

Alcatel 4400

Premium Reflexes

User Guide



Alcatel 4400 PABX System

The Alcatel 4400 PABX System provides you with an extensive range of features that will contribute to better efficiency around the office. This user guide will help you take full advantage of these features.

These instructions only refer to Premium digital telephones. Should you be using another digital telephone please see the appropriate digital user guide.

QUT Information	(07) 3864 2111
YOUR EXTENSION NUMBER	_____
INDIAL TO YOUR EXTENSION	_____
EMERGENCY NUMBER	5555

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Feature codes

Main feature codes

Function	Default Code
Voice mail access	**
Outside line	0
QUT Information	9 9
Cancel an automatic call back	#99
Call back last internal caller	*81
Call park/retrieve	*7 + EXTN
Direct call pick up	#4 + EXTN
Group call pick up	*4
Immediate forward	*52
Forward on busy	*55
Forward on no reply	*57
Forward on busy/no reply	*54
Cancel forwarding	*53
"Follow me" forward	*06
Cancel "follow me" forward	*07
Withdraw from hunting group	*58
Re-enter hunting group	*59
Forwarding externally	*52
Substitution	#05
Change personal code	#3
System memory number	#6XXX
Answer waiting call	#80
Meet me conference	#7
Sending DTMF tones	##
Changing associate extension	*08
Programming the contrast	*97



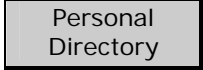

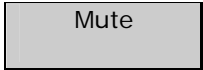

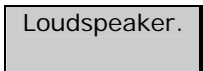

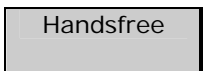

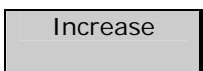

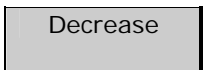

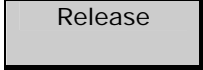

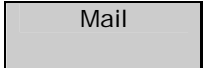
Feature codes used during a call

Function	Default Code
Automatic call back	5
Wait on busy extension	6
Conference	3

General description

Your Alcatel Premium extension is made up of 5 distinct zones:

The fixed keys - By using one of these keys you may access the most commonly used functions.

		To access programming mode or to display information on your extension.
		To access your personal directory.
		To deactivate the microphone while you are on a call.
		To activate the loudspeaker.
		To operate hands-free operation of your telephone.
		To increase the volume of the loudspeaker.
		To reduce the volume of the loudspeaker.
		To terminate a call or programming of your telephone.
		To access all mail features.

The Programmable Keys

Your extension has either 7 or 9 keys which are programmable either by you or by your installer. These programmable keys make it possible to:

- call an internal or external number by pushing a single button;
- access a function.

To program the keys on your extension to suit your individual needs consult the section "customising your extension".

There are also either 3 or 5 pre-programmed keys. These are:

Broker Allows you to switch between two callers on a single line.

Store/Red To temporarily store a number.

ISDN To call an ISDN correspondent.

EnqOff Cancel enquiry call (single line terminal).

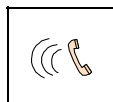
Redial Automatically redial the last number dialled.

The icons

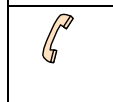
There is a visual guide called an icon associated with each of the programmable and function keys. These icons carry information on:

a call:

- Call in progress (flashing)



- Conversation in progress



- Call on hold

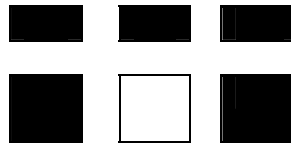


Or



features:

- Feature inactive
- Feature activated
- Feature needing your attention



legend:

Segment
unlit





Segment flashing



Segment lit

The display

Your Alcatel Premium extension has a display, which acts as your guide.

The information on the display may continue on two or more pages. The presence of a second page is indicated by the symbol ">" at the right hand side of the display. To scroll from one page to another, use the  and  keys.

When free, the display informs you of either the current date and time, or the status of your extension (i.e. if you have activated a forward).

During conversation, the display provides information on the status of your extension or your caller.

Additional optional equipment

Voice guides - help you select and carry out functions. Any feature request is followed by the confirmation voice prompt. "Your request has been recorded. You may now hang up". If the feature is unavailable to your extension you will hear, "The number dialled is not authorised. Please make enquiries".

