. Push on the two corners of mini-keyboard to fix it in the support.



4

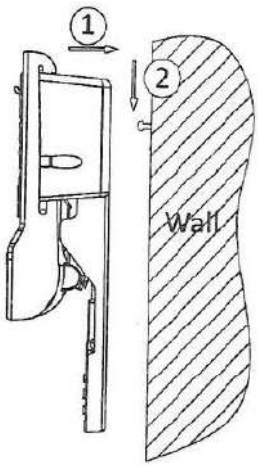
1. Fix the support with the phone by 1 screw (P/N: 1AD100020003).
2. Connect cables through the hole on support left side or right side.



To connect ethernet, use RJ45 cable (P/N: 1AB045210162).
To connect the power, use extension cable (P/N: 1AB203010001).

5

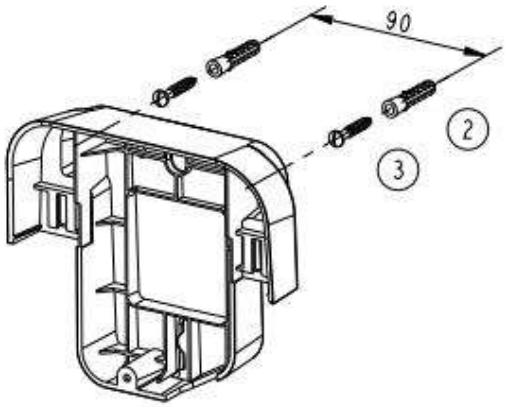
1. Hang the assembled phone with support on the wall.



7.5.2 8018 DeskPhone

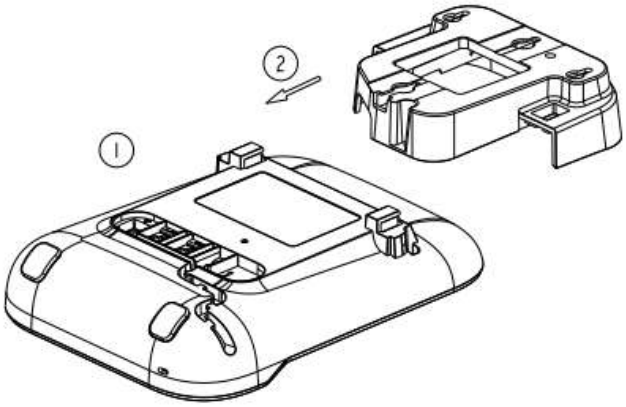
1

4. Drill two holes on the wall (separation=90mm, diameter=6mm).
5. Insert the fastener into the holes on wall (P/N: 1AD007550003).
6. Fix the support with both screws and adjust (P/N: 1 1AD007460003). The support is used as a reference and must be removeable.



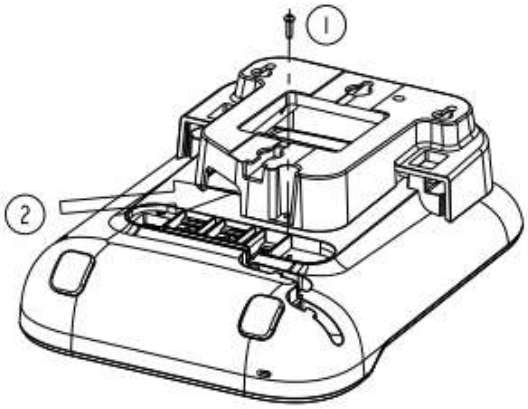
2

5. Put the support on the back side of the phone.
6. Slide it from top side and make sure the 2 snaps are engaged on the shell.



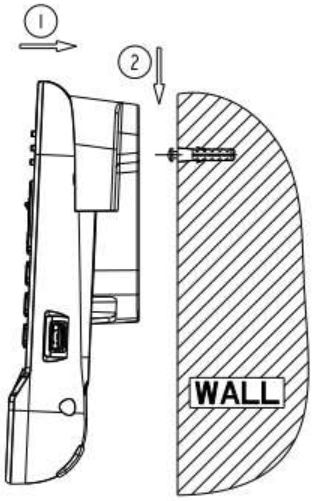
3

3. Fix the support with the phone by 1 screw (P/N: 1AD204430001).
4. Connect cables through the hole on support bottom side.



