OmniPCX Enterprise

First Reflexes™
Quick Guide

User Guide
First REFLEXES™ Alcatel OmniPCX™ 4400

Your *First* REFLEXES™ terminal provides simple and quick access to all the services and features offered by your Alcatel OmniPCX™ 4400 system.

This user guide gives you:

- a full description of your terminal
- an alphabetical index of available services and features
- a step-by step guide explaining how to use these services
  and features, separated into into three sections:

  - YOUR **CALLS**
  - **EASE OF USE**
  - IN YOUR **ABSENCE**

Your REFLEXES™ terminal and your Alcatel OmniPCX™ 4400 system provide you with everything you need from a telephone system.

Name:	Tel. No.: ....
Fax No.:	Mobile No.: ....
Email address:	PWT No.: ....

Symbols used in the documentation

The action **"Press"** is represented by: ☞

Pre-programmed or fixed keys are represented by: ⬭

The standard or site-specific feature codes are listed in the **Table of Codes** brochure, which should be consulted when the text indicates "Enter the code for…" or "…See Table of Codes."

| FEATURE	Standard Code	Site Code
Last caller call back	*69	

System information

The availability of some of the features described in this guide depends upon your system configuration. For more information regarding your system configuration, contact your telephone system manager.

Installing the label on the terminal

A printed label is supplied with the terminal. Insert this label under the plastic cover between the rows of keys

① Insert flat «blade» into the slot.
② Raise the cover.
③ Slide the printed label into position.
④ Replace the cover.
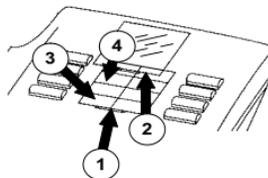
Getting to know your
REFLEXES™ *First* TERMINAL

KEYS
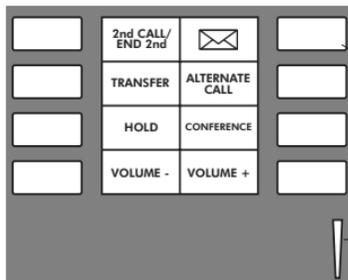
Your terminal has eight **pre-pregrammed keys**. Some of these can be reprogrammed by your installation technician to suit specific site requirements.

The green LED indicates that messages have been received.

Pre-programmed keys are used to:

`2nd CALL/ END 2nd`	:	make or cancel a second call (consultation call), or enter a feature code during a conversation
`⊠`	:	access message services
`TRANSFER`	:	transfer a call to another terminal
`ALTERNATE CALL`	:	switch from one party to another
`HOLD`	:	put a call on hold
`CONFERENCE`	:	talk with two other people at the same time (conference call)
`VOLUME -`	:	reduce ringer or handset volume
`VOLUME +`	:	increase ringer or handset volume

C O N T E N T S

YOUR CALLS:

EASE OF USE

IN YOUR ABSENCE

YOUR CALLS

Making an external call

<u>To make an external call:</u>

Lift the handset, dial 9, then dial the number you wish to reach.

Note: 9 is the default number code for getting an outside line.

Making an internal call

<u>To make an internal call:</u>

Lift the handset and dial the number you want directly (or use a dialing feature, e.g.: call using your personal directory).

Calling the attendant

<u>To call the attendant:</u>
• Lift the handset and dial 0.

*Note: 0 is the default number code for the **"Attendant call"** feature.*

Consultation call

During a conversation with an internal or external party, you can call a second person. This is sometimes known as a 'Consultation call'.

<u>To make a 2nd call:</u>

(1) [2nd CALL/ END 2nd] (the first call will automatically be put on hold).

(2) Dial the number. You will be connected to the second party.

To cancel the second call and return to the first, [2nd CALL/ END 2nd]

If you press the wrong button, simply hang up - the telephone will ring and you will be returned to your first call.

Calling an associate (or other key individual)

Each terminal may have another station linked to it as an 'associate'.

<u>To call the associate line quickly:</u>

Dial the code for the **"Associate call"** feature.

Answering a second call during a conversation

If you are on the phone and a second person is trying to reach you, you may hear a beep.

