Alcatel-Lucent OpenTouch™ Conversation 8088 Smart DeskPhone

User Manual

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R100

Thank you for choosing this phone.

This model offers enhanced ergonomical features for more effective communication.

With its touch screen and built-in interactive capabilities, the 8088 Smart DeskPhone can deliver the comfort and convenience you are looking for.

The availability of certain functions described in this guide may depend on the version or configuration of your system.
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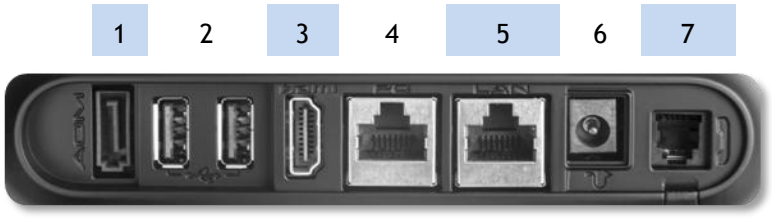
1 Getting to know your telephone

1.1 Phone description

1	Sensitive LCD wide screen with ambient light sensor.
2	Embedded HD Video camera with shutter. Swipe the shutter right or left to use or hide the camera.
3	Permanent feature keys: quick access to the phone's main features.
4	Bluetooth® handset for optimized communication. A wired handset is also available and can replace the Bluetooth® handset.
5	Wideband loudspeaker for optimized sound.
6	LED Arrival of a new call (Flashing).
7	An adjustable and stable foot.
8	3.5 mm and 4 pin stereo headset jack.
9	Microphone.

1.2 Description of the connectors

Various connections to allow phone extensions.



1	Add-on module connector (SATA type).
2	Two Universal Serial Bus (USB) ports (1.1/2.0) to connect an external camera, audio equipment, a low smartphone charger or USB stick.
3	HDMI® 1.4 output for screen replication and for dedicated HD video display.
4	10/100/1000 Mbps Ethernet connectors to a PC (RJ45).
5	10/100/1000 Mbps Ethernet connectors to the enterprise network (LAN - RJ45).
6	DC power jack for an external power adaptor.
7	Wired handset connector (RJ9).

1.3 Permanent features keys

They are located just below the touch screen

	Mute key. During a call, press this key to stop your contact from hearing you. As long as the mute feature is activated, the mute key stays lit (blue). Press this key to deactivate the mute feature.
	Turn down the volume.
	Turn up the volume.
	Answer an incoming call or make a call (keypad) in hands free mode (the key is blue). During a conversation, the first press opens the audio taster. The next press switches between handsfree, handset and audio accessories mode #.
	Ignore incoming call. Hang up the ongoing call.
	Show or hide the keypad. During conversation use the keypad to send DTMF signals.
	Use this key to consult the call log. This key is lit when you have received a new voicemail or a missed call. During conversation, press this key to take you back to the call screen.
	Open user settings and information (logs of telephony services, routing management, video self-view). This key is lit when your device is not routed.
	Return to the homepage at any time.

1.4 About the homepage

Homepage in standard mode

Homepage in business mode

1 **Personal area**

This area displays information about the user's phone and configuration, including last name, first name, avatar, and routing. The colored bar under your photo/avatar shows your present status.

Routing profile	Access programming and configuration of routing profiles.
Overflow	Access programming and configuration of overflow.
User Information	Information about the user: lastname, firstname, phone number,...
Video	Information about the user: lastname, firstname, phone number,...

2 **Notifications area**

In idle state: This area displays information on the latest phone events, such as missed calls and voice messages.
During a call: Call status (ongoing, on hold, incoming call) is shown in this area. Pressing this area during a call takes you back to the call screen.

Call status

Incoming call.

Ongoing call.

Ongoing video call.

Call on hold.

Video call on hold.

Conference.

Video conference active.

Your phone is supervised or a supervisor phone.

3 **Date, time and connectivity area**

This area displays time, date, connectivity and customization information (wake-up on, intercom mode on).

	Security mode (encrypted audio communication).
	USB Accessory or storage device connected to USB port.
	Bluetooth® device pairing in progress.
	Bluetooth® device connected (Other than your Bluetooth® handset).
	Headset plugged in.
	Alarm programmed.
	Silent ring activated.
	Interphony (See chapter: Receiving intercom calls).
	External camera plugged in. (white color).
	Video running.
	Your phone is a supervisor phone or is supervised.
	Identity secrecy activated.
	Upgrade download. All features of the set are available during the upgrade. This icon is displayed until the upgrade is complete.
	No VoIP connection. Communication is not possible. For more information, contact your installer or administrator.
	This icon appears when you are not connected to the data server (safe mode, authentication failed or problem with the server). All features are unaccessible. You can still call using the dialpad. Make sure your password is correct. • • *User Information* • *Login* Enter your password
	Bluetooth® device not connected

4 **Active area**

This area is reserved for running applications and for previews of applications selected by the user.
When you start an application, it is displayed in the active zone. If no application has been launched, the active zone displays the application previews that you have preset on the homepage. An application preview allows you to view this application information and easily access it.
Applications that can be previewed are: History, Favorites, Manager/Assistant, Supervision, Dial-pad.

Add or delete an application in the active area

- *Settings* › *Application*
- Select the application that you want to add to the homepage or delete from the homepage (History, Favorites, Manager/Assistant, Supervision, Dial-pad).
- Activate or deactivate preview of the application (yes or no)

Back to homepage

5 **Applications bar (**Homepage in business mode)

This area allows access to all applications and to different features of the running application

6 **Applications area** (Homepage in standard mode)

You can access your phone applications from this area. Press the application button to access the application. Once you run an application, the display is the same as the business mode display.
Programmable keys are available in this mode. (See Programming a direct shortcut for a contact.).

	Make a call.		To access voice mail functions.
	Open the dial keypad to make a conversation.		This application contains favorite contacts that you have selected from your list of contacts. Call a contact from the favorites application.
	Search for a contact.		Make a call using your list of contacts.
	Access the settings menu.		Lock / unlock your telephone.
	This application allows you to manage audio files and images.		This application is for synchronizing your address book and agenda between your phone and your PC Microsoft® Outlook application.
	The history application shows two tabs, listing new phone events such as missed calls, and older phone events.		Set an alarm.

1.5 Navigation

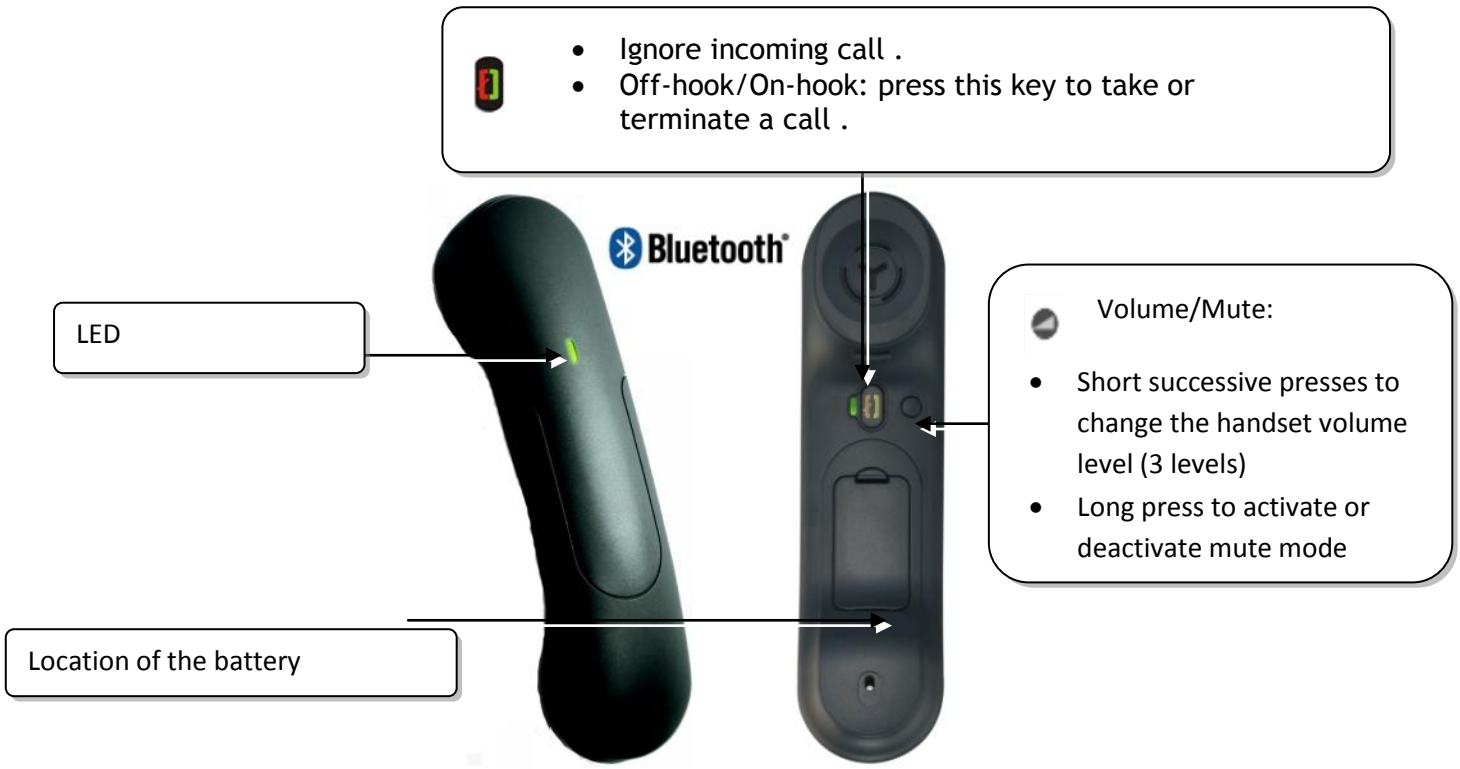
The phone set homepage can be viewed in standard or advanced mode.
Scroll your finger up or down to get the page or menus scrolling vertically (in advanced mode), or scroll right or left to get the page scrolling horizontally. (in standard mode only).

