

# Communications Suite for MLE

ALE-30h Essential DeskPhone

ALE-20h Essential DeskPhone

ALE-20 Essential DeskPhone



## User manual

8AL91433ENAC ed01

## Introduction

Thank you for choosing an Alcatel-Lucent Enterprise desk phone.

This document describes the services offered by the following desk phones in connection with an OmniPCX® Enterprise system.

- ALE-30h Essential DeskPhone (ALE-30h).
- ALE-20h Essential DeskPhone (ALE-20h).
- ALE-20 Essential DeskPhone (ALE-20).

These desk phones are part of the Essential DeskPhone range.

The Essential DeskPhone range provides a rich communication experience with Alcatel-Lucent Enterprise (ALE) solutions, thanks to a compact design and an intuitive navigation. These models offer enhanced ergonomic features for more effective communication.

Enjoy wideband audio quality in IP mode from the handset or speakerphone (narrow band in Digital mode). This technology allows outstanding communication quality. Programmable keys and intuitive navigation simplify the user experience.

These phones can be deployed in any business environment, from on-premises PBX, to cloud deployment on Alcatel-Lucent Enterprise servers, at home or in the office.

The ALE-20h and ALE-30h are hybrid phones. They offer digital and IP mode on the same network interface via a single Digital or Fast Ethernet port, and allow you to leverage your existing infrastructure. Hybrid Phone can migrate seamlessly from Digital to IP network thus protecting your investment in ALE Deskphone. They can be powered by Power Over Digital Line or Power Over Ethernet or by connecting an external power supply sold separately.

The ALE-20 is an IP phone including 2 RJ-45 Gigabit Ethernet ports. It can be powered by Power Over Ethernet or by connecting an external power supply sold separately.

**To find out the availability of some features, contact your administrator who has access to the latest release notes.**

The labels and icons displayed depend on the model of your desk phone. 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: →.

1	Getting to know your telephone	6
1.1	ALE-30h Essential DeskPhone	6
1.2	ALE-20h Essential DeskPhone / ALE-20 Essential DeskPhone	7
1.3	Unboxing	8
1.4	Install your desk phone	8
1.5	Main screens and navigation keys	10
1.6	User local menu	13
1.7	Status icons / Call icons	15
1.8	Permanent features keys	16
1.9	Description of the connectors	18
1.10	Alphanumeric keyboard	20
1.11	Audio encryption (IP mode)	21
2	Using your telephone	22
2.1	Identify the terminal you are on	22
2.2	Messaging portal	22
2.3	Making a call	23
2.4	Receiving a call	24
2.5	Ignore the call	24
2.6	Switching between audio modes	25
2.7	Activating the loudspeaker during a conversation (handset lifted) - Group listening feature	26
2.8	Making calls by name (company directory)	26
2.9	Make calls via your programmed call keys (Perso page/F1 and F2 keys/Add-on module)	26
2.10	Redialing	26
2.11	Callback requests	27
2.12	Call back an unanswered call	27
2.13	Requesting automatic callback if internal number is busy	28
2.14	Receiving interphony calls	29
2.15	Mute, so that your contact cannot hear you	29
2.16	Sending DTMF signals	29
2.17	Forwarding calls to your voice message service	30
2.18	Consulting your voice mailbox	30
2.19	Sending a text message to an internal contact	30
2.20	Consulting text messages	31
2.21	Lock / unlock your telephone	32
2.22	Placing a call on hold (hold)	32
2.23	Call parking	33
2.24	Making a second call during a conversation	34
2.25	Answering a second call during a conversation	34
2.26	Switching between calls (Broker call)	35
2.27	Transferring a call	35
2.28	Three-way conference with internal and/or external contacts (conference)	36
2.29	N-party conference	36
2.30	'Meet me' conference	37
2.31	Intrusion into an internal conversation (barge-in)	37
2.32	Signal malicious calls	38
2.33	Forwarding calls to another number (immediate forward)	38
2.34	Forwarding calls if you do not answer or if you are busy	38

2.35	Do not disturb	39
2.36	Forwarding your calls from the receiving terminal ('Follow me')	39
2.37	Applying a selective forward	40
2.38	Forwarding calls to your pager	40
2.39	Cancelling all forwards	40
2.40	Leaving a text message for internal callers	40
2.41	Send a voice message copy	42
2.42	Sending a recorded message to a number or a distribution list	42
2.43	Answering the general bell	42
2.44	Manager/Assistant filtering	42
2.45	Call pick-up	43
2.46	Supervision	43
2.47	Hunting groups	44
2.48	Calling an internal contact on his/her pager	44
2.49	Answering a call on your pager	44
2.50	Calling a contact on his/her loudspeaker	45
2.51	Broadcasting a message on the loudspeakers of a station group	45
2.52	Managing your charges	45
2.53	ACD: Agent set/ Supervisor station	46
2.54	Configure your phone for remote working	49
2.55	Visual Notification Assistant (VNA)	54
<b>3</b>	<b>Programming your telephone</b>	<b>55</b>
3.1	Initializing your voice mailbox	55
3.2	Customizing your voice greeting	55
3.3	Modify the password for your phone set	55
3.4	Modify the password for your voice mailbox	56
3.5	Adjusting the audio functions	56
3.6	Hearing Aid	58
3.7	Adjusting the brightness of the desk phone	58
3.8	Adjust contrast (ALE-20/ALE-20h)	59
3.9	Selecting the welcome page	59
3.10	Selecting language	60
3.11	Programming keys for call numbers and functions (Perso page/F1 and F2 keys/Add-on keys)	60
3.12	Customize the color and the style of programmable softkeys (ALE-30h, EM200)	62
3.13	Modify a programmed key	62
3.14	Delete a programmed key	63
3.15	Programming an appointment reminder	63
3.16	Call the associated set	63
3.17	Forward your calls to the associated number	64
3.18	Define or modify the associate number	64
3.19	The Tandem configuration	65
3.20	Create, modify or consult your interphony list (max. 10 numbers)	65
3.21	Install a USB accessory (Headset, Handsfree, Loudspeaker)	65
3.22	Install a RJ9 headset	65
3.23	Manage connected devices	66
3.24	Contacting your administrator (Technical support)	67
3.25	Customize your desk phone with your company's color and logo (ALE-30h)	70

<b>4</b>	<b>Accessories</b>	<b>71</b>
4.1	List of accessories	71
4.2	Magnetic alphabetic keyboard: ALE-10 keyboard	72
4.3	EM200 Smart Expansion Module	75
4.4	Wall mounting kit	80
4.5	USB external ringing interface module (USB Interface module 2 relays 3GV28184AA)	81
4.6	Third parties headset certified in Developer and Solution Partner Program (DSPP)	82
<b>5</b>	<b>Technical specifications</b>	<b>83</b>
<b>6</b>	<b>Ordering information</b>	<b>85</b>
<b>7</b>	<b>Guarantee and clauses</b>	<b>86</b>
7.1	Safety Instructions	86
7.2	Regulatory Statements	88
-	Quick guide	90

# 1 Getting to know your telephone

## 1.1 ALE-30h Essential DeskPhone

This phone is part of hybrid models and offers digital or IP mode on the same network interface via a single Digital or Fast Ethernet port. With its large color display associated to 2x5 dedicated softkeys, and intuitive navigation keys, your desk phone provides high audio quality for telephone calls either in full duplex hands-free mode or when using the ergonomic handset (wideband in IP mode, narrow band in Digital mode). You can enhance your experience by connecting a new alphabetic keyboard or a color 2x10 keys expansion module. ALE-30h can be used in your company at your office either in IP or Digital mode or at home for remote working in IP mode.

### 1.1.1 Phone description



- 1 3.5 inch color display.
- 2 2 x 5 context sensitive configurable software keys.
- 3 Permanent feature keys: quick access to the phone's main features.
- 4 Programmable keys or predefined keys<sup>(1)</sup>.
- 5 Alphanumeric key.  
Status Led indicator / Ambient light sensor
- 6 Flashing blue: default incoming calls.  
Flashing orange (manager/assistant): as assistant, manager's incoming call.  
Flashing purple (supervisor): as supervisor, supervisee's incoming call.
- 7 Navigation.
- 8 Wired handset (wideband in IP mode, narrow band in Digital mode).
- 9 loudspeaker.
- 10 Microphone.
- 11 USB-A connector.
- 12 2-degree adjustable foot (55°,40°).

<sup>(1)</sup>these predefined keys depend on the system and the countries, contact your installer for more information about your system (configuration for United States for example).

## 1.2 ALE-20h Essential DeskPhone / ALE-20 Essential DeskPhone

The ALE-20h Essential DeskPhone is part of hybrid models and offers digital or IP mode on the same network interface via a single Digital or Fast Ethernet port. It is a cost-effective version of the ALE-30h.

The ALE-20 Essential DeskPhone is part of IP models and provides a dual Gigabit Ethernet port. In addition to a clear monochrome display associated to 2x3 dedicated softkeys and intuitive navigation keys, these desk phones provide high audio quality for telephone calls either in full duplex hands-free mode or when using the ergonomic handset (wideband in IP mode, narrow band in Digital mode). ALE-20h and ALE-20 can be used in your company at your office or at home for remote working in IP mode. ALE-20h can also be used at your office in Digital mode.

### 1.2.1 Phone description



1 2.8 inch monochrome backlit display.

2 2 x 3 context sensitive configurable software keys.

3 Permanent feature keys: quick access to the phone's main features.

4 Programmable keys or predefined keys<sup>(1)</sup>.

5 Alphanumeric key.

Status Led indicator / Ambient light sensor

6 Flashing blue:default incoming calls.

Flashing orange (manager/assistant): as assistant, manager's incoming call.

Flashing purple (supervisor): as supervisor, supervisee's incoming call.

7 Navigation.

8 Wired handset (wideband in IP mode, narrow band in Digital mode).

9 loudspeaker.

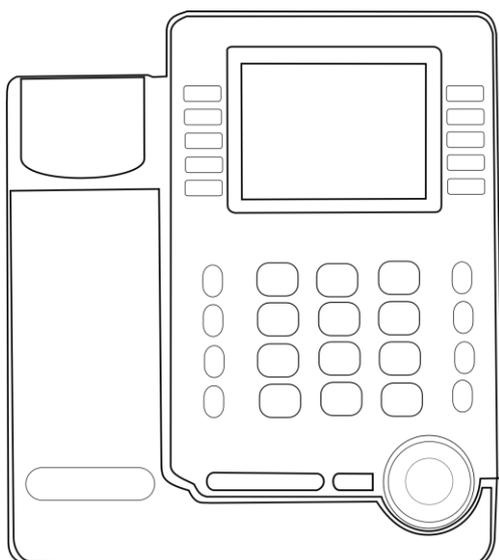
10 Microphone.

11 USB-A connector.

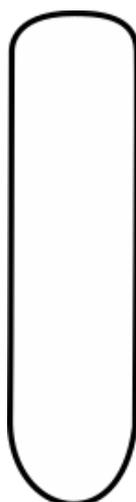
12 2-degree adjustable foot (55°,40°).

<sup>(1)</sup>these predefined keys depend on the system and the countries, contact your installer for more information about your system (configuration for United States for example).

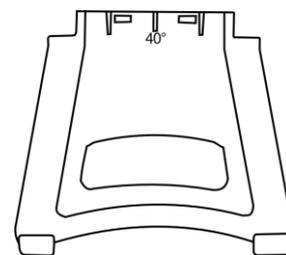
### 1.3 Unboxing



Deskphone



Handset



2-degree adjustable foot



Handset cord

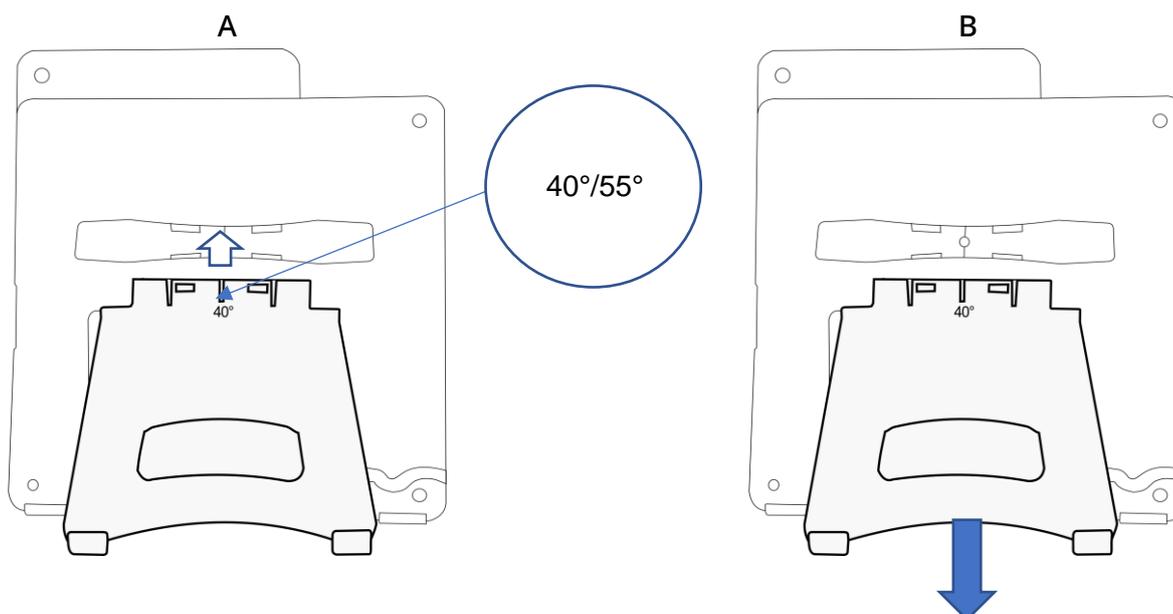


Safety and regulatory instructions

### 1.4 Install your desk phone

#### 1.4.1 Install the foot

Clip the foot into its compartment behind the phone. Your desk phone provides a 2-degree foot. Depending on the way you insert the foot into the phone, your desk phone will have a different angle: 55° or 40°. The angle noted on the top of the foot (face up) corresponds to the angle that the phone will have after having inserted the foot.



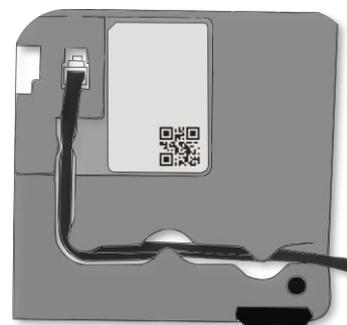
To unclip the foot, pull it straight back until it separates from the phone.

### 1.4.2 Install a comfort wired handset

Your phone is provided with a connected handset.

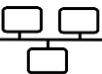
If you have to replace it:

- Plug-in the wired handset to the appropriate connector (see chapter: Description of the connectors.).
- Make sure you position the cable correctly in the compartment intended for that purpose.



### 1.4.3 Connect the device

Please read safety instructions first.

	Connect the handset if it is not connected (your phone is usually provided with the handset connected).
	Connect the keyboard to the RJ9 connector of the phone (ALE-10 Keyboard - optional - sold separately).
	The ALE-30h and ALE-20h Essential DeskPhone can be connected to an IP network or a Digital network. Connect the desk phone to the IP line or Digital line (UA) thru RJ45 connector. The desk phone starts automatically in IP mode or Digital (UA) mode regarding the connected network.
	If your desk phone is not powered by PoE (Power over Ethernet) or PoDL (Power over Digital Line), you have to plug the USB-C power adapter. The power adapter is sold separately. For more information, contact your installer or administrator.

For more details, please consult the section: Description of the connectors.

### 1.4.4 First start-up

The desk phone starts in IP mode (IP network) or Digital mode (UA) according to the connected network.

If your desk phone detects a UA line, it stays in low power mode (the top LED is purple blinking) until boot is granted by the system. If the phone stays in low power mode, you have to plug a power adapter.

## 1.5 Main screens and navigation keys

### 1.5.1 Welcome screens

You can access all of your phone's features from these screens. The default display has three pages that you can access by selecting the corresponding tab at the top of the screen with the navigation keys. The selected page is highlighted. The default pages can be augmented with other applications (ACD for example) installed and/or configured on your system.

