ALCATEL

Premium
REFLEXES

Easy
REFLEXES

ALCATEL OFFICE

User guide

Thank you for choosing one of our **REFLEXES**™, range of telephones,
and for your confidence in **ALCATEL**.

Your digital telephone offers you all the latest design features
for really user-friendly communication.

Your **easy to use,** telephone offers you:

■ a receiver that is pleasant to use: it fits nicely in the hand
with a flexible grip section [1]

■ simplified operation using the audio keys (loudspeaker, hands free [2])…,

■ using the convenient alphabetic keypad, you can call your correspondents
by name [3]

■ the transparent keys, with integral magnifying [4], make your key selection
quick and clear to read (direct calls, functions).

Your **user-friendly** telephone offers you:

■ a screen which shows your correspondent's number or name
and also guides your programming,

■ screen-displayed call icons [5] (busy, free, on hold) to help you manage your calls
(switching between correspondents),

■ a complete range of connection interface units for data transmission,
assisted telephone applications (CTI*) or easy connection of analogue
(fax, answering machine) or ISDN terminals (PC with ISDN board, G4 fax).

(1) Soft zones
(2) Hands free.
(3) Alphabetic keypad.   **Premium REFLEXES** telephone only
(4) Transparent keys
(5) Line icons

CTI : Computer Telephone Integration

Symbols used in the documentation

Actions, events

Press.

Lift receiver.

Hang up.

| Text on blue background. | Description of an action or context. |

➡ Indicates result of action.

Display

Partial view of display.

Programmable keys and icons

Line key.

Icon corresponding to key.

Key programmed by technician to access service.

"Services" programmed key.

Preprogrammed key (function represented by icon).

Keypads

Numeric keypad.

Alphabetic keypad.

Specific key on numeric keypad.

Audio keys

Loudspeaker (Premium).

Loudspeaker (Easy).

Hands free.

Adjustment "reduce".

Adjustment "increase".

Other fixed keys

Fixed key.

or Hang up or wait 2 seconds.

Other symbols used

Important information.

Comment.

or Alternative to action sequence.

Choice of operating mode in an action sequence.

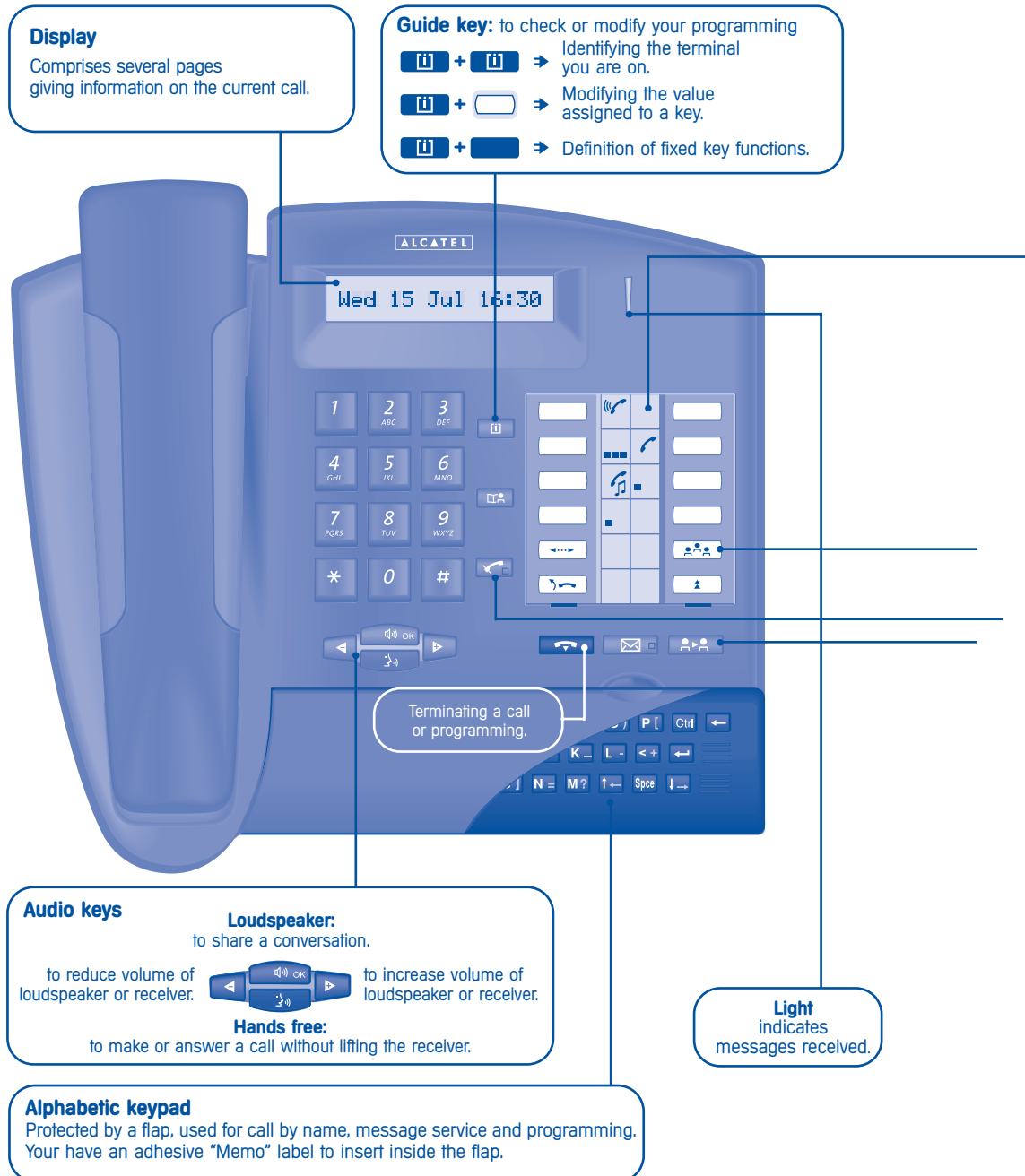*Easy* REFLEXES Indicates operating difference, specific to this telephone.

Contents

Display

Comprises several pages
giving information on the current call.

Guide key: to check or modify your programming

[i] + [i] ➜ Identifying the terminal you are on.

[i] + ⬭ ➜ Modifying the value assigned to a key.

[i] + ▭ ➜ Definition of fixed key functions.

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Wed 15 Jul 16:30

Terminating a call
or programming.

Audio keys

Loudspeaker:
to share a conversation.

to reduce volume of
loudspeaker or receiver.

to increase volume of
loudspeaker or receiver.

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

Light
indicates
messages received.

Alphabetic keypad
Protected by a flap, used for call by name, message service and programming.
Your have an adhesive "Memo" label to insert inside the flap.

Programmable keys and icons

To make a call, activate a service or manage your calls.
Each key has a corresponding icon:

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.

Some function keys are preprogrammed:

- Next or previous display page.
- Divert your calls to another number.
- Three-way conference.
- Automatically redial the last number dialled (redial).

Some other keys have been programmed by your technician for your own convenience:

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

Mute key, so that your correspondent cannot hear you.

Intercom key, so that your telephone answers calls automatically, without lifting the receiver.

- Access the various mail services.
- Transfer a call to another number.

Installing the programmable key labels

A printed label is supplied with the terminal.
This should be installed beneath the programmable keys.

1. Insert a flat "blade" into the slot
   (1 slot per key block).

2. Raise the cover.

3. Slide the printed label into position.

4. Replace the cover.

Display

Comprises several pages giving information on the current call.

Programmable keys and LEDs

These keys are either line keys, with corresponding LEDs, or function keys.

Line LEDs

	Call in progress.
	Incoming call (flashing).
	Callback (flashing).
	Call on hold (flashing).

Function LEDs

Function active.

