Introduction

Thank you for choosing a telephone from the 4028/4029 range manufactured by Alcatel.
Your 4028 (IP set)/4029 (digital set) terminal has a new ergonomic layout for more effective communication.

- A large graphic screen, in conjunction with various keys and the navigator, allows you to make calls, configure and program your telephone,
- a receiver that is pleasant to use: it fits nicely in the hand with a flexible grip section,
- communication is even more convenient using the audio keys (loudspeaker, hands free),
- using the convenient alphabetic keypad, you can call your correspondents by name.

How to use this guide

These symbols can be supplemented by small icons or text.

- **Actions**
  - Lift the receiver.
  - Hang up.

- **Keypad**
  - Numeric keypad.
  - Alphabetic keypad.
  - Specific key on numeric keypad.

- **Navigator**
  - Move the navigation key up, down, to the left or to the right.
  - To go back one level (press and release) or to return to the welcome page (press and hold); during a conversation, can be used to access the different pages (Menu, Perso, etc.) and to return to the telephone screens.

- **Display and display keys**
  - Partial view of display.
  - Display key.
  - Adjustment “reduce”.
  - Adjustment “increase”.

- **Programmable keys and icons**
  - Line key.
  - Icon corresponding to key.

- **Audio keys**
  - Loudspeaker, hands free.

- **Other fixed keys**
  - Fixed key.
  - MENU key.

- **Other symbols used**
  - Means that the function is accessible from the Menu page.
  - Means that the function is accessible from the Perso page.
  - Means that the function is accessible from the Info page.
  - Means that the function is subject to programming. If necessary, contact your installer.
  - Means that the function can be accessed by pressing a programmed key - see Program the keys for the Perso page or the add-on module.

These symbols can be supplemented by small icons or text.
Getting to know your telephone

Audio keys

- **Hang-up key**: to terminate a call.
- **Hands-free/Loudspeaker Key**: to make or answer a call without lifting the receiver.
  - Lit in hands-free mode or headset mode (short press).
  - Flashing in loudspeaker mode (long press).
- **Intercom/Mute key**: during a conversation: press this key so that your correspondent can no longer hear you.
  - Terminal idle: press this key to answer calls automatically without picking up the receiver.
- To adjust the loudspeaker or handset volume up or down

Extension unit

An extension unit can be fitted to your telephone. This provides additional keys which can be configured as function keys, line keys, call keys etc.

To affix labels: push the holding strip of the unit backwards to you and lift it. Install the label under the keypad, in the housing designed for, and place the keypad back into position.

Display and display keys

- **Transfer icon**: pressing the key next to this icon allows you to program or change the transfer function.
- **Headset connected.**
- **Appointment programmed.**
- **Silent mode activated.**
- **TelephoneNumber locked.**
- **Display keys**: pressing a display key activates the function shown associated with it on the screen.

Navigation

- **OK key**: used to validate your choices and options while programming or configuring.
- **Left-right navigator**: used to move from one page to another.
- **Up-down navigator**: used to scroll through the content of a page.
- **Back/Exit key**: to return to previous menu (short press) or return to first screen (long press); during a conversation, provides access to welcome screens (Menu, Info, ...) and to return to the conversation icon screens.

Welcome screens

- **Menu page**: contains all functions and applications accessible via the keys associated with the words on the screen.
- **Perso page**: contains call line keys (allowing supervision of calls) and programmable call keys.
- **Info page**: contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.

Call display

- **Incoming call**: 0790676707
- **Call on hold**: 0790676707
- **Call in progress or outgoing call**: 0790676707

If you get two calls at the same time, you can switch from one call to the other by pressing the display key associated with each call.

Function keys and programmable keys

- **Guide key**: used to obtain information on functions of the 'menu' page and to program key of the 'perso' page.
- **Messaging key to access various mail services**: if the key flashes orange, a new voice message, a new text message or a call-back request has been received.
- **'Redial' key**: to access the 'Redial' function.
- **Programmable key (F1 and F2 keys)**: lit when the function associated with the key is activated.
1 Description of the screens

1.1 Welcome screens

- **Menu page**: contains all functions and applications accessible via the keys associated with the words on the screen.
  - From this page, it is possible to adjust the ringer volume and screen brightness, 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 10 numbers or intercepting calls.

