

OXO Connect

ALE-30h Essential DeskPhone

ALE-30 Essential DeskPhone

ALE-20h Essential DeskPhone

ALE-20 Essential DeskPhone



User manual

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Alcatel·Lucent
Enterprise



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-30 Essential DeskPhone (ALE-30).
- 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-30 and ALE-20 are IP phones including 2 RJ-45 Gigabit Ethernet ports. They can be powered by Power Over Ethernet or by connecting an external power supply (sold separately).

To find out the availability of some features, contact your administrator who has access to the latest release notes.

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: →.

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1 Getting to know your telephone

1.1 ALE-30h Essential DeskPhone / ALE-30 Essential DeskPhone

The ALE-30h 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.

The ALE-30 Essential DeskPhone is part of IP models and provides a dual Gigabit 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 and ALE-30 can be used in your company at your office or at home for remote working in IP mode. ALE-30h can also be used at your office in Digital 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⁽¹⁾.
- 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°).

⁽¹⁾ 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. It is a cost-effective version of the ALE-30.

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⁽¹⁾.
- 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.

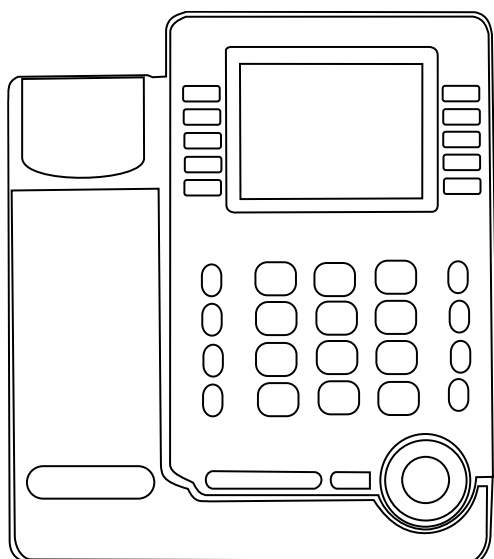
10 Microphone.

11 USB-A connector.

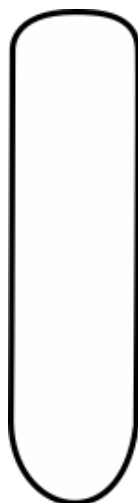
12 2-degree adjustable foot (55°, 40°).

⁽¹⁾ 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



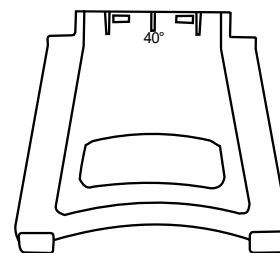
Deskphone



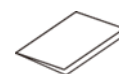
Handset



Handset cord



2-degree adjustable foot

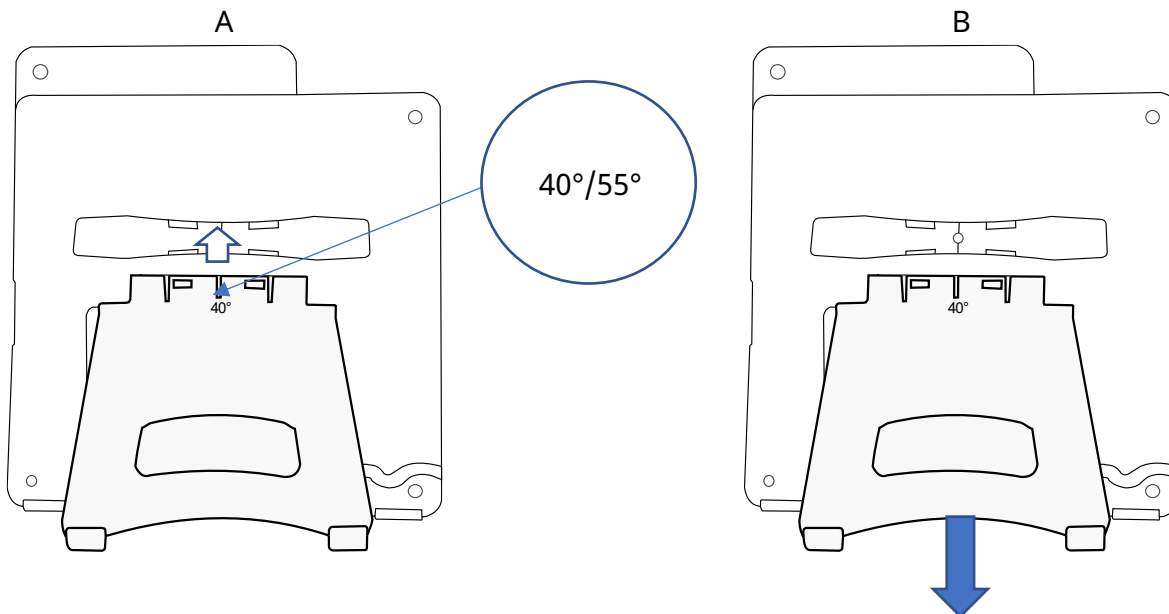


Safety and regulatory instructions

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.



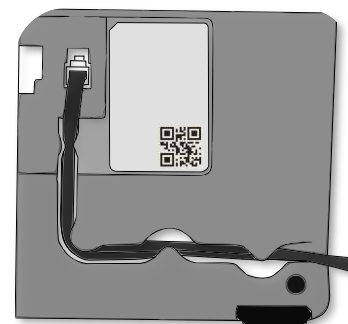
To unclip the foot, pull it straight back until it separates from the phone.

1.4.2 Install a comfort wired handset

Your phone is provided with a connected handset.

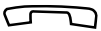

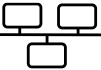

If you have to replace it:

- 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 ALE-30h and ALE-20h Essential DeskPhone can be connected to an IP network or a Digital network. Connect 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. 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 Main screens and navigation keys


1.5.1 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.

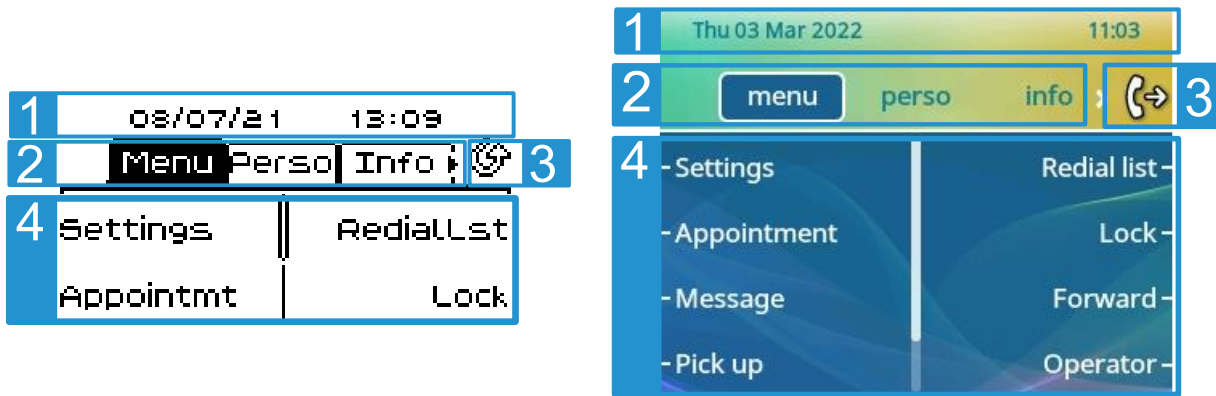
- Menu page *Menu*
Contains all features and applications accessible by selecting the softkey of the desired feature or application. From this page, it is possible to adjust the ringer volume, program the time of an appointment, lock the terminal, define the default page displayed, configure voice mail,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





1.5.1.1 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 ...).
- 

1.5.1.2 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.

