


Manager / Secretarial Features

Absent When the secretary is away from his / her station, they press their 'Absent' key. This will indicate on the Managers phone that they are away from their desk.

Filter The 'Filter' key will enable the secretary to divert their manager's calls to them, from their phone. It will show on the manager's phone that their calls are diverted. The filter can be set or cancelled either from the managers / secretaries handset.


Forward Ring On the manager's phone there is a 'Fwd Ring' key, this can be pressed when the managers phone is ringing and it will send the call to a preset destination (Normally the secretary)

Storing Useful Numbers


Programme personal directory Press [i] key, Press 'Prog' key in display, press 'Keys' in display, select [45 personal speed dials available] Key using arrows, press soft key, dial 9 and telephone number or extension number, press 'Apply' in display, type name using keypad (max 6 characters), press 'Apply' in display, press release key  Use personal directory Use navigator key to select screen and press soft key to call

Customising your telephone

Change ring tune

Leave the receiver down, press the 'OK' key repeatedly, or press 'Next' in display to select tune and then press release key  to store

Increase ring volume

Leave the receiver down, press the 'OK' key and then press volume + or - keys to adjust volume and press release key  to store

Lock your handset

Dial *77

Unlock your handset

Dial *77 enter personal code (Default 0000)

Change personal code

Dial * * 4, enter old code 0000, enter new code, confirm new code



Alcatel Omni Enterprise Advanced Handset Quick Guide

Basic Call Handling

Make an internal call

Dial extension number

Make an external call

Dial 9 followed by the telephone number

Dial by name (Subject to software licence)

Type 1st 3 letters of persons surname, press the Name key in the display, the display will show options available , press Prev or Next keys in the display to scroll through options and press Call key to dial or Cancel

Receive a call

Lift receiver or press handsfree key

Transfer a call

Dial extension number, announce caller and replace receiver

Retrieve a call if extn busy or no reply

Press the 'Enq Off' key in the display

Broker call (switch between 2 calls)

Press 'Broker' key in the display (allows extn to toggle back and forth between 2 call)

Hold a call

Press the Call / Line key, the key will have next to it

Retrieve a held call

Press the Call / Line key again to retrieve

Transferring a caller to voicemail

Dial the extension number, then press Voice in the display and replace receiver

Further Telephone Features

Park a call

Press 'Park' in display or dial *75 and replace the receiver

Retrieve a parked call from the same extn

Dial *75

From another extn

Dial *75 and enter the extn number where the call was parked

3 way conference

Whilst on a call, dial extension number of 3rd party, and press 'Conf' key in display or dial 3 to join all 3 together

Exit 3 way conference

Replace receiver, the other parties will remain talking


Redial last number

Press your Redial key or dial *70

Cancel a callback set by you

Dial the extension number and dial *89

Last caller call back

Lift receiver and dial *69, press the Callbk option in the display to call extension back or press  to clear

Individual call pick up

Dial *72 and extn number that is ringing

Group call pick up

Dial *73

Touch tone dialing

When answered by a recorded message press DTMF in the display to activate touch tone dialing

Enter hunt group

Dial * * 7 (If you are programmed as a member)

Exit hunt group

Dial * * 8 (If you are programmed as a member)

Forwarding your calls

Forward calls immediately

Press 'Forward' key or dial *60 and extension number to receive calls

Forward calls when busy

Dial *61 and extension number to receive calls ([i], Consult, service, apply, select busy, apply, dial extn)

Forward calls on no reply

Dial *62 and extension number to receive calls

Forward calls busy/no reply

Dial *63 and extension number to receive calls

Cancel all Forwards

Dial *64

Forward calls to voice mail

Select one of the above forwards and press 'Voice'

Cancel Forward to voice mail

Dial *64

Do not disturb

Dial *78 and enter your personal code (0000)

Cancel do not disturb

Dial *78