- **Perso page**: contains call line keys (allowing supervision of calls) and programmable call keys. The up-down navigator is used to access all the direct call keys (apart from those displayed by default). Direct call keys are programmed or modified via the Information key.
  - Displays the content of the page selected.

- **Info page**: contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.

- **Date**: shown on the top left.
  - Time and status icon:
    - Menu page:
      - Displays the current time and status information.
    - Perso page:
      - Shows the contact information.
    - Info page:
      - Displays the date and time.

- **Scroll bar**: shows the position on a page.

- **Time and status icon**:
  - Menu page:
    - Displays the current time and status information.
  - Perso page:
    - Shows the contact information.
  - Info page:
    - Displays the date and time.

- **Call forwarding icon**:
  - Stationary: no forwarding activated.
  - Rotating: forwarding activated.

- **Scroll bar**: shows the position on a page.
  - Displays the content of the page selected.

- **Left-right navigator**: used to move from one page to another.

- **Up-down navigator**: used to scroll through the content of a page.
**Description of the screens**

### 1.2 Call management screen

**Date**  
Incoming call icon  
Time and status icon

**Call holding icon**

**Pop-up display of functions accessible while the call is taking place**

**Incoming call presentation screen.** This screen is temporarily displayed when a call arrives and shows the name and/or number of the caller.

**Call in progress icon**

Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, held, arrival of new call). When a call is in progress, use the left-right navigator to look at held or incoming calls.

Use the up-down navigator to display the functions accessible. 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 a held call and an incoming call.

**Back/Exit key:**

-used to switch from a telephone screen to an application screen. For example, can be used while a call is in progress to look up a number, program an appointment reminder, etc.

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 are displayed on the different line keys. It is then possible to converse with the caller of your choice by pressing the key associated with him.

### 1.3 Application screen

**Date**  
Application name  
Time and status icon

**Events screen**

**Application screen:** displays information relevant to programming or configuring the telephone.

**Events screen:** displays events connected to the programming or configuration operations in progress, confirmation, rejection, error, etc.
2 Using your telephone

2.1 Making a call

- Dial directly the number for your call
- Lift the receiver
- Number required
- Hands free
- Number required
- Programmed line key
- Correspondent's name
- During a conversation

To make an external call, dial the outside line access code before dialling your correspondent's number. 9 is the default code for an outside line.

For the operator, dial '0' (by default).

If the internal or outside number does not reply:

- L5 announce: broadcast a message on the loudspeaker of the free terminal
- Call back: request callback to a busy terminal
- Text mail: send a written message
- Text mail: send a voice message
- Go to next screen

2.2 Receiving a call

- Lift the receiver
- Hands free
- Press the key next to the 'incoming call' icon

Press and release the loudspeaker key to switch to hands free mode (light steady).

2.3 Using the telephone in 'Hands free' mode

- Terminal idle:
  - You are in hands free mode
  - Terminate your call

- Call in progress:
  - Press and release
  - During a conversation

During a conversation, you can lift the receiver without terminating the call.

- Activating the loudspeaker during a conversation (receiver lifted) - Loudspeaker.

  - Press and release the loudspeaker key to switch to hands free mode (light steady).
  - The loudspeaker key flashes
  - Activate loudspeaker (long press)
  - The key is no longer lit
  - Adjust volume (7 levels)
  - Deactivate loudspeaker (long press)

2.4 If the internal or outside number does not reply:
### 2.5 Calling your correspondent by name (company directory)

- **Enter the name or initials or the surname and first name of your correspondent.**
- **Select the type of search you want (last name, last name and first name* or initials*).**

**Display of all the correspondents meeting the search criteria**

- **Display the previous and next names.**
- **Press the key associated with the correspondent to call.**

*Name must be entered in format name/space/first name.*

### 2.6 Make calls via your programmed call keys

- **Access the 'Perso' page.**
- **Find the correspondent you want to call from the programmed call keys.**
- **Call the chosen correspondent.**

### 2.7 Calling from the common directory

Your terminal has access to a common directory of outside numbers.

