

User Training

Alcatel PCX4400 Telephone Systems Training

Telephone Models

**Models 4028 / 4029
(6 buttons)**



**Models 4038/4039/4068
(10 buttons)**

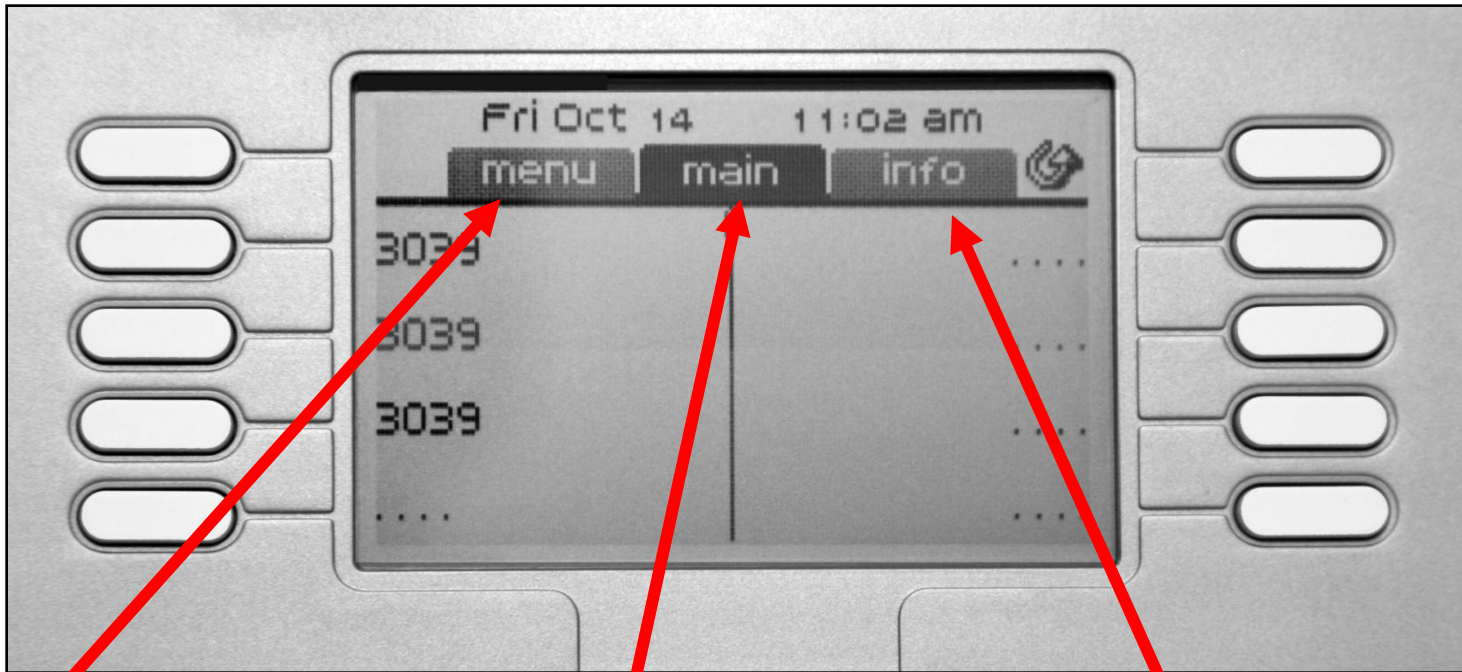


The Instrument



- 1 Handset
- 2 Number Pad
- 3 Alphabetic Keypad
- 4 Feature and Navigation Keys
- 5 LCD Screen & Programmable Key

