

**Dial-By-Name:** To call your party by name instead of by number:

1. **Search:** Enter the first two or three letters of the party's last name on the alpha-keypad and press 'Name' on your display keys to run the search.
2. **Review Results:** When the search is complete, search results are displayed:
  - a) If search unsuccessful, display will say 'No match, please Modify your request'
  - b) On successful searches, the system offers the all the names found and indicates number matching records:  
Smith John 01/05
    - 1) Press the soft key next to the name of the person you wish to call.
    - 2) If the first name is not the one you want - scroll down using the navigator.
3. When the required name is displayed, press the soft key next to the name on your display to call the number. This process can be interrupted, at any time by pressing END.

### Other Commonly Used Features

**Adjusting Display Intensity:** Scroll to the Menu Tab and press Settings. Press My Phone then use the navigator to scroll down and press Contrast. Use the soft keys on the left and right to adjust the intensity of the display. The visibility will change with each keystroke. Press OK to confirm.

**Adjusting the Ringing Tone:** Scroll to the Menu Tab and press Settings. Press My Phone then press Ringing. Select Internal or External. Choose the Ring Tone that you like. Press OK to save your choice. You can adjust the volume of the ringing tone at the same time by pressing the Volume control keys. Press OK to save your choice.

**Identifying the Extension:** To find the name and extension number of your phone, use the navigator to scroll to the Info Tab. Use the navigator to scroll down and the extension and name are displayed here.

**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:** The Personal Directory allows you to program 70 numbers, which can be dialed by using your navigator pad and display keys.

**To program the personal directory:** key in the following sequence: Scroll to Menu; Press 'Settings'; Press 'My phone'; Press 'Key Program'; Press 'Main Page'; Select the key you wish to program; Select 'Services' (forwarding, DND, Call Pickup Services, etc) or 'Speed Dial'; If you select 'Services' choose the service you wish to program then use the navigator to scroll down to label the name. If you select 'Speed Dial' enter the number and press 'apply' then enter the name and press 'apply'.

**Placing a call using the personal directory:** Press the appropriate display key. To view keys beyond what is displayed on your screen, use your navigator pad to scroll up or down.

### Other Features on the Menu Tab

**Outgoing Call:** Redial list of the last ten calls you made.

**Appointment:** Allows you to set a reminder on your phone. Press this then enter the time of day you wish to be reminded. Select AM or PM. Your phone will alert you at the selected hour within a 24-hour period.

**Text Messaging:** There are two different ways to use your text message feature. You can send a text message or program a text message to appear on your phone when someone calls you.

**To send a text message:** Press the envelope key; Press 'no new text message'; Press 'Send'; Enter the extension you wish to send a text message; Select from a Predefined Message, A Message to Complete, or To Create. When you are finished press 'Apply' and your message will be sent.

**To forward your phone to a text message:** Press the envelope key; Press 'no new text message'; Press 'Fwd to text'; Select from a Predefined Message, A Message to Complete, or To Create. When you are finished press 'Apply' and your message will be appear when someone calls you.

**To deactivate:** Press the envelope key; Press 'no new text message'; Press 'Deactivate Fwd to Text'; Press 'Deactivate' again. Your forward to text message will be erased.



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## Quick Guide for the 4028 & 4029 Telephones

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## General Information about Your Alcatel-Lucent 4028™ / 4029™ 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 or press the button that corresponds to 'Take Call' on your display.

**Originating (placing) a call:** 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 icon on the top left hand side of your display. The display will show the caller's identity until you either answer the call by pressing the key that corresponds to the flashing icon (the first call is placed on hold automatically) or until the call is forwarded. To recover the first call, press the key that corresponds to the icon on the right side of the display.

**Moving between calls:** Moving back and forth between calls does not require the use of the hold key. Just use the soft keys on the display to switch between the two parties. The first caller will always appear on the right and the second caller will appear on the left. 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.

## Phone Information

**Display:** Dynamic Interactive screen that offers information on an as needed basis.


**Three tabs:** Menu, Main, and Information.

**Soft Keys:** Corresponds with the Display information.


**Menu Tab:** Allows you to program your phone settings.


**Main Tab:** Allows you to view other extensions and use personal speed dials.


**Info Tab:** Allows you to view your extension and programmed name.


 **Navigator:** This circular pad allows you to scroll up, down, left and right through the display options.

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

 **End:** To terminate a call or programming.


 **Envelope:** To access mail services.

 **Guide Key:** Used to obtain information on features of the 'menu' page and to program key of the 'perso' page.


 **Mute:** To temporarily turn off your station microphone during your call.


**Interphone/Intercom:** You can choose up to ten people to program in your Interphone group. Press the Mute key while your phone is idle to activate the Handsfree feature. When someone who is in your Interphone group calls you, the speaker will automatically answer without lifting the handset.

## Audio Keys:

 **Speakerphone:** Press this button to activate the telephones microphone and speaker for hands-free operation

**Listen:** Press and hold this button to allow others to hear the caller while you use the handset.

 To reduce speaker or handset volume.

 To increase speaker or handset volume.

**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:** Press the line key, then \*75 followed by the station (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 press transfer, dial the extension and press transfer again.

**Transfer-Announced:** While you are on a call press transfer, dial the number of the person you wish to transfer the call to. Wait for the person to answer, talk to them and press transfer again. Hang up.

**Conference Call:** While you are on a call use the navigator to scroll down, select conference and dial the number of the person you wish to conference. When they pick up press Conference again to join the calls. Pressing Conference a second time cancels the conference and recovers the first call.

**Forwarding Calls:** Use the navigator to scroll to the left Menu Tab. Use the navigator to scroll down and press the Forward key. You will have the option of selecting the following forwarding options:

- Immediate Forward
- Immediate Forward to VM
- Other Forward
- Forward to Text
- Do Not Disturb

Under the 'Other Forward' heading you will have additional forwarding options including Forward on Busy, Forward on no Reply, Forward on busy/no reply, Remote Forward, Deactivate Forward or \*64 cancels all types of forwarding (does not cancel the default programming to voicemail).