

User Guide for the Easy & Advanced Reflexes

Alcatel OmniPCX™ 4400 Telephone System

Easy Reflexes Usage Instructions:

Transfer

Select a line
Dial the number
Press the transfer key

Basic Forwarding

Press forwarding button on your set and enter the number you wish to forward the calls to. **(OR)**
Press *60 and the number you wish to forward you calls to.
To deactivate your forwarding feature press *64.

3 Way Conferences

Dial the first call – place them on hold.
Then dial the second call - **1st caller is automatically placed on hold.**
After the 2nd party answers press your conference button or the number 3 if you do not have a conference button. Then all three parties are conferencing.
To drop the 2nd caller press conference and you will return to the 1st caller.

Accessing Voice Mail (Indicator – A Flashing Green Light)

From off campus dial 979-1999, after dialing 979-1999, at the prompt press the pound sign “#” then enter your account number (4-digit extension), then follow the prompt to check your messages

If you are accessing voice mail for the first time your password will be your last four digits of your telephone number

(OR)

Press the envelope, and then press Listen/ok. Press the plus sign to see the number of recorded messages; then, press Listen/ok again.

If you have messages and you lift your handset, you will get a recording telling you to dial *## to access your voice mail.

Changing Password

While in your voicemail Press 4 (Personal Option) then select 2 to change your password.
Administering your voicemail includes changing recorded messages, recording extended absence greeting. If you record an extended absence greeting, your voicemail will not accept any messages

Call Pick-Up

1. Assigned Call Pick-up Dial *73 (This group has to be pre-programmed)
2. General Call pick-up Dial *72 and the four digit extension (Direct Call Pickup)

Call Back (Indicator – Flashing Red Light)

Press the envelope, press “1 Msg Call Back” button that appears on your display. The number of callers will appear. You can access them by pressing the plus sign “+”

Store# - External Use Only

If you dial someone on campus and if the line is busy or you receive no answer just press store and it will store that number dialed. To redial that number again just press store.

Redial

Redials the last dialed number (just press redial).

User Guide for the Premium Reflexes Telephone

Premium Reflexes Usage Instructions:

Making an external call

To make an external call:

Dial 9 (or lift the handset and dial 9), then dial the number you wish to reach. The display will show the number you dialed and the icon associated with the line key will indicate the status of your call.

Note: 9 is the default number code for getting an outside line. You can determine the codes for the “Attendant call” and “Direct outside line” features by consulting the Menu key (Guide Mode).

Making an internal call

To make an internal call:

Lift the handset and dial the number you want directly (or use a dialing feature, e.g.: call – using your personal directory). The display will show the name of the person you called, and the icon associated with the line key will indicate the status of your call.

Receiving Calls

To receive any calls your calling party **must** dial all seven digits of your phone number except if they are calling from an Alcatel phone.

Answering calls during a conversation

During a call, you can answer a second call. When a second person calls, you hear a beep and see a flashing line key on your multi-line terminal. The new call continues to ring and your display shows the caller's identity for several moments, until you answer or the call is forwarded (in addition, during this period the caller can activate ‘Camp-on’).

If you want to answer a second call:

Press the flashing line key on your multi-line terminal, and the first call will automatically be placed on hold.

To determine the identity of waiting callers:

Press 'Menu' and the flashing line key.

Press 'Menu' to cancel.

To recover your first call:

Press the corresponding line key.

If you hang up without taking the second call, your telephone automatically rings again.

Note: You can prevent incoming calls from being camped-on your line. Dial the code for the feature "Camp-on control". While this feature is in effect, incoming external calls are directed to the attendant (or other designated number). To cancel this feature, use the same code.

Voicemail setup

Press the mail button once and your messages will show on the LCD. Then press the LISTEN/OK button once to get to Voicemail prompt, press it again to get to the voice prompt which will guide you through the setup process.

Note: The temporary password for the voicemail is your four(4) digit extension; your phone number without the prefix "979".

Resetting the phone

If and when your phone resets and gets stuck in any phase from one (1) through 5(%), power the phone down (Allow about 30 seconds to power down) and power it back up again. If after this the phone still does not go past the phases, call the Office of Communications for assistance (979-2005)

Voicemail remote access

Your voicemail can be accessed from any touchtone phone by dialing 979-1999 and follow the prompt to check your voicemails.

User Guide for the Advanced Reflexes Telephone

Advanced Reflexes Usage Instructions:

Three ways to dial a call

1. Dial by name (The license should be activated on your phone)
2. Numeric keypad
3. Soft Keys

Answering a call

When your terminal rings - your display will indicate the caller's number (*external call - when caller information is provided*) or name (*internal call*).

To answer: lift the handset or Press "Speaker" for "hands-free". On internal calls, the calling party station name is displayed. When you answer the call, the calling station number will also be displayed.

Note: You can answer internal calls immediately and “Hands-free” if your station is in “Interphone” mode.

Answering other calls during a conversation

During a call, you can answer a second call. When a second person calls, you hear a beep and see a flashing line key (multi-line terminal). The new call rings and your display shows caller information until you answer or the call is forwarded, or the caller sets camp-on.

If you want to answer the second call:

Press the flashing line key. The first call will automatically be placed on hold.

