

OpenTouch™ Suite for MLE

8018 DeskPhone

User Manual

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Introduction

Thank you for choosing our DeskPhone. We hope it will give you entire satisfaction.
This model offers enhanced ergonomical features for more effective communication.

This manual describes the services offered by the 8018 DeskPhone connected to an OmniPCX Enterprise system.

The labels and icons presented in this document are not contractually binding and may be modified without prior warning.

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1 Getting to know your telephone

1.1 8018 DeskPhone



Your phone has 4 programmable keys with led and paper label. These keys are use to program a direct call. You can use the paper to describe the key.

1.2 Description of the connectors



	10/100/1000 Gigabit Ethernet connector (LAN).	
	10/100/1000 Gigabit Ethernet connector (PC).	
	DC power jack for an external power adaptor.	
	RJ9 connector for a corded handset.	
	Add-on module connector.	
	USB connector for headset.	

1.3 Welcome screens

You can access all of your phone's features from these screens. The default display has three pages that you can access by selecting the corresponding tab at the top of the screen with the navigation keys. The selected page is highlighted.

- Menu.
- Perso.
- Info.



- **Menu page:**
Contains all features and applications, which are accessed by pressing the key corresponding to the desired feature or application. From this page, it is possible to adjust the ringer volume, program the time of an appointment, lock the terminal, define the default page displayed and access telephone functions such as calling back one of the last numbers or intercepting calls.
- **Perso page:**
Contains call line keys (allowing supervision of calls) and programmable call keys.
- **Info page:**
Contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.
-  **Transfer icon:**
Press the key next to this icon allows you to program or change the transfer function.
-  Press the key in front of the label to select the corresponding feature.

1.4 Navigation

OK key:



- Use to validate your choices and options while programming or configuring.
- Use to validate an edited text.
- Use to switch off/on the screen when the phone is in idle mode.

Left-right navigator:



- Use to move from one page to another and display information about current calls (call in progress, calls on hold, incoming call).
- Use to navigate into a text box.

Up-down navigator:



Use to scroll through the content of a page.



Back/Exit/Backspace key



- Use this key to go back to the previous step.
- Use this key to go back to the homepage (long press).
- Use this key to delete one number or character at a time.

1.5 Changing or updating the phone label

Removing the phone label

- Lift the protective cover at the notch and slide it up to take it out of its housing.
- Remove the phone label in the same way.
- Update or replace the phone label.

Inserting the phone label

- Insert the phone label from the top end, making sure it is placed correctly behind the notches.
- Put the protective cover back in the same way.



1.6 Status icons / Call icons

Icons giving information about some specific configurations of the phone or about call status are displayed in the top bar of the screen.

	Headset connected.
	Telephone locked.
	Appointment programmed.
	Incoming call icon.
	Call in progress icon.
	Call holding icon.

1.7 Features keys

	Mute and intercom key. During a call, press this key to stop your contact from hearing you. When idle, press this key to switch the phone to intercom mode. When you receive a call, the phone hooks off automatically and you go straight into handsfree mode. This key lights up blue when activated.
	Turn down the volume / Lower the contrast.
	Turn up the volume / Increase the contrast.
	Pressing this key answers an incoming call in handsfree mode (the key is blue). When a call is in progress, pressing this key switches from handsfree mode to headset or handset mode.
	Messaging key to access various mail services. This key flashes when you have a new voicemail, text message or callback request. Access the call log.
	The redial key is associated with the off hook key when the phone is in idle state. <ul style="list-style-type: none"> • Last number redial (short press). • Call back one of the last 8 numbers dialed (long press).

1.8 Preprogrammed keys





The 8018 DeskPhone uses 3 preprogrammed keys to access some features. In this case, the icon of the feature is printed on the paper. Use the feature by pressing the corresponding key. When activated, the LED corresponding to the key remains lit up. Press the corresponding key to deactivate it.

- **123<>abc** Alpha-numerical keypad.
Use this key to switch between alphabetic keyboard and numeric keyboard.
- **F** Programmable keys (F1 and F2 keys). A service or a direct call can be associated to these keys.

1.9 Alphabetic keyboard



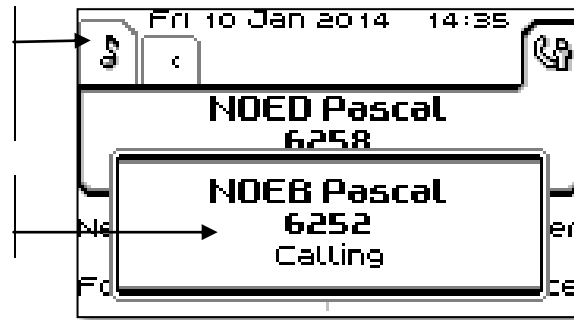
Your phone is equipped with alphanumeric keyboard. You can switch between numeric keyboard to dial number, and alphabetic keyboard to enter text by pressing the corresponding programmed key (usually the first programmed key).