Homepage in standard mode

Homepage in business mode

Make your selection by pressing the right icon on the sensitive screen.	
In standard mode, personalize the homepage by pressing and holding.	
Scroll through the application area pages (advanced mode) or the application bar (business mode). In standard mode only, you can have up to 2 pages.	
Scroll the list (call log, contacts...)	
First press: back to the previous homepage page. Second press: back to the first homepage page.	
This dark greyed circle symbolizes the current page (default skin).	
This light greyed circle symbolizes another available page (default skin).	

1.6 Bluetooth® Wireless handset



If the Bluetooth® handset is on its base, you do not need to press the Off-hook/On-hook key to take or terminate the call. Just off-hook/on-hook the Bluetooth® handset.

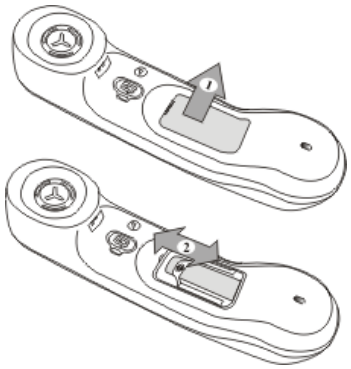
LED

- Off: operating normally
- Blinking green: in communication
- Green steady: handset charging
- Orange flashing: battery charge low or handset outside coverage zone
- Orange steady: malfunction

Installing or replacing the Bluetooth® handset battery

① Lift up the battery cover

② Slide out the battery holding part

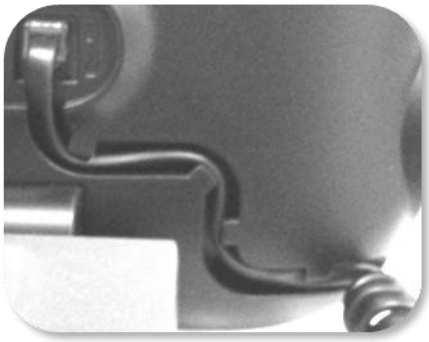


The battery recharges when the Bluetooth® handset is on its base.

1.7 Install a comfort wired handset

You can install a wired handset in place of the Bluetooth® Wireless Handset.

- Remove the rubber
- Plug-in the wired handset to the appropriate connector (refer to phone description).
  Make sure you position the cable correctly in the compartment intended for that purpose:
  Switch off the Bluetoothø Wireless Handset (press and hold the On/Off hook key until you hear two distinct tones).



1.8 HDMI connector

Your set is equipped with an HDMI 1.4 output for a better video experience.

The 8088 Smart DeskPhone can be connected to a large screen or video projector. Moreover, an external camera can be connected to the phone to broadcast the entire room. Your deskphone can easily find its place in a meeting room.

There are two ways to use the HDMI connector:

- Broadcast the video conversation (HD capability).
- Broadcast the entire display of the phone.

Your set has to be connected to the appropriate equipment.

Broadcast the video conversation (HD capability)

- Use one of the following:
  - During the video conversation, swipe up on the video displayed on the phone to broadcast it to the equipment connected via HDMI.
  - To stop the broadcast, swipe down on the video displayed on the phone.

Select the HDMI button.

Broadcast the entire display of the phone

To broadcast the entire display of the phone or stop the broadcast, you have to activate or deactivate this feature:

- *Settings*
- *Device* › *Display* › *Clone display to HDMI*
- Activate or deactivate the HDMI output
- Back to homepage.

2 Using your telephone

2.1 Making a call

- Use one of the following:
  - Dial directly the number for your call.
  - Lift the receiver › Enter the destination number.
  - Press the on-hook/off-hook key of the Bluetooth® device. (Bluetooth® Wireless handset) ›Dial the destination number.
  - *Dialer.* Dial the destination number.
  - Hands free › Dial the destination number.
  - Programmed line key.
  - Search by name
- Press the call icon to call your contact.

To make an external call, dial the outside line access code before dialing your contact number.The default outside-line access code is usually 0. However, please check this code with your installer.

End the call

- Use one of the following:
  - Hang up the handset.
  - Press on the On-hook key on the permanent features keys panel
  - On-hook key on the Bluetooth® handset.

2.2 Make a call using the personal phone book (Contacts)

- *Contacts*
- *Select the contact to call* ›› Information regarding your contact is displayed on the screen.
- Press the call icon to call your contact.

If there are several numbers for the same contact, select the desired number.

2.3 Using call by name

- Use one of the following:
  - *Search*
  - Swipe up on the screen
- Enter the first letters of your contact name.
- ›› The names of contacts matching your search criteria are automatically displayed on the screen.
- Call your contact by choosing him/her in the list.
- If you wish you can also display your contact complete file.

When searching by name, results are displayed showing all matching names followed by first names. You can also search by initials. Type the initials of first name and surname, separated by a space. All first names/names matching these initials will be displayed in the search.

2.4 Call from call log (History)

All incoming, outgoing, missed or unanswered calls are displayed in the call log.
You can call back from your phone call log.

- Access the call log by pressing the Communication key.
  - Select the tab: *History* ›› All call logs are displayed.
  - Select the tab: *New* ›› Only new missed calls are displayed.

- Use one of the following:
  -

Call your contact directly by selecting the badge.
  - Select the contact to call.

    Answered outgoing call

    Unanswered outgoing call

    Callback (Call back the last number of the selected contact)

If there are several numbers for the same contact, select the desired number.

You can also access the feature by selecting the application preview History.

2.5 Call back one of the last numbers dialed

- Open the dialpad
- Select the contact to call in the list of last number dialed.
- Call your contact directly by selecting the badge

You can also access the feature by selecting the application preview History.

2.6 Redialing the last number dialed (redial)

- Open the dialpad
- Select twice to call the last number dialed

2.7 Call a contact from the favorites application (Favorites)

Favorites: This application contains favorite contacts that you have selected in your personal directory.

- Use one of the following:
  - *Favorites*
  - *Contacts*
    Select the tab: *Favorites*
- All contacts defined as a favorite are displayed.
- Select the contact to call.
- *Call*

If there are several numbers for the same contact, select the desired number.

You can also access the feature by selecting the application preview Favorites.

Refer to chapter: "Define a contact as a favorite ".

2.8 Answer the call

- Use one of the following:
  - *Answer call*
  - Take the handset off the hook.
  - Handsfree key.
  - Off-hook key on the Bluetooth® handset.

