


Alcatel **Advanced Reflexes™**

Operator station

Alcatel **OmniPCX** *Office*



ARCHITECTS OF AN INTERNET WORLD



This guide describes the services offered by the Alcatel Advanced Reflexes operator station (OS) connected to an **Alcatel OmniPCX Office** system. This guide covers the specific functions of the Alcatel Advanced Reflexes operator station (consult the station user manual for a description of the other services) :

- · restricted service,
- · reserving a group of outside lines for exclusive operator use,
- · diverting operator calls to another number,
- · broadcasting background music on the external loudspeaker,
- · answering a night call,
- · programming.

The operator station receives incoming calls and routes them to the appropriate extensions within the system.

Depending on the amount of traffic handled, your system can have one or more operator stations:

- grouped: all stations ring simultaneously,
- assigned to specific time periods: only stations currently operational will ring.

This option is set up by your installation technician.

How to use this guide ?

You have an Alcatel Advanced Reflexes digital telephone. The large display, navigator and alphabetic keypad will help you use your telephone easily and make optimum use of the many functions offered.

• Actions



Lift receiver.



Hang up.



Description of an action or context.

• Navigator



Move the navigation key up, down, to the left or to the right.

• Display and display keys



Partial view of display.



Display key.

• Programmable keys and icons



Line key.



Icon corresponding to key.



Key programmed by technician to access service.

• Keypad



Numeric keypad.



Alphabetic keypad.



Specific key on numeric keypad.

• Audio keys



Loudspeaker.



Hands free.



Adjustment "reduce".



Adjustment "increase".

• Other fixed keys



Fixed key.



MENU key

• Other symbols used



Alternative to action sequence.



Important informations

These symbols can be supplemented by small icons or text. All default or customized function codes are given in the table of codes in the appended sheet.

Contents

	Getting to know your telephone	p.6
--	---	------------

1.

	Operator station (OS) functions	p.8
--	--	------------

1.1	Setting restricted service	p.8
1.2	Reserving a group of lines	p.9
1.3	Manually diverting operator calls to another number . .	p.10
1.4	Broadcasting background music on the external loud-speaker	p.10
1.5	Answering a night call	p.11
1.6	Using a headset	p.12
1.7	When you return, consult your general voice mailbox .	p.13

2.

	Programming functions	p.14
--	--	-------------

2.1	Accessing programming	p.14
2.2	Programming system directory (ComSpD)	p.14
2.3	Programming date and time (Clock)	p.15

3.

	Setting various subscriber telephone parameters.	p.16
--	---	-------------

3.1	Accessing the subscriber function	p.16
3.2	Subscriber name (Name)	p.16
3.3	Resetting a subscriber password (ResCod)	p.17
3.4	Subscriber display language (Lang)	p.17
3.5	Subscriber personal directory (PerSPD)	p.17
3.6	Subscriber discrimination criteria (Barrng)	p.18

Contents

4.

Complementary 'Expert' functions p.19

- 4.1 Accessing the "Expert" function p.19
- 4.2 Table of business codes (Account) p.19
- 4.3 Direct numbers of extensions (PubNum) p.20
- 4.4 Greeting and holding messages (MOH) p.21
- 4.5 DECT cordless telephones p.24
- 4.6 Changing the operator password (Passwd) p.25
- 4.7 Resetting the system (RstSys) p.26
- 4.8 Voice message p.27
- 4.9 Software licence agreements p.31

Guarantee and clauses p.32

Getting to know your telephone

■ Navigator

Lets you browse through several pages of the display and select a line (the bottom line is implicitly active).



■ Guide key

This key lets you:

- obtain information about the telephone
- program the keys

Mute key so that your correspondent can no longer hear you.

■ Hang-up key

To terminate a call or programming.

■ Audio keys

Loudspeaker:
to share a conversation

to reduce loudspeaker or receiver volume



to increase loudspeaker or receiver volume

Hands free:
to make or answer a call without lifting the receiver

■ Alphabetic keypad

Protected by a flap, used for call by name, message service and programming. You have a self-adhesive 'Memo' label to stick inside the flap.

■ Three-colour indicator light

The indicator light on your terminal enables you to monitor the system. The light has five possible statuses (colours and/or flashing):

Flashing green: message received (voice or screen) or call received in the “calls received” memory.

Orange fixed: indicates traffic overload level 1 (1 is calls on hold).

Flashing orange: terminal on test.

Red fixed: indicates traffic overload level 2 (call unanswered within 20 seconds or number of calls on hold exceeds number of operator stations).