Some function keys are preprogrammed:

Divert your calls to another number.

Access the various mail services.

Access your personal directory.

Automatically redial the last number dialled (redial).

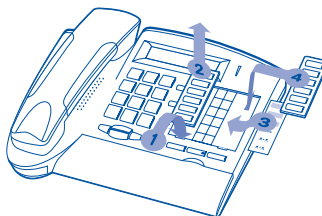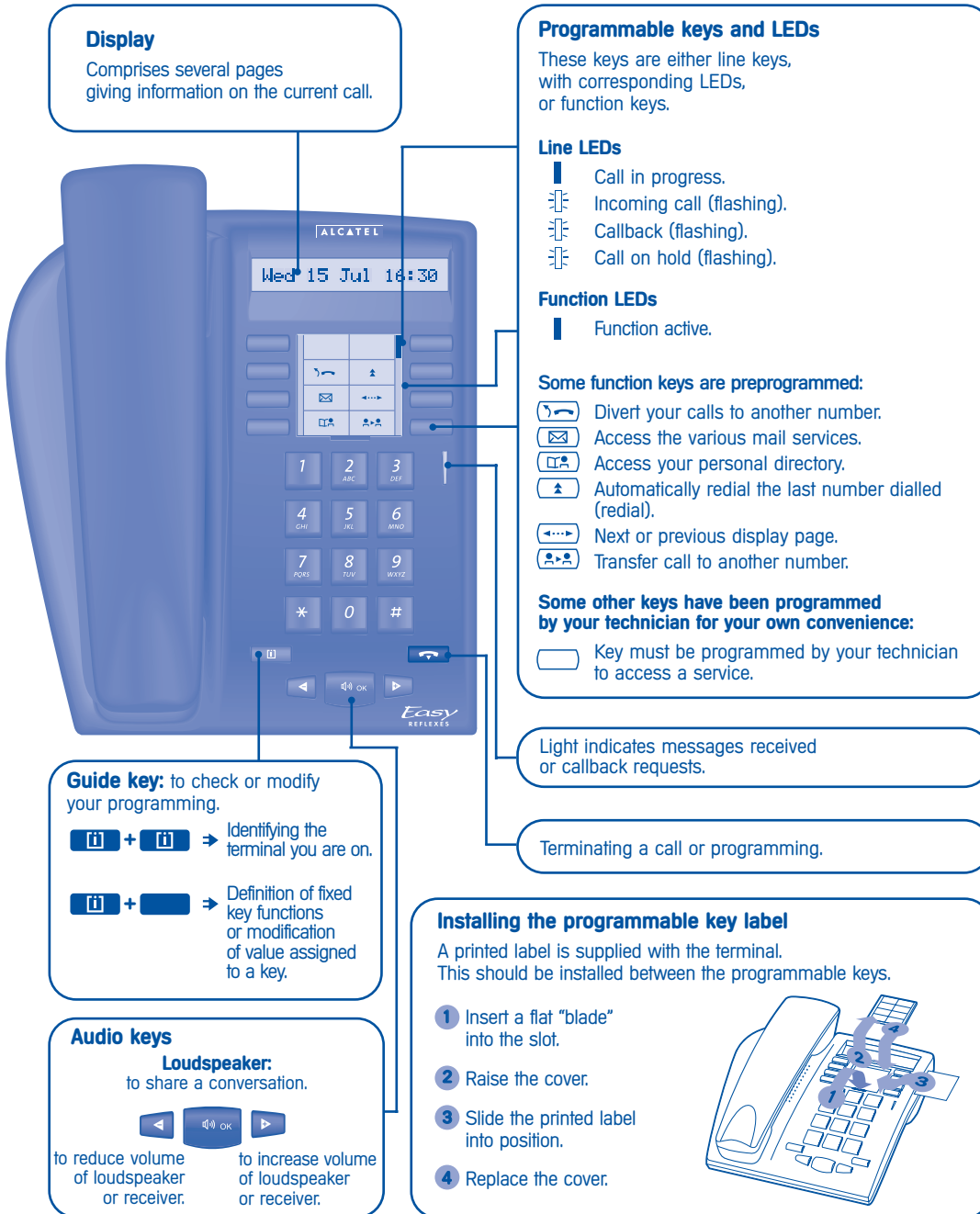Next or previous display page.

Transfer call to another number.

Some other keys have been programmed by your technician for your own convenience:

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

Light indicates messages received or callback requests.

Terminating a call or programming.

Guide key: to check or modify your programming.

[i] + [i] → Identifying the terminal you are on.

[i] + ▬ → Definition of fixed key functions or modification of value assigned to a key.

Audio keys

Loudspeaker:
to share a conversation.

to reduce volume of loudspeaker or receiver. — to increase volume of loudspeaker or receiver.

Installing the programmable key label

A printed label is supplied with the terminal.
This should be installed between the programmable keys.

1 Insert a flat "blade" into the slot.

2 Raise the cover.

3 Slide the printed label into position.

4 Replace the cover.

❷ Making a call

***Premium REFLEXES** telephone only.

❷ Making a call

Making or answering a call without lifting the receiver (hands free)*

👉 | 🔊 | **or** | ⬜ | **or** | ⠿ | ➡ | you are in hands free mode | ☎▾

line key (internal or external) — number called — terminate your call

⚠ *During a conversation, you can lift the receiver without terminating the call.*

Go into hands free mode:

during a conversation | 👉 | 🔊 | 📞↓

Answering a call in hands free mode:

👉 | 🔊

* **Premium REFLEXES** *telephone only.*

Making an outside call

Making a call:

👉 | ⬜ | **or** | ⠿ | ⠿ | ➡ | `0155667000` | 📞

"**Outside line**" key — code for an outside line — number called — tells you the status of your call

Making an internal call

📞↑ | ⠿ | **or** | ⠿ | **or** | ⬜ | ➡ | name and number of person called are displayed

terminal number — code for "**Operator call**" function — line key
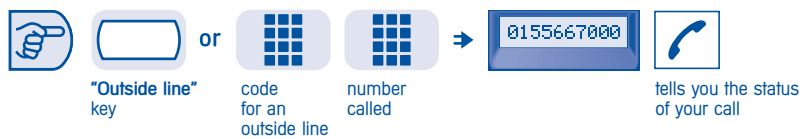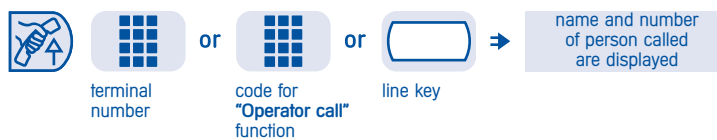
2 Making a call

Calling an internal correspondent by name (company directory)

☞ ⌨ ➡ | Smith John | proposes a name
and the corresponding number

first letters of your
correspondent's
name

If name is OK:

☞ 🔊 OK make the call

If name is not OK:
you can refine the search by adding more characters to the search name
or by consulting the various proposals:

☞ ▶ or ◀ to show the next or previous name

☞ ⟨·····⟩ to show supplementary information

☞ 📞 to erase the name shown
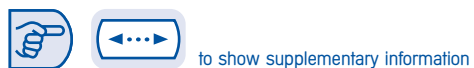
Easy REFLEXES — On **Easy REFLEXES** : telephones: this function requires a *"Call by name"* programmed key. When the key is pressed:

☞ ⚏ * ➡ a name is displayed | 🔊 OK or ▶ or ◀ or ◀ long press

first two letters
of correspondent's
name

enter
if name
is OK

show next
or previous name

erase name
displayed
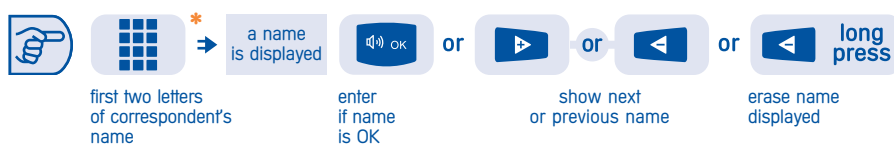
*** Enter a letter:** the keys on the numeric keypad also correspond to letters
which are displayed when you press the key.