<u>If you want to answer a second call:</u>

Dial the code for the **"Call Waiting - access"** feature.

<u>To recover your first call:</u>

[ALTERNATE CALL]

If you hang up without taking the second call, your telephone automatically rings again.

*Note: You can prevent incoming calls from being camped-on your line. Dial the code for the feature "**Camp-on control**". While this is in effect, incoming external calls are directed to the attendant. To cancel this feature, use the same number code.*
The feature remains valid until the next selection.

Transferring a call

If you are in the middle of a conversation, you may want to transfer your caller to another terminal.

<u>To transfer a call:</u>

(1) Make a consultation call

(2) When the second party answers, advise that station user that you are transferring a call to them.

(3) to complete the transfer.

If you prefer, you can transfer the call without waiting to see if the other party answers (even if their line is busy).

Note: It usually is not possible to transfer calls between two outside lines - this depends upon your system configuration.

Putting a call on hold

If you are in conversation with an internal or external caller, you may want to put your party on hold, and be able to retrieve the call later at the same terminal.

To put a call on hold:

[HOLD] . Your caller will hear a "Waiting" tone.

To recover your call:

[2nd CALL/ END 2nd]

If you do not recover the call within a few seconds, your telephone will ring automatically.

If you forget or "lose" a call on hold:

If you hang up while you have a call on hold, your telephone phone will ring. To recover the call: pick up the handset.

Switching between calls (Broker calls)

If you are in conversation with one caller and have another one on hold, you can switch back and forth between them.

To switch between calls:

[ALTERNATE CALL]

Picking up calls to other terminals

To pick up a call ringing at another terminal (in your call pickup group):

Enter the code for the **"Group call pickup"** feature.

<u>To pick up a call ringing at another terminal (not in the pickup group):</u>

(1) Enter the code for the **"Direct call pickup"** feature
(2) Dial the number of the terminal which is ringing.

Calling - using your personal directory

<u>To call using the personal "speed dialing" list you have established:</u>

(1) Enter the code for the **"Call - using personal directory"** feature, to open your personal directory.
(2) Press the key on the keypad (1-9, *, 0, or #) you programmed for the number you wish to reach.

Talking with two other people, internal and/or external, at the same time (Conference call)

When you begin a call to a second person, the first is placed on hold.
To speak with both at the same time:

To cancel the conference and recover the first call, once more.
The second call will be terminated.

Note: In a typical terminal configuration, if you hang up during a conference, the other two parties will remain connected (this may occur even if both are on outside calls).

Parking a call

You can "park" an external call in order to retrieve the call at a different terminal.

To park a call (during the call, and after advising your party):

(1) During the call, **2nd CALL/ END 2nd** to start a 2nd call, then enter the code for the **"Park Call/retrieve"** feature.

(2) Per the voice guide, dial the station number of the terminal on which you want to take the call - the call is automatically parked, and your caller hears a hold signal.

Note: If you hang up without specifying a destination, the parked call remains at the original station, and can be recovered using the "Park Call/Retrieve" feature in the normal fashion at the original station (or at any other station within the system).

To recover your parked call at the destination station:

Enter the code for the **"Park Call/retrieve"** feature,

To recover your parked call at any other station in the system:

(1) Enter the code for the **"Park Call/retrieve"** feature,

(2) Dial the extension number where the call was parked.

Note: If a call is parked for more than the predefined period of time, it is automatically sent to the attendant or other designated number within the system.

Requesting a callback (from an idle or busy station)

When you call an internal terminal and your party does not answer (line rings) or is busy (indicated by the voice guide or busy tone), you can leave a callback request.

To request a callback:

(1) Enter the code for the "**Callback - set request**" feature.

(2) Replace the handset, and you will be called back when your party answers your "call me" request (or automatically when the busy line is free).

To cancel the callback request: dial the number a second time, then hang up.

Camp-on an internal party who is busy

If you call an internal terminal and all its lines are busy, the voice guide (or a busy tone) and the station display screen will inform you of this. When this occurs, you have several options, including **"Camp-on"** - which allows you to wait and have your call ring through as soon as your party finishes their call.

