

**Analogue terminal**

Alcatel **OmniPCX** *Office*



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ARCHITECTS OF AN INTERNET WORLD

## How to use this guide ?

### • Keypad



Numeric keypad.



Specific key on numeric keypad.

### • Other symbols used



Alternative to action sequence.



Important informations

All default or customized function codes are given in the table of codes in the appended sheet.



**This guide describes the utilisation of Q23 DTMF terminals.**  
If you have a decimal telephone, dial the indicated code directly, ignoring the 'R' indication.



**Analog telephones with decimal dialling :**  
To confirm a selection, press '9' (even if the voice guide proposes '#').

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# 1

## Using your telephone

### 1.1

#### Making an outside call

- **Direct N°:**



dial 9



dial n° required

- **System short N°:**



short number  
000 to 999



### 1.2

#### Making an internal call



extension n°

OR



operator

1.3

**Requesting automatic callback if internal number is busy**

number busy



key "R" on your  
terminal

1.4

**Cancelling an automatic callback**

## 2

# During your communication

### 2.1 Making a second call

Making a second call while a first call is in progress:

- **Internal:**



key "R" on  
your  
terminal



extension n°

- **Outside:**



outside call n°

### 2.2 Releasing the second call



key "R" on  
your  
terminal



### 2.3 Receiving a second call

During a conversation, you hear a beep

Consulting the call:



key "R" on your  
terminal

## 2.4 Transferring a call

- During a conversation:



key "R" on  
your  
terminal



n° of extension  
receiving transfer



## 2.5 Switching between calls (broker call)

While in conversation, a second call is on hold:



key "R" on  
your  
terminal



## 2.6 Three-way conference (conference)

While in conversation, a second call is on hold:



key "R" on  
your  
terminal



## 3.1

## Picking up a call

- From another telephone that is ringing:



No. of the  
telephone that is  
ringing

- From a telephone in your pick-up group:



## 3.2

## Answering a general bell

To answer outside calls to the operator if the operator is absent:

general bell





## 3.3

## Send a voice message copy



personal code



OR



select message to copy

copy message

Number to be called



apply



OR



record a comment

OR



send message

add a correspondent

## 3.4

## Sending a recorded message to a number / a distribution list



personal code

correspondent's no.  
or list no.

apply



record message



end of recording



apply

If you do nothing, **Alcatel OmniPCX Office** diverts calls to your voice mailbox.

#### 4.1 Diverting calls

- **Immediately to another to another number:**



internal  
telephone  
No.

OR



external No.

- **To a voice mailbox:**



recorded  
message No.

- **When your line is busy:**



internal  
telephone  
No.

- **Do not disturb:**



## 4.2

## When you return, consult recorded messages

The light indicates that messages have been received.

display number of new messages



personal code



listen to message



previous message

OR



next message



call sender of message

AND/OR



replay message



erase message

## 4.3

## When you return, cancel all diversions



## 4.4

## Activate/disable the personal assistant



personal assistant



OR

to activate  
personal assistantto deactivate  
personal assistant

apply

## 5.1

### Initializing your voice mailbox

When you lift the receiver, the voice guide asks you to initialize your voice message service

**5**  
JKL**0**

enter your personal code then record your name according to voice guide instructions

## 5.2

### Customising your voice greeting

You can replace the greeting message by a personal message.

**8**  
TUV**0****0****1**

voice message  
service

**1**

record voice  
greeting

#

end of recording

#

apply

## Personal assistant : reaching you with one number only

**8**  
TUV

**0**

**0**

**2**  
ABC

personal assistant

**2**  
ABC

select type of  
diversion

**1**

dial number of a  
colleague or your  
secretary

AND/OR

**2**  
ABC

dial an outside  
line number

AND/OR

**3**  
DEF

dial number of  
your mobile or  
DECT

AND/OR

**4**  
GHI

activate/  
deactivate  
transfer to  
operator

## 5.4 Modifying your personal code

Your personal code is used to access your voice mailbox and to lock your telephone.



options

personal  
code



old code  
(4 digits).

new code  
(4 digits)

apply



As long as your voice mailbox has not been initialized, personal code is 1515.


## 5.5 Helping the operator station answer calls

- To activate:



- To deactivate:





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