Digital Phone  4029 Operation Guide

Alcatel-Lucent 4029 Digital Phone
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# 5. Customize Your phone

## 5.0 - Main Profile Menu

- 5.0 - Main Profile Menu
- 5.1 - Setting
  - 5.1.1 - Phone
    - 5.1.1.1 - Key program
    - 5.1.1.2 - Ringing Tone
    - 5.1.1.3 - Change password
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    - 5.1.1.5 - Home Page Setting
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    - 5.1.1.7 - Options / Phone version / Test
    - 5.1.1.8 - My Service
- 5.1.2 - Appointment Reminder
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- 5.1.5 - Text Mail
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## 5.1 - Setting

### 5.1.1 - Phone

#### 5.1.1.1 - Key program

#### 5.1.1.2 - Ringing Tone

#### 5.1.1.3 - Change password

#### 5.1.1.4 - Adjust Screen Display Brightness

#### 5.1.1.5 - Home Page Setting

#### 5.1.1.6 - Display language

#### 5.1.1.7 - Options / Phone version / Test

#### 5.1.1.8 - My Service

## 5.2 - Information (info) Profile

## 6. - Manager and Secretary Function

### 6.1 - Manager Set function:

#### 6.1.1 - Screen Function

#### 6.1.2 - Call Secretary

#### 6.1.3 - Transfer call to Secretary

### 6.2 - Secretary Set Function:

#### 6.2.1 - Screen Supervision

#### 6.2.2 - Call Manager

#### 6.2.3 - Transfer call to Secretary

#### 6.2.4 - Secretary Absent

## 7. - Alcatel 4635 Voice Mail User Guide

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Downloaded from www.Manualslib.com manuals search engine
Getting to Know your telephone

Model 4029

Adjust tilt of the Display angle

Indicator Light
- Flash GREEN - For Incoming Call
- Flashing RED - For Alarm In

Display Home Key / Back and Exit Key
Prgrammable Function Key
Prgrammable Function Key

Guide Key
Message Key
Redial Key

Release Key to terminate a call.
Speaker / Handsfree Key
Adjust speaker /receiver Volume Level
Mute / Intercom (auto-answer) key

Forwarding icon
Headset Mode Connected
Silent Mode Enabled
Appointment Reminder Activated
Phone set is locked
Incoming Call
In Conversation
Call On Hold

Menu for Personalize Phone setting
perso for store speed dial / service function
info Snapshot information of your set

Description of Key function :-

Navigator key :-
- Navigator OK Key to validate you choice or entry
- Navigator Left / Right Movement Key to move to next page
- Navigator Up / Down Key to scroll through the content of a page
2.- *Basic Call Feature (Use Your Phone)*

2.1 - *Making a Call*

2.1.1 - *Internal Call*

**In Handset Mode**
- Pick up ☏ handset and dial 4 digits Extension number

**In Handsfree Mode** 📞
- Dial 4 digits Extension number without picking up Handset

*Note: For Operator, Please dial “0”*

---

**Called party is Free**
- Ringing tone is heard and the display shows “ALERT”

**Called party is Busy or on the phone** (with Call waiting feature)
- Busy tone is heard and the display shows “BUSY”

---

**Called Party Answers**
- Conversation is established

---

2.1.2 - *External Call*

**In Handset Mode**
- Pick up ☏ Handset and dial {9} + External Tel. Number.

**In Handsfree Mode** 📞
- Dial 9 + External Telephone Number without picking up Handset
- To terminate the call, replace Handset or Press ☏ key.

*Note: The display shows the progress of a call*

“Alerted” “- means the called party is free and ringing.
“Conversation” “- means you are talking with the called party with the time duration in minutes and second.”
2.- Basic Call Feature (Use Your Phone)

2.1 - Making a Call

2.1.3 - Call By Name (Optional Feature)

This feature facilitates you to search a user name in the system directory through your phone set integrated alphabetic keyboard and place a call.

- Enter the name via the Keyboard (Minimum 2 characters)
- Press Name key to display the name list
- The Display shows no. of persons, having the same name (e.g. Mary)
- Press key to select the person you prefer
- Press corresponding key to place the call.

