

Conference Call: While you are on a call dial the number of the third party. When they pick up, press the pre-programmed 'Conference' key to establish a three-way conference. Pressing the pre-programmed 'Conference' key a second time cancels the conference and recovers the first call.

Forwarding Calls:

To voice mail: Press the pre-programmed 'Forward' key. Use the Up-down navigator to scroll to 'Imm forward to VM'. Press OK.

To another number: Press the pre-programmed 'Forward' key. Use the Up-down navigator to scroll to 'mmediate forward', press OK. Enter the internal extension number or external number (9+number) that you want your calls forwarded to. Press OK.

To cancel forward: Press the pre-programmed 'Forward' key or press *64.

Other Commonly Used Features

Adjusting Display Intensity: Use the Up-down navigator to scroll to 'settings', press OK. Scroll to 'My phone set', press OK. Scroll to 'contrast', press OK. Adjust the visibility, press OK to confirm.

Adjusting the Ring Tone: Use the Up-down navigator to scroll to 'settings', press OK. Scroll to 'My phone set', press OK. Scroll to 'Ringing', press OK. Scroll to the ring you would like to change, internal or external, press OK. Scroll through ring tones and press OK at desired ring tone.

Identifying the Extension: To find the name and extension number of your phone, use the Up-down navigator to scroll to 'Who am I', press OK. Scroll to see name and extension.

Pick: Calls ringing on another extension can be answered on your telephone using one of two pickup methods:

Direct Call Pickup: Press *72 followed by the extension number.

Group Call Pickup: After having your telephone system administrator put extensions into a Pickup group, press *73 and any ringing extension in that group will transfer to your phone.

The Personal Directory: Allows you to program 9 numbers.

To program the personal directory:

Use the Up-down navigator to scroll to 'Settings', press OK. Scroll to 'My phone set', press OK. Scroll to 'Directory program', press OK. Scroll to select the key to program, at desired key press OK. Enter the number you would like programmed (if external program 9+number), press OK.

Placing a call using the personal

directory: Press the Phone book key. Use the Up-down navigator to scroll to desired entry, press OK.

Outgoing Calls: Use the Up-down navigator to scroll to 'Events', press OK. Scroll to 'Outgoing calls', press OK. Scroll through last outgoing calls.



Quick Guide for the 4018 & 4019 Telephones



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General Information about Your Alcatel-Lucent 4018™ / 4019™ Telephones:

Line Buttons: Line 1 and Line 2 are both your extension number. You are able to have two incoming calls, two outgoing calls, or one of each. The calls may be internal or external calls.

Answering a call: Simply lift the handset.

Originating (placing) a call:

Internal calls: Dial the extension number of the person you wish to call.


External calls: Press 9 followed by the complete number you wish to call.


Answering a second call: During a call, you can answer a second call. If there is an incoming call, you will hear a beep and see a flashing pre-programmed line key. The display will show the caller's identity until you either answer the call by pressing the line key (the first call is automatically placed on hold). To recover the first call, press the corresponding line key.


Moving between calls: Moving back and forth between calls does not require the use of the hold key. Just press the preprogrammed line key for the party with whom you wish to speak. The other caller is automatically placed on hold. If you accidentally hang up the handset to release a call while another call is holding, the phone will ring back to allow you to recover the call.

Audio keys:

End key: To terminate a call.


 **Handsfree/Speaker key:** to make or answer a call without lifting the receiver (4018 only). Lit in handsfree mode or headset mode (short press) or flashing in speaker mode (long press).


 **Intercom/Mute key:** During a call, press this key so that your party cannot hear you.


 To adjust the speaker or receiver volume up or down





Feature keys:

 **Messaging key:** If the key flashes, a new voice message or text message has been received.


 **Redial key:** To call the last number dialed.


 **Guide Key:** To obtain information on the pre-programmed keys or to access the set programming or configuration.


 **Phone book key:** To access your personal phone book.

 **Pre-programmed feature:** Lit when the feature associated with the key is activated. The six key block consists of: two line keys, one 'immediate forwarding or cancel call-forward' key, one 'conference' key, one 'manual hold' key, and one 'transfer' key.

Navigation:

 **Up-down navigator:** Use to navigate the home page, consisting of: information on the status of the set, date and time, and set programming and configuration features.

 **OK:** Allows you to confirm options. Think of it as an enter button.

 **Back/Exit key:** To return to the first screen. You can also use this key to correct a character you entered.

Park: Parking an external call means to place it on a system hold on either your own extension or any extension on the system for retrieval at a different telephone.

To place a call on park: During a call press *75 followed by the extension number of the destination.

Note: Failure to enter a destination leaves the call parked on your extension.

To retrieve a parked call at the destination telephone: Press *75.

To retrieve a parked call at any other telephone in the system: Press *75 plus the extension number of where the call is parked. If a parked call is not retrieved, it will eventually default to the operator.

Transfer-Unannounced: While you are on a call, dial the number of the person you wish to transfer the call to. Press the pre-programmed 'Transfer' key. Hang Up.

Transfer-Announced: While you are on a call, dial the number of the person you wish to transfer the call to. Wait for the person to answer, talk to them. Press the pre-programmed 'Transfer' key. Hang Up.