2 *ABC* press once for
"A", "B" ou **"C"**

2 Making a call

Calling from your personal directory*

👉 📇 ⚏ ➡ the system automatically
dials the number

directory
number required
(0 to 9)
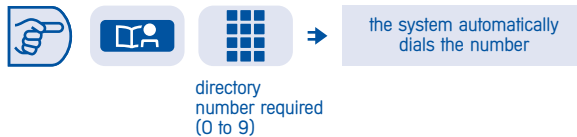
To programme your directory, see page 37.

Easy
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*On **Easy REFLEXES** telephones: use the preprogrammed key
to access your personal directory:* 📇

Calling from the common directory

Your terminal has access to a common directory of outside numbers.

👉 ⚏ directory number

Receiving a call

your telephone rings ➡ `Smith John` correspondent's
name or number

To answer:

📞 or 👉 | 📞 or 🔊

Redialling the last number dialled (redial)

👉 | ⬆ or ⚏

"Redial last number"
programmed key
or function code
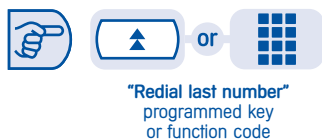
② **Making a call**

Temporarily storing a number to call again

the number called does not reply	👉	▭	➡	number remains stored until another number is recorded

before hanging up   **"Temporary number"** programmed key
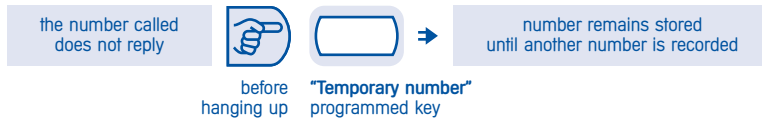
Redialling the stored number:

👉   📇   ▭   **"Temporary number"** programmed key

Easy REFLEXES   On **Easy REFLEXES** telephones: use the preprogrammed key to access your personal directory: 📇

Requesting automatic callback if internal number is busy

internal number busy	👉	▭	or	▦

"Automatic callback if terminal busy" programmed key or function code

➡   callback request acknowledged   ☎
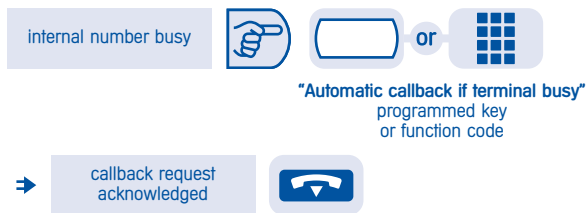
Cancelling callback request:

👉   ▭   or   ▦   **"Cancel automatic callback"** programmed key or function code

Answering an internal call in intercom mode*

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in hands free mode. The screen shows the caller's identity.

👉   📞   ➡   corresponding LED lights up   📞   cancel intercom mode

activate intercom mode

ⓘ   *Premium REFLEXES* telephones only.

② Making a call

DTMF dialling (voice server, automatic switchboard or consulting recorded messages)

during a conversation	👉	⬭ or ▦	➜	All digits dialled are sent in DTMF.	⬭

"DTMF End to End" programmed key or function code

same key to cancel

ⓘ The function is automatically cancelled when you hang up.

Making an ISDN call

👉	⬭	▦	➜	screen shows number dialled

"ISDN" programmed key

number called

To correct the number:

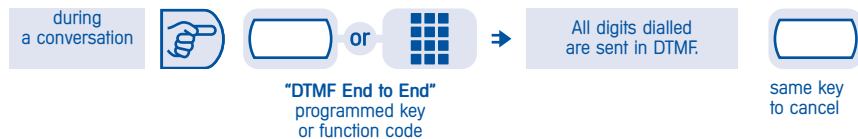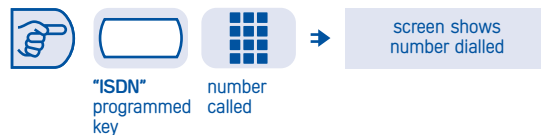| 👉	▶ or ◀

move cursor

To send the call:

👉	🔊 OK	➜	LED corresponding to **"ISDN"** key remains lit up throughout the call

Sending a subaddress:
You may have to add a four-digit subaddress
to your correspondent's number (to obtain a fax, PC, telephone, etc.).

👉	⬭	▦	⬭	▦	🔊 OK	🔊 OK

"ISDN" programmed key

number called

"SubAdd" programmed key

enter subaddress on keypad

validate and send call

Hiding your identity (ISDN call)

When you call an internal or an outside ISDN number,
your number is automatically sent.
You can hide your identity before sending your call.

👉	⬭	➜	hidden identity remains active while key icon is lit up	⬭

"Secret" programmed key

same key to cancel
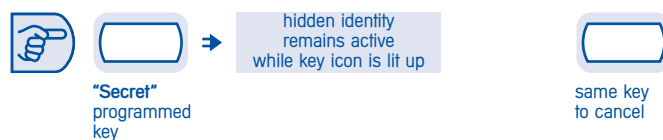
② Making a call

Activating the loudspeaker during a conversation (receiver lifted)

during a conversation	👉	🔊 OK	▶ or ◀	🔊 OK
		activate loudspeaker	adjust volume (7 levels)	deactivate loudspeaker

Mute, so that your correspondent cannot hear you*

You can hear your correspondent but he/she cannot hear you:

during a conversation	👉	☎	➡ LED corresponding to key lights up	☎
		disable microphone		resume the conversation

ⓘ   *Premium REFLEXES* telephones only.

❸ Handling several calls

③ Handling several calls

Making a second call during a conversation

during a conversation	👉	⊞ number of second correspondent	or	⊞ name of second correspondent *	or	▭ line key

or 👉 📖 ⊞ directory number required (0 to 9) ➡ the first call is placed on hold

To cancel your second call and recover the first:

👉 ☎ 📞 ▭ line key for which icon is flashing

If you make an error, hang up: your telephone will ring and you will recover your first call.

* Premium REFLEXES telephones only.

Answering a second call during a conversation

A second correspondent is trying to call you:

during a conversation	Smith John name of caller is displayed for 3 seconds	👉	📞 ▭ line key for which icon is flashing	➡	the first call is placed on hold

To recover your first call:

👉 🎵 ▭ line key corresponding to icon

If you hang up without answering the second call, your telephone will ring.

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③ Handling several calls

Transferring a call

To transfer your call to another number:

during a conversation	👉	▦	➜	the first call is placed on hold

number required

If the number receiving the transfer answers:

👉   [person icon] **or** [hand icon ↓]   if allowed by system configuration

You can also transfer your call immediately, without waiting for the number to answer, using either of the two methods described above.

ⓘ *Transfer between two outside numbers is generally not possible (depends on country concerned and system configuration).*

Easy REFLEXES *On* **Easy REFLEXES** *elephones: use the preprogrammed key to access the "Transfer" function:* [person icon]

Switching between calls (Broker call)

During a conversation, a second call is on hold.
To recover the second call:

[line key icon]	➜	your first call is placed on hold

line key corresponding to icon

Three-way conference with internal and/or external correspondents (conference)

During a conversation, another call is on hold:

[conference icon] three-way conference   [conference icon] cancel conference and recover first call   [handset icon] hang up on all correspondents

ⓘ *After the conference, to leave your two correspondents talking together:*

👉   [conference icon]   [person icon]

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③ Handling several calls

Placing a call on hold (hold)

Exclusive hold:
During a conversation, you wish to place the call on hold and recover it later, on the same telephone.