Note: This is an optional feature based on number of user license purchased. Thus may not be available on your set.

2.2 - Answer A Call

Handset mode

- Lift up Handset or Press Icon Button to answer the call or

Handsfree mode

- Press the icon key to answer the call
- You are now connected to the calling party
- To terminate the call, replace Handset or Press key.

Speaker Mode

- To turn on the speaker during conversation, Press key to enable group listening through the loudspeaker.

Note: If you want to turn off ringing tone of an incoming call already Ringing on your set, Press the key.
2.- Basic Call Feature (cont’d)

2.3 - To Hold a Call

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>•</td>
<td>Press the 📲 icon key once</td>
</tr>
<tr>
<td></td>
<td>[ 📲 ] – indicates you are in conversation</td>
</tr>
<tr>
<td></td>
<td>The call is held and the icon change to 📲</td>
</tr>
<tr>
<td></td>
<td>[ 📲 ] – indicates a call is on hold</td>
</tr>
<tr>
<td>•</td>
<td>To retrieve the call again</td>
</tr>
<tr>
<td>•</td>
<td>Press the 📲 icon key once . .</td>
</tr>
<tr>
<td>•</td>
<td>Icon changed to 📲 . Conversation is re-established.</td>
</tr>
</tbody>
</table>

2.4 - To Handle 2nd Incoming call

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>•</td>
<td>While you are in conversation , a 2nd call arrives on your set and is indicated by 📲 on an icon key .</td>
</tr>
<tr>
<td>•</td>
<td>Press the 📲 icon to answer the waiting call</td>
</tr>
<tr>
<td>•</td>
<td>The 1st call will be automatically placed on Hold ( 📲 )</td>
</tr>
<tr>
<td>•</td>
<td>You can alternatively talk to either party by pressing the corresponding 📲 with the other party automatically placed on hold</td>
</tr>
<tr>
<td></td>
<td>To terminate the call , replace Handset or Press 📲 key.</td>
</tr>
</tbody>
</table>

2.5 - Redial

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>•</td>
<td>Lift up 📲 handset and press 📲 key once , the system will dial the last stored number for you</td>
</tr>
</tbody>
</table>

2.6 - Mute Key

<table>
<thead>
<tr>
<th>Step</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>•</td>
<td>During conversation , you can temporarily disable the microphone on your handset by pressing the 🎤 key so that you voice will not transmitter to the other party .</td>
</tr>
<tr>
<td>•</td>
<td>To enable to microphone again , Press the 🎤 key once.</td>
</tr>
</tbody>
</table>
2.- Basic Call Feature (cont’d)

2.7 - Voice and Text Messaging

2.7.1 - Initialize your Voice Mail Box

If you have a mail box in the system, key will light up to remind you to connect to the voice mail system to personalize your mail box setting, such as password, greeting ...)

To connect to Voice Mail

Dial [ # 1 ] or press key, and preset key and follow the voice prompt to set up your mail box.

Note:-
By default, the system manager assigns you a temporary password which is your 4 digits extension no.

- Messaging key Functions:-

There are a variety of functions available on the Messaging key:-
1.- Voice Mail ➔ (Access to the voice mail system)
2.- Text Mail ➔ (Access to Text Messaging)
3.- Call Back list ➔ (Access to Call Back List)
4.- Non-replied list ➔ (Access to non reply list)

1.- Voice Mail

Access to the voice mail

2.8 Press key, and press key
2.9 You are immediately connected to the voice mail
2.- Basic Call Feature (cont’d)

2.7.2.2 - Text Messaging

1.- Send Text Message :-

2.10 Press key , ➔ Text Mail ➔ Send

➔ Dial the Extension No. of the person
➔ Select type of messages :

2.11 Pre-msg
- System Preset Messages

2.12 To Complete
- System Message request to complete with

2.13 Msg Create
- Free Text Message create by yourself

➔ Press Apply

2.- Read Message :-

2.14 Press key , ➔ Text Mail ➔ Read Msg

Options :-
To Delete a message ➔ Delete
To Call the sender ➔ Recall
To answer to sender by text ➔ Text Answer

3.- Forward To Text :-

** (Leave massage to Internal Digital phone user Only)

If you are away from office and you want to leave a message to a calling party who is having a digital phone.