2.9 Ignore call

A call is received:

- Use one of the following:
  - *Ignore*
  - Press on the On-hook key on the permanent features keys panel
- Your phone no longer rings but your caller still hears the ringing tone.

You can still answer the call after you have ignored it.

2.10 Divert an incoming call

A call is received: Your telephone rings.

Deflect the call to voicemail

- *Deflect to VM*
- The call is directly transfered

Deflect the call to another number

- *Deflect*
- Dial the recipient of the transfer.
- The call is directly transfered

Deflect the call to the personal assistant

- *Deflect DVA*
- The call is directly transfered

2.11 Using the telephone in “Hands free“ mode

You are in communication.

- Handsfree key:
- Press on the handsfree mode.
- The handsfree mode is activated.

When the handfree is activated, the corresponding feature key is lit blue.

To take the call back with the handset

- Use one of the following:
  - Take the handset off the hook.
  - If the handset is off hook: Press the “handsfree“ key again › Handset
  - Off-hook key on the Bluetooth® handset.

To go back to “handsfree“ mode

- Press the “handsfree“ key again › Press on the handsfree mode.
- You can hang-up the handset.

2.12 Receiving intercom calls (Interphony)

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 answer in intercom mode:

- *Settings*
- *Application* ›*Telephony* › *Interphony*
- *Yes* / *No*
- Back to homepage.

2.13 Mask my identity (external calls only)

You can hide your identity before sending your call.

- Use one of the following:
  - Select the feature
  - Press your information area in the top left corner of the screen
- *User Information*
- Press on anonymous icon to activate or deactivate the secret identity.
- Back to homepage.

2.14 Contact call log

You can display the history of all calls (received calls, missed calls, and so on).

- Access the call log by pressing the Communication key.
  - Select the tab: *History* ›› All call logs are displayed.
  - Select the tab: *New* ›› Only new missed calls are displayed.
- Select the appropriate tab.
- Select the recipient from the call log.
- Your contact’s details are displayed on the screen along with the history of all his/her calls (missed calls, received calls, voicemail, etc.).

You can also access the feature by selecting the application preview History.

2.15 Delete one call log event

- Access the call log by pressing the Communication key.
- Select tab: *History*
- Press the desired event:
- *Delete*

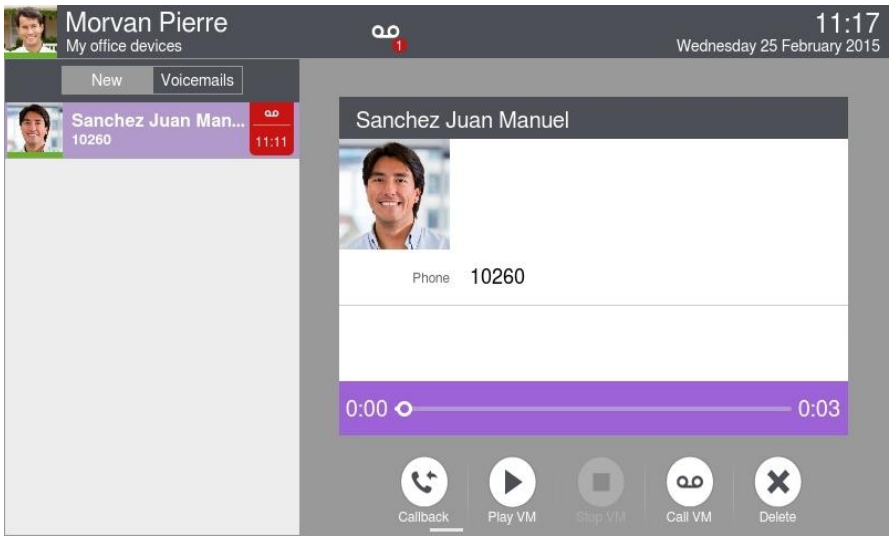
You can also access the feature by selecting the application preview History.

2.16 Delete events from the call log

- Access the call log by pressing the Communication key.
- Select tab: *History*
- *Delete all*
- Select the type of events to be deleted:
  - *Missed calls:* Unanswered incoming calls,
  - *Other comlog entry types:* Incoming calls, Outgoing calls, Conference.
- Confirm deletion of all call log events:

If your call log contains unread events, a warning message is displayed on the screen.
You can also access the feature by selecting the application preview History.

2.17 Your visual voice mail



Visual voicemail displays and manages voicemail messages left by your callers.

- Use one of the following:
  - You are notified of a new voicemail message (notification zone)
    Press the voicemail messages notification button in the top middle area of the screen.
    Voicemail
    Select the contact who has left a voice message.
  - Press the communication key on the permanent features keys panel (Lit).
    Voicemail
    Select the contact who has left a voice message.
  - On the homepage, press the voice mail key.
- Enter the password to access the visual voice mail.
- The visual voicemail application shows two tabs which allow you to list new voice messages and to consult messages (old and new).
  - *New*
    Only new messages.
  - *Voicemails*
    All messages (Old and new messages).
- Select the appropriate tab.
- Select a message.
  ›› Information regarding your contact is displayed on the screen.
- *Play VM*
  Listen to message.
- *Pause VM*
  Pause while listening to message.
- *Stop VM*
  Stop listening.

When you have played the message you can:

- *Callback*
  Call back sender of message.
- *Delete*
  Delete the current message or all messages.
- *Call VM*
  Consult your voice mailbox, set preferences or change your voice mailbox password.
  Enter your password.
  Follow the voice guide instructions.

When a caller leaves a voice message they can choose to define the message as urgent. A special icon and message are displayed.

Change your voice mailbox password

- To change your voice mailbox call your voice mailbox and follow the voice guide instructions.

2.18 Set an alarm

- *Alarm*
- Enter the alarm time.
- Select the melody of your choice.
- Adjust the alarm volume.
- Enable the feature.
  ›› The associated LED is on: the feature is enabled.
  ›› The icon is displayed (connectivity information zone).

When the alarm bell rings, you can choose to repeat the alarm or turn it off.

3 During a conversation

3.1 Putting a caller on hold

- You are in communication:
- *On hold*

  ›› Your call is placed on hold.
  Your caller hears on-hold music or a tone until you pick the call up again.

Recover the call on hold

- Use one of the following:
  - Select the caller on hold from the call log or the notification area.
  - *Retrieve*
- You are back on the call with your caller.

3.2 Calling a second person during a conversation

- You are in communication.
- *New call*
- Call the second person.
  You can directly call the person by dialing his/her number, select the person to call from the call log, or use the search by name feature to call the second person.
- *Call* ›› The first call is on hold.

3.3 Switching between calls (Broker call)

- You are in communication with a first caller.
  A second caller is on hold.
- Switch from one caller to another by selecting the caller on hold in the call log.
- You are in communication with the second contact: First call is automatically placed on hold.

3.4 Transferring a call

During a conversation, to transfer the call to another number:

You are in communication with a first caller

- *Transfer to*
- Call the recipient of the transfer:
  You can directly call the person by dialing his/her number, select the person to call from the call log, or use the search by name feature to call the second person.
- *Transfer* ›› The two callers are connected.

You are in communication with a first caller. A second caller is on hold.

- You want to connect the first caller with the second.
- *Transfer*
- The two callers are connected.

3.5 Three-party conference

- You are in communication with a first caller. A second caller is on hold.
- *Conference*
- You are in conference mode.

To end the conference

- Use one of the following:
  - *End conf* › Confirm.
  - *Leave conf* › The other participants can continue the conference without you.
  - Remove participant.
    You can remove a participant from the conference.
    You must first select the participant you want to remove from the conference.
  - Hang up the handset.

3.6 N-party conference (more than three)

If allowed by the system, you can establish an N-party conference (more than three callers including you).

- You are on a call with one or more contacts.
- Add a new participant to the conference - N-party conference
- Call the participant to add.
  You can directly call the person by dialing his/her number, select the person to call from the call log, or use the search by name feature to call the second person.
- *Call* ››You are in conference mode.

You can add new participants to the conference by following the same procedure.

To end the conference

- Use one of the following:
  - *End conf* ›Confirm.
  - *Leave conf* ›The other participants can continue the conference without you.
  - Remove participant.
    You can remove a participant from the conference.
    You must first select the participant you want to remove from the conference.
  - Hang up the handset.

3.7 Mute, so that your caller cannot hear you

During the call, you do not wish your caller to hear you.