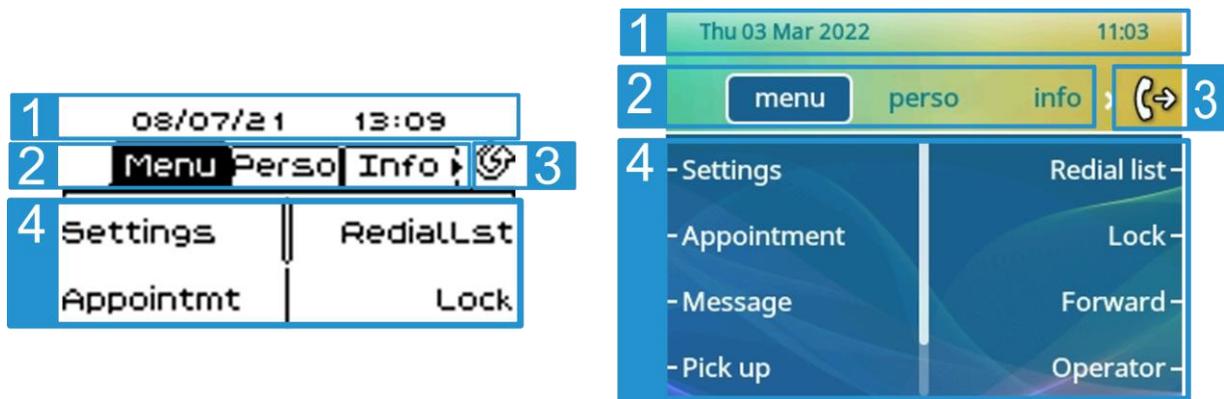
- Menu page *Menu*  
Contains all features and applications accessible by selecting the softkey of the desired feature or application. From this page, it is possible to adjust the ringer volume, program the time of an appointment, lock the terminal, define the default page displayed, configure voice mail, and access telephone functions such as calling back one of the last numbers or intercepting calls.
- Perso page *Perso*  
Contains call line keys (allowing supervision of calls) and programmable call keys.
- Info page *Info*  
Contains information on the telephone and the status of its functions: name, telephone number, number of messages (including call log events, text messages and voice messages), transfer status, appointment reminder, etc.
-  Forward icon (the icon depends on the model of the phone)  
Press the key next to this icon allows you to program or change the transfer function.
- Press the key in front of the label to select the corresponding feature.
- Press the programmed key in front of the softkey to activate it (call a contact, forward to a number, ...).

#### 1.5.1.1 Choose the page displayed by default on the telephone

This feature depends on the system configuration. If necessary, contact your administrator.

- Reach the 'Menu' page.
- *Settings* → *Phone* → *Homepage*
- Select the default page (Menu, Perso, Info, last visited page ...).
- 

## 1.5.1.2 Description



1 Top bar (date, time, status icons, user dynamic status)

2 Display the page by selecting the corresponding tab.

3 Forward icon.

Manage your call forwarding by pressing the key associated with the forward icon.

-  /  Stationary arrow: no forwarding activated.
-  /  Blinking or rotating arrow according to the skin: forwarding activated.

4 Softkeys: menus and actions available depending on the selected page.



OK

OK key

Use this key to validate your choices and options while programming or configuring. In idle state, press the ok key to switch on/off the backlight.

<

Left-right navigator

In idle state, use this key to move from one page to another. In conversation, use this key to move between tabs of current calls (call in progress, calls on hold, incoming call). In the text edition, use this key to navigate into the text box.

>

^

Up-down navigator

Used to scroll through the content of a page.

v

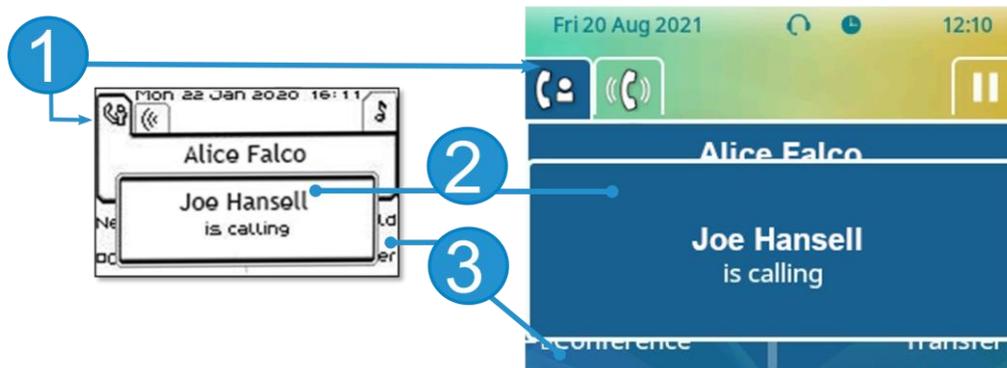
Back/Exit key:

C Use this key to go back to the previous step. Use this key to go back to the homepage (long press).

## 1.5.2 Call management screen

Call management screen displays all information about current calls and lets you access to available features during conversation.

### 1.5.2.1 Description



- 1 Tabs: incoming call icon, call in progress, call on hold, ...
- 2 notification (popup) of incoming call
- 3 softkeys: actions available depending on the call status (when presentation screen is not displayed)



- <
>
 Left-right navigator  
 Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, call on hold, arrival of new call). When a call is in progress, use the left-right navigator to look at calls on hold or incoming calls.
- ^
v
 Up-down navigator  
 All features are accessible while the call is displayed on the screen. Use the Up and Down arrows to move up or down a page. These functions (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer function will not be available between a call in progress or on hold and an incoming call.
- C
 Back/Exit key:  
 Use to switch to the main screen during conversation to access some functions, for example, searching by name.
- Press the key in front of the label to select the corresponding feature.

Calls can also be managed from the Perso page.

While the call is in progress, press the Back/Exit key and display the Perso page. Calls in progress or waiting calls are displayed on the different line keys. It is then possible to converse with the contact of your choice by pressing the key associated to the contact.

## 1.6 User local menu

Open the user local menu:



use the left and right navigation keys to go to the 'Menu' page › *Settings* › *Phone* › *Local Menu*



The user local menu depends on the running mode of the desk phone, IP or Digital (UA) mode.

### Display

Use this menu to adjust the display of your set:

- *Auto-Bright*.  
When this option is checked, the phone automatically adjusts the brightness of the display depending on the lighting conditions to improve user experience and achieve power savings (ambient light sensor).
- *Brightness*  
Adjust the brightness of the display of the desk phone, the connected add-on, and the LEDs of the desk phone (   successive presses).
- *Screensaver*<sup>(1)</sup>  
Set the delay before the brightness is dimmed when the phone is not in use.
- *Advanced* → *Low brightness*  
When the phone is not in use, the brightness is dimmed. Adjust dimmed brightness.
- *Advanced* → *Adaptative LED*  
When this option is checked, the phone automatically adjusts the brightness of the display depending on the lighting conditions to improve user experience and achieve power savings (ambient light sensor).

<sup>(1)</sup> Only available on ALE-30h

### Audio

Use this menu to adjust the audio convenience according to your environment, the type of device connected and your audio preferences:

- *Devices*  
List all audio devices connected or integrated to the desk phone. Select the preferred audio device (connected or integrated).
- *Hearing Aid*  
Check this option if you are using a hearing aid.

## About

Use this menu to find information about the software and hardware releases of your desk phone. Use this menu to obtain the link to the user manual of your desk phone or the link to the Rainbow™ home page.

- [Software](#)  
Display all information about your desk phone's software.
- [Hardware](#)  
Display all information about your desk phone's hardware (model, PCMS Number, serial number, mac address, Bluetooth® address if available).
- [Add-on](#)  
The model and software version are displayed for each connected add-on modules (up to three modules).
- [Documentation](#)  
Display a QR code to directly access documentation for your desk phone. Scan the QR code and open the URL in your favorite web browser.
- [Rainbow](#)  
Display a QR code to directly access the Rainbow™ homepage. Rainbow is the cloud-based collaboration application that connects you with your business community. Scan the QR code and open the URL in your favorite web browser.

## Config. MMI (only available in IP mode)

Depending on the system configuration, you may not have access to the advanced desk phone configuration settings. Contact your administrator if necessary.

- IP address information: [IP Parameters](#) → [IP Status](#)
- IP address and DHCP configuration: [IP Parameters](#) → [IP Config](#)
- Phone memory: [IP Parameters](#) → [Memories](#)
- Used network (wired or wireless): [Network](#)
- VPN configuration: [Remote config](#) → [VPN](#)
- Security: [Security](#)
- Software information (version, run mode): [Software infos](#)
- Hardware information (MAC, CPU): [Hardware infos](#)
- Software update mode: [Software infos](#) → [Upgrade](#)
  - [Enable software upgrade](#): upgrade via network (system).
  - [Upgrade from USB now](#): use a USB drive to upgrade the software when you restart the desk phone.
- Factory configuration: [Set Default](#) → [Reset to Defaults](#)
- Run mode: [Software infos](#) → [Run mode](#)

## 1.7 Status icons / 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.

### Status icons

Depending on the size of the display, all status icons may not be displayed simultaneously. Which icons are displayed depend on their priority. The following icons are listed according to their priority, from the highest to the lowest.

	Silent mode.	
	Telephone locked <sup>(1)</sup> .	
	Headset connected.	
	Handsfree connected	
	Appointment programmed.	
	Power Boost (centralized control of additional power via USB).	
	Encrypted signal icon.	
	Wi-Fi (future use)	

<sup>(1)</sup> or operator 'restricted mode' according to the system.

### Call icons

	Incoming call icon.	
	Call in progress icon.	
	Call holding icon.	
	Your contact ended the conversation.	

## 1.8 Permanent features keys

This chapter displays all permanent features keys available on your desk phone. They are located around the keypad.

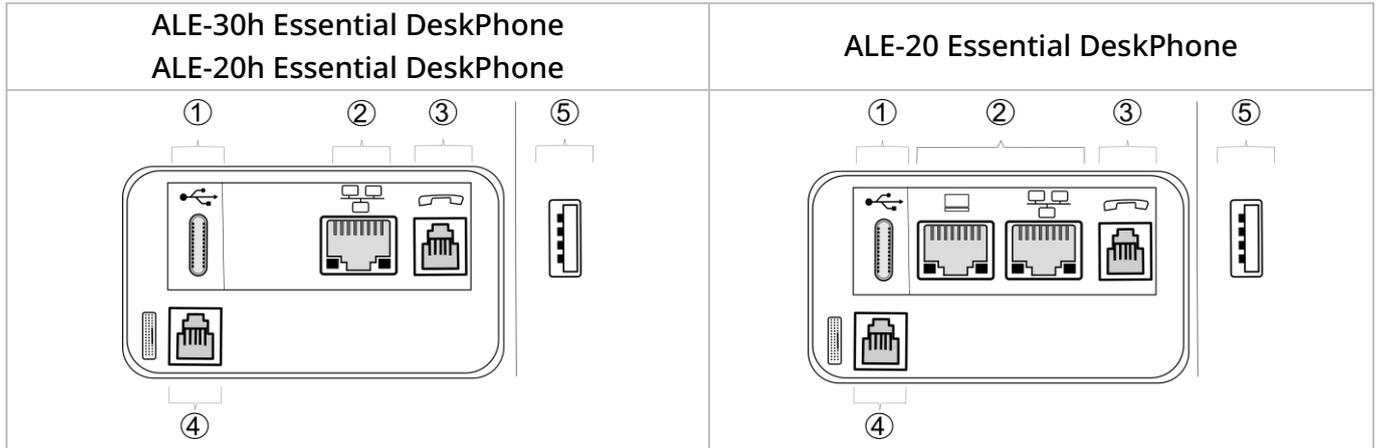
	<ul style="list-style-type: none"> <li>• Take the call key - in idle state - short press during incoming call (ringing).</li> <li>• Redial key: to access the 'Redial' feature (short or long press).</li> </ul>
	<ul style="list-style-type: none"> <li>• Silent ringing when receiving an incoming call.</li> <li>• End the call (Hang up).</li> <li>• Return to the main page.</li> </ul>
	<ul style="list-style-type: none"> <li>• Mute key During a call, press this key to stop your contact from hearing you. When activated the key blinks blue.</li> <li>• Interphony key 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. This feature can be deactivated by the administrator.</li> </ul>
	<ul style="list-style-type: none"> <li>• Messaging key to access the messaging portal (call log, voice messages and text messages). This key flashes blue when there is a new event such as a new voice message, a new instant message or a new event in the call log and remains lit until all events are acknowledged or deleted. The key remains lit until all events are acknowledged or deleted.</li> </ul>
	<ul style="list-style-type: none"> <li>• 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. A long press activates the loudspeaker when a call is in progress via the handset or headset.</li> </ul>
 successive presses	<ul style="list-style-type: none"> <li>• Turn up the volume (ringing or call state).</li> <li>• Increase the brightness (idle state)<sup>(1)</sup>.</li> <li>• Increase the contrast (idle state)<sup>(2)(3)</sup>.</li> </ul>
 successive presses	<ul style="list-style-type: none"> <li>• Turn down the volume (ringing or call state).</li> <li>• Decrease the brightness (idle state)<sup>(1)</sup>.</li> <li>• Decrease the contrast (idle state)<sup>(2)(3)</sup>.</li> </ul>
<p>The following keys depend on the system configuration.</p> <p>The 'abc' key is either a key that switches between alphabetic and numeric keyboards (alphanumeric key) or a programmable key if an optional keyboard is already connected to the phone.</p> <p>F1 and F2 keys are programmable keys.</p> <p>Hold, transfer keys depend on the system and the countries, contact your installer for more information about your system (Configuration for United States for example). In this case F1 and F2 are no longer programmable.</p>	
	<ul style="list-style-type: none"> <li>• Programmable key (F1). Lit when the function associated with the key is activated (blue). A service or a direct call can be associated to these keys.</li> <li>• Placing a call on hold / Retrieve the call on hold. This feature depends on the system configuration. If necessary, contact your administrator.</li> </ul>

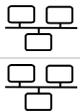
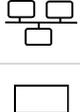
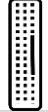
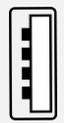
	<ul style="list-style-type: none"> <li>• Programmable key (F2). Lit in blue when the function associated with the key is activated. A service or a direct call can be associated to these keys.</li> <li>• Transfer: transfer the call to another number. This feature depends on the system configuration. If necessary, contact your administrator.</li> </ul>
	<ul style="list-style-type: none"> <li>• Alphanumeric key Switch between the alphabetic and numeric keyboards. When activated, the key is lit blue. The key can be programmed as configurable F1 or F2 keys if the optional ALE-10 keyboard is connected to the desk phone.</li> <li>• Programmable key (If the optional keyboard is connected to the desk phone). Lit when the function associated with the key is activated (blue). A service or a direct call can be associated to these keys.</li> </ul>

<sup>(1)</sup> Available for ALE-30h Essential DeskPhone <sup>(2)</sup> Available for ALE-20h Essential DeskPhone <sup>(3)</sup> Available for ALE-20 Essential DeskPhone.

## 1.9 Description of the connectors

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



			ALE-30h	ALE-20h	ALE-20
1		Universal Serial Bus (USB-C) connector This connector is used for: <ul style="list-style-type: none"> <li>Connect the USB-C power adapter.</li> <li>Connect a USB-C headset.</li> </ul>	●	●	●
			● <sup>(1)</sup>	● <sup>(1)</sup>	● <sup>(1)</sup>
2		Digital line (RJ45) 10/100 Fast Ethernet connector (LAN).	● <sup>(2)</sup>	● <sup>(2)</sup>	
		10/100/1000 Mbps Ethernet connectors to the enterprise network (LAN - RJ45) - 10/100/1000 Mbps Ethernet connectors to a PC (RJ45).			●
3		RJ9 wired handset or headset connector.	●	●	●
4		Magnetic alphanumeric keyboard connector (RJ 9): ALE-10 Keyboard.	● <sup>(3)</sup>	● <sup>(3)(4)</sup>	● <sup>(3)(4)</sup>
5		Universal Serial Bus (USB-a) connector. This connector is used for: <ul style="list-style-type: none"> <li>A USB-A headset.</li> <li>An add-on module.</li> <li>A USB-A key for maintenance (manual software upgrade via USB key for example).</li> </ul>	● <sup>(5)</sup>	● <sup>(5)</sup>	●

<sup>(1)</sup>You can connect a headset if the port is not used to power the phone.

<sup>(2)</sup>Your phone is equipped with only one RJ45 port, to connect it to the IP network or an Digital line.

<sup>(3)</sup>This connector can be used for debugging (unplug the keyboard if necessary).

<sup>(4)</sup> Only 3ML37020BB and 3ML37020BA models.

<sup>(5)</sup>It may be necessary to activate the power boost when connecting the add-on module, depending on the configuration of your desk phone.

Please ensure using a RJ45 connector for the network cable in IP or Digital mode (not RJ11), otherwise you risk to damage the connector.

### 1.9.1 Powering the desk phone

The phone can be powered either via a power adapter (5V/3A - sold separately), via Power over Ethernet (PoE) or Power over Digital Line (PoDL). The power adapter is sold separately. The power adapter can be connected to a USB-C connector (connector: 1).

### 1.9.2 Power Boost

The Power Boost enables the desk phone to provide more USB power (to power an expansion module, for example) when it is powered via Power over Ethernet (PoE) or Power over Digital Line (PoDL).



This icon is displayed when Power Boost is enabled.

Power Boost is enabled:

- When the desk phone is powered via 5V 3A USB-C PD power adapter.
- When the Power Boost is activated by the administrator on the system side, the desk phone will dynamically re-establish its PoE/PoDL class (Class 3) to provide more power to the USB ports. If this happens, the phone will restart (twice) and change its USB current limiter management in order to increase the available power.

Contact your administrator if necessary.

## 1.10 Alphanumeric keyboard



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 alphanumeric key.

When you are in a text zone, you can switch to the alphabetic keyboard by selecting this key. When activated, the key is lit blue.

Select the same key which is lit in blue to switch to the numeric keyboard (the key switches off).