Your message is displayed on the calling party’s digital phone set.

Press key , ➔ Text Mail ➔ Fwd to Text

➔ Select type of messages :-

2.15 Pre-msg
- System Preset Messages

2.16 To Complete
- System Message request to complete with

2.17 Msg Create
- Free Text Message

➔ Press Apply

Important :-
You are in forwarding mode, please ensure to de-activate when not required.
3.- Using Your Phone – During Conversation

3.1. - Call Transfer / Back & Forth / Conference

3.1.1 - Call Transfer
While you are in conversation and wish to make a consultation call to other extension.
- Press New Call or Enquiry key and dial 4 digits extension number
  If the called party is free, Ringing tone is heard and the display show “Alerted”
- To cancel the enquiry call
  - Press Enquiry Off key and get back to the held party
- To transfer the call without talking to the called party
  - Dial 4 digit extension number (calling party is free)
  - Press Transfer key and just hang-up.
- To transfer the call after talking to the 2nd call party
  - Wait until the caller is answered.
  - Press Transfer key or just hang up.

3.1.2 - Back & Forth
With 2 parties connected to your set, you can alternatively talk privately between 2 parties with the other party on hold.
- Press the icon corresponding key will switch you to the held party and the other party will be automatically put on hold.

3.1.3 - Conference (3 parties)
After established the enquiry call as above and you are talking to the 2nd party with 1st party on hold.

To establish 3rd conference
- Press Conference key.

For 4029 phone set:- Use Navigator “Downward” key move to next menu for Conference key

Note:
- If you wish to exit only yourself from the conference, Hang up or Press the or Press Transfer key.
- If you wish to release last party in the conference, Press End Conf key.
3.- Using Your Phone – During Conversation

3.3 - Automatic Call Back on Busy

If the called party is busy, you can activate call back on your set.

- Press Call Back key or dial {2}

*Called Party becomes free, your phone will be rung.*
- Lift up handset or press icon to answer the call-back and the system will establish the call for you.
  - (ringing tone is heard)
- When called party answer, conversation is established.
4.- Advance Phone Features

4.1 - Call forward
4 types of call forward functions are available for selection:

4.1.1.- Call Forward all Call
- **Dial** { * 4 } + Extension Number
  or
- Press key + Extension number and hang-up
- Press to exit

4.1.2.- Call Forward on Busy
- **Dial** { * 5 } + Extension Number and hang-up
  or
- Press key + key
- Press key + Extension number
- Press to exit

4.1.3.- Call Forward on no reply
- **Dial** { * 6 } + Extension Number and hang-up
  or
- Press key + key
- Press key + Extension number
- Press to exit

4.1.4.- Call Forward on busy / no reply
- **Dial** { * 7 } + Extension Number and hang-up
  or
- Press key + key
- Use Navigator “Downward” key move to next menu
- Press key + Extension number
- Press to exit

*Note:* The Moving “Black” icon indicates call forward feature is activated.
To check forwarding detail, Press key

4.1.5 - Cancel Call Forward
- **Dial** { * 8 } + Extension Number and hang-up
  or
- Press key + Key
- Press to exit
4.- Advance Call Feature (cont’d)

4.3 - Call Pick Up

4.3.1 – Group Call Pick Up
This allows you to pick up call ringing on another extension within a pre-defined group by dialing a feature code or a preset service key

- Dial [ 3 ] or Press GpPickUp key

4.3.2 – Direct Call Pick Up
This allows you to pick up call ringing on an extension not belongs to a pick up group by dialing a feature code or a preset service key

- Dial [ #30 ] + Extension no.
  or
  Press D PickUp key + Extension no

4.4 - Call Park

While you are in conversation, you can park (Hold) your call in the system and retrieve the call at different place within your office.

- While in conversation,
- Dial { Flash + 21 } or Press Call Park key
- Dial your Own Extension no. or Parking Extension No.
- Press to exit

**To Retrieve the Park Call :-**

From Parked Extension
- Dial { Flash + 21 } or Press Call Park key

From other Extensions
- Dial { Flash + 21 } or Press Call Park key
  + same Own extension No. or same “Parking extension No.”
5.- **Customize Your Phone Set**

5.0 - **Menu Profile Menu**

The main menu contains various function menu which allow you to customize your phone setting at your desire.

