Alcatel·Lucent

OpenTouch™ Conversation
for 8002/8012 Deskphone

User Manual

8AL90879USCBed02 R110-1542

- **Introduction**

Thank you for choosing a telephone from the 80x2 range manufactured by Alcatel-Lucent.

How to read this guide

All features and configurations procedures in this guide are described step by step. Thus you are sometimes invited to select menus or sub-menus displayed on the phone screen. To recognize them, these menus are written in a purple italic font.

As an example, if you need to access the routing features, the documentation shows:

o *Routing*

It means that you have to:

o use the up and down navigation key until the requested label appears on the screen,

o press on the OK key to validate your choice,

1 Getting to know your telephone

①		Alpha-numerical keypad.
	📞	Start call key /Redial key.
	📞	End call key / Release key.
②	▲○▼	Up and Down navigation keys to navigate within menus, OK key to select menu and confirm a choice.
③		C key to erase a character when entering a number or string of characters. This key is also used to navigate back one menu level.
④	🏠	Return to idle screen and quick access to the Call by name feature (one press in idle mode).
⑤		Quick access to the phone's main features.
	🎙	Mute key: Press the Mute key during a conversation to prevent your contacts from hearing you. Pressing this key in idle mode activates the interphony mode.
	➖ ➕	To adjust volumes up or down.
	🔊	Hands-free/Loudspeaker Key: To make or answer a call without lifting the receiver. Use also this key to switch headset, handset or handsfree.
	▣	Access the voice mail feature or the list of missed calls. This key is blinking in case of new message or missed call.
⑥		A wideband loudspeaker for optimized sound.
⑦		**LED:** Arrival of a new call (Flashing).
⑧		60° stable foot. When the phone is unpacked from the box, the foot is in the 0° position. To set the 60° position, pull the foot until you hear a "Click".

| 9 | One 3.5 mm jack connector (8012 only). |

10 Various connections to allow phone extensions.

- One 10/100 Ethernet connection to connect to enterprise LAN network (8002 set).

- Two 10/100/1000 Ethernet connection to connect to enterprise network (LAN) and a PC (8012 set).

- 1 mini-USB connector for a specific AC/DC power supply. To be used only if your phone requires an external power supply. Please refer to your installer.
1 RJ9 connector for a corded handset.

2 Using your telephone

2.1 Making a call
Use one of the following:

- Dial directly the number for your call.
- Lift the receiver ❯ Enter the destination number.
- Hands free ❯ Dial the destination number.
- Make a call using the personal phone book.
- Search by name (you can also access the search by name feature via the alphapad).

To make an external call, dial the outside line access code before dialing your contact number. 0 is the default code for an outside line.

0 is the default code for an outside line (By default).

2.2 Make a call using the personal phone book (Directory)
- *Directory* (In idle state) / *From directory* (If you have taken the line).
- Select your caller from the list (*) ❯❯ If you have taken the line (with the handset or the hands free), the selected caller is automatically called.
- *Call*

(*)You can directly access an entry in the personal directory phone book, simply by entering the first letter of the contact.

2.3 Call by name

- Press the Home key to access the 'Dial by name' feature.
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- Enter the first letters of your contact's name.
- Select your contact from the list of matching names.
- Start the call.

2.4 Redial last number

► **Redial the last outgoing call**

- [📞] Start call key.

- [📞] Call back the last dialed number.

► **Redial from redial list**

- [📞] Long press on the start call key.

- Select the number to redial from the last 50 dialed numbers.

2.5 Receiving a call

► **Stop the ringer**

Use one of the following:

- o [☎] Once.
- o [OK] *Silent*

► **Answer the call**

Use one of the following:

- o Lift the receiver.
- o [📞] Start call key.
- o [🔊] Hands free.
- o [OK] *Take call*

► **Reject the incoming call**

Use one of the following:

- o [☎] Twice.
- o [OK] *Reject call*

► **Deflect a call**

- o Enter the number where to deflect the call.

2.6 Interphony

When activating the interphony mode, all incoming calls are automatically answered by the phone.

- In idle state.
- 🔇 Press the interphony (mute) key.
- When the light associated with the key is lit (blue), the feature is activated.

When your caller hangs up, interphony mode remains active.

2.7 Call log

If you are away from your desk, you can consult the call log when you come back. You can consult incoming calls, missed calls and outgoing calls.

- Call Log
- *Incoming calls* / *Outgoing calls* / *Missed calls*

When positioned on an entry, press the 'OK' key, then use the up and down keys to access:

- to the contact's details (name, number, date and time of call),.
- *Call:* to call the contact back,.
- *Save:* to save the contact in the local directory,.
- *Delete:* to delete an entry,.
- *Delete all:* to delete all entries. (When deleting all entries, only entries of the current call log are deleted. Example: deleting all entries when consulting incoming calls call log will delete incoming calls entries only. Missed calls and outgoing calls entries won't be deleted.).

You can have up to 50 entries for each type of call (incoming, outgoing or missed calls).

Missed calls call log can also be accessed via the message key: 📼.

3 During conversation

3.1 Mute, so that your caller cannot hear you

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

During a conversation.