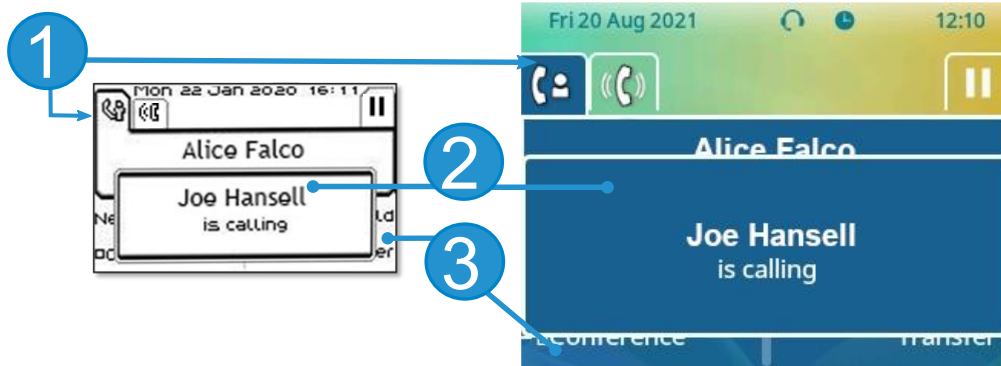


- OK key**
Use this key to validate your choices and options while programming or configuring. In idle state, press the ok key to switch on/off the backlight.
- Left-right navigator**
In idle state, use this key to move from one page to another. In conversation, use this key to move between tabs of current 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.
- Back/Exit key**
Use this key to go back to the previous step. Use this key to go back to the homepage (long press).

1.5.2 Call management screen

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

1.5.2.1 Description



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

C Use to switch to the main screen during conversation to access some functions, for example, searching by name.

[Key] 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.

1.6 User local menu

Open the user local menu:



use the left and right navigation keys to go to 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:

- *Auto-Brightness*
When this option is checked, the phone automatically adjusts the brightness of the display depending on the lighting conditions to improve user experience and achieve power savings (ambient light sensor).
- *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*⁽¹⁾
Set the delay before the brightness is dimmed when the phone is not in use.
- *Advanced* → *Low brightness*
When the phone is not in use, the brightness is dimmed. Adjust dimmed brightness.
- *Advanced* → *Adaptative LED*
When this option is checked, the phone automatically adjusts the brightness of the display depending on the lighting conditions to improve user experience and achieve power savings (ambient light sensor).

¹⁾ Only available on the ALE-30h or ALE-30

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).
- *Codec*
Display the audio codec used by your desk phone during a conversation.
- *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 hardware or connected USB device hardware (model, PCMS Number, serial number, MAC address, Bluetooth® address if available).
- [Add-on](#)
The model and software version are displayed for each connected add-on modules (up to three modules).
- [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)

Depending on the system configuration, you may not have access to the advanced desk phone configuration settings. Contact your administrator if necessary.

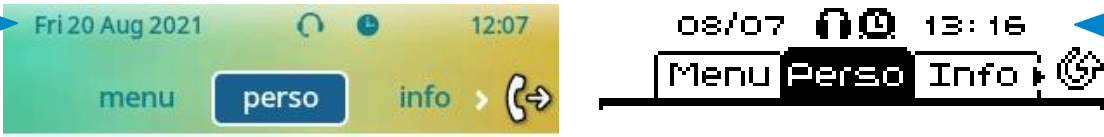
- IP address information: [IP Parameters](#) → [IP Status](#)
- IP address and DHCP configuration: [IP Parameters](#) → [IP Config](#)
- Phone memory: [IP Parameters](#) → [Memories](#)
- Used network (wired or wireless): [Network](#)
- VPN configuration: [Remote config](#) → [VPN](#)
- Security: [Security](#)
- 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](#)
- Run mode: [Software infos](#) → [Run mode](#)
















1.7 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 ⁽¹⁾ .	
	Headset connected.	
	Handsfree connected.	
	Appointment programmed.	
	Power Boost (centralized control of additional power via USB).	
	Encrypted signal icon.	
	Wi-Fi (future use).	

⁽¹⁾ 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.	

1.8 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"> • Take the call key - in idle state - short press during incoming call (ringing). • Redial key: to access the 'Redial' feature (short/long press in idle state).
	<ul style="list-style-type: none"> • Silent ringing when receiving an incoming call. • End the call (Hang up). • Return to the main page.
	<ul style="list-style-type: none"> • Mute key During a call, press this key to stop your contact from hearing you. When activated the key blinks blue. • 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.
	<ul style="list-style-type: none"> • 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. • Display codec during conversation (long press).
	<ul style="list-style-type: none"> • 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.
 successive presses	<ul style="list-style-type: none"> • Turn up the volume (ringing or call state). • Increase the brightness (idle state)⁽¹⁾⁽²⁾. • Increase the contrast (idle state)^{(3) (4)}.
 successive presses	<ul style="list-style-type: none"> • Turn down the volume (ringing or call state). • Decrease the brightness (idle state)⁽¹⁾⁽²⁾. • Decrease the contrast (idle state)^{(3) (4)}.

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.

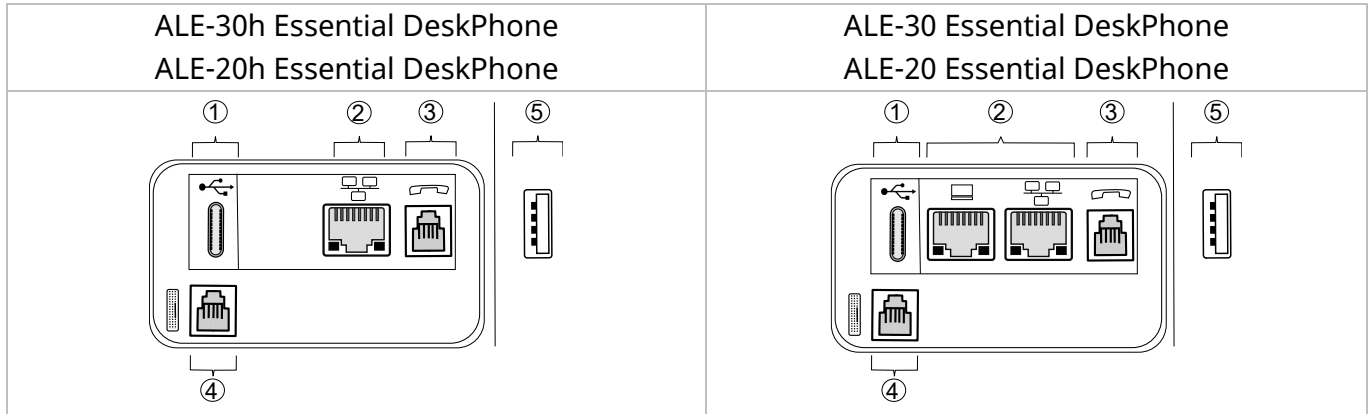
	<ul style="list-style-type: none"> • Programmable key (F1). Lit when the function associated with the key is activated (blue). A service or a direct call can be associated to these keys. • Placing a call on hold / Retrieve the call on hold. This feature depends on the system configuration. If necessary, contact your administrator. • Activate cleaning mode(long press in idle mode).
	<ul style="list-style-type: none"> • 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. • Transfer: transfer the call to another number. This feature depends on the system configuration. If necessary, contact your administrator.
	<ul style="list-style-type: none"> • 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. • Programmable key⁽¹⁾ (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. • Access the dial by name feature (long press)

¹⁾ Available for ALE-30h Essential DeskPhone. ²⁾ Available for the ALE-30 Essential DeskPhone.