![Menu Profile Menu Diagram]

### 5.1 – Setting

#### Menu ➔ Settings

The follow sub menu are available under **Settings** menu :-

1. **Phone** - Change phone setting
2. **Options** - View phone set software version
3. **My Services** - Consult feature service code

![Setting Sub Menu Diagram]

### 5.1.1 – Setting / Phone

You can selection the following options under **Phone** Sub-menu :-

1. **Key program** - This allows you to program 72 Display keys in Perso profile plus 2 Hard Keys F1 / F2.
2. **Ringing** - This allows you to personalize ringing tone / Volume
3. **Language** - This allows to change Language setting
4. **Password** - This allows to change your own password
5. **Home Page** - This allows you to select the default Home page
6. **Contrast** - This enables display contrast adjustment
7. **Jack plug** - Enable Headset / External Handsfree

Note :- Use the key to scroll up / down within a page
Use the key to validate the setting.
Use the key to go to previous menu or exit.
5.1.1.1- To Program a Display Key on Your Set

The Perso menu (Personal Profile Menu) of your set contains 72 programmable Display Keys and 2 Hard Keys (F1/F2). These keys can be used to store telephone numbers and feature codes. A Label is associated with each key which gives a usage description of a key.

There are 2 ways to program a display key either by enter directly from the keypad /keyboard or be selected from system name or function directories.

1:- To program an empty Display Key: -

- In [Perso Page] , Use Navigator key to move to an empty
- Press an [Empty key]
- Press Speed Call
- Enter Telephone Number in [NUMBER] field
- Use key to move to [Mnemonic] field and enter a label for the key e.g. “ABC Co. ”
- Press Apply to validate

Note :-
1.- If you want to store a number from system directory , (e.g. En extension No.), you can use the Call By Name key to search the person and store in the key.
2.- If you want to store a “ service code ” from the system and press key to search the code (e.g. Call pick Up) and store in the key.

To Modify a Key’s content: -

- Goto Menu profile
- Select Perso Page
- Press Key
- Use key to move to the key you want to modify
- Press Modify key
- In [NUMBER] field, use [ ] key on the keyboard to erase the content and enter a new number.
- Press Apply to store the number
- In [Mnemonic] field – use [ ] key on keyboard to erase the label and re-enter the name.
- Press Apply to validate

Note :- 1.- For model 4039 phone set, use to move [Mnemonic] field and enter a label (name) for the key
2.- If you want to select a number from system directory (e.g. E.3111) and store in a key, please perform the steps as below :-

- Press Call By Name key
- Press Name or Name & 1st Name key
- Search the [NAME] you want form the keyboard by entering min. 2 characters (e.g. Andy Wong enter “ an ”) and press [ ] key on keyboard.
- Corresponding Names with ANDY s’ are displayed
- Press the [Selected key] associated with the person you want
- Press Apply to validate
5.- Customize Your Phone Set  (Contd’)

5.1.1.2 - Adjust Ringing Melody and volume

- Use Navigator key to  menu profile
- Select Settings
- Select My Phone
- Select Ringing
- Select Internal Call for internal melody
  External Call for internal melody

  (e.g.) Internal call melody selection

- Select the Melody from the Pull-down Menu
- Press corresponding melody [key] key to select melody
- Press to validate.

To Adjust Volume Level

- Press
- User + and - to adjust level .
- Press to validate.

Additional ringing options :

- Press [key] or for addition ringing options
  - Silent Mode
  - Progressive ringing
  - 1 beep before ringing
  - 3 beep before ringing
5.- **Customize Your Phone Set (Contd')**

5.1.1.3 - Change phone set password

- Use **key** to move to **Menu** profile
- Select **Settings** key
- Select **My Phone** key
- Select **Password** key
- Enter current (old) password + **Apply** key
- Enter [ New password ] + **Apply** key
- Re-enter [ New password ] to confirm + **Apply** key.