Recover the call on hold:

☞ [line key] ➜ your call is placed on hold

📞 [♫][line key corresponding to icon]

Common hold:
To recover your call on any telephone in your system.

☞ ["Hold" programmed key] ➜ your correspondent is placed on hold and hears the holding tone

Recover the call on hold from any telephone:

☞ [♫][ ] line key corresponding to icon

Placing an outside call on hold (parking)

You can place an outside call on hold and recover the call on another telephone:

during a conversation ☞ [ ] or ▦ ➜ your correspondent is placed on hold and hears the holding tone

"Park call" programmed key or function code

To recover the parked call:

☞ [ ] or ▦ ▦

"Retrieve parked call" programmed key or function code

number from which call was parked

If the parked call is not recovered within a preset time (default time 1 min 30), it is transferred to the operator.
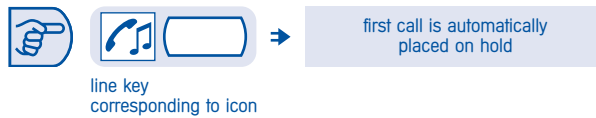
18

③ Handling several calls

Getting information about camped-on calls
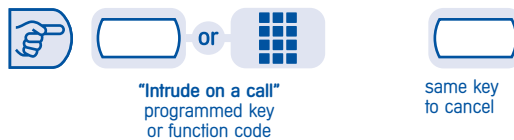
Another call is received:

during a conversation, you hear a beep	(((☎	→	call is automatically placed on hold	Smith John
	beep			identity shown briefly

You wish to take the call immediately:

☞   🎵 ☐   →   first call is automatically placed on hold

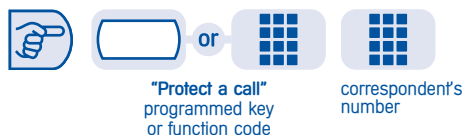line key
corresponding to icon

⚠️   *If several calls are received simultaneously, only the last one is shown.*

Intrusion into an internal conversation

Your correspondent's line is busy. If the number is not "protected" and if authorised, you can intrude into the call:

☞   ☐   **or**   ▦   ☐

"Intrude on a call"
programmed key
or function code

same key
to cancel

Protection against intrusion:

☞   ☐   **or**   ▦   ▦

"Protect a call"
programmed key
or function code

correspondent's
number

Protection is cancelled when you hang up.

❹ Group operation

④ Group operation

Receiving supervised call ringing

To receive the special ringing for calls to another number:

👉 ⬡ ⬡

"Supervised call ringing"
programmed key

same key
to cancel

ℹ️ *This service must have been programmed by your installation technician.*

Answering a general bell

When the operator is absent, outside calls to the operator
are indicated by a general bell. To answer:

👉 ⬡ or ⊞

"Answer general bell"
programmed key
or function code

Filtering your calls

System configuration allows "manager/secretary" groups to be formed,
so that the manager's calls can be directed to one or more secretaries.

From the manager's or secretary's telephone:

👉 ⬡ ➡ calls to manager's number
are filtered by the selected person
(secretary, for example)

⬡

"Filter"
programmed key

same key
to cancel

ℹ️ *Filtering is indicated on the manager telephone screen and on the programmed keys
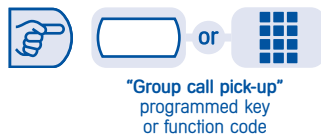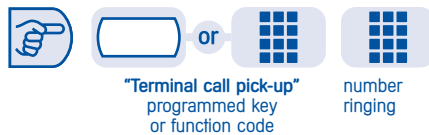of the manager and secretary telephones.*

Call pick-up

You hear a telephone ringing in an office where no-one can answer.
If authorised, you can answer the call on your own telephone.

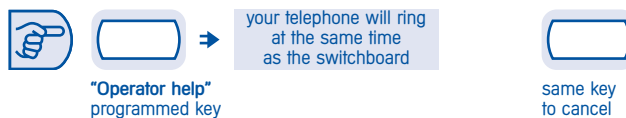**If the telephone ringing is in your own pick-up group:**

or

"Group call pick-up"
programmed key
or function code

If the telephone ringing is not in your pick-up group:

or

"Terminal call pick-up"
programmed key
or function code

number
ringing

The system can be configured to prevent call pick-up on certain telephones.

Answering briefly in place of the operator

**Outside calls to the operator will ring on your telephone
and you can answer the call:**

→ your telephone will ring
at the same time
as the switchboard

"Operator help"
programmed key

same key
to cancel

Calls to the switchboard:

calls to the switchboard
will ring
on your telephone

"Operator help"
programmed key

Monitoring calls to other terminals

**Calls to other numbers can be directed to any telephone
(max. 8 numbers per programmed key):**

→ your telephone will ring
at the same time
as the others
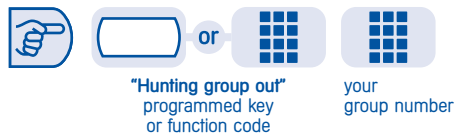
"Monitoring"
programmed key

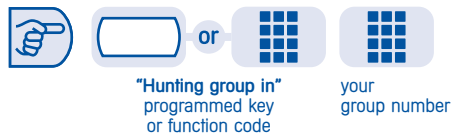same key
to cancel
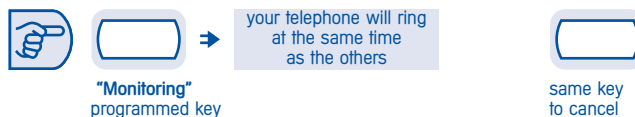
4 Group operation

Hunting groups

Hunting group call:
Certain numbers can form a hunting group and can be called by dialling the group number.

Temporary exit from your hunting group:

"Hunting group out"
programmed key
or function code

your
group number

Return into your group:

"Hunting group in"
programmed key
or function code

your
group number

Belonging to a group does not affect the management of direct calls.
A specific telephone within a group can always be called by using its own number.

Calling an internal correspondent on his/her pager

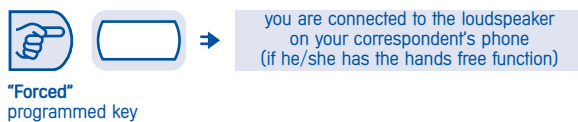**The number called does not answer and you know that the person called has a pager:**

number called

"Paging"
programmed key
or function code

paging in progress
is displayed
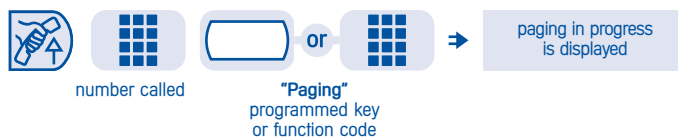
Your correspondent can answer from any telephone in the system.