Keys used



Key on the dialling keypad



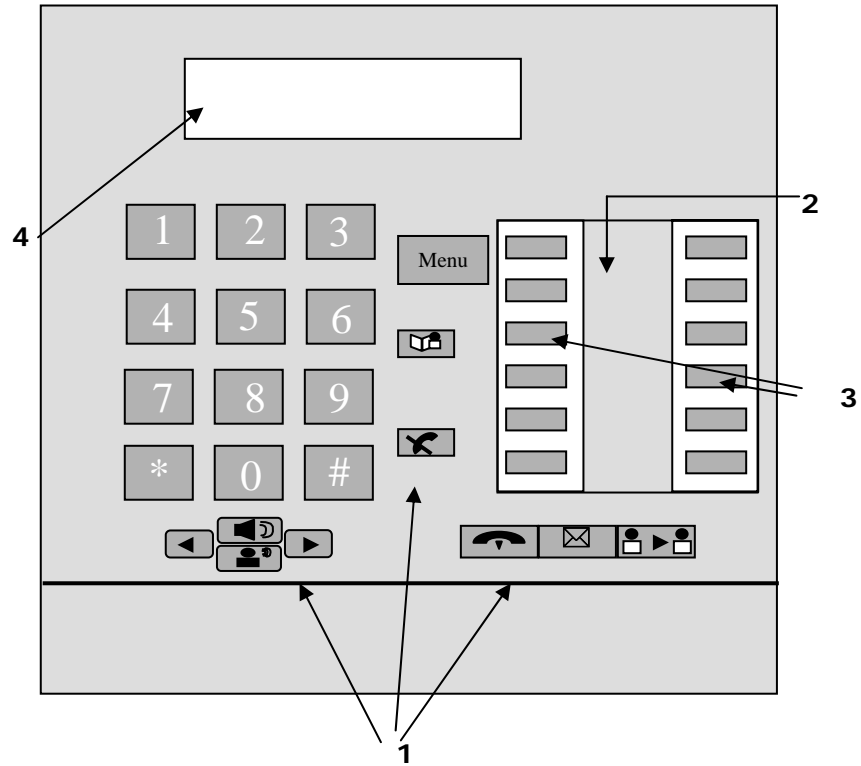
Fixed function key

“Beeps” during a conversation

Single - operator intruding on a busy extension.

Repetitive - another caller attempting to reach you.

Telephone layout



- | | |
|--------------------|---------------------------|
| 1. The fixed keys; | 3. The programmable keys; |
| 2. The icons; | 4. The display; |

Making a call

Making an External Call

0 + External Number

Alternatively, instead of 0, you can press a line key for an outside line (if your extension is multiline).

Redial

To automatically redial the last number dialled:

Redial

Making an Internal Call

Extension Number

Calling QUT Information

9 9

Dialling a Personal Memory Number

Programmed key

Or



Then press the numeric key (0-9, # or *) on which the number has been programmed.

Calling a speed dial

Speed dials are programmed by your system manager. They are stored in a central memory and are used for abbreviated dialling.

Your system manager will provide you with a list of the numbers available to you.

  + the speed dial

Note: When using the system memory to call an external number, you do not need to dial 0 for an outside line.

Leaving an Automatic Call Back




If the extension you are calling is busy, or not answering, you may leave a request to be called back as soon as the extension is free:



The Mail key icon and LED will be activated on the extension called.

As soon as the extension you are calling is free you will be called back.


To cancel a call back:

   + the destination extension number.

Call By Name

This feature allows you to search for the number of an internal user by typing in at least 2 characters of their name on the alphabetic keypad.

Type the first few letters of the name on the keypad.

 to correct errors.

 to run the search.

The display proposes the first name found and indicates the number of matching records: Smith John 01/05.

or to display the number for the name shown.

and to scroll through the names found.

When the required name is displayed, p to call the number.

This process can be interrupted by pressing 

If the search is unsuccessful, the display will suggest that the criteria be modified using key

Call back features

To Wait on an Extension

If the extension you are calling is busy, you may wait on that extension until it is free. On receiving the engaged tone:

The extension called will be informed by an audible beep that you are waiting.

Consulting a Waiting Call

While you are in conversation another caller may try to reach you. You will hear a beep. If this caller has permission to "wait on" your extension, their identity will appear on your screen for three seconds.

To take the waiting call:

If you wish to return to your initial caller:

8 0

Call Back Last Caller

Even if the last extension user to call you did not leave a callback message, it is possible to ring them back.

* 8 1

This is very handy should your phone stop ringing just before you reach it.

Answering an Automatic Call Back

Internal callers are able to leave an automatic call back or text message on your phone. When your message light is flashing, the following will tell you who has rung your extension.