**Note:** Default password is "0000"

**Or**

**Change your phone set password**

- Dial #7 + [ Old Password ] + [ New Password ] twice .
- Hang-up or press **key** to exit
5. - Customize Your Phone Set (Contd’)

5.1.1.4 - Adjust Screen Brightness

- Use Navigator key to profile
- Select
- Select
- Select

- Use and to adjust level
- Press key to validate
5.- **Customize Your Phone Set** (Contd’)

5.1.1.5 - Home Page Setting

- Use Navigator key to select profile
- Select My Phone
- Select one of the follow as default home page:

```
Menu  Settings  Phone  Home Page
```

- Press key to validate

Note: Default is Perso Page.
5.- **Customize Your Phone Set** (Contd’)

5.1.1.6 - **Select Display Language**

- Use Navigator key to select profile
- Select **My Phone**
- Select **Language**
- Select one of the following Language:-

- Press key to validate

---

5.1.1.7 – **Options / Phone version / Test**

- Show the software version of phone set
- For phone set self test

---

5.1.1.8 - **My Service**

- This allows you to consult services code on your set
- This shows the no. of call made to your set
- This allows you to consult the associated set setting and modified .
- (Intercom group) Optional feature not available
5. Phone set Menu Profile Setting (cont’d)

5.1.2 – Appointment Reminder

- This allows you to preset /unset appointment reminder

Note “- Please refer to Appointment Reminder for detail set up

5.1.3 - Redial List

- This allows you to view / place call from a redial list

Note :- Use the key to scroll up / down within a page

Use the key to go to previous menu or exit.

5.1.4. – Lock

- This allows you to lock your phone when you are away

Note :- Optional feature may not be available on your set
5.- **Customize Your Phone Set** (Contd’)

5.1.5 – **Text Mail**

<table>
<thead>
<tr>
<th>Menu</th>
<th></th>
</tr>
</thead>
</table>
| ➔ Text Mail | - This allows you to send text messages to other digital set having this feature.  
( *Optional feature may not available on your set*)  

Note :- Use the key to scroll up / down within a page  
Use the key to go to previous menu or exit.

Function :-

[ Send ] ➔ To composite new message  
[ Read Message ] ➔ To view incoming message  
[ Fwd to Text ] ➔ To forward incoming call to reply text.

5.1.6 – **Event**

<table>
<thead>
<tr>
<th>Menu</th>
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</table>
| ➔ Events | - This enable you to view the history of different type of call make to or from your set  

 ➔ Last Caller : Call your ... | - This allows you to call last caller  

 ➔ No answer external call | - This allows you to view no answer external calls  

 ➔ No answer int call | - This allows you to view no answer internal calls  

 ➔ Redial list | - This allows you to view redial list  

Note :- Use the key to scroll up / down within a page  
Use the key to go to previous menu or exit.

Function :-

[ Delete ] ➔ To delete a message  
[ Delete All ] ➔ To delete all messages  
[ Recall ] ➔ To reply to caller / make call
5.- **Customize Your Phone Set** (Contd’)

5.1.7 - **Forward**

- This enables you to set / unset different types of forwarding and Do Not Disturb functions