- Disable microphone >> The key lights up.
- Resume the conversation >> The key is no longer lit.

3.2 Making a second call during a conversation

Use one of the following:

- o OK *New call*
  - o OK
  - o Enter the number of the second caller >> The first call is on hold.
- o OK *New call*
  - o OK (Press twice)
  - o *CTL installation KO*
    Enter the first letters of your contact's name.
    Select your caller from the list.
  - o *From directory*
    Select your caller from the list.

▶ **To cancel your second call and recover the first:**
- You are in conversation with the second caller and the first one is on hold. On the display of the phone, first and second callers are identified by "L1-" and "L2-" preceding their names or phone numbers.
- Display the second caller.
- Use one of the following:
  - o *Enquiry off*
  - o Hang up.
    You are automatically connected with the first contact.
- You are on the line with your first contact.

3.3 Answering a second call during a conversation

During a conversation, another person is trying to call you >>You can take the call as long as it is displayed on the screen.

Use one of the following:

- OK *Take call*
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The first call is on hold.

► **To cancel your second call and recover the first:**
- You are in conversation with the second caller and the first one is on hold. On the display of the phone, first and second callers are identified by "L1-" and "L2-" preceding their names or phone numbers.
- ⬚ Display the second caller.
- Use one of the following:
  o *Enquiry off*
  o ⬚ Hang up.
    You are automatically connected with the first contact.
- You are on the line with your first contact.

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

- During a conversation.
- ⊙ *Put on hold* ››Your call is placed on hold.

Recover the call on hold:

- ⊙ *Retrieve*

3.5 Switching between calls
You are in communication with the first caller and the second is on hold. On the display of the phone, first and second callers are identified by "L1-" and "L2-" preceding their names or phone numbers.

- ⬚ Display the second caller. You are automatically connected with the second contact.
- ⬚ Display the first caller. You are automatically connected with the first contact.

3.6 Transferring a call
► **You are in communication with a first caller You want to transfer the call to another contact.**

- ⊙
- *New call*
- Call the recipient of the transfer.
- The recipient answers.
- ⊙
- *Transfer* ››The two callers are connected.
- ⌂ Return to idle screen.

► **You can also transfer your call immediately, without having to wait for your contact to answer.**

- (OK)
- *Transfer to*
- Call the recipient of the transfer.
- (OK)
- On-hook.
- ›› The two callers are connected.

3.7 Three-way conference
You are in communication with a first caller. A second caller is on hold.

- (OK)
- *Conference* ›› You are in conference mode.

► **To end the conference**
- (OK)
- Use one of the following:
    - o *End conf:* all parties are released,.
    - o [phone icon] Hang up: the other two contacts are still in communication,.
    - o On-hook the receiver: the other two contacts are still in communication,.

If you initiated the conference, when one of your callers leaves the conference, you stay in conversation with the other caller.

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

By default during a communication, your telephone is configured to send codes in voice frequency: enter these codes directly using the keys on your telephone.

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

3.9 Adjust audio volume
During a call, to adjust the volume of the loudspeaker, receiver or headset:

- During a conversation.
- [− +] Adjust audio volume.

The selected volume is memorized for the next call. The loudspeaker, receiver and headset have each a separate memorized volume.

4 Keep in touch

4.1 Information about the phone (Who am I?)

- *Who am I?*
- Information such as, the name or the phone number are displayed.

4.2 Forwarding calls to another number (immediate forward) (Routing)

- *Routing*
- *Immediate forward*
- Enter the forward destination number.
- If needed, use the "C" key to erase characters.

The programmed forward is displayed on the screen and the Homepage key is lit When programming this forward, the screen displays: Imm fwd-\> followed by the destination number

You can continue to make calls but can only receive calls on the phone to which you have forwarded your calls.

4.3 Modify the forward (Routing)

- *Routing*
- *Immediate forward*
- Enter the new number.
- If needed, use the "C" key to erase characters.
- Return to idle screen.

4.4 Cancel the forward (Routing)

- *Routing*
- *Deactivate*
- Return to idle screen.

4.5 Forwarding your calls to your voice message service (Routing)

- *Routing*
- *Imm forward to VM*
- Return to idle screen.

The programmed forward is displayed on the screen and the Homepage key is lit When programming this forward, the screen displays: Imm fwd-\> VM

4.6 Consulting your voice mailbox

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- *Voice mail*
- Confirm access to the voice mail by entering the password.
- Follow the instructions of the voice guide.

Terminate consultation

- Use one of the following:
  - Hang up.
  - On-hook the receiver.

5 Set up your phone

5.1 Programming your personal directory (Directory)
You can store up to 100 records in your personal directory.

- ► **Access your personal directory**
- *Directory*

- ► **Create a record in the personal phone book**
- *New*
- *1st name:* ›› Enter the first name.
- *Name:* ›› Enter name.
- *Num:* ›› Enter the number.
- OK Save the record.
- ⌂ Return to idle screen.

Enter the text: the number pad keys have letters that you can display by successive presses. Some special characters can be displayed by successively pressing the key "*" ('+' '%' '$' '/' '&' '(' ')' '[' ']' '='), the key "#" (@) or the key "1" ('-' '_'). Press twice on the key "1" to enter a space character.