Your screen will say that you have one call back message

OK and that will then display the extension number that placed the call back message or sent a text message

Transferring and three-party calls

Making an Enquiry Call

While you are on a call you may call a second person to make an enquiry.

number of 2nd person (this may be an external number)

To return to the first caller:

EnqOff Or 1

Transferring a Call

To transfer a call to another extension:

destination extension number

When the extension answers, introduce the caller then simply hang up, either by replacing the handpiece or pressing the release key.



Note: Depending on system configuration you may be able to transfer calls to an external number or mobile phone.

Making a Back and Forth Enquiry Call

During an enquiry call you may talk alternately with each party. To alternate between parties:

Broker Or 2

You may also set up a back and forth call by pressing the appropriate line key for each call (if multiline).

A icon illuminates
(caller A in conversation, B on hold)

B icon illuminates
(caller B in conversation, A on hold)

Once the enquiry call has been cancelled, you are back in conversation with the first caller.

Making a Conference Call

This feature allows three people to be in conversation simultaneously. When on a call, make an enquiry call to a second party. To create the conference between three people:

3

To cancel the conference and return to the first caller:

3

Receiving a call

Receiving a Call

Either lift the handset or take the call in 'hands free' mode:

Handsfree

Call Parking

Call parking allows you to disconnect from an external call and be reconnected later, either at your own extension or at another extension.

***** **7** + extension where you want to retrieve the call

To retrieve a parked call:

***** **7** + extension where call is parked

If the call is not retrieved within a set time (normally two minutes) it will revert to the switchboard.

Note: If you are parking the call on the extension you are using there is no need to dial an extension number.

Call Pick Up

To pick up a call that is ringing on another extension within your defined group:

***** **4**

To pick up a call that is ringing on another extension which is not in your defined group:

**4** + extension number that is ringing

Forwarding calls

Forwarding Calls

If you will be absent from your extension you may redirect callers to another extension.

To place an immediate forward on your extension:

***** **5** **2** + the destination extension number

To place a forward on busy on your extension:

***** **5** **5** + the destination extension number

To place a forward on no reply on your extension:

***** **5** **7** + the destination extension number

To place a forward on busy or no reply on your extension:

***** **5** **4** + the destination extension number

Cancelling Call Forwarding

To cancel all call forwarding:

***** **5** **3**

“Follow Me” Forwarding

If you are not at your own extension you can forward your calls to your current extension. Any extension on the same system can be used to activate forwarding.

To activate “**follow me**” forwarding:

***** **0** **6**

the destination extension number + your own extension number

Cancelling “Follow Me” Forwarding

To cancel “**follow me**” forwarding from any extension:

***** **0** **7**

To cancel **“follow me” forwarding** from your own extension:

*** 5 3**

Changing your Associated Number

This is the extension your calls are automatically forwarded to on busy or no answer. To activate:

*** 0 8** + personal code

new associate extension.

Cancel forwarding to your associated number

To temporarily turn off forwarding to you associated number you

0 9

Basic functions

Withdrawing from a Hunting Group

This feature allows you to withdraw from a hunting group or automatic call distribution group. To activate the withdrawal:

5 8

You will still receive your own calls.

To re-enter the hunting group:

*** 5 9**

Meet-Me Conference

Up to 29 participants may speak in a telephone conference, if the PABX system has a GPA card installed. The conference must include 1 internal participant.

To join in a Meet-Me Conference:

7 + the pre-arranged four digit code

The pre-arranged four digit code is assigned to the conference by the conference initiator.

If you are the first participant you will hear music until the other people join in.

To leave the conference, hang up.

You may re-enter at a later time.

To transfer an outside party into the conference, follow the above procedure then hang up.

Follow the procedure again to transfer yourself in.

Calling STD using a PIN

You may need to use a PIN when calling STD from your phone to make STD calls,

* 0 0 Your 6 digit PIN , then
the phone number that you
wish to call

Advanced programming features

These features should only be implemented with the knowledge of your system administrator.

Call Forwarding to an External Number

***** **5** **2** + the external number preceded
By "0".

To cancel:

***** **5** **3**

Note: You may only forward to an external number immediately. Check with the system administrator before activating this feature.

Sending DTMF Tones

DTMF tones may need to be sent when using home banking services, automatic bill paying or to gain remote access to an answering machine, etc. To send DTMF tones down the line during an external call:

**#** then the keys as prompted

Customising your extension

By customising your Alcatel 4400 extension you may adapt specific functions to suit your daily needs. Programming the keys allows you to access some of the functions directly without the need to enter feature codes.

