

# OXO CONNECT

ALE-30h Essential DeskPhone

ALE-20h Essential DeskPhone

ALE-20 Essential DeskPhone

## User Manual



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w2137

## Introduction

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

This document describes the services offered by the following desk phones connected to an OXO Connect or OXO Connect Evolution 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.

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: **➤**.

This icon describes the consequence of an action: **➤➤**.

1	Getting to know your telephone	7
1.1	ALE-30h Essential DeskPhone	7
1.1.1	Phone description	7
1.2	ALE-20h Essential DeskPhone / ALE-20 Essential DeskPhone	8
1.2.1	Phone description	8
1.3	Unboxing	9
1.4	Install your desk phone	9
1.4.1	Install the foot	9
1.4.2	Install a comfort wired handset	10
1.4.3	Connect the device	10
1.4.4	First start-up	10
1.5	Description of the connectors	11
1.6	Main screens and navigation keys	12
1.6.1	Welcome screens	12
1.6.2	Call management screen	14
1.7	User local menu	15
1.8	Status icons / Call icons	16
1.9	Permanent features keys	17
1.10	Alphanumeric keyboard	18
2	Using your telephone	19
2.1	Identify the terminal you are on	19
2.2	Messaging portal	19
2.3	Consulting the call log	20
2.4	Making a call	22
2.5	Receiving a call	22
2.6	Ignore the call	22
2.7	Switching between audio modes	23
2.8	Activating the loudspeaker during a conversation (handset lifted) - Group listening feature	24
2.9	Making calls by name (company directory)	24
2.9.1	Calling a contact using the unified directory	25
2.9.2	Calling a contact using the internal directory (predictive search)	25
2.10	Make calls via your programmed call keys (Perso page/F1 and F2 keys/Add-on module)	26
2.11	Filtering calls using the voice mailbox	26
2.11.1	Activating call screening	26
2.11.2	When you receive a call	26
2.12	Redialing	26
2.13	Requesting automatic callback if internal number is busy	27
2.13.1	Cancelling an automatic callback	27
2.14	Receiving interphony calls	27
2.15	Sending DTMF signals	27
2.16	Mute, so that your contact cannot hear you	28
2.16.1	From the set	28
2.16.2	From the headset	28
2.17	Forwarding calls to your voice message service	28
2.18	Consulting your voice mailbox	28
2.19	Sending an instant message to a contact	29
2.19.1	Sending an instant message using the search by name feature	29
2.19.2	Sending an instant message using the phone number	29
2.19.3	Status of the instant messages	30
2.20	Consulting instant messages	30
2.21	Answering with an instant message	31
2.21.1	Answering an Instant message	31
2.21.2	Answering a voice message	31
2.21.3	Answering from the call log	32
2.22	Lock / unlock your telephone	32
2.23	Placing a call on hold (hold)	32
2.24	Placing an external call on hold (parking)	33
2.25	Making a second call during a conversation	33

2.25.1	Retrieve the call on hold	33
2.26	Answering a second call during a conversation	34
2.27	Switching between calls (Broker call)	34
2.28	Transferring a call	34
2.29	Transfer a call to a voice mail	35
2.30	Three-way conference with internal and/or external contacts (conference)	35
2.30.1	Cancel the conference and recover the last active call before the conference (the other is on hold) (If conference is active)	35
2.30.2	End the conference with all participants (If conference is active)	35
2.30.3	After the conference, to leave your two contacts talking together	35
2.31	'Meet me' conference	36
2.31.1	Initiate a 'Meet me' conference	36
2.31.2	Join a 'Meet me' conference	36
2.32	Intrusion into an internal conversation (barge-in)	37
2.32.1	Protection against intrusion	37
2.33	Save a number into your personal directory	37
2.34	Selecting calls to be forwarded	37
2.35	Forwarding calls to another number (immediate forward)	37
2.36	Forwarding calls when your line is busy (forward if busy)	38
2.37	Personal assistant: reaching you with one number only	38
2.38	Activate/disable the personal assistant	38
2.39	Do not disturb	38
2.40	Forwarding your calls from the receiving terminal ('Follow me')	39
2.41	Forwarding all group calls	39
2.42	Forwarding calls to your pager	39
2.43	Cancelling all forwards	39
2.44	Cancelling a specific forward	39
2.45	Leaving a text message for internal callers	40
2.45.1	Sending predefined message	40
2.45.2	Sending a new message	40
2.46	Send a voice message copy	41
2.47	Sending a recorded message to a number or a distribution list	41
2.48	Receiving supervised call ringing	41
2.49	Answering the general bell	41
2.50	Manager/Assistant filtering	42
2.50.1	From the manager or assistant telephone	42
2.51	Call pick-up	42
2.52	Answering briefly in place of the operator	42
2.53	Hunting groups	42
2.53.1	Hunting group call	42
2.53.2	Temporary exit from your hunting group/Return into your group	42
2.54	Calling an internal contact on his/her pager	43
2.55	Answering a call on your pager	43
2.56	Calling a contact on his/her loudspeaker	43
2.57	Broadcasting a message on the loudspeakers of a station group	43
2.58	ACD: Agent set/ Supervisor station	43
2.58.1	Agent set	43
2.58.2	Open an agent session (login) - Agent set	43
2.58.3	ACD application welcome screen - Agent set	44
2.58.4	The four operating statuses of the agent set	44
2.58.5	Changing the operating status of the set - Agent set	44
2.58.6	Modifying your personal code - Agent set	44
2.58.7	Integrating another group/leaving a group - Agent set	44
2.58.8	Close the agent session (logout) - Agent set	45
2.58.9	Supervisor station	45
2.58.10	Supervising group mailboxes - Supervisor station	45
2.59	Configure your phone for remote working	45
2.59.1	First connection as remote working	46
2.59.2	Change the configuration	47

2.59.3	PIN code	47
2.59.4	Reset your PIN code	47
2.59.5	Reconnect your desk phone in your business place	48
2.59.6	Reconnect your desk phone in remote place	48
3	Programming your telephone	49
3.1	Initializing your voice mailbox	49
3.2	Customizing your voice greeting	49
3.2.1	Record your personal message	49
3.3	Modifying your personal code	49
3.4	Adjusting the audio functions	50
3.4.1	Choose the tune	50
3.4.2	Adjusting the ringer volume	50
3.4.3	Activate/deactivate silent mode	50
3.4.4	Activate/deactivate meeting mode (progressive ringing)	50
3.4.5	Activate/deactivate discreet ring mode	51
3.4.6	Adjust ringer volume while a call arrives	51
3.5	Hearing Aid	51
3.6	Adjusting the brightness of the desk phone	51
3.6.1	Adjust the brightness when the phone is in use	51
3.6.2	Adjust the dimmed brightness when the phone is not in use - Only available on ALE-30h	51
3.6.3	Set the delay before the brightness is dimmed when the phone is not in use (screensaver) - Only available on ALE-30h	52
3.7	Adjust contrast (ALE-20/ALE-20h)	52
3.8	Selecting the welcome page	52
3.9	Selecting language	52
3.10	Programming direct call keys (Perso page/F1 and F2 keys/Add-on module)	53
3.11	Customize the color and the style of programmable softkeys (ALE-30h in IP mode)	54
3.12	Modifying direct call keys	54
3.13	Modify the name of a system programmed key	54
3.14	Deleting direct call keys	55
3.15	Programming an appointment reminder	55
3.16	Install a USB accessory (Headset, Handsfree, Loudspeaker)	55
3.17	Install a RJ9 headset	55
3.18	Activating/Deactivating 'Forced headset' mode	56
3.19	Manage connected devices	56
3.19.1	List of connected devices	56
3.19.2	Default device	56
3.20	Contacting your administrator (Technical support)	57
3.20.1	Date code / Technical code	57
3.20.2	Software version	57
3.20.3	Hardware model	57
3.20.4	Access to administrator configuration (only available in IP mode)	58
3.20.5	Auto update the desk phone via USB key	58
4	Accessories	59
4.1	List of accessories	59
4.1.1	USB accessories	59
4.1.2	RJ9 accessory	59
4.1.3	Power supply	59
4.1.4	Other headsets	59
4.1.5	Other accessories	59
4.2	Magnetic alphabetic keyboard: ALE-10 keyboard	60
4.2.1	Description	60
4.2.2	Unboxing	60
4.2.3	Installation	60
4.2.4	How to use the keyboard	61
4.3	2 x 10 key expansion module: EM200 Smart Expansion Module	62
4.3.1	Unboxing	62



4.3.2	Description / Connectors	62
4.3.3	install the add-on to the desk phone	63
4.3.4	Icon description	63
4.3.5	Install more than one add-on module	64
4.4	Wall mounting kit	64
4.5	USB external ringing interface module (USB Interface module 2 relays 3GV28184AA)	65
4.5.1	Installation	65
4.5.2	Connect the device	65
4.6	Third parties headset certified in Developer and Solution Partner Program (DSPP)	66
5	Technical specifications	67
6	Ordering information	68
7	Guarantee and clauses	69
7.1	Safety Instructions	69
7.2	Regulatory Statements	70
	Quick guide	72

# 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  
Flashing blue: default incoming calls.
- 6 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

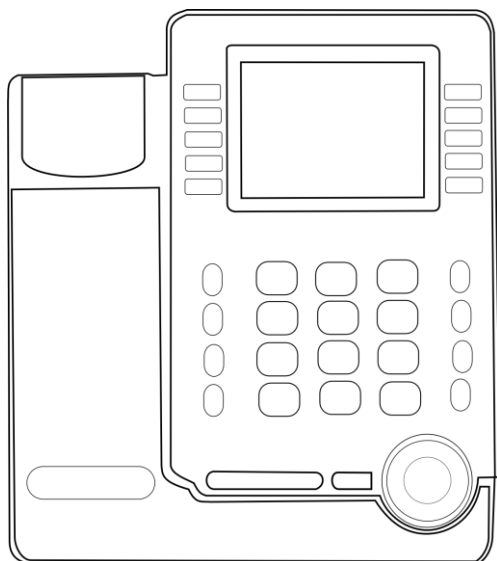


- |    |   |
|----|---|
| 1  | 2.8 inch monochrome backlit display.  |
| 2  | 2 x 3 context sensitive configurable software keys.                         |
| 3  | Permanent feature keys: quick access to the phone's main features.          |
| 4  | Programmable keys or predefined keys <sup>(1)</sup> .                       |
| 5  | Alphanumeric key.   |
|    | Status Led indicator / Ambient light sensor                                 |
|    | Flashing blue: default incoming calls.                                      |
| 6  | 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°).  |

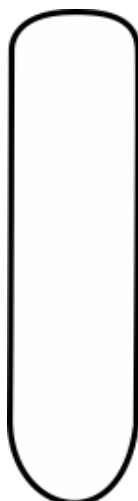
<sup>(1)</sup> these predefined keys depend on the system and the countries, contact your installer for more information about your system (configuration for United States for example).