³⁾ Available for ALE-20h Essential DeskPhone. ⁴⁾ Available for ALE-20 Essential DeskPhone.

1.9 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-30	ALE-20
1			Universal Serial Bus (USB-C) connector This connector is used for:				
			<ul style="list-style-type: none"> Connect the USB-C power adapter. Connect a USB-C headset. 	●	●	●	●
2			Digital line (RJ45) 10/100 Fast Ethernet connector (LAN).	● ⁽²⁾	● ⁽²⁾		
			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.	● ⁽³⁾	● ⁽³⁾⁽⁴⁾	● ⁽³⁾	● ⁽³⁾⁽⁴⁾
5			Universal Serial Bus (USB-a) connector. This connector is used for:				
			<ul style="list-style-type: none"> A USB-A headset. An add-on module. A USB-A key for maintenance (manual software upgrade via USB key for example). 	● ⁽⁵⁾	● ⁽⁵⁾	●	●

¹You can connect a headset if the port is not used to power the phone. ²Your phone is equipped with only one RJ45 port, to connect it to the IP network or an Digital line. ³This connector can be used for debugging (unplug the keyboard if necessary). ⁴ Only 3ML37020BB and 3ML37020BA models.

⁵It may be necessary to activate the power boost when connecting the add-on module, depending on the configuration of your desk phone.

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

1.9.1 Powering the desk phone

The phone can be powered either via a power adapter (5V/3A - sold separately), via Power over Ethernet (PoE) or Power over Digital Line (PoDL). The power adapter is sold separately. The power adapter can be connected to a USB-C connector (connector: 1).

1.9.2 Power Boost

The Power Boost enables the desk phone to provide more USB power (to power an expansion module, for example) when it is powered via Power over Ethernet (PoE) or Power over Digital Line (PoDL).



This icon is displayed when Power Boost is enabled.

Power Boost is enabled:

- When the desk phone is powered via 5V 3A USB-C PD power adapter.
- When the desk phone is powered by PoE/PoDL, the administrator must ensure that the PoE/PoDL switch delivers the equivalent of Class 3 power on the port before enabling Power Boost on the system side. The desk phone needs to be restarted for any changes to take effect. The management of the USB current limiter is adjusted to increase the available power.

Contact your administrator if necessary.

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).

Your desk phone can also be equipped with a magnetic alphabetic keyboard: 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.

1.11 Telephony encryption (IP mode)

Your desk phone supports telephony encryption. The phone automatically establishes a secured DTLS connection and signaling are encrypted.



In idle state, the following icon is displayed in the status bar to indicate that the signal is encrypted (Depending on the icon priority, see chapter:Status icons).

Your phone supports DTLS encryption. The native encryption mode is defined in the local administrator menu of the phone (*Native Encrypt*). For more information, contact your installer or administrator.

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 blue.



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 ringback 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:



To switch the audio to the headset, you have to press the line key on the headset.










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

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)  or  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).

2.9 Adjust the volume during conversation

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.

If a user increases the volume to the highest (max) or second highest (max-1) level while using a handset or headset during a call, the volume will automatically start at the second highest (max-2) level for the next call in either mode. This approach helps prevent acoustic shock, in accordance with safety standards. For any other volume setting, the volume level stays the same for the next call.

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.




ca: 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:
 1. *Transfer*
 2.  (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)


- *Conference*

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

- *Conference*
- 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.

-  OK
-  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*.

cta: 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 Supervision








Supervision provides selective monitoring combined with a display showing calling and called parties. The notified call can be answered by the designated 'Supervisor'.

This means that you can pick up an incoming call from a monitored contact when their phone is ringing. The administrator must configure contacts you monitor. All supervised contacts are displayed as programmed keys.

2.53.1 Icon description / LED description

This table describes the icons and LEDs of the supervision keys programmed by the administrator.

The icons displayed and the LED behaviors depend on the system configuration.

Call icons		LED description
	Supervised contact (free).	Off
	The supervised contact receives an incoming call (ringing). You can pick up the call by clicking the key.	Slow blinking blue
	The supervised contact is in a conversation.	Steady blue
	You are in a conversation with the supervised contact.	Steady blue
	The supervised contact puts the call on hold.	Blinking blue
	Unread message on supervised set.	Off
	Read message on supervised set.	Off

2.54 Hunting groups

2.54.1 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.

2.54.2 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.

2.55 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.

2.56 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.

2.57 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).

2.58 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.

2.59 ACD: Agent set/ Supervisor station

2.59.1 Agent set

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

2.59.2 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.

2.59.3 ACD application welcome screen – Agent set

ACD			
135	A2	On	
1.00	2.00	3.00	4.02+
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.

2.59.4 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).

2.59.5 Changing the operating status of the set – Agent set

2.59.5.1 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.

2.59.5.2 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.

2.59.6 Modifying your personal code – Agent set

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

2.59.7 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).

2.59.8 Close the agent session (logout) – Agent set

- *Logout*

2.59.9 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

2.59.10 Supervising group mailboxes – Supervisor station

2.59.10.1 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

2.59.10.2 Supervision keys for group mailboxes and positioning on the sets

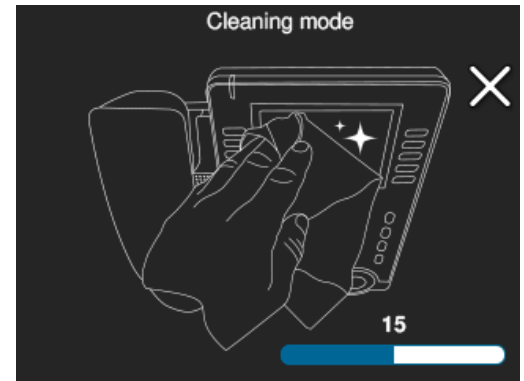
- Access the Perso page to display the positioning of the supervision keys on the sets.

2.60 Cleaning mode

In specific environments like hospitals or hotels, phones often need regular cleaning, but this process can inadvertently trigger calls or activate sensitive screen areas or softkeys.

Cleaning mode provides a safe cleaning experience without compromising the phone's functionality. During this mode, most desk phone and keys expansion module functions are locked. The background is gray to make any dust/dirt on the LCD surface more readily visible during cleaning.

Cleaning mode cannot be activated if the device is not in an idle state.






To activate cleaning mode, use one of the following:

-  Long press on the key.
- Reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Cleaning*.

All desk phone functions are locked for a period of time (60 seconds). A progress bar and a period until the end of the lock, measured in seconds, are displayed on the screen.

Cleaning mode is left as follows:

- The desk phone automatically exits cleaning mode when the time period has expired.
- An incoming call automatically puts the phone out of cleaning mode.
-  (long press): the countdown will be accelerated until the time period has expired by pressing and holding the back key or the close softkey (2 seconds).
-  or  (short press): the time period will be decreased by 10 seconds by briefly pressing the back key or the close softkey. Press successively until the time period gets to zero.

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* → *Ring*
- 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 Auto-adjusting of the brightness



The phone can automatically adjust the display and LED brightness to suit the light conditions to improve the user experience and save power (ambient light sensor).