- Use one of the following:
  - Press your phone Mute key.
    Mute mode is activated (The key is blue).
    Your caller can no longer hear you.
    Press the key again to go back to normal mode.
  - Press and hold the Mute key of the Bluetoothø Wireless handset.
    Press the key again to go back to normal mode.

3.8 Voice frequency

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.

-
- Enter the requested codes.

3.9 Recording the current conversation

When you are on a call with one or more callers, you can record the conversation.

To record the conversation during communication:

- *More*
- *Record* ›› Recording in progress...
- *Stop*

The user must have the appropriate rights to use this feature.
Recorded conversations will then appear as voicemails.
You cannot record a video call.

3.10 Setting Auto volume

During a conversation you can activate the 'Auto volume' feature. This feature allows the phone to control the in-call audio volume and ensure a constant audio volume. This feature can be useful when the volume of the caller keeps changing or during audio or video conferences when the volume of each participant varies.

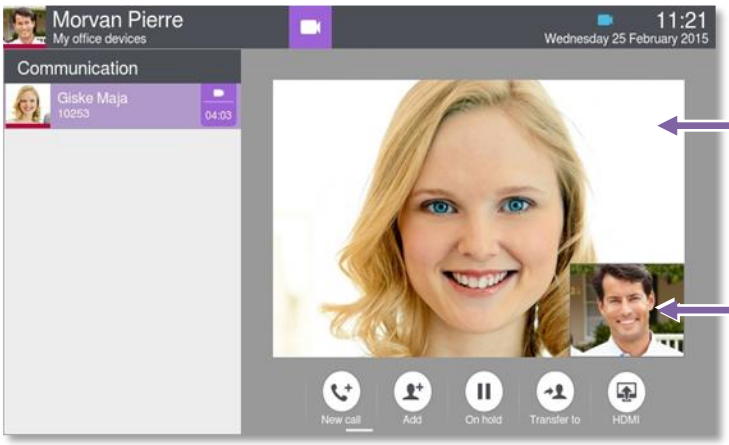
You are in communication.

- Handsfree key:
- Press the auto volume feature key.
  ›› The phone controls the in-call audio volume.

4 Video call

4.1 Video call

To use this feature, both your phone and your caller's phone must have the feature enabled. The phones must also be able to handle video.
During a video call, the screen comprises two areas. The main screen shows your callers video and the “picture in the picture“ screen in the bottom right of the main screen shows your video.



Main screen showing your caller's video .

The “picture in picture“ screen displaying the video sent by your phone to your caller.

4.2 Start a video call

A video call can be started only once you are in audio conversation with your caller.

Call

- *Call*
  Call your caller.
  ›› Your caller answers, you are in audio communication.

Make sure that your contact's phone supports video calls.

- Press the video icon displayed below your caller details to start the video call.
- The call status in the notification area is changed once you start the video call.
- Once you start the video call, your caller sees the video sent by your phone. He/She is invited to press the “picture in the picture“ screen to start the video call.

4.3 Mute/unmute the video call

During a video call, you can freeze video transmission. Audio transmission is not frozen.

- Press anywhere on the “picture in the picture“ on the screen to mute your video. Your caller will no longer see your video.

  Press anywhere on the “picture in the picture“ on the screen to unfreeze the video. Your caller can now see your video.

The ‘picture in picture’ can be hidden. In order to mute or unmute your video, the ‘picture in picture’ must be displayed on your phone.

4.4 Hide/Show the ‘picture in picture’

You can choose to hide or show the ‘picture in picture’.

- Long press or double tap on the main video screen or the ‘picture in picture’ to hide or show the ‘picture in picture’.

When you hide the ‘picture in picture’ only the video from your contact is displayed.

4.5 Display video in fullscreen mode

- Press anywhere on the main video screen to display the video in fullscreen mode.
- Press anywhere on the main video screen to display the video in normal mode.

4.6 Receiving a second call

Answering a second call during a conversation

If you answer the incoming call, the ongoing video and audio call are put on hold. Retrieve the video call on hold the same way as an audio call. During your conversation with the second call, your contact, who is on hold, can see your contact details.

- When you are on a video call, the video is stopped when you transfer the call.
- When you start recording the call, the video is stopped (only audio communication is recorded).

Ignoring a second call:

- When you ignore a second call the video communication is normally continued.

4.7 Video conference

You can handle video calls with more than one contact. When you are on a video call with one contact, you can add another participant to the conference by directly adding someone to the conference, or adding an incoming or a newly called contact to the conference.

When you are in the video conference, the video seen on each participating phone is the video sent by the contact who is currently speaking.

Starting a video conference by calling a second contact or answering a second call.

Once you are in communication with the incoming call, or have started a new call, your first contact is then put on hold.

- *Conference*
- You are in conference mode.

Starting a video conference by directly adding a participant.

- Press the video icon displayed in your contact details to start a video conference.

You are on a video call.

Starting a video conference by directly adding a participant.
You are on a video call.

- Add participant.
- Call your caller.

Once your contact answers, the previous ongoing video is retrieved as it was before adding the new contact, and the video is automatically broadcasted on the phone of the new contact. In order to see the video from the new contact, he/she has to press on the "picture in picture" feature to authorize the video to be sent from his/her phone.

When in video conference mode, this icon is displayed in the communication notification area.

During the conference call, you can consult the participants 'contact card' without stopping the video.

You can display or hide the list of the participants in the conference by pressing on the arrow next to the conference label.

To end the conference

- Use one of the following:
  - *End conf* ›Confirm.
  - *Leave conf* ›The other participants can continue the conference without you.
  - Hang up the handset.

4.8 Scheduled video conference

Scheduled conferences are possible by using specific OpenTouch applications. To join a scheduled conference, you will be required to call a dedicated number and then enter a participant or manager code. Please refer to your administrator for more information.

When you are in the video conference, the video seen on each participating phone is the video sent by the contact who is currently speaking.

Once you join the conference, in order to see the video, you must authorize video from your phone by pressing on the 'picture in picture' feature.

- Press on the ‘picture in picture’ feature to authorize the video to be sent from your phone.

5 Contacts management

5.1 Define a contact

- *Contacts*
- *Add new contact*
- Fill in the contact file.
  You must provide at least a last name.
- *Back*
- Your contact is added to the directory.

For external numbers, we recommend you use canonical address formats comprising “+“, followed by the country code (e.g. “33“) then the number without the first digit. For example, for 0390670000, enter the number +3390670000. To get the “+“ sign, long press on the “0“ key. This example is for calling a number in France from another country.

An external server (LDAP) may be available in your company for the contacts management. When pictures are associated to these contacts, those pictures will only be displayed when doing a dial by name.

5.2 Add a contact from the call log

- Access the call log by pressing the Communication key.
- Select the tab: *History*
- Select the caller.
- *Add*
- Fill in the contact file.
- *Back*

5.3 Make a call using the personal phone book (Contacts)

- *Contacts*
- Select the contact to call.
  ›› Information regarding your contact is displayed on the screen.
- Press the call icon to call your contact.

If there are several numbers for the same contact, select the desired number.

5.4 Modify a contact

- *Contacts*
- Select the contact to modify.
- *Edit*
- Change the contact file.
- *Back*

You can modify a contact while you are on a call.

5.5 Delete a contact

- *Contacts*
- Select the contact to delete.
- *Delete*
- *Yes*

5.6 Favorites

This application contains favorite contacts that you have selected in your personal directory (Address book).
Most frequently called contacts can be defined as a favorite.

- *Contacts*
- Select the contact to add to favorites.
- *Favorites*
  The contact has been added to Favorites.
  The associated key light is on.

You can call your contact directly without selecting them from the personal directory.

- *Favorites*
- Select the caller.

To remove a contact from Favorites

- *Favorites*
- Select your favorite contact.
- *Favorites*
  The feature associated led goes off.

5.7 Define a contact as a favorite (Favorites)

Most frequently called contacts can be defined as a favorite.

The telephony presence is activated for all your contacts defined in the favorites. This allows you to see the status of any contact defined in the favorites before calling them. Contacts must be connected to the same local system to be able to see the telephony presence.

Favorite contacts are displayed in the application Favorites.

- *Contacts*
- Select the contact to add to favorites.
- *Favorites*
  ›› The contact has been added to Favorites.
  ›› The associated key light is on.