LCD Display

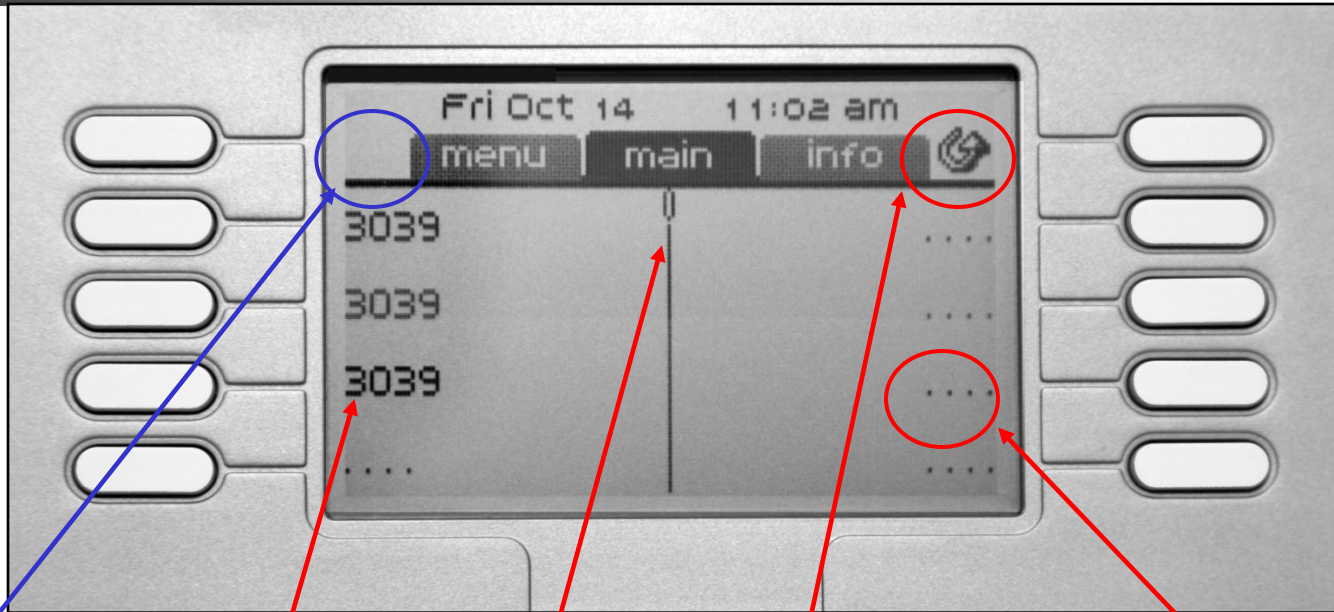


Menu page: contains all features and applications accessible via the buttons associated with the words on the screen

Main page: contains call line buttons (allowing supervision of calls) and programmable call buttons

Info page: contains information on the telephone and the status of its features: name, telephone number, number of messages, activation of Forward feature, Appointment Reminder, etc.

LCD Display



Secondary Display ICON:
ICON will be displayed, when multiple calls are active at one time.

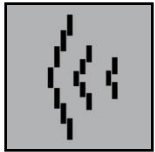
Line or Extension Number of Instrument:
Multi-Line instrument, allows for up to 3 calls simultaneously

Slide Bar Control.
Allows you to scroll down to additional information and speed dial locations displayed off the first screen.

Display ICON:
Will change ICONS, with activity of instrument.

Programmable Keys Area: May program up to 72 Speed Dial Numbers.

Call Display Icons



Incoming call



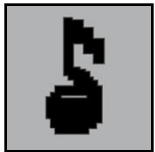
Forward icon: pressing the button next to this icon allows you to program or change the Forward feature



Call in progress or outgoing call



Receiver connected

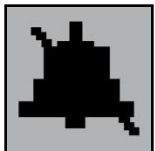


Call on hold

If you get two calls at the same time, you can switch from one call to the other by pressing the display button associated with each call



Appointment programmed



Silent mode enabled



Display buttons: pressing a display button activates the feature shown associated with it on the screen

Feature Keys

Speakerphone: Button to make or answer a call without lifting the handset



To adjust the speaker or handset volume up or down

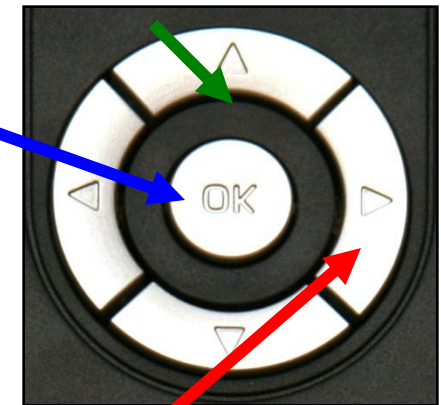
End Button

Terminates a call in progress
Or completes a programming activity

Interphone / MUTE Key: During a call, press button so that the called party cannot hear you.
When terminal idle, press this button to that all incoming calls will be automatically answered, without lifting the receiver

Up-Down navigator keys: used to scroll through the content of a page on the display screen

OK: Used to validate your choices and options while programming or configuring instrument



Left-Right navigator keys: Used to move from one page to another



Back / Exit button: To return to previous menu (short press) or return to first screen (long press); During a conversation provides access to welcome screens and returns to conversation Icon screens.

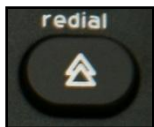
Feature Keys



Guide button: used to obtain information on features of the **Menu** page and to program key of the **Main** page. For a brief description of each feature, press and release the (i) button, then press and release a white button next to any topic: Setting, Appointment, Text mail, Events, Outside calls, or Forward



Messaging button to access various mail services: if the button flashes, new voice or text message(s) have been received