3.6.1.1 Auto-adjusting of the display brightness

- Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Display* → *Auto-Brightness*
- Activate or deactivate the feature.
-  or  Go back to the previous page or to the homepage.







3.6.1.2 Auto-adjustment of the LED brightness level

- Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Display* → *Advanced* → *Adaptative LED*
- Activate or deactivate the feature.
-  or  Go back to the previous page or to the homepage.







3.6.2 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).
-  or  Go back to the previous page or to the homepage.







3.6.3 Adjust the dimmed brightness when the phone is not in use

- Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Display* → *Advanced* → *Low brightness*
-   Increase or decrease the brightness (successive presses).
-  or  Go back to the previous page or to the homepage.







3.6.4 Set the delay before the brightness is dimmed when the phone is not in use (screensaver) - Only available on the ALE-30h or ALE-30

- Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Display* → *Screensaver*
-   Set the time delay:
1 minute, 5 minutes, 15 minutes, 30 minutes, 1 hour, 5 Minutes (default value).
-  or  Go back to the previous page or to the homepage.





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

- Reach the 'Menu' page → *Settings* → *Phone* → *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)




abc: 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.

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.

3.10.1 Icon description / LED description

The icons displayed depend on the system configuration. Some keys must be programmed by your administrator. LED behavior may differ depending on the system configuration. For more information, contact your installer or administrator.

Call icons		LED description
	You receive an incoming call from the programmed contact.	Off
	You are in conversation with the programmed contact.	Off
	You place the programmed contact on hold.	Off
	Do not disturb your programmed contact.	Steady blue
The following icons are displayed when you define a service on a programmable key.		
<input checked="" type="checkbox"/>	Feature activated.	Steady blue
<input type="checkbox"/>	Feature disabled.	Off
	Assistant away.	Off
	Supervised contact.	Off

3.11 Customize the color and the style of programmable softkeys

You can customize the color and/or style of the softkeys on your deskphone's 'perso page' (personal page) by inserting a prefix before the softkey label.

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 (only available on the ALE-30h, ALE-30 or EM200).
- \B: bold.

The numbers for each color are as follows:




Color1 : #FFFFFF
Color2 : #000000
Color3 : #D12B4B
Color4 : #E5A00
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): \C4SOS.
- **SOS** (red, bold): \C3\BSOS.
- **SOS** (bold): \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.

At the programmed time, your phone rings:

- 

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

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. An RJ-9 adapter may be necessary, depending on the RJ-9 headset.

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 Desk phone 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 details of the desk phone and connected USB devices



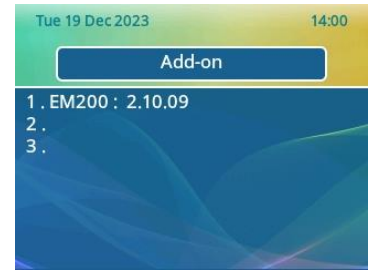
Hardware information for the desk phone and USB accessories can be viewed as follows:

- Reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *About* → *Hardware*
- *Phone*: display information about the desk phone.
- *USB Devices* (if USB device connected): select a connected device to display information about it.

3.20.4 Software version of the connected expansion module

The model and software version are displayed for each connected add-on modules (up to three modules).


Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *About* → *Add-on*

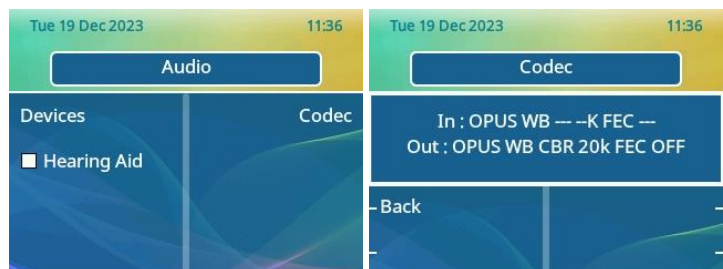


3.20.5 Audio Codec version



It is possible to display the audio codec used by your desk phone during conversation.

The audio codec is used to reduce the size of audio streams without significant loss of quality. Your administrator may ask you for the codec to provide you with better support.

- During conversation
-  (long press on the key) → *Codec*



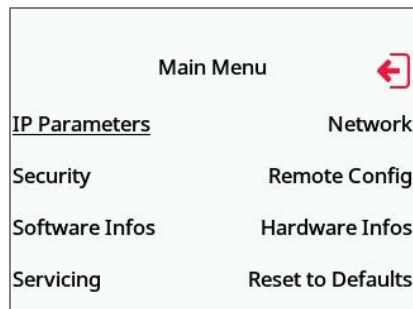
The desk phone automatically returns to normal mode after a few seconds (30s). But you can also do this manually using one of the following:

- *Back*
-  (short press).
-  (short press).

3.20.6 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: *Remote config* ▶ *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*
 - Run mode: *Software infos* → *Run mode*

3.21 Customize your desk phone with your company's color and logo (ALE-30h, ALE-30)

Your desk phone and the expansion module (if connected to the desk phone) can be customized with your company's color and logo. It is possible to order a specific skin and deploy it on all compatible desk phones in the company.



The new skin contains:

- Logo.
- Background.
- Ring tones.
- Boot screen.

ALE-Skinify is a customization tool that enables some software elements of your Essential desk phone to be customized. Contact your administrator for further information about this tool and to learn more about the availability of customizable elements.

If a customization file is available on the system, this will override all skins and will be the only one available.



Order a new skin. For more information, contact your administrator or your installer.

Stored the customization binary in the call server (administrator).



Configure the call server to use the customization binary (administrator).

Deploy on desk phones.
The customization can be easily deployed on all desk phones within your company.



For more information, contact your administrator or your installer.

3.22 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.

 The encrypted signal icon indicates a secure remote connection.

3.22.1 Access to the administration menu of the desk phone

During the boot:

- Use one of the following:
 - Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu*
 - 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.
- *Config. MMI*

3.22.2 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.


a 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:

- Access to the administration menu of the desk phone (see chapter above).
- *Remote Config*
- *VPN* (scroll down the menu).
 - Enter the new PIN Code.
 -  Validate (the desk phone reboots when you activate the PIN code).
- *VPN Config*
 - *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.
 -  Validate.
 - *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)*.
 -  Validate.
- *VPN Servers*
 - *Force config*: force using the selected configuration.
 - *TFTP: tftp #1, tftp #2,port*: if TFTP servers are required, activate this option and enter the addresses and port of the TFTP servers.
-  Validate.
- *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.
 -  Validate.

- *VPN Pincodes* → *Request Pincodes on Boot*: if this option is activated, the PIN code is required when you boot your desk phone. We recommend you activate this option.
-  Validate.
- 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 Pincodes on Boot*).
-  Validate.
- Your desk phone is ready for remote working.

 Select this icon to save parameters





 Select this icon to return to the main menu.

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 (see chapter: Contacting your administrator).

3.22.3 Change the configuration

You have to change a parameter of the VPN configuration.

- Access to the administration menu of the desk phone (see chapter below).
- *Remote Config*
- *VPN* (scroll down the menu).
- Select a submenu to change the configuration (*VPN Config, VPN Servers, VPN Authent, VPN Pincodes*).
- 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 Pincodes 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.




3.22.4 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*.

3.22.5 Reset your PIN code

- Access to the administration menu of the desk phone (see chapter below).
- *Remote Config*
- *VPN* (scroll down the menu).
- *VPN Pincode*
- Enter your PIN code.
-  Validate.
- *Set new Pincode*: 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 Pincode on Boot*).