The green light indicates that the contact has been assigned to Favorites.

To remove a contact from Favorites

- Use one of the following:
  - *Contacts*
    Select the tab: *Favorites*
  - *Favorites*
- Select the contact you wish to remove from your favorites.
- *Favorites*
  ›› The contact is removed from your favorites.
  ›› The associated key light is off.

5.8 Programming a direct shortcut for a contact.

In standard mode, you can program a direct call shortcut on your homepage.

Add a shortcut key

- When in standard display mode, press and hold an empty space of the homepage.
- Press the available key you want to program.
- Enter the number to associate with the key by directly entering the number, using the search by name feature, or using your list of contacts.
- Validate number
- Enter the name to associate with the key (optional).
- Confirm the name.
- Back to homepage.

You can add direct call keys in the homepage in standard mode.

Move a shortcut key on the standard homepage

- When in standard display mode, press and hold an empty space of the homepage.
- Select shortcut key to move:
- Select destination.
- Back to homepage.

Delete a direct call key on the standard homepage

- When in standard display mode, press and hold an empty space of the homepage.
- Delete the corresponding shortcut key.
- Confirm.
- Back to homepage.

6 Keep in touch

6.1 Telephony presence

You can let your contacts know whether you are reachable (status).
The status is displayed on your contact's phone when they try to reach you.

You can only see the telephony presence of the contacts registered in your Favorites.
Contacts must be connected to the same local system to be able to see the telephony presence.

The colored bar under your photo/avatar shows your present status.

- Free.
- In communication.

6.2 Immediate forward to a number

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

- Use one of the following:
  - Press the User services key.
  - Press your information area in the top left corner of the screen.
- *Routing profile*
- *User*
- Number of diversion telephone.
  You can also enter a number via the search by name feature, the list of contacts, the history, the favorites or the latest dialed number.
  ( ).
- Confirm.
- Forward is activated (The forward key lights blue if configured so in: *Settings* - *Device* - *Phone configuration* - *Routing Led)*
  The activated feature is indicated in your personal information area in the top left corner of the screen.

The forward key is not lit when no forward is activated.
When you create a forward, it will be added to the list of available forwards so that you can reuse it.

If a number or user is defined, just select the line to activate the forward.

6.3 Immediate forward to voice mailbox

- Use one of the following:
  - Press the User services key.
  - Press your information area in the top left corner of the screen.
- *Routing profile*
- *Voicemail*
- Forward is activated (The forward key lights blue if configured so in: *Settings* - *Phone configuration* - *Routing Led)*.
  The activated feature is indicated in your personal information area in the top left corner of the screen.

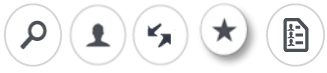
The forward key is not lit when no forward is activated.
When you create a forward, it will be added to the list of available forwards so that you can reuse it.

6.4 Overflow to an internal number

Your phone allows you to use default types of overflow.

- **No overflow**
  When selecting this option, overflow will not be activated.
- **If no reply**
  If you are absent your call will be diverted to a number that you have pre-defined.
- **If busy/no reply**
  If you are absent or busy, any callers are diverted to a different phone number that you have defined.
- **If busy/no reply to Voicemail**
  If you are absent or busy, any callers are diverted to voicemail.
- **If no reply Voicemail**
  If you are absent your call will be diverted to voicemail.

Overflow to a number

- Use one of the following:
  - Press the User services key.
  - Press your information area in the top left corner of the screen.
- *Overflow*
- *If busy/no reply*
  You can also enter a number via the search by name feature, the list of contacts, the history, the favorites or the latest dialed number.
  ().

Overflow to voicemail

- Use one of the following:
  - Press the User services key.
  - Press your information area in the top left corner of the screen.
- *Overflow*
- *If busy/no reply to Voicemail*
  Calls will be diverted to your voicemail when you are busy or absent.

6.5 Multi devices routing

You can choose to have your business calls diverted to any other devices that are able to receive calls.

- Use one of the following:
  - Press the User services key.
  - Press your information area in the top left corner of the screen.
- *Routing profile*

Select the default office devices profile

- Select the default office devices profile
- Once you have selected the office devices option, you will see the list of paired devices.
  You cannot change this profile directly on the phone set but via the OmniTouch 8660 My Teamwork application set.
  When the default Office devices profile is selected, the routing option appears in the user information area.
-

Customize the multi devices routing

You can choose to modify where to route the incoming calls on the default devices.

- *Customized*
- Select which devices you want to divert your business calls to.
  When the default Office devices profile is selected, the routing option appears in the user information area
-

Your chosen devices will ring when you receive a business call. The routing option appears in the user information area.

The default routing profiles are: User, Voicemail, Deskphone, Customized.
Some other profiles may appear, this depends on the configuration set by the administrator, and will be displayed chronologically after the default routing profiles.

7 Keypad

At any time, you can show or hide the keypad by swiping up or down the bottom of the screen.

7.1 Change the keyboard type

While editing text, you can change the keyboard type to match the language you are writing: AZERTY, QWERTY, QWERTZ, Cyrillic.

- The keyboard is displayed on the screen
- Select the keypad type (AZERTY, QWERTY, QWERTZ, Cyrillic,...).
- Validate your choice.

7.2 Delete a character

When editing a text you might have to correct it.

- Place the cursor after the text to delete by touching the screen.
- Press the delete key of your keyboard.

When you edit a text, you can delete several characters at once.

- Place the cursor before the first character to delete and, keeping your finger in contact with the screen, move to the last character to delete.
- Press the delete key of your keyboard.

7.3 Write in uppercase

By default, the written characters are in lowercase.

-

Press this key once.
›› The next character will be written in uppercase and then you will automatically switch to lowercase.
-

Press this key twice. The associated key light is on.
›› Uppercase mode is used for all written characters.
-

To go back to lowercase mode, press the key again.
›› The associated key light is off.

7.4 Write a number

-

Press this key once.
›› The associated key light is on.
- Write numbers.
-

To go back to alphabetic mode, press the key again.
›› The associated key light is off.

8 Programming your telephone

8.1 Define the phone language

The phone language is set in your OpenTouch profile on the server as long as you don't change the phone language directly on the phone.

To change the phone language, you are recommended to:

- Either connect to your OpenTouch profile using a web browser and the URL provided by your administrator and change your TUI language (https:///myprofile).
- Or contact your administrator, who can change your phone language using the server's administration interface.

However, you can change the phone's interface language directly on the phone but your OpenTouch profile on the server will not be updated. Audio messages, for example, will therefore be in the language defined in your OpenTouch profile, which could be different from your interface language.

- *Settings*
- *Device* ›*Phone configuration* ›*Language*
- Select the language of your choice.
- *Ok*
- Back to homepage.

8.2 Lock / unlock your telephone

Once the phone is locked, you can only call special numbers such as emergency, security or standard (3 max configured by the administrator).

To display the lock button on your homepage (if necessary)

- *Settings*
- *Application* › *Lock* › *Lock button*
- Enable the feature.

Locking your terminal

- *Lock*
- Confirm:
  ›› Telephone locked.

If the phone is ringing, a basic popup appears prompting you to answer or ignore the call. If you are on a call, you can only end the call.

Unlock your terminal

-
- Enter your password to unlock the phone.

By default, the password is your OpenTouch password. If necessary, refer to your administrator to find out your password.

8.3 Automatic lock

When your phone's backlight goes off, the phone is locked at the same time.

Activate the automatic lock

- *Settings*
- *Application* ›*Lock* ›*Lock on backlight off*
- Enable the feature.

Set the time-out duration for the phone backlight and lock

- *Settings*
- *Device* › *Display* ›*Backlight time-out*
- Set the time-out duration for the phone backlight.

Unlock your terminal

-
- Enter your password to unlock the phone.

8.4 Adjusting the audio functions

- *Settings*
- *Device* ›*Audio*
- Your handset allows you to set different ring tones depending on the type of incoming call.
  - *On-site ringing:* ring tone for internal call.
  - *Off-site ringing:* ring tone for external call.
  - *Special ringing:* ring tone when the Bluetooth headset is out of range.
  - *Event ringing:* future use.
- Select the ring to associate with each type of call.
- Validate your choice.

Ok

8.5 Activate/deactivate silent mode

- *Settings*
- *Device* ›*Audio* ›*Silent ringing*
- Enable or disable the feature.

