



Customising your telephone

Change ring tune

Leave the receiver down, press 'Ring Tones' key repeatedly to select required ring tone

Change ring volume

Leave the receiver down, press 'Ring Tones' key then press Vol+ or - keys to adjust ring tone volume

Lock your handset

Dial *77

Unlock your handset

Dial *77, enter personal code (default 0000)

Change default personal code 0000

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

Additional Guides available at
<http://www.swcomms.co.uk/resource-centre/user-guides-and-manuals>

Service Desk 01392 330033
email: servicedesk@swcomms.co.uk

Customer Service 01392 315315
email: customer.service@swcomms.co.uk

Issue 6 1.3.16



Alcatel Omni Enterprise First Handset Quick Guide



Basic Call Handling

Make an internal call

Lift receiver and dial 4 digit extension number

Make an external call

Lift receiver and dial 9 followed by the telephone number

Receive a call

Lift receiver

Transfer a call

Dial extension number, announce caller and replace receiver

Retrieve a call

Press the 'Enquiry' key or press 1

Broker call

Press 'Broker' key (allows extn to toggle back and forth between 2 calls)

Hold a call

Dial *1

Retrieve a held call

Dial *1

Transferring a caller to voicemail

Dial the extension number, and then dial 8 and hang-up phone

Further Telephone Features

Park a call

Dial *75 and replace your receiver

Retrieve a parked call from the same extn

Dial *75

From another extn

Dial *75 and enter the extension number where you parked the call

3 way conference

Whilst on a call, dial the number of 3rd party, 1st call will automatically be placed on hold, when third party answers press 3 to join all 3 parties together

Exit 3 way conference

Replace receiver, the other parties will remain talking

Redial last external number

Press your Redial key or dial *70

Store redial

Whilst on a call; press the Store Redial key, this will save this number to enable you to dial it later

Request a Call-back on a busy extn

Dial the extension number and press 5 [Your phone will ring when they are free]

Cancel call-back request you made

Lift receiver and dial *89

Cancel a call back request set on you

Dial *68 and replace receiver

Last caller call back

Lift receiver and dial *69, this will call back the last internal person that called you

Individual call pick up

Dial *72 and extn number that is ringing

Group call pick up

Dial *73

Forwarding your calls

Forward calls immediately

Dial *60 and extension number to receive calls

Forward calls when busy

Dial *61 and extension number to receive calls

Forward calls on no reply

Dial *62 and extension number to receive calls [No reply timer is set by system administrator]

Forward calls busy/no reply

Dial *63 and extension number to receive calls

Cancel all Forwards

Dial *64

Do not disturb

Dial *78 and enter your personal code [default 0000]

Cancel do not disturb

Dial *78

Storing Useful Numbers

Program personal directory

Pick up receiver, dial #5, enter location 1 - 9 * 0 #, dial 9 and Max of 12 [1 - 9,*0#] the telephone number, press # to confirm

Use personal directory

Press **5 and location 1 - 9 * 0 #

Use system speed dials

Lift receiver and dial short dial code