Calling a correspondent on his/her loudspeaker

Your internal correspondent does not answer.
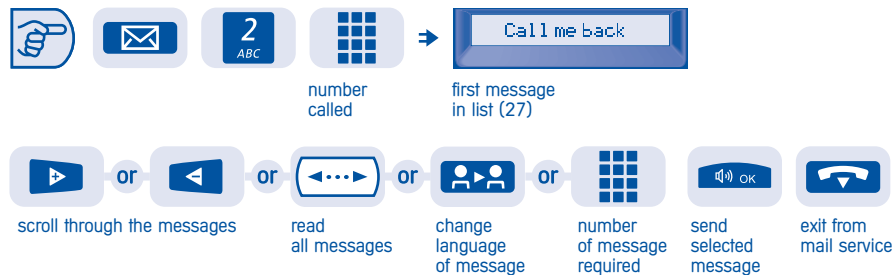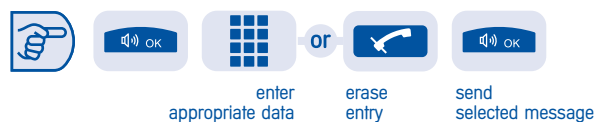**If authorised, you can remotely activate your correspondent's phone:**

"Forced"
programmed key

you are connected to the loudspeaker
on your correspondent's phone
(if he/she has the hands free function)

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Sending a written message to an internal correspondent

☞ ✉ **2** ⊞ → | Call me back |

number
called

first message
in list (27)

▶ or ◀ or ◀····▶ or 👤▶👤 or ⊞ 🔊 OK 📞

scroll through the messages   read
all messages   change
language
of message   number
of message
required   send
selected
message   exit from
mail service

ⓘ *If selected message has to be completed:*

☞ 🔊 OK ⊞ or 📞 🔊 OK

enter
appropriate data   erase
entry   send
selected message

Easy REFLEXES   *On **Easy REFLEXES** telephones: use appropriate preprogrammed
key to access "Message" or "Transfer" function:* ✉ 👤▶👤

☞ ◀ **long
press**   erase entry

The 27 standard messages are shown below:

1	CALL ME BACK	**15**	MEETING ON xx xx xx (*)
2	CALL ME BACK TOMORROW	**16**	MEETING ON xx xx xx AT xx : xx (*)
3	CALL ME BACK AT xx : xx (*)	**17**	OUT FOR A WHILE
4	CALL BACK xx xx xx (*)	**18**	ABSENT FOR THE REST OF THE DAY
5	CALL THE ATTENDANT	**19**	ABSENT, BACK AT xx : xx (*)
6	CALL THE SECRETARY	**20**	ABSENT, BACK ON xx xx xx AT xx : xx (*)
7	I WILL CALL BACK AT xx : xx (*)	**21**	ON VACATION, BACK ON xx xx xx (*)
8	USE PAGING	**22**	EXTERNAL MEETING
9	PLEASE FETCH YOUR FAX	**23**	EXTERNAL MEETING, BACK ON xx xx xx (*)
10	PLEASE FETCH YOUR MAIL	**24**	I AM IN ROOM NR xxxx (*)
11	PLEASE CANCEL YOUR FORWARDING	**25**	IN A MEETING - DO NOT DISTURB
12	VISITORS ARE WAITING	**26**	AT LUNCH
13	YOU ARE EXPECTED AT RECEPTION	**27**	INDISPOSED
14	MEETING AT xx : xx (*)		(*) *Messages to be completed using numeric keypad.*

④ Group operation

Sending a message to your broadcast group

A message not requiring an answer can be broadcast on the loudspeakers within your broadcast group:

speak, you have 20 seconds

number of broadcast group

The message will only be broadcast on terminals not in use and which have a loudspeaker.

Answering a call on your pager

A call on your pager can be answered from any telephone within the system.

your pager beeps

"Answer paging" function code

your extension number

Allocating an outside line

If authorised, you can transfer an outside line to another terminal, thus enabling that person to make an outside call.

while in conversation with an internal correspondent

"Allocate outside" programmed key

your internal correspondent now has an outside line and can dial

To know the cost of the call, press the "Allocate & charge" programmed key instead of the "Allocate outside" key, to allocate the line (see "Managing your charges").
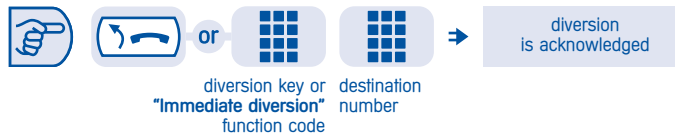
❺ While you are away When you return

Selecting calls to be diverted

When a diversion is applied, you can select the types of call to be diverted: outside, internal, all.

👉   **[i]**   **4** GHI   ➜   message **"4-Div"** is displayed   ▶   🔊 OK

set **"7-ExtLoc"** (consecutive presses)

1   or   **2** ABC   or   **3** DEF   🔊 OK   ☎

divert internal and outside calls   divert outside calls   divert internal calls   apply

Diverting calls to another number (immediate diversion)

The number can be your home, portable or car phone, voice message or an internal extension (operator, etc.).

👉   ☎   or   ⚏   ⚏   ➜   diversion is acknowledged

diversion key or **"Immediate diversion"** function code   destination number

☎   or   ⧗   ➜   your telephone is no longer active   ➜   [____]   diversion is displayed, with number or name to which the calls are diverted
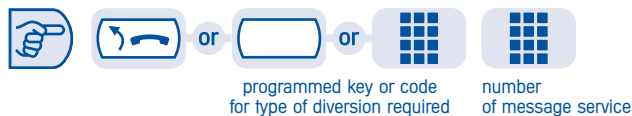
General remark concerning diversions: the number to which your calls are diverted can be programmed. However, if the programmed number is not being answered, another diversion number should be entered when the function is activated.

You can make calls, but only the destination number can call you.

Diverting calls to a recorded message
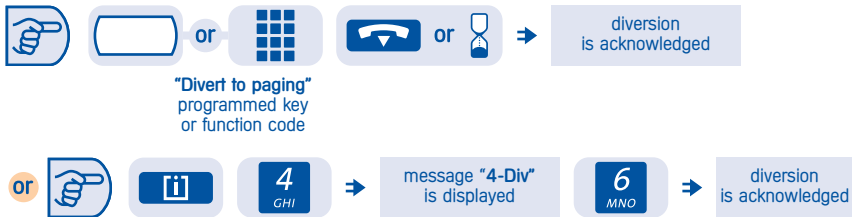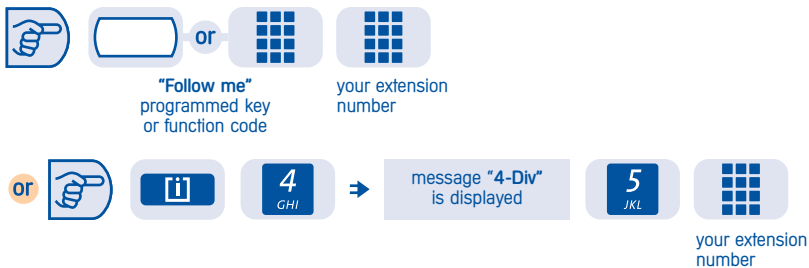
👉   ☎   or   [____]   or   ⚏   ⚏

programmed key or code for type of diversion required   number of message service

Diverting calls to your pager

Callers will thus be able to contact you while you are moving around the company:

👉 [ ] **or** [keypad] [hang up] **or** [hourglass] ➡ diversion is acknowledged

"Divert to paging"
programmed key
or function code

**or** 👉 [i] [4 GHI] ➡ message "4-Div" is displayed [6 MNO] ➡ diversion is acknowledged

Forwarding your calls from the receiving terminal ("Follow me")

You wish to receive your calls in your present location:
Use the "Follow me" function.