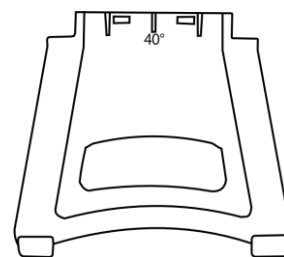
## 1.3 Unboxing



Deskphone



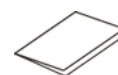
Handset



2-degree adjustable foot



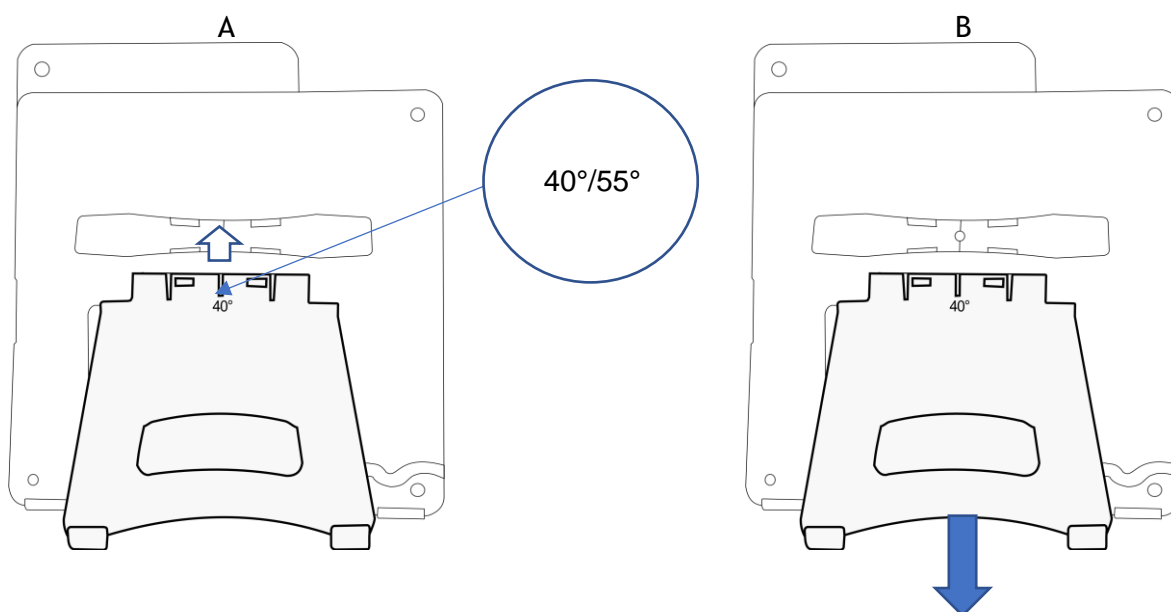
Handset cord

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.



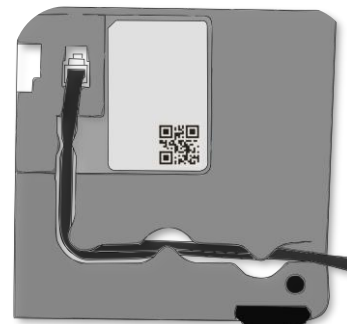
To unclip the foot, pull it straight back until it separates from the phone.

### 1.4.2 Install a comfort wired handset

Your phone is provided with a connected handset.



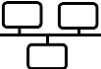

If you have to replace it:

- 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 magnetic alphabetic keyboard is only available for ALE-30h Essential DeskPhone.
	The ALE-30h and ALE-20h Essential DeskPhone can be connected to an IP network or a Digital network. Connect the keyboard to the RJ9 connector of the phone 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 (sold separately). In Digital mode, the local USB-C Power Adapter is mandatory when plugging an expansion module. 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.

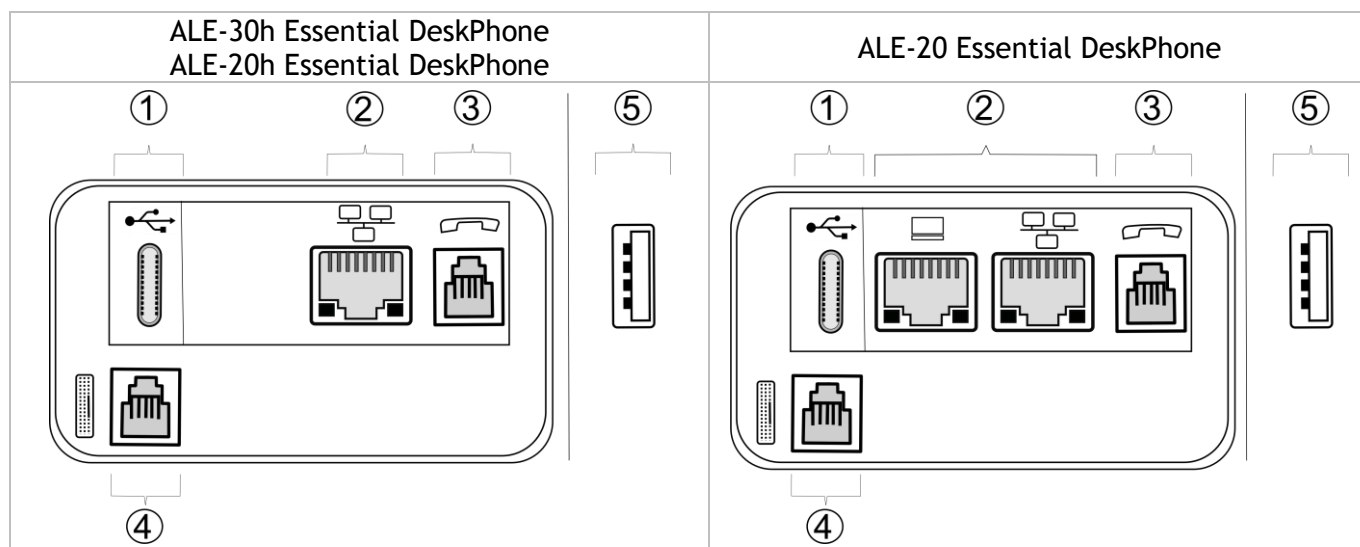
### 1.4.4 First start-up


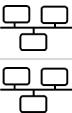



The desk phone starts in IP mode (IP network) or Digital mode (UA) according to the connected network.

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 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:			
		• Connect the USB-C power adapter.	●	●	●
		• Connect a USB-C headset.	● <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>	(3)	(3)
5		Universal Serial Bus (USB-a) connector. This connector is used for:			
		• A USB-A headset.	● <sup>(4)</sup>	● <sup>(4)</sup>	●
		• An add-on module.			
		• A USB-A key for maintenance (manual software upgrade via USB key for example).			



<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 is used for debugging (the keyboard has to be unplugged for ALE-30h). <sup>(4)</sup>In Digital mode, the local USB-C Power Adapter is mandatory when plugging an expansion module.

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

## 1.6 Main screens and navigation keys


### 1.6.1 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.

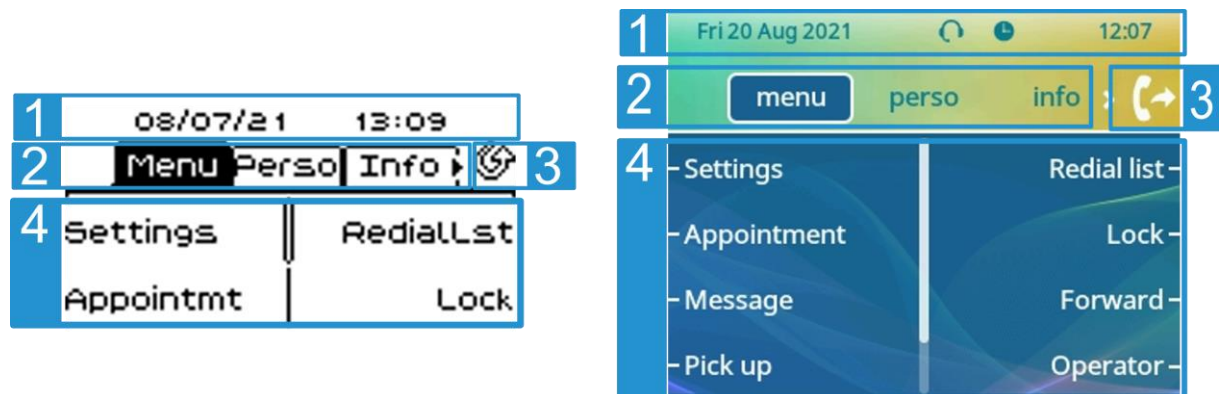
- Menu page *Menu*  
Contains all features and applications accessible by selecting the softkey of the desired feature or application. From this page, it is possible to adjust the ringer volume, program the time of an appointment, lock the terminal, define the default page displayed, configure voice 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, ...).