- ► **Modifying a record in the personal directory**
- Select the record to be modified.
- *Modify*
- *1st name:* ›› Enter the first name.
- *Name:* ›› Enter name.
- *Num:* ›› Enter the number.
- OK Save the record.
- ⌂ Return to idle screen.

Enter the text: the number pad keys have letters that you can display by successive presses. Some special characters can be displayed by successively pressing the key "*" ('+' '%' '$' '/' '&' '(' ')' '[' ']' '='), the key "#" (@) or the key "1" ('-' '_'). Press twice on the key "1" to enter a space character.

- ► **Delete a record**
- Select the card to delete.
- *Delete*
- ⌂ Return to idle screen.

- ► **Delete all records**
- *Delete all*
- OK Validate your choice.
- OK Confirm deletion of all records within the directory.
- ⌂ Return to idle screen.

5.2 Configuring the telephone ringer (Settings)

- *Settings › Phone › Ringing*

▶ **Choose the tune**
- *Melody*
- Choose the tune (8 tunes).
- 🏠 Return to idle screen.

▶ **Adjusting the ringer volume**
- *Level*
- Select the volume you want (9 levels).
- 🆗 Validate your choice.
- 🏠 Return to idle screen.

▶ **Activate/deactivate meeting mode (progressive ringing)**
- *Ringing mode*
- You can select one of three types of ringing.
- *Normal ringing*
- *Silent mode* (When this mode is activated, Ringing off is displayed on the screen)
- *ProgressiveRinging*
- 🏠 Return to idle screen.

You can combine meeting ring mode and discreet ring mode. For example, if you want a very quiet ringing, select silent mode with one or three beeps before ringing and you will hear only beeps when the phone rings.

▶ **Activate/deactivate discreet ring mode**
- *Beep*
- *1 beep before ring / 3 beeps before ring / Ring without beep*
- 🏠 Return to idle screen.

You can combine meeting ring mode and discreet ring mode. For example, if you want a very quiet ringing, select silent mode with one or three beeps before ringing and you will hear only beeps when the phone rings.

▶ **Adjust ringer volume while a call arrives**
- Your telephone rings.
- ➖➕ Adjusting the ringer volume.

▶ **Adjust ringer volume in idle mode**
- ➖➕ Select the volume you want (9 levels).
- 🏠 / 📞 Return to idle screen.

5.3 Adjusting screen contrast (Settings)

- *Settings › Phone › Contrast*
- Use one of the following:
  - ○ ➖➕
  - ○ 🔘
- 🆗 Validate your choice.

5.4 Selecting language (Settings)

- *Settings › Phone › Language*

- Select the language of your choice.

- Validate your choice.

5.5 Activate/deactivate identity secrecy (Settings)

You can choose to hide your identity. Instead of your phone number normally displayed on your external caller phone, "anonymous" will be displayed.

- *Settings › Phone › Secrecy Call*

- Activate.

5.6 Select the headset -(8012 only) (Settings)

- *Settings › Phone › RJ9 plug*
- *Handset / Headset*

5.7 Secrecy Call

- *Settings › Phone › Secrecy Call*

- *Activate:* to activate the secrecy call, your contact will see your calls as a secrecy calls.

- *Deactivate:* To deactivate the feature.

6 Guarantee and clauses

6.1 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.
- Avoid using phones (other than cordless) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the device in environments where there is a danger of explosion.
- Do not plug this phone into an Integrated Services Digital Network (ISDN) connection or into a regular Public Switched Telephone Network (PSTN) connection. This can result in severe damage to the phone.
- Never allow your telephone to come into contact with water.
- To clean your telephone, use a soft damp cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Do not use aerosol cleaners.
- Class 2 for OmniTouch äó 8012 DeskPhone according to IEEE802.3af), or via DC-in by a Certified Direct Plug-In or Cord connected Power Unit approved as "LPS" (Limited Power Source) against CSA/UL/IEC 60950-1 and rated 5V dc, minimum 1A.
- If you are connected to a POE connection do not use AC power supply.
- The PoE (Power over Ethernet) devices that supply or receive power and their connected cables must all be completely indoors.
- The RJ-45 jack is not used for telephone line connection.

6.2 Regulatory Statements

Marking

$C\epsilon$

This equipment is in compliance with the essential requirements of R&TTE Directive 1999/5/EC and with Directive 2011/65/UE (ROHS).

USA and Canada

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Canada. 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 correct the interference by consulting the dealer.

Exposure to Radio Frequency Signals.

This equipment complies with the internationally recognized radiation exposure (SAR) limits of 1.6 W/kg.

User Instructions

Only use the handset in temperatures between -5° C to +45° C (23° F to 113° F). This product is intended for use in an indoor environment only. This apparatus is Hearing Aid Compatible (HAC).

Acoustic shock protection

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

Directive 2003/10/EC specifying the risks inherent in noise at work

Disposal

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

Related Documentation

Other languages for these Safety and Regulatory Instructions and User Documentation are available at the following Web site http://enterprise.alcatel-lucent.com?product=All&page=Directory.