**Note:** Some of the functions are optional and may not be available on your set.

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<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>Menu</td>
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<td>Forward</td>
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</table>
```

**Note:** Use the key to scroll up / down within a page

Use the key to go to previous menu or exit.

16/08/07  16:10

**Menu**

- Forward
- Imm fwd
- Fed to text
- Do Not Disturb
- Other fwd

- Immediate All Call forward
- Forward to Text (Optional Feature may not be available)
- Do Not Disturb (Optional Feature may not be available)
- Other type of Call forwarding:
  - Forward on busy
  - Forward on no reply
  - Forward on busy / no reply
  - Remote immo forward
  - Deactivate remote forward
  - Deactivate follow me

16/08/07  16:10

**Menu**

- Forward
- Imm fwd
- Fed to text
- Other fwd

- No Forward activated

16/08/07  16:10

**Menu**

- Forward
- Fed to text
- Not disturb

- No Forward activated

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5.- **Customize Your Phone Set** (Contd’)

5.2 - **Information Profile**

The **Info** gives you a snapshot of information on your phone set:

- Use Navigator key to move to **Info** profile
- Use the key to scroll Up/Down within a page

This gives a summary of information on your set:

- **6 new message**
- **No unanswered call**
- **No forward activated**
- **Appointment : 12:12**
- **No associate is defined**
- **Name : Mary Martin**
- **Phone : 3200**
6.- Manager and Secretary function :-

The following manager and secretary functions are available from Alcatel digital phone sets (Model 4029).

Typical Manager and Secretary feature arrangement :-

<table>
<thead>
<tr>
<th>Manager Set Key Template</th>
<th>Secretary Set Key Template</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Manager Set Key Template" /></td>
<td><img src="image" alt="Secretary Set Key Template" /></td>
</tr>
</tbody>
</table>

**Assistance key :-** - Intercom (Manager to secretary)

**Boss Key :-** - Intercom (Secretary to Manager)

**Screen / Filter Key :-** This is the key on manager set and used to filter / forward incoming call to Secretary.

**Screen Sup Key :-** This is the key on Secretary and used to reflect the screen function on manager’s set. It also allows secretary to cancel the screening function on manager set.

**Boss Line Key :-** - It is used to supervise Manager’s phone set in order to reflect its status, (Free / Busy / Ringing).

It can be set to silent / ring for incoming call.

This key can be used to call or transfer call to manager.

**Sec Line Key :-** - It is used to supervise Secretary phone set in order to reflect its status, (Free / Busy / Ringing).

It can be set to silent / ring for incoming call.

This key can be used to call or transfer call to manager.

**Absent key :-** - This key is in the secretary’s set to allow the secretary to reject call from manager when she is off duty / away from office. When this function is activated, the absent status is reflect on manager’s set.

On Manager set, an icon [X] next to Assistance key indicates the secretary is absent.

**Note :-** Each of the above keys carries a label which can be programmed with another name to suit user’s requirement. e.g. Sec Line can be labeled as Mary our secretary’s name.
6 Boss and Secretary Functions (cont’d)

6.1 Manager Phone set :-

6.1.1 Screen Function

To Activate Screen Function :-
- Press Screen key to forward incoming call to secretary
  □ icon indicates the function is active

To de-activate Screen Function :-
- Press Screen again
  □ Icon indicates the function is non-active.
  All incoming will arrange on manager’s phone set

6.1.2 - To Call Secretary

6.1.2.1 - via Assistance Intercom Key :-
- Press Assistance key and you are connected to your secretary
  (Ringing tone is heard)

6.1.2.2 - via Monitor Key
- Press Sec Line key, and you are connected to your secretary
  (Ringing tone is heard)

6.1.3 - Transfer call to Secretary

During conversation, if you want to transfer the call to your secretary :-

6.1.3.2 - via Monitor Key
- Press Sec Line once, and you are connected to your secretary.
  (Ringing tone is heard if free or Busy tone is heard while engaged)
- When your secretary answers, Press Transfer key or hang up

6.1.3.3 - via Assistance Intercom Key :-

- You can also use Assistance key to transfer the call to your secretary :-
  - Press Assistance key and wait for your secretary to answer
    (Ringing tone is heard if free even your secretary is engaged on another line)
  - After your secretary answers, Press Transfer key.

Note :- when using the Assistance, you need to use Transfer key to transfer the call to your secretary.
6.- **Boss and Secretary Functions**  
(cont’d)

6.2  
**Secretary Phone set :-**

6.2.1  
**Screen Supervision :-**

6.2.1.1  