#### 1.6.1.1 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* > *Options* > *Homepage*
- Select the default page (Menu, Perso, Info, last visited page ...).
- 

## 1.6.1.2 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.

C

**Back/Exit key:**

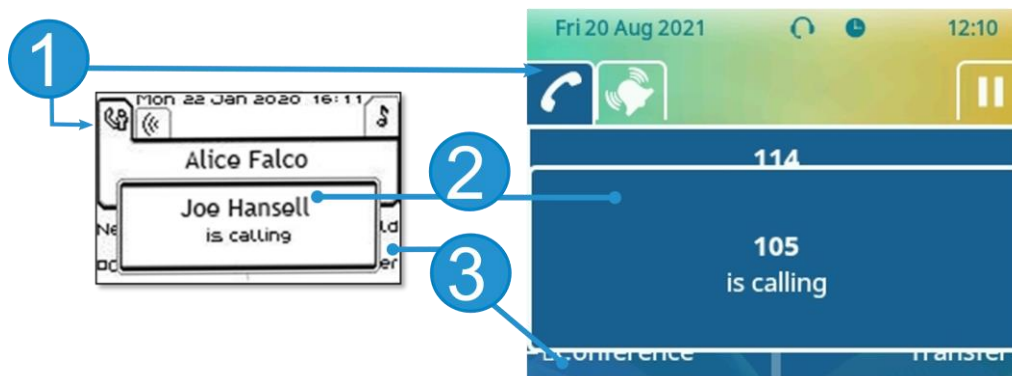
Use this key to go back to the previous step. Use this key to go back to the homepage (long press).



## 1.6.2 Call management screen

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

### 1.6.2.1 Description



- |   |  |
|---|--|
| 1 | 1 Tabs: incoming call icon, call in progress, call on hold, ...  |
| 2 | 2 notification (popup) of incoming call  |
| 3 | 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.

#### 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.

#### 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.

## 1.7 User local menu

Open the user local menu: reach 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:

- **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<sup>(1)</sup>**  
When the phone is not in use, the brightness is dimmed. Adjust dimmed brightness.

<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).
- **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)

Access to administrator configuration (depending on the system configuration, an administrator password is requested to access this menu):

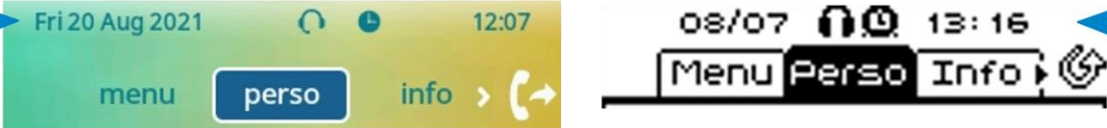
- IP address information: [IP Parameters › IP Status](#)
- IP address and DHCP configuration: [IP Parameters › IP Config](#)
- Phone memory: [IP Parameters › Memories](#)
- Used network (wired or wireless): [Network](#)
- VPN configuration: [VPN](#)
- Security: [Security](#)
- Software information (version, 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](#)

## 1.8 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.

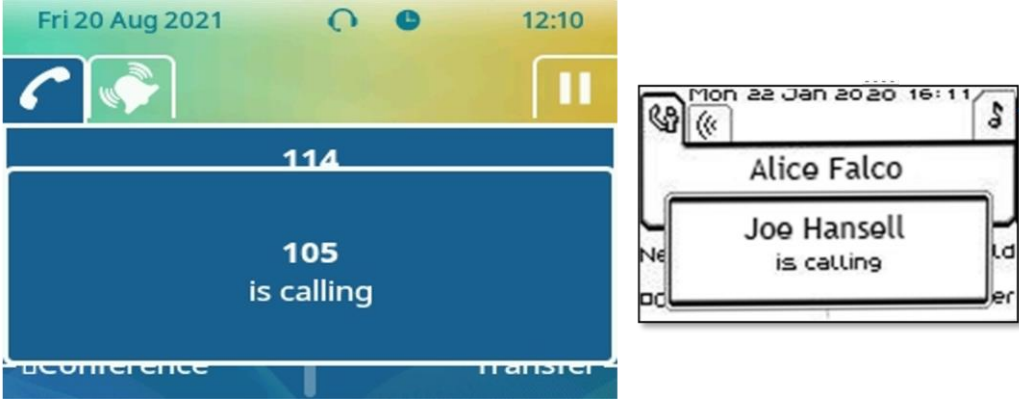
### Status icons

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.	
	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.	

## 1.9 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/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. 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> </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> </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 (ALE-30h). 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. An optional keyboard can be used on the ALE-30h. In this case, the key can be programmed as programmable F1 or F2 keys.</li> <li>Programmable key<sup>(1)</sup> (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> <li>Access the dial by name feature (long press)</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.

## 1.10 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).

ALE-30h DeskPhone can also be equipped with a magnetic alphabetic keypad: 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.



## 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.

#### Accessing the messaging portal

-  Press the message key to access the messaging portal.

#### Configure access to the messaging portal

The system default setting requires you to enter your personal password to access the messaging portal features. The password information is retained for a few seconds so that if you quit the messaging portal you can access it again after a few seconds without having to re-enter your password. The length of this time-out depends on your system configuration. For more information, contact your installer or administrator. You can change the setting so that you don't have to enter a password each time you want to access the messaging portal features.





-  Access the messaging portal.
- *Configure*
- *Authentication*
- Enter your personal password.
- Set authentication to on or off.  
On: password is always required.  
Off: password is never required.
-  Press to confirm.

#### Accessing the features of the messaging portal

To access the available features (call log, instant messages IM, voice messages, sending an instant message), press the associated softkey.





#### Acknowledging

When you consult a new event (call log, instant message or voice message), the event is automatically acknowledged. However, you can choose to acknowledge all events without consulting them.

-  Access the messaging portal.
-  Press the associated softkey.
- Enter your password (if required) and apply.
-  Press the softkey associated with the type of event you want to acknowledge. If you press the key associated with the 'all' option, all new events are acknowledged. You can also acknowledge all events if you press the softkey associated with the check icon in the top right corner of the screen.
-  Press to confirm.


## Deleting

When consulting an event (call log, instant message or voice message), you can delete the event once you have consulted it. However, you can choose to delete all events in one go.


-  Access the messaging portal.
-  Press the associated softkey.
- Enter your password (if required) and apply.
-  Press the softkey associated with the type of event you want to delete.
-  Press to confirm.

## 2.3 Consulting the call log

At any time, you can consult all answered and unanswered incoming and outgoing calls To do this, go to the call log feature on the messaging portal

-  Access the messaging portal.
- **Calls**: Press the softkey associated with the call log feature.
- Enter your password (if required) and apply.  
You can choose between consulting missed calls only ('Missed' tab) and consulting all call logs including unanswered/answered, incoming and/or outgoing calls ('All' tab).



### Consult missed calls

- Select the 'Missed' tab.  
Unacknowledged calls are in bold characters.
- Select the log to consult.
-  Display the log details.

Information such as the name, phone number, date and time are displayed on the screen.




You can choose to call the contact, send an instant message to the contact, save the contact in the personal phonebook, or clear the log.

### Delete a log

- Select the log to delete.
-  Display the log details.
-  Press the associated softkey. Note that no confirmation is requested.




### Acknowledge all missed calls

Once a new log is consulted, it is automatically acknowledged. However, you can acknowledge all new missed calls without consulting them.

-  Press the associated softkey.
-  Press the associated softkey: **Missed calls**.
-  Press to confirm.









All missed calls are acknowledged.


**Delete all missed calls.**

-  Press the associated softkey.
  -  Press the associated softkey.
  -  Press to confirm.
- All missed calls are deleted.

**Consulting all calls**




- Select the 'All' tab.  
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.




- Scroll through the list by using the navigation keys (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, send an instant message to the contact, save the contact in the personal phonebook, or clear the log.

**Acknowledge all missed calls**

-  Press the associated softkey.
  -  Press the associated softkey: *Missed calls*.
  -  Press to confirm.
- All missed calls are acknowledged.


**Delete all call logs**





-  Press the associated softkey.
  -  Press the associated softkey.
  -  Press to confirm.
- All call logs are deleted.

## 2.4 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.
-  other advanced settings if requested.
-  Redialing from the call log.
-  Redial last number (short press) / 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.

The duration of your external call may be limited in time by the administrator. In this case, a beep rings and/or a message will be displayed on the screen 20 seconds before the end of the communication.




If the internal or outside number does not reply:

- **Interphony**: broadcast a message on the loudspeaker of the free terminal.
- **Callback**: request callback to a busy terminal.
- **Text**: send a written message.

## 2.5 Receiving a call


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

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.
-  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.

## 2.6 Ignore the call


A call is received:

-  Press the on-hook key.  
Your phone no longer rings but your caller still hears the ringing tone.

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

## 2.7 Switching between audio modes

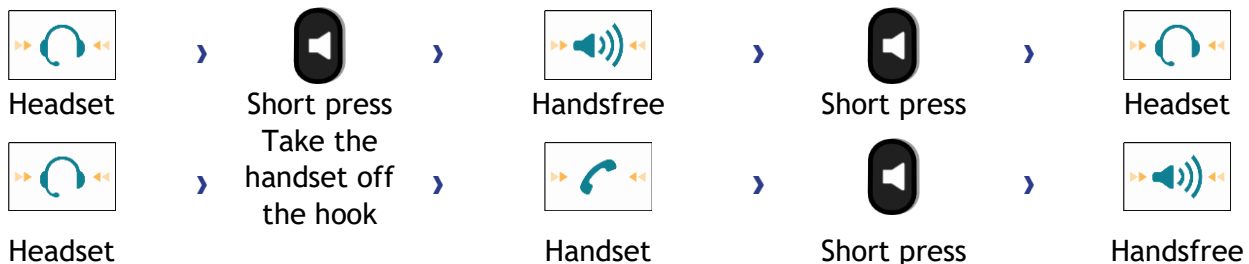
During conversation, you can switch between different audio modes (handset, loudspeaker, hands-free or headset, if connected) by pressing the loudspeaker/hands-free key until the desired audio mode is

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:

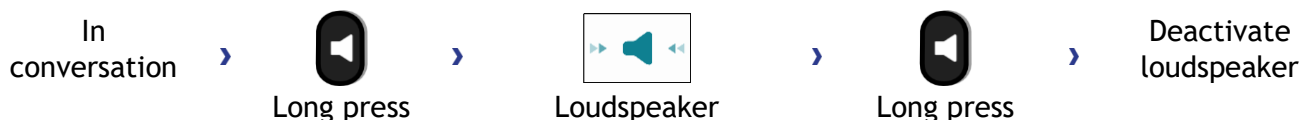


You are in conversation with the headset and the handset is not hang-up, you can switch between following audio modes by short pressing on the loudspeaker/hands-free key:



Press the line key of the headset to switch the audio to the headset.

