

## 2. MAKING CALLS

These icons displayed on the Main Screen identify the current call status.

Incoming Call	Call in Progress	Call on Hold
		

### Place an Internal Call

- Lift the handset and dial the internal extension number.

### Place an External Call

- Lift the handset and dial 8 + the external number.  
OR
- Dial 8 + the external number with handset in place to make a speakerphone call.
- Hang up or press End to end the call.

### Switch Between Handset and Speakerphone

- To switch from Handset to Speakerphone, press the Speaker button, and then replace the handset.
- To switch from Speakerphone to handset, lift the handset. The speakerphone is disabled automatically.

### Microphone Mute

- While on a call:* Press the Mute button.
- Mute button will flash to indicate the microphone is muted.
- To disable Mute, press the Mute button again.
- The light will turn off.

### Redial

- Press the Redial button. The last number is redialed.  
OR
- Press and hold the Redial button to see a list of the last 8 calls placed.
- Select the Number to redial.

### Dial by Name

- Using the alpha keypad, type the last name (or initials) of the desired party.
- Select the softkey that displays the desired type of search (last name, or initials).
- Use the Navigator button to scroll through the names.
- Press the button associated with the desired name to call.

## 3. HOLD

- While on a call:* Press the white softkey next to the Call In Progress icon on your screen (top right or left corner).
- Call will be on hold. The On Hold icon is the musical note.
- Retrieve the call by pressing the white soft key associated with the on-hold icon.

### Answer a Second Call

- You will hear a beep, the caller's ID will display, and you will see an incoming call icon in the corner of your screen.
- Press the white softkey next to the incoming call icon to answer the second call. *Your first call will automatically be placed on hold.*
- To return to the other held call press the white softkey next to the on hold icon. (musical note)

### Place a Second Call While on One Call

- Press the New Call softkey.
- Dial the extension number or 8 + the telephone number. Your first call will automatically be placed on hold.
- To return to the other held call press white softkey next to the on hold icon (musical note).

### End One Call and Return to Other Call

- Press the End button while on the active call you wish to end.
- This will automatically connect you with the call on hold.

### Consultation Call

Consult briefly with a colleague while on a call.

- While on a call:* Press the New call softkey.
- Dial the second party.
- When the second party answers, screen will show two tabs allowing you to toggle between the two calls.
- Press Cons Call Off to end the second call.
- or Press Transfer to join the two calls (you will be disconnected).
- or Press Conference to join yourself and the two parties.

## 4. TRANSFER CALLS

### Warm Transfer

- While on a call:* Press New Call.
- Dial the desired number or extension.
- When the second party answers, announce the call.
- Press Transfer to complete.

### Blind Transfer

- While on a call:* Press New Call.
- Dial desired number or extension.
- Press Transfer to complete.

### Voicemail Transfer

Transfer a call directly to another user's voicemail.

- While on a call:* Press New Call
- Dial the desired extension followed by the number 8.
- Press Transfer to complete.

## 5. CONFERENCE CALL

Allows you to add two additional parties to the same call.

- While on a call:* Press New Call.
- Dial the number of the second party, including an 8 for an external call.
- Announce the call to the second party.

- Press the Down Arrow of the circular navigator one time
- Press the Conference softkey.
- Calls are joined.  
To cancel the conference and return to the first caller, press End Conference.

## 6. CALLBACK REQUEST

- If the number you are calling is busy, select the Call Back softkey.
- The other user will see a Callback request from you.

## 7. RETURN THE LAST UNANSWERED CALL

- Press Envelope button.
- Press Unanswered Calls softkey.
- Press Unanswered external (or internal) call.
- Display will show number, date, and time of call.
- Press Recall softkey to return the call, or press Delete softkey to delete.

**NOTE:** A call that goes to voicemail is considered an Answered Call.

## 8. CALL PICKUP (GROUP OR DIRECTED)

### Group Call Pickup

Answer calls that are ringing on a different phone in your Pickup Group.

- Dial \*73 or press the Pick-up key.
- You will answer the longest ringing phone in your Pickup Group.

### Directed Call Pickup

Answer calls that are ringing on a different phone.

- Dial \*72 or press the Pick-up key.
- Enter the extension of the ringing phone.
- You will be connected with the ringing call.

## 9. CALL PARK

Place a call on hold and recover the call on another phone.

- While on a call:* Press the Park the call softkey.
- Dial the extension number where the call will be parked.
- Dial \*75 plus the parking extension number to retrieve the call.

## 10. PERSONAL SPEED DIAL KEYS

### Program a Personal Speed Dial Key

- Select and hold an unused programmable key.
- Select the Speed dial softkey.
- Enter the number, including 8 for an external number.
- Press Apply or Use the Navigator to scroll down to Mnemonic.
- Use the alpha keyboard to enter the name (14-character limit).
- Press Apply to confirm.

### Modify or Delete a Personal Speed Dial key

- Press the *i* key.
- Select the programmable key to modify or delete.
- Select Modify and enter the modifications.  
OR

- Select Delete.
- Press Apply to confirm.

#### Place a Speed Dial Call

- Use the navigator to scroll to the number you wish to call.
- Press the softkey.

### 11. CALL FORWARD

#### Immediate Call Forward

- Press the Round Arrow on the top right of the Main Screen.
- Select the Immediate Fwd softkey.
- Enter the desired destination number.
- Press End.

**NOTE:** If forwarding to an external number, include an 8 plus the number

**ADDITIONAL NOTE:** If Call Forwarding is activated, the Call Forwarding icon (round arrow) will be rotating on your main screen.

#### Cancel Call Forward

- Press Forward from the Menu screen.
- Select the Deactivate softkey.
- Press End.

### 12. RING PATTERN, VOLUME, CONTRAST ADJUSTMENT

#### Ring Pattern (16 Options)

- From the Menu screen, select the Settings softkey.
- Select Set.
- Select Ringing.
- Select Internal call or External call.
- Use the Navigator to scroll through and select the melody by pressing the associated softkeys.
- Press OK.
- Press End.

#### Ring Volume (12 Levels)

- From the Menu screen, select the Settings softkey.
- Select Set.
- Select Ringing.
- Select Level.
- Press + or - to select desired level.
- Press OK.
- Press End.

**NOTE:** Ring volume can be adjusted by pressing + or - while your phone is ringing.

#### Other Ring Options

Silent mode, Progressive Ringing, or Beeps features are selected by accessing the More Options screen.

#### Audio Volume

- *While on a call:* Press + or - to adjust the handset or speakerphone volume.

#### Screen Contrast

- When phone is idle press + or - to select desired contrast level.
- Press OK.

### 13. ACCESS TO VOICEMAIL

- Press the Voicemail button or dial the voicemail number, and follow the prompts.
- Voicemail button will be lit when there are messages (voice, text, callback).



### 1. ABOUT YOUR PHONE

#### Adjust the LCD Display

Adjust the angle of the LCD Display by pressing on the tab located at the top center of the display panel.

#### Screens, Navigator and Back Button

Scroll through the three screens by pressing the Navigator arrows right or left.

#### Menu Screen

The Menu screen lists features and applications such as phone settings, Outgoing Calls list and Call Forward options.

#### Main Screen

The Main screen lists your line appearances and your programmed speed dial buttons.

#### Info Screen

The Info screen lists information about the telephone and its status, such as voicemails and reminders.

**Telephone User Guide**  
**Alcatel OmniPCX Enterprise**  
**IP Touch 4029/4039 Phone**  
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