Redial button: to activate the redial function



Hold button: the call is placed on hold



Transfer button: transfer the call to another number

Making a Call



1

Dial by Phone Number

2

Programmable Keys

3

Call by Name

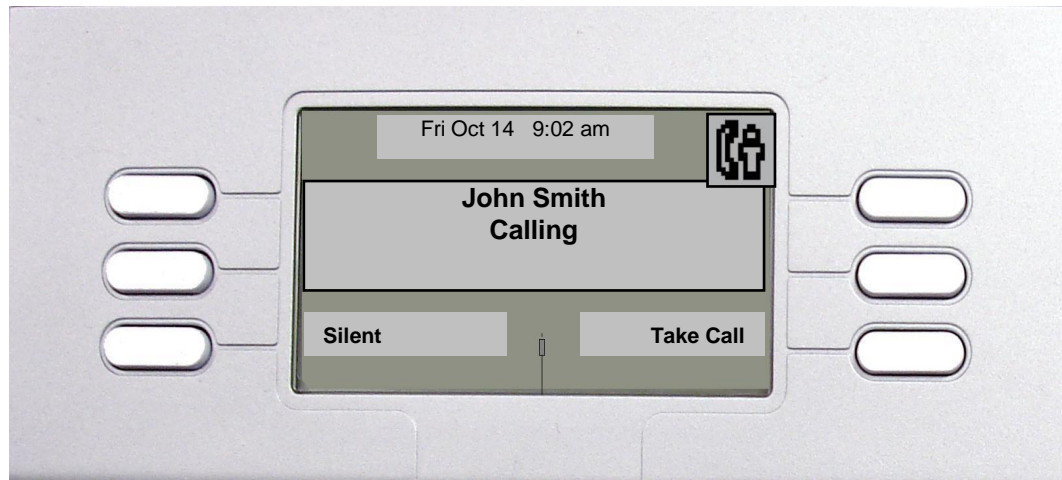
Call By Name



Use the Alphabetic keypad to dial by name. Enter at least 2 characters of the last name of the person you want to call, then press the button next to Name on the display. When more than one name meets the entered criteria, use the Navigator Down Arrow key to scroll thru the names. Press the button next to the person's name you wish to call.

You may enter part of the last name, a space, then the first initial, then select Name&First. This may be helpful searching for persons with a common last name. **smi d** will present Smith Dan

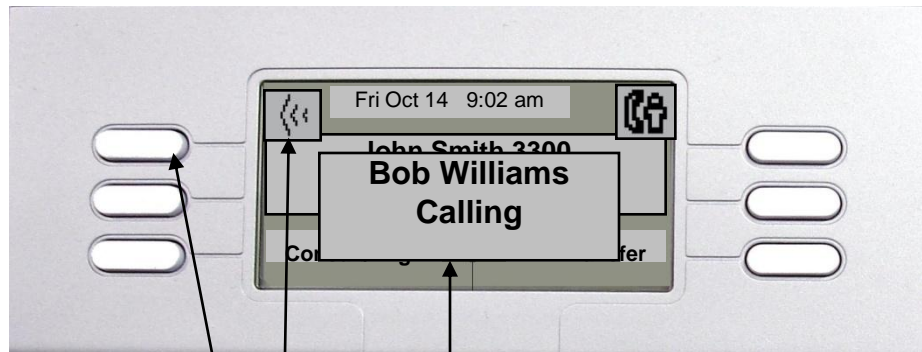
Answering a Call




To answer a call simply pick up the handset or press the speaker button

In this example the incoming call is an internal caller, if the call was an external call you would see the callers caller id (ie 321-259-8469 Morse Communications)

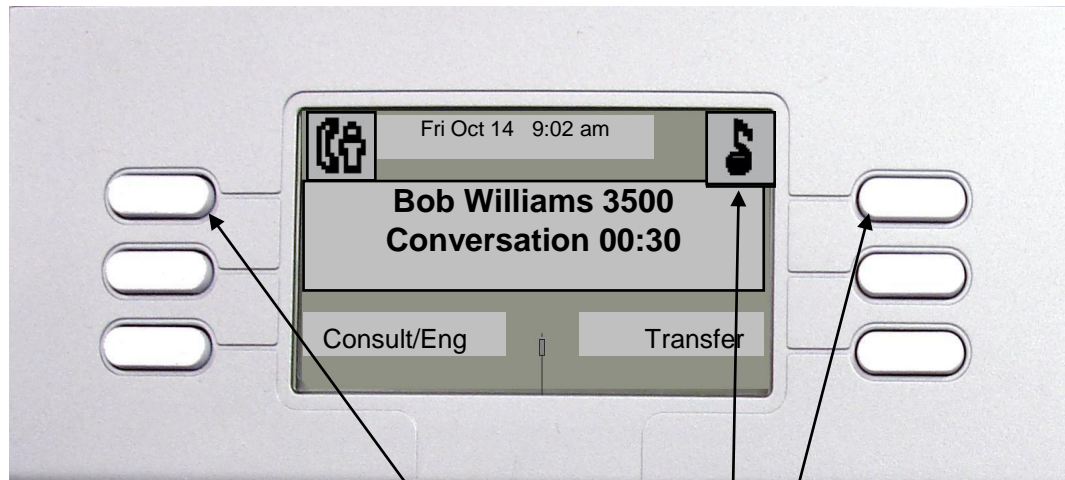
Answering Multiple Calls



When a 2nd call comes in you will briefly see a small window that tells you the callers name or caller id. This window will only be displayed for approx 5 seconds.