- **123<>abc** Switch the keyboard to the alphabetic mode by selecting the associated programmed key. When activated, the LED corresponding to the key remains lit up.
- Enter alphabetic characters.
The number pad keys have letters that you can display by successive presses. The number is the last character in the series. Some special characters can be displayed by successively pressing the key:
 - ***** : % > \$ > / > ~ > & > (>) > [>] > = > *
 - **#** : @ > #
 - **1** : space > - > _ > 1
 - **0** : + > . > , > ; > : > / > \ > ? > ! > 0
-  Use navigation keys to move the cursor into the text.
-  delete the last entered character. The alphabetic mode remains activated.
- **123<>abc** Select the lit programmed key to return to the numeric mode.

1.10 Call management screen

Incoming call icon, Call in progress, Call on hold, ...

Incoming call and conversation presentation screen



Soft keys: actions available depending on the call status



Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, call on hold, arrival of new call). When a call is in progress, use the left-right navigator to look at calls on hold or incoming calls.



All features are accessible while the call is displayed on the screen. Use the Up and Down arrows to move up or down a page. These functions (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer function will not be available between a call in progress or a call on hold and an incoming call.



Used to switch from a telephone screen to an application screen. For example, it can be used while a call is in progress to search a number, program an appointment reminder, etc.



Press the key in front of the label to select the corresponding feature.

Calls can also be managed from the Perso page.

While the call is in progress, press the Back/Exit key and display the Perso page. Calls in progress or waiting calls are displayed on the different line keys. It is then possible to converse with the caller of your choice by pressing the key associated to the caller.

2 Using your telephone





2.1 Consulting the call log


At any time, you can consult all answered and unanswered incoming and outgoing calls.

-  Press the softkey associated with the call log feature.




Consulting all calls

All calls are displayed with an icon giving information on the type of call.

	Answered outgoing calls		Answered incoming calls
	Unanswered outgoing calls		Unanswered incoming calls


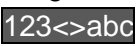


- Using the up and down navigation key to scroll through the log.
-  Display the contact information by pressing the key in front of the name. Information such as the name, phone number, date and time are displayed on the screen. You can choose to call the contact or clear the log.

Delete all call logs:

- Use one of the following:
 - Press the key associated with the icon: .
 -  Display the contact information by pressing the key in front of the name. *Delete all*
-  Press or select OK to confirm. All call logs are deleted.

2.2 Making a call

Use one of the following:

- Dial directly the number for your call.
- Lift the receiver › Enter the destination number.
-  Hands free › Dial the destination number.
- Programmed line key.
-  Search by name (access the search by name feature by selecting the alphabetic mode).
-  Redialing from the call log.
-  Redial last number




To make an external call, dial the outside line access code before dialing your contact number.

If the internal or outside number does not reply:

- *LS announce* » Broadcast a message on the loudspeaker of the free terminal.
- *Call back* » Request callback to a busy terminal.
- *Text mail* » Send a written message.
- *Voice mail* » Store number to call again.



2.3 Receiving a call

Use one of the following:

- Lift the receiver.
-  or  : Hands free .
- *Take call*.
- Select the 'incoming call' icon .

2.4 Using the telephone in 'Hands free' mode

Terminal idle:







-  Press and release » You are in hands free mode.
-  Terminate your call.

Call in progress:

- During a conversation
-  Press and release »  You are in hands free mode.






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

2.5 Activating the loudspeaker during a conversation (handset lifted) - Loudspeaker.

- During a conversation.
-  Activate loudspeaker »  » The key lights up.
-   Adjust volume (9 levels).
-  Deactivate loudspeaker »  » The key is no longer lit.




Press and release the loudspeaker key to switch to hands free mode (light steady).

2.6 Calling your caller by name (company directory)

-  Switch the keyboard to the alphabetic mode by selecting the associated programmed key. When activated, the LED corresponding to the key remains lit up.
- Enter the name or initials or the surname and first name of your caller.
- Select the type of search you want (last name, last name and first name or initials)  Display of all the callers meeting the search criteria.
- Use one of the following:
 -   Display the previous and next names.
 - Select the name of the person you wish to call.
 -  Modify the search.



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

2.7 Make calls via your programmed call keys

- Access the 'Perso' page.
-   Find the caller you want to call from the programmed call keys.
- Select the caller .

2.8 Redialing

Redialing the last number dialed (redial)

-  (short press)  Last number redial.

Call back one of the last 8 numbers dialed


-  (long press).
- Select the number to redial from the last 8 dialed number.

Other method

- Reach the 'Menu' page.
- [Redial list](#)
- Select the number to redial from the last 8 dialed number.

2.9 Call back an unanswered call

Callback requests


-  The message key flashes when you have a callback request.
- [Callback / xx Callbacks](#)
- Select a name or a number.
- [Recall](#)

If there is only one callback request, it is displayed directly.



Call back the last caller

- Reach the 'Menu' page.
- [Events](#)
- [Last caller](#): Call back the last caller.


