

Quick Reference Guide

for

Alcatel 4029/4039 Phones



Alcatel • Lucent 
Enterprise

How to make an EXTERNAL call

1. Dial '0' to make an outside call **OR**
2. Press the key next to one of your lines

How to make an INTERNAL call

1. Just dial the extension number, for example '101'
2. Internal numbers do not need '0' in front of them

How to put/take off a call on HOLD

1. When you make/receive a call 'HOLD' will show up on display
2. Press key next to **HOLD – the caller is ON HOLD**
3. **NOTE:** A musical note 🎵 will show up next to line that is on **Hold**
4. To take caller **Off Hold** just press the 🎵 key next to the line on Hold

How to TRANSFER an internal call

1. Put the caller on **Hold**
2. Dial the extension number you want to transfer the call to
3. '**TRANSFER**' will show up on display
4. You can now transfer your call by pressing the **TRANSFER** Key (you can announce who is on the line or just transfer your call without speaking – a 'blind transfer')

How to TRANSFER an external call

1. Put the caller on **Hold**
2. Dial the telephone number you want to transfer the call to
3. '**TRANSFER**' will show up on display
4. You can now transfer your call by pressing the **TRANSFER** Key (you can announce who is on the line or just transfer your call without speaking – a 'blind transfer')

4039 handsets ONLY: How to get into OPERATOR menu

1. Scroll left with your navigation key to **MENU**
2. The **OPERATOR** key will show up in the bottom right corner of your screen
3. Press **OPERATOR** key
4. It will ask you to enter a password. The operator password is **12345678**

How to program SPEED DIAL numbers

1. Scroll left with your navigation key to **MENU**
2. Press **OPERATOR** key
3. Enter password **12345678**
4. Press **SPEED DIAL** key
5. Enter **NAME** of the speed dial number
6. Press **OK**
7. Enter **TELEPHONE NUMBER**, don't use '0' in front of your number for an outside line for example: '40477000 for a local number, 0408.... For a mobile number, 0238...STD'
8. Press **OK**
9. Your speed dial number is now entered into the system

How to record a GREETING in GLOBAL MAILBOX

1. Scroll left with your navigation key to **MENU**
2. Press **OPERATOR** key
3. Enter password – **HELP1954**
4. Press **EXPERT** key
5. Scroll down to **VOICEMAIL**
6. Press **VOICEMAIL**
7. Scroll down to **GEN MAILBOX**
8. Press button next to **GENERAL MAILBOX**
9. Press **RECORD** which will get you ready to record
10. Press **RECORD** again and recite your message. When you have finished your message press **STOP**
11. You can now **LISTEN** to your message. If you are happy with the message you have recorded press **OK**; if not just press **RECORD** again. It will overwrite your previous message.

NEVER FORGET TO PUSH OK AFTER RECORDING YOUR MESSAGE OTHERWISE IT WILL GO BACK TO THE DEFAULT/PREVIOUS RECORDED MESSAGE.

How to RETRIEVE a message

1. Press the **orange flashing envelope** on your telephone
2. The screen will display **Text Mails: (number of mails)**
3. Press key beside '**Read TxtMsg**'
4. On the screen display will be '**CALL NOT ANSWERED**'
5. Press **OK**
6. The display will now show you all the details
7. If you press **Clear** it will delete the number and the orange envelope will stop flashing
8. **Orange flashing envelope is still flashing!**
**if the envelope continues flashing, check if you have any mail in your (General) Mailbox*
9. When the display shows **Gen mailbox: (number of mails)**
10. Press **key next to Gen mailbox**
11. It will now ask you for the OP password:
12. Enter **12345678**
13. It will now show on the screen **New messages: (number of messages)**
14. Press **CONSULT**
15. The display will show the number who of the person who left you a message
16. Press **OK**
17. If you press **PLAY** in will play the recorded message
18. Press **CLEAR** to erase the message from your mailbox