

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

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

Do not disturb

Dial *78 and enter your personal code (default 0000)

Cancel do not disturb



Dial *78

Forward calls to voice mail

Select one of the above forwards, then press ##


Cancel forward to voice mail

Dial *64



Storing Useful Numbers

Program personal directory

Press [i] key, Press 2, press 2, 9 + Tel no, press 'OK' key,  Press 'Personal Sp' key, Press 1 - 9 * 0 # and press release key to confirm

Use personal directory

Press 'Personal Sp' key and 1 - 9 * 0 #

Use system speed dials

Lift receiver and dial short dial code

Customising your telephone

Change ring tune

Keep pressing the 'OK' key

Increase ring volume


Press + or - keys

Lock your handset

Dial *77


Unlock your handset

Dial *77 enter personal code (default 0000)



Alcatel Omni Enterprise Easy Handset Quick Guide

Issue 3 24.6.15



Basic Call Handling

Make an internal call

Dial 4 digit extension number

Make an external call

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 (If extn busy or no reply)

Press the 'Enquiry' key (The key will have a red light next to it)

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

Retrieve from another extn

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

3 way conference call

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, or press your "Redial" key.

Redial List [Search last 8 numbers]

Press your Redial key, now use your + and - keys to search, press "OK" button to dial number.

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

Dial the extension number get a busy tone, press 5 and replace your receiver (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

Last caller call-back

Lift receiver and dial *69, the system will ring the last internal person that called you

Retrieve a call-back

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. to return the call or press the release key to delete

Individual call pick up

Dial *72 and extn number that is ringing


Group call pick up

Dial *73, this will answer the longest ringing phone in your group


Touch tone dialling

When answered by a recorded message press #4

Missed calls

The phone system will log up to 16 missed external calls on your handset. To view the numbers, press the 'Missed Calls' key, the screen will show the number, press 'OK' to dial or release  to delete.

Internal Missed Calls

The red light will be lit next to the 'Mail' key, this logs any internal calls that have rung your extension and hung up. Press the 'Mail' key, it will say 02 No answers, press OK it will show the extension name that you have missed, press OK to call it or  to delete it

Enter hunt group

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

Exit hunt group

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