Your desk phone can also be equipped with a magnetic alphabetic keyboard: ALE-10 keypad (sold separately). In this case, the alphanumeric key is disabled. The dedicated key can therefore be programmed.

- 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:

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

- Press and hold the '\*' key to switch from lowercase to uppercase mode, and vice versa.
- Use navigation keys to move the cursor into the text (except in dial by name feature).
- Use this key to delete the last entered character. The alphabetic mode remains activated.

Use cases:



: '1' is displayed.



+ : 'space' is displayed.



(3 successive presses): 'f' is displayed.



Long press +



(3 successive presses): 'F' is displayed.



(5 successive presses): ':' is displayed.

## 1.11 Audio encryption (IP mode)

Your desk phone supports telephony encryption. On a secured telephone network (IPTouch Security, SSM box), voice and signaling are encrypted.



If the communication is encrypted, the following icon is displayed in the communication screen. The call in progress icon is replaced by this icon.



In idle state, the following icon is displayed in the status bar to indicate that the signal is encrypted (depending on the icon priority, see chapter:Status icons).

Your phone supports many audio and signal encryption types. The native encryption mode is defined in the local administrator menu of the phone (*Native Encrypt*). For more information, contact your installer or administrator.

## 2 Using your telephone

### 2.1 Identify the terminal you are on

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

### 2.2 Messaging portal

The messaging portal allows you to access and manage features such as the call log, instant messaging and voice messages. When there is a new event (new log, new instant message or new voice message) the message key blinks red.

#### 2.2.1 Accessing the messaging portal

-  Press the message key to access the messaging portal.

#### 2.2.2 Consulting the call log

Consult all answered and unanswered incoming and outgoing calls

- 
- *Call Log*

##### 2.2.2.1 Consulting all calls

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

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

- Using the up and down navigation key to scroll through the log (If more than one page).
- Display the contact information by selecting it in the list. Information such as the name, phone number, date and time are displayed on the screen.
- You can choose to call the contact or clear the log:
  - *Recall*: call back the contact.
  - *Delete*: delete the entry.
  - *Delete all*: delete the entire log.

### 2.2.2.2 Delete all call logs

- Use one of the following:
  - Press the key associated with the icon: .
  - Display the contact information by selecting it in the list.  
*Delete all*
- *Yes*: to confirm (*No*: To cancel).  
All call logs are deleted.

## 2.3 Making a call

Use one of the following:

- Dial the destination number. The hands-free mode is activated automatically.
- Unhook the handset › Dial the destination number.
- Press the Off-hook key of the headset › Dial the destination number. If your headset has no Off-hook/On-hook key, use the phone keys and switch on the audio on the headset ().
-  Hands-free › Dial the destination number.
- Programmed line key (if available).
-  Dial by name (enter the first letters of the contact's name on the alphapad and press OK to start the search). Use the magnetic alphabetic keyboard (ALE-10 keyboard) if installed or press the alphanumeric key to switch your desk phone keyboard to alphabetic mode.
-  Redialing from the call log.
-  Redial last number / Call back one of the last numbers dialed (long press).

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

If the internal or outside number does not reply

- *LS announce (Announce)* › Broadcast a message on the loudspeaker of the free terminal (internal contacts).
- *Call back* › Request callback to a busy terminal.
- *Text msg* › Send a written message.
- *Voice msg* › Send a voice message.

The hands-free mode can be deactivated by the administrator.

## 2.4 Receiving a call

Answer the call depends on audio devices connected to your phone: handset, headset, hands-free, external hands-free or loudspeaker.

SPAM: this text will be displayed in front of a suspicious number (suspected caller ID spoofing). Answer the call by staying alert. This feature depends on the system configuration. The malicious call indicator can only be set up by your administrator at system level.

Use one of the following:

- Lift the handset to take the call.
- Press the On-Hook/Off-Hook key on the headset to take the call (only available on compatible headsets).
-  Or  Press the 'loudspeaker' key to take the call in hands-free mode.
- *Take call* Or  Take the call with the headset if connected, or in hands-free mode.
-  /  Select the incoming call icon > Take the call with the headset if connected, or in hands-free mode.
- Press dedicated line key on external handsfree to take the call in hands-free mode on this device.

The hands-free mode can be deactivated by the administrator.

## 2.5 Ignore the call

A call is received:

- Use one of the following:
  -  Press the on-hook key.
  - *Silent*
- Your phone no longer rings but your caller still hears the ringback tone.

You can still answer the call after you have ignored it.

## 2.6 Switching between audio modes

During 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 and the default device selected in the phone configuration. If you have connected the same type of accessory via different connection methods (for example, a USB hands-free device), the default device is used for audio switching. 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 with the headset and the handset is not hang-up, you can switch between following audio modes by short pressing on the loudspeaker/hands-free key:



To switch the audio to the headset, you have to press the line key on the headset.

You are in conversation, you can switch to the loudspeaker by long pressing on the loudspeaker/hands-free key (Group listening feature: see chapter below).

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 and headset 10 for hands-free and loudspeaker). The selected volume, for each audio mode, will be saved for future conversations.

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

The hands-free mode can be deactivated by the administrator.

## 2.7 Activating the loudspeaker during a conversation (handset lifted) - Group listening feature

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

-  Activate loudspeaker (long press) »  » The key is blinking blue ().
-  Adjust volume by pressing the volume keys (number of levels: 10).
-  Deactivate loudspeaker (long press)»  or  » The key is no longer lit (.

If a USB headset is connected, the loudspeaker (group listening) is deactivated and a pop-up window is displayed on the screen to inform you (to avoid over-consumption of energy).

## 2.8 Making calls by name (company directory)

This feature depends on the system configuration. If necessary, contact your administrator.

: If your set is not equipped with a magnetic keyboard, use the alphanumeric keyboard to enter letters. You have to switch the keyboard to the alphabetic mode by selecting the alphanumeric key. When activated, the LED corresponding to the key remains lit up.

- Enter the name of your contact: 'last name' or 'initials' or 'last name first name'.
- Select the type of search you want (last name, last name and first name or initials) » Display of all the contacts matching the search criteria.
- Use one of the following:
  - Use the navigation keys to scroll through the pages.
  - Select the name of the person you wish to call.
  -  Modify the search.

## 2.9 Make calls via your programmed call keys (Perso page/F1 and F2 keys/Add-on module)

If you have programmed a direct call key, select it to make the call.

F1 and F2 keys depend on the system configuration.

## 2.10 Redialing

- Use one of the following:
  -  (short press)  
Redialing the last number dialed
  -  (long press).  
Select the number to redial from the last 8 dialed number.

You can also access this feature through the menu:

- Reach the 'Menu' page.
- *Redial list* or *Events* > *Redial list*
- Select the number to redial from the last 8 dialed number.



: Press the trash icon (or associated key) to delete the list of last dialed numbers.

## 2.11 Callback requests

The messaging key flashes when you have a callback request.

-  The messaging key flashes when you have a callback request.
- *Callback / xx Callbacks*
-  Select a callback request in the list if there is more than one. If there is only one callback request, it is displayed directly. Use navigation keys to browse the list.
- you can choose to call the contact or clear the log:
  - *Recall*: call back the contact.
  - *Delete*: delete the entry.
  - *Delete all*: Delete the entire log.

If there is only one callback request, it is displayed directly.



: Press the trash icon (or associated key) to delete the list of callback requests.

## 2.12 Call back an unanswered call

### 2.12.1.1 Call back the last caller

- Reach the 'Menu' page.
  - *Events*
  - *Last caller*
- Call back the last caller.

### 2.12.1.2 List of last callers

- Use one of the following:
  -  *Non replied call / xx Non replied calls*
  - Reach the 'Menu' page.  
*Events*
- Select the type of call:
  - *No non replied internal call / xx Non replied internal calls*
  - *No non replied external call / xx Non replied external calls*
- Select a name or a number in the list if there are more than one. If there is only one name or number, it is displayed directly. Use navigation keys to browse the list.
- *Recall*
- To delete the selected item: *Delete*

### 2.12.1.3 Delete the list of unanswered calls

- Use one of the following:
  - 
    - *Non replied call / xx Non replied calls*
    - Reach the 'Menu' page.
      - *Events*
  - Select the type of call:
    - *No non replied internal call / xx Non replied internal calls*
    - *No non replied external call / xx Non replied external calls*
  - Use one of the following:
    - Select an entry
      - *Delete all*
    -  Press the trash icon (or associated key).

## 2.13 Requesting automatic callback if internal number is busy

This feature lets you to be automatically called back when your internal contact is free.

- The telephone of the internal caller you are trying to contact is busy, and you want the person to call you back as soon as they are free.
- *Call back*  
Callback request acknowledged.
-  To return to the home page.

Automatic callback is not available if the set of your contact is free or if you are put on hold when the set is busy. This feature depends on the configuration of the system.

### 2.13.1 Cancelling an automatic callback

- When the system calls you back, your phone is ringing.
- *Call back*  
*Cancellation of callback request acknowledged.*

Canceling the callback request is only possible when the contact you tried to reach released the line.

## 2.14 Receiving interphony calls

You can answer a call without lifting the handset. When you receive a call, you are automatically connected in hands-free mode. The identity of the caller is displayed on the screen. This feature depends on the system configuration. If necessary, contact your administrator.

To activate

-  (in idle state) » When activated, the key is lit blue.

When your caller hangs up, interphony mode remains active.

To deactivate

-  (in idle state) » The key switches off.

Interphony can be disabled by the administrator.

## 2.15 Mute, so that your contact cannot hear you

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

### 2.15.1 From the set

- During a conversation.
-  Disable microphone. The key is blinking blue.
-  Enable microphone. The mute key no longer blinks.

### 2.15.2 From the headset

- Use the mute key of the headset, if there is one, to disable headset microphone or to resume the conversation (only available on compatible headsets).

## 2.16 Sending DTMF signals

During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine.

This feature depends on the system configuration. If necessary, contact your administrator. Depending on the system configuration, the DTMF can be activated by default.

If DTMF is not activated by default on your system:

- During a conversation.
- Use one of the following:
  - *Send DTMF*
  - Press the star key.
- Enter DTMF code.

The function is automatically cancelled when you hang up.

If DTMF is activated by default on your system:

- During a conversation.
- Enter DTMF code.

If DTMF is activated by default on your system, you have to deactivate DTMF before entering the code of a feature: *Deactivate DTMF (Deact DTMF)*.

## 2.17 Forwarding calls to your voice message service

- Select the forward icon (the icon depends on your phone:  / .
- *Imm fwd to VM (Imm fwd VM)*

Forward is acknowledged (The forward icon becomes animated:  / .

-  To return to the home page.

## 2.18 Consulting your voice mailbox

You are notified of a new event when the message key is flashing.

- 
- *New voice message / x New voice messages*
- Enter your personal code. Display name of sender, with date, time and ranking of message.
- *Consult (Review)*: listen to message.
- When you have listened to the message, do one of the following.
  - *Replay*: replay message.
  - *Erase*: erase message.
  - *Call sender*: call back sender of message.
  - *Forward msg*: forward the message to another contact.
  - *Save*: save the message
  -  / *Exit*: terminate consultation.

## 2.19 Sending a text message to an internal contact

This feature depends on the system configuration. If necessary, contact your administrator.

: If your set is not equipped with a magnetic keyboard, use the alphanumeric keyboard to enter letters. Use the alphanumeric keyboard key to switch between the numeric and alphabetic keyboard. When in alphabetic mode, the LED corresponding to the key remains lit up.

- 
- *Text mail /New text message /New text messages*
- *Send*
- Use one of the following:
  - Enter the number of the terminal to receive the message.
  - Enter the first letters of the name.
- Choose the type of message.

-  To return to the home page.

#### Sending predefined message

- *Predefined msg*
- Select a predefined message.
- *Apply*
-  To return to the home page.

#### Sending a message to complete

- *To complete*
- Select a predefined message to complete.
- Complete your message.
- *Apply*
-  To return to the home page.

#### Sending a new message

- *To create (Msg to create)*
- Write your message.
- *Apply*
- 

#### Sending the previous message

- *Previous msg*
- *Apply*
-  To return to the home page.

## 2.20 Consulting text messages

You are notified of a new event when the message key is flashing.

-  Number of messages received.
- *New text message/ New text messages*
- *Read message (Read msg)*: display name of sender, with date, time and ranking of message.
- Use one of the following:
  - *Scroll msg (Scroll msg)*: scroll through the messages.
  - *Next message (Next msg)*: next message.
  - *Text answer*: answer with a text message.
  - *Delete*: delete messages.
  - *Recall*: call back sender of message.
-  Terminate consultation.

## 2.21 Lock / unlock your telephone

An icon is displayed on the status bar to indicate that the phone is locked (/.

### Lock your phone

- Reach the 'Menu' page.
- *Lock/unlock*
- Your phone is locked.
-  To return to the home page.

### Unlock your phone

- Reach the 'Menu' page.
- *Lock/unlock*
- Enter your password (Apply)  
Your phone is unlocked.
-  To return to the home page.

## 2.22 Placing a call on hold (hold)

### 2.22.1 Exclusive hold

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

- During a conversation.
- Use one of the following:
  - Select the call in progress icon (the icon depends on your phone:  / )
  - *Put on hold*
  -  (this key depends on the system configuration and countries as United States).

» Your call is placed on hold (the icon depends on your phone:  / .

### Retrieve the call on hold

Use one of the following:

- Hang up, your phone is ringing, then answer the call.
- Select the call on hold icon from the conversation screen (the icon depends on your phone:  /  / .
- Select the tab which is displaying the call on hold → *Retrieve*
- Press the Back/Exit key to display the Perso page → Select the call on hold (the icon depends on your phone:  / .
-  (this key depends on the system configuration and countries as United States).

### 2.22.2 Common hold

This feature depends on the system configuration. If necessary, contact your administrator.

Common hold allows to all sets in the same pick-up group to resume a call (internal or external) that has been put on hold by one of the members of that group.

Putting on common hold:

- During a conversation.
-  Press the Back/Exit key to display the Perso page.
- Press programmed key: *Comm hold* (by default).

Recover the call on hold from any sets defined in the same pick-up group (including your set):

- Recover the call on hold from any sets defined in the same pick-up group (including your set)
- Press programmed key: *Comm hold* (by default).

### 2.23 Call parking

You can place a call on hold and retrieve it on another telephone.

- During a conversation.
- *Park the call*
- Enter the number of the parking destination phone.

Retrieve the call from the parking destination phone:

- Reach the 'Menu' page.
- *Settings → My services → Consult → Call pick up services → Park/retrieve call*

Retrieve the call from another phone:

- Reach the 'Menu' page.
- *Settings → My services → Consult → Call pick up services → Park/retrieve call*
- Enter the number of the parking destination phone.

This feature is accessible via a programmed key.

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

## 2.24 Making a second call during a conversation

- During a conversation.
- *New call*  
The first call is on hold.
- Number of second contact.

### 2.24.1.1 Other methods for calling a second contact

- Dial directly the number for your call (if DTMF mode is not activated).
- Name of second contact.
-  Select the 'Redial' function (long press).
- Programmed line key.

### 2.24.1.2 Release the second call and retrieve the call on hold

- You are in conversation with the second contact and the first one is on hold.
- Use one of the following:
  - *Enquiry off*
  - Select the tab of the call to retrieve by using left and right navigation keys.
  - Hang up, your phone is ringing, then answer the call.
- You are on the line with your first contact.

If you make an error, hang up: your telephone will ring and you will recover your first call.

## 2.25 Answering a second call during a conversation

This feature depends on your system (multiline set).

- During a conversation, another person is trying to call you » Contact's name or number displayed for 3 seconds.
- Select the incoming call icon (the icon depends on your phone:  / .
- The first call is on hold.

To return to your first contact and end the conversation in progress.

-  » The second call is ended.
- To return to the first contact, use one of the following.
  - Select the incoming call icon (the icon depends on your phone:  / .
  - 
  - Unhook the handset.

## 2.26 Switching between calls (Broker call)

Depending on the system configuration you can manage several calls at the same time.

Use one of the following to switch between calls:

- Select the call on hold icon from the conversation screen (the icon depends on your phone:  /  ).
- Select the tab which is displaying the call on hold → *Retrieve* or .
-  Press the Back/Exit key to display the Perso page → Select the call on hold.

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

## 2.27 Transferring a call

Depending on the system configuration, transferring a call can be done in two ways.

### 1. Using the softkey

- Calling a second person during a conversation. The first call is on hold.
- You can transfer the call immediately or wait for your contact to answer before transferring the call.

*Transfer*

- The two callers are connected.

### 2. Using predefined keys

These predefined keys depend on the system and the countries, contact your installer for more information about your system (Configuration for United States for example).

-  The first call is on hold.
- Calling a second person during a conversation.
- You can transfer the call immediately or wait for your contact to answer before transferring the call.

-  The two callers are connected.

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

- During a conversation, a second call is on hold.
- *Conference (Confer)*

» You are in conference mode.

### 2.28.1 Cancel conference and return to first contact (if conference is active)

- Use one of the following:
  - *End conference (End conf)*
  - Hang up.

» The two participants remain on the call together.