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



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).








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.





## 2.8 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) »  » 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).

Press and release the loudspeaker key to switch to hands-free mode (light steady).

-  Switch to the hands-free mode (short press) »  » The key lights up (.

## 2.9 Making calls by name (company directory)

: 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.


You can call your contact using the search by name feature.

The search by name feature provides two modes:




- **Internal**: predictive search of the corporate directory.
- **Unified**: classic search of the corporate directory.

Please be aware that predictive searching means that you won't have access to the contact card, and therefore will only be able to call the contact on his/her company phone.

Switching between the two modes:

- Use one of the following:
  -  Long press.  
Enter the first letter of your contact's surname.
  - If your desk phone is equipped with the magnetic keyboard, enter directly the first letter of your contact's surname (ALE-30h).
- **Options**
- The current mode is displayed.
- Select the new mode:
  - **Internal**: the internal directory mode is enabled.
  - **Unified**: the unified directory mode is enabled.
  - **OK**: stay in the current mode.


### 2.9.1 Calling a contact using the unified directory

- Use one of the following:
  -  Long press.  
Enter the first letter of your contact's surname.
  - If your desk phone is equipped with the magnetic keyboard, enter directly the first letter of your contact's surname (ALE-30h).
- When entering the name you can extend the search by adding the first letters of the first name after entering the '#' symbol or pressing: *1stname*
-  Start the search.
- A list of matching names is displayed on the screen. Each contact is displayed with their name and company phone number.
- Use one of the following:
  - Scroll and select your contact in the list of matching names.
  -  Modify the search.

#### Call your contact using the company phone number




- Press the softkey associated with the company phone number.

#### Call your contact using another phone number (via contact card):

- Press the softkey associated with the contact name:  
The contact card opens and displays information about the contact: last name and first name, several phone numbers (Office, mobile, home), email address, instant message address and the company name. The content of the contact card depends on the company directory.
- Scroll through the screen with the up and down navigation keys and position the cursor on the contact phone number you wish to call.
-  Start the call.  
From the contact card you can also send an instant message.

You can change the search by name function to predictive search mode by setting the unified directory to 'Off' in the settings menu (available once a search by name is started). Please be aware that predictive searching means that you won't access the contact card and therefore can only call the contact on their company phone and cannot send instant messages.

### 2.9.2 Calling a contact using the internal directory (predictive search)

- Use one of the following:
  -  Long press.  
Enter the first letter of your contact's surname.
  - If your desk phone is equipped with the magnetic keyboard, enter directly the first letter of your contact's surname (ALE-30h).
- If your set is not equipped with a magnetic keyboard, use the alphanumeric keyboard to enter letters. If you are using the alphanumeric keyboard, enter each letter of the name by pressing only once on the key with this letter.
- The search runs as soon as you enter a character (predictive search). The matching names are displayed.
- Use one of the following:
  - Use the navigation keys to display the previous and next names.
  -  Press the OK key to start the call with the displayed contact (company phone number).
  -  Modify the search.
  - *readmore*: display other information about the selected contact.

- *list*: display the result as a list. Use the navigation keys to select the contact and press the OK key to start the call.

You can switch to the other search mode by enabling it in the options menu (available once a search by name is started).

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

## 2.10 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.

## 2.11 Filtering calls using the voice mailbox

This service lets you filter incoming calls to your voice mailbox. When your caller leaves his message you can choose to communicate with him. This feature depends on the system configuration. If necessary, contact your administrator.



### 2.11.1 Activating call screening

- Voice mail filtering programmed key. The programmed key has to be configured by the system.
- Enter your personal password.
- Same key to stop listening and deactivate the screening.





### 2.11.2 When you receive a call

You hear the message left by your caller.

Use one of the following:

-  Hands-free to take the call.
- Unhook the handset.
-  To stop listening only.

## 2.12 Redialing

- Use one of the following:
  -  (short press)  
Redialing the last number dialed
  -  (long press).  
Select the number to redial from the last 10 dialed numbers.
-  or  Start the call.

You can also access this feature through the menu:

- Reach the 'Menu' page.
- *Redial list*
- Select the number to redial from the last 10 dialed numbers.

## 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 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.

- During a conversation.
- *MFcode*
- Enter DTMF code.
- *MFcode* To deactivate the feature.





The function is automatically cancelled when you hang up.

Depending on the system configuration, the DTMF can be activated by default. In this case, you can send DTMF code directly by dialing it during the conversation. But if you want to make a second call during the conversation, you have to deactivate DTMF code before dialing the number.

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

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






### 2.16.1 From the set

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

### 2.16.2 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).

## 2.17 Forwarding calls to your voice message service

- Select the forward icon (the icon depends on your phone:  / .
- *Immediate>VM* » Forward is acknowledged (The forward icon becomes animated:  / .
-  Go back to the Homepage




## 2.18 Consulting your voice mailbox

You are notified of a new event when the message key is flashing. New events are also displayed in the 'Info' page.

-  Access the messaging portal.
- Select the voice message feature.
- Enter your password (if required) and apply.
- Select the new voice messages tab by using the left and right navigation keys.
- Select the message you want to listen to by using the up and down navigation keys.
-  Validate your choice.  
Display name of sender, with date, time and ranking of message.
- *Play* » Listen to message.
- *Clear* » Erase message.
- *Call* » Call back sender of message.
- *Sendcopy* » Copy message.
- *Send IM* » Send an instant message.




### Acknowledge all new voice messages

Once you start listening to a voice message, the message is automatically acknowledged. However, you can acknowledge voice messages without listening to them.

-  Press the associated softkey.
-  Press the associated softkey: *Voice msg*
- 




## Delete all messages

-  Press the associated softkey.
-  Press the associated softkey: *Voice msg*
- 





## 2.19 Sending an instant message to a contact

You can only send an instant message to a colleague connected to the same telephone system (generally, a colleague in your enterprise).

You can send an instant message to a contact by entering either their phone number or their name.




: 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.

### 2.19.1 Sending an instant message using the search by name feature

-  Access the messaging portal.
- *Send IM*
- Enter the first letters of the name.  
When entering the name you can extend the search by adding the first letters of the first name after entering the '#' symbol or pressing: *1stname*.
-  Start the search.
- A list of matching names is displayed on the screen. Each contact is displayed with their name and company phone number.
- Select the contact name.  
The contact card opens and displays information about the contact: last name and first name, several phone numbers (Office, mobile, home), email address, instant message address and the company name. The content of the contact card depends on the company directory.
- Scroll through the screen with the up and down navigation keys and select instant message address if exists in the contact card.
-  Access instant message writing mode.
- Write the instant message to send.
-  Send the instant message.


### 2.19.2 Sending an instant message using the phone number




You can only send an instant message to a colleague connected to the same telephone system (generally, a colleague in your enterprise).

-  Access the messaging portal.
- *Send IM*
- Enter your contact's phone number.
-  Access instant message writing mode.
- Write the instant message to send.
-  Send the instant message.

### 2.19.3 Status of the instant messages






Once the instant message has been sent, the message is stored in the 'Sent' tab of the instant message feature in the messaging portal. The status of the message is as follows:

-  Access the messaging portal.
- Select the instant message feature (*IM*).
- Enter your password if required.
- Use left, or right navigation keys to select the tab: *Sent*.

	Instant message has been sent but not yet delivered.
	Instant message has been delivered.
	Instant message has been read.

### 2.20 Consulting instant messages

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




-  Access the messaging portal.
- Select the instant message feature (*IM*).
- Enter your password if required.
- Select one of the following tabs: new messages, received messages, sent messages or all messages. Select the tab by using the left and right navigation keys.
- Select the message to read by using the up and down navigation keys.
-  Validate your choice.
- Once the instant message is read, you can:
  -  Answer the instant message by pressing the associated softkey.
  -  Delete the instant message by pressing the associated key.
  -  Press OK to call the sender of the instant message.

When a message is read, the status of the message changes from unread to read on both sides (on the recipient side and the sender side).

You can use the filter key to consult messages sent by or to a particular contact. For example, when you are on a message sent by a contact, pressing the filter key shows only messages sent to or by that contact.

#### Acknowledge new instant messages




Once a new instant message is read, it is automatically acknowledged. However, you can acknowledge all new instant messages without reading them.

-  Press the associated softkey.
-  Press the associated softkey: *New IM*
- 

All new instant messages are acknowledged.

## Delete instant messages

When consulting the instant messages, you can choose to delete the messages stored in the following tabs: new, sent, received or all messages.

-  Press the associated softkey.
-  Press the associated with the list you want to delete.
- 




## 2.21 Answering with an instant message

You can send instant messages to your contacts when you have received an instant message or a voicemail or you can send instant messages when consulting the call log. You can only send an instant message to a colleague connected to the same telephone system (generally, a colleague in your enterprise).





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.




### 2.21.1 Answering an Instant message

-  Access the messaging portal.
- Select the instant message feature (*IM*).
- Enter your password if required.
- Select the tab by using the left and right navigation keys *New messages*.
- Select the message to answer by using the up and down navigation keys.
-  Validate your choice.
- *IM*
- Write the instant message to send.
-  Send the instant message.



### 2.21.2 Answering a voice message

-  Access the messaging portal.
- Select the voice message feature (*voice mails*).
- Enter your password if required.
- Select one of the following tabs: new voice messages or all voice messages. Select the tab by using the left and right navigation keys.
- Select the message to answer by using the up and down navigation keys.
- When details of the voice message are displayed on the screen, press the softkey associated with the instant message.
- Write the instant message to send.
-  Send the instant message.