List of unanswered calls

- Use one of the following:
 - 
 - Reach the 'Menu' page.
Events
- Select the type of call:
 - *Unanswered int call / xx Unanswered int calls*
 - *Unanswered ext call / xx Unanswered ext calls*
- Select a name or a number.
- *Recall*
- To delete the selected item.
- *Delete*

Delete the list of unanswered calls

- Use one of the following:
 - 
 - Reach the 'Menu' page.
Events
- Select the type of call:
 - *Unanswered int call / xx Unanswered int calls*
 - *Unanswered ext call / xx Unanswered ext calls*
- *Delete all* (or use icon: )

2.10 Requesting automatic callback if internal number is busy

- Internal number busy.
- *Call back* >> Callback request acknowledged.
- 

2.11 Receiving intercom calls

You can answer a call without lifting the receiver. When you receive a call, you are automatically connected in hands-free mode. The identity of the caller is displayed on the screen.

To activate - Terminal idle:

-  >> Corresponding LED lights up.

When your caller hangs up, interphony mode remains active.

To deactivate - Terminal idle:

-  >> The corresponding LED goes out.

2.12 Sending DTMF signals

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


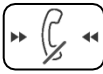


- During a conversation.
- Use one of the following:
 - *Send DTMF*
 - Press the star key (if allowed by system configuration).
- Enter DTMF code.

The function is automatically cancelled when you hang up.

2.13 Mute, so that your caller cannot hear you

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

From the set


- During a conversation.
-  Disable microphone >> The key lights up .
-  Resume the conversation >> The key is no longer lit .

3 During a conversation


3.1 Making a second call during a conversation

- During a conversation.
- *New call*
- Number of second caller >> The first call is on hold.

Other methods for calling a second caller


- Dial directly the number for your call.
- Name of second caller.
-  Select the 'Redial' function.
- Programmed line key.

To cancel your second call and recover the first:




- You are in conversation with the second caller and the first one is on hold.
- Use one of the following:
 - *Enquiry off*
 -  Hang up.
- You are on the line with your first contact.

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

3.2 Answering a second call during a conversation


- During a conversation, another person is trying to call you >> Name or no. of the caller displayed for 3 seconds.
- Use one of the following methods to answer the displayed call (Multiline set).
 - Line key for which icon is flashing .
 - *Take call*
- The first call is on hold.

To return to your first caller and end the conversation in progress.

-  >> The second call is ended.
- To return to the first contact, use one of the following
 - Select the 'incoming call' icon .
 - 
 - Lift the receiver.

3.3 Switching between calls (Broker call)

During a conversation, a second call is on hold.

-  Select the contact on hold >> You are in conversation with the second caller and the first one is on hold.

3.4 Transferring a call

To transfer your call to another number:

- During a conversation.
- Calling a second person during a conversation >> The first call is on hold.
- You can transfer the call immediately or wait for your contact to answer before transferring the call.
- *Transfer*

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

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

- During a conversation, a second call is on hold.
- *Conference* >> You are in conference mode.

Cancel conference and return to first caller (If conference is active)

- *End of conference.*

Hang up on all caller (If conference is active)

-  Hang up.

After the conference, to leave your two callers talking together:

- *Transfer*
-  Hang up.

3.6 Talk simultaneously to more than 2 callers

You are in a conference call with 2 callers. To add another caller to the conference:


- *Add*
- Dial the number of your caller (dial, directories, last numbers dialed...).
- Your caller answers.
- *Insert* >> You are on the line with the additional contact.

During a 3-way conference, you can add up to three additional participants.


3.7 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.


- During a conversation.
- *Put on hold* >> Your call is placed on hold .

Recover the call on hold:


- Select the call on hold .

Common hold:

To recover your call on any telephone in your system.

- During a conversation.
- *Hold* >> Your call is placed on hold .

Recover the call on hold from any telephone:

- Select the call on hold .

3.8 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.
- *Park the call*

A parking announcement message is displayed on the screen of the parking destination set.

To recover the parked call:

To automatically take the parked call, pick up the handset of the parking destination set.

- Reach the 'Menu' page.
- *Settings > My services > Consult > Call pick up services > Park/retrieve*

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

3.9 Intrusion into an internal conversation

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

- *Intrusion*
- Same key to exit (*Intrusion*).

Protection against intrusion:

- Press programmed key (The programmed key has to be configured by the system).
- Enter caller's number.

Protection is cancelled when you hang up.

3.10 Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:

- During a conversation.
-   Adjust audio volume.

3.11 Signal malicious calls

This key lets you signal a malicious call. If this call has an internal source, it is signalled to the system by a special message.

- You receive a malicious call.
- *Malicious*

4 Sharing

4.1 Answering the general bell

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

- Reach the 'Menu' page.
- *Settings › My services › Consult › Call pick up services › Night service call pick up*

4.2 Manager/Assistant filtering

System configuration allows 'Manager/Assistant' groups to be formed, so that the manager's calls can be directed to one or more assistants.

The programmed key has to be configured by the system.

From the manager or assistant telephone:

- Press programmed key **»** Incoming calls are filtered by a chosen person (assistant, etc.).
- Same key to cancel.

Filtering is indicated on the manager's telephone by the icon corresponding to the 'screening' programmed key.