To camp-on a busy internal line:

Enter the code for the **"Camp-on"** feature, and wait (do not hang up).

Answering a night service bell

When the attendant is away, all internal or external calls to the attendant position may be offered to extensions for answering.

<u>To answer a night service bell:</u>
Dial the code for the **"Night service answer"** feature.

Entering a scheduled (Meet-me) conference

At a predetermined time, you can join in a telephone conference of up to 29 people (including yourself). The participants may be internal and external (depending upon your system configuration). A confidential access code will be provided to you in advance by the individual arranging the conference. The number of digits required in the meeting code (default: four digits) is determined by your telephone system manager.

<u>To enter a programmed conference call:</u>
(1) Enter the code for the **"Meet me conference"** feature
(2) Dial the confidential access code
(3) If you are the first to join the conference, you will hear a waiting tone.
    If not, you will join the conference and the display screen will show you how many people are taking part.
    If there is no more room in the conference, you will hear the busy tone.

You can leave the conference at any time by hanging up.

Transferring a caller into the conference

External callers wishing to join the conference must be transferred into it, by an internal station. You can introduce an external caller into the conference by using the call transfer feature.

To transfer a caller into a conference (while on the line with your party):

(1) [2nd CALL/END 2nd] , then enter the code for the **"Meet-me conference"** feature.

(2) Then dial the confidential code for the conference

Your caller will automatically be put on hold

(3) [TRANSFER] to complete the transfer of your party into the conference.

Calling a number - using the system directory

Your terminal has access to a system "Speed dialing" directory of internal or external numbers.

To call a number using the system list:

Dial the short code assigned to the number.

Barge-in to an internal conversation

If you call an internal number and find it busy, you may be able to barge-in to the conversation. You can only do this if you have authorization *and* if that terminal has not set **"Privacy/Protection against barge-in"**.

To barge-in to a call:

(1) Dial the code for the **"Barge-in"** feature

(2) Your entry into the conversation is indicated to the parties by a signal (and on equipped stations, by the display).

Privacy/Protection against Barge-in

<u>To set protection against barge-in (prior to your call):</u>
Dial the code for the "Privacy/Protection against barge-in" feature, then dial your call. This protection is only in effect until you hang up.

Hunt groups

Your terminal may be a member of a hunt group. Hunt groups allow incoming calls to be answered by the next available terminal in the hunt group sequence.

Note: You can always contact a specific terminal within the group directly by dialing its individual number.

Temporarily leaving your hunt group

<u>To temporarily leave your hunt group:</u>
Enter the code for the **"Station group - exit"** feature

*Note: You will continue receiving all calls dialed directly to your extension. To return to the group, press the appropriate programmed key or dial the code for the **"Station group - entry"** feature.*

Calling an internal party on a pager

If your party doesn't answer and you know the person has a "beeper" (radio pager), you can page this person, to inform them of your call.

<u>To page someone via the internal system:</u>

Enter the **"Paging request"** feature code (see Table of Codes).

You can also inform this person of your call, directly on their beeper, by entering the **"Direct paging call"** feature code (see Table of Codes) followed by your party's pager number.

Your party can reply from any terminal in the company.

Option note: integration of a paging solution and a paging access arrangement depends upon the configuration of your system.

EASE OF USE

Programming your personal code

To choose or change your personal code:
(1) Dial the appropriate feature code for "**Password - change**"
(2) Dial your personal code
(3) Dial the new code

Each digit of the code is indicated on your display by an asterisk.
Note: The default number code for your terminal is 0000.

Programming your personal directory

Your directory consists of the twelve keys on the numeric keypad. You can program each one as a "speed dialing" number.

To program keys for your own "speed dialing" directory:
(1) Lift the handset and dial the code for the **"Personal directory - program"** feature.
(2) Press the key on the keypad (1-9, *, 0, or #) that you want to assign.
(3) Dial the internal or external number you want to store (*For external numbers, remember to include 9, the code for the **"Direct Outside Line"** feature*).