Flashing red: several low priority system messages present or one very serious system message indicating a system hardware fault.

■ Programmable keys and icons




To make a call, activate a service or manage your calls.

Icons are associated with each of these keys:










Line icons :

-  Incoming call (flashing).
-  Call in progress.
-  Call on hold.
-  Call on common hold.


Function icons :

-  Function active.
-  Function requiring action.
-  Terminal or line busy.

Preprogrammed function keys:

-  Internal or outside line key.
-  Lines 1 to 15: Outside line key on your system.
-  Divert your calls to another terminal.
-  Access the various mail services.
-  Access your personal directory.
-  Group supervision.
-  Normal or restricted mode.
-  Make an ISDN call.
-  Transfer call to another terminal.

Some other keys can be programmed by your installation technician as a function of your requirements:

-  Key which must be programmed by your installation technician to access a service.

1.1

Setting restricted service

This function sets the system to restricted service:

All incoming calls are directed to a general ring or a programmed number:



**“Normal/
Restr”** fixed
key



operator
password (by
default
HELP1954)

display and tone indicate service
active



“Normal/Restr”
key icon indicates
service active



OR



To restore normal service, repeat operation.



If an outside number has been entered by the installation technician, selection of restricted service will automatically divert calls received by the operator to the defined outside number.

1.2

Reserving a group of lines

For maximum availability of the operator station, thus assuring optimum reception of incoming calls, a group of outside lines can be reserved which will only be available to the operator station(s):



“Reserved TGp”
programmed key



operator
password (by
default:
HELPI954)

display and tone indicate service
active



“Reserved TGp”
key icon indicates
service active



OR



To cancel the line reservation, repeat operation.

1.3

Manually diverting operator calls to another number

During a period of absence, the operator can divert all calls received (incoming calls and internal calls dialling 9) to another number:



“Att.Div”

programmed key



enter the number
of the terminal to
receive the
message



operator
password (by
default
HELPI954)



display and tone indicate service active



OR



“Att.Div” key icon

indicates service
active



To cancel the line reservation, repeat operation.

1.4

Broadcasting background music on the external loudspeaker



“Bkg.Music”

programmed key



operator
password (by
default
HELPI954)

display and tone indicate service
active



OR



“Bkg.Music” key icon
indicates service active



To cancel the line reservation, repeat operation.

1.5

Answering a night call

An incoming night call is indicated in the same way as an ordinary call:

your telephone
rings



the night call name or n° is
displayed



OR



lift the
receiver

hands free

• Opening the door:



OR



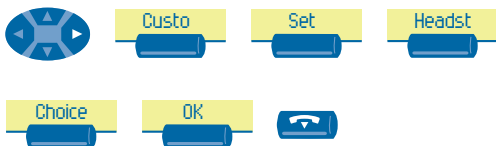
'Unlock Door'
programmed key or
function code

1.6

Using a headset

You can connect a headset instead of your receiver:

- **To activate or deactivate headset mode:**



activating or
deactivating
headset mode

- **Answering or making a call:**



hands free

- **To activate or deactivate the loudspeaker during a conversation:**



To answer in intercom mode:



corresponding LED
lights up



deactivate intercom mode

1.7

When you return, consult your general voice mailbox

The light indicates that messages have been received.



GalMbx



display number of new and
old messages

operator password
(by default
HELPI954)

Msg



display name of sender, with date, time and
ranking of message

Prev

OR

Next

previous message

next message

AND/OR

Play

Clear

listen to message

erase message

2.1

Accessing programming

Your **Alcatel OmniPCX Office** system's operator station can access the general programming services.



Operat



access programming
function

operator
password (by
default
HELP1954)

2.2

Programming system directory (ComSpD)

This function can be used to programme system short numbers, accessible to all system users:

in programming
function

ComSpD



display gives first short
number

Modify



OK



OK



enter name
(max. 16 characters)

enter number
(max. 21 digits)



programmed short
number is displayed



• To enter another short number:

Next



OR

Prev



OR

New

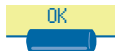


to select another short number

2.3

Programming date and time (Clock)

in programming
function



enter date
and time

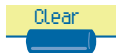
- Changing date and time:



OR



OR



previous
character

next character

3.1

Accessing the subscriber function

This function provides access to the various parameters defined for a system user or subscriber, identified by an extension number:

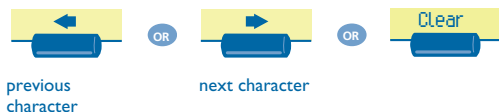


3.2

Subscriber name (Name)



- Changing the name:



Name must be entered in format name/space/first name.