### 2.8 Redialling

- **Press the 'Redial' key.**
- **Reach the 'Menu' page.**

**Last number redial**

### 2.9 Call back the last caller (whose call was not answered)

- **Reach the 'Menu' page.**
- **Call back the last caller.**

**Callback last**

### 2.10 Requesting automatic callback if internal number is busy

- **Internal number busy.**
- **Call back.**
- **Callback request acknowledged.**
2.11 Answering an internal call in intercom mode

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in hands free mode. The screen shows the caller’s identity.

- To activate - Terminal idle:
  - [Icon]
  - Corresponding LED lights up

- When your caller hangs up, intercom mode remains active.

- To deactivate - Terminal idle:
  - [Icon]
  - Corresponding LED goes out

2.12 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.

- [Icon]
  - Corresponding LED lights up

  During a conversation
  - Send DTMF
to activate

The function is automatically cancelled when you hang up.

2.13 Mute, so that your correspondent cannot hear you

You can hear your correspondent but he/she cannot hear you:

- [Icon]
  - The key lights up
during a conversation
  - Disable microphone

- [Icon]
  - The key is no longer lit
  - Resume the conversation

Paul
Conversation 00:23'
3 During a conversation

3.1 Making a second call during a conversation

- Other methods for calling a second correspondent
  - Dial directly the number for your call.
  - Name of second correspondent.
  - To access the ‘Redial’ function (press and hold).
  - Call back on the last 10 number dialled (short press).

- Programmed line key.

- To cancel your second call and recover the first:

If you make an error, hang up: your telephone will ring and you will recover your first call.

3.2 Answering a second call during a conversation

- A second correspondent is trying to call you:

- During a conversation
- Name or no. of the caller displayed for 3 seconds

3.3 Switching between calls (Broker call)

- During a conversation, a second call is on hold.
- To accept the second call:

- To return to your first caller and end the conversation in progress:

3.4 Transferring a call

- To transfer your call to another number:
During a conversation

If the number receiving the transfer answers:

- Call back

You can also transfer your call immediately, without waiting for the number to answer, using either of the two methods described above.

Transfer between two outside calls is not generally possible (depends on country concerned and system configuration).

3.5 Three-way conference with internal and/or external correspondents (conference)

- During a conversation, a second call is on hold:
  - Select the ‘conference’ function
  - Cancel conference and return to first correspondent (if conference is active):
  - Hang up on all correspondent (if conference is active):
  - After the conference, to leave your two correspondents talking together:

3.6 Talk simultaneously to more than 2 correspondents

You are in a conference call with 2 correspondents. To add another correspondent to the conference:

- Insert

3.7 Placing a call on hold (hold)

- Exclusive hold:
  During a conversation, you wish to place the call on hold and recover it later, on the same telephone.

  - Recover the call on hold:

    - Put on hold

    - Your call is placed on hold

    - Key associated with the ‘incoming call’ icon
During a conversation

Common hold:
To recover your call on any telephone in your system.

• To recover the call on hold from any telephone:

During a conversation

A parking announcement message is displayed on the screen of the parking destination set.

To recover the parked call:

You can place an outside call on hold and recover the call on another telephone:

During a conversation

If the parked call is not recovered within a preset time (default value 1 min 30), it is transferred to the operator.

3.9 Intrusion into an internal conversation

Your correspondent’s line is busy. If the number is not “protected” and if authorised, you can intrude into the call:

Protection is cancelled when you hang up.

3.10 Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:
4.1 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

4.2 Manager/secretary filtering

System configuration allows “manager/secretary” groups to be formed, so that the manager’s calls can be directed to one or more secretaries.

- From the manager’s or secretary’s telephone:

press programmed key

same key to cancel

4.3 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:

reach the ‘Menu’ page

- If the telephone ringing is not in your pick-up group:

reach the ‘Menu’ page

The system can be configured to prevent call pick-up on certain telephones.
4.4 **Hunting groups**

- **Hunting group call:**
  Certain numbers can form a hunting group and can be called by dialling the group number.