### 2.28.2 After the conference, to leave your two contacts talking together

- Use one of the following:
  - *Transfer*
  -  (this key depends on the system configuration and countries as United States).
- Hang up.

### 2.28.3 View information about the other people in the conference

- Navigate between both calls in progress tabs involved in the conference (the icon depends on your phone:  / )

## 2.29 N-party conference

This feature depends on the system configuration. If necessary, contact your administrator.

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

- You are in a conference call with 2 contacts. To add another participant to the conference:
    - *Add*
    - Dial the number of your contact (dial, directories, last numbers dialed...).
    - Your contact answers.
    - *Insert*
- You are on the line with the additional contact.

## 2.30 'Meet me' conference

The 'Meet me' function is used to set up a conference with a maximum of 29 persons (maximum value is configured in OXE system, it can be 7, 15 or 29).

### 2.30.1.1 Initiate a 'Meet me' conference

In order for the participants to join the conference, you must first decide on a meeting time for the conference and send them the access code.

- Enter the 'Meet me' conference prefix. It is defined by the administrator during system configuration. If necessary you may need to contact your administrator.
- Enter the conference access code.

The conference is set-up. Participants must enter this access code to join the conference call. Send the conference call access code to the participants.

In case of network connected OXE systems, to initiate a 'Meet me' conference with a distant OXE system, you have to enter a phone number of distant OXE system after prefix, to locate the conference. For more information, contact your administrator.

### 2.30.1.2 Join a 'Meet me' conference

Once set-up by the conference initiator, other participants can join the 'Meet me' conference.

- Enter the joining code for the 'Meet me' conference. This code is defined by the administrator during system configuration. If necessary you may need to contact your administrator.
- Enter the conference access code.  
Conference access code: 'x' digits code defined by the conference master and communicated to the participants so that they can join the conference.
- You are in conference mode.

An audible beep rings when a participant joins the conference.

You cannot join a conference if there are already the maximum number of participants.

If you cannot directly reach the conference, you have to call first an internal user or an Attendant Set. This one dials the call number for joining the 'Meet-me' conference and then transfers your call (10 seconds).

## 2.31 Intrusion into an internal conversation (barge-in)

Your contact's line is busy. If the number is not 'protected' and if authorised, you can intrude into the call:

- *Intrusion*

### 2.31.1 Protect a call against intrusion

- Press programmed key. The programmed key has to be configured by the system: *No intrusion (No intrud)* (by default).
- Enter contact's number.

Protection is cancelled when you hang up.

## 2.32 Signal malicious calls

This key lets you signal a malicious call. If this call has an internal source, it is signalled to the system by a special message.

- You receive a malicious call.
- *Malicious*

## 2.33 Forwarding calls to another number (immediate forward)

The number can be your home, mobile, voice mailbox or an internal extension (operator, etc.).

- Select the forward icon (the icon depends on your phone:  / .
- *Immediate forward (Immediate / Imm fwd / Immediate fwd)*
- Number to be called. Forward is acknowledged (the forward icon becomes animated:  / .
-  To return to the home page.

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

If the associated number is defined, you can directly select it as the forwarding destination.

You can program a key with this function and access the function directly by selecting it (follow the displayed instructions if necessary).

## 2.34 Forwarding calls if you do not answer or if you are busy

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

- Use one of the following:
  - Select the forward icon (the icon depends on your phone:  / .
  - Reach the 'Menu' page → *Forward*
- *Other forward (Other fwd)*
- Select the forward type to program.
  - *Forward on busy*
  - *Forward on no reply*
  - *Forward on busy/no reply*
- Number receiving forward. Forward is acknowledged (the forward icon becomes animated:  / .

You can program a key with this function and access the function directly by selecting it (follow the displayed instructions if necessary).

## 2.35 Do not disturb

You can make your terminal temporarily unavailable for all calls.

- Select the forward icon (the icon depends on your phone:  / .
  - *Do not disturb (Not disturb)*
  - Enter code to activate the feature.
  - *Apply*
- Forward is acknowledged (The forward icon becomes animated:  / .
-  To return to the home page.

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:

- Select the forward icon (the icon depends on your phone:  / .
  - *Deactivate DND (Deact DND)*
-  To return to the home page.

## 2.36 Forwarding your calls from the receiving terminal ('Follow me')

You wish to receive your calls in your present location: Use the 'Follow me' function.

- Select the forward icon (the icon depends on your phone:  / .
- *Other forward (Other fwd) → Remote forward*
- Enter the number of the phone you want to receive calls. Forward is acknowledged (the forward icon becomes animated:  / .

If you have a key programmed with this feature, you can access the feature directly.

If the associated number is defined, you can directly select it as the forwarding destination.

Cancel call forwarding from the forwarding phone

- Select the forward icon (the icon depends on your phone:  / .
- *Deactivate*

Cancel call forwarding from the destination phone

- Select the forward icon (the icon depends on your phone:  / .
- *Other forward (Other fwd) → Deactivate follow me*
- Enter the forwarded phone number.

Cancel call forwarding from another terminal in your system

- Select the forward icon (the icon depends on your phone:  / .
- *Other forward (Other fwd) → Deactivate remote forward (Deact remote forward)*
- Enter the forwarded phone number.

## 2.37 Applying a selective forward

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

- Reach the 'Menu' page.
- *Settings* → *My services* → *Consultation (Consult)* → *Forwarding services*
- Select the forward type to program.
  - *Immediate forward*
  - *Forward on busy*
  - *Forward on no reply*
  - *Forward on busy/no reply*
- Apply.
- Select the number to forward (if available)
  - *Principal line selection*
  - *Second line selection*
- Number receiving forward.
-  To return to the home page.

## 2.38 Forwarding calls to your pager

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

- Press programmed key (the programmed key has to be configured by the system). Forward is acknowledged (the forward icon becomes animated:  / .

## 2.39 Cancelling all forwards

- Use one of the following:
  - Select the forward icon (the icon depends on your phone:  / .
  - Reach the 'Menu' page → *Forward*
- *Deactivate*

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

## 2.40 Leaving a text message for internal callers

You can leave a text message on your terminal which will be displayed on the screen of the terminal calling you.

: If your set is not equipped with a magnetic keyboard, use the alphanumeric keyboard to enter letters. You have to switch the keyboard to the alphabetic mode by selecting the alphanumeric key. When activated, the LED corresponding to the key remains lit up.

- 
- *Text mail / New text message / x New text messages*
- *Fwd to text*
- Choose the type of message.

## Sending predefined message

- *Predefined msg (Predefined)*
- Select a predefined message.
- *Apply*
-  To return to the home page.

Predefined standard messages are shown below:

1	Call operator.
2	Absent for a moment.
3	Call again tomorrow.
4	In a meeting, please do not disturb.
5	Out at a meeting.

## Sending a message to complete

- *To complete*
- Select a predefined message to complete.
- Complete your message.
- *Apply*
-  To return to the home page.

## Sending a new message

- *Msg to create (To create)*
- Write your message.
- *Apply*
-  To return to the home page.

## To deactivate the forward to text feature

- 
- *Text mail /New text message / x New text messages*
- *Deactfwdtext*  
The text message is displayed.
- *Deactivate*
-  To return to the home page.

## 2.41 Send a voice message copy



- *Voice mail / new voice message / x new voice messages*
- Enter your personal code. The number of old and new messages is displayed.
- *Consult → Forward msg*
- Number to be called /contact's name (*Spell name / #*).
  - *Send*: send message.
  - *Exit*: end of broadcast.

## 2.42 Sending a recorded message to a number or a distribution list



- *Voice mail / new voice message / x new voice messages*
- Enter your personal code. The number of old and new messages is displayed.
- *Send*
- Record your message.
- *Exit*: end of recording.
- Number to be called /contact's name (*Spell name / #*).
  - *Send*: send message.
  - *Exit*: end of broadcast.

## 2.43 Answering the general bell

When the operator is absent, outside calls to the operator are indicated by a general bell. To answer:

- Reach the 'Menu' page.
- *Settings → My services → Consultation (Consult) → Call pick up services → Night service call pick up (Night serv call pick up)*

## 2.44 Manager/Assistant filtering

System configuration allows 'Manager/Assistant' groups to be formed, so that the manager's calls can be directed to one or more assistants.

The programmed key has to be configured by the system.

From the manager or assistant telephone

- Press programmed key. Incoming calls are filtered by a chosen person (assistant, etc.).
- Same key to cancel.

Filtering is indicated on the manager's telephone by the icon corresponding to the 'screening/unscreening' programmed key.

## 2.45 Call pick-up

You hear a telephone ringing in an office where no-one can answer. If authorised, you can answer the call on your own telephone.

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

If the telephone ringing is in your own pick-up group

- Reach the 'Menu' page.
- *Settings* → *My services* → *Consultation (Consult)* → *Call pick up services* → *Group call pick up*

This feature is accessible via a programmed key: *Grp pick up (GpPickUp)* (by default).

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

- Reach the 'Menu' page.
- *Settings* → *My services* → *Consultation (Consult)* → *Call pick up services* → *Individual call pick up*
- Number of telephone ringing

This feature is accessible via a programmed key: *Call pick up (Pick up)* (by default).

## 2.46 Supervision

Supervision provides selective monitoring combined with a display showing calling and called parties. The notified call can be answered by the designated 'Supervisor'.

This means that you can pick up an incoming call from a monitored contact when their phone is ringing. The administrator must configure contacts you monitor. All supervised contacts are displayed as programmed keys.

### 2.46.1 Icon description / LED description

This table describes the icons and LEDs of the supervision keys programmed by the administrator.

The icons displayed and the LED behaviors depend on the system configuration.

Call icons		LED description
	Supervised contact (free).	Off
	The supervised contact receives an incoming call (ringing). You can pick up the call by clicking the key.	Quickly flashing blue
	The supervised contact is in a conversation.	Steady blue
	You are in a conversation with the supervised contact.	Steady blue
	The supervised contact puts the call on hold.	Steady blue
	Unread message on supervised set.	Slow blinking blue
	Read message on supervised set.	Steady blue

## 2.47 Hunting groups

### 2.47.1 Hunting group call

Certain numbers can form a hunting group and can be called by dialing the group number.

### 2.47.2 Temporary exit from your hunting group

- Reach the 'Menu' page.
- *Settings* → *My services* → *Consultation (Consult)* → *Additional services* → *Leave hunting group*
- Enter your group number

This feature is accessible via a programmed key: *Out of grup (Out grp)* (by default).

### 2.47.3 Return into your group

- Reach the 'Menu' page.
- *Settings* → *My services* → *Consultation (Consult)* → *Additional services* → *Go into hunting group*
- Enter your group number.

This feature is accessible via a programmed key: *Into group (In group)* (by default).

Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

## 2.48 Calling an internal contact on his/her pager

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

- Dial the destination number.
- *Paging*
- Dial the destination number. Paging in progress is displayed.

Your contact can answer from any telephone in the system.

## 2.49 Answering a call on your pager

A call on your pager can be answered from any telephone within the system.

- Your pager beeps.
- Reach the 'Menu' page.
- *Settings* → *My services* → *Consultation (Consult)* → *Paging services* → *Paging answer*
- Your extension number.

This feature is accessible via a programmed key: *Pagng answ (PagAnsw)* (by default).

## 2.50 Calling a contact on his/her loudspeaker

Your internal contact does not answer. If authorised, you can remotely activate her/his phone:

- Your contact does not reply.
- *LS announce (Announce)*  
You are connected to the loudspeaker on your contact's phone (if he/she has the hands-free function).

## 2.51 Broadcasting a message on the loudspeakers of a station group

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

- Off hook.
- Number of broadcast group » Speak, you have 20 seconds.
- Hang up.

The message will only be broadcast on terminals not in use and which have a loudspeaker.

## 2.52 Managing your charges

### 2.52.1 Charging your calls directly to business accounts

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

- Reach the 'Menu' page.
- *Settings → My services → Consultation (Consult) → Additional services → Business account code*
- Number of business account.
- Number required.

### 2.52.2 Finding out the cost of an outside call made by an internal user from your terminal

- Reach the 'Menu' page.
- *Settings → My services → Consultation (Consult) → Consultation & callbacks → Charging informations*

## 2.53 ACD: Agent set/ Supervisor station

### 2.53.1 Agent set

A call center solution allows optimum distribution of calls to agents according to their availability and skills.

### 2.53.2 Open an agent session (LogOn) – Agent set

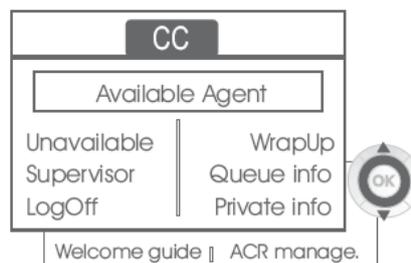
- Reach the 'Menu' page.
- *LogOn*
- Enter the identifier number.
- Enter your personal password.

For a decision maker agent

- Use one of the following:
  - Enter the processing group number.
  - *List*  
Select the processing group from a list.

### 2.53.3 ACD application welcome screen – Agent set

Once the ACD session is open, the agent can access the ACD application dedicated functions.



- *Unavailable*  
This function allows the agent to be 'logged out ' from the ACD application. The 'logged out ' function is activated - by default, on opening an agent session (system configuration), by the supervisor or by the agent himself. The agent changes this 'logged out ' status by pressing the display key associated with this function.
- *Wrap Up*  
After each ACD call, the agent automatically assumes Wrap-up mode. During this mode, the agent does not receive any ACD calls and can carry out the tasks associated with a call. This mode can be terminated at any time by pressing the display key associated with the Wrap-Up function or by waiting for the end of the timer (system configuration).
- *Supervisor*  
When the agent is on a break, waiting for a call or in Wrap-up mode, he calls his supervisor directly by pressing this key.
- *Queue info*  
By pressing this key, the agent accesses information regarding the queue (number of calls waiting, average or maximum waiting time, number of free, busy or logged out agents).

- *Private info*  
Pressing this key informs the agent about the configuration of his set (forwarding status, presence of new messages, associated set, name and number of the set, etc.).
- *Welcome guide*  
This key allows the agent to configure the welcome messages, recording, activation/deactivation, loading or playback of a welcome message.  
Access to welcome message configuration involves entering the agent identifier number and a password.
- *ACR manage.*  
The agent can act on the distribution of the ACD calls by assigning or not assigning expertise areas. Expertise areas can be assigned or deleted one by one or globally.
- *Help*  
During a communication, the agent can send an assistance request to the supervisors.  
This request can be accepted by a supervisor or rejected if the supervisors are absent, not available or reject the request.

#### 2.53.4 Close an agent session (LogOff)

- *LogOff*
- Enter your personal password.
- *Apply*  
The session is closed.

#### 2.53.5 Supervisor station

The supervisor is an agent who has been assigned additional rights. In particular, he can assist the agents, supervise agent activity, intrude or listen-in discretely on a call.

A supervisor can also perform the agent function from the same set.

#### 2.53.6 Open a supervisor session (LogOn)

- Reach the 'Menu' page.
- *LogOn*
- Enter the identifier number.
- Enter your personal password.

CC	
1300	
Entry	Queue info
LogOff	Private info
Welcome guide	ACR manage.

### 2.53.7 Processing group- Supervisor entry/withdrawal

- *Entry*
- Use one of the following:
  - Enter the processing group number.
  - *Listen*  
Select the processing group from a list.

### 2.53.8 Supervision or acceptance of an assistance request

The supervisor has access to the supervision functions either by accepting an assistance request from an agent or by pressing the 'Help ' function key in the 'Perso ' page.

ACD Listening	
Agent number :	
Listen	Intrusion
Restrictive	Permanent
Cancel	

- *Listen*  
By pressing this key, the supervisor starts a discrete listen-in procedure. The supervisor can then listen in on the conversation between an agent and his caller, but cannot participate in the conversation.
- *Intrusion*  
This key allows the supervisor to intrude in a communication. This intrusion is signalled to the agent and his caller by an audible beep and the supervisor can cut-in on the conversation at any time. If the agent on-hooks or if the supervisor presses the 'Help ' key, only the supervisor and the caller will be in communication.
- *Restrictive*  
The agent is in communication with a caller. This function allows the supervisor to talk just with the agent without the caller being informed of this intrusion (restrictive).
- *Permanent*  
The supervisor can view on his display the dynamic states (out of service, ACD calls, private calls, Wrap-up, pause, etc.) and static states (withdrawn, available, Log-Off, etc.) of an agent in real-time.
- *Cancel*  
Pressing this key results in the rejection of an agent assistance request.

#### 2.53.8.1 Close a supervisor session

- *LogOff*
- Enter your personal password.
- *Apply*  
The session is closed.

## 2.54 Configure your phone for remote working

This feature is only available on IP phone (connected to an IP network).

Your IP phone is compatible with remote working (VPN) via a secure connection (encrypted). Your phone supports the IKEv1 and IKEv2 protocol to send data securely. In this mode, all features available at your office will be ready for use remotely.

If the telephone system of your enterprise is configured to accept remote workers (system and infrastructure), you have to configure your desk phone to be ready for remote working.

The configuration of the phone depends on the infrastructure of your telephony network.