3.3

Resetting a subscriber password (ResCod)

This function is used to cancel a subscriber password and restore the default password (1515):

in "Subscriber" function



3.4

Subscriber display language (Lang)

This function is used to specify the display language for the selected subscriber. Pressing this key scrolls the various languages available:

in "Subscriber" function



3.5

Subscriber personal directory (PerSPD)

This function is used to create the personal directory of the selected subscriber:

in "Subscriber" function



display gives first number



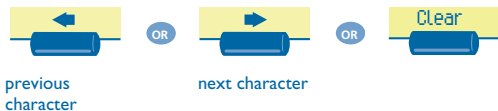
enter name (max.
6 characters)



enter public
number
(max. 19 digits)



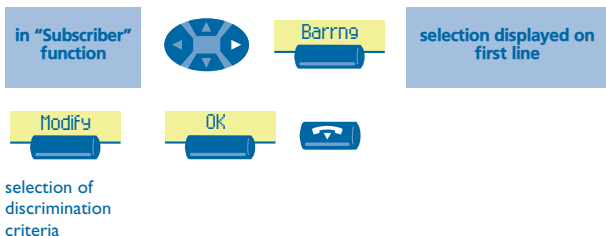
- **Changing a name or number:**



3.6

Subscriber discrimination criteria (Barrng)

This function is used to define discrimination criteria for each subscriber:



This function is used to describe discrimination criteria for each subscriber.

4.1

Accessing the 'Expert' function

in programming
function

Expert

access to "Expert"
programming function

4.2

Table of business codes (Accoun)

This function is used to define the table of business codes enabling a subscriber to charge his/her calls to a business account:

in "Expert" function

Accoun

Add

create an entry

Code

OR

Name

OR

Param1

max. 16 digits

max. 16 characters

OR



Param2

OK



• On 'Param1'

UserId

OR

Protec

indicate whether
identity required or
not

indicate whether
password required or
not

• On 'Param2'



indicate
discrimination
category

OR



indicate number of
masked digits



""Barrng": discrimination category: none, 1 to 16, that of subscriber (SET) or that of user (GUEST).

'Barrin' : number of digits : DEF (default value : 4), all, none, 1 to 9.

4.3

Direct numbers of extensions (PubNum)

This function is used to define the table of direct numbers (SDA) of extensions (PubNum).

in "Expert" function



create an entry



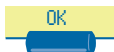
direct n° or n°
forming prefix



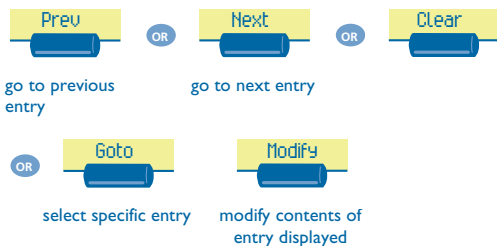
number of
extensions within
assigned range
(max. 99)



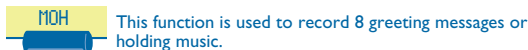
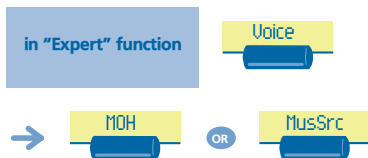
public n° of first
extension



- **Modifying an entry:**

**4.4****Greeting and holding messages (MOH)**

This function is used to define the greeting message and hold music parameters.





erase the recorded message and replace it with the default message

To record a message :



record
message

to stop

stop recording
momentarily



Hold music may be subject to author's rights and appropriate action should be taken in this respect.

MusSrc

This function is used to select a music source (3 possible sources).

Stndrd

OR

VoicPr

OR

Tape

by default

personal

external

OK



4.5 DECT cordless telephones

This function is used to manage DECT telephones and to create DECT GAP extensions:

- **Adding a DECT GAP extension:**

in "Expert" function

DECT

Add

In progress



DECT GAP
extension is
created

Modify



public network n° of DECT
extension



waiting for creation from DECT GAP
extension



follow instructions given on
display

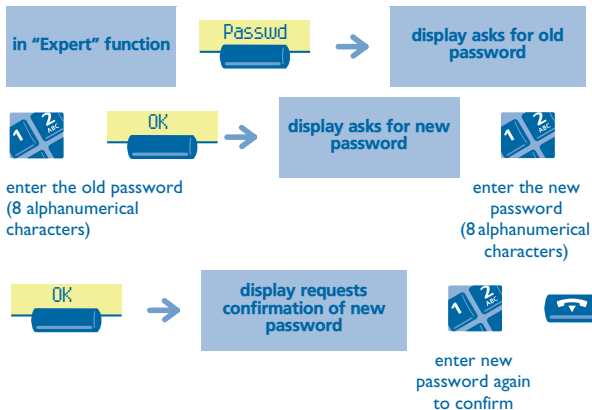


at end of creation

4.6

Changing the operator password (Passwd)