3.22.6 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:
 - Access to the administration menu of the desk phone (see chapter below).
 - *Remote Config*
 - *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.

3.22.7 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*).
 - Access to the administration menu of the desk phone (see chapter below).
 - *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.

3.23 Energy saving

Desk phones are designed to consume as little energy as possible. By following these tips, you can help to reduce your phone's energy consumption and be more eco-friendly.

- Activate Auto Brightness.
- Activate LED auto brightness.
- Reduce the screen brightness to a low level when the phone is idle.
- Activate the screensaver with a quick wait period to conserve energy.

4 Accessories

4.1 List of accessories

For more details about references, consult chapter: Ordering information.

4.1.1 USB accessories

- AH 21 M II Premium headset monaural USB-A.
- AH 22 M II Premium headset binaural USB-A.
- AH80 Bluetooth Headset with BT dongle (Bluetooth® headset)
- EM200 Smart Expansion Module.
- USB external ringing interface module (USB Interface module 2 relays).

4.1.2 RJ9 accessory

- ALE-10 Keyboard.
- AH 11 G Headset monaural.
- AH 11 GA Headset monaural.
- AH 12 G Headset binaural.
- AH 12 GA Headset binaural.

An RJ-9 adapter may be necessary, depending on the RJ-9 headset

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/30h/30 Wall Mounting Kit.
- Cable: 3M Cat3 Telephone cable-RJ45/RJ11 (10)
- USB-A to USB-C adaptor (X10).

4.2 Magnetic alphabetic keyboard: ALE-10 keyboard

4.2.1 Description

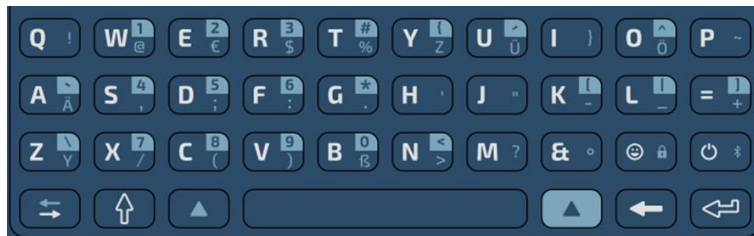
The keyboard depends on your country and languages. The magnetic keyboard is automatically fixed on the base of the set. It is connected to the corresponding connector behind the phone.

Country variants:

- AZERTY,



- International keyboard: QWERTY- QWERTZ.



- International keyboard: QWERTZ.





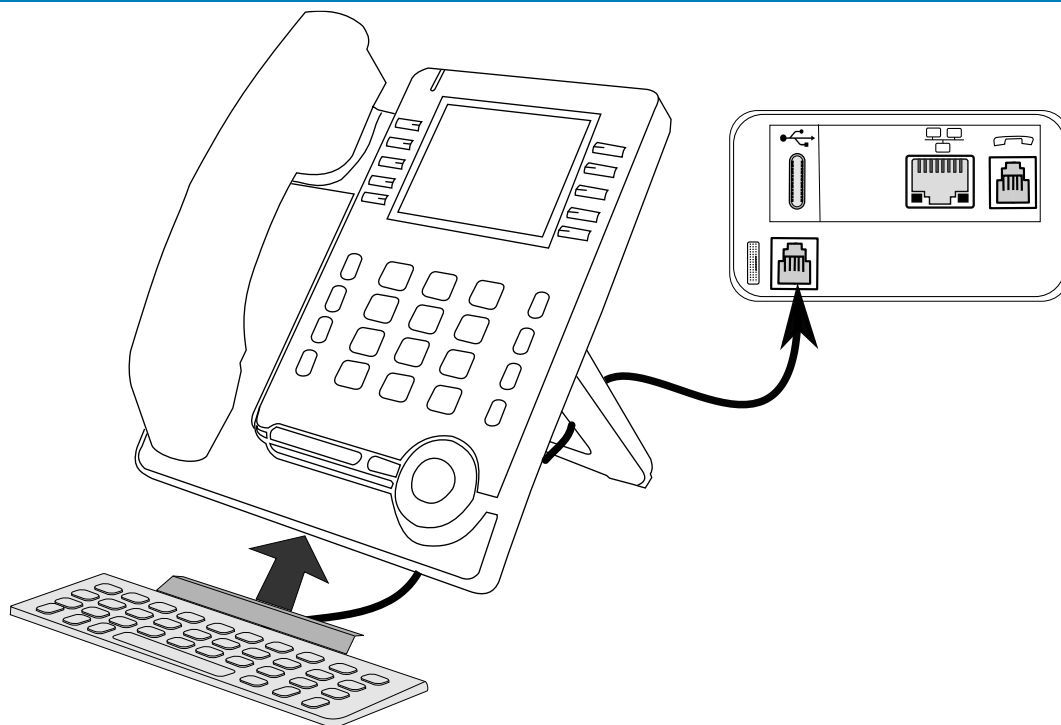
4.2.2 Unboxing

- 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: , marked by the following symbol:  (4).



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 in blue on the keyboard. Hold this key down and press the key with the characters to be displayed.



Alt key: to access specific and punctuation characters highlighted in blue on the keyboard. Hold this key down and press the key with the characters to be displayed.



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

You are recommended to use the QWERTZ keyboard for a better user experience. However, it is possible to use the international keyboard in QWERTZ mode.












The keyboard will be in QWERTZ mode when you plug it in if your desk phone language is: *Deutsch*. This means that the 'z' and 'y' are displayed without using the alt key:

- : 'z' is displayed.
- : 'y' is displayed.
- : 'ß' is displayed.

In this case, you can also use the international keyboard in QWERTY mode by checking the option: Open the user local menu: reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Config. MMI* → *Hardware infos* → *Keyboard Infos* → *Force QWERTY*.

Depending on the system configuration, you may not have access to the advanced desk phone configuration settings. Contact your administrator if necessary.

For the other languages, the international keyboard is in QWERTY mode. In this case, use the alt key to display characters from the QWERTZ keyboard:

-  + : 'z' is displayed.
-  + : 'y' is displayed.
-  + : 'ß' is displayed.
-  + : 'ü' is displayed.
-  +  + : 'Ü' is displayed.

4.3 EM200 Smart Expansion Module

The Alcatel-Lucent SMART Expansion Module EM200 (EM200) is a stylish deskphone accessory that extends your deskphone's functionality.



Phone capabilities can be extended with Add-ons. The EM200 add-on module offers up to 120 additional LED keys. There are 2 x 10 programmable LED keys for each virtual page (up to 40 additional LED keys on each EM200 module). The EM200 can display up to 2 virtual pages.

You can connect up to 3 EM200 modules to your Essential DeskPhone.

Number of connected add-on modules ⁽¹⁾	Maximum number of virtual pages per add-on module ⁽¹⁾	Maximum number of additional keys ⁽¹⁾
1	2	40
2	2	80
3	2	120

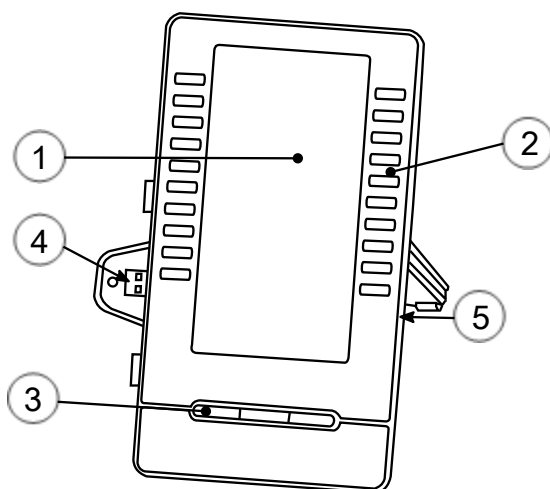
¹⁾ These values may change, please contact your installer for more information.