Using the Guide Key

To access any programming, press the key

i


This gives you access to the following:

1. programmable keys;
2. personal memory;
3. identity of the extension.

You may exit programming at any time by pressing



Changing your Personal Code

  + existing code + new code

The default code is 0000, but you may choose any four characters from the dialling keypad: (0 to 9, # or *)

Should you forget your personal code please contact the system administrator.

To confirm, hang up.

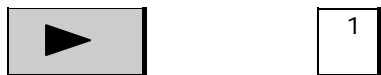
Programming a Feature Key

To enter programming mode:



The screen will tell you that you are now in programming mode.

To begin programming the keys:



Dial the number or feature code you wish to program, if an external number insert a zero before the number.

Press the programmable key you would like to store the number on.

To end programming:



Programming your Personal Memory

There are 12 personal memory keys available to you. (0 – 9, # *). These keys may be programmed with your own choice of numbers for direct dialling.

To enter programming mode:



The screen will tell you that you are now in programming mode.

To begin programming your personal memory:



Dial the number or feature code you wish to program, if an external number insert a zero before the number.



Then select the number on the keypad where you want to store the telephone number.



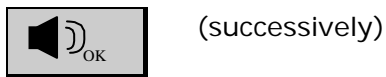
Consulting the Identity of the Extension

To check the identity of the extension:

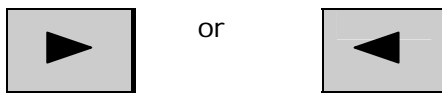


Programming the Melody

When your extension is free, you may programme the melody which will signal an incoming call. While the phone is idle:



Each time you press the key, you will hear a different tune. Once you have selected your chosen tune, to adjust the sound level:



To confirm your choice:



Multiline functions

Multiline operation is an optional feature of the 4400 system. It means that you have more than one line on your extension. Several of the programmable keys may be used as line keys, to make and receive calls.

One option allows you to have more than one number which may be used to call your extension. Alternatively, your extension may have one number but several lines.

Whether your extension is programmed with one or a combination of the above options, you are able to deal with several calls at the same time.

Manager / Secretary Screening

One of the major features of multiline operation is manager / secretary screening. Manager / secretary screening is the specific configuration of at least two multiline extensions.

This feature allows a secretary to screen some or all of a manager's calls.

Manager / secretary screening may only be defined by your system administrator. For further advice on how your extension has been set up contact this person.

Using Multi-Lines


To hold a call:

the appropriate line key.

To reconnect to the caller:

the same line key.

To answer another line:

the flashing line key. 

The first call is automatically held. To return to the first call:

the appropriate line key.

If a call is completed:



Then the line key of the call you are reconnecting to.









Manager Extension

In addition to the standard features available on your Alcatel 4400 extension, you will have extra keys programmed specifically for manager/secretary working :

Secretary key

This key allows you to make or take a direct call to your secretary.

The icon associated with this key allows the manager to supervise the status of the Secretary extension at all times.

- Free station/ringing icon unlit
- Secretary calling  flashing
- Secretary busy  lit
- Official secretary absent, overflow secretary present.    lit
- Official secretary absent, there is no overflow secretary, or official secretary and overflow secretary absent.    (flashing)

If you are working with several secretaries, you will need to allocate a different key to each secretary.

Screening Keys

These keys allow you to use a screening feature on your incoming calls. Each of the keys is linked to a list (or "table") of numbers.

Note: The screening tables are defined by the system manager.

Screened



The SCREENED table allows only callers listed in the table to directly call the Manager extension.

No Screen

The UNSCREENED table directs the callers listed in the table to the Secretary extension. All other callers may call the Manager extension directly.

Note: You may have several of each screening key, but you may not activate a SCREENED and an UNSCREENED table simultaneously.

The icons associated with the screen keys signal as follows:

- Feature activated 
- Feature activated but secretary and overflow secretary absent. 

When you activate or deactivate a screening key, to confirm your action.



If the secretary is absent, screening is cancelled and the calls are received directly at the Manager extension.

If you work with several secretaries, after selecting the screening key, press the appropriate Secretary key. To confirm your selection:



Secretary Extension




In addition to the standard features available on your Alcatel 4400 extension, you will have certain extra keys at your disposal:

Manager key

This key allows you to make a direct call to (or to receive a call from) your manager.

When you press the Manager key your call is signalled on the Secretary key of the Manager extension.

