



Advanced Fonctions

Forwarding calls...

Forwarding calls to another number

- ▶ Press the key associated with the **Forward** icon  (next to the screen, on the top right side)
- ▶ Select the forward key: immediate, busy, no answer...
- ▶ Dial the number who will receive calls, then hang up the phone

Canceling forwarding

- ▶ Press the key associated with the **Forward** icon 
- ▶ Select **Cancel fwd** (Canceling forwarding), then hang up the phone

Feature access codes

- ▶ ***2** : immediate forwarding
- ▶ ***3** : forward after 4 ringing
- ▶ **##** : canceling forwarding


Call pick-up

If the ringing phone is in your own pick-up group:

- ▶ Dial **61**

Call log

Consulting a call history or missing calls

- ▶ Press **Messaging Key** 
- ▶ Select the menu showing you how many call you mess, choose either internal or external call, you can also check into the **Call logs**

Programming direct call keys (Perso Page)


Programming direct call keys

- ▶ Access to the **Perso** page and select the key (.... = it means that is an empty key)
- ▶ Select **Direct Call**
- ▶ Enter the **number** and the **name** to associate the key (using the navigator)
- ▶ Select **Validate**

Calling direct call keys

- ▶ Access to the Perso page and press the direct call keys
- ▶ Using the navigator if necessary


Deleting direct call keys


- ▶ Press the information Key « I » 
- ▶ Select the key to delete or to modify

Voice Mailbox

Accessing your voice mailbox

From the deskphone

1. Dial **82000** or press  then select **Voice Mail** in the list
2. Enter your **Password** and press **#**

 : on the first call you will have to change the password (**0000** by default) and record your name => **follow the instructions**

From outside

1. Dial **+33 1 45 68 20 00**
2. Enter your mailbox number (**your own extension**) + #,
3. Enter your **password** + #

Reviewing voice messages

Call your voice mail and identify yourself, you have 2 possibilities, press...

- ▶ **1 + 1** : Reviewing news messages
- ▶ **1** : Reviewing all messages

Possible actions...

- ▶ **7** : Erase the message
- ▶ **8** : Reply
- ▶ **9** : Save message
- ▶ **0** : More options

Personal options

Call your voice mail and identify yourself, press...

- ▶ **0 + 4** : Then you have access to more options...
- ▶ **1** : Select the greeting message (personal or default) that will be used
- ▶ **2** : Record, modify or cancel personal greeting messages
- ▶ **3** : Modify your secret code (password)
- ▶ ***** : exit

Diverting calls to your voice mailbox

- ▶ Dial ***2 + 82000** : Immediate forwarding
- ▶ Dial **##** : canceling forwarding

You can change the language of the phone menu and the voice mail instructions all the time...

From the telephone, select **MENU** page
Then select...

Réglages/Settings > Poste/Phone > Langue/Language...
Select the language of your choice : **Français/English**



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Quick Guide Alcatel-Lucent DeskPhone 8029/8039



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Important information...

For more questions or any help:

 : **11**

 : **helpdesk@unesco.org**

Alcatel-Lucent Deskphone 8029/8039 : Overview

Basic Features

Calling your caller by name (company directory)

Searching and calling a contact, simply:

- ▶ Enter the first letters of the name
- ▶ On the screen, select the option **NAME** to launch the research or press **OK** key (navigator)
- ▶ Select the name
- ▶ Press the key next to the name of your contact to call him or select **Call**



Putting a call on hold

While on a call...

- ▶ Press the key corresponding to the call, it will make your call on hold
- ▶ Press again on the key to resume the call



Transferring a call

While on a call...

- ▶ Dial extension number
- ▶ **Hung up** or select **Transfer** on the display
- ▶ NB: In cas of unsuccessful transfer (wrong number, no answer...), select **Enquiry off** and resume the call



Making a conference call

While on a call...

- ▶ Dial extension number
- ▶ Select **Conference** on the display
- ▶ NB: In cas of unsuccessful transfer (wrong number, no answer...), select **Enquiry off** and resume the call



Sending DTMF signals

During a conversation, sometimes you have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine. Enter ****** or select **Send FV**

(1) Screen / Function Keys

The screen has 3 pages and 6 keys (Phone 8029) or 10 keys (phone 8039)



- ▶ **MENU** page: Contains all deskphone Alcatel-Lucent features and applications
- ▶ **PERSO** page: Contains call line keys (allowing supervision of calls) and programmable call keys
- ▶ **INFO** page: Contains information about the telephone and the status of these functions (name, telephone number, number of messages, activation of transfer function...)

4 programmables Keys with Led and paper label (Deskphone 8029)

(2) Navigation

The navigator allow to

- ▶ **Left-right** navigator: Use it to move from one page to another and display information about current calls (call in progress, calls on hold, incoming call)
- ▶ **Up-down** navigator: Use it to scroll through the page content
- ▶ **Ok** key: Used to validate your choices and options while programming or configuring

Back/Exit key: Use this key to go back to the previous step. Use this key to go back to the homepage (long press)



(3) Permanent Features Keys



Icon	Name	Description
	Mute	▶ Mute and intercom Key
	Volume set up	▶ Turn down the volume decrease the contrast / Turn up the volume Increase the contrast
	F1 et F2	▶ Lines keys
	Redial key	▶ To access the 'Redial' feature. Last number redial (short press). Call back on the last 10 number dialed (long press)
	Guide key	▶ Used to obtain information on functions of the Menu page and to program key of the Perso page
	Messaging key	▶ Messaging key to access various mail services. This key is lit when you have received a new voicemail, text message or callback request
	Hands free	▶ Key to take a call directly on the microphone
	Hang up	▶ Terminate your call