(4) To confirm your choice, replace the handset.

Calling the last number dialed (redial)

To call the last number dialed again, lift the handset and dial the code for the **"Redial last number"** feature.

Setting an appointment reminder

<u>To program either a wakeup call or an appointment reminder:</u>
(1) Dial the code for the **"Wakeup/appointment reminder"** feature
(2) Enter the time of the reminder: two digits for the hour, two digits for the minutes
    (i.e., in 24-hour format - "1:30 PM" is entered as "1330."
(3) Enter the number of the terminal to be called, or
    If this is your own terminal, enter nothing further.
(4) Hang up.

At the selected time, your telephone will ring and the display will indicate that it is an appointment or reminder call. To confirm the reminder - lift the handset and replace it.

Notes: If you do not respond the first time, the system will call you again. After the second attempt the call will be abandoned.

If your terminal is being forwarded to another, the reminder call will not follow the forwarding.

*To cancel the appointment call, follow the same procedure as when you set it up, using either a programmed key or the code for the **"Cancel wakeup/appointment reminder"** feature.*

Adjusting your handset volume during a call

VOLUME - and VOLUME + to adjust your receiver volume.

Adjusting the ringer (melody and volume)

You can choose the melody your terminal plays (from among16 options) and the ringer volume level.

To adjust your ringer melody and volume (with your telephone in idle mode):

(1) 👆CONFERENCE to play the current melody

(2) 👆CONFERENCE again to scroll through the melodies.

(3) To adjust the volume level: 👆VOLUME - or 👆VOLUME +
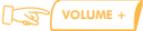
(4) Lift and replace the receiver to confirm your choice.

Changing the Associate number

The associate number (a number linked to your extension) can be another extension, a voice message service number, or a pager number.

To change the Associate number:
(1) Dial the code for the **"Associate number - change"** feature
(2) Following the voice guide instructions: dial your personal code
(3) Enter the associate number

To cancel this number:
(1) Dial the code for the **"Associate number - change"** feature
(2) Dial your own personal code
(3) Enter *your own extension number*

Do not disturb

You can make your terminal temporarily inaccessible to all incoming calls (except from the attendant) by doing the following:

To put your terminal in Do-Not-Disturb mode:
(1) Enter the code for the **"Do not disturb"** feature
(2) When prompted, enter your password

To cancel this feature, enter the code for **"Do not disturb"** again.

Forwarding calls when you are busy

To set immediate forwarding of your calls:
(1) Dial the code for the **"Forward on busy - Immediate"** feature
(2) Following the voice guide, enter the number where the calls are to be forwarded

Allocating calls to customer account codes

To charge outside calls to customer account numbers:
(1) Lift the handset and dial the code for the **"Business account code prefix"** feature
(2) Enter the appropriate account number
(3) Dial 9 and the external telephone number you are dialing

Calling an external "private" number

Even though personal (i.e. "private") use of the phone may be restricted, you can make "private" calls by identifying them prior to making an external call.

<u>To call an external "private" number:</u>

(1) Lift the handset and enter the code for the **"Private call"** feature
(2) Enter your PIN code then enter your password
(3) Dial the external number

Private calls will be charged separately.

Note: Private calls cannot be transferred to a different terminal.

IN YOUR ABSENCE

Forwarding calls to another number (Forwarding - immediate)

You may forward your calls to another internal terminal or (if allowed in your system) to an external number.

To forward your calls:

(1) Enter the **"Forwarding - immediate"** feature code (see Table of Codes).
(2) Dial the number of the telephone receiving the forwarded calls.

Note: While in call forwarding condition, you can continue to make outgoing calls, but only the forwarded number can contact you.

Overflowing calls to an associate number

If you have already defined an associate number (see **"Changing the associate number"**), you can "overflow" your calls to this (extension, voice mail, or other) number. You can forward calls to your associate to reflect any one of the available conditions.

To forward calls to an associate number:

• Forward if you do not answer within a specified time (Overflow on no answer),
• Immediate forwarding when your stationl is busy (Overflow on busy - immediate),
• Forward if you do not answer or forward immediately if your station is busy (Overflow on no answer *and* overflow on busy - immediate).