To answer this 2nd call simply press the first white button on the left next to the incoming call icon  Your first caller will automatically be placed on hold

Answering Multiple Calls

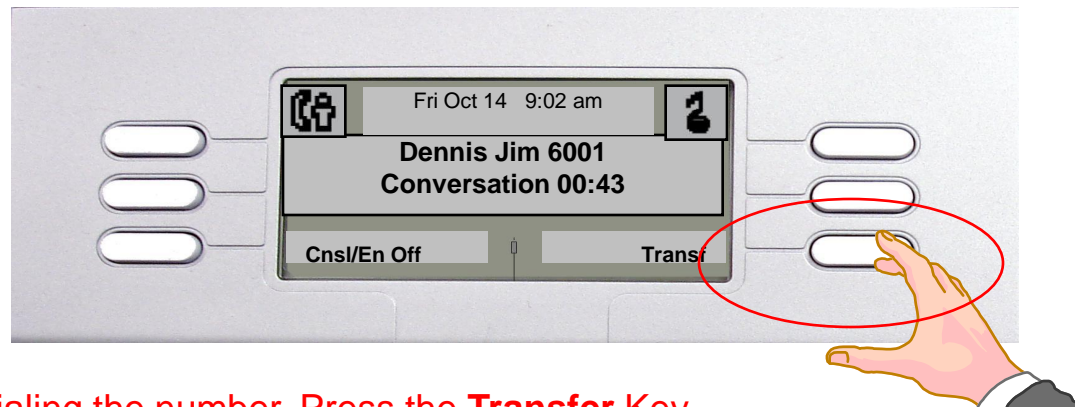


To switch between calls press the 1st white button on the left or the right. The button on the right is your 1st caller and the button on the left is the 2nd caller. Each time you press one of the buttons your current caller is automatically placed on hold. See the musical note.

Transfer a Call

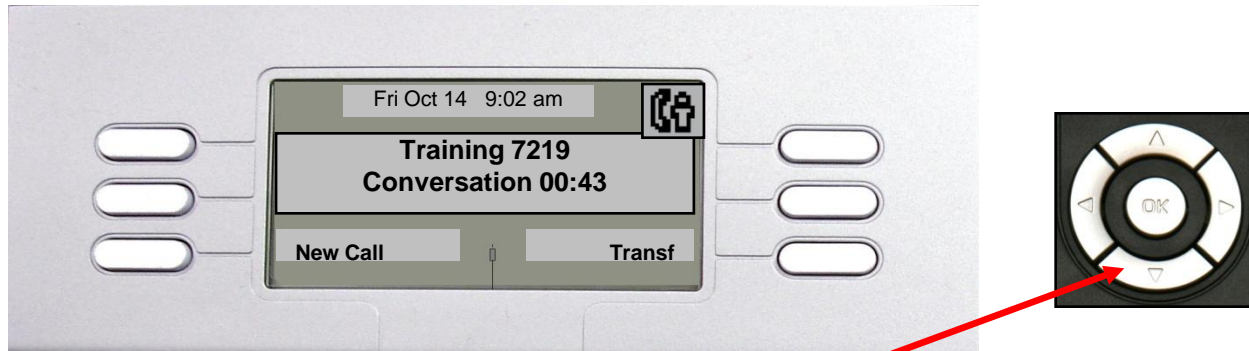


Press the **Transfer Key**, Dial the number where the call will be transferred.

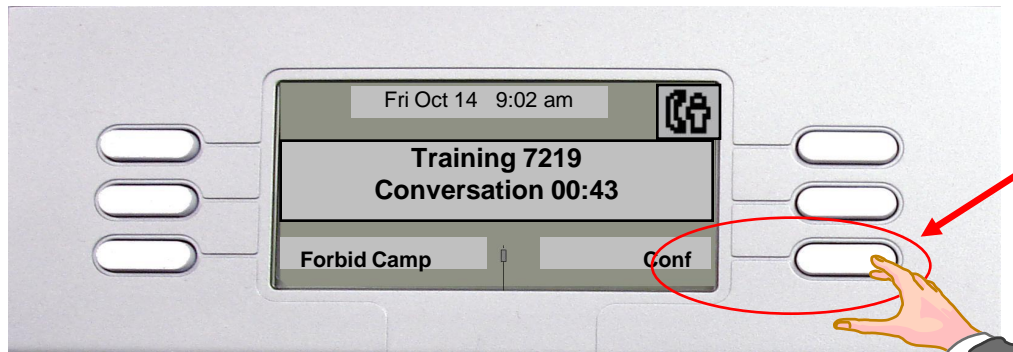


After dialing the number, Press the **Transfer Key**.

3 Party Conference Call



When in conversation, Using the Navigator Control, scroll down and Press the Conf Key.



Dial the number of the person you wish to add to the conference, then **wait** for the call to be answered. Once the caller has answered, press the Conf key a second time. All three parties will now be in the conference


Group Call Pickup

- You do not need to know the ext. number that is ringing to use the Group Call Pickup feature, you just need to be in the same Pickup Group. Pickup Groups were identified during the initial telephone interviews
- When a phone is ringing and it is in your pickup group simply press ***73** to answer the call.
- For Directed Call Pickup, press ***72**, then the ringing set.