For information, please consult the following guide: "IPsec VPN Deployment Guide for Remote Workers for DeskPhones and Premium DeskPhones Serie " 8AL90345ENAA.

### Effortless deployment

In this section we describe how to manually configure your desk phone for remote use. Alcatel-Lucent Enterprise also offers remote desk phones deployment solutions: Alcatel-Lucent Enterprise Easy Deployment Server (EDS). EDS offers a cloud server allowing easy deployment of devices in remote worker situation for Alcatel-Lucent Enterprise (ALE) systems and third-party SIP servers. For more information, contact your installer or administrator.

In this section, we describe the complete configuration of your phone for remote working.

Your installer has to give you all information to configure your desk phone.

You have to:

- Enable VPN.
- Enter the remote VPN server information.
- Enter the TFTP server information (Optional).
- Enter authentication.
- Setup the VPN start preferences.

 /  The encrypted signal icon indicates a secure remote connection.

### 2.54.1 Access to the administration menu of the desk phone

Depending on the system configuration, you may not have access to the advanced desk phone configuration settings. Contact your administrator if necessary.

During the boot:

- Use one of the following:
  - Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu*
  - Connect your desk phone to the network (and plug in the power jack if you are using an external power adapter). When the desk phone displays the 'Step 2' during the boot, repeatedly press the '\*' and '#' keys in succession until a menu is displayed.
- *Config. MMI*

## 2.54.2 First connection as remote working

When you connect your desk phone for the first time remotely, you are prompted to set a PIN code.

The PIN code is requested when you enter in the VPN configuration (submenus) or when you boot your desk phone (depending on the VPN configuration).

The PIN code is retained during the session so that you can access the VPN configuration without having to re-enter your PIN code until you exit the VPN configuration.

Before configuring your phone for remote working, check if you have all the information from your administrator.

 If your set is not equipped with a magnetic keyboard, use the alphanumeric keyboard to enter letters. Use the alphanumeric keyboard key to switch between the numeric and alphabetic keyboard. When in alphabetic mode, the LED corresponding to the key remains lit up.

To configure your desk phone:

- Access to the administration menu of the desk phone (see chapter above).
- *Remote Config*
- *VPN* (scroll down the menu).
  - Enter the new PIN Code.
  -  Validate (the desk phone reboots when you activate the PIN code).
- *VPN Config*
  - *Enable VPN*: you have to activate this option to use your desk phone for remote working.
  - *VPN Server*: enter the address of the VPN server.
  -  Validate.
  - *VPN PSK*: enter the pre-shared key to establish a secure connection with the VPN server. The PSK can be unique for all remote workers on a same installation or can be specific to each remote worker. In the first case, the VPN authentication has to be enabled.
  - *IKE version*: Enter the IKV version (IKEv1/IKEv2).
  - Other advanced settings if requested: *IKEv1 aggressive mode* (when IKEv1 enabled), *IKE force encapsulation*, *Static Virtual IP (VIP Addr)*.
  -  Validate.
- *VPN Servers* → *Use TFTP servers, tftp1, tftp2,port*: if the TFTP servers are required, activate this option and enter the addresses and port of the TFTP servers.  
 Validate.
- *VPN Authent* → *Use Authentication, User, Password*: activate this option if a logon to the VPN server (username and password) is required. The VPN authentication can be disabled in case a specific PSK is used for each remote worker.  
 Validate.

- *VPN Pincode* → *Request Pincode on Boot*: if this option is activated, the PIN code is required when you boot your desk phone. We recommend you activate this option.
-  Validate.
- The VPN configuration is saved and the main menu is displayed.
-  Select this icon to exit the configuration menu. The desk phone restarts.
- Enter the PIN code if you have selected the option (*Request Pincode on Boot*).
-  Validate.
- Your desk phone is ready for remote working.

 Select this icon to save parameters

 Select this icon to return to the main menu.

If you leave the PIN code request menu when the phone is starting, the phone will start without VPN activated.

If an error occurs when your phone is running in remote mode, a popup is displayed with an error message. Please note this message to send to your administrator (see chapter: Contacting your administrator).

### 2.54.3 Change the configuration

You have to change a parameter of the VPN configuration.

- Access to the administration menu of the desk phone (see chapter below).
- *Remote Config*
- *VPN* (scroll down the menu).
- Select a submenu to change the configuration (*VPN Config, VPN Servers, VPN Authent, VPN Pincode*).
- Enter your PIN code (If an administrator password is defined by the system, you can use it to access to the VPN configuration by selecting: *Use Password*).
-  Validate.
- Change parameters.
-  Select this icon to save parameters.
- The VPN configuration is saved and the main menu is displayed.
-  Select this icon to exit the configuration menu. The desk phone restarts.
- Enter the PIN code if you have selected the option (*Request Pincode on Boot*).
-  Validate.
- Your desk phone is ready for remote working.

If an error occurs when your phone is running in remote mode, a popup is displayed with an error message. Please note this message to send to your administrator.

#### 2.54.4 PIN code

The PIN code is composed of 4 digits. You can access the VPN configuration by entering the PIN code or the administrator password if defined by the system. Depending on the VPN configuration, the PIN code is requested when you boot your desk phone. We recommend you enable this option for security reasons and if you need your phone in remote and in business place (See Reconnect your desk phone in your business place).

If the PIN code is incorrect 5 times in succession, the PIN code and VPN parameters will be erased. If no administrator password is defined by the system, the PIN code is required to access VPN configuration.

Once the PIN code and the administrator password have been set, you can switch between the PIN code and the administrator password by selecting the following softkeys in the login window: *User password*, *Use PIN code*.

#### 2.54.5 Reset your PIN code

- Access to the administration menu of the desk phone (see chapter below).
- *Remote Config*
- *VPN* (scroll down the menu).
- *VPN Pincode*
- Enter your PIN code.
-  Validate.
- *Set new Pincode*: enter the new PIN Code.
-  Select this icon to save parameters.
- The VPN configuration is saved and the main menu is displayed.
-  Select this icon to exit the configuration menu. The desk phone restarts.
- Enter the PIN code if you have selected the option (*Request Pincode on Boot*).

#### 2.54.6 Reconnect your desk phone in your business place

Your phone is already configured for remote working.

If you connect your desk phone to the digital network:

If your desk phone is already declared on digital network, you just have to connect and start it (your desk phone is declared twice: on IP network for remote and digital network).

If you connect your phone to the IP network:

- Connect your desk phone to the network (and plug in the power jack if you are using an external power adapter).
- If the option to enter PIN code when you boot your desk phone is enabled in the VPN configuration (*Request Pincode on Boot*):
  - The PIN code is requested.
  -  Select this icon to go back.
  - The phone restarts in normal mode. The VPN is temporary disabled until the next reboot.

- If the option is not enabled:
  - Access to the administration menu of the desk phone (see chapter below).
  - *Remote Config*
  - *VPN → VPN Config*
  - Enter your PIN code.
  -  Validate.
  - *Enable VPN*: disable the remote worker.
  -  Select this icon to save parameters.
  - The VPN configuration is saved and the main menu is displayed.
  -  Select this icon to exit the configuration menu.
  - The phone restarts in normal mode.

### 2.54.7 Reconnect your desk phone in remote place

Your phone is already configured for remote working but it was connected in your place of business. You need to reconnect it in a remote place.

- Connect your desk phone to the network (and plug in the power jack if you are using an external power adapter).
- If the option to enter PIN code when you boot your desk phone is enabled in the VPN configuration (*Request Pincode on Boot*):
  - The PIN code is requested.
  - Enter PIN code.
  -  Validate.
  - The phone starts as teleworker.
- If the option is not enabled (*Request Pincode on Boot*):
  - Access to the administration menu of the desk phone (see chapter below).
  - *VPN → VPN Config*
  - Enter your PIN code.
  -  Validate.
  - *Enable VPN*: enable the teleworker.
  -  Select this icon to save parameters.
  - The VPN configuration is saved and the main menu is displayed.
  -  Select this icon to exit the configuration menu.
  - The phone starts as teleworker.

If an error occurs when your phone is running in remote mode, a popup is displayed with an error message. Please note this message to send to your administrator.

## 2.55 Visual Notification Assistant (VNA)

The purpose of the VNA feature is to allow instant distribution of an audio message (notification) to all members of a group (large or not) defined by the administrator. Your desk phone can be used to broadcast an urgent message to the greatest number of employees. The broadcasted audio message will be played instantly and simultaneously on each phone. This feature depends on the phone configuration and the company infrastructure.

Two modes can be configured by the administrator depending on the working environment:

- **Loud:**
  - You are alerted of the incoming notification by the pop-up window displayed on the screen. The pop-up window indicates the active device which will be used to play the notification.
  - The notification is played on the phone loudspeaker. The message volume is higher than the volume you set in the phone settings (level + 2).
  - After the notification, the phone returns to its initial state.
- **Discreet:**
  - You are alerted of the incoming notification by the pop-up window displayed on the screen and the audio signal (beep), asking to select the device to use to listen to the notification (handset, headset or loudspeaker). The pop-up window indicates the active device which will be used to play the notification.
  - The notification is played on the selected device or the active device if you are in conversation. In case of hands-free, you can select the device to listen the notification. The defined volume in the phone settings is used.
  - After the notification, the phone returns to its initial state.

If you are in conversation, the local and distant audio call are muted while the notification is playing. You recover your call after the notification if the call is still active.



You can interrupt the notification to make for example an emergency call by pressing twice on the release key. First press, a pop-up window is displayed asking you to confirm the action by pressing again the release key.

## 3 Programming your telephone

### 3.1 Initializing your voice mailbox

- Light flashes.
- 
- Enter your personal code then record your name according to voice guide instructions.

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

A weak personal code will be rejected by the system:

- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).

Make sure you choose a strong password with at least 4 digits. The list of weak passwords provided does not contain all the possibilities.

### 3.2 Customizing your voice greeting

You can replace the greeting message by a personal message.

- 
- *Voice mail / New voice message / x New voice messages*
- Enter your personal code.
- *Perso options → Greeting msg → Perso greeting → Record*
- Select the type of greeting to create or modify (*Greeting 1, Abs greeting, Busy, My name*). Record message.
- *End*: end of recording.
- Use one of the following:
  - *Apply*: apply.
  - *Restart*: re-record a message.
  - *Replay*: replay message.

To return to the default message.

- *Normal prompt*

### 3.3 Modify the password for your phone set

- Reach the 'Menu' page.
- *Settings → Phone → Password*
- Old code (4 digits).
- *Apply*
- New code (4 digits).
- *Apply*
- Enter new password again to confirm.
- *Apply*



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

A weak personal code will be rejected by the system:

- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).

Make sure you choose a strong password with at least 4 digits. The list of weak passwords provided does not contain all the possibilities.

### 3.4 Modify the password for your voice mailbox

- 
- *Voice mail / New voice message / x New voice messages*
- Enter your personal code.
- *Perso options → Password*
- New code (4 digits).
- *Apply*
- 

As long as your voice mailbox has not been initialized, personal code is 0000.

A weak personal code will be rejected by the system:

- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).

Make sure you choose a strong password with at least 4 digits. The list of weak passwords provided does not contain all the possibilities.

### 3.5 Adjusting the audio functions

- Reach the 'Menu' page.
- *Settings → Phone → Ringing*
- Enter your password (if required) and apply.

#### 3.5.1 Choose the tune

- Select the type of call to which the ringing is to be associated.
  - *Internal call (Internl call)*
  - *External call (Externl call)*
- Select the melody of your choice (32 tunes).
- 
-  End /  To adjust other audio features.

One ringing is louder than the others and can be used in noisy environments.

### 3.5.2 Adjusting the ringer volume

- *Level (Volume)*
-  Select the volume you want (10 levels). Use the volume keys on the desk phone or displayed on the screen.
-  End /  To adjust other audio features.

One ringing is louder than the others and can be used in noisy environments.

#### 3.5.2.1 Activate/deactivate silent mode

- *More options (More) → Silent mode*
  - To activate: check the box.
  - To deactivate: Uncheck the box.
-  End /  To adjust other audio features.

#### 3.5.2.2 Activate/deactivate meeting mode (progressive ringing)

- *More options (More) → Progressive ringing*
  - To activate: check the box.
  - To deactivate: Uncheck the box.
-  End /  To adjust other audio features.

#### 3.5.2.3 Activate/deactivate discreet ring mode

One beep before ringing:

- *More options (More) → One beep before ringing*
  - To activate: check the box.
  - To deactivate: Uncheck the box.
-  End /  To adjust other audio features.

Three beeps before ringing

- *More options (More) → Three beeps before ringing*
  - To activate: check the box.
  - To deactivate: Uncheck the box.
-  End /  To adjust other audio features.

#### 3.5.2.4 Adjust ringer volume while a call arrives

- Your telephone rings.
-  Adjusting the ringer volume.

## 3.6 Hearing Aid

If you are using your phone with a hearing device, you must install and activate the hearing aid device (HAC) to avoid hearing discomfort.

- Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Audio* → *Hearing Aid*
- Check this option if you are using a hearing aid.

## 3.7 Adjusting the brightness of the desk phone

Adjust the brightness of the display of the desk phone, the connected add-on, and the LEDs of the desk phone.

### 3.7.1 Auto-adjusting of the brightness - Only available on ALE-30h

The phone can automatically adjust the display and LED brightness to suit the light conditions to improve the user experience and save power (ambient light sensor).

#### 3.7.1.1 Auto-adjusting of the display brightness

- Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Display* → *Auto-Bright.*
- Activate or deactivate the feature.



#### 3.7.1.2 Auto-adjusting of the LED brightness and the busy light logo on back shell (if present)

- Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Display* → *Advanced* → *Adaptative LED*
- Activate or deactivate the feature.



### 3.7.2 Adjust the brightness when the phone is in use

- Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Display* → *Brightness*
- Increase or decrease the brightness (successive presses).
- 
- To return to the home page.



### 3.7.3 Adjust the dimmed brightness when the phone is not in use

- Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Display* → *Advanced* → *Low brightness*
-  Increase or decrease the brightness (successive presses).
- 
-  To return to the home page.



### 3.7.4 Set the delay before the brightness is dimmed when the phone is not in use (screensaver) - Only available on ALE-30h

- Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Display* → *Screensaver*
-  Set the time delay: 1 minute, 5 minutes, 15 minutes, 30 minutes, 1 hour, 5 Minutes, 4 hours (default value).
- 
-  To return to the home page.



## 3.8 Adjust contrast (ALE-20/ALE-20h)

In idle state:

-  Decrease the contrast (idle state) (successive presses).
-  Increase the contrast (idle state) (successive presses).

## 3.9 Selecting the welcome page

This function is used to choose the page displayed by default on the telephone. This feature depends on the system configuration. If necessary, contact your administrator.

- Reach the 'Menu' page.
- *Settings* → *Phone* → *Homepage*
- Enter your password (if required) and apply.
- Select the default page (Menu, Perso, Info, Last page seen...).
- 
-  To return to the home page.

### 3.10 Selecting language

- Reach the 'Menu' page.
- *Settings* → *Phone* → *Language*
- Enter your password (if required) and apply.
- Select the language of your choice.
- 
-  To return to the home page.

### 3.11 Programming keys for call numbers and functions (Perso page/F1 and F2 keys/Add-on keys)

 If your set is not equipped with a magnetic keyboard, use the alphanumeric keyboard to enter letters. Use the alphanumeric keyboard key to switch between the numeric and alphabetic keyboard. When in alphabetic mode, the LED corresponding to the key remains lit up.

Depending on your desk phone, you can program:

- Softkeys of the Perso page.
- Keys/softkeys of the add-on module.
- F1 and F2 keys.
- 'abc' key in case a magnetic keyboard is connected.

In case these keys are used for hold and transfer features, F1 and F2 are not programmable (configuration for United States for example).

If the key is not programmed yet:

- Select the key to program.
- Enter your password (if required) and apply.
- Use one of the following:
  - *Speed dial*  
To program a number.
  - *Services*  
To program a function.

If the key is already programmed:

- Reach the 'Menu' page → *Settings* → *Phone* → *Key program* → *Prog perso page*
- Select the key to program.
- Enter your password (if required) and apply.
- Use one of the following:
  - *Speed dial*  
To program a number.
  - *Services*  
To program a function.

To program a number

- *Speed dial*
- Enter the number.
- *Apply*
- For a softkey (perso page or add-on), enter the name of the key.
- *Apply*



- To return to the home page.

To program a function

- *Services*  
Follow information displayed on the screen.



- To return to the home page.

You can customize the name color and style of the key by entering a prefix. See chapter below.

### 3.11.1 Icon description / LED description

The icons displayed depend on the system configuration. Some keys must be programmed by your administrator. Led behavior may differ depending on the system configuration. For more information, contact your installer or administrator.

Call icons		LED description
	You receive an incoming call from the programmed contact.	Off
	You are in conversation with the programmed contact.	Off
	You place the programmed contact on hold.	Off
	Do not disturb your programmed contact.	Steady blue
The following icons are displayed when you define a service on a programmable key.		
<input checked="" type="checkbox"/>	Feature activated.	Steady blue
<input type="checkbox"/>	Feature disabled.	Off
	Assistant away.	Steady blue

## 3.12 Customize the color and the style of programmable softkeys (ALE-30h, EM200)

You can customize the color and/or style of the softkeys on your deskphone's 'perso page' (personal page) by inserting a prefix before the softkey label.