The EM200 is specially designed for administrative staff, receptionists, secretaries and anyone who may need to use multiple telephone services at the same time.

4.3.1 Unboxing

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

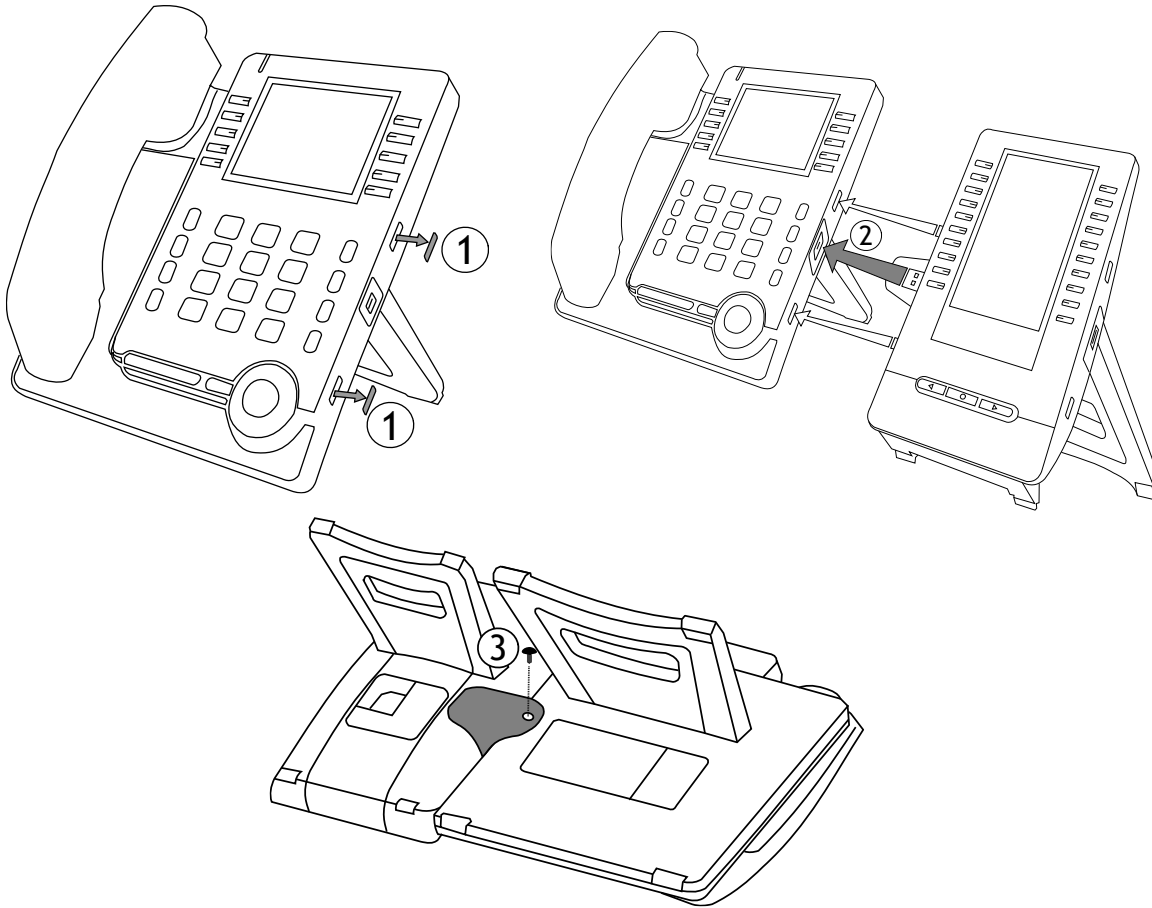
4.3.2 Description / Connectors



<p>1</p>	<p>Color LCD screen.</p>	<p>4</p>	<p>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.</p>
<p>2</p>	<p>Programmable keys.</p>	<p>5</p>	<p>Universal Serial Bus (USB-a) connector.</p>
<p>3</p>	<p> : Press these keys to navigate between pages of the add-on module (if more than one page has been defined).</p> <p></p> <p>Short press: back to homepage. Long press: set the homepage for the add-on module. Display the page of your choice as homepage and give a long press on the button to set it.</p>		<p>This connector is used for:</p> <ul style="list-style-type: none"> • Connect a USB headset. • Connect an add-on module. • To connect a conference module. • Use to upgrade the add-on via USB key.

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



- Remove the protective rubber on the side of the deskphone.
- Insert the add-on USB-A connector into the USB-A socket of the desk phone.
- Use the add-on support to fix it to the desk phone using the provided screw. Remove the foot of the deskphone if you have difficulty accessing the screw.
- 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.

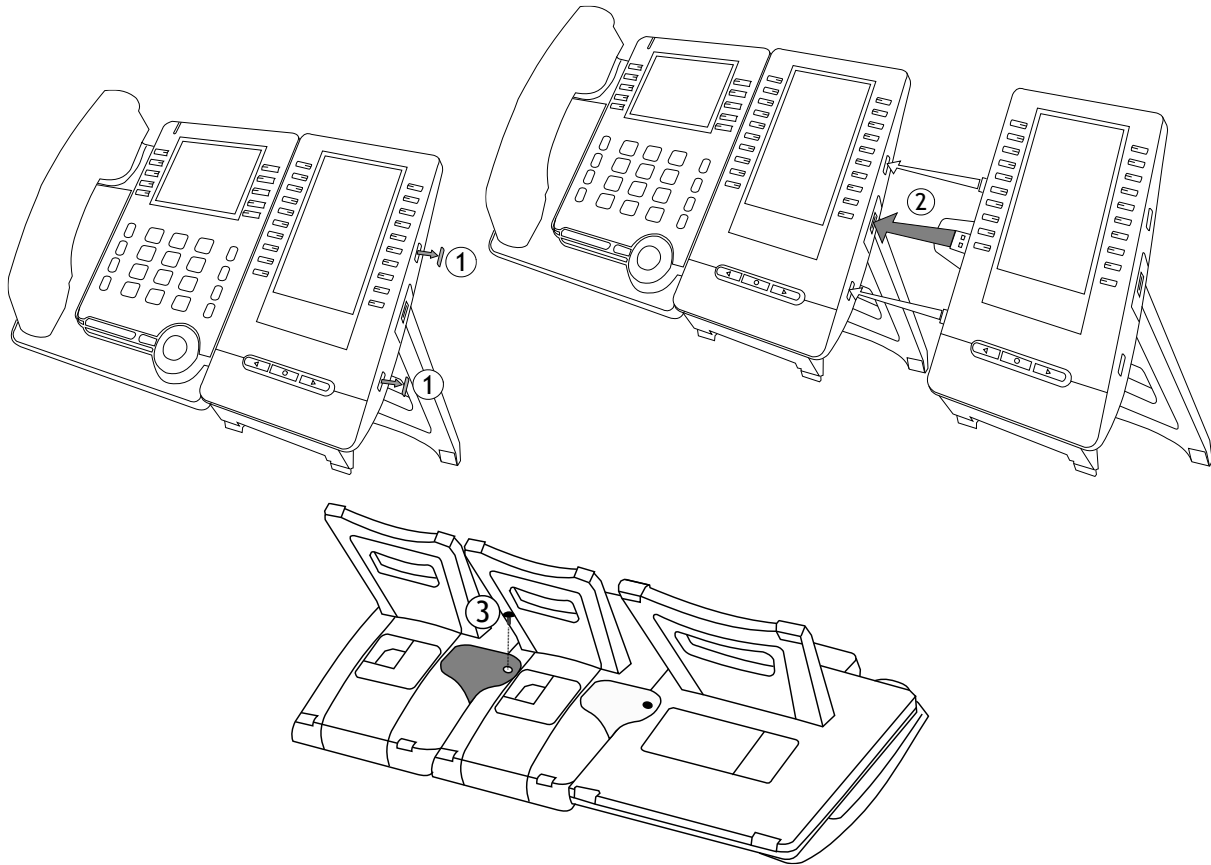
If you are using a USB-A headset, you can connect it to the last add-on module.