Call Forward



Fwd to text

Press the  button. The Display will change and provide options for the Various forwarding capabilities.



Call Forward

- Imm Fwd (Immediate Forward): Forwards all calls to designated number you enter. Instrument does not ring
- Other Fwd: Other forward allows you to select different forwarding options such as
 - Fwd on Busy, No Answer
 - Fwd on Ring, No Answer



Programming Speed Dial Numbers

- You can customize the programmable keys and create your own personal directory

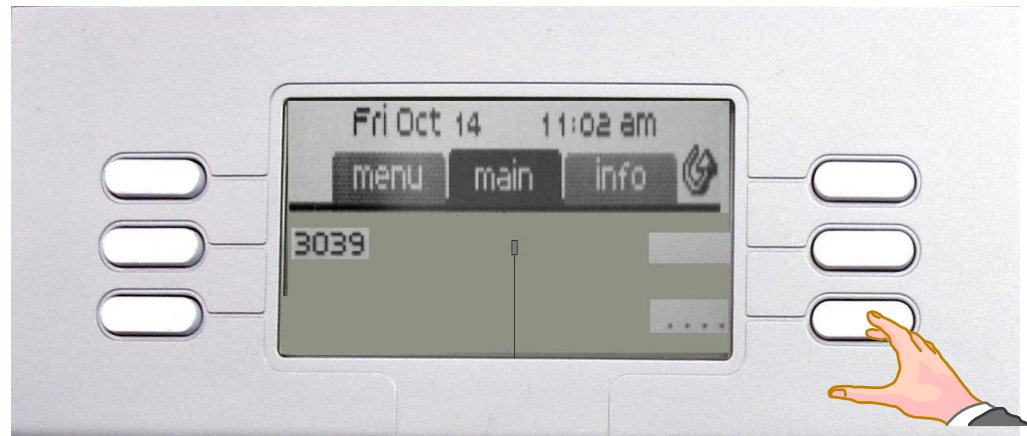
- There are a total of 72 programmable buttons. At least 4 of them are pre-programmed and not available to be modified.

- You can program such items as
 - Internal Extensions
 - External Numbers
 - Feature Codes

Programming Speed Dial Numbers

Select the **Empty position** you would like to program.

This will allow you to enter a number and name directly on this position for your personal use.



Select the **Speed Dial** option.

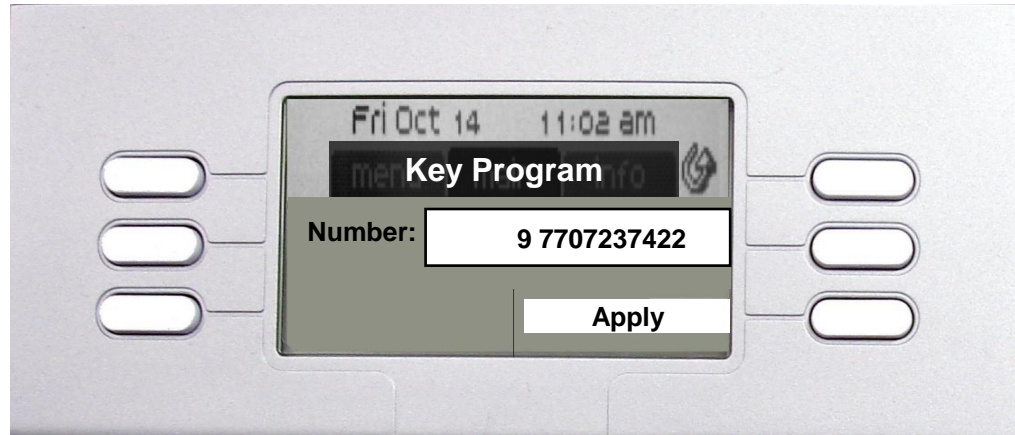
This will allow you to enter a number and name for your personal use.



Programming Speed Dial Numbers

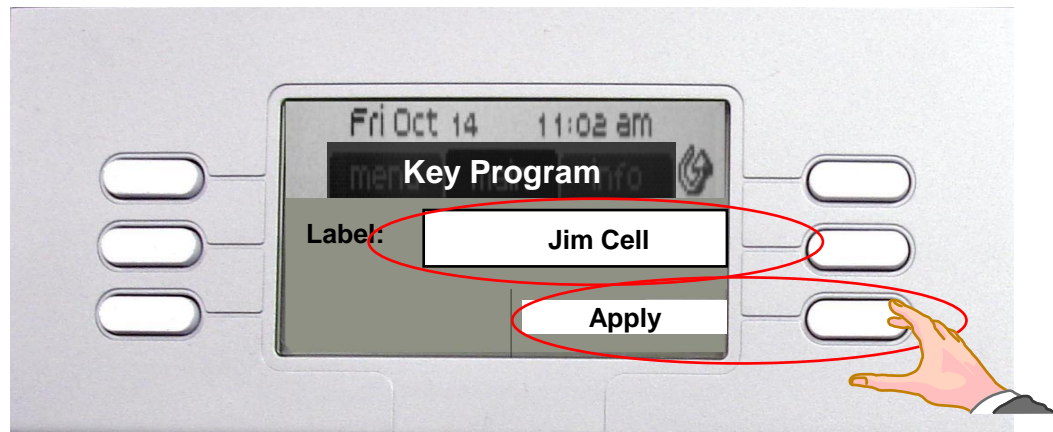
Enter the number, using the number pad, then press the **Apply** key.