When you program a softkey, add the prefix to the name of the softkey to customize it.

The prefix depends on the software version and are defined as follow:

- \C: color  
The prefix is followed by a number between 1 and 10 which defines the color.
- \B: bold (only available on ALE-30h).

The numbers for each color are as follows:

Color1	: #FFFFFF
Color2	: #000000
Color3	: #D12B4B
Color4	: #E5A00
Color5	: #3EAC3E
Color6	: #8F64DB
Color7	: #1D95C1
Color8	: #FFB400
Color9	: #20AE95
Color10	: #FD5CFF

Use the color number 0 to go back to the default color.

Use cases:

- SOS (Orange): \C4SOS.
- SOS (Red, bold): \C3\BSOS.
- SOS (bold): \BSOS

## 3.13 Modify a programmed key

- Reach the 'Menu' page → *Settings* → *Phone* → *Key program* → *Prog perso page*
- Select the key to modify.
- Enter your password (if required) and apply.
- *Modify*
-  To return to the home page.

### 3.14 Delete a programmed key

- Reach the 'Menu' page → *Settings* → *Phone* → *Key program* → *Prog perso page*
- Select the key to delete.
- Enter your password (if required) and apply.
- *Delete*

### 3.15 Programming an appointment reminder

You can define the time of a temporary reminder (one in 24 hours).

- Reach the 'Menu' page.
- *Appointment (Appoint)*
- Enter time of appointment.
- Use one of the following:
  -  To define this appointment in your phone, hang up.
  - If the destination of the appointment reminder isn't in your phone, dial the number of the destination set. Apply.

The 'Appointment programmed' icon is displayed on the welcome page of the phone that will be alerted (  /  ).

At the programmed time, your phone rings:

- 

If your calls are forwarded to another terminal, the forward is not applied to the reminder call.

To cancel your reminder request:

- Reach the 'Menu' page.
- *Appointment (Appoint)* → *Delete*

- 

The 'Appointment programmed' icon disappears from the welcome page.

### 3.16 Call the associated set

The number of another set can be associated with your set number (See Modify the associated number). To call it:

- Reach the 'Menu' page.
- *Settings* → *My services* → *Consultation (Consult)* → *Associate services* → *Call associate*

### 3.17 Forward your calls to the associated number

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

- Reach the 'Menu' page.
- *Settings* → *My services* → *Consultation (Consult)* → *Associate services*
- Use one of the following:
  - *Overflow to associate*  
For forwarding when you do not answer.
  - *Overflow if busy to associate*  
For immediate forwarding when your line is busy.
  - *Overflow busy/no rep to assoc*  
For forwarding if you do not answer or if you are busy.
  - *Deact overflow to associate*  
To cancel the forwarding to associate function.
- *Apply*

 / : You can also use the forwarding service to forward your calls to the defined associated number.

### 3.18 Define or modify the associate number

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

- Reach the 'Menu' page.
- *Settings* → *My services* → *Associate*
- Enter your password.
- *Apply*
- *Modify*
- Select the new associated number.
  - Enter the new associated number.
  - *Speed dial*

Delete associate number:

- Reach the 'Menu' page.
- *Settings* → *My services* → *Associate*
- Enter your password.
- *Apply*
- *Deactivate*

### 3.19 The Tandem configuration

This configuration lets you group sets under a single phone number. Your set is then the main set and the other sets, usually a DECT, a remote extension, a DeskPhone or softphone, are secondary sets. Each set has its own directory number, but the tandem number is that of the main set. When you receive a call, all sets ring simultaneously. When one of the sets answers, the other sets stop ringing. When all the lines of the main set are busy, the secondary sets don't ring. A secondary set can still be called by its own number, but in this case, the tandem function will no longer be taken into account. Most of the functions are common to all sets, for example: forwarding, meet-me reminder, the various messages, etc., while others are specific to each set, for example: individual directory, last number redial, out of service, locking, etc. Tandem mode supports up to 4 secondary devices.

For more information regarding this configuration, contact the person in charge of your installation.

### 3.20 Create, modify or consult your interphony list (max. 10 numbers)

- Reach the 'Menu' page.
- *Settings* → *My services* → *Interphony*
- Enter your password.
- Select an entry.
- Follow the on-screen instructions.

### 3.21 Install a USB accessory (Headset, Handsfree, Loudspeaker)

- Connect the accessory to the USB connector (USB-A, USB-C).
- 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, a popup asks you to select your preferred accessory to use for this function

### 3.22 Install a RJ9 headset

It is possible to connect a compatible RJ9 headset to the desk phone instead of the handset. An RJ-9 adapter may be necessary, depending on the RJ-9 headset.

## 3.23 Manage connected devices



### 3.23.1 List of connected devices

- Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Audio* → *Devices*
- The list of connected devices is displayed. You can find information about the connector:

		USB.
		Hands-free.
		Handset.

If two devices are connected to the desk phone and have the same function, two icons are displayed in the same line. The dark icon is the default device.

### 3.23.2 Default device



If you have connected the same type of accessory onto different connectors (for example, a USB external hands-free module), the list of used connectors is displayed for each type of accessory. You can select your preferred accessory to be used as the default accessory.

- Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Audio* → *Devices*
- The list of connected devices is displayed.
- Select the device with more than one connector icons.
- Select your preferred accessory
- 

## 3.24 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.

### 3.24.1 Date code / Technical code

The codes are located on the back of the phone, next to the connectors. This label is an example and does not represent the one placed on your phone.

- PN: Technical code.
- SN: Date code.



### 3.24.2 Desk phone software version

Two versions of software can be installed in the desk phone: NOE IP and NOE TDM softwares. The software version can be viewed on the phone by following this path:

- Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *About* → *Software*

This information is available in the QR code which can be scanned with any mobile phone.

### 3.24.3 Hardware model

The hardware model can be viewed on the phone:

- Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *About* → *Hardware* (If available on your phone).

### 3.24.4 Software version of the connected accessory module

The model and software version are displayed for each connected add-on modules (up to three modules).

Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *About* → *Add-on*

### 3.24.5 Phone auto test

This feature depends on your system.

The auto test of the phone is a quick hardware test of the sound, the display and the LEDs. It lets the user do the first tests directly from the desktop.

- The phone is switched on and connected.
- Reach the 'Menu' page.
- *Settings* → *Options* → *Phone test*
- Auto test has started.



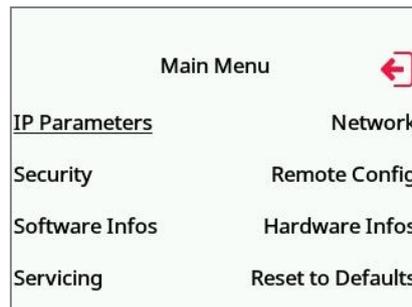
- To stop the auto test.

### 3.24.6 Access to administrator configuration (only available in IP mode)

Your administrator can access to the phone configuration. Depending on the system configuration, an administrator password is requested to access this menu.

This menu is only available when the desk phone is running in IP mode.

The administrator can also block access to this menu and thus manage the configuration of the desk phone from the system. In the case of the remote worker, without auto configuration (via EDS server for example), it is recommended to allow access to this menu by the user. Contact your administrator if necessary.



← In this configuration menu, use this icon to go back.

- Use one of the following:
  - Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Config. MMI*
  - Connect your desk phone to the network (and plug in the power jack if you are using an external power adapter). When the desk phone displays the 'Step 2' during the boot, repeatedly press the '\*' and '#' keys in succession until a menu is displayed.
- This section allows the administrator to set or consult:
  - IP parameters: *IP Parameters* → *IP Status*
  - DHCP option: *IP Parameters* → *IP Config*
  - Phone memory: *IP Parameters* → *Memories*
  - Used network (wired or wireless): *Network*
  - Wired network configuration: *Network* → *Wired network*
  - Wireless network configuration: *Network* → *Wireless network*
  - VPN configuration: *Remote confif* → *VPN*
  - Security: *Security*
  - Software information (version, run mode): *Software infos*
  - Hardware information (MAC, CPU): *Hardware infos*
  - Software update mode: *Software infos* → *Upgrade*
    - *Enable software upgrade*: upgrade via network (system).
    - *Upgrade from USB now*: use a USB drive to upgrade the software when you restart the desk phone.
  - Factory configuration: *Reset to Defaults*
  - Run mode: *Software infos* → *Run mode*

### 3.24.7 NOE mode / SIP mode

If requested by your administrator, you can choose run the desk phone in NOE or SIP mode.

NOE/SIP mode software must be installed on your desk phone. Please view the software information to check this.

The communication server has to be configured to register your desk phone. Only switch to a different mode if requested to do so by your administrator

## 3.25 Customize your desk phone with your company's color and logo (ALE-30h)

Your desk phone and the expansion module (if connected to the desk phone) can be customized with your company's color and logo. It is possible to order a specific skin and deploy it on all compatible desk phones in the company.



The new skin contains:

- Logo.
- Background.
- Ring tones.
- Boot screen.

To find out about the availability of customizable elements, please contact your administrator, who will have access to the latest release notes.

If a customization file is available on the system, this will override all skins and will be the only one available.



Order a new skin. For more information, contact your administrator or your installer.

Stored the customization binary in the call server (administrator).



Configure the call server to use the customization binary (administrator).

Deploy on desk phones.  
The customization can be easily deployed on all desk phones within your company.



For more information, contact your administrator or your installer.

# 4 Accessories

## 4.1 List of accessories

For more details about references, consult chapter: Ordering information.

### 4.1.1 USB accessories

- AH 21 U II Premium headset monaural USB-A.
- AH 22 U II Premium headset binaural USB-A.
- AH 21 M II Premium headset monaural USB-A.
- AH 22 M II Premium headset binaural USB-A.
- AH80 Bluetooth Headset with BT dongle (Bluetooth® headset)
- EM200 Smart Expansion Module.
- USB external ringing interface module (USB Interface module 2 relays).

### 4.1.2 RJ9 accessory

- ALE-10 Keyboard.
- AH 11 G Headset monaural.
- AH 11 GA Headset monaural.
- AH 12 G Headset binaural.
- AH 12 GA Headset binaural.

An RJ-9 adapter may be necessary, depending on the RJ-9 headset.

### 4.1.3 Power supply

- USB-C Power supply (EU, US, UK, AU).

### 4.1.4 Other headsets

Compatible headsets are validated by the Developer and Solution Partner Program (DSPP) (See chapter: Third parties headset certified in Developer and Solution Partner Program (DSPP)).

### 4.1.5 Other accessories

- Wall mounting kit: Mx/ALE-20/20h/30 Wall Mounting Kit.
- Cable: 3M Cat3 Telephone cable-RJ45/RJ11 (10)
- USB-A to USB-C adaptor (X10).

## 4.2 Magnetic alphabetic keyboard: ALE-10 keyboard

### 4.2.1 Description

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:

- QWERTY- QWERTZ (International keyboard).



- AZERTY (French keyboard)



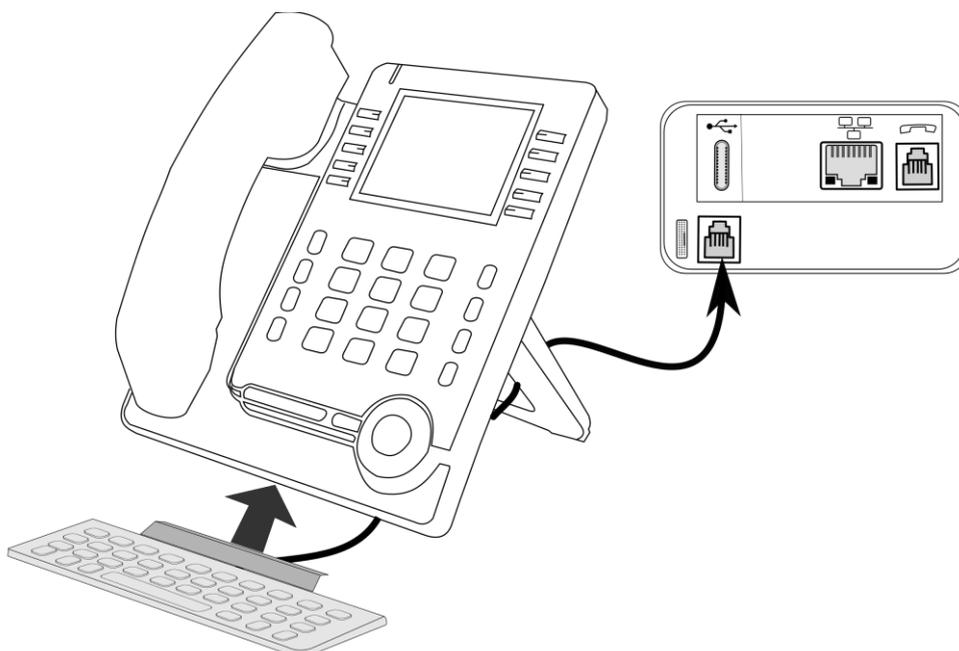
### 4.2.2 Unboxing

- ALE-10 keyboard.
- Safety and regulatory instructions.

### 4.2.3 Installation

The keyboard automatically magnetizes under the phone. Connect the keyboard to the RJ9

connector of the phone:  (4).



#### 4.2.4 How to use the keyboard

Use the keyboard to enter text while configuring the phone. Access directly 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.

	Caps lock: to write text in capital letters. Maintain this key and press the letter to display in capital.
	Alt key: to access specific and punctuation characters in blue on the keyboard.
	Alt key: to access specific and punctuation characters highlighted in blue on the keyboard.
	Cursor moving key (left, right). Allows you to navigate edited boxes. <ul style="list-style-type: none"> <li>: Move the cursor to the right.</li> <li> + : Move the cursor to the left.</li> </ul>
	Enter key: to validate edited text
	Backspace key: to delete one character in an edit box.

Use cases:

: 'f' is displayed.

 + : 'F' is displayed.

 + : ':' is displayed.

 + : '6' is displayed.

Use the international keyboard in QWERTZ mode

The keyboard will be in QWERTZ mode when you plug it in if your desk phone language is: *Deutsch*. This means that the 'z' and 'y' are displayed without using the alt key:

- : 'z' is displayed.
- : 'y' is displayed.
- : 'ß' is displayed.

In this case, you can also use the international keyboard in QWERTY mode by checking the option: Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Config. MMI* → *Hardware infos* → *Keyboard Infos* → *Force QWERTY*.

Depending on the system configuration, you may not have access to the advanced desk phone configuration settings. Contact your administrator if necessary.

For the other languages, the international keyboard is in QWERTY mode. In this case, use the alt key to display characters from the QWERTZ keyboard:

-  + : 'z' is displayed.
-  + : 'y' is displayed.
-  + : 'ß' is displayed.
-  + : 'ü' is displayed.
-  + : 'ü' is displayed.
-  +  + : 'Ü' is displayed.

## 4.3 EM200 Smart Expansion Module

The Alcatel-Lucent SMART Expansion Module EM200 (EM200) is a stylish deskphone accessory that extends your deskphone's functionality.



Phone capabilities can be extended with Add-ons. The EM200 add-on module offers up to 120 additional LED keys. There are 2 x 10 programmable LED keys for each virtual page. The EM200 add-on module offers up to 60 additional LED keys. The EM200 can display up to 3 virtual pages (one or three virtual pages).

You can connect up to 3 EM200 modules to your Essential DeskPhone.

Number of connected add-on modules <sup>(1)</sup>	Maximum number of virtual pages per add-on module <sup>(1)</sup>	Maximum number of additional keys <sup>(1)</sup>
1	3	60
2	1	40
3	1	60

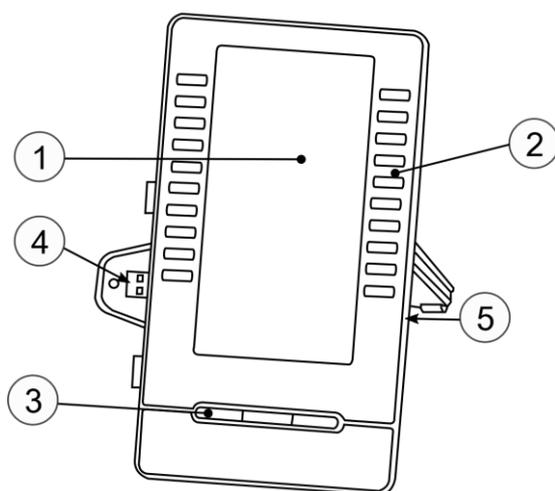
<sup>(1)</sup> These values may change, please contact your installer for more information.

The EM200 is specially designed for administrative staff, receptionists, secretaries and anyone who may need to use multiple telephone services at the same time.

### 4.3.1 Unboxing

- EM200 Smart Expansion Module.
- 2-degree adjustable foot.
- 2xM3 screw.
- Safety and regulatory instructions.