### 2.21.3 Answering from the call log

-  Access the messaging portal.
- Select the call log feature (*Calls*).
- Enter your password if required.
- Select one of the following tabs: missed calls or all calls. Select the tab by using the left and right navigation keys.
- Select the call log to consult by using the up and down navigation keys.
-  Validate your choice.
- When details of the call log are displayed on the screen, press the softkey associated with the instant message feature.
- Write the instant message to send.
-  Send the instant message.


## 2.22 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*
- Enter your password (Apply)  
Your phone is locked.
-  To return to the home page.

Unlock your phone

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

## 2.23 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.
- Use one of the following:
  - Select the call in progress icon (the icon depends on your phone: /)
  - *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: /.

## Recover the call on hold

Use one of the following:

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

## 2.24 Placing an external call on hold (parking)

You can place an external call on hold and retrieve the call on another telephone. This feature depends on the system configuration. If necessary, contact your administrator.

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




Retrieve the call from the parking destination phone:

- Reach the 'Menu' page.
- *Pickup > Unparkcall*

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

## 2.25 Making a second call during a conversation

Use one of the following:

- Dial directly the number for your call (if DTMF mode is not activated).
- Name of second contact.
- *New call > Number of second contact.*
- *New call > Redial list > Select the N° in the last ten issued.*
- *New call > Indiv.rep. > Select the programmed key.*
-  (long press) Or  > Menu page > *Redial list > Select the N° in the last ten issued.*
-  > Perso page > Programmed line key.
- The first call is on hold.



### 2.25.1 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 in conversation with your first caller again.

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

## 2.26 Answering a second call during a conversation

- During a conversation, another person is trying to call you. The name or number of the caller is displayed for a few seconds.
- Select the incoming call icon (the icon depends on your phone: / ).
- The first call is on hold.

Other method:

- If there are two or more simultaneous incoming calls, select the incoming call icon and press the following softkey: *Answer*.
- *Queue* or *Waitqueue* > *Answer*

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

- Hang up, your phone is ringing, then answer the call.  
» You are in conversation with your first caller again.




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

## 2.27 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:

During a conversation, a second call is on hold.

- Select the call on hold icon from the conversation screen (the icon depends on your phone: / ).
- *Answer*
-  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.

## 2.28 Transferring a call

During a conversation, to transfer the call to another number:

**You are in communication with a first caller**

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 are reserved for specific countries as United States.




- » 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.

You are in communication with a first caller. A second caller is on hold.

- You want to connect the first caller with the second.
- Use one of the following:
  - *Transfer*
  -  (this key depends on the system configuration and countries as United States).
- The two callers are connected.

Transfer between two outside calls is not generally possible (depends on country concerned and system configuration).

## 2.29 Transfer a call to a voice mail

During the call, you want to transfer your caller to the voice mailbox of another caller

- *TransferVMU*
- Number of second contact.

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

- During a conversation, a second call is on hold.
- *Conference*
- » You are in conference mode.

### 2.30.1 Cancel the conference and recover the last active call before the conference (the other is on hold) (If conference is active)

- *xConference*


### 2.30.2 End the conference with all participants (If conference is active)

Use one of the following:



- Hang up.
- On hook the handset.

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

- *xConference*
- Use one of the following:
  - *Transfer*
  -  (this key depends on the system configuration and has to be programmed).



## 2.31 'Meet me' conference

The 'Meet me' function is used to set up a conference with a maximum of 6 persons: the 'master' of the conference (who has the rights for initiating the conference) and the participants (maximum of 5) who meet for the conference.

### 2.31.1 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.

- Lift the handset.
- Enter the 'Meet me' conference activation code. This code is defined by the administrator during system configuration. If necessary you may need to contact your administrator.
- Enter your telephone number (internal).
- Enter your personal password.
- 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.

When the system prompts you to enter a code or password, you are allowed 3 attempts before the system rejects your request.

Call number for activating the 'Meet me' conference: this call number is used by the conference master when he wishes to initiate a conference from an external set. This number must have been defined previously by the system administrator.

### 2.31.2 Join a 'Meet me' conference

Once set-up by the conference master, the participants can join the 'Meet me' conference (5 participants maximum).

- Lift the handset.
- 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: 4 digit code defined by the conference master and communicated to the participants so that they can join the conference.

You are in conference mode.

When the conference master on-hooks, all the communications will be cut-off.

Call number for joining the 'Meet me' conference: this call number allows the participants to join a conference from an external set.

An audible beep rings when a participant joins the conference. 2 audible beeps sound when a participant leaves the conference.

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

If the conference has not yet been set up by the conference master you are put on hold until the conference is initiated (5 minutes maximum).

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

## 2.32 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*
- Same key to exit (*✕Intrusion*).

### 2.32.1 Protection against intrusion

- Press programmed key. The programmed key has to be configured by the system.
- Enter contact's number.

Protection is cancelled when you hang up.

## 2.33 Save a number into your personal directory



During a call, to save the number onto a call key:

During a conversation.

- *Save to rep*
- Press a call key on the Perso page.
- Enter the name of your contact.
- Apply.






## 2.34 Selecting calls to be forwarded

When a forward is applied, you can select the types of call to be forwarded: outside, internal, all.

- Select the forward icon (the icon depends on your phone:  / .
- *Ext/Int »* Select the type of Out/Int call » Type of call forwarded is displayed.
  - *All calls »* Forward internal and outside calls.
  - *External »* Forward outside calls.
  - *Internal »* Forward internal calls.

## 2.35 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*
- Number to be called » Forward is acknowledged (The forward icon becomes animated:  / .
-  Go back to the Homepage.

You can also select the destination number of the forward through the redial feature or the individual repertory.

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



## 2.36 Forwarding calls when your line is busy (forward if busy)

Callers can be forwarded to another telephone if you are already on the line.

- Select the forward icon (the icon depends on your phone:  / .
- **Onbusy**
- Enter the destination number » Forward is acknowledged (The forward icon becomes animated:  / .
-  Go back to the Homepage.



## 2.37 Personal assistant: reaching you with one number only

As well as leaving a message in the voice mailbox, the personal assistant directs the caller to an internal number, an outside number, a mobile or the switchboard.

- reach the 'Menu' page.
- **settings » assistant » menu**
- you can then choose where to route the calls:
  - **internal Nr »** dial number of a colleague or your assistant.
  - **externalNr »** dial an outside line number.
  - **mobile Nr »** dial number of your mobile or DECT.
  - **operator »** activate / deactivate transfer to operator.
- 
-  Go back to the Homepage.

## 2.38 Activate/disable the personal assistant





Personal assistant: reaching you with one number only. The personal assistant allows you, when you are away from your desk to give your callers up to 5 destination options, via a professional voice guide: voicemail, internal number or operator.

- Reach the 'Menu' page.
- **Settings » Assistant**
- **On Or Off »** Activate or deactivate the assistant.
- 
-  Go back to the Homepage.

## 2.39 Do not disturb






Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.

You can make your terminal temporarily unavailable for all calls.


- Select the forward icon (the icon depends on your phone:  / .
- **DoNotDisturb »** Forward is acknowledged (The forward icon becomes animated:  / .

## 2.40 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:  / )
- *Follow-me*
- Enter the number of the phone you want to forward calls » Forward is acknowledged (the forward icon becomes animated:  / )
-  Go back to the Homepage.

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

- Press programmed key.
- Enter the number of the phone you want to forward calls » Forward is acknowledged.
-  Go back to the Homepage.



## 2.41 Forwarding all group calls

You can forward all your group calls to another internal number:




- Group calls forwarding programmed key. The programmed key has to be configured by the system.
- Enter the number of the phone you want to forward calls.
- Forward is acknowledged.
-  Go back to the Homepage.

## 2.42 Forwarding calls to your pager

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

- Select the forward icon (the icon depends on your phone:  / )
- *Topaging* » Forward is acknowledged.

## 2.43 Cancelling all forwards

- Select the forward icon (The forward icon becomes animated:  / )
- *Cancel fwd.*
-  Go back to the Homepage.


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



## 2.44 Cancelling a specific forward

- Programmed key corresponding to type of forward (group or selective). The programmed key has to be configured by the system.


## 2.45 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. The caller is informed of the message, and can read it by selecting the following softkey: *Read message*.

: 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.

- Select the forward icon (the icon depends on your phone:  / .
- *Text answer*
- Choose the type of message.

### 2.45.1 Sending predefined message

- *Fixed Msg.*
- Select the message to be sent.
- 


Select the language of the message that will be displayed: *Language*.

Notice that you can select the message to send by its number by selecting the option: *Gotomessage*.




The 27 standard messages are shown below:

1	Call me back	15	Meeting on ____ (*)
2	Call me back tomorrow	16	Meeting on ____ at __:__ (*)
3	Call me back at __:__ (*)	17	Out for a while
4	Call back ____ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at __:__ (*)
6	Call the secretary	20	Absent, back on ____ at __:__ (*)
7	I will call back at __:__ (*)	21	On vacation, back on ____ (*)
8	Use paging	22	External meeting
9	Please fetch your fax	23	External meeting, back on ____ (*)
10	Please fetch your mail	24	I am in room nr ____ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at __:__ (*)	(*)	Messages to be completed using numeric keypad


### 2.45.2 Sending a new message

- *New Msg.*
- Write your message.
- 





## 2.46 Send a voice message copy

-  Access the messaging portal.
- Press the softkey associated with the voice message feature: *Voice msg.*
- Enter your password (if required) and apply.
- Select the tab to consult.
- Using the up and down navigation keys, select the voice message you want to send.
-  Select the message to send.
- *Sendcopy*
- Enter the destination number.
- 
- *Sendmessage*

When sending a copy of the message, you can also record a comment to join to the copy.

- *Record*
- Start recording the comment.
- *Stop*
- 

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

-  Access the messaging portal.
- Press the softkey associated with the voice message feature: *Voice msg.*
- Enter your password (if required) and apply.
-  Press the associated softkey.
- Use one of the following:
  - Enter the number of the recipient or select a destination list.
  - Enter the name of the recipient using the alphapad.
- 
- *Record*
- Start recording the comment.
- *Stop*
-  Send the message.