4.3 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:

- Reach the 'Menu' page.
- *Settings › My services › Consult › Call pick up services › Group call pick up*

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

- Reach the 'Menu' page.
- *Settings › My services › Consult › Call pick up services › Individual call pick up*
- Number of telephone ringing.

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

4.4 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:

- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consult](#) › [Additional services](#) › [Out hunting grp](#)
- Enter your group number.

Return into your group:

- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consult](#) › [Additional services](#) › [In hunting grp](#)
- Enter 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.

4.5 Calling an internal caller on his/her pager

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

- Dial the destination number.
- [Paging](#)
- Dial the destination number ›› Paging in progress is displayed.

Your caller can answer from any telephone in the system.

4.6 Answering a call on your pager

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

- Your pager beeps.
- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consult](#) › [Paging](#) › [Paging answer](#)
- Your extension number.


4.7 Calling a caller on his/her loudspeaker

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

- Your caller does not reply.
- *LS announce* >> You are connected to the loudspeaker on your caller's phone (if he/she has the hands free function).

4.8 Sending a written message to an internal contact

123<>abc Use the alpha-numeric keyboard key to switch between the numeric and alphabetic keyboard.

-  *Text mail /new text message /new text messages*
- *Send*
- Use one of the following:
 - Enter the number of the terminal to receive the message.
 - **123<>abc** Enter the first letters of the name.
- Choose the type of message.

Sending predefined message

- *Predefined msg*
- Select a predefined message.
- *Apply*

Sending a message to complete

- *To complete*
- Select a predefined message to complete.
- **123<>abc** Complete your message.
- *Apply*



Sending a new message

- *Msg to create*
- **123<>abc** Write your message.
- *Apply*



Sending the previous message

- *Previous msg*
- *Apply*

4.9 Send a voice message copy

- 
- *Voice mail / new voice message / new voice messages*
- Enter your personal code >> Display number of new and old messages.
- *Consult > Forward msg*
- Number to be called /caller's name (*Spell name* / ).
- *Send >>* Send message.
- *Exit >>* End of broadcast.

4.10 Sending a recorded message to a number or a distribution list

- 
- *Voice mail / new voice message / new voice messages*
- Enter your personal code >> Display number of new and old messages.
- *Send*
- Record your message.
- *Exit >>* End of recording.
- Number to be called /caller's name (*Spell name* / ).
- *Send >>* Send message.
- *Exit >>* End of broadcast.

4.11 Broadcasting a message on the loudspeakers of a station group

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



- Off hook.
- Number of broadcast group >> Speak, you have 20 seconds.
-  Hang up.

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

5 Keep in touch



5.1 Forwarding calls to another number (immediate forward)

The number can be your home, mobile, voice mailbox or an internal extension (operator, etc.).

-  Select the transfer icon.
- *Imm fwd*
- Number to be called **>>** Forward is acknowledged.
- 



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

5.2 Forwarding your calls to your voice message service

-  Select the transfer icon.
- *Imm fwd to VM* **>>** Forward is acknowledged.
- 

5.3 When you return, consult recorded messages

You are notified of a new event when the message key is flashing.

- 
- *new voice message / new voice messages*
- Enter your personal code **>>** Display name of sender, with date, time and ranking of message.
- *Consult* **>>** Listen to message.
- When you have listened to the message, do one of the following.
 - *Replay* **>>** Replay message.
 - *Erase* **>>** Erase message.
 - *Call back* **>>** Call back sender of message.
 - *Save* **>>** Archive the message.
 -  / *Exit* **>>** Terminate consultation.


5.4 Forwarding calls to your pager

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

- Press programmed key (The programmed key has to be configured by the system) **>>** Forward is acknowledged.

5.5 Forwarding your calls from the receiving terminal ('Follow me')

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

-  Select the transfer icon.
- *Other fwd > Remote immed forward*
- Dial your extension number >> Forward is acknowledged.

If you have a key programmed with this feature, you can access the feature directly.


- Press programmed key.
- Dial your extension number >> Forward is acknowledged.

5.6 Applying a selective forward

You can forward your primary number and your secondary number or numbers to different sets.

- Reach the 'Menu' page.
- *Settings > My services > Consult > Forward services*
- Select the number to forward
 - *Principal line selection*
 - *Second line selection*
- Number receiving forward.

5.7 Cancelling all forwards

-  Select the transfer icon.
- *Deactivate > Deactivate forward*


To cancel all forwards, you can programme another type of forward too.

5.8 Cancelling a specific forward

- Programmed key corresponding to type of forward (group or selective).

5.9 Forwarding calls

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


- Use one of the following:
 -  Select the transfer icon.
 - Reach the 'Menu' page > *Forward*
- *Other fwd*
- Select the forward type to program.
 - *Forward on busy*
 - *Forward on no reply*
 - *Forward on busy/no reply*
- Number receiving forward >> Diversion is acknowledged.

If you have a key programmed with this feature, you can access the feature directly.

- Press programmed key.
- Number receiving forward >> Diversion is acknowledged.