4

2. To connect ethernet, use RJ45 cable (P/N: 1AB045210162).

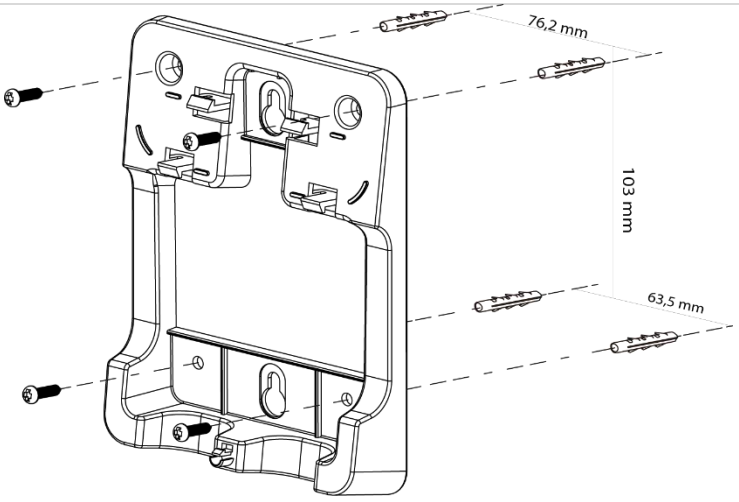


7.5.3 8008 DeskPhone

Installation of the wall mount kit

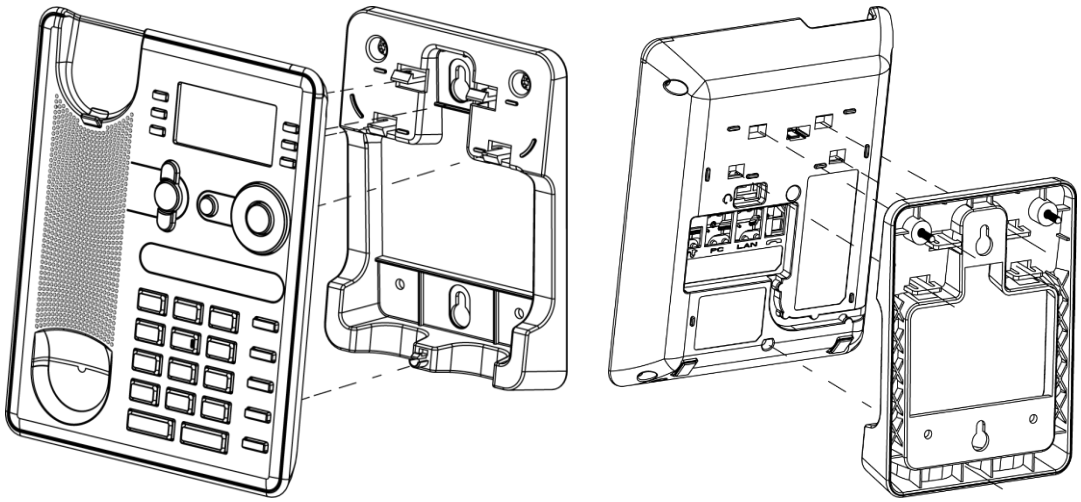
1

Fix the wall mount kit on the wall by using the 4 provided screws and nylon anchors. You can use the support as a reference to mark position. Remove it before drilling holes.



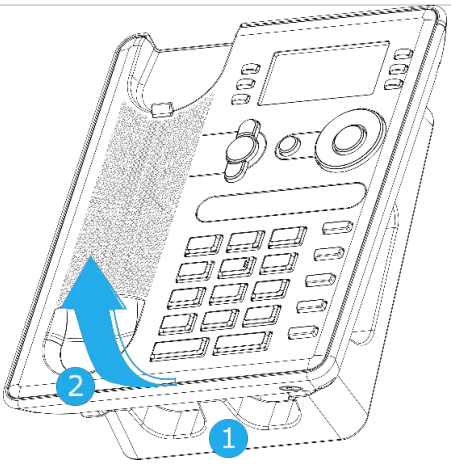
2

Assemble the phone with the wall mount kit by using the 5 hooks of the support.