*To Activate Screen Function for your Manager :-*

  - Press the **Screen Sup** key once to activate screening or filtering function on your manager phone set
  
  - Icon indicates the function is active

*To de-activate Screen Function for your manager :-*

  - Press the **Screen Sup** key once
  
  - Icon indicates the function is non-active .
  
  - All incoming will arrive and ring on your manager’s phone set

6.2.2  
**To Call Manager**

6.2.2.1.-  
**via Boss Intercom Key :-**

  - Press the **Boss** key and you are connected to your secretary
  
  - ( Ringing tone is heard)

6.2.2.2.-  
**Via Boss Monitor Key**

  - Press the **Boss Line** key, and you are connected to your secretary
  
  - ( Ringing tone is heard if free , Busy tone is heard if engaged )

6.3  
**Transfer Call to Manager**

During conversation , if you want to transfer the call to your manager :-

6.3.1.-  
**via Sec Line Monitor Key**

  - Press the **Sec Line** key once , and you are connected to your secretary.
  
  - ( Ringing tone is heard if free or Busy tone is heard while engaged )

  - When your secretary answers , Press **Transfer** key or hang up

6.3.2.-  
**via Intercom Key :-**

You can also use **Boss** key to transfer the call to your Manager :-

  - Press **Boss** key and wait for your Manager to answer
  
  - ( Ringing tone is heard if free even your secretary is engaged on another line )

  - After your secretary answers , Press **Transfer** key.

*Note :- When using the **intercom key** , you need to use **Transfer** key to transfer the call to your Manager.*
6.- **Boss and Secretary Functions**  (cont’d)

6.4 – Secretary Absent :-
While you are off-duty, you can activate the Absent key which reflects your status to your on manager’s set. All incoming call on manager set will not be forwarded.

**To activate :-**
- Press Absent key once.
  - An icon next to the Absent key indicates the function is active.

  **Note :-** On Manager set,
  - An icon [X] next to the Assistance key indicates the secretary is absent.
  - An icon [✓] flashing next to the Screen key indicates the screen function is not active.

**To Cancel :-**
- Press Absent key once.
Alcatel 4635 Voice Mail User Guide
I ) FIRST TIME VOICE MAIL USERS

As a new voice mail user, please follow the following procedure to personalized your own mail box. You are required to set your new password and record your name and select your own greeting.

By Default the system manager has assigned you a temporary login password:-
Which is Your Extension No. ( 4 digits )

First Time logon to the voice mail system :-

1.- On your own telephone set :- Press or dial [ # 1 ]

2.- After connecting to the Voice Mail, You are prompt to enter the initial
   Temporary Password + [ # ] to login your mail box
   Note :- ( By default, temporary password = Your Extension No. )

3.- Then your are request to enter a New Password :-
   A.- → Enter New Password ( 4 digits password + [ # ]).
       and Press [ # ] to confirm

   B.- → Record Your Name :-
       Say Your Name then press [ # ]
       and Press [ # ] again to confirm.

   If you are not satisfy with the recording :- Press [*] to re-record

   C.- → Record your personal greeting :-
       Press [ 1 ] → to use system default greeting

       Press [ 2 ] → To record your own personal greeting
       → Press [ 2 ] to start recording
       → After recording, Press [ # ] to end the recording
       → To re-confirm to use your greeting, press [ # ]
       → To re-record, Press [*] and start recording.

You are now ready use your mail box
(II) Forward your extension to voice mail system

To activate the function on your own phone set by dialing the
“Call forwarding Code + Voice Mail Ext. No.”

List of forwarding codes for User –

- * 4 + VM Ext. No. 8499 → All call forward to Voice mail
- * 5 + VM Ext. No. 8499 → Forward busy to Voice mail
- * 6 + VM Ext. No. 8499 → Forward no Answer to Voice Mail
- * 7 + VM Ext. No. 8499 → Forward no answer / busy to Voice Mail

(III) HOW TO RETRIEVE VOICE MAIL

(Remark: On your phone set, the key is turn on to indicate someone have left message to your voice mailbox)

(a) Via your Own Phone Set to retrieve the message

- Press key or dial [# 1]
- After connected to your voice messages system,
  Enter your personal password + [#]
  The system will automatically playback the new messages to you.

(b) Via Other Internal Extension to retrieve the message

(i) Internal

- Dial Voice Mail Ext. No.: [8499]
- After connected the voice messages system
- Press * + [Your Mail Box Number] + [Your Password] + [#]
- The system will automatically playback the new messages to you

(ii) From External

- For User Mail Box – dial 2609–8499

  After connected the voice messages system,
  - Press [*] + [Your Mail Box Number] + [Your Password] + [#]
  - The system will automatically playback the new messages to you.