5.10 Do not disturb

You can make your terminal temporarily unavailable for all calls.

-  Select the transfer icon.
- *Do not disturb*
- Enter code to activate the feature.
- *Apply* >> Forward is acknowledged.


Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call.

To deactivate the Do not disturb feature, follow the same procedure.

5.11 Leaving a recorded message for internal callers

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

123<>abc Use the alpha-numeric keyboard key to switch between the numeric and alphabetic keyboard.

- 
- *Text mail /new text message /new text messages*
- *Fwd to text*
- Choose the type of message.

Sending predefined message

- *Predefined msg*
- Select a predefined message.
- *Apply*


Sending a message to complete

- *To complete*
- Select a predefined message to complete.
- **123<>abc** Complete your message.
- *Apply*

Sending a new message



- *Msg to create*
- **123<>abc** Write your message.
- *Apply*

To deactivate the forward to text feature:

- 
- *Text mail /new text message /new text messages*
- *Deact fwd text* >> The text message is displayed.
- *Deactivate*

5.12 Consulting written messages

The light indicates that messages have been received.

-  » Number of messages received.
- *new text message /new text messages*
- *Read message* » Display name of sender, with date, time and ranking of message.
- Use one of the following:
 - *Recall* » Call back sender of message.
 - *Save message* » Record message.
 - *Next message* » Next message.
 - *Text answer* » Answer with a text message.
 -  » Terminate consultation.

6 Managing your charges

6.1 Charging your calls directly to business accounts

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


- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consult](#) › [Additional services](#) › [Business account code](#)
- Number of business account.
- Number required.

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

- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Consult](#) › [Consultation & callbacks](#) › [Charging informations](#)

7 Programming your telephone

7.1 Initializing your voice mailbox

- Light flashes.
- 
- Enter your personal code then record your name according to voice guide instructions.

Your personal code is used to access your voice mailbox and to lock your telephone.


A weak personal code will be rejected by the system:

- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).

Make sure you choose a strong password with at least 4 digits.

7.2 Customizing your voice greeting


You can replace the greeting message by a personal message.

- 
- *Voice mail / new voice message / new voice messages*
- Enter your personal code.
- *Perso options* » *Greeting msg* » *Perso greeting* » Record message.
- *End* » End of recording.
- Use one of the following:
 - *Accept* » Apply.
 - *Restart* » Re-record a message.
 - *Replay* » Replay message.

To return to the default message.

- *Normal prompt*

7.3 Modify the password for your phone set

- Reach the 'Menu' page.
- *Settings* » *Phone* » *Password*
- Old code (4 digits).
- *Apply*
- New code (4 digits).
- *Apply*
- Enter new password again to confirm.
- *Apply*
- 



This code acts as a password controlling access to programming functions and the user 'Set Locking ' function (code by default: 0000).

A weak personal code will be rejected by the system:

- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).

Make sure you choose a strong password with at least 4 digits.

7.4 Modify the password for your voice mailbox

- 
- *Voice mail / new voice message / new voice messages*
- Enter your personal code.
- *Perso options > Admin options > Password > My password*
- New code (4 digits).
- *Apply*
- 

As long as your voice mailbox has not been initialized, personal code is 0000.

A weak personal code will be rejected by the system:




- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).

Make sure you choose a strong password with at least 4 digits.





7.5 Adjusting the audio functions

- Reach the 'Menu' page.
- *Settings > Phone > Ringing*



Choose the tune

- Select the type of call to which the ringing is to be associated.
 - *Internal call*
 - *External call*
- Select the melody of your choice (16 tunes).
- 
-  End.
-  To adjust other audio features.



Adjusting the ringer volume

- *Volume*
-   Select the volume you want: (12 levels).
-  End.
-  To adjust other audio features.



Activate/deactivate silent mode

- *More*
 - ☐ *Silent mode >>* To activate.
 - ☒ *Silent mode >>* To deactivate.
-  End.
-  To adjust other audio features.



Activate/deactivate meeting mode (progressive ringing)

- *More*
 - ☐ *Progressive ringing* >> To activate.
 - ☒ *Progressive ringing* >> To deactivate.
-  End.
-  To adjust other audio features.





Activate/deactivate discreet ring mode

- *More*
 - ☐ *1 beep before ringing* / ☐ *3 beep before ringing* >> To activate.
 - ☒ *1 beep before ringing* / ☒ *3 beep before ringing* >> To deactivate.
-  End.
-  To adjust other audio features.

Adjust ringer volume while a call arrives



- Your telephone rings.
-   Adjusting the ringer volume.

7.6 Adjusting the contrast of the display



- Reach the 'Menu' page.
- *Settings > Phone > Contrast*
-   Decrease or increase the contrast of the display.
- 
- 

7.7 Selecting the welcome page

This function is used to choose the page displayed by default on the telephone.

- Reach the 'Menu' page.
- *Settings > Phone > Homepage*
- Select the default page (menu, perso, info, Last page visited).
- 
- 

7.8 Selecting language

- Reach the 'Menu' page.
- *Settings > Phone > Language*
- Select the language of your choice.
- 
- 

7.9 Program the keys for the Perso page

123<>abc Use the alpha-numeric keyboard key to switch between the numeric and alphabetic keyboard.