Enter the number just like you would dial the number



Once you Apply the number, you will be asked to provide the Label information. Using the Alphabetic keypad, Enter the label, then press the **Apply** key.

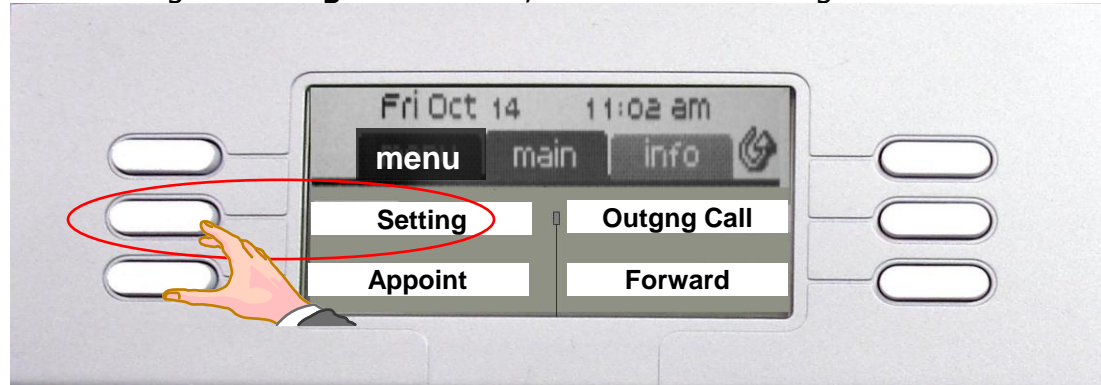
Label length may be up to 12 characters long



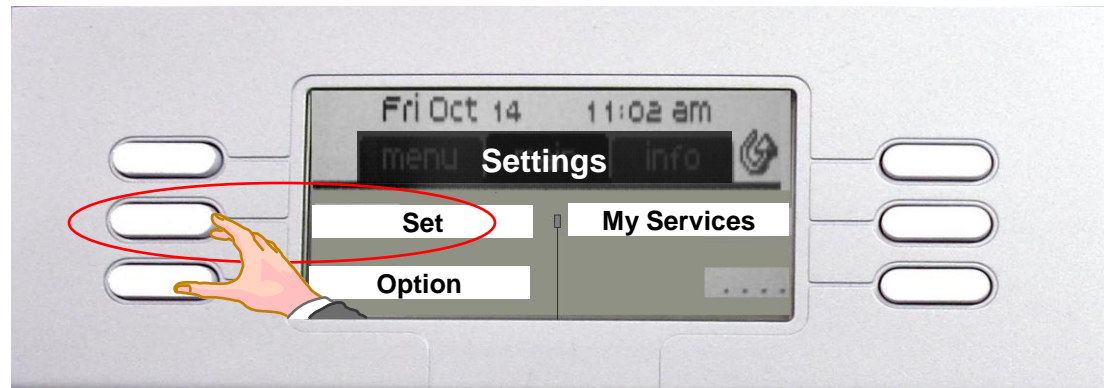
Modifying Speed Dial Numbers

Using the **Navigator button**, Select the Menu Page.

Press the White Key to the left of **Setting**.

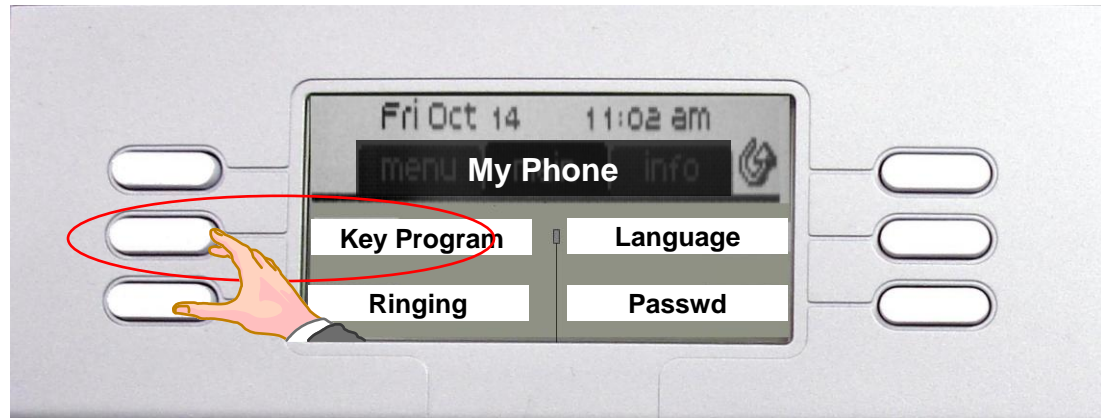


Select the **Set** option.