## 2.48 Receiving supervised call ringing

To receive the special ringing for calls to another number:

- Supervised call ringing programmed key. The programmed key has to be configured by the system.
- Same key to cancel.

## 2.49 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.
- *Pickup › Generalbell*

## 2.50 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.

### 2.50.1 From the manager or assistant telephone

- Filter 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.

## 2.51 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.

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

- Group call pick-up programmed key. The programmed key has to be configured by the system.

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

- Reach the 'Menu' page.
- *Pickup » Set*
- Enter the number of the ringing telephone.

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


## 2.52 Answering briefly in place of the operator

Outside calls to the operator will ring on your telephone and you can answer the call:

- 'Operator help' programmed key. The programmed key has to be configured by the system.
- Your telephone will ring at the same time as the switchboard.
- Same key to cancel.

### Calls to the switchboard:

Calls to the switchboard will ring on your telephone.

- Lift the handset.
-  Press the Back/Exit key to display the Perso page.
- 'Operator help' programmed key.

## 2.53 Hunting groups

### 2.53.1 Hunting group call

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

- Lift the handset.
- Number of group to be called.

### 2.53.2 Temporary exit from your hunting group/Return into your group

- Leave group programmed key. The programmed key has to be configured by the system.
- Enter your 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.

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

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

- Paging programmed key. The programmed key has to be configured by the system.
- Paging in progress is displayed.

Your contact can answer from any telephone in the system.

## 2.55 Answering a call on your pager

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

Your pager beeps.

- Answer paging programmed key. The programmed key has to be configured by the system.
- Enter your group number.

## 2.56 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.
- *Interphony*

You are connected to the loudspeaker on your contact's phone (if he/she has the hands-free function).

## 2.57 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.
-  or Hang up.


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

## 2.58 ACD: Agent set/ Supervisor station

### 2.58.1 Agent set

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

### 2.58.2 Open an agent session (login) - Agent set

- Select the ACD application.
- *Login*
- Select the agent and validate.
- 
- Depending the displayed information, enter your password or confirm.

» ACD application welcome screen is displayed.

### 2.58.3 ACD application welcome screen - Agent set

ACD			
135 <sup>2</sup>	<sup>1</sup> A2	<sup>3</sup> On	
1.00	2.00	3.00	4.02+ <sup>4</sup>
5.00	6.00	7.00	8.00
Onduty		C.Work	
T.Absence		Offduty	

- 1** Name of the agent set.
- 2** Number of the agent set.
- 3** Operating status of the agent set.
- 4** Status of the queues.

4.02 means: group number 4 / 2 calls waiting / the + sign indicates that the queue capacity has been reached.

### 2.58.4 The four operating statuses of the agent set

An agent's availability is determined by the operating status (of which there are 4), that the agent can change at any time. These statuses are:

- **Onduty** » In service, the agent is ready to receive calls.
- **Offduty** » Withdrawn, the agent has withdrawn from the ACD application.
- **C.Work** » Additional task, the agent is performing a task concerning a call and is not taking other calls.
- **T.Absence** » Temporarily absent, the agent has taken a break and is not taking calls.

The agent can change the operating status directly by entering codes, pressing the function keys, or using the Agent Assistant agent software on PC (if available).

### 2.58.5 Changing the operating status of the set - Agent set

#### 2.58.5.1 Changing using codes (all sets)

The operating status change codes are defined when the system is configured. Contact the system administrator to obtain these codes.

- Enter the feature code to activate.

#### 2.58.5.2 Change using function keys

- Press the function key of the status to be activated. Information relative to the selected status is displayed on the screen. If a refusal message is displayed, contact the system administrator.

### 2.58.6 Modifying your personal code - Agent set

- **Password**
- New code (6 digits).

### 2.58.7 Integrating another group/leaving a group - Agent set

- **Groups**
- Press the key of the group (1 to 8) to integrate (box empty) and/or press the key of the group to leave (box full).

## 2.58.8 Close the agent session (logout) - Agent set

- *Logout*

## 2.58.9 Supervisor station

- A supervisor can consult the messages left in the voicemail inboxes of the call center groups (maximum 8 groups) using the function keys.

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

## 2.58.10 Supervising group mailboxes - Supervisor station

### 2.58.10.1 Consulting the messages

When a message is left in a group mailbox, the voice mail present indicator associated with the supervision key flashes.

- Press the supervision key.
- Follow the instructions of the voice guide.

When a mailbox is consulted by a supervisor, the other supervisors cannot access it.

### 2.58.10.2 Supervision keys for group mailboxes and positioning on the sets

- Access the Perso page to display the positioning of the supervision keys on the sets.

## 2.59 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.

### 2.59.1 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:





- 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.
- *VPN* (scroll down the menu).
  - *VPN Config*
    - Enter the new PIN Code.
    - Validate.
    - *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.
    - *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)*.
  - *VPN Tftp › 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.
  - *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.
  - *VPN Pincod › 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.
  - Select this icon to return to the main menu.
  - 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 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.

### 2.59.2 Change the configuration

You have to change a parameter of the VPN configuration.

- Open the user local menu: reach the 'Menu' page › *Settings › Phone › Local Menu › Config. MMI*
- *VPN* (scroll down the menu).
- Select a submenu to change the configuration (*VPN Config, VPN Tftp, VPN Authent, VPN Pincod*).
- 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 Pincod 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.




### 2.59.3 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*.

### 2.59.4 Reset your PIN code

- Open the user local menu: reach the 'Menu' page › *Settings › Phone › Local Menu › Config. MMI*
- *VPN* (scroll down the menu).
- *VPN Pincod*
- Enter your PIN code.
-  Validate.
- *Set new Pincod*: 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 Pincod on Boot*).





### 2.59.5 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:
  - When the desk phone displays the 'Step 2' during the boot, repeatedly press the '\*' and '#' keys in succession until a menu is displayed.
  - *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.

### 2.59.6 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*):
  - When the desk phone displays the 'Step 2' during the boot, repeatedly press the '\*' and '#' keys in succession until a menu is displayed.
  - *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.

## 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.

Your password has 6 digits. A weak personal code with 6 identical digits (000000, 111111, etc.) or a simple sequence of 6 digits (012345, 123456, etc.) will be rejected by the system. After a system upgrade, the password may still have only 4 digits. For security reasons, we recommend you use a password with 6 digits. Contact your installer for more information. 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.

- Reach the 'Menu' page.
- *Settings* > *Mailbox*
- You can listen to the greeting, customize the greeting and set the default greeting (*Listen*, *Record name*).
- You can replace the greeting message by a personal message (*Pers message*). You can pause, resume or stop the recording at any time ().
- You can choose between two modes: the automated attendant or recorded greeting (*Mode*) *Record mode/Simple mode*). Recording of personal message is only possible in the record mode (*Record mode*).


#### 3.2.1 Record your personal message

You are in record mode (*Record mode*).

- *Pers message* > *Record*
- Record your message.
- *Stop*: end the recording
  - *Listen*: listen to your recorded message.
  - *Record*: record a new message.
  - : Save the recorded message. The recorded message is used for your voice greeting.

To set the default message: *Settings* > *Mailbox* > *Default*.

### 3.3 Modifying your personal code

- Reach the 'Menu' page.
- *Settings* > *Options* > *Password*
- Old code (6 digits).
- New code (6 digits).
- 

Until your voice mailbox is activated, the default password is defined by the administrator.






Your password has 6 digits. A weak personal code with 6 identical digits (000000, 111111, etc.) or a simple sequence of 6 digits (012345, 123456, etc.) will be rejected by the system. After a system upgrade, the password may still have only 4 digits. For security reasons, we recommend you use a password with 6 digits. Contact your installer for more information. The list of weak passwords provided does not contain all the possibilities.

### 3.4 Adjusting the audio functions





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

#### 3.4.1 Choose the tune

- *Int. Melody/Ext. Melody*  
The melody must be chosen for external and internal calls.
- 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.

#### 3.4.2 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.




#### 3.4.3 Activate/deactivate silent mode

- *Silent*
- *ON/OFF* » Activate/deactivate.
- 
-  End /  To adjust other audio features.


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

- *Progressive*
- *ON/OFF* » Activate/deactivate.
- 
-  End /  To adjust other audio features.

### 3.4.5 Activate/deactivate discreet ring mode

- *Beeps*
- *3 Beeps + Ringing*
- *ON/OFF* » Activate/deactivate.
- 
-  End /  To adjust other audio features.

### 3.4.6 Adjust ringer volume while a call arrives

- Your telephone rings.
-  Adjusting the ringer volume.

## 3.5 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.




## 3.6 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.




### 3.6.1 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.




### 3.6.2 Adjust the dimmed brightness when the phone is not in use - Only available on ALE-30h

- 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.

### 3.6.3 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 (default 4 hours).
- 
-  To return to the home page.



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

- Reach the 'Menu' page › *Settings › Phone › Local Menu › Contrast*
-  Decrease or increase the contrast of the display (successive presses).
- 
-  To return to the home page.


### 3.8 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 › Options › Homepage*
- Select the default page (Menu, Perso, Info, Last page seen ...).
- 
-  Go back to the Homepage.

### 3.9 Selecting language

- Reach the 'Menu' page.
- *Settings › Options › Language*
- Select the language of your choice.
-  Go back to the Homepage.

### 3.10 Programming direct call keys (Perso page/F1 and F2 keys/Add-on module)






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 (ALE-30h).

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.
- **Name:** enter the name of the key.
- 
- **Number:** enter the number to associate with the key.
- 
-  Go back to the Homepage.

#### If the key is already programmed:

- Reach the 'Menu' page.
- **Settings > Keys**
- Select the key to program.
- **Name:** enter the name of the key.
- 
- **Number:** enter the number to associate with the key.
- 
-  Go back to the Homepage.