You can program the 'Perso' page keys for call numbers and functions.

- Access the Perso page using the navigator.
- Press the key you want to program.

To program a number

- *Speed dial*
- Enter the number.
- **123<>abc** Enter the name of the key.
- *Apply*

To program a function

- *Services* >> Follow information displayed on the screen.

7.10 Programming direct call keys (programmed keys with LEDs and F1/F2 keys)

The phone has four programmed keys with LEDs and a phone label, and two F1/F2 keys.

- Press a programmable key if the key is not programmed yet.

To program a number

- *Speed dial*
- Enter the number.
- *Apply*

To program a function


- *Services* >> Follow information displayed on the screen.

Write name of the key on the phone label.


7.11 Modify the programmed key

- Reach the 'Menu' page.
- *Settings* > *Phone* > *Key program*

Modify a programmed direct call keys (programmed keys with Leds and F1/F2 keys)

- Select the programmed key to modify.
- *Modify*
 - *Speed dial*
 - *Services*
- 


Modify a programmed key on perso page

- *Prog perso page*
- Access the 'perso ' page if necessary.
- Select the programmed key to modify.
- *Modify*
 - *Speed dial*
 - *Services*
- 

7.12 Delete a programmed key

- Reach the 'Menu' page.
- *Settings › Phone › Key program*

Delete a programmed direct call keys (programmed keys with Leds and F1/F2 keys)

- Select the key to delete.
- *Delete*
- 

Delete a programmed key on perso page

- *Prog perso page*
- Access the 'perso ' page if necessary.
- Select the key to delete.
- *Delete*

7.13 Programming an appointment reminder

You can define the time of a temporary reminder (one in 24 hours).

- Reach the 'Menu' page.
- *Appoint*
- Enter time of appointment.
- Enter the number of the phone that will be alerted at the programmed time.

The 'Appointment programmed' icon is displayed on the welcome page of the phone that will be alerted.

At the programmed time, your phone rings:

-  / 

If your calls are forwarded to another terminal, the forward is not applied to the reminder call.

The 'Appointment programmed' icon is displayed on the welcome page of the phone that will be alerted.
To cancel your reminder request:


- Reach the 'Menu' page.
- *Appoint › Delete*
- 


The 'Appointment programmed' icon disappears from the welcome page.

7.14 Identify the terminal you are on


The number of your telephone is displayed on the 'Info' page.

7.15 Lock / unlock your telephone

 This icon indicates that the phone is locked.


- Reach the 'Menu' page.
- *Lock*
- Enter your password (if requested) ➤➤ Your telephone is locked/unlocked.
- 

7.16 Installing a USB accessory (Headset, Handsfree, Loudspeaker)

- Connect the accessory to the USB connector.
- When you plug the accessory in the USB port, the USB accessory is automatically detected. If necessary, you can also select the accessory type in the audio settings:
- Reach the 'Menu' page.
- *Settings ➤ Phone ➤ USB plug*
- Select the type of device connected to the USB.
 - *Headset*
 - *External hands-free*
 - *External loudspeaker*
- 

7.17 Call the associated set

The number of another set can be associated with your set number (See Modify the associated number). To call it:

- Reach the 'Menu' page.
- *Settings ➤ My services ➤ Associate ➤ Call from assoc*
-  Start the call.

7.18 Forward your calls to the associated number

If you have previously defined an associated number, you can forward your calls to this number.

- Reach the 'Menu' page.
- *Settings ➤ My services ➤ Consult ➤ Associate services*
- Use one of the following:
 - *Overflow to associate ➤➤* For forwarding when you do not answer.
 - *Overflow if busy ➤➤* For immediate forwarding when your line is busy.
 - *Overflow if busy/no rep ➤➤* For forwarding if you do not answer or if you are busy.
 - *Deact overflow to assoc ➤➤* To cancel the forwarding to associate function.
- *Apply*

7.19 Modify the associated number

The associated number can be a phone set number, the voice mail number or the pager number.

- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Associate](#)
- Enter your password.
- [Apply](#)
- [Modify](#)
- Select the new associated number.
 - Enter the new associated number Acceptance of the programming is displayed.
 - [Voice mail](#)
 - [Speed dial](#)

›› Acceptance of the programming is displayed.

7.20 The Tandem configuration

This configuration lets you group two sets under a single call number. Your set is then the main set and the second set, usually a DECT set, is the secondary set. Each set has its own directory number, but the tandem number is that of the main set. When you receive a call, the two sets ring simultaneously. When one of the sets answers, the other set stops ringing. When all the lines of the main set are busy, the secondary (DECT) set does not ring. The secondary set can still be called by its own number, but in this case, the tandem function will no longer be taken into account. Most of the functions are common to the two sets, for example: forwarding, meet-me reminder, the various messages, etc., while others are specific to each set, for example: individual directory, last number redial, out of service, set padlock, etc. For more information regarding this configuration, contact the person in charge of your installation.