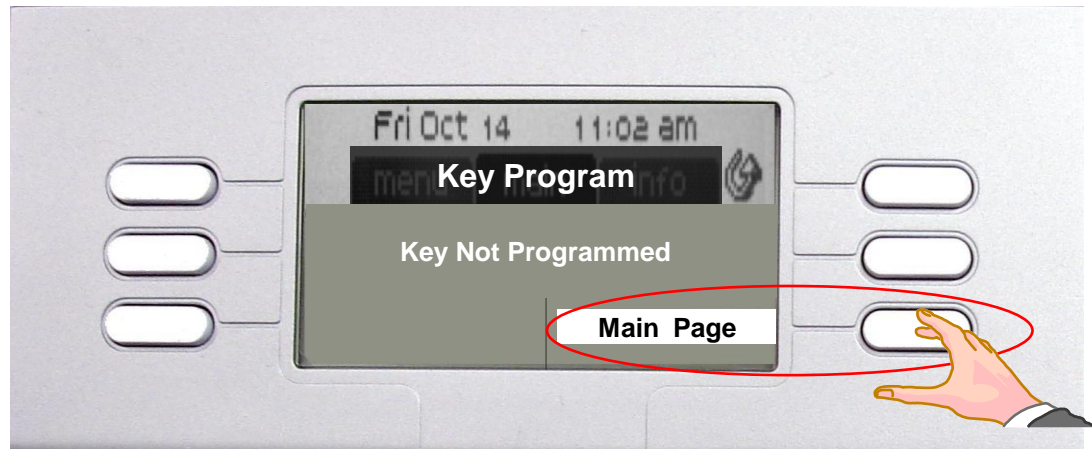


Modifying Speed Dial Numbers

Select the **Key Program** option to modify your own speed dial numbers.



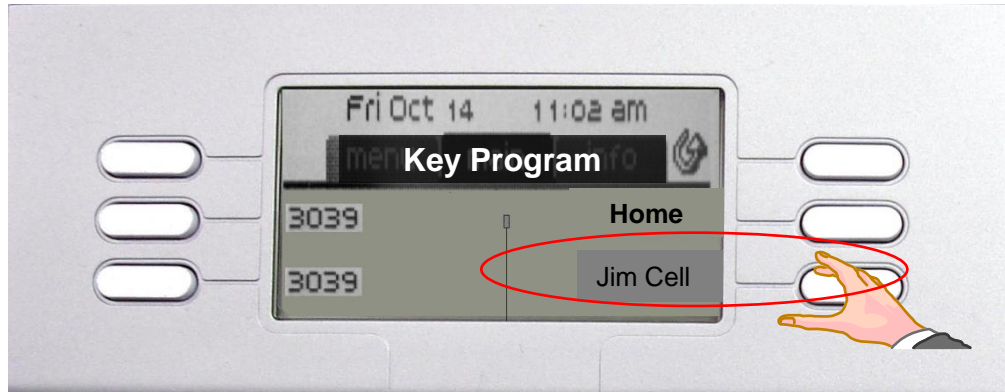
Once you select Key Program, select the **Main Page** option



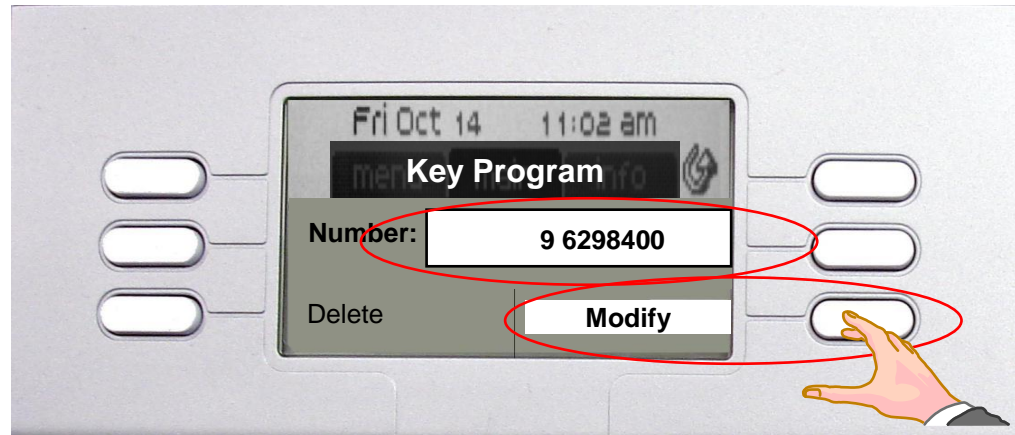
Modifying Speed Dial Numbers

The Main Page is now displayed.