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

### 3.11 Customize the color and the style of programmable softkeys (ALE-30h in IP mode)

You can customize the color and style of the softkeys of the perso page and the add-on modules by inserting a prefix in front of the label of the softkey.

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.

The numbers for each color are as follows:






Color1 : #FFFFFF  
Color2 : #000000  
Color3 : #D0204B  
Color4 : #E5A000  
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): \C2SOS.
- **SOS** (Red, bold): \C3\BSOS.



### 3.12 Modifying direct call keys

- Reach the 'Menu' page.
- *Settings* > *Keys*
- Select the key to modify.
- *Name*: enter the name of the key.
- 
- *Number*: enter the number to associate with the key.
- 
-  Go back to the Homepage.

### 3.13 Modify the name of a system programmed key


- Reach the 'Menu' page.
- *Settings* > *Keys*
- Select the key to modify.
- *Name*: enter the name of the key.
- 
-  Go back to the Homepage.

### 3.14 Deleting direct call keys

- Reach the 'Menu' page.
- *Settings » Keys*
- Select the key to delete.
- *Clear*
- 
-  Go back to the Homepage.

### 3.15 Programming an appointment reminder

You can set the time of a temporary reminder (one within 24 hours) or a permanent reminder (every day at the same time).

- Reach the 'Menu' page.
- *Appointment*
- Enter time of appointment.
- *Temporary/ Permanent »* Select the type of appointment (temporary or permanent).
- 


The 'Appointment programmed' icon is displayed on the welcome page.

#### 3.15.1.1 *At the programmed time, your phone rings*

- 

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

#### 3.15.1.2 *To cancel your reminder request*

- Reach the 'Menu' page.
- *Appointment*
- *Temporary/ Permanent »* Select the type of appointment (temporary or permanent).
- *Clear*
- 

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

### 3.16 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

### 3.17 Install a RJ9 headset

It is possible to connect a compatible RJ9 headset to the desk phone instead of the handset.

In this configuration menu, use this icon to go back

## 3.18 Activating/Deactivating 'Forced headset' mode







Forced headset mode must be activated as soon as a headset is installed instead of the handset.

- Reach the 'Menu' page.
- *Settings > Phone > ForcedHead*
- *ON/OFF* Activating/deactivating forced headset.

## 3.19 Manage connected devices

### 3.19.1 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.

### 3.19.2 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
- 



## 3.20 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.

### 3.20.1 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.



### 3.20.2 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:

- Use one of the following:
  - Open the user local menu: reach the 'Menu' page › *Settings* › *Phone* › *Local Menu* › *About* › *Software*
  - Reach the 'Menu' page › *Settings* › *Options* › *Version* (this feature depends on your system).

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

### 3.20.3 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).

### 3.20.4 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.

← 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: *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*

### 3.20.5 Auto update the desk phone via USB key

You can use a USB-A or USB-C key. The key has to be formatted in FAT32 mode.

- Create an empty text file on the USB key: upgrade.auto  
Please check that the file does not have the.txt extension (especially when the file extension is hidden in system preferences).
- Create a directory on the USB key: upgrade
- Copy binary files into the new directory:
  - IP mode:
    - bin84x9P
    - noe84x9P
  - Digital mode:
    - bin84x9T
    - noe84x9T
- Insert the USB key in the corresponding USB slot (A or C).
- Reboot the phone (the led is blinking during upgrade).

## 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
- EM200 Smart Expansion Module (ALE-30h).
- USB external ringing interface module (USB Interface module 2 relays).

#### 4.1.2 RJ9 accessory

- ALE-10 Keyboard (ALE-30h).
- AH 11 G Headset monaural
- AH 11 GA Headset monaural
- AH 12 G Headset binaural
- AH 12 GA Headset binaural

#### 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.

## 4.2 Magnetic alphabetic keyboard: ALE-10 keyboard

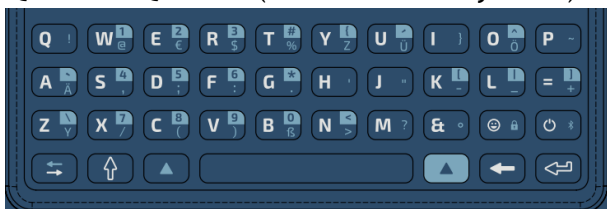
The magnetic alphabetic keyboard is only available for ALE-30h Essential DeskPhone.

### 4.2.1 Description

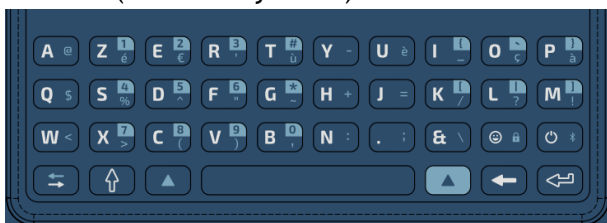
The keyboard depends on your country and languages. The magnetic keyboard is automatically fixed on the base of the set. It is connected to the corresponding connector behind the phone.

Country variants:

- QWERTY- QWERTZ (International keyboard).



- AZERTY (French keyboard)




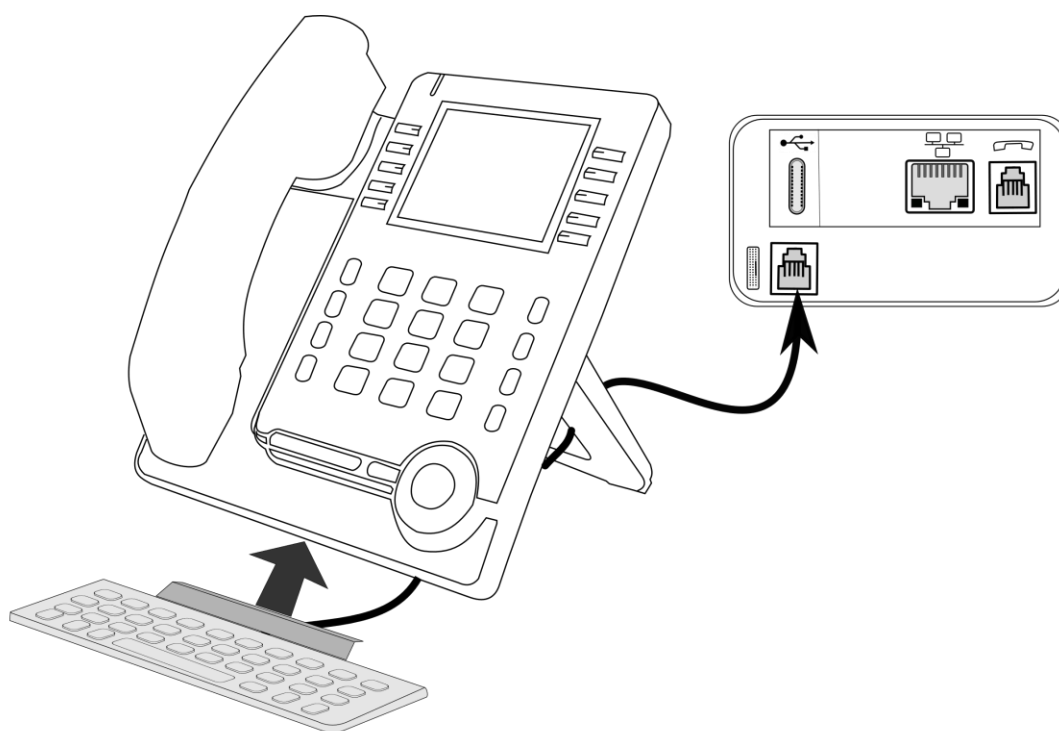
### 4.2.2 Unboxing

- 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: .



#### 4.2.4 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 highlighted 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.



- : Move the cursor to the right.
-  + : Move the cursor to the left.



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

- Use one of the following:
  - Use the alt key:
    -  + : 'z' is displayed.
    -  + : 'y' is displayed.
  - Configure the desk phone to default to QWERTZ layout on the international keyboard. This means that the 'z' and 'y' are displayed without using the alt key by pressing the 'y' and 'z' keys on the keypad respectively.
    - Open the user local menu: reach the 'Menu' page › [Settings](#) › [Phone](#) › [Local Menu](#) › [Display](#)
    - [German kbd](#): Check this option to use the keyboard in QWERTZ layout (blue letters for some keys).
    - 

## 4.3 2 x 10 key expansion module: EM200 Smart Expansion Module

EM200 Smart Expansion Module is only available for ALE-30h.

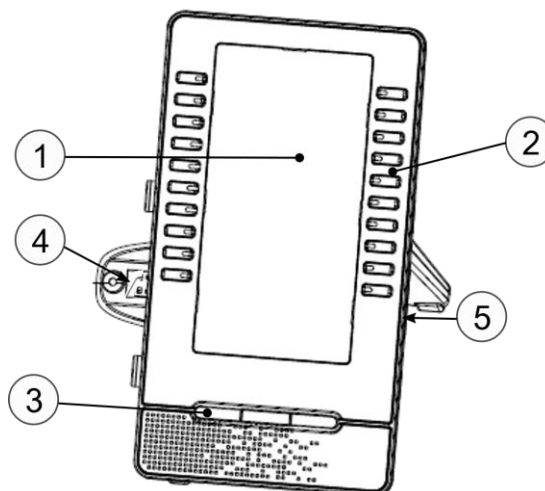


Phone capabilities can be extended with Add-ons. The EM200 add-on offers up to 60 additional keys with LED: 2 x 10 programmable keys with LED for each virtual pages. The number of virtual pages depends on the system capabilities. Note that all supervised numbers have to be placed on the first virtual page.