Pull out the phone from the support

1. Maintain the support with one hand by using the two holes on the bottom of the wall mount kit.
1. With the other hand, pull out the phone from the support as shown in the image.



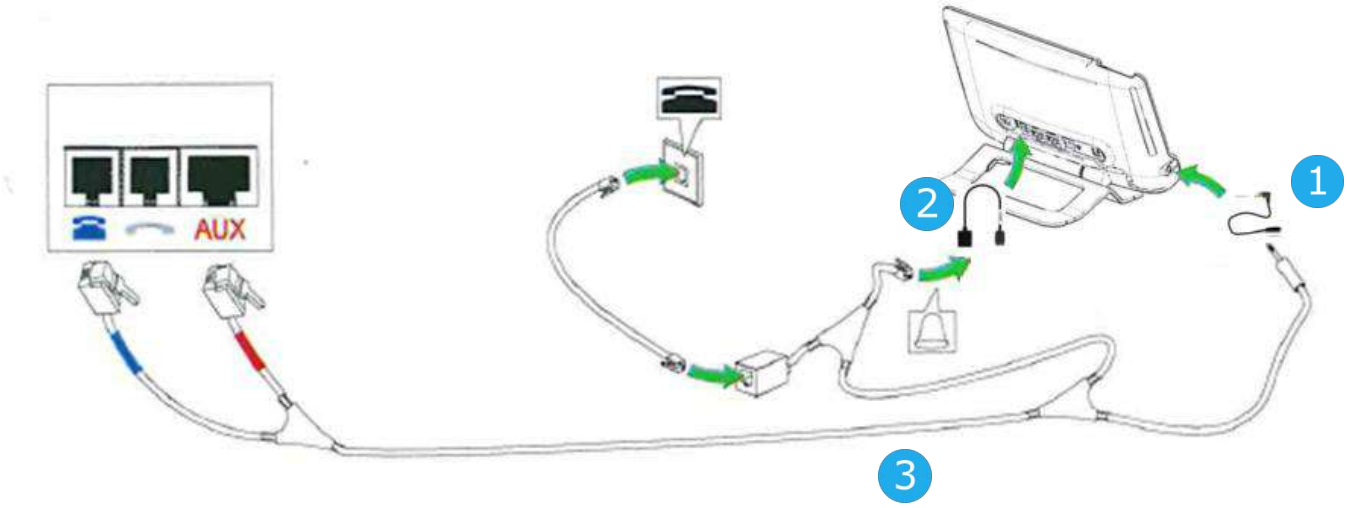
7.6 Connect a 3 pole jack headset

Your phone is equipped with a 3.5 mm, 4 pole jack. If your headset is not compatible (3 pole jack), you have to use adapters. Contact the manufacturer of your headset to find the appropriate adapter.

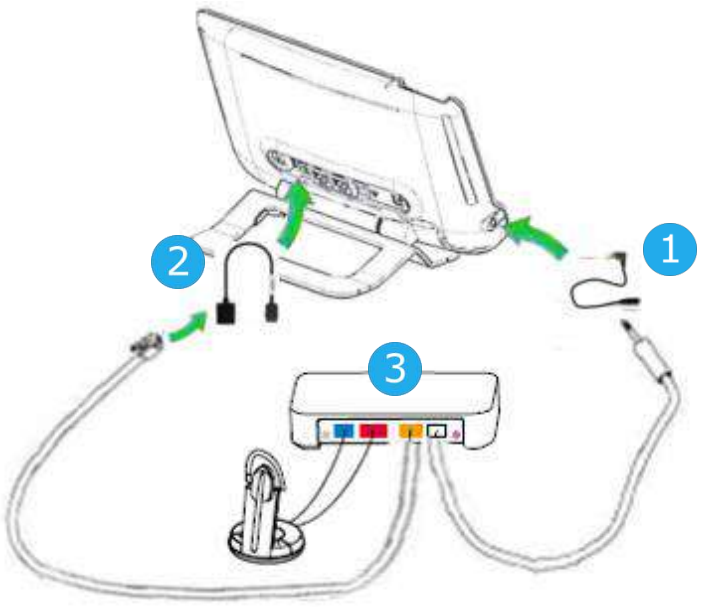
Use the following kit which contains a 3 pole to 4 pole jack adapter and a RJ11 to SATA adapter: 80x8S SATA-RJ11 & JACK 4-3 POLE CABLES 3MG07058AA.