Select the key you wish to modify

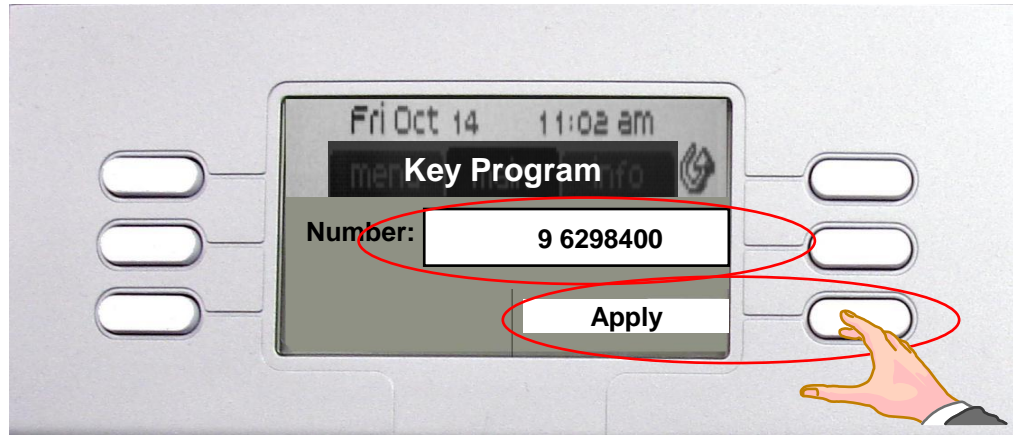


Press the **Modify** key



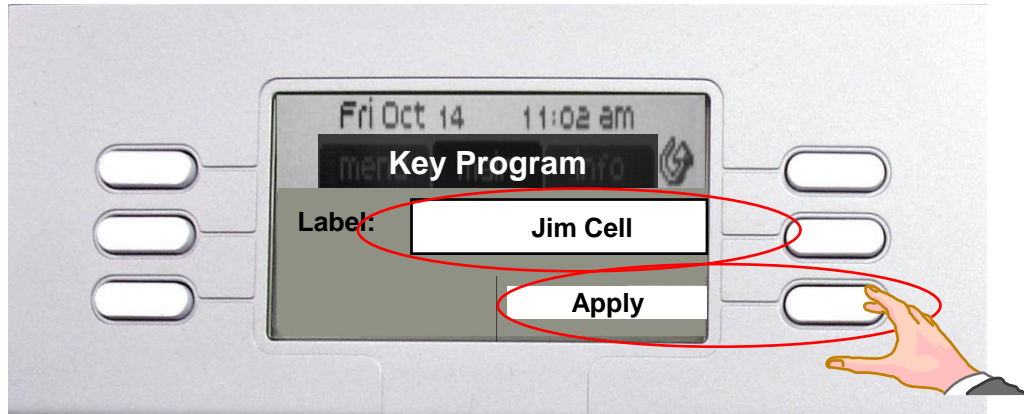
Modifying Speed Dial Numbers

Enter the number then
press **Apply**



Enter a name then
press **Apply**


Press End to Exit



User Training

Voice Mail Type 4635

Summary

-  Button
- First Time Access
- Change Your Password
- Record Your Name or Change Your Greetings
- Retrieve Messages



Button

The  button has multiple functions:

- If the Message (orange) light is flashing -
 - You have a new message
(voicemail, text message, no answer etc)

- If the Message button is a solid color (orange)
 - You have saved a message

First Time Access

Press the MWI  button.
The LCD screen will display the
messaging Menu.

Press the button adjacent to the
No new Messages notice. You
will be connected to the voice
mail system.



Listen to the Voice guide :

- Listen to the greeting message
- Dial your temporary password (this is your 4 digit ext number)
- Dial your new password. Press #
- Record your first and last name. Press #
- Record your Personal Greeting message. Press #

Change Your Personal Options

Access the Voice mail system:  then press label for mail messages

You may also dial * # #.

Enter your password

- Choose **4** to modify personal options
 - Choose **1** to change Outcall Notification
 - Choose **2** to change Administrative Options (password, grp dist. list, prompt levels and to control date & time option)
 - Choose **3** to Record Greetings (personal grtng., extended absence grtng. and recorded name)

Retrieve Messages

Press the MWI  button. The LCD screen will display the messaging Menu.

Press the button adjacent to the # new Messages notice. Your recorded name is then heard.

Dial your password

- New messages will automatically be heard
- Choose **2** to send a message
- Choose **4** for Personal Options (this is a silent menu you will not hear it)
- Choose ***** to disconnect

Follow the prompts after you make your selection

Retrieve Messages

Voice mail codes :
(after listening to the message)

Erase = 7

Reply = 8

Save = 9

More options = 0

Retrieve Messages

Other voice mail codes :
(after listening to the message and dialing 0)

Replay = 4

Envelope Info on Msg = 5

Send a copy = 6

Answer = 8

Cancel Msg Review = *