  - **Temporary exit from your hunting group:**
    Go out of the hunting group Go in

  - **Return into your group:**
    Go into hunting menu

- **Group No.**

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.

4.5 **Calling an internal correspondent on his/her pager**

The number called does not answer and you know that the person called has a pager:

- **Paging answer**

  - **Paging in progress is displayed**
  - Your correspondent can answer from any telephone in the system.

4.6 **Answering a call on your pager**

A call on your pager can be answered from any telephone within the system.
4.7 Calling a correspondent on his/her loudspeaker

Your internal correspondent does not answer. If authorised, you can remotely activate your correspondent’s phone:

- you are connected to the loudspeaker on your correspondent’s phone (if he/she has the hands free function)

4.8 Sending a written message to an internal correspondent

- enter the number of the terminal to receive the message
- enter the first letters of the name

4.9 Send a voice message copy

- display number of new and old messages

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

- end of recording
- number to be called
- correspondent’s name

To complete:
- select a predefined message to complete
- compose a new message

To create:
- select a predefined message
- compose a new message

Apply:
- Send
- exit
4.11 Broadcasting a message on the loudspeakers of a station group

A message not requiring an answer can be broadcast on the loudspeakers within your broadcast group:

- **speak, you have 20 seconds**

The message will only be broadcast on terminals not in use and which have a loudspeaker.
5 Keep in touch

5.1 Diverting calls to another number (immediate diversion)

The number can be your home, portable or car phone, voice message or an internal extension (operator, etc.).

You can make calls, but only the destination number can call you.

5.2 Diverting your calls to your voice message service

5.3 When you return, consult recorded messages

The light indicates that messages have been received.

You wish to receive your calls in your present location: Use the “Follow me” function.

5.4 Diverting calls to your pager

Callers will thus be able to contact you while you are moving around the company:

5.5 Forwarding your calls from the receiving terminal (“Follow me”)
### 5.6 Applying a selective diversion

You can forward your primary number and your secondary number or numbers to different sets.

1. Reach the 'Menu' page
2. Select the number to forward
3. Press the programmed key for another type of diversion

### 5.7 Cancelling all diversions

1. Reach the 'Menu' page
2. Press the programmed key number receiving diversion
3. Deactivate forward

### 5.8 Cancelling a specific diversion

1. Press the programmed key corresponding to type of diversion (group or selective)

### 5.9 Diverting calls when your line is busy (divert if busy)

Callers will thus be able to contact you while you are moving around the company:

1. Reach the 'Menu' page
2. Select the number receiving diversion
3. Press the programmed key number receiving diversion
4. Forward on busy
5. Deactivate forward

### 5.10 Do not disturb

You can make your terminal temporarily unavailable for all calls.

1. Reach the 'Menu' page
2. Press the programmed key number receiving diversion
3. Press the programmed key 'Do Not Disturb'
4. 'Do Not Disturb' is acknowledged
5. Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.
5.11 Leaving a recorded message for internal callers

You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.

- New text mess
- Fwd to text

Select a predefined message

- Predefined msg
- To complete

Select a predefined message to complete

- compose a new message
- complete your message

5.12 Consulting written messages

The light indicates that messages have been received.

- number of messages received
- new text mess
- Read message

Display name of sender, with date, time and ranking of message

- Recall
- Save
- Next message

Call back sender of message

Record message

Next message

Answer with a text message

Terminate consultation
6 Managing your charges

6.1 Charging your calls directly to business accounts

You can charge the cost of your outside calls to business account numbers.

- Reach the 'Menu' page
- Enter the business account number
- Enter the number required

6.2 Finding out the cost of an outside call made for an internal user from your terminal

- Reach the 'Menu' page
- Consultation & Callbacks
- Charging informations
7 Programming your telephone

7.1 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.