👉 [ ] **or** [keypad] [keypad]

"Follow me"
programmed key
or function code

your extension
number

or 👉 [i] [4 GHI] ➡ message "4-Div" is displayed [5 JKL] [keypad]

your extension
number

Applying a selective diversion

You can selectively divert calls, according to the caller's identity:

👉 [ ] **or** [keypad]   [ ]

"Selective diversion"
programmed key
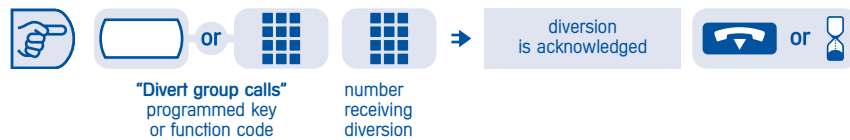or function code

same key
to cancel
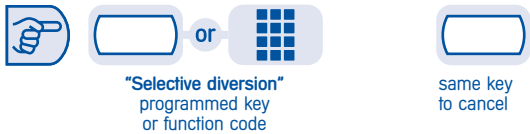
i *To use this function, the selective diversion lists must be programmed.*

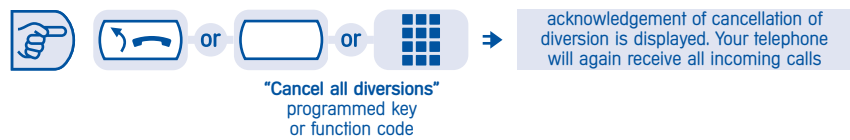**5** **While you are away - When you return**

Diverting all group calls

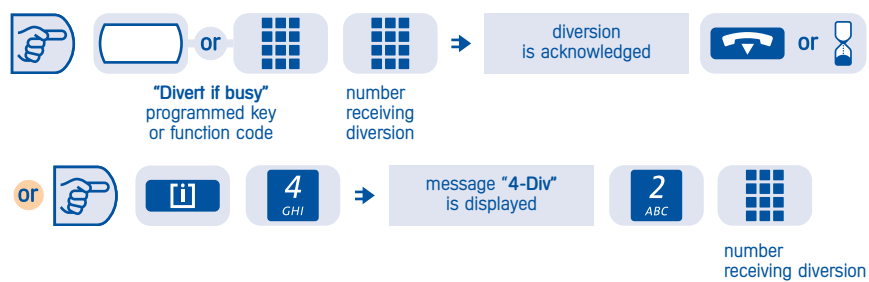You can divert all your group calls to another internal number:

or

"Divert group calls"
programmed key
or function code

number
receiving
diversion

→ diversion
is acknowledged

or

Cancelling all diversions

or or

"Cancel all diversions"
programmed key
or function code

→ acknowledgement of cancellation of
diversion is displayed. Your telephone
will again receive all incoming calls

or

[i] *4* **GHI** → message **"4-Div"**
is displayed *8* **TUV**

A diversion can also be cancelled by programming another type of diversion.

Diverting calls when your line is busy (divert if busy)

or

"Divert if busy"
programmed key
or function code

number
receiving
diversion

→ diversion
is acknowledged

or

or

[i] *4* **GHI** → message **"4-Div"**
is displayed *2* **ABC**

number
receiving diversion

Do not disturb

You can make your terminal temporarily unavailable for all calls.

👉 [ ] **or** [⠿] [☎] **or** [⧗] ➡ **"Do not disturb"** message is displayed

"Do not disturb" programmed key or function code

or 👉 [ℹ] [**4** GHI] ➡ message **"4-Div"** is displayed [**3** DEF]
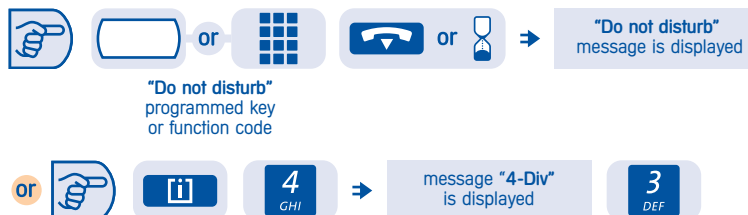
Consulting recorded messages

The LED [✉] and the green LED on your telephone indicate that messages have been received:

👉 [✉] [**3** DEF] ➡ follow instructions of voice guide

For further information concerning the voice mail service, see the specific booklet.

Easy REFLEXES   *On Easy REFLEXES telephones: use the preprogrammed key to access the "Message" function:* [✉]

Leaving a recorded message for internal callers

You can leave a message on your telephone which will be displayed on the screen of the telephone calling you:

👉 [ ] ➡ Call me back   follow instructions to select message

"Divert to text" programmed key   first of the 27 messages
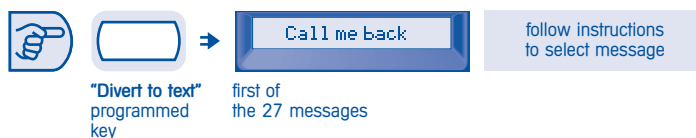
ℹ *Message is selected in the same way as in:*
"Sending a written message to an internal correspondent" (page 25).

⑤ While you are away - When you return

Consulting written messages

The LED [✉] and the green LED on your telephone indicate that messages have been received:

👉 [✉] ➡ | number of messages received is displayed | [2 ABC] ➡ | name of first person to call back is displayed |

👉 [◀····▶] ➡ | number of sender of message is displayed |

[◀····▶] **or** [◁») OK] **or** [◀····▶]   [◁») OK] **or** [☎]

display date
and time
of message

display
contents
of message

read complete
message

call the person
back*

erase
message

👉 [▷] **or** [◁] **or** [📞]

go to next
message

return
to previous
message

terminate
consultation

Calling the person back automatically erases the message.

Easy REFLEXES

On **Easy REFLEXES** telephones: use the preprogrammed key
to access the "Message" function: [✉]

👉 [◁ **long press**]   erase message displayed

⑤ While you are away - When you return

Consulting written messages

The LED [✉] and the green LED on your telephone indicate that messages have been received:

👉 [✉] ➡ | number of messages received is displayed | [2 ABC] ➡ | name of first person to call back is displayed |

👉 [◀····▶] ➡ | number of sender of message is displayed |

[◀····▶] **or** [◁») OK] **or** [◀····▶]   [◁») OK] **or** [☎]

display date
and time
of message

display
contents
of message

read complete
message

call the person
back*

erase
message

👉 [▷] **or** [◁] **or** [📞]

go to next
message

return
to previous
message

terminate
consultation

Calling the person back automatically erases the message.

Easy REFLEXES

On **Easy REFLEXES** telephones: use the preprogrammed key
to access the "Message" function: [✉]

👉 [◁ **long press**]   erase message displayed

❻ Managing your charges UK

6 Managing your charges

Charging your calls directly to business accounts

You can charge the cost of your outside calls to business account numbers.

👉 [ ] **or** ⊞ ⊞

"Business account code"
programmed key
or function code

number
of business
account
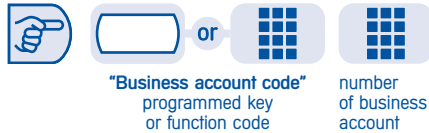
Adding or changing a business code during a call:

👉 [ ]

"Business account
code during call"
programmed key

Finding out the cost of an outside call made for an internal user from your terminal

in conversation
with
the internal user

👉 [ ] **or** ⊞ → your call
is placed
on hold

⊞ outside
number
called

👥 transfer call
to your
correspondent
on hold
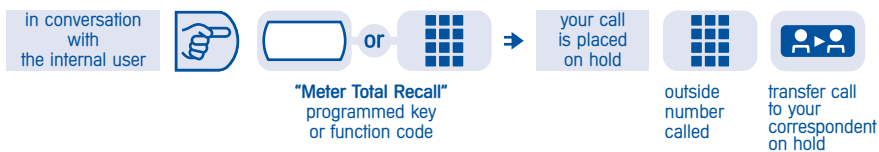
At the end of the call, you are called back and you can:

1. Read information related to call
(cost, duration, number of units):

👉 **1** twice

2. Print a charge ticket:

👉 **2** ABC

Easy REFLEXES

On **Easy REFLEXES** telephones: use the preprogrammed key to access the "Transfer" function:

👥

Charging the cost of an outside call to your company*

If authorised, when travelling or from home, you can call a public network subscriber and charge the cost of the call to your company.