8.6 Ring tones

- *Settings*
- *Device* ›*Audio* ›*Beeps before ringing*
  - *One beep:* One beep before ringing
  - *Two beep:* Two beeps before ringing
  - *Three beep:* Three beeps before ringing
  - *No beep:* Ring without beep
- Validate your choice.
  Ok

8.7 Progressive ringing

- *Settings*
- *Settings* ›*Device* ›*Audio* ›*Ascending ringing*
- Enable or disable the feature.

8.8 Adjusting the ringer volume

- *Settings*
- *Device* ›*Audio* ›*Ringing volume*
- Adjusting the ringer volume (0 to 9).

8.9 Adjust ringer volume while a call arrives

- The telephone rings when a call is received.
- Decrease volume.
- Increase volume.

8.10 Adjust the loudspeaker and the handset volume

- During a call, to adjust the volume level of the loudspeaker or receiver:
- Decrease volume.
- Increase volume.

8.11 Install a jack accessory (headset, handsfree, loudspeaker)

By default, the audio jack of your telephone can be used to connect a headset, hands-free kit or loudspeaker.
When you plug the jack accessory in the jack, a popup asks you for the type of accessory:

- *Headset*
- *Handsfree*
- *Loudspeaker*

The specific icon is displayed in the connectivity area .
If you have selected headset as the accessory type, the headset icon is displayed in the connectivity area:

If necessary, you can also select the accessory type in the audio settings:

- *Settings*
- *Device* ›*Audio* ›*Accessory type* ›*Jack*
- *Ok*

After selecting the accessory type, you must specify the jack accessory:

- *Jack accessory*
  - *Headset*
  - *Handsfree*
  - *Loudspeaker*
- *Ok*

8.12 If necessary, you can also select the accessory type in the audio settings:

When you plug the accessory in the USB port, the USB accessory is automatically detected.
If you have selected headset as the accessory type, the headset icon is displayed in the connectivity area:

If necessary, you can also select the accessory type in the audio settings:

- *Settings*
- *Device* ›*Audio* ›*Accessory type* › *USB*
- *Ok*

After selecting the accessory type, you must specify the jack accessory:

- *Jack accessory*
  - *Headset*
  - *Handsfree*
  - *Loudspeaker*
- Ok

8.13 Install a Bluetooth® device (pairing)

You can use Bluetooth® devices such as handsets or headsets with your phone.

To use your Bluetooth® device, it must be paired to the set. To manage the pairing, the Bluetooth® device must be in detectable mode. Refer to your Bluetooth® device documentation to find out how to activate detectable mode.

- *Settings*
- *Device* ›*Bluetooth®*
- *Add*
- *Scan*
  ›› The set scans for available Bluetooth® devices.
- Select the Bluetooth® device to be paired.
- *Add.*
- Enter the device PIN code.
- *Ok*
  ›› Bluetooth® device connected.

The specific icon is displayed in the connectivity area .
After pairing the Bluetoothø accessory, you must define the accessory type.

- *Settings*
- *Device* ›*Audio* ›*Accessory type* ›*BT*
- *Ok*

Select the type of accessory that you have just added:

- *Bluetooth® accessory*
  - *Headset*
  - *Handsfree*
  - *Loudspeaker*
- *Ok*

If you have selected headset as the accessory type, the headset icon is displayed in the connectivity area: .

All devices other than the ALE International Bluetoothø Wireless Handset will be treated as a headset device.

8.14 Install the ALE International Bluetoothø Wireless handset

- *Settings*
- *Device ›Bluetooth®*
- *Add*
- *Scan*
  ›› The set scans for available Bluetooth® devices.
- Your Bluetooth® device needs to be prepared for pairing. Take the handset off the hook and switch it off, then press and hold both handset buttons at the same time. You will hear a 3-note tone and the LED will flash green and orange.
- ›› Searching for Bluetooth® equipment. Wait for the detected equipment type and address to be displayed.
- Select the relevant equipment.
- *Add*
- Enter the device PIN code (The default PIN code is 0000).
- *Ok*
  ›› The 3-note tone indicates that the handset has been installed correctly (the LED flashes green or orange depending on the battery charge level).

After pairing the Bluetooth® accessory, you must define the accessory type in the audio settings.

- *Settings*
- *Device ›Audio ›Accessory type ›BT ›* *Ok*
- *Bluetooth® accessory ›Headset ›* *Ok*

Error messages

- The handset displays an error message indicating that the pairing is unsuccessful ››Check the status of your Bluetooth® handset or the PIN code.

8.15 Uninstall a Bluetooth® device (unpairing)

- *Settings*
- *Device ›Bluetooth®*
- Select the Bluetooth® device to unpair.
- Delete
  ›› The Bluetooth® device is uninstalled (unpaired).

8.16 Hearing aid kit

If you are using your phone with a hearing device, you must install and activate the hearing aid device (HAC) to avoid hearing discomfort.

- *Settings*
- *Device* ›*Audio* ›*Hearing aid*
- Enable the feature: *YES*
  ›› The hearing aid kit is activated.

8.17 Phone wallpaper

You can change the wallpaper on your phone. The image must be stored in the set, on a USB storage device or accessible via an URL.
If the image is on the USB storage device, you must connect it to the phone:

- Insert your USB device at the back of the phone.
- The icon is displayed (connectivity information zone).

Change the wallpaper:

- *My files*
- *Picture*
  ›› The list of images on the USB device is also displayed.
- *Filters*
  ›› Display the files for the selected storage device
- Select the image.
- *Wallpaper*
  ›› The selected image is set as wallpaper. Associated light is lit.

Select the same icon to remove the picture as wallpaper. Associated light is off

If you want to use an image which is accessible via an URL

- *Settings*
- *Device* › *Phone configuration*
- *Background:* Enter the URL of the image (If this field is empty, the default image is used).

Supported image formats are: bmp, jpeg, png.
The recommended size for the image is more than 800x480 pixels. When you copy an image from an USB storage to your phone, the image is optimized for optimal display.

8.18 Phone screensaver

You can change your phone screensaver to a default or a personal screensaver. The default screensaver uses predefined images. The personal screensaver uses images you have stored in your phone memory and set up in a screensaver pool.

- *Settings*
- *Application* › *Screensaver*
- *Screensaver: Yes* / *No*
  Enable or disable the feature.
- *Screensaver type*
  Select the screensaver type:
  - Default screensavers.
  - Personal screensaver.

You can set the screensaver timeout, the backlight timeout, the brightness when the backlight is on or off and the refresh images interval.

Show date and time on screensaver

The date and time can be displayed with the screensaver.

- *Settings*
- *Application* › *Screensaver* › *Show date and time*

Add an image for your personal screensaver

The images have to be stored in the phone memory.
Supported image formats are: bmp, jpeg, png.
The recommended size for the image is more than 800x480 pixels. When you copy an image from an USB storage to your phone, the image is optimized for optimal display.

- *My files*
- *Picture*
- Select the image.
- *Screensaver*
  ›› The image is added to your personal screensaver pool. Associated light is lit.

Remove an image from your personal screensaver pool

- *My files*
- *Picture*
- Select the image.
- *Screensaver*
  The image is removed from your personal screensaver pool. Associated light is off

8.19 Change the theme (skin) of your phone

- *Settings*
- *Device* ›*Phone configuration*
- Select the current theme in the configuration page
  ›› The available theme list is displayed on the screen.
- Select the desired new theme from the list.
- *Ok*
  Confirm the selection.

Changing the theme may take a few seconds.

8.20 Reset user data

Using the reset feature will erase:

- The audio files or photos that you have stored on your phone,
- your programmable keys,
- your contacts,
- your communications log,
- your programmed alarms,
- your own settings (made via the ‘Application’ or the ‘Device’ menus),
- the user’s customization (user’s or background picture, screensaver, melody, skin),
- your installed web applications.

Before starting the reset procedure make sure this action is needed as most of your data and phone customizations will be erased.

- *Settings*
- *Device* ›*Reset*
- Enable the feature: *YES*
- Enter the password.

  The reset starts as soon as you have entered the password.

9 File Manager

This application allows you to manage audio files and images.

- *My files*
- Select the file type you want:
  - *Audio*
  - *Picture*
- Select where to read the files from: files stored on the phone or on the connected USB device, or both.
- *Back*

›› All available files of the selected type are displayed.