7.2 Customising your voice greeting

You can replace the greeting message by a personal message:

- No new voice message
- Personal options
- Greeting msg
- Personal greeting
- Personal code
- Normal prompt
- Perso greeting
- Menu
- record message
- End
- end of recording
- Accept
- Restart
- Replay
- apply
- re-record a message
- replay message

7.3 Modify the password for your phone set

- Menu
- Settings
- My phone
- Password

reach the 'Menu'
page

old code
(new digits)
new code
(new digits)

enter new
password again to
confirm

This password controls access to the programming and terminal locking functions by
the user (default password: 0000).

7.4 Modify the password for your voice mailbox

- Menu
- Password
- My password
- Admin options
- personal code
- new code
(4 digits)

As long as your voice mailbox has not been initialized, personal code is 0000.
### 7.5 Adjusting the audio functions

- **Choose the tune:**
  - *Melody*
  - select the melody of your choice
    - (16 tunes)

- **Adjusting the ringer volume:**
  - *Ringing level*
  - select the volume of your choice:
    - (12 levels)

- **activate/deactivate silent mode:**
  - *Silent mode*
  - to activate
to deactivate

- **Activate/disable meeting mode (progressive ringing):**
  - *Progressive ringing*
  - to activate
to deactivate

- **Activate/deactivate discreet ring mode:**
  - *One beep before ringing*
to activate
to deactivate
  - *Three beeps before ringing*
to activate
to deactivate

- **Adjust ringer volume while a call arrives:**

### 7.6 Adjusting screen brightness

- **reach the ‘Menu’ page**
- **Contrast**
  - increase or decrease the contrast

### 7.7 Selecting the welcome page

- **reach the ‘Menu’ page**
- **Homepage**
  - select the default page
7.8 Selecting language

reach the 'Menu' page

enter your personal password

select the language of your choice

7.9 Program the keys for the Perso page or the add-on module

You can program call numbers and functions for the 'Perso' page keys and the add-on module keys.

To program a number:

- press the key you want to program
- enter the number
- apply

To program a function:

- press a programmable key (F1 or F2)
- enter the name
- apply

7.10 Programming direct call keys (F1 and F2 keys)

press a programmable key (F1 or F2)

to program a number
to program a function

follow informations displayed on the screen

7.11 Programming an appointment reminder

You can define the time of a temporary reminder (one in 24 hours) or a permanent reminder (every day at the same time).

reach the 'Menu' page

to program an appointment

to program a number

dial the number of the appointment

destination set

The 'Appointment programmed' icon is displayed on the welcome page.
Programming your telephone

At the programmed time, your telephone rings:

To cancel your reminder request:

If your calls are diverted to another terminal, the diversion is not applied to the reminder call.

7.12 Identify the terminal you are on

The number of your telephone is displayed on the 'Info' page.

Access the 'Info' page using the navigator.

7.13 Lock / unlock your telephone

reach the 'Menu' page

depending the displayed informations, enter your password or confirm

7.14 Configuring the audio jack of your telephone

By default, the audio jack of your telephone can be used to connect a headset, hands free kit or loudspeaker.

reach the 'Menu' page

Headset
Hands-free
Loudspeaker

7.15 Modify the associated number

The associated number can be a phone set number, the voice mail number or the pager number.

reach the 'Menu' page

enter your personal password
enter the new associated number

acceptance of the programming is displayed

7.16 Create, modify or consult your intercom list (max. 10 numbers)

reach the 'Menu' page

follow instructions given on display
**Guarantee and clauses**

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice. The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user’s manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Warning: never place your telephone in contact with water. To clean your telephone, you may however use a damp soft cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Never spray it with cleaning products. Earpiece may retain magnetic objects.

The wording is not contractual and may be subject to change. Some functions of your telephone are controlled by a software key and the configuration of the unit.

**Declaration of compliance**

EC: We, Alcatel Business Systems, hereby declare that we assume the Alcatel 4028/4029 product to be compliant with the essential requirements of Directive 1999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.

Alcatel Business Systems, in keeping with its policy of constant product improvement for the customer, reserves the right to modify product specifications without prior notice.

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