The icon associated to this key allows the secretary to supervise the status of the Manager extension.



- Station free/ringing icon unlit
- Manager calling  Flashing
- Manager busy  lit
- The manager has activated screening  lit

If you are working with several managers, you will need to allocate a different key to each manager.

Absent key

This key allows you to advise the manager of your absence.

The icon associated with the Absent key signal as follows:

- Manager has activated screening 
- You have activated your Absent key  (flashing)

When you activate or deactivate the Absent key, to confirm your action:



If there is an Overflow secretary extension, when the secretary is absent, the calls will be received at that extension.

If there is no Overflow secretary extension, screening is cancelled and the manager's calls arrive directly at the Manager extension.

Overflow Secretary Extension









In manager/secretary configuration there may be an "overflow secretary". When the Absent key is activated on the Secretary extension, the "overflow secretary" acts as official secretary.

Manager key

This key allows you to make a direct call to (or to receive a call from) your manager when the "overflow secretary" feature has been activated.

When you press the Manager key your call is signalled on the Secretary key of the Manager extension.

The icon associated to this key allows the secretary to supervise the status of the Manager extension.

- Overflow function not activated  icon unlit
- Official secretary absent, overflow activated, manager station free/ringing   lit
- Manager calling  flashing
- Manager busy  lit
- The manager has activated screening    lit


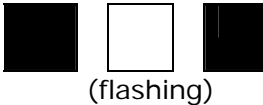
If you are working with several managers, a different key will need to be allocated to each manager.

If the "overflow secretary" feature is not activated, the Manager key may be used to call the Manager directly (as a personal memory key).

Absent secretary key

This key allows you to indicate your absence to your manager.

The icons associated with this key signal as follows:

- Manager has activated screening 
- You have activated your Absent secretary key. 

When you activate or deactivate the Absent key, to confirm your action:



ISDN Key

This key allows direct seizure of an ISDN line giving access to ISDN complementary features, for example; calling line identification.

Glossary

Associated extension

If your extension is linked to another extension on the system, this extension is known as your associated extension.

Back and forth

If you have two calls in progress on your extension you may 'shuttle' between the two, talking to each one, without the other being able to hear.

Call parking

If you answer a call on someone else's extension, you may 'park' the call, so that you may return to your own extension and retrieve the call from there.

Call pick up

To answer a call that is ringing on another extension.

Call back

You may book a request for a busy or unanswered extension to call you back.

Category of service

Each extension on the system is given its own class of service (COS). Your COS determines the system features you are allowed to use, and what types of outside calls you can make. For example, you may be allowed to make any type of call, including international, or you may be restricted to local calls only.

Charge counters

The charging counters on your extension indicate the cost or the number of units used during your last call, as well as the total amount of time or units used since your counter was last reset.

Conference call

This allows three callers to carry out a conversation together.

DTMF

Dual Tone Multi Frequency - a method of sending signals over a telephone link. Each digit dialled represents a combination of tones.

Enquiry call

During a call you may call a second person. As soon as you dial the second number, the first call is automatically put on hold. When you have finished your enquiry call you may return to your initial call.

Feature codes

Most of the programmable features may be activated by dialling a specific number (see pages 1 and 2).

“Follow me” forwarding

When you are away from your own extension, “follow me” forwarding allows you to receive your calls at your current extension. This feature is activated at the destination extension.

Forwarding

Redirecting calls to another destination.

Hold

You may place a call on hold in order to carry out another function or to prevent the caller from hearing you.

Hunting group

A group of extensions which are linked by a code number. When this number is dialled the system ‘hunts’ for a free extension within the group. Any extension within a group may answer a group call by entering a feature code.

Intrusion

If an extension or line is busy you may be authorised to intrude on that extension, in order to contact the person urgently.

Multiline operation

This optional feature allows you to have several lines on your extension. You may therefore deal with several calls at the same time.

Paging

If you dial an extension and receive no response, it may be possible to contact the user via a pager.

Personal code

A code which is used when accessing advanced features.

Redial

To call again the last external number dialled.

Substitution

When you are away from your own extension, substitution allows you to use your current extension as if it were your own. You effectively substitute one extension and its features for another. This feature is deactivated once you replace the handset.

System memory numbers

A list of numbers which are programmed in a central memory by the installer or operator. They are used for abbreviated dialling.

Transfer

To send a call from your extension to another.

Wait on

If the extension you called is busy you may "wait on" that extension. The extension will be informed that you are waiting by an audible tone.