1	A 3 pole to 4 pole jack adapter to connect the jack of the headset to the DeskPhone to manage audio.
2	RJ11 to SATA adapter to connect the RJ11 connector of the headset to the SATA connector to the DeskPhone to manage ringing.
3	EHS adapter (depends on your headset).

Example 1:



Example 2:



7.7 Alcatel-Lucent Enterprise Application Partner Program

The mission of the Alcatel-Lucent Enterprise Application Partner Program is to support a broad ecosystem of developers and partners throughout the deskphone Lifecycle. In this context, certification tests are made between applications or devices of partners and Alcatel-Lucent Enterprise's platforms. It certifies proper inter-working with applications or devices of the partner. Results of certification tests for headsets can be consulted in the Technical Document Library (restricted access, please contact your provider to access these documents).

- IWR-0121: Sennheiser Headsets / Desk phones https://businessportal2.alcatel-lucent.com/IWR-0121
- IWR-0018: Jabra Headsets for hardphones https://businessportal2.alcatel-lucent.com/IWR-0018
- IWR-0164: Plantronics-Headsets-Amplifiers https://businessportal2.alcatel-lucent.com/IWR-0164

8 Technical specifications

	8028s	8018	8008
Width	252 mm (9,9 in)	164 mm (6.46 in)	150 mm (5,91 in)
Depth on a table	200 mm (7,87 in)	200 mm (7.87 in)	34,8 mm (1,37 in)
Depth with wall mounting kit, and handset		100 mm (3.94 in)	
Height	204 mm (8,03 in)	170 mm (6.69 in)	195 mm (7,68 in)
Weight	1350 g (2.98 lbs)	675 g (1.48 lbs)	508 g (1,12 lbs)
Adjustable foot stand range	25° - 60°	45°	45°
Color	Moon grey	Black	Moon grey
Display	2.8 inch, 64 x 128 pixels black & white, white backlight, effective display area size 64 x 32 mm	2.4 inches 128 x 64 pixels graphic black/white LCD display, effective display area size 54.8 x 28.5 mm (2.15 x 1.12 in)	2.4 inches 128 x 64 pixels graphic black/white LCD display, effective display area size 52 x 26 mm (2.05 x 1.02 in)
Power over Ethernet (IEEE 802.3af)	Class 1	Class 1	Class 1
Power consumption (PoE) Idle – Active(w/o Add-on, w/o USB)	1.5 W – 2 W		Power supply: Optional accessory
Operating conditions	-5°C - +45°C (23°F - 113°F)	-5°C - +45°C (23°F - 113°F)	-5°C - +45°C (23°F - 113°F)

	External ringing interface module (MWS 3GV28050AA)	USB external ringing interface module (3GV28184AA)	8115 Audioffice	8125 Audioffice
Maximum distance between the phone set and the device	3 m (10 feet)	1,5 m (5 ffet)		
Width	124 mm (1,2 in)	100 mm (3,9 in)	290 mm (11,4 in)	290 mm (11,4 in)
Depth on a table	130 mm (5 in)	62 mm (2,4 in)	114 mm (4,5 in)	114 mm (4,5 in)
Height	30 mm (1,2 in)	26 mm (1 in)	53 mm (2,1 in)	53 mm (2,1 in)
Weight	170 g		1497g (3,3 lbs)	1497g (3,3 lbs)
Adjustable foot stand range				
Color	Black and silver		Black	Black
Power consumption	500 mW			
Power consumption	2A 220 Vdc 250 Vac	15A 12/24Vdc 10A 120/220Vac	100-240V / 12V 3A AC	100-240V / 12V 3A AC
UL/CSA Ratings	• 30 Vdc / 2 A • 220 Vdc / 0.27 A • 120 Vdc / 0.5 A • 250 Vac / 0.25 A			
Operating conditions			0°C – 40°C (32 °F - 104 °F)	0°C – 40°C (32 °F - 104 °F)