This function is used to change the operator session password:



4.7

Resetting the system (RstSys)

This function is used for a hot or cold system reset:

in "Expert" function

RstSys

Cold

OR

Warm

Yes

OR

No

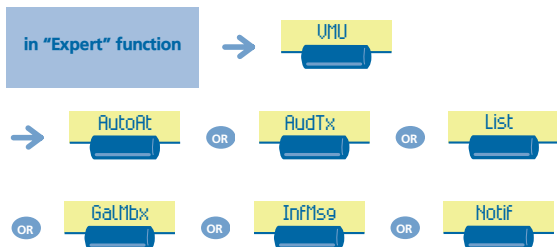


A cold reset will restore your system default configuration (our specific configuration will be lost). The reset request must be confirmed.

4.8

Voice message

This function is used to manage the voice guides and to configure the broadcasting lists.



AutoAt Configuration of 3 types of voice guides for the automatic switchboard (day, night, '**Good-bye**') message.



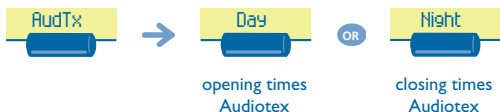
OR **GdBye**

'Goodbye' voice guides

You can:

- listen to the voice guide (default or personalized)
- record a personalized voice guide
- erase the personalized voice guide and replace it with the default voice guide.

AudTx Configuration of 3 types of Audiotex (day, night, '**Good-bye**' message)



You can:

- listen to the voice guide (default or personalized)
- record a personalized voice guide
- erase the personalized voice guide and replace it with the default voice guide.

List Personalization of broadcasting lists (max. 50)

List → **Listen** OR **Record**
 listen to the name assigned to the list record a list

OR **Clear** OR **Edit**
 delete a broadcasting list edit a list

GalMbx Defining the general mailbox greeting message

GalMbx → **Listen** OR **Record**
 listen to the recorded / default message record a message

OR **Default** → **Yes** OR **No**
 erase the recorded message and replace it with the default message

InfMsg

Recording of information messages used by the PABX and the Audiotex service (opening or closing times); maximum of 50 messages.

InfMsg



Listen

OR

Record

listen to the
recorded message

record a message

OR

Prev

OR

Next

previous message

next message

Notif

Defining the message notification announcement

Notif



Listen

OR

Record

listen to recorded /
default
announcement

record a
personalized
announcement

OR

Default



Yes

OR

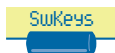
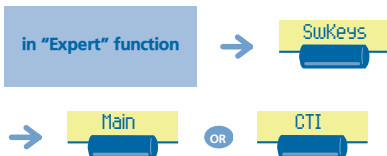
No

erase the recorded announcement and replace it with the default
announcement

4.9

Software licence agreements

This function is used to read or modify the software licence agreements.



Reading the system software licence agreement.



Configuration of the CTI software licence agreement.

Guarantee and clauses

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice. Nevertheless, if the legal warranty in effect in your country exceeds 1 year, then the legal warranty is the sole warranty applicable.

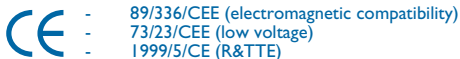
The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Declaration of compliance

We, Alcatel Business Systems, hereby declare that we assume the Alcatel Advanced Reflexes product (operator station) to be compliant with the essential requirements of Directive 1999/5/CE of the European Parliament and Council. Any unauthorised modification to the product shall render this declaration of compliance null and void. A copy of the original of this declaration of compliance can be obtained by post from :

Alcatel Business Systems - Technical Services - Customer Care
1, route du Dr. Albert Schweitzer - F 67408 Illkirch Cedex - France

The CE marking indicates that this product complies with the following EC directives:



Some of your telephone's functions require a software key or are only accessible once programmed by your installation technician.

Copyright © ALCATEL. 2000. All rights reserved.

Alcatel Business Systems, in keeping with its policy of constant product improvement for the customer, reserves the right to modify product specifications without prior notice.

ALCATEL - 32, avenue Kléber, F-92707 Colombes Cedex
R.C. Paris 602 033 185

3EH 21015 BSAA Ed.01