The display time may take longer if the USB storage device contains too many files.
When using an external USB storage device, the files must be stored in a directory that has the same name as the directory name defined in Settings/Application/My files. By default, the defined name of the directory is “My IC Phone“. If you want to change it, make sure you change it in the phone settings as well as on the USB storage device.
The directory containing audio and/or picture files on the USB external storage device must not contain more than 200 files (the files can be of any type).

9.1 Delete a file

- *My files*
- Select the file type you want:
  - *Audio*
  - *Picture*
- Enter delete mode.

Delete

- Select the file to delete.
- Confirm deletion.
- Exit delete mode.

You cannot delete a file stored on an external device.

9.2 Copy a file from the external storage device to the phone internal memory

- *My files*
- Select the file type you want:
  - *Audio*
  - *Picture*
- *Filters*

›› Select the storage device.

- Select the file to copy.
- *Copy*

The recommended size for the image is more than 800x480 pixels. When you copy an image from an USB storage to your phone, the image is optimized for optimal display.

9.3 Browse pictures

- *My files*
- *Picture*
- *Filters*

›› Select the storage device.

- Display previous or next picture.
- Copy a file from the external storage device to the phone internal memory.
- Add an image for your personal screensaver.
- Select image as wallpaper.

9.4 Listen to an audio file

- *My files*
- *Audio*
- *Filters*

›› Display the files for the selected storage device (The phone internal memory or external storage device).

- Select the audio file.

›› The audio file plays automatically.

  - Pause:

    Pause

- Start listening again:
  Play
- Stop listening:
  Stop

Supported audio formats are mp3, aac and wav.
When released from the manufacturing plant, the audio files hosted on the phone are ALE International property and can be used as is. When an installer or End-User downloads MP3 files via a USB link, they are responsible for the Intellectual Property Right requirements related to such downloads.

9.5 Play all audio files

- *My files*
- *Audio*
- *Filters:*
  ›› Display the files for the selected storage device (The phone internal memory or external storage device).
- *Play all:*
  ›› Listening of all audio files has started.
- Stop listening:
  Stop all.
- Start listening again:
  Play.
- Switch to next track:
  Next.
- Listen to tracks in random order:
  Random.

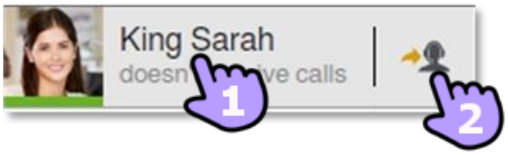
Supported audio formats are mp3, aac and wav.
When released from the manufacturing plant, the audio files hosted on the phone are ALE International property and can be used as is. When an installer or End-User downloads MP3 files via a USB link, they are responsible for the Intellectual Property Right requirements related to such downloads.

10 Manager/Assistant

10.1 Manager/Assistant

The Manager/Assistant application offers specific additional features when the manager set is configured for use with an assistant phone.

On the manager set, a dedicated application window shows the name of the assistant, the direct call feature access button, and the filtering mode access button. The Manager/Assistant application window can only be displayed when homepage is in business mode. We recommend to setup your homepage in business mode.



Assistant station

- 1 Call your manager by pressing their name.
  If you are already on a call, the first caller is placed on hold.
- 2 Enable Manager/Assistant filtering and call monitoring.

Manager station,

- 1 Call your assistant by pressing their name.
  If you are already on a call, the first caller is placed on hold.
- 2 Enable Manager/Assistant filtering and call monitoring.

On both sets, the header of the dedicated assistant/manager application shows the telephony presence of the assistant or manager and the current activated filtering mode

- The assistant or the manager is on a call.
- The assistant or the manager is not on a call.

10.2 Select and activate the filtering mode between the manager and assistant phones

The filtering mode allows the assistant and the manager to choose how to route and monitor incoming calls to the manager.

- *Mode:* Press on the Mode key.
- Select the filtering mode to activate.
- *Ok*
  Filtering is activated on the Manager and the associated Assistant phones.

There are four filtering modes:

- *Manager doesn’t receive the calls and Assistant receives them*
- *Manager monitors the calls & Assistant receives them*
- *Manager receives the calls & Assistant monitors them*
- *Off*

Manager doesn’t receive the calls and Assistant receives them

When a caller is calling the Manager set, the call is directly forwarded to the Assistant set if the caller is not a private caller (not registered on the 'White list'). A 'White list' is a set of callers that should not be routed to the assistant's phone when 'delegation' is active.
In this filtering mode, the manager is not notified of incoming calls routed to the assistant. The manager cannot pick up the incoming call. The manager can see the name of the caller in the history preview pane and the assistant’s presence status changes to “busy“.

Manager monitors the calls & Assistant receives them

When a caller is in conversation with the Managers phone, the Assistants phone is informed of the call if the caller is not a private caller (not registered in the 'White List') A 'White list' is a set of callers that should not be routed to the assistant's phone when 'delegation' is active.
Incoming calls to the Manager are routed to the assistant. The manager is notified of calls by ringing state only. This allows the manager to pick them up during the ringing state.
The assistant can see the name of the caller in the history preview pane and the manager’s presence status changes to “busy“.

The manager picks up the incoming call:

- *Monitored call*
- *Control*
- Answer displayed call.

Manager receives the calls & Assistant monitors them

In this filtering mode, the assistant is notified of the incoming call on the manager set. If necessary, the assistant can pick up the incoming call before the manager answers the call.
The assistant picks up the incoming call:

- *Monitored call*
- Answer displayed call.

Off

The Manager/Assistant feature is deactivated. There is no routing and monitoring between the two phones.

10.3 Consult the manager or the assistant while in a call

When the manager (or the assistant) is in a call, the manager or (the assistant) can call the assistant (or the manager) for consultation call.

- The manager is in a call.
- *Manager*
  To call the manager.
- *Assistant*
  To call the assistant.

10.4 Transfer a call to the assistant phone

During a call, the manager can directly transfer the call to the assistant.

- The manager is in a call.
- *To assistant*
  ›› The call is forwarded to the assistant.

10.5 Transfer a call to the manager set

When on a call, the assistant can directly transfer the call to the manager.

- The assistant is on a call
- *To manager*

  ›› The call is forwarded to the manager.

10.6 Define a priority number (“White List“)

A registered number in the 'White List' is a private number. A private number will always directly reach the Manager set even if a call filtering mode is activated.

Only the manager can add numbers in the 'White List'.

Any contact you wish to add to the White List must be previously added to your contacts.

- *Contacts*
- Select the contact to add to the White List.
- White List:

  The contact is added to the list.

10.7 Delete a priority number (“White List“)

You wish to remove your contact from the White list.

- *Contacts*
- Select the contact you wish to remove from the White List.

  The “White List“ light is on.
- White List

  ›› The contact is removed from the list.

10.8 Activate/deactivate a temporary backup assistant

The main assistant can define a temporary backup assistant. This is to ensure you receive continuous service in case, for instance, the main assistant is not available.

Activation of the backup assistant:

- Press on the backup assistant key (from Manager/Assistant mode window).
  - If no backup assistant was previously defined: select the backup assistant via the keypad that opens automatically.
  - If a backup assistant was previously defined, the Routing profile window opens automatically in the ‘User’ option. If needed, press on the arrow in the ‘user’ options to change the backup assistant.

Just like other routing profiles, the ‘User’ routing profile with the name of the backup assistant is displayed in the top bar.

If the backup assistant gets rejected, please check that the backup assistant you have selected is not a 'manager' or that the backup assistant is not already linked to 3 managers.

When selecting a backup assistant, the identity of the backup assistant is displayed on the manager’s phone.

Deactivation of the backup assistant

- Select the manager/assistant preview.

10.9 Forward and filtering mode interaction

Activating a forward on the manager set when a filtering mode is activated

When a forward is activated on the manager set, the active filtering mode is automatically deactivated and set to off.

Activating a filtering mode on the manager or assistant set when a forward is activated

When a forward is activated, and the manager or the assistant activates a filtering mode, (other than off) the forward is automatically canceled.

Activating a forward on the assistant set

The assistant can only activate a forward to a back up assistant.