9 Ordering information

8008 DeskPhone	3MG08010AA
8008 Wall mounting kit	3MG02013AA
8008 Power adaptator	3MG08011AA
QD RJ9 adapter	3GV28177AA
8018 DeskPhone	3MG27201AA
8018 Wall mounting kit	3MG27210AA
8018 Customizable clip (x10)	3MG27211AA
8018 Noe paper label cover (x10)	3MG27212AA
8018 Us noe paper label cover (x10)	3MG27213AA
8018 Paper label (x64)	3MG27215AA
8018 Plastic foot (x10)	3MG27216AA
8028s Premium Deskphone	3MG27202xx
8028/8029 paper labels (x50)	3MG27114AA
80x8S SATA-RJ11 & Jack 4-3 POLE Cables	3MG07058AA
USB C to USB-A cable (box of 10)	3MG08020AA
Wide Band Comfort Handset	3MG27032AA
Magnetic Alphabetic Keyboard	3MG27208xx
Premium Wall Mounting Kit	3MG27110AA
Monaural Headset	3GV28047xx
Binaural Headset	3GV28048xx
Binaural USB Headset	3GV28057xx
AC/DC Power Adapter (100–240 V AC/48 V DC)	3MG27006xx
Conference Module 8115 Audioffice	3MG08001AA
Conference Module 8125 Audioffice	3MG08002AA
External ringing interface module without PSU	3GV28050AA
USB external ringing interface module	3GV28184AA

10 Guarantee and clauses

Current Safety and Regulatory Statements are related to the 8008, 8018 DeskPhone and 8028s Premium DeskPhone sets only, and do not concern the accessories.

10.1 Safety Instructions

- Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- Magnets could affect the functioning of pacemakers and implanted heart defibrillators. Keep a safe distance between your pacemaker or implant defibrillator and the handset which includes magnetic elements: 4 centimeters (1,6 inches) at least.
- It is recommended to follow the standard acceptance procedures before using this equipment in human safety critical areas (hospitals...).
- The handset includes magnetic elements that may attract sharp metallic objects. To prevent injury, before each use ensure sharp metallic objects are not stuck to the earpiece and microphone.
- Avoid using phones (other than cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the device in environments where there is a danger of explosion.
- Do not plug this phone into an Integrated Services Digital Network (ISDN) connection or into a regular Public Switched Telephone Network (PSTN) connection. This can result in severe damage to the phone.
- Never allow your telephone to come into contact with water.
- To clean your telephone, use a soft damp cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Do not use aerosol cleaners.
- This product is intended to be supplied, either via the Ethernet (LAN) port, or via the DC-in by a Certified Direct Plug-In Power Unit approved as 'LPS' (Limited Power Source) against CSA/UL/IEC 60950-1 and rated 48V dc, minimum 0.27A. Allowed power supply is: WA-13B48R – Asian Power Devices Inc.
- If you are connected to a POE connection do not use an external Power Supply.
- The PoE (Power over Ethernet) devices that supply or receive power and their connected cables must all be completely indoors.

10.2 Regulatory Statements

EUROPE
This equipment complies with the essential requirements of following directives: 2014/30/EU (EMC), 2014/35/EU (LVD), 2009/125/EC (ErP), 2011/65/EU (RoHS).

Declaration of Conformity may be obtained from:
ALE International 32 avenue Kléber – 92700 Colombes, France
ebg_global_supportcenter@al-enterprise.com

USA and Canada
This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance wit the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try correcting the interference by consulting the dealer.

Exposure to Radio Frequency Signals
This equipement complies with radiation exposure limits set by FCC/IC and the Council of European Union for an uncontrolled environment. This equipment has very low levels of RF energy and is deemed to be compliant without testing of the specific absorption rate (SAR).