Forward on no answer

To forward your calls to another number (when you are away from your desk):

(1) Dial the code for the **"Forward on no answer"** feature
(2) Following the prompts, dial the number to which calls are to be forwarded.

Calls are forwarded after a period of time, when your terminal does not answer

Note: If your system permits, you may be able to forward calls to an outside number.

Forward on busy or no answer

To forward calls to another number (when your line is busy or you are away):

(1) Dial the code for the **"Forward on busy or no answer"** feature
(2) Dial the number receiving the forwarding

Note: If your system permits, you may be able to forward calls to an outside number.

Forwarding your calls from a different terminal (Remote Forward)

The forwarding feature allows you to have your calls answered at other terminals or by voice mail system, and depends upon your system configuration. Your station display and the voice guide indicate if calls are being forwarded.

Forwarding your calls from the terminal you are on (Follow me)

If you are temporarily in another room, you may want your calls to be forwarded to you at that location.

<u>To set "follow-me" type forwarding (from the terminal receiving the transfer):</u>

(1) Enter the **" Forwarding (Remote)"** feature code (see **Table of Codes**)

(2) Per the voice guide, enter your own terminal number.

(3) Hang up.

Forwarding calls from any terminal within the company*

If you wish to forward calls from one terminal to another you can activate the feature from the destination terminal (or from a third terminal):

<u>To set "remote" forwarding (from any terminal to any terminal -</u>
<u>if feature has been enabled in your configuration):</u>

(1) Enter the **" Forwarding (Remote)"** feature code (see **Table of Codes**),

(2) Per the voice guide, dial the number receiving the transferred calls (destination)

(3) Enter the terminal number to be forwarded (your own or a third party"s)

(4) Hang up.

Forwarding calls to a recorded message (voice mail)

<u>To forward calls to voice mail:</u>
(1) Dial the code for the type of forwarding that you need

(2) Dial the number of your company's voice mail system

(3) Hang up.

Canceling forwarding

When you cancel forwarding, your terminal becomes available to incoming calls again. Whenever you program new forwarding, previous forwards are canceled.

To cancel forwarding (from your own terminal):

(1) Dial the code for the **"Forwarding (Remote) - cancel"** feature
(2) Hang up

To cancel forwarding (from the internal terminal that is receiving your forwarding):

(1) Dial the code for the **"Forwarding (Remote) - cancel"** feature
(2) Then dial the number of the terminal that was being forwarded (yours)
(3) Hang up

To cancel forwarding (from any other terminal within the company):

(1) Dial the code for the **"Forwarding (Remote) - cancel"** feature
(2) Then dial the number of the terminal that was being forwarded
(3) Hang up

Checking recorded messages

When the green LED flashes, you have callback requests and/or voice messages waiting.

ABSENCE

To retrieve your voice mail:

(1) Lift the handset and press: �Ⓧ , or

dial the code for voice mail access, or

allow the system to connect you automatically.

(2) Follow the instructions to review your message(s). For more information on the message service, review the voice mail system documentation.

Accessing and Answering callback requests

When the green LED flashes, you have callback requests and/or voice messages waiting.

To answer callback requests:

(1) Lift the handset and the voice guide will advise you that someone wants you to call them.

(2) Press: ⌐⌂⌐ , or pause momentarily to allow the system to automatically dial for you, to call the first person.

If there is more than one request, they are treated in chronological order, and can only be dealt with in that order. You can delete all the requests recorded on your extension by dialing the code for the **"Callback requests - access"** feature.

Note: The call back message is deleted after use, even if the other person does not reply.

Locking your terminal

This feature prevents any calls and any programming changes from being made at your terminal.

<u>To lock your terminal:</u>
Enter the **"Lock"** feature code

<u>To unlock your terminal:</u>
Enter the **"Lock"** feature code, then enter your password

Forwarding your calls to your personal pager

This enables people to page you if you are within range of your internal paging system.