👉 ⊞ ⊞ ⊞

your
company's
number

extension
number and
check code

public
network
number
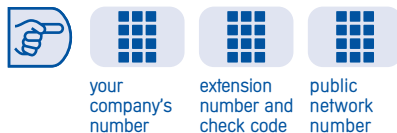
*For greater detail,
contact your system manager.*

❼ Customising and adjusting your telephone

7 Customising and adjusting your telephone

Programming your personal code

The default code for your terminal is 1515.
This code enables you to lock your telephone (see p.40).

[i] → 5 JKL → message "**1-Passwd**" is displayed → ◁)) OK

old code (4 digits) new code (4 digits) apply
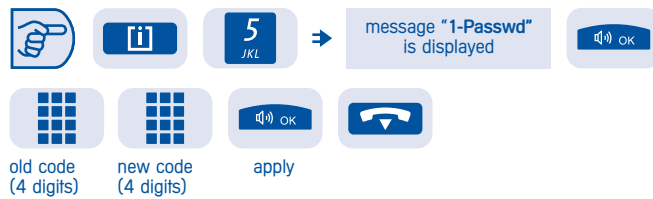
Each code digit is represented by an asterisk.

Adjusting your ringer

You can choose your ringer tune and the volume.

[i] → 5 JKL → message "**5-Screen**" is displayed → ▶ → ◁)) OK → tune number and volume are displayed

set "**3-Melody**" (consecutive presses) play tune currently selected

1 or 2 ABC → ◁)) OK

select ringer tune (consecutive presses) select volume (consecutive presses) apply
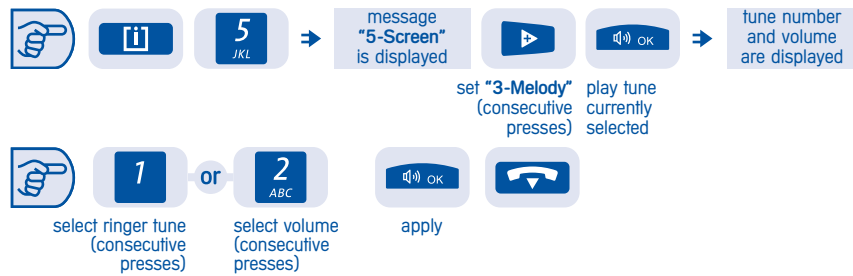
Adjusting display and icon brightness

[i] → 5 JKL → message "**5-Screen**" is displayed → ▶ → ◁)) OK

set "**2-Cntrst**" (consecutive presses)

1 → set brightness by pressing the appropriate number of times
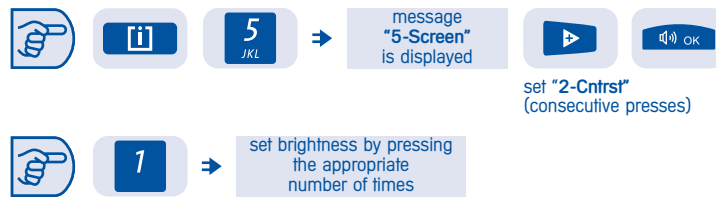
Levels of brightness are scaled from 4 to 16.

Selecting language

👉 [ⅱ] [5 JKL] ➡ message **"5-Screen"** is displayed [▶] [🔊 OK]

set **"4-Lang"** (consecutive presses)

👉 [▦] [🔊 OK] [📞]

select language (keys 1 to 4)　apply
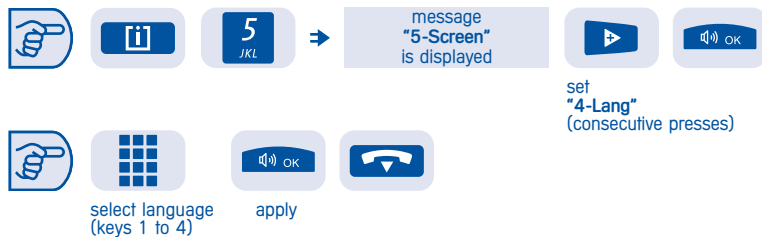
Changing the value assigned to a key on your terminal

To change the parameter:

👉 [ⅱ] [⬚] ➡ number and function of selected key are displayed [◀···▶] ➡ current value of key is displayed

select programmed key

👉 [📞] or [◀] or [▶] or [▦] [🔊 OK] [📞]

erase current value　　move cursor left or right　enter new value　apply
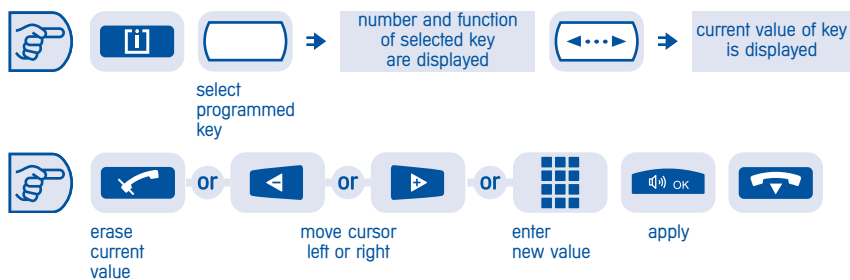
⚠ *Caution: you cannot change the function of the key (this can only be done by the installation technician).*

Programming your personal directory

👉 [📖] [ⅱ] [▦] ➡ | Name | [📞] or [▦▦]

directory number (0 to 9)　current name is displayed　erase current name　enter new name

[🔊 OK] ➡ | 0̲_ _ _ _ _ _ _ | [📞] or [▦] [🔊 OK] [📞]

current number is displayed　erase current number　internal or outside number to be recorded　valider
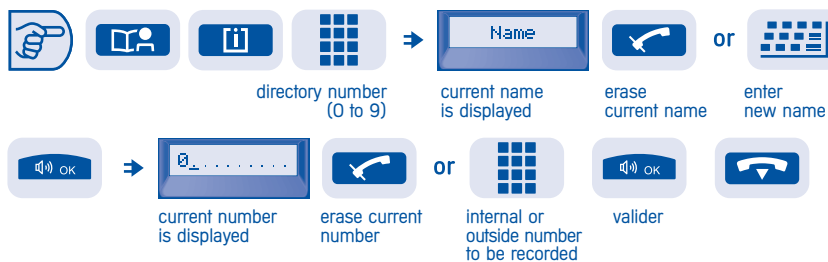
Programming your personal directory (continued)

Easy REFLEXES

On Easy REFLEXES telephones:

👉 | 📇 | [i] | ▦ ➡ | Name | ◀ **long press** | or | ▦ *

directory number (0 to 9)　current name is displayed　erase current name　enter new name

🔊 OK ➡ | 0········ | ◀ **long press** | or | ▦ | 🔊 OK | ☎

current number is displayed　erase current number　internal or outside number to be recorded　apply
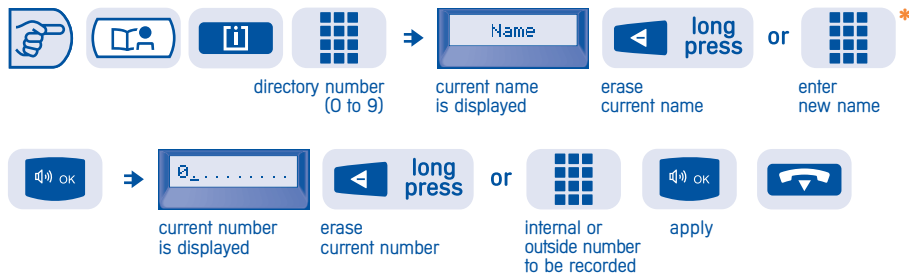
* Enter a name: the keys on the numeric keypad also have letters which can be displayed by consecutive presses.

| *2* ABC | press once for "A", twice for "B" and three times for "C" | | ◀ or ▶ | move cursor left or right |

Programming an appointment reminder

To programme a temporary appointment reminder (one callback within the next 24 hours):

👉 | [i] | *3* DEF ➡ | message **"3-Appmnt"** is displayed | ▦ | 🔊 OK | ☎

temporary appointment time (2 digits for hours, 2 digits for minutes)　apply

To programme a permanent appointment reminder (callback every day at the same time):

👉 | [i] | *3* DEF | ▶ | ▦ | 🔊 OK | ☎

permanent appointment　appointment time　apply

For a temporary reminder, the display shows "Appmnt: ... : ..."

