

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

Forward calls busy/no reply

Dial *63 and extension number to receive calls

Cancel all forwards

Dial *64

Forward to voice mail

Select one of the above forwards and then enter VM extn number or # #

Cancel Forward to voice mail

Dial *64

Do not disturb



Dial *78 and enter your personal code (0000)

Cancel do not disturb

Dial *78

Storing Useful Numbers


Programme personal directory

Press [i] key, dial 22, enter 9 + Tel no, press 'OK' key, Press 'Speed dial'  key, Press 1 - 9 * 0 # and press the release key  to confirm

Use personal directory

Press 'Speed dial'  key and press 1 - 9 * 0 #

Programme spare keys [For Internal / External]

Press [i] key, dial 21, enter tel number or feature code e.g. *60 for numbers or system features]Immediate Forward, press the spare key, press the release key  to confirm

Additional Guides available at

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

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Alcatel Omni Enterprise Premium Handset Quick Guide



Basic Call Handling


Make an internal call

Dial 4 digit extension number / or press programmed key

Make an external call

Dial 9 followed by the telephone number

Dial by name (Subject to software licence)

Type the first 3 letters of the surname you want to find, press the enter key, the display will show first available name, press the down arrow to scroll through the options, press the enter key to dial or press the release key  to exit

Receive a call

Lift receiver or press hands free key 

Transfer a call

Dial extension number, announce caller and replace receiver

Retrieve a call if no reply from the extn

Press the 'Enquiry' key

Broker call

Press 'Broker' key (allows you 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, hang-up phone to transfer

Further Telephone Features

Park a call

Dial *75 and replace your receiver

Retrieve a parked call from the same extn

Dial *75 (The caller will return to the operator if not retrieved within 2 minutes)

Retrieve from another extn

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

3 way conference

Whilst on a call, dial the number of 3rd party, when answered press 3 to join all 3 together

Exit 3 way conference

Replace receiver, the other parties will remain talking

Redial last number

Dial *70

Redial List (Last 8 Numbers)

Pres your Redial key, now use your + and - keys to search, press "OK" to call

Store redial

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

Call back (If extn busy)

Dial the extension number and press 5 (Your phone will ring when they are free)

Cancel your call-back request

Dial the extension number and dial *89

Cancel call back set on you

Lift receiver and dial *68

Retrieve a callback

Press your Mail key, Display will show 01 New Message, Press the 'OK' key, Display will show Message Recall, Press 'OK' key and display will show senders details e.g. Switchboard, Press 'OK' key to return the call or press the release key to delete

Last caller call back (Internal only)

Dial *69 and press the Store Redial key to call back the last internal person or dial *69 and the release key to clear

Individual call pick up

Dial *72 and extn number that is ringing

Group call pick up

Press Pick Up key or dial *73 this will answer the longest ringing call

Touch tone dialling

When answered by a recorded message press Touch Tones key or dial #4 to activate

Enter hunt group

Dial * * 7 to enter hunt group (If you are programmed as a member)

Exit hunt group

Dial * * 8 to exit hunt group (If you are programmed as a member)