<u>To forward your calls to your pager:</u>
(1) Enter the desired transfer feature code (see Table of Codes).
(2) Enter the number of your portable beeper.

Option note: integration of a paging solution and a paging access arrangement depend upon the configuration of your system.

Replying when your personal pager sounds

If you receive a page and are still in the building, you can reply to it from any company phone.

<u>To reply to pages:</u>

(1) Dial the code for the **"Paging reply"** feature
(2) Dial your own terminal number - you will be put through to the person who paged you

Option note: integration of a paging solution and a paging access arrangement depend upon the configuration of your system.

Calling back the last internal caller whose call went unanswered

You can call back the last internal caller (whose call you missed), even without knowing who it was:

<u>To call back the last internal caller:</u>

(1) Dial the code for the **"Last caller call back"** feature.
(2) Wait a few moments for the system to dial the last caller

GLOSSARY

BARGE-IN

Feature that enables a station to intrude into a conversation already in progress between two other parties (at least one of whom is internal).

BROKER CALL

Feature which allows you to conduct two conversations at the same time, switching from one to the other, as needed.

CALL PICKUP

Feature which allows you to pick up a call coming into a different terminal within the same call pickup group.

CONFERENCE CALL

Feature which allows you to speak with two parties at the same time.

DTMF DIALING

Acronym for: Dual Tone Multi-Frequency dialing. DTMF (Tone) dialing transmits audible codes over the telephone line, allowing the caller to operate equipment or systems (e.g., bank, automated attendant, remote-operated answering machine, etc.) by telephone.

HOLD

Feature which allows you to have a party wait while you perform a second operation, and then return to the call at the same station.

HUNT GROUP

Set of terminals configured so that incoming calls can be answered by the next available terminal in the hunt group sequence. A hunt group may be assigned a specific number in the directory or phone book.

INTERPHONE MODE
Activated by pressing the MUTE key, Interphone mode allows you to answer incoming internal calls immediately, without having to lift the handset.

ISDN
Integrated Services Digital Network.

LED
Acronym for: Light Emitting Diode

LINE KEY
Key (button) which provides access to a station line.

MANAGER/ASSISTANT
The range of enhanced services such as screening, forwarding, etc., available between a station used by a manager and assistant, etc.

MULTI-LINE TERMINAL
A telephone terminal which has two or more line keys.

NIGHT SERVICE
Feature used after hours or when the attendant is away, which allows incoming calls to be answered from any terminal.

PARKING
Feature which allows a call to be placed on a specific type of hold, and to be retrieved on another terminal in the system.

PERSONAL CODE (PASSWORD)
Code which acts as a password to control access to programming features and for locking your terminal. (default: 0000).

PERSONAL DIRECTORY
Directory containing the "Speed Dialing" telephone numbers for a specific terminal.

PICKUP GROUP
Set of terminals configured to allow group members to pick up call coming into a different terminal within the group, at their own station.

SCHEDULED CONFERENCE
Telephone conference consisting of as many as 29 (internal and external) parties, held at a pre-arranged time, with controlled access via a multi-digit code.

SCREENING
Feature available to a manager/assistant pair, allowing calls to the manager to be intercepted by one or more assistants.

SINGLE-LINE TERMINAL
Telephone which has one only line available (no line keys).

SYSTEM DIRECTORY
Directory containing the "Speed Dialing" numbers available to terminals attached to your system.

TRANSFER
Feature which allows you to pass a call to another user within your system.

INDEX

Care of equipment:

Caution: never allow the telephone equipment to become wet. You may however, use a damp cloth to gently clean the telephone.

Never use solvents on the telephone equipment, as they may damage the surfaces of your telephone set. Never spray cleaning products of any kind on or into your set.

Compliance/Regulations:

This device complies with Part 68, FCC Rules.
FCC Registration Number: 2DH FRC - 34608 - PF - E
Ringer Equivalence: 0.6B
HAC

This device complies with Part 15, of the FCC Rules. 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 undesirable operation.

This terminal has been designed for connection to an Alcatel OmniPCX 4400.

www.alcatel.com/enterprise

3AK 19523 USAB Ed.01

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