### 4.3.1 Unboxing

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

### 4.3.2 Description / Connectors

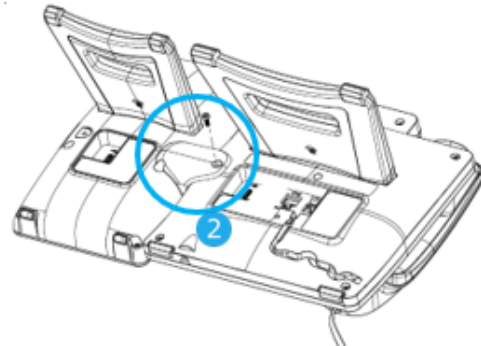
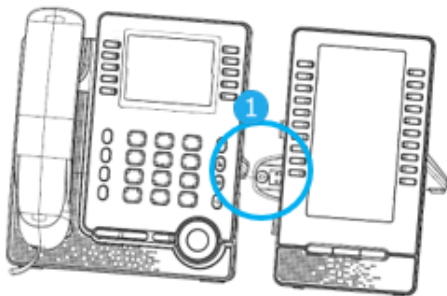


1	Color LCD screen.	4	Connector to connect the device to the desk phone or already connected add-on (USB-A). The module is equipped with a support to fix it to the desk phone or another add-on.
2	Programmable keys.	5	Universal Serial Bus (USB-a) connector. This connector is used for:
3	Page navigation keys.		

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

In digital mode, the desk phone has to be powered by an external USB-C power adapter (sold separately).



- 1- Insert the add-on USB-A connector into the USB-A socket of the desk phone.
- 2- Use the add-on support to fix it to the desk phone using the provided screw.
- 3- 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.
- 4- Restart the desk phone.

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

#### 4.3.4 Icon description

Call icons	
	Incoming call from the monitored contact.
	In conversation with the monitored contact.
	The monitored contact is on hold.
	The monitored contact doesn't exist.
The following icons are displayed when you define a service on a programmable key.	
	Forward feature is activated.
	Do not disturb feature.
	Lock/unlock feature.
	DTMF feature.



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

You can connect to the ALE-30h up to three modules depending on the way it is powered. An additional power adapter can be connected to the third add-on module. Contact your installer to know how many add-ons can be connected to the phone and if necessary to add a power supply.

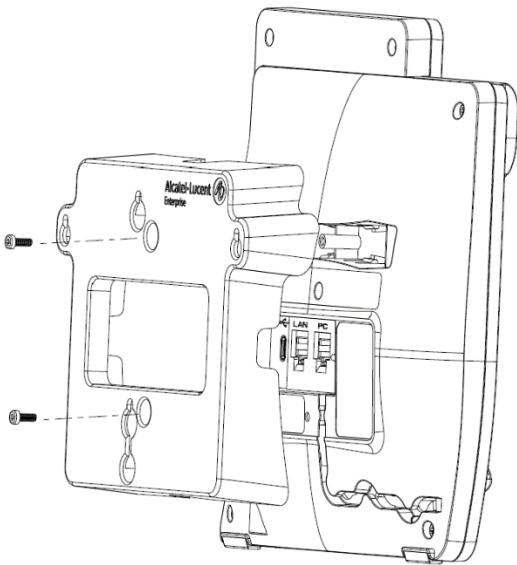
To attach another add-on, affix and connect the new add-on to the one that is already connected:

- The first add-on is connected to the desk phone.
- 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.
- Connect the power supply to the desk phone. You need to use a second power supply, connect it to the 3rd add-on module.
- Restart the desk phone.

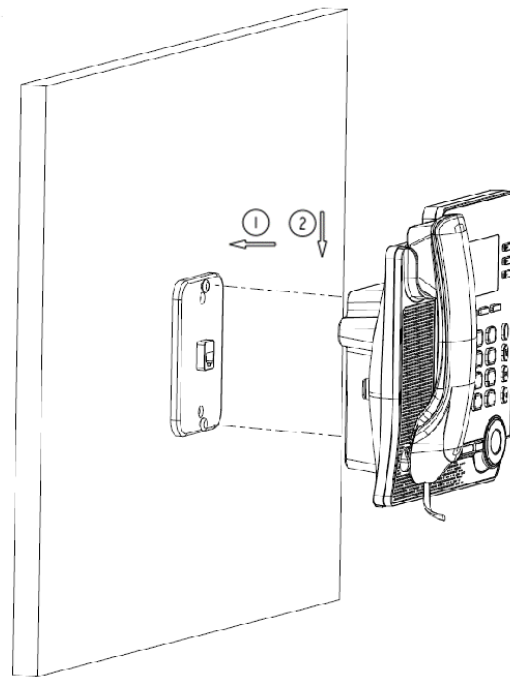
## 4.4 Wall mounting kit

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).



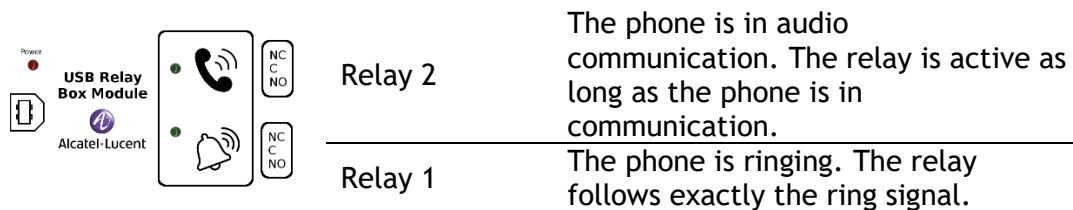
- 2** Hang the assembled phone with wall mounted kit on the wall plate.



## 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:



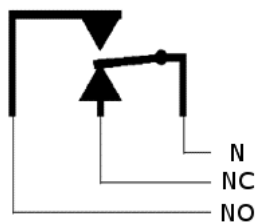
### List of supplies

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

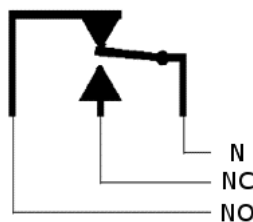
#### 4.5.1 Installation

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

In idle state:

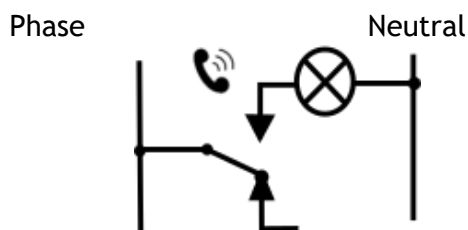


Ringing or during communication:



N: Common.  
NC: Active signal.  
NO: Non-active signal.

Typical usage diagram:



The lamp lights up when the phone is in communication.

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.

	<b>ALE-30h</b>	<b>ALE-20h</b>	<b>ALE-20</b>
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)

## 6 Ordering information

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

ALE-20h Essential DeskPhone	3ML37020AA
ALE-20 Essential DeskPhone	3ML37020AB
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 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 11 G Headset monaural	3MK08007AA
AH 11 GA Headset monaural	3MK08007AB
AH 12 G Headset binaural	3MK08008AA
AH 12 GA Headset binaural	3MK08008AB

## 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.

#### other advanced settings if requested



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 -  
ebg\_global\_supportcenter@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: (1) this device may not cause harmful interference, and (2) 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:** this product can expose you to chemicals including Antimony trioxide, which is known to the State of California to cause cancer, and Di-isodecyl Phthalate (DIDP), which is known to the State of California to cause 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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






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# Alcatel-Lucent Enterprise ALE-30h / ALE-20h / ALE-20 Essential DeskPhone - Quick guide








## OXO Connect

### 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 headset 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> </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> </ul>
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 (ALE-30h). 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.	
	<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. An optional keyboard can be used on the ALE-30h. In this case, the key can be programmed as programmable F1 or F2 keys.</li> <li>Programmable key<sup>(1)</sup> (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> <li>Access the dial by name feature (long press)</li> </ul>



### Status icons

Silent mode.	
Telephone locked.	
Headset connected.	
Handsfree connected	
Appointment programmed.	
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

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). ALE-30h DeskPhone can also be equipped with a magnetic alphabetic keypad: ALE-10 keypad (sold separately). In this case, the alphanumeric key is disabled. The dedicated key can therefore be programmed.



















	% \$ / ~ & ( ) [ ] = *
	@ #
	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.

# Alcatel-Lucent Enterprise ALE-30h / ALE-20h / ALE-20 Essential DeskPhone - Quick guide

## OXO Connect

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

<b>Modify the programmed key</b> <i>Settings &gt; lbl_softkey_long_348</i> Press the programmed key to be modified. Follow the on-screen instructions.	Menu
<b>Erase a programmed key</b> <i>Settings &gt; Keys</i> Select the key to be erased. Follow the on-screen instructions.	Menu
<b>Customizing your voice greeting</b> <i>Settings &gt; Mailbox</i> You can listen to the greeting, customize the greeting and set the default greeting.	Menu
Consulting your voice mailbox	
<b>Diverting calls to your voice mailbox</b> Select the forward icon. <i>Immediate &gt; VM</i> Select the type of call forwarding required.	
<b>Cancel forward</b> Select the forward icon. <i>Cancel fwd.</i>	
<b>Do not disturb</b> Select the forward icon. <i>DoNotDisturb (DND)</i>	
<b>Consulting instant messages</b> Select the instant message feature ( <i>IM</i> )	
<b>Sending an instant message to a contact</b> <i>Send IM</i> Enter the destination number / Enter the first letters of the name.	
Information about the phone	Info
<b>Lock/unlock the phone</b> <i>Lock</i>	Menu
Adjust audio volume	
<b>Select the language of your choice</b> <i>Settings &gt; Options &gt; Language</i>	Menu
<b>Choose the tune</b> <i>Settings &gt; Phone &gt; Ringing</i> Adjust the ring via the following menus: Melody, Silent, Beeps, Volume, etc.	Menu
<b>Adjust the brightness of the set</b> <i>Settings &gt; Phone &gt; Local Menu &gt; Display &gt; Brightness</i>	
<b>Adjusting screen contrast<sup>(2)</sup> <sup>(3)</sup></b> (in idle state)	
<b>Modify the password for your phone set</b> <i>Settings &gt; Options &gt; Password</i>	Menu
<b>Homepage</b> <i>Settings &gt; Options &gt; Homepage</i> Select the default page.	Menu

<sup>(1)</sup> Depend on system configuration for specific countries as United States. <sup>(2)</sup> Available for ALE-20h Essential DeskPhone. <sup>(3)</sup> Available for ALE-20 Essential DeskPhone.