Programming an appointment reminder (continued)

At the programmed time, your telephone rings:

➡ to acknowledge

If you are in conversation, the display flashes, a tone is sent and you will hear a beep.
After three unanswered calls, a temporary callback request will be cancelled
but a permanent callback request will remain in memory.
If your calls are diverted to another terminal, the diversion is not applied to the reminder call.

To cancel your reminder request:

[i̇i] [3 DEF] ➡ message **"3-Appmnt"** is displayed

Identifying the terminal you are on

[i̇i]
twice
➡ extension number and corresponding name are displayed

Broadcasting background music on your loudspeaker

You can broadcast background music on the loudspeaker of your telephone (depending on configuration):

◁) OK ➡ when telephone is not in use, background music is played

◁) OK same key to cancel
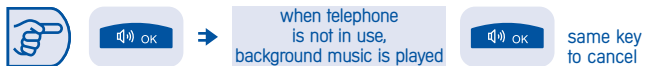
The music stops when a call is made or received
and starts again when you hang up.

Locking your terminal

This service enables you to prevent any outside calls from being made and prevent any changes to the programming of your terminal:

☞ ▭ or ⊞ ⊞ **1** **2** ABC ☎

"**Locking/unlocking**"
programmed key
or function code
personal
code number
(4 digits)
lock
your
terminal
unlock
your
terminal

or ☞ [i] **2** ABC ⊞ **1** **2** ABC ☎

personal
code number
(4 digits)
lock
your
terminal
unlock
your
terminal
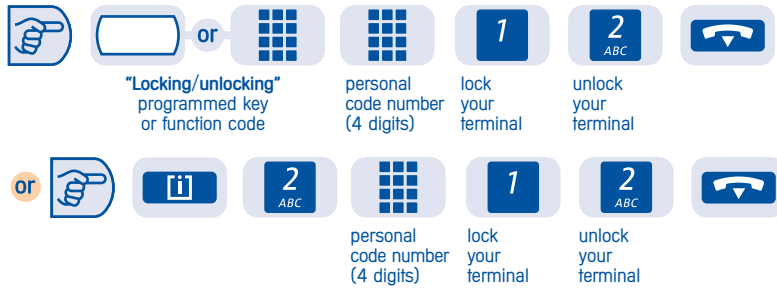
⑧ Glossary

■ **ANSWERING A NIGHT CALL :**
This service enables you to answer a call indicated by a general bell.

■ **BROKER CALL :**
Function enabling the user to switch back and forth between several
simultaneous calls.

■ **CALL TRANSFER :**
Function enabling a call to be transferred to another telephone within the system.

■ **COMMON DIRECTORY :**
This directory contains all the directory numbers available to system users.

■ **CONFERENCE :**
This service enables a user, in contact with two correspondents, to conduct
a three-way conference.

■ **DTMF :**
During a conversation, DTMF codes are sometimes required. This type of dialling
is used when the user wishes to consult a voice server, access an automatic
exchange or remotely consult an answering machine.

■ **EXCLUSIVE HOLD :**
This service places a call on hold while another operation is carried out,
before subsequent recovery of the call on the same terminal.

■ **FILTERING :**
This service is provided for "manager/secretary" configurations, and enables calls
to the manager to be diverted to one or more secretary's telephones.

■ **GENERAL BELL :**
When the operator is absent, internal and outside calls to the operator are indicated
by a general bell, which can be answered by any authorised terminal.

■ **HUNTING GROUP :**
Several telephones grouped under one directory number.
A call to this number is directed to one of the free telephones within the group.

■ **INTERCOM :**
This service allows internal calls to be answered automatically through
the loudspeaker, without lifting the receiver.

■ **INTRUSION :**
This service is used to speak to a correspondent that you wish to contact, when the correspondent's line is busy.

■ **ISDN :**
Integrated Services Digital Network.

■ **LINE KEY :**
Key pressed to obtain a line.

■ **MANAGER/SECRETARY :**
Specific services (filtering, diversion) provided between a manager's telephone and a secretary's telephone.

■ **MULTI-LINE TERMINAL :**
Terminal with several lines enabling several calls to be managed.

■ **PERSONAL CODE :**
This code acts as a password, controlling access to the programming and terminal locking functions by the user (default code: 1515).

■ **PERSONAL DIRECTORY :**
This directory contains the personal numbers of the user of a terminal.

■ **PICK-UP GROUP :**
This service enables you to answer a call ringing on another terminal. Calls can only be intercepted within the pick-up group.

■ **SUBADDRESS :**
To use ISDN to contact your correspondent's fax, PC or telephone, it may be necessary to add a four-digit "subaddress".

⑨ Index / display keys

⑨ Index

⑨ Index

The Alcatel Reflexes digital range :

4 terminals, connection units, control modules

The best digital telephone:
- 24 programmable keys; multi-line,
- context information and actions (wide display)
- navigator and keys corresponding to display,
- loudspeaker and hands free,
- easy-to-use receiver,
- call internal correspondents by name (alphabetic keypad),
- 24 call icons (for transition between calls, etc.).

Options :
- 20 or 40-key control modules,
- integral connection units.

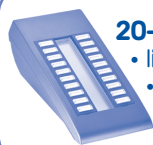**The most user-friendly digital telephone :**
- 12 programmable keys ; multi-line,
- correspondent's number or name (display)
- loudspeaker and hands free,
- easy-to-use receiver,
- call by name (alphabetic keypad),
- call icons (for transition between calls, etc.).

Options :
- 20 or 40-key control modules,
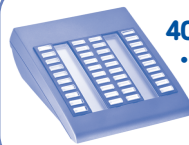- integral connection units.

Control modules

20-key control module :
- line keys,
- call icons,
- function keys.

40-key control module :
- line keys,
- call icons,
- function keys.

The most efficient digital telephone :
• 8 programmable keys; 2 lines,
• correspondent's number or name (display)
• message indicator light,
• loudspeaker,
• compact & wall-mounted.

Option :
• external connection units.

The simplest digital telephone :
• 8 memory keys; single line,
• message indicator light,
• compact & wall-mounted.

Option :
• external connection units.

Connection units :
available for the entire range and providing the following facilities:

• use of assisted telephony applications,
• data transmission (V24, etc.),
• connection of analogue terminals (fax, modem),
• connection of ISDN terminals (PC with ISDN board, G4 fax).

Guarantee conditions:
Irrespective of the applicable statutory guarantees, this equipment is guaranteed
for a period of one year, from the date of purchase (invoice date), in respect of all parts
and repair charges. However, this guarantee shall not be applicable if the equipment
has been used in any way contrary to the instructions given in this manual, in cases
of damage due to causes outside the equipment itself, if the equipment installation
is/was not compliant with applicable regulations, if the equipment has been
modified in any way or if repair work has been carried out by persons not approved
by the manufacturer or retailer.

Compliance: This telephone is designed to be connected behind an Alcatel 4200 PABX.
It comes in the SELV (Safety Extra Low Voltage) rank, as defined in French
standard NF EN 60950.
The CE mark confirms that this product complies with the following EEC directives:
- 89/336/CEE (electromagnetic compatibility)
- 73/23/CEE (low voltage)

Advanced
REFLEXES

Premium
REFLEXES

Easy
REFLEXES

First
REFLEXES

Groupe Extrême