

OPENTOUCH® SUITE FOR MLE

ALE-30h Essential DeskPhone

ALE-20h Essential DeskPhone

ALE-20 Essential DeskPhone

User Manual



8AL91433ENAAed01
w2137

Introduction

Thank you for choosing an Alcatel-Lucent Enterprise desk phone.

This document describes the services offered by the following desk phones in connection with an OmniPCX Enterprise system.

- ALE-30h Essential DeskPhone (ALE-30h).
- ALE-20h Essential DeskPhone (ALE-20h).
- ALE-20 Essential DeskPhone (ALE-20).

These desk phones are part of the Essential DeskPhone range.

The Essential DeskPhone range provides a rich communication experience with Alcatel-Lucent Enterprise (ALE) solutions, thanks to a compact design and an intuitive navigation. These models offer enhanced ergonomic features for more effective communication.

Enjoy wideband audio quality in IP mode from the handset or speakerphone (narrow band in Digital mode). This technology allows outstanding communication quality. Programmable keys and intuitive navigation simplify the user experience.

These phones can be deployed in any business environment, from on-premises PBX, to cloud deployment on Alcatel-Lucent Enterprise servers, at home or in the office.

The ALE-20h and ALE-30h are hybrid phones. They offer digital and IP mode on the same network interface via a single Digital or Fast Ethernet port, and allow you to leverage your existing infrastructure. Hybrid Phone can migrate seamlessly from Digital to IP network thus protecting your investment in ALE Deskphone. They can be powered by Power Over Digital Line or Power Over Ethernet or by connecting an external power supply sold separately.

The ALE-20 is an IP phone including 2 RJ-45 Gigabit Ethernet ports. It can be powered by Power Over Ethernet or by connecting an external power supply sold separately.

The labels and icons displayed depend on the model of your desk phone. The label is not displayed if the corresponding feature is not configured on your telephone system. Depending on the size of the display, some labels may be truncated. *All labels are displayed in color and are italicized*. This icon describes a succession of actions or labels you have to do or select: **➤**.

This icon describes the consequence of an action: **➤➤**.



1	Getting to know your telephone	7
1.1	ALE-30h Essential DeskPhone	7
1.1.1	Phone description	7
1.2	ALE-20h Essential DeskPhone / ALE-20 Essential DeskPhone	8
1.2.1	Phone description	8
1.3	Unboxing	9
1.4	Install your desk phone	9
1.4.1	Install the foot	9
1.4.2	Install a comfort wired handset	10
1.4.3	Connect the device	10
1.4.4	First start-up	10
1.5	Description of the connectors	11
1.6	Main screens and navigation keys	12
1.6.1	Welcome screens	12
1.6.2	Call management screen	14
1.7	User local menu	15
1.8	Status icons / Call icons	16
1.9	Permanent features keys	17
1.10	Alphanumeric keyboard	18
2	Using your telephone	19
2.1	Identify the terminal you are on	19
2.2	Messaging portal	19
2.2.1	Accessing the messaging portal	19
2.2.2	Consulting the call log	19
2.3	Making a call	20
2.4	Receiving a call	20
2.5	Ignore the call	21
2.6	Switching between audio modes	21
2.7	Activating the loudspeaker during a conversation (handset lifted) - Group listening feature	22
2.8	Making calls by name (company directory)	22
2.9	Make calls via your programmed call keys (Perso page/F1 and F2 keys/Add-on module)	23
2.10	Redialing	23
2.11	Callback requests	23
2.12	Call back an unanswered call	23
2.13	Requesting automatic callback if internal number is busy	24
2.13.1	Cancelling an automatic callback	24
2.14	Receiving interphony calls	25
2.15	Mute, so that your contact cannot hear you	25
2.15.1	From the set	25
2.15.2	From the headset	25
2.16	Sending DTMF signals	25
2.17	Forwarding calls to your voice message service	26
2.18	Consulting your voice mailbox	26
2.19	Sending a text message to an internal contact	26
2.20	Consulting text messages	27
2.20.1	Lock / unlock your telephone	28
2.21	Placing a call on hold (hold)	28
2.21.1	Exclusive hold	28
2.21.2	Common hold	29
2.22	Call parking	29
2.23	Making a second call during a conversation	29
2.24	Answering a second call during a conversation	30
2.25	Switching between calls (Broker call)	30



Obsah je uzamčen

**Dokončete, prosím, proces objednávky.
Následně budete mít přístup k celému dokumentu.**



Proč je dokument uzamčen? Nahněvat Vás rozhodně nechceme. Jsou k tomu dva hlavní důvody:

- 1) Vytvořit a udržovat obsáhlou databázi návodů stojí nejen spoustu úsilí a času, ale i finanční prostředky. Dělali byste to Vy zadarmo? Ne*. Zakoupením této služby obdržíte úplný návod a podpoříte provoz a rozvoj našich stránek. Třeba se Vám to bude ještě někdy hodit.

**) Možná zpočátku ano. Ale vězte, že dotovat to dlouhodobě nelze. A rozhodně na tom nezbohatneme.*

- 2) Pak jsou tady „roboti“, kteří se přiživují na naší práci a „vysávají“ výsledky našeho úsilí pro svůj prospěch. Tímto krokem se jim to snažíme překazit.

A pokud nemáte zájem, respektujeme to. Urgujte svého prodejce. A když neuspějete, rádi Vás uvidíme!

