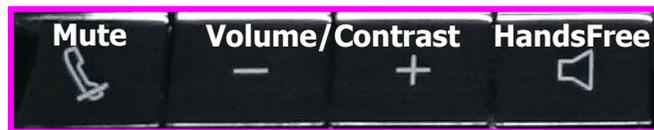


ALCATEL-LUCENT 8028



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MAKING A CALL

- Dial the extension or, for external calls, dial **9** plus the phone number, *or*
- If you programmed it, press the **extension** key in the **display**, *or*
- Type 2 letters (min) on the **keyboard** and on the display, choose **Name** or **Initials**. Then use **Navigator** to scroll through matches, pressing the key next to the best match to call.

ANSWERING A CALL

- Lift the handset, *or*
- Press **hands free**, *or*
- Press **take call** in the **display**.

ENDING A CALL

- Replace the handset, *or* press **end call** key.

HOLDING A CALL

- Press the display's top-right key.
- Un-hold with the same key, *or*
- Un-hold with **Retrieve** on the **display**.

SEND TOUCH-TONES

For any call where you need touch-tones:

- Whilst on the call, use **navigator** (down). Choose **Send DTMF** and press numbers on the dialpad as instructed in the call.
- An alternative is to dial **#4**.

MUTE FUNCTIONS

- When in a call, the **Mute** key mutes your phone.
- When not in a call, Phone idle – incoming calls answered automatically (no need to lift handset).

TRANSFERRING A CALL

- Dial the extension or, for external calls, dial **9** plus the phone number, announce the call to the transferee, then replace the handset *or*, in a hands-free call, press **Transfer** on the **display**.

CANCEL A TRANSFER

- Where there's no answer or the transferee doesn't want to accept the call, press **Enquiry Off** on the display. This returns the original caller back to your own phone.

SET UP A 3 PARTY CONFERENCE CALL

- To add a third person to your current conversation, dial the extension or, for external calls, dial **9** plus the phone number. This will put your first call on **hold**, but when you are connected to the extra person, use **Navigator** (down) and choose **Conference** in your **display**.

CALL STATUS / TOGGLE BETWEEN CALLS

- If you have more than one call in progress, you can switch between callers by pressing the display key associated with each call. A musical note denotes a caller on hold.

GROUP PICK UP

- Press your **Pick Up** key or dial ***73**. This will intercept the longest waiting call ringing to your pick up group.

INDIVIDUAL PICK UP

- Dial ***72** followed by the extension.

LEAVE A VOICE-MESSAGE

- Dial the extension and quickly use **Navigator** (down) to go to and choose **Voice Msg** in the display.

MESSAGE KEY

3 different message types could light up the **mail** key. If it's flashing a blue light, press it and read the display offerings.

- **Voicemail** let's you call your voicemail.
 - **Callback** shows who left a callback request.
 - **Unanswered** shows who tried to reach you.
- For the last two, select from **Delete** or **Recall** by pressing the button adjacent to the relevant option

FORWARD / DIVERT CALLS

- The **top-right** key is for forwarding. Press it and choose from 4 types of forward shown on the display.
(External diversion is only available if the feature has been activated on your extension).
- To cancel a forwarding, press the **top-right** key and choose **deactivate**.

PLACE ON HOLD ("PARK" A CALL)

- During a call, press **Park a call** on your display to put the call on **hold**. Hang up, if you like. Or, dial an extension on which you want to retrieve the parked call (a bit like an unannounced Transfer). It won't ring at the other phone.
- In both cases, the caller will be on **Hold** until you dial ***75**.
- If you didn't dial an extension, go to any phone and dial the extension that received the call, in order to pick up the call.

CHANGING YOUR RINGTONE(S)

From the **Navigator**, go to the **menu** tab. Choose:

- **Settings > Phone > Ringing > Internal**, or
- **Settings > Phone > Ringing > External**

To try each ringtone, press the key in the display, use the **navigator** to scroll down through 16 ringtones. To set a ringtone, press **OK** on the **navigator**.

SPEED DIALS

- Use **navigator** to get to the display's **perso** tab.
- Free slots have on the display. You may need to use **navigator** to scroll to one. Choose one of these slots by pressing its key.
- On the display, press **Speed dial**, then dial the number, prefixed with **9** if an outside line. Give it a name, then choose **Apply**.

"SERVICES" PROGRAMMING

- Free slots have on the display. You may need to use **navigator** to scroll to one. Choose a slot by pressing the key next to it.
- On the display, press **services**. Choose from **forwarding services, call pickup services, associate services, voicemail services, additional services**, and follow setup instructions on the display, then press **apply** to save. (NB: Other services are on offer, but are not applicable at UWL).

DELETE OR MODIFY A PERSONAL KEY

- Use **navigator** to scroll to a speed dial key, then press the guide button before pressing the speed dial button.
- In the display, choose **delete** or **modify**.

CHANGE YOUR PASSWORD

- Dial ****4**. Then enter default password of **0000**, and choose **apply**. Now type your own, new password and **apply** (twice).

USEFUL CODES

- 9** external line
- *60** forward all calls
- *61** forward calls on busy
- *62** forward calls on no reply
- *63** forward calls on busy/no reply
- *64** cancel divert
- *65** cancel remote forward
- *69** last caller call back
- *70** redial last dialled number
- *72** individual pick up
- *73** group pick up
- *75** park/retrieve park
- *88** remote forward

USEFUL CODES DURING A CALL

- #4** Send DTMF tones
- 1** broker call (toggle between two calls)
- 2** enquiry call (reconnect to original caller)
- 3** conference call
- 5** set call back (internal only)
- 7** voicemail deposit