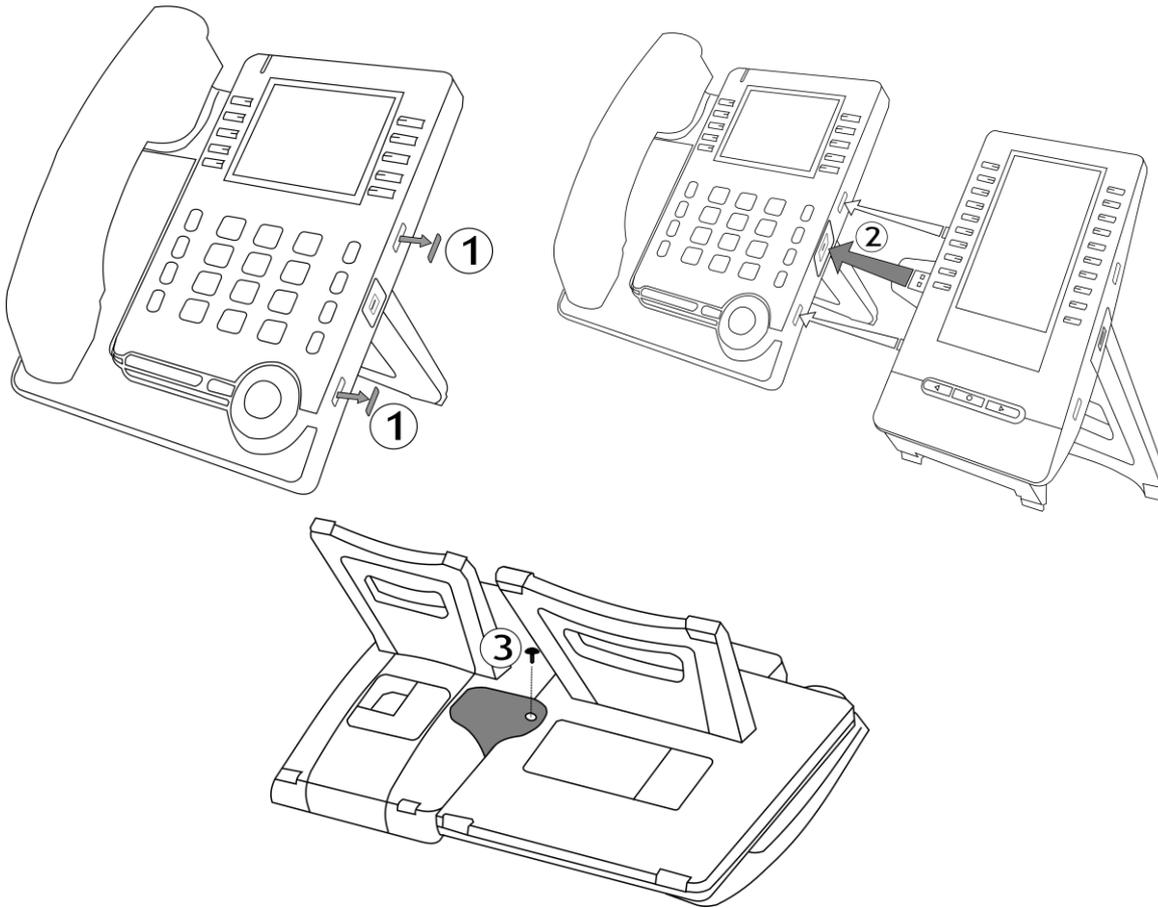
4.3.2 Description / Connectors



<p><b>1</b></p>	<p>Color LCD screen.</p>	<p><b>4</b></p>	<p>Connector to connect the device to the desk phone or already connected add-on (USB-A). The module is equipped with a support to fix it to the desk phone or another add-on.</p>
<p><b>2</b></p>	<p>Programmable keys.</p>	<p><b>5</b></p>	<p>Universal Serial Bus (USB-a) connector.</p>
<p><b>3</b></p>	<p> : pPress these keys to navigate between pages of the add-on module (if more than one page has been defined).</p> <p></p> <p>Short press: back to homepage. Long press: set the homepage for the add-on module. Display the page of your choice as homepage and give a long press on the button to set it.</p>		<p>This connector is used for:</p> <ul style="list-style-type: none"> <li>• Connect a USB headset.</li> <li>• Connect an add-on module.</li> <li>• To connect a conference module.</li> <li>• Use to upgrade the add-on via USB key.</li> </ul>

A USB-C connector is dedicated to connect a power adapter. The power adapter is sold separately.

### 4.3.3 Install the add-on to the desk phone



- Remove the protective rubber on the side of the deskphone.
- Insert the add-on USB-A connector into the USB-A socket of the desk phone.
- Use the add-on support to fix it to the desk phone using the provided screw. Remove the foot of the deskphone if you have difficulty accessing the screw.
- Plug the network cable. If necessary, plug the USB-C power adapter (sold separately). In digital mode, the desk phone has to be powered by an external USB-C power adapter.

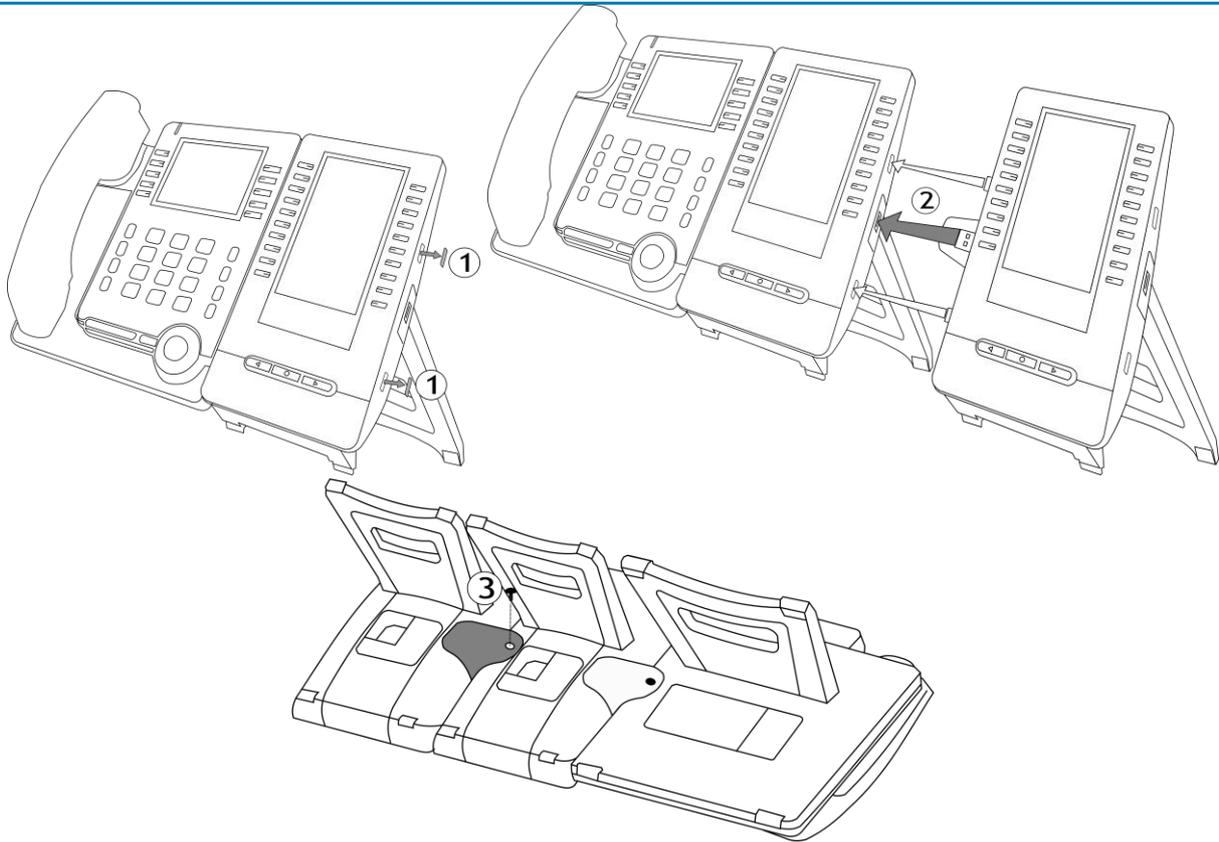
If you are using a USB-A headset, you can connect it to the last add-on module.

### 4.3.4 Install more than one add-on module

It is possible to connect up to 3 similar add-on modules to a desk phone.

Depending on the phone model, the number of add-on modules and the power supply, it may be necessary to connect an additional power supply. Contact your administrator for more information.

To attach another add-on, affix and connect the new add-on to the one that is already connected:



- The first add-on is connected to the desk phone.
- Remove the protective rubber on the side of the new add-on module.
- Insert the new add-on USB-A connector into the USB socket of the installed add-on.
- Use the add-on support to fix it to the add-on using the screw provided. Remove the foot of the add-on module where the screw is attached if you have difficulty accessing it.
- Connect the power supply to the desk phone. If you need to use a second power supply, connect it to the first connected add-on module.

#### 4.3.5 Programming keys

The extension module allows you to program a large number of keys:

- Line key: make calls using a specific telephone line.
- Speed dial key (direct call key): dial a pre-defined phone number.
- Function key: access special features such as voicemail, call transfer, call hold, conference, do not disturb, etc.
- Hunt group key: enter or exit a hunt group. The hunting group enables calls to be distributed from a single number to a group of several phone numbers. If your phone number is part of a hunting group, it can be reached via the hunting group number. Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number
- Supervision key: monitor supervised contact. Supervision provides selective monitoring combined with a display showing calling and called parties. The notified call can be answered by the designated 'Supervisor'. It also shows whether or not the line is busy (BLF – Busy Light Field), so you can learn when to call or transfer a call to the supervised contact.

The function or services available depend on the system configuration. Some keys can only be programmed by your system administrator. Contact your administrator if necessary.

#### 4.3.5.1 How to program a key for the add-on module

To program keys on the add-on module, see section: Programming keys for call numbers and functions.

#### 4.3.5.2 Customize the color and the style of programmable softkeys

You can customize the color and style of the softkeys for add-on modules by inserting a prefix in front of the softkey label. For more information see section: Customize the color and the style of programmable softkeys.

#### 4.3.6 LED management

The icons displayed depend on the system configuration. Some keys must be programmed by your administrator. Led behavior may differ depending on the system configuration. For more information, contact your installer or administrator.

Call icons		LED description	
		ALE-30h / ALE-20h/ALE-20	EM200
	You receive an incoming call from the programmed contact.	Off	Slow blue flash
	You are in conversation with the programmed contact.	Off	Steady blue
	You place the programmed contact on hold.	Off	Slow blue flash
	Do not disturb your programmed contact.	Steady blue	Steady blue
The following icons are displayed when you define a service on a programmable key.			
<input checked="" type="checkbox"/>	Feature activated.	Steady blue	Steady blue
<input type="checkbox"/>	Feature disabled.	Off	Off
	Assistant away.	Slow blue flash	Slow blue flash
	Supervised contact (free).	Off	Off
	The supervised contact receives an incoming call (ringing).	Slow blue flash	Slow blue flash
	The supervised contact is in a conversation.	Steady blue	Steady blue
	You are in a conversation with the supervised contact.	Steady blue	Steady blue
	The supervised contact puts the call on hold.	Steady blue	Steady blue
	Unread message on supervised set.	Slow blinking blue	Slow blinking blue
	Read message on supervised set.	Steady blue	Steady blue

#### 4.3.7 Upgrade

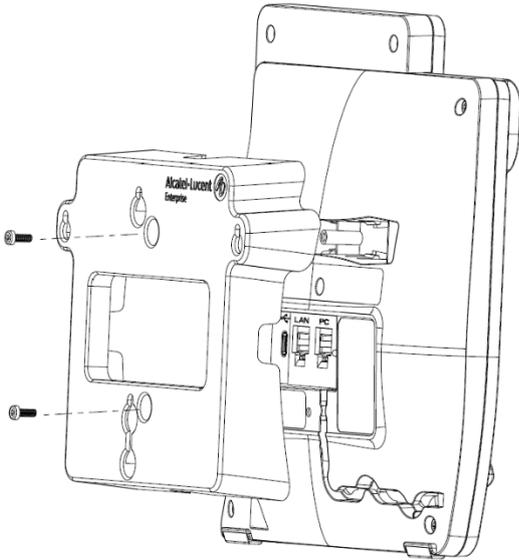
If your deskphone is connected in IP mode, the add-on module will automatically upgrade itself when connected to the deskphone. The new version is checked by the desk phone, which controls the upgrade of the add-on.

Use the version provided/recommended by your system. For more information, contact your administrator or your installer.

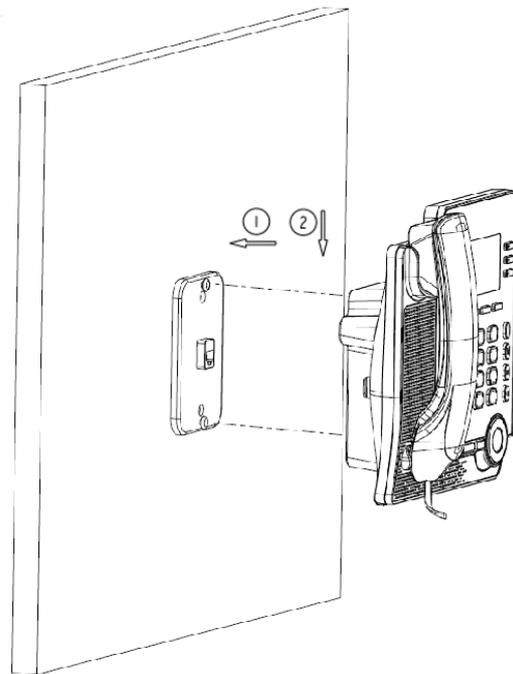
## 4.4 Wall mounting kit

To mount your phone on the wall, you need to install a standard wall plate that you can easily find on the market. Follow the manufacturer's instructions to install the wall plate on the wall. When the wall plate is fixed, you can prepare your phone and mount it on the wall. The wall mount kit is sold separately (refer to the following chapter for the reference: Ordering information).

- 1 Fix the support with the phone by using the 2 screws provided (the size of screw is M3x8mm).



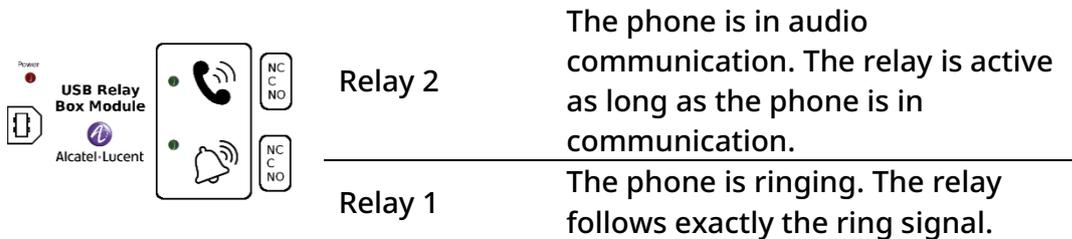
- 2 Hang the assembled phone with wall mounted kit on the wall plate.



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

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 desk phone:

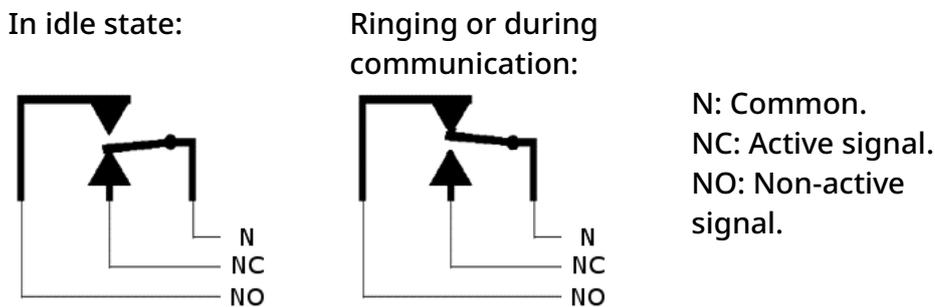


### List of supplies

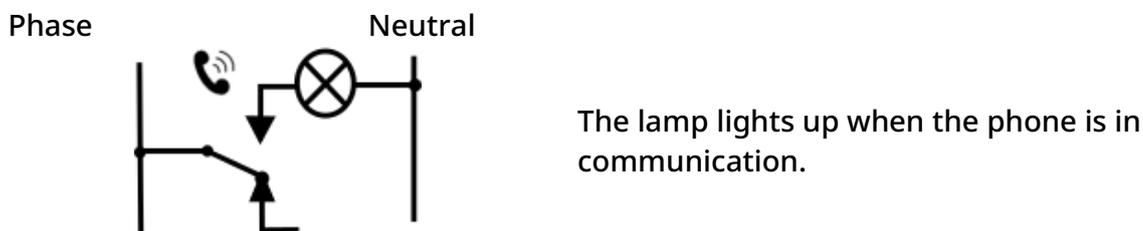
- USB external ringing interface module.
- 1 USB cable 1,5 m (4,9 feet) USB type A - USB type B.

#### 4.5.1 Installation

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



### Typical usage diagram:



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

#### 4.5.2 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 desk phone. See description of the connectors of your phone.