To recover the first call:

Press the corresponding line key. If you hang up without taking the second call (the call which is waiting for you), your telephone will automatically ring again. If several calls (3 or more) arrive simultaneously, only the last one is displayed.

To determine the identity of waiting callers:

Press “Menu” and press the flashing line key for each call.

To end this review: Press **END**

Note: You can prevent calls from being camped on when your line is busy: to initiate “Camp-on” control. Outside calls will be directed to the attendant. This feature remains in effect until cancelled.

To cancel this restriction, press **CampOn**

Basic Forwarding

Press forwarding button on your set and enter the number you wish to forward the calls to. **(OR)** Press *60 and the number you wish to forward your calls to. **To deactivate your forwarding feature press *64.**

3 Way Conferences

Dial the first call

Then dial the second call, 1st caller is **automatically placed on hold.**

After the 2nd party answers press your conference button or the number 3 if you do not have a conference button. Then all three parties are conferencing.

To drop the 2nd caller press conference and you will return to the 1st caller.

Accessing Voice Mail – Flashing Green Light

From off campus – dial 979-1999 then follow the prompt (Note that your account number is always your 4-digit extension) then enter your password

If you are accessing voice mail for the first time your password is the last four digits of your telephone number **(OR)** Press # and your four digits (example: 1031)

If you have messages and you lift your handset, you will get a recording telling you to dial

- *## to access your voice mail
- While listening to your messages you can press 1-1 to play the new and unheard message
- To skip a message press 3-3, this allows you to jump to the end of the message
- To skip on message press the # key
- To skip archived messages press ##

Store# - External Use Only

If you dial someone on campus and if the line is busy or you receive no answer or get a busy just press store and it will store that number. To dial that number again just press store.

Call Log – the calls on this log will be calls that were not forwarded to the voicemail (for some reason). Once the calls are forwarded to the voicemail, the log of that call is sent to the voicemail as well, indicated on your display when you press your voicemail key.

Redial – redials the last dialed number. Press redial.

Last Caller Call Back – press *69

Transferring a call

Select a line
Dial the number
Press the transfer key

If you are in the middle of a conversation, you may want to transfer your party to another terminal.

To transfer a call:

- (1) Press LINE (to make a second, or consultation call), and when the second party answers, advise that station user that you are transferring a call to them.
- (2) Press “Transf” to complete the transfer

Notes: If you prefer, you can transfer the call without waiting to see if the second party answers (even if their line is busy). Depending upon your system's trunking service, transferring calls between two outside lines may not be possible.

Putting a call on hold

If you are in a conversation with an internal or external party, you may want to put your party on hold, and be able to retrieve the call later at the same terminal.

To put a call on hold:

Press the line key for a new call.
To return to the first caller (on hold), press the line key for that call.

If you forget or ‘lose’ a call on hold

If you should hang up while someone is on hold, the line key icon relating to the line key will indicate this and your phone will ring. To recover the call, pick up the handset and press the line key.

Switching between calls (Broker Calls)

If you are in conversation with one caller and have another caller on hold, you can switch back and forth between them. This is sometimes known as a ‘broker’ call.

To switch between calls:

Press the line keys relating to your call. The number for each party will be displayed.

Picking up calls ringing at other terminals

To pick up a call ringing at another terminal (in your call pickup group):

Dial the code for the "**Group call pickup**" feature, or press GrpPic (**Dial *73 -This group has to be pre-programmed**)

To pick up a call ringing at another terminal (not in the pickup group):

Dial the code for the "**Direct call pickup**" feature, or press DirPic (**Dial *72** and the four digit extension).

Parking a call

You can 'park' an external call in order to retrieve the call at a different terminal.

To park a call:

- (1) During the call, press park button or press *75
- (2) Per the voice guide, dial the station number of the terminal on which you want to take the call - the call is automatically parked, and your caller hears a hold signal.

Note: If you hang up without specifying a destination, the parked call remains at the original station, and can be recovered using the 'Park Call/Retrieve' feature in the normal fashion at the original station (or at any other station within the system).

To recover your parked call at the destination station:

Enter the code (*75) for the "**Park Call/retrieve**" feature.

To recover your parked call at any other station in the system:

- (1) Enter the code (*75) for the "**Park Call/retrieve**" feature.
- (2) Dial the extension number where the call was parked.

Note: If a call is parked for more than the predefined period of time, it is automatically sent to the attendant or other designated number within the system.

Requesting a callback (from idle or busy stations)

When you call an internal terminal and your party does not answer (line rings) or is busy (indicated by the voice guide or busy tone and display), you can leave a callback request.

To request a callback:

- (1) Press CallBk (or Press 5 while the phone is ringing or busy) - the display will show that the callback feature is in effect.
- (2) Replace the handset, and you will be called back when your party responds to your callback request (or automatically when the busy line is free).

To cancel the automatic callback request (all lines are busy), dial the number a second time, and then hang up.

Call Back – Flashing Light - Press the envelope, press "1Msg Call Back" button that appears on your display. The number of callers will appear. You can access them by pressing the soft key.

For more information please visit: <http://ccaix.jsums.edu/~alcatel/>

Contact:

Technical

(601) 979-5931 {Nogie Ekunwe} **e-mail:** ekhuemuenogiemw.o.ekunwe@jsums.edu

Training

(601) 979-4304 {Beulah Kondur} **e-mail:** beulah.kondur@jsums.edu