User Instructions
Use this product in temperatures between -5°C to +45°C (23°F to 113°F).

This product is intended for use in an indoor environment only. This apparatus is Hearing Aid Compatible (HAC).

Acoustic shock protection
Maximum sound pressure level for handset is compliant with European, US and Australian standards.

Directive 2003/10/EC specifying the risks inherent in noise at work
The ring contributes towards overall daily noise - at its maximum setting, the level is 105 dBA at 60 cm from terminal. To reduce the level, the following is recommended:- reduce the setting (9 levels of 5 dB) - program a progressive ring.

Disposal
The equipment must be returned to a collection point for electronic equipment waste disposal. Defective batteries must be returned to a collection point for chemical waste disposal.

Related Documentation
Other languages for these Safety and Regulatory Instructions and User Documentation are available at the following Web site: https://www.al-enterprise.com/products.

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Alcatel·Lucent Enterprise

Quick guide

8028s Premium DeskPhone - 8018 / 8008 DeskPhone

Features keys

During a call, press this key to stop your contact from hearing you.	
Turn down the volume (ringing or call state). Decrease the brightness (idle state). Decrease the contrast (idle state).	
Turn up the volume (ringing or call state). Increase the brightness (idle state). Increase the contrast (idle state).	
Pressing this key answers an incoming call in hands-free mode (when activated, the key is lit blue). When a call is in progress, pressing this key switches from hands-free mode to headset or handset mode.	
Line keys Can be used to answer to an incoming call or switch from one call to another.	
Redial last number.	
Information about the user: lastname, firstname, phone number,... 123<>abc For the phones 8018/8008 DeskPhone, the redial key is associated with the Off-hook key when the phone is in idle state.	
Access the voice mail The message key flashes when you have received a new voicemail	

Homepage screen

The homepage is the default page displayed on your phone. By default, the homepage shows the history of all your conversations, but you can choose to display an another page in the settings of the phone.

Navigation

	OK key: Use this key to validate your choices and options while programming or configuring (short press). Used to access features for managing the call log such as delete a log, delete all logs, display missed calls only and acknowledge missed calls (In idle state). **Left-right navigator:** Used to move from one page to another and display information about current calls (call in progress, calls on hold, incoming call). **Right navigator:** Used to access features for configuring the phone or managing calls. › *Forwarding* › *Voicemail* › *Settings* › *Contacts* **Up-down navigator:** When information extends over more than one page, use the down navigation key to display the next page. Use the up navigation key to display the previous page.
	Use this key to go back to the previous step. Use this key to delete one number or character at a time.

Call icons

Icons giving information about some specific configurations of the phone or about call status are displayed in the top bar of the screen.

	Incoming call icon: This icon blinks when there is another incoming call.		Conference icon.
	Call in progress icon.		End of call icon. Your contact ended the conversation.
	Call holding icon: This icon blinks when there is another ongoing call.		

Alphabetic keypad

Cursor moving keys (left, right, up and down). Allows you to navigate edit boxes. Press the Alt key to access the left and up directions.	
Caps lock: to write text in capital letters.	
Alt key: to access specific and punctuation characters.	
Enter key: to validate edited text.	
Backspace key: to delete one character in an edit box.	

Alphabetic keypad

- 123<>abc Switch the keyboard to the alphabetic mode by selecting the associated preprogrammed key. When activated, the LED corresponding to the key remains lit up.
- Enter alphabetic characters.
  The number pad keys have letters that you can display by successive presses. The number is the last character in the series. Some special characters can be displayed by successively pressing the key:

*	% $ / ~ & ( ) [ ] = *
#	@ #
1	space - _ 1
0	+ . , ; : / \ ? ! 0

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SIP Business

Local directory

- Use the right navigation key to open your local directory( ).
- Press ok key to open menu.
- Call your contact / Create a new contact / Delete the selected contact / Delete all contacts in the local directory / Modify a contact.

Calling by number

You can unhook the handset or the headset to make a call with the handset or the headset otherwise you make a call in hands-free mode.

Dial the number directly and press: / OR .