7.21 Create, modify or consult your intercom list (max. 10 numbers)

- Reach the 'Menu' page.
- [Settings](#) › [My services](#) › [Interphony](#)
- Follow the on-screen instructions.

7.22 Contacting your administrator

If necessary you may need to contact your administrator.

Before contacting your administrator make sure you have information such as your phone's part number and software version to hand.

The part number

The phone's part number is located under the foot of the phone.

Software version

The software version can be viewed on the phone by following this path:

- [Settings](#) › [Options](#) › [Version](#)

8 Guarantee and clauses

8.1 Safety Instructions

- Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- Magnets could affect the functioning of pacemakers and implanted heart defibrillators. Keep a safe distance between your pacemaker or implant defibrillator and the handset which includes magnetic elements: 4 centimeters (1,6 inches) at least.
- It is recommended to follow the standard acceptance procedures before using this equipment in human safety critical areas (hospitals...).
- The handset includes magnetic elements that may attract sharp metallic objects. To prevent injury, before each use ensure sharp metallic objects are not stuck to the earpiece and microphone.
- Avoid using phones (other than cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the device in environments where there is a danger of explosion.
- Do not plug this phone into an Integrated Services Digital Network (ISDN) connection or into a regular Public Switched Telephone Network (PSTN) connection. This can result in severe damage to the phone.
- Never allow your telephone to come into contact with water.
- To clean your telephone, use a soft damp cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Do not use aerosol cleaners.
- This product is intended to be connected to the PABX via the LAN (10/100/1000 MB).
- If you are connected to a POE connection do not use an external Power Supply.
- The PoE (Power over Ethernet) devices that supply or receive power and their connected cables must all be completely indoors.
- The RJ45 jack is not used for telephone line connection.

8.2 Regulatory Statements

Marking

This equipment is in compliance with the essential requirements of Radio Equipment Directive (RED) 2014/53/EU and with Directive 2011/65/UE (ROHS).

The Declaration of Conformity may be obtained from:

ALE International 32 avenue Kléber – 92700 Colombes, France
ebg_global_supportcenter@al-enterprise.com

USA and Canada

This device complies with Part 15 of the FCC Rules and with RSS210 of Industry Canada. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Exposure to Radio Frequency Signals.

This equipment complies with radiation exposure limits set by FCC/IC and the European Council. This equipment has very low levels of RF energy and is deemed to be compliant without testing of the specific absorption rate (SAR).

User Instructions

Only use the handset in temperatures between 5°C to +45°C (23°F to 113°F). This product is intended for use in an indoor environment only. This apparatus is Hearing Aid Compatible (HAC).

Acoustic shock protection

Maximum sound pressure level for handset is compliant with European, US and Australian standards.

Disposal



The equipment must be returned to a collection point for electronic equipment waste disposal.
Defective batteries must be returned to a collection point for chemical waste disposal.

Related Documentation

Other languages for these Safety and Regulatory Instructions and User Documentation are available at the following Web site:

<http://www.al-enterprise.com?product=All&page=Directory>

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Features keys	
Mute and intercom key. During a call, press this key to stop your contact from hearing you. When idle, press this key to switch the phone to intercom mode. When you receive a call, the phone hooks off automatically and you go straight into handsfree mode. This key lights up blue when activated.	
Turn down the volume / Lower the contrast.	
Turn up the volume / Increase the contrast.	
Pressing this key answers an incoming call in handsfree mode (the key is blue). When a call is in progress, pressing this key switches from handsfree mode to headset or handset mode.	
Messaging key to access various mail services. This key flashes when you have a new voicemail, text message or callback request. Access the call log.	
The redial key is associated with the off hook key when the phone is in idle state. <ul style="list-style-type: none"> Last number redial (short press). Call back one of the last 8 numbers dialed (long press). 	

Welcome screens

You can access all of your phone's features from these screens. The default display has three pages that you can access by selecting the corresponding tab at the top of the screen with the navigation keys. The selected page is highlighted.

- Menu page: contains all functions and applications accessible via the keys associated with the words on the screen.
- Perso page: contains call line keys (allowing supervision of calls) and programmable call keys.
- Info page: contains information on the telephone and the status of its functions: name, telephone number, number of messages, activation of transfer function, appointment reminder, etc.
- Transfer icon: press the key next to this icon allows you to program or change the transfer function.

Navigation



OK key

- Use to validate your choices and options while programming or configuring.
- Use to validate an edited text.
- Use to switch off/on the screen when the phone is in idle mode.

Left-right navigator

- Use to move from one page to another and display information about current calls (call in progress, calls on hold, incoming call).
- Use to navigate into a text box.

Up-down navigator

- Use to scroll through the content of a page.



Back/Exit/Backspace key

- Use this key to go back to the previous step.
- Use this key to go back to the homepage (long press).
- Use this key to delete one number or character at a time.

Status icons / Call icons



Headset connected.



Incoming call icon.



Telephone locked.



Call in progress icon.



Appointment programmed.



Call holding icon.