4.3.4 Install more than one add-on module

It is possible to connect up to 3 similar add-on modules to a desk phone.

Depending on the phone model, the number of add-on modules and the power supply, it may be necessary to connect an additional power supply. Contact your administrator for more information.

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.
- Remove the protective rubber on the side of the new add-on module.
- 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. Remove the foot of the add-on module where the screw is attached if you have difficulty accessing it.
- Connect the power supply to the desk phone. If you need to use a second power supply, connect it to the first connected add-on module.

4.3.5 Programming keys

The extension module allows you to program a large number of keys:

- Line key: make calls using a specific telephone line.
- Speed dial key (direct call key): dial a pre-defined phone number.
- Function key: access special features such as voicemail, call transfer, call hold, conference, do not disturb, etc.
- Hunt group key: enter or exit a hunt group. The hunting group enables calls to be distributed from a single number to a group of several phone numbers. If your phone number is part of a hunting group, it can be reached via the hunting 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
- Supervision key: monitor supervised contact. Supervision provides selective monitoring combined with a display showing calling and called parties. The notified call can be answered by the designated 'Supervisor'. It also shows whether or not the line is busy (BLF – Busy Light Field), so you can learn when to call or transfer a call to the supervised contact.

The function or services available depend on the system configuration. Some keys can only be programmed by your system administrator. Contact your administrator if necessary.

4.3.5.1 How to program a key for the add-on module





To program keys on the add-on module, see section: Programming keys for call numbers and functions.

4.3.5.2 Customize the color and the style of programmable softkeys









You can customize the color and style of the softkeys for add-on modules by inserting a prefix in front of the softkey label. For more information see section: Customize the color and the style of programmable softkeys.

4.3.6 LED management

The icons displayed depend on the system configuration. Some keys must be programmed by your administrator. LED behavior may differ depending on the system configuration. For more information, contact your installer or administrator.

Call icons		LED description	
		ALE-30h/ALE-30 ALE-20h/ALE-20	EM200
	You receive an incoming call from the programmed contact.	Off	Slow blue flash
	You are in conversation with the programmed contact.	Off	Steady blue
	You place the programmed contact on hold.	Off	Slow blue flash
	Do not disturb your programmed contact.	Steady blue	Steady blue

The following icons are displayed when you define a service on a programmable key.

<input checked="" type="checkbox"/>	Feature activated.	Steady blue	Steady blue
<input type="checkbox"/>	Feature disabled.	Off	Off
	Assistant away.	Slow blue flash	Slow blue flash
	Supervised contact (free).	Off	Off
	The supervised contact receives an incoming call (ringing).	Slow blue flash	Slow blue flash
	The supervised contact is in a conversation.	Steady blue	Steady blue
	You are in a conversation with the supervised contact.	Steady blue	Steady blue
	The supervised contact puts the call on hold.	Steady blue	Steady blue
	Unread message on supervised set.	Slow blinking blue	Slow blinking blue
	Read message on supervised set.	Steady blue	Steady blue

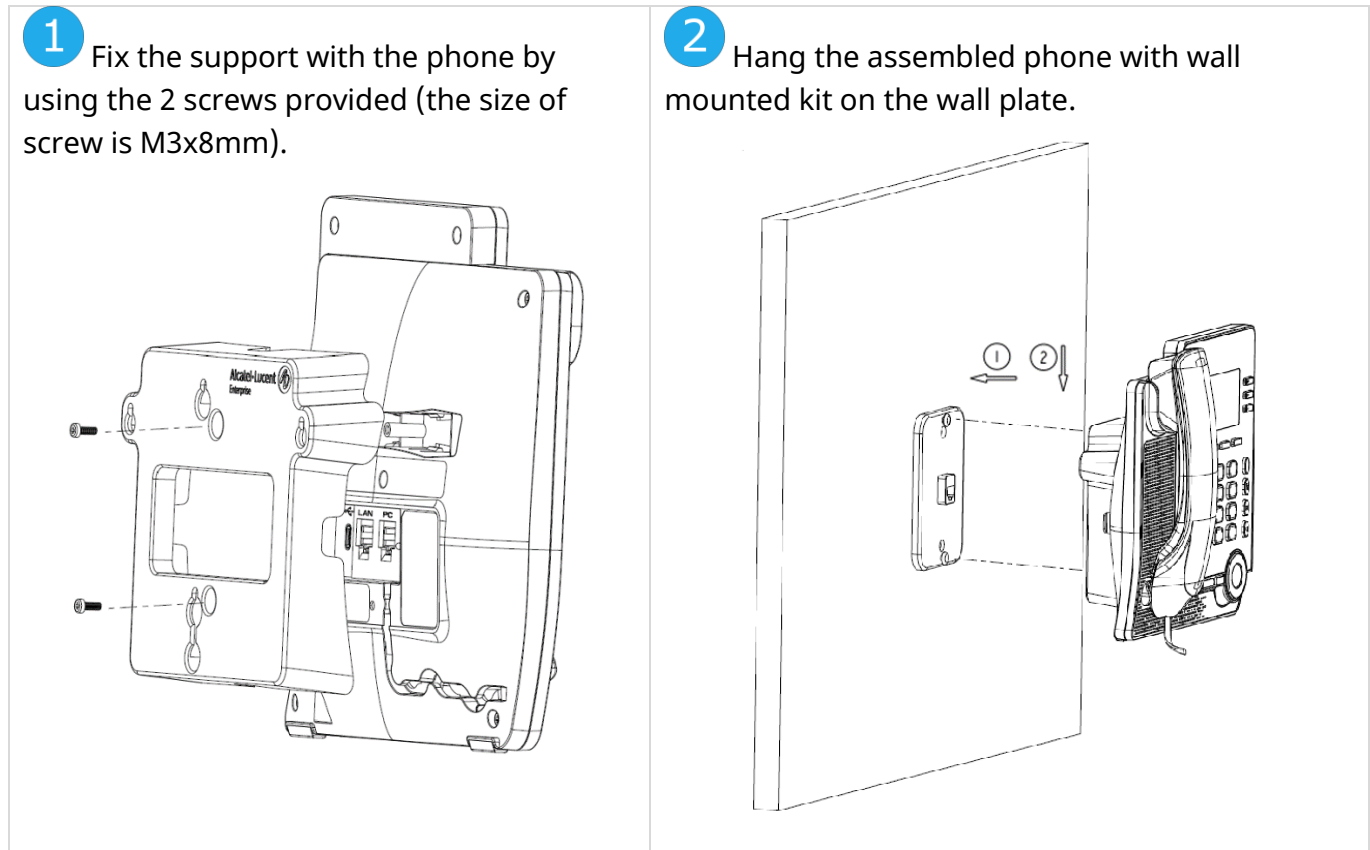
4.3.7 Upgrade

If your deskphone is connected in IP mode, the add-on module will automatically upgrade itself when connected to the deskphone. The new version is checked by the desk phone, which controls the upgrade of the add-on.