## 4.6 Third parties headset certified in Developer and Solution Partner Program (DSPP)

The mission of the DSPP is to support a broad ecosystem of developers and partners throughout the desk phone lifecycle. In this context, certification tests are performed between partner applications or devices and Alcatel-Lucent Enterprise's platforms. It certifies proper inter-working with partner applications or devices.

Consult the list of available headsets: "List of certified 3rd parties Headsets for Hard phones and Soft phones."

# 5 Technical specifications

Consult the datasheet of your desk phone for more information.

	ALE-30h	ALE-20h	ALE-20
Height	183 mm (7.2 in)	183 mm (7.2 in)	183 mm (7.2 in)
Width	207 mm (8.2 in)	207 mm (8.2 in)	207 mm (8.2 in)
Depth	35 mm (1.4 in)	35 mm (1.4 in)	35 mm (1.4 in)
Weight (handset and foot)	806 g (1.78 lbs)	806 g (1.78 lbs)	806 g (1.78 lbs)
Adjustable foot stand range	40° - 55°	40° - 55°	40° - 55°
Color	Gray	Gray	Gray
Display	3.5 inch color, 320 x 240 pixels	2.8 inch monochrome with backlight, 128 x 64 pixels	2.8 inch monochrome with backlight, 128 x 64 pixels
Power over Ethernet (IEEE 802.3af)	Class 1	Class 1	Class 1
Power consumption (PoE) Idle - Active(w/o Add-on, w/o USB)	< 3.5 W	< 3.5 W	< 3.5 W
Power consumption (digital line power) idle/active (without USB)	0.8W/1.2W	0.8W/1W	1.W/1.6W
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)
Storage temperature	-25°C - +70°C (-13°F - 158°F)	-25°C - +70°C (-13°F - 158°F)	-25°C - +70°C (-13°F - 158°F)
USB-C	USB 2.0	USB 2.0	USB 2.0
USB-A	USB 2.0	USB 2.0	USB 2.0
USB power delivery	1 x USB-A (5V, 500mA), expandable to support 4.5W (5V, 900mA)	1 x USB-A (5V, 500mA), expandable to support 4.5W (5V, 900mA)	1 x USB-A (5V, 500mA), expandable to support 4.5W (5V, 900mA)

	EM200
Height	214 mm (8.4 in)
Width	120 mm (4.7 in)
Depth	35 mm (1.4 in)
Weight (handset and foot)	450 g (1 lbs)
Adjustable foot stand range	40° - 55°
Color	Gray
Display	5 inch color, 800 x 400 pixels
Operating conditions	-5°C - +45°C (23°F - 113°F)
Storage temperature	-25°C - +70°C (-13°F - 158°F)
USB-C	USB 2.0
USB-A	USB 2.0
USB power delivery	1 x USB-A (5V, 500mA), expandable to support 4.5W (5V, 900mA)

## 6 Ordering information

This list is not exhaustive and may change at any moment.

ALE-20h Essential DeskPhone	3ML37020BA
ALE-20 Essential DeskPhone	3ML37020BB
ALE-30h Essential DeskPhone	3ML37030AA
EM200 Smart Expansion Module	3MK27007AA
Mx/ALE-20/20h/30 Wall Mounting Kit	3MK27008AA
ALE-10 Keyboard AZERTY	3ML37010FR
ALE-10 Keyboard QWERTY - QWERTZ	3ML37010DW
USB-C 5V/2A Power Adapter (EU)	3MK08005EU
USB-C 5V/2A Power Adapter (US)	3MK08005US
USB-C 5V/2A Power Adapter (RW)	3MK08005RW
USB-C 5V/3A Power Adapter (EU)	3ML37190AA
USB-C 5V/3A Power Adapter (UK)	3ML37190UK
USB-C 5V/3A Power Adapter (US)	3ML37190US
USB-C 5V/3A Power Adapter (AU)	3ML37190AU
USB external ringing interface module	3GV28184AA
3m Cat3 Telephone cable-RJ45/RJ11 (x10)	3ML37001AA
AH 21 U II Premium headset monaural USB-A	3MK08011AB
AH 22 U II Premium headset binaural USB-A	3MK08012AB
AH 21 M II Premium headset monaural USB-A	3MK08018AA
AH 22 M II Premium headset binaural USB-A	3MK08014AB
AH 12 G Headset binaural	3MK08008AA
AH80 Bluetooth Headset with BT dongle	3MK37008AA
USB-A to USB-C adaptor (x10)	3MK37011AA
Spare handset	3ML37005AA
RJ45/RJ45 Network cable (x10)	3AK21492AB

# 7 Guarantee and clauses

Safety and Regulatory Instructions relates to the following products: ALE-20 Essential DeskPhone (ALE-20), ALE-20h Essential DeskPhone (ALE-20h), ALE-30h Essential DeskPhone (ALE-30h), ALE-20/20h/30h WB Corded Handset, ALE-10 Keyboard (ALE-10).

Read carefully before use of these equipments.

## 7.1 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.

To limit the risk of interference, people with pacemakers must keep the wireless telephone away from their equipment (minimum distance of 15 cm/6 inches).

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 this 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.

When external power supply is used, it shall be connected to an easily accessible socket outlet.

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

These products are intended for use in an indoor environment only.

The PoE (Power over Ethernet) devices that supply or receive power and their connected cables must all be completely indoors.

Do not use headsets at high volumes for an extended period of time, this may cause hearing loss. Always listen at moderate levels.

## Cleaning and disinfecting

Refer to document: "How to clean and disinfect Alcatel-Lucent Enterprise terminals".

Wear gloves when cleaning products.

Do not use harsh chemicals such as bleach, peroxide, acetone, ethyl acid, methyl chloride, ammonia, or multi-purpose cleaners to clean plastic, metal, rubber, or screen surfaces.

Wipe products with a clean, dry, microfiber non-abrasive cloth.

Spray cleaning solution on the cloth before cleaning the product.

Use pre-moistened wipes or dampen (but do not wet) a soft sterile cloth with the approved agent.

Never spray or pour chemical agents directly onto the device as the liquid may stain the product or seep inside and damage the hardware.

Do not allow liquid to pool.

ALE recommends using a 70% ethanol solution for all wired and wireless ALE terminals.

Daily disinfection: Up to 5 disinfections per day.

Extensive wiping during cleaning or disinfection may cause surface damage to the device.

ALE recommends assigning a dedicated wireless terminal to each employee rather than sharing shifts on terminals, as well as replacing the handset on wired terminals for each employee.

## Power supply

ALE-20, ALE-20h, ALE-30h: these products can be supplied by PBX through proprietary Digital link (excluding ALE-20) or by Power over Ethernet (POE) compliant with IEEE 802.3af class 1 minimum, or by an USB Type C External Power Supply (EPS) with rating 5V DC, 2A minimum.

## 7.2 Regulatory Statements

Declaration of Conformity may be obtained from:

ALE International 32 avenue Kléber – 92700 Colombes, France - ALE.welcomecenter@al-enterprise.com.

other advanced settings if requested. Use one of the following:

-  → *Legal* (or reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Legal*).
-  Select the settings icon displayed at the bottom left of the screen during the boot (after a few seconds) → *Legal*.

### EU Countries

This equipment complies with the essential requirements of following directives:

- 2009/125/EC (ErP), 2011/65/EU (RoHS) and its amendment 2015/863 (EU),
- Non-Radio equipment: 2014/30/EU (EMC), 2014/35/EU (LVD),
- Radio equipment: 2014/53/EU (RED),



### UK

This equipment is in compliance with the essential requirements of following regulations: Radio Equipment Regulations 2017, Electromagnetic Compatibility Regulations 2016, Electrical Equipment (Safety) Regulations 2016, The Ecodesign for Energy-Related Products and Energy Information (Amendment) (EU Exit) Regulations 2020, The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012

The 5150 to 5350 MHz frequency range is restricted to indoor use.

### Canada

Equipments with RF part comply with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions: <sup>(1)</sup> this device may not cause harmful interference, and <sup>(2)</sup> this device must accept any interference received, including interference that may cause undesired operation. These products meet the applicable Innovation, Science and Economic Development Canada technical specifications.

The devices for the band 5150–5350 MHz are only for indoor usage to reduce potential for harmful interference to co-channel Mobile Satellite systems.

### USA

Equipment without RF part 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 with 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.

Privacy of communications may not be ensured when using any Bluetooth® device.

 California - Warning: these products can expose you to chemicals including Lead and Lead Compounds, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, go to [www.P65Warnings.ca.gov](http://www.P65Warnings.ca.gov).

#### Disposal information

This symbol means that 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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Keys	
	<ul style="list-style-type: none"> <li>Take the call key - in idle state - short press during incoming call (ringing).</li> <li>Redial key: to access the 'Redial' feature (short/long press in idle state).</li> </ul>
	<ul style="list-style-type: none"> <li>Silent ringing when receiving an incoming call.</li> <li>End the call (Hang up).</li> <li>Return to the main page.</li> </ul>
	<ul style="list-style-type: none"> <li>Mute key During a call, press this key to stop your contact from hearing you. When activated the key blinks blue.</li> <li>Interphony key 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.</li> <li>This feature can be deactivated by the administrator.</li> </ul>
	<ul style="list-style-type: none"> <li>Messaging key to access the messaging portal (call log, voice messages and text messages). This key flashes blue when there is a new event such as a new voice message, a new instant message or a new event in the call log and remains lit until all events are acknowledged or deleted. The key remains lit until all events are acknowledged or deleted.</li> </ul>
	<ul style="list-style-type: none"> <li>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. A long press activates the loudspeaker when a call is in progress via the handset or headset.</li> </ul>
	<ul style="list-style-type: none"> <li>Turn up the volume (ringing or call state).</li> <li>Increase the brightness (idle state)<sup>(1)</sup>.</li> <li>Increase the contrast (idle state)<sup>(2)(3)</sup>.</li> </ul>
	<ul style="list-style-type: none"> <li>Turn down the volume (ringing or call state).</li> <li>Decrease the brightness (idle state)<sup>(1)</sup>.</li> <li>Decrease the contrast (idle state)<sup>(2)(3)</sup>.</li> </ul>
<p>The following keys depend on the system configuration. The 'abc' key is either a key that switches between alphabetic and numeric keyboards (alphanumeric key) or a programmable key if an optional keyboard is already connected to the phone. F1 and F2 keys are programmable keys. Hold, transfer keys depend on the system and the countries, contact your installer for more information about your system (Configuration for United States for example). In this case F1 and F2 are no longer programmable.</p>	
	<ul style="list-style-type: none"> <li>Programmable key (F1). Lit when the function associated with the key is activated (blue). A service or a direct call can be associated to these keys.</li> <li>Placing a call on hold / Retrieve the call on hold. This feature depends on the system configuration. If necessary, contact your administrator.</li> </ul>
	<ul style="list-style-type: none"> <li>Programmable key (F2). Lit in blue when the function associated with the key is activated. A service or a direct call can be associated to these keys.</li> <li>Transfer: transfer the call to another number. This feature depends on the system configuration. If necessary, contact your administrator.</li> </ul>
	<ul style="list-style-type: none"> <li>Alphanumeric key Switch between the alphabetic and numeric keyboards. When activated, the key is lit blue. The key can be programmed as configurable F1 or F2 keys if the optional ALE-10 keyboard is connected to the desk phone.</li> <li>Programmable key (If the optional keyboard is connected to the desk phone). Lit when the function associated with the key is activated (blue). A service or a direct call can be associated to these keys.</li> </ul>



Status icons	
Silent mode.	
Telephone locked <sup>(1)</sup> .	
Headset connected.	
Handsfree connected	
Appointment programmed.	
Power Boost (centralized control of additional power via USB).	
Encrypted signal icon.	
Wi-Fi (future use)	
Call icons	
Incoming call icon.	
Call in progress icon.	
Call holding icon.	
Your contact ended the conversation.	
Alphanumeric keyboard	
<p>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 alphanumeric key. When you are in a text zone, you can switch to the alphabetic keyboard by selecting this key. When activated, the key is lit blue. Select the same key which is lit in blue to switch to the numeric keyboard (the key switches off). Your desk phone can also be equipped with a magnetic alphabetic keyboard: ALE-10 keypad (sold separately). In this case, the alphanumeric key is disabled. The dedicated key can therefore be programmed.</p>	
	% \$ / ~ & ( ) [ ] = *
	@ # { }
	space   - _ 1
	+ . , ; : \ ? ! < > 0
	Press and hold the '*' key to switch from lowercase to uppercase mode, and vice versa.
Use navigation keys to move the cursor into the text (except in dial by name feature).	
	Use this key to delete the last entered character. The alphabetic mode remains activated.

<sup>(1)</sup> Available for ALE-30h Essential DeskPhone <sup>(2)</sup> Available for ALE-20h Essential DeskPhone <sup>(3)</sup> Available for ALE-20 Essential DeskPhone.

<p><b>Call</b> Dial the number directly or dial the number after pressing a line key (an off-hook key phone or Bluetooth® handset, hands-free key).</p>	
<p><b>Call by name (Company directory)</b> Enter the name, contact's surname/name or initials and follow the on-screen instructions.</p>	
<p><b>Answer a call</b> Take the handset off the hook, use an off-hook key (phone or Bluetooth® handset), use the hands-free key, or press the incoming call icon.</p>	
<p><b>Ignore the call / End the call.</b></p>	
<p><b>Redial</b> Long press to access the list of the last 8 dialed numbers.</p>	
<p><b>Make a call-back request to a busy number</b> <i>Callback</i></p>	
<p><b>Placing a call on hold (hold)</b> <i>Hold</i></p>	
<p><b>Sending DTMF signals</b> <i>Send DTMF</i> Send numbers.</p>	
<p><b>Mute</b></p>	
<p><b>Interphony</b> The phone automatically answers the call. Before the line is taken, you hear a succession of specific beeps.</p>	 Long press
<p><b>Switching between audio modes</b></p>	
<p><b>Making a second call during a conversation</b> <i>New call</i></p>	
<p><b>Answering a second call during a conversation</b> Select the incoming call icon.</p>	
<p><b>Switching between calls (Broker call)</b> Select the call on hold icon from the conversation screen.</p>	
<p><b>To cancel your second call and recover the first</b> You automatically recover the first call.</p>	
<p><b>Transferring a call</b> You are in conversation with one contact. Call a second contact. <i>Transfer.</i></p>	
<p><b>Conference</b> Call the first contact. Call the second contact. <i>Conference (Confer).</i></p>	
<p><b>Make calls via your programmed call keys</b> Press the desired programmed call key.</p>	Perso
<p><b>Programming direct call keys</b> Select an empty programmable key or <i>Settings</i> → <i>Phone</i> → <i>Key program</i> Select the key to program. Enter the name and number to associate to the key.</p>	Menu

<p><b>Modify the programmed key</b> <i>Settings</i> → <i>Phone</i> → <i>Key program</i> Press the programmed key to be modified. Follow the on-screen instructions.</p>	Menu
<p><b>Erase a programmed key</b> <i>Settings</i> → <i>Phone</i> → <i>Key program</i> Select the key to be erased. Follow the on-screen instructions.</p>	Menu
<p><b>Customizing your voice greeting</b> <i>Voice mail</i> → <i>Perso options</i> You can listen to the greeting, customize the greeting and set the default greeting.</p>	
<p><b>Consulting your voice mailbox</b></p>	
<p><b>Diverting calls to your voice mailbox</b> Select the forward icon. <i>Imm fwd VM</i> Select the type of call forwarding required.</p>	
<p><b>Cancel forward</b> Select the forward icon. <i>Deactivate</i> → <i>Deactivate forward</i></p>	
<p><b>Do not disturb</b> Select the forward icon. <i>DoNotDisturb (DND)</i></p>	
<p><b>Read text messages</b> <i>New text message</i> <i>Read message (Read msg)</i></p>	
<p><b>Send text messages</b> <i>Text mail /New text message /New text messages</i> <i>Send</i> Enter the destination number. Select the type of message to send (fixed Msg, New Msg,...).</p>	
<p><b>Information about the phone</b></p>	Info
<p><b>Lock/unlock the phone</b> <i>Lock</i></p>	Menu
<p><b>Adjust audio volume</b></p>	
<p><b>Select the language of your choice</b> <i>Settings</i> → <i>Phone</i> → <i>Language</i></p>	Menu
<p><b>Choose the tune</b> <i>Settings</i> → <i>Phone</i> → <i>Ringing</i> Adjust the ring via the following menus: Melody, Silent, Beeps, Volume, etc.</p>	Menu
<p><b>Adjust the brightness of the set</b> <i>settings</i> → <i>Phone</i> → <i>Local Menu</i> → <i>Display</i> → <i>Brightness</i></p>	Menu
<p><b>adjusting screen contrast</b> <i>settings</i> → <i>Phone</i> → <i>Contrast</i></p>	Menu
<p><b>Modify the password for your phone set</b> <i>Settings</i> → <i>Phone</i> → <i>Password</i></p>	Menu
<p><b>Homepage</b> <i>Settings</i> → <i>Phone</i> → <i>Homepage</i> Select the default page.</p>	Menu

<sup>(1)</sup> This key depends on the system configuration and countries as United States