Preprogrammed keys



















The 8018 DeskPhone uses 3 preprogrammed keys to access some features. In this case, the icon of the feature is printed on the paper. Use the feature by pressing the corresponding key. When activated, the LED corresponding to the key remains lit up. Press the corresponding key to deactivate it.

- 123<>abc** Alpha-numerical keypad
Use this key to switch between alphabetic keyboard and numeric keypad.
- F** Programmable keys (F1 and F2 keys). A service or a direct call can be associated to these keys.

Alphabetic keypad

- 123<>abc** Switch the keyboard to the alphabetic mode by selecting the associated programmed key. When activated, the LED corresponding to the key remains lit up.
- Enter alphabetic characters.
The number pad keys have letters that you can display by successive presses. The number is the last character in the series. Some special characters can be displayed by successively pressing the key:

- ***** : % > \$ > / > ~ > & > (>) > [>] > = > *
- **#** : @ > #
- **1** : space > - > _ > 1
- **0** : + > . > , > ; > : > / > \ > ? > ! > 0

Call <ul style="list-style-type: none"> Dial the number directly or dial the number after pressing a line key. 		
Call by name (Company directory) <ul style="list-style-type: none"> 123<>abc Switch the keyboard to the alphabetic mode by selecting the associated programmed key. Enter the name, contact's surname/name or initials and follow the on-screen instructions. 		
Answer a call <ul style="list-style-type: none"> Take the handset off the hook, use an off-hook key, use hands-free key, or press the key next to the incoming call icon. 		
Ignore call / End the call		
Redial <ul style="list-style-type: none"> Long press to access the list of the last 10 dialed numbers. Short press to call the last dialed number. 		
Make a call-back request to a busy number <ul style="list-style-type: none"> <i>Callback</i> 		
Placing a call on hold (hold) <ul style="list-style-type: none"> <i>Hold</i> 		
Sending DTMF signals <ul style="list-style-type: none"> <i>Send DTMF</i> Send numbers. 		
Mute		
Interphony <ul style="list-style-type: none"> The phone automatically answers the call. Before the line is taken, you hear a succession of specific beeps. 		
Making a second call during a conversation <ul style="list-style-type: none"> <i>New call</i> 		
Answering a second call during a conversation <ul style="list-style-type: none"> Press the key associated with the incoming call. 		
Switching between calls (Broker call) <ul style="list-style-type: none"> Press the key associated with the call on hold. 		
To cancel your second call and recover the first <ul style="list-style-type: none"> You automatically recover the first call. 		
Transferring a call <ul style="list-style-type: none"> You are in conversation with one caller. Call a second contact. Transfer the call. 		
Conference <ul style="list-style-type: none"> Call the first contact. Call the second contact. <i>Conference (Conf)</i> 		
Make calls via your programmed call keys <ul style="list-style-type: none"> Press the desired programmed call key. 		Perso
Modify the programmed key <ul style="list-style-type: none"> <i>Settings > Phone > Key program</i> Press the programmed key to be modified. Follow the on-screen instructions. 		Perso
Erase a programmed key <ul style="list-style-type: none"> <i>Settings > Phone > Key program</i> Select the key to be erased. Follow the on-screen instructions. 		Menu
Customizing your voice greeting <ul style="list-style-type: none"> <i>Settings</i> <i>Mailbox</i> You can listen to the greeting, customize the greeting and set the default greeting. 		Menu
Consulting your voice mailbox		
Diverting calls to your voice mailbox <ul style="list-style-type: none"> Press the key associated to the forward icon. <i>Immediate-VM</i> Press the key associated with the type of call forward required. 		
Cancel forward <ul style="list-style-type: none"> Press the key associated to the forward icon. <i>Cancel fwd.</i> 		
Do not disturb <ul style="list-style-type: none"> Press the key associated to the forward icon. <i>DoNotDisturb (DND)</i> 		
Send text messages <ul style="list-style-type: none"> <i>Message</i> <i>SendTxtMsg</i> Enter the destination number. Select the type of message to send (fixed Msg, New Msg,...). 123<>abc You can switch between numeric keyboard to dial number, and alphabetic keyboard to enter text by pressing the corresponding programmed key. 		
Read text messages <ul style="list-style-type: none"> <i>Message</i> <i>ReadTxtMsg</i> 		
Information about the phone		Info
Lock/unlock the phone		Menu
Adjust audio volume <ul style="list-style-type: none"> <i>Lock</i> 		
Select the language of your choice <ul style="list-style-type: none"> <i>Settings > Phone > Language</i> 		Menu
Choose the tune <ul style="list-style-type: none"> <i>Settings > Phone > Ringing</i> Adjust the ring via the following menus: Melody, Silent, Beeps, Volume, etc. 		Menu
Adjusting screen contrast <ul style="list-style-type: none"> <i>Settings > Phone > Contrast</i> 		Menu
Modify the password for your phone set <ul style="list-style-type: none"> <i>Settings > Phone > Password</i> 		Menu
Homepage <ul style="list-style-type: none"> <i>Settings > Phone > Homepage</i> Select the default page. 		Menu