Use the version provided/recommended by your system. For more information, contact your administrator or your installer.

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).



4.5 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.

	ALE-30h	ALE-30	ALE-20h	ALE-20
Height	183 mm (7.2 in)	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)	207 mm (8.2 in)
Depth	35 mm (1.4 in)	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)	806 g (1.78 lbs)
Adjustable foot stand range	40° - 55°	40° - 55°	40° - 55°	40° - 55°
Color	Gray	Gray	Gray	Gray
Display	3.5 inch color, 320 x 240 pixels	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 (PoE)(IEEE 802.3af)	Class 1	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	< 3.5 W
Power consumption (digital line power) idle/active (without USB)	0.8W/1.2W	1.W/1.6W	0.8W/1W	1.W/1.6W
Energy Star	Yes	Yes	Yes	Yes
Operating conditions	-5°C - +55°C (23°F - 131°F)	-5°C - +55°C (23°F - 131°F)	-5°C - +55°C (23°F - 131°F)	-5°C - +55°C (23°F - 131°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)	-25°C - +70°C (-13°F - 158°F)
USB-C	USB 2.0	USB 2.0	USB 2.0	USB 2.0
USB-A	USB 2.0	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)	1 x USB-A (5V, 500mA), expandable to support 4.5W (5V, 900mA)

	EM200
Height	214 mm (8.4 in)
Width	120 mm (4.7 in)
Depth	35 mm (1.4 in)
Weight (handset and foot)	450 g (1 lbs)
Adjustable foot stand range	40° - 55°
Color	Gray
Display	5 inch color, 800 x 400 pixels
Operating conditions	-5°C - +45°C (23°F - 113°F)
Storage temperature	-25°C - +70°C (-13°F - 158°F)
USB-C	USB 2.0
USB-A	USB 2.0
USB power delivery	1 x USB-A (5V, 500mA), expandable to support 4.5W (5V, 900mA)

6 Ordering information

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

ALE-20h Essential DeskPhone	3ML37020BA
ALE-20 Essential DeskPhone	3ML37020BB
ALE-30h Essential DeskPhone	3ML37030AA
ALE-30 Essential DeskPhone	3ML37030AB
EM200 Smart Expansion Module	3MK27007AA
Mx/ALE-20/20h/30/30h Wall Mounting Kit	3MK27008AA
ALE-10 Keyboard AZERTY	3ML37010FR
ALE-10 Keyboard QWERTY	3ML37010DW
ALE-10 Keyboard QWERTZ	3ML37010DE
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-C 5V/3A Power Adapter (EU)	3ML37190AA
USB-C 5V/3A Power Adapter (UK)	3ML37190UK
USB-C 5V/3A Power Adapter (US)	3ML37190US
USB-C 5V/3A Power Adapter (AU)	3ML37190AU
USB external ringing interface module	3GV28184AA
3m Cat3 Telephone cable-RJ45/RJ11 (x10)	3ML37001AA
AH 21 M II Premium headset monaural USB-A	3MK08018AA
AH 22 M II Premium headset binaural USB-A	3MK08014AB
AH 12 G Headset binaural	3MK08008AA
AH80 Bluetooth Headset with BT dongle	3MK37008AA
USB-A to USB-C adaptor (x10)	3MK37011AA
Spare handset	3ML37005AA
RJ45/RJ45 Network cable (x10)	3AK21492AB

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-30 Essential DeskPhone, ALE-20/20h/30/30h 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 +55°C (23°F to 131°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.

Cleaning mode provides a safe cleaning experience without compromising the phone's functionality (see: Cleaning mode).

Power supply

ALE-20, ALE-20h, ALE-30, ALE-30h: these products can be supplied by PBX through proprietary Digital link (excluding ALE-20/ALE-30) 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.



POE and USB Type-C EPS shall comply with IEC/EN/UL/CSA 62368-1 standard and relevant regulations/standards applicable in the country of intended use and shall also be certified as a Limited Power Source (LPS).

7.2 Regulatory Statements

Declaration of Conformity may be obtained from:

ALE International 32 avenue Kléber – 92700 Colombes, France
www.al-enterprise.com/en/declaration-of-conformity.

Regulatory information about ALE-30h , ALE-30, ALE-20h and ALE-20, additional certification and regulatory marks are stored in the phone. 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:** these products can expose you to chemicals including Lead and Lead Compounds, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, go to 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.



Energy Star

ENERGY STAR is a government-backed program aiding businesses and consumers in conserving energy and reducing costs. Its label is a trusted indicator that a product adheres to stringent energy efficiency criteria set by the U.S. Environmental Protection Agency (EPA). Alcatel-Lucent Enterprise proudly partners with ENERGY STAR. Our products are crafted to meet or surpass ENERGY STAR guidelines, promoting energy conservation, cost efficiency and environmentally conscious practices. The products detailed in this manual are ENERGY STAR certified. They are designed to consume less energy and be better for the environment. Refer to the following section for tips on using your desk phone efficiently: Energy saving.



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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Keys

	<ul style="list-style-type: none"> Take the call key - in idle state - short press during incoming call (ringing). Redial key: to access the 'Redial' feature (short/long press in idle state).
	<ul style="list-style-type: none"> Silent ringing when receiving an incoming call. End the call (Hang up). Return to the main page.
	<ul style="list-style-type: none"> Mute key During a call, press this key to stop your contact from hearing you. When activated the key blinks blue. 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.
	<ul style="list-style-type: none"> 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. Display codec during conversation (long press).
	<ul style="list-style-type: none"> 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.
	<ul style="list-style-type: none"> Turn up the volume (ringing or call state). Increase the brightness (idle state)⁽¹⁾⁽²⁾. Increase the contrast (idle state)⁽³⁾⁽⁴⁾.
	<ul style="list-style-type: none"> Turn down the volume (ringing or call state). Decrease the brightness (idle state)⁽¹⁾⁽²⁾. Decrease the contrast (idle state)⁽³⁾⁽⁴⁾.
<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. 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"> 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. Placing a call on hold / Retrieve the call on hold. This feature depends on the system configuration. If necessary, contact your administrator. Activate cleaning mode (long press in idle mode).
	<ul style="list-style-type: none"> 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. Transfer: transfer the call to another number. This feature depends on the system configuration. If necessary, contact your administrator.
	<ul style="list-style-type: none"> Alphanumeric key Switch between the alphabetic and numeric keyboards. When activated, the key is lit blue. The key can be programmed as configurable F1 or F2 keys if the optional ALE-10 keyboard is connected to the desk phone. Programmable key (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.

Status icons

Silent mode.		
Telephone locked.		
Headset connected.		
Handsfree connected.		
Appointment programmed.		
Power Boost (centralized control of additional power via USB).		
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). Your desk phone can also be equipped with a magnetic alphabetic keyboard: ALE-10 keypad (sold separately). In this case, the alphanumeric key is disabled. The dedicated key can therefore be programmed.



	% \$ / ~ & () [] = *
# key icon"/>	@ # { }
	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.

¹⁾ Available for ALE-30h Essential DeskPhone. ²⁾ Available for the ALE-30 Essential DeskPhone. ³⁾ Available for ALE-20h Essential DeskPhone. ⁴⁾ Available for ALE-20 Essential DeskPhone.

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

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

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