Calling by name

- Enter the first letters of the surname and/or firstname (or full name), or the initials of the surname and/or firstname.
- Press the search key or the OK key to start the search by name.
- Start the call.

Call from call log

- Use the right navigation key to open the call log ( ).
- Using the up and down navigator (if necessary), find the contact to call.
- Press the callback key of the call log (grey for answered calls, red for unanswered calls).

Make a call using the local directory

- Use the right navigation key to open your local directory( ).
- Call the contact by pressing the call icon key.

Answer a call

- Lift the handset or use an answer keys / / / .

Reject or deflect an incoming call

- *Reject call* OR Reject the call. The incoming call is ended.
- *Deflect* Deflect the call to another contact:
- *Deflect VM* Deflect the call to your voicemail.

Redialing

- Redialing the last number dialed (redial).

Placing a call on hold

- ***Put** on hold*The call is placed on hold ( ).
- *Retrieve* Recover the call on hold. You can resume the conversation ( ).

Sending DTMF signals

- Sending DTMF is subject to configuration. Contact your administrator to check that the feature is enabled.
- Enter DTMF code.

Mute, so that your contact cannot hear you

- Disable microphone ❯❯ The mute key blinks.

Making a second call during a conversation

- Press the key associated with the icon: *New call*.
- Call your contact using the dial by name or the dial a number feature.
- Press the call icon key ❯❯ The first call is on hold.

To cancel your second call and recover the first

- Hang up.
- *Retrieve*
  ❯❯ You are on the line with your first contact.

Answering a second call during a conversation

- Press the 'take the call' key ❯❯ The first call is on hold.
- As long as the call is presented, you can also choose to deflect the call.

Switching between calls (Broker call)

Use one of the following:

- Press the blinking line key
- Using the left-right navigation keys, select the blinking 'call on hold' icon ( ).
  Retrieve

Transferring a call

- During a conversation.
- *Transfer to*
- Call the recipient of the transfer using the dial a number or dial by name feature.
  The transfer is done as soon as the call is started.

Conference

- Call the first contact.
- Call the second contact.
- *Conference* ❯❯ You are in conference mode.

Forwarding to a number or voicemail

- Use the left-right navigator to select the forwarding menu ( ).
  - *Deactivate*
    When selecting this option, no forward is activated.
  - *Immediate*
    All your calls are immediately forwarded to another set or voicemail.
  - *No Reply*
    All your calls are forwarded to another set or voicemail when you cannot answer.
  - *Busy*
    All your calls are forwarded to another set or voicemail when you are already on the line.
  - *Busy/No Reply*
    All your calls are forwarded to another set or voicemail when you cannot answer or when you are already on the line.
- Use one of the following:
  - *Voicemail:* Forward your calls to voicemail.
  - *User:* Forward your calls to another set.

    Select the forwarding destination by dialing directly the number.

Consulting your voice mailbox

Press the messaging key.

Adjust audio volume

Selecting language

- Using the left-right navigator keys, select the settings menu ( ).
- *Phone* ❯ *Language.*
- Select the language of your choice.

Adjusting the audio functions

- Using the left-right navigator keys, select the settings menu ( ).
- *Phone* ❯ *Ringing*
  - *Melody:* Select the melody.
  - *Level:* Adjusting the ringer volume.
  - *Ringing mode:* Configure the ringtone.

Configuring the welcome page

- Using the left-right navigator keys, select the settings menu ( ).
- *Phone* ❯ *Homepage*
  - *Default*: Select the default page.
  - *Hide/display*: Select displayed tabs.
  - *Order*: Set the displayed order of the tabs.

Adjusting the brightness of the deskphone

- Using the left-right navigator keys, select the settings menu ( ).
- *Phone* ❯ *Display*
  - *Brightness:* adjust the brightness when the phone is in use.
  - *Low brightness:* adjust the dimmed brightness when the phone is not in use.
  - *Screensaver:* set the delay before the brightness is dimmed when the phone is not in use (screensaver).

Related Documentation - Other languages for these Safety and Regulatory Instructions and User Documentation are available at the following Web site: https://www.al-enterprise.com/products. 8AL90341ENABed01 - ALE
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