11 Supervision and call pick up

Depending on the configuration of the system made by your administrator, you might be part of a supervision group. Your set can be supervised, supervisor or both.
Thus, incoming calls to your phone can be picked up by a supervisor phone (when you are absent or busy for instance) and your phone can pick up incoming calls to supervised phones if your phone is supervisor.

	The supervision icon is displayed in the connectivity area when your phone is supervised or supervisor.

Supervised phone

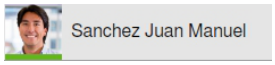
If your phone is supervised, any incoming call on your phone can be picked up by a supervisor phone.
There is no specific supervision application preview on the screen of your phone. The supervision icon is displayed in the connectivity area.

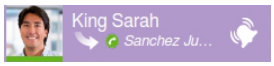
When an immediate forward is set on your phone, incoming calls cannot be picked up.

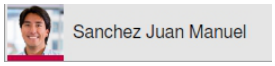
Supervisor phone

If your phone is a supervisor, your phone can pick up calls from supervised phones if the user is absent or already on a call (homepage in advanced mode).
There is a dedicated supervision application preview on your phone's screen. This application shows the name of the supervision group in the top bar of the preview and displays the name of the supervised phones together with their phone status.

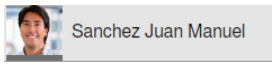
There are five different status:

- 

Free
- 

Free and ringing
- 

On the line
-

On the line and ringing
- 

Out of the supervision group

When the supervision application preview is displayed on the phone screen it replaces the favorites and the history applications preview.

Call pick up

The beep can be switched off using the phone settings (*Settings* › *Application* › *Telephony)*.

- In the dedicated supervision application preview, press on the name of the supervised phone being called.

Once you are in communication, you can handle the call the same way as any other communication.
When you pick up a call, a specific call entry is displayed in the call log, containing the name of the caller and the name of the supervisor together with a special arrow indicating the supervisor.
When an immediate forward is set on a supervised phone, you cannot pick up incoming calls on the supervised phone.

Join/leave a supervision group on a supervised phone

When a supervised user leaves the supervision group, incoming calls can no longer be picked up by any supervisor. The status of the supervised user appears grayed in the dedicated application preview displayed on the supervisor phone.

- Use one of the following:
  - Press the User services key.
  - Press your information area in the top left corner of the screen.
- *User Information*
- *Supervision*
  Associated light is on: your phone is in the supervision group.
- Associated light is off: your phone is out of the supervision group.

Log in/out of a supervision group on a supervisor phone.

When a supervisor phone leaves the supervision group, the dedicated application preview is no longer displayed on the phone screen.

- Use one of the following:
  - Press the User services key.
  - Press your information area in the top left corner of the screen.
- *User Information*
- *Supervision*
  Associated light is on: your phone is in the supervision group.
  Associated light is off: your phone is out of the supervision group.

Call a supervised phone from a supervisor phone

You can directly call a supervised phone by pressing on the name of the supervised user in the dedicated application preview.

- Press on the supervised user in the application preview

Display a supervised user contact card

You can display the contact card of a supervised phone (where available) by pressing (long press) on the name of the supervised user in the dedicated application preview.

- Press on the supervised user in the application preview (long press).

12 Contact-Sync

12.1 Introduction

This application is for synchronizing your address book between your phone and the Outlook application. It supports synchronization of the Outlook data placed locally, for example in a local Outlook archive file.
The default maximum number of contacts you can synchronize between your phone and your PC is 500. However, your administrator can increase this to up to 1,000. Please ask your administrator for the maximum number of contacts.

Once you have run the initial synchronization, if you delete a contact from the phone contacts list, the contact will be deleted from Outlook during the next synchronization (and vice versa). You are advised to create an Outlook subfolder dedicated to your phone contacts and to work from this folder. This will help protect your general Outlook contacts on your PC.

12.2 Prerequisites

The supported operating systems are:

- Microsoft Windows 7/8 (32 bits and 64 bits).
- By default, the password is your OpenTouch password.

The Outlook supported versions are:

Microsoft Outlook 2003, Microsoft Outlook 2007, Microsoft Outlook 2010 (32 bits and 64 bits).

The minimal system requirements are:

- Processor: P4 Class or higher.
- RAM memory: at least 256 Mo.
- Minimum available disk space: 100 Mo.
- Screen: 800x600 True Color.
- Network card is required.

12.3 Installing the application on your PC

The application comes as an executable installation file (.exe).

1. Run the application executable file.
2. Select the language: this defines the installation and the application language.

3. Read and agree the license Agreement.

4. Select the application destination folder on your PC (make sure you have the necessary administration rights to install the application in the selected folder).

5. Follow the installation steps.

12.4 Uninstalling the application

There are two different ways for uninstalling the application:

- Access the feature “Add/remove programs“ (Windows XP) or “Programs and features“ (Windows Vista or Windows 7).
- Run the installation executable file and select the “Remove“ option.

12.5 Repairing the application

If the application becomes corrupted, you can repair it.

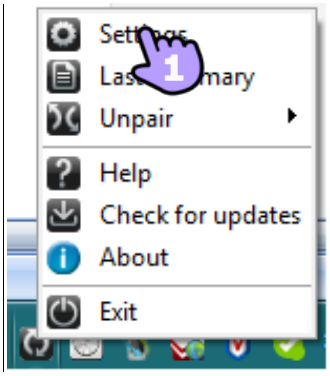
1. Run the application installation executable file.
2. Select the “Repair“ option.
3. Follow information displayed on the screen.

12.6 Configuration

Configuring the application on the PC.

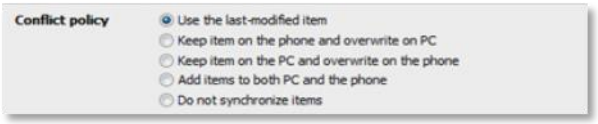
The application is ready to work but it is recommended to check the application default configuration.

1. Open the application configuration: in the task bar of your PC, select the “Settings“ menu of the synchronization menu.



2. You can define:

The profile and the Outlook folder to use for synchronizing contacts.
The default profile and Outlook folder will be used for synchronizing unless you specify a folder and profile.
You can change the profile and folder used. You can define a profile for synchronizing the contacts. You are advised to create an Outlook subfolder dedicated to your phone contacts and to work from this folder. This will help protect your general Outlook contacts on your PC.



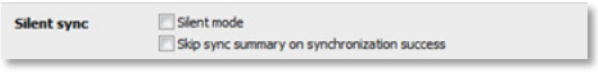
The conflict policy (determines how the application should behave when different changes have been made on the phone and the PC)

- The most recent modification replaces the oldest,

In some circumstances, if you are synchronizing with a profile connected to an Exchange server you may face a situation when a conflict is resolved incorrectly with the “last modified“ Ý policy. Make sure that any profile modifications made have been submitted to the Exchange server before synchronizing

- The phone data always replace the ones on the PC,
- The PC data always replace the ones on the Phone,
- The modified data on the phone are copied on the PC and modified data on the PC are copied on the phone (the data are duplicated),

No synchronisation is done.



The silent sync: you can choose to display or not the synchronization progress bar and the synchronization summary.

	The port used by PC for synchronization: if default port cannot be used on the PC you can change it. If you modify the port used by the application, you have to do the same modification on the phone side. Secured connection: while communicating between Contact-Sync and the device, both unsecured HTTP or secured HTTPS protocols can be used. If you checked the “Use secured connection“ checkbox, HTTPS protocol is enabled. However, to manage this checkbox you should make sure the same secured protocol is set up in the device. Please contact your system administrator to find out which protocol is used in your device.
	URL for downloading the application updates.
	Startup: if enabled, the application will be run when Windows starts

Besides Settings item, there are a few item that allow you to display the last synchronization summary, to create or delete a pairing between your phone and your PC, to open the application online help, to display information on the application version or to exit the application.

Configuring the phone

- *Settings*
- *Application* ›*Synchronization*
- *PC address*
  Enter the IP address or the complete network name on which the synchronization application is installed.
- *PC port*
  This data defines the port used on the PC for synchronization. The port must be the same as the one filled in the PC application.
- *Warning when exceed*
  Choose if you wish to be informed when a maximum number of items for synchronization is reached (the default setting is 500 items but this may have been changed by the administrator - ask your administrator for the maximum number of contacts).
  If you see this warning during synchronization you may lose some of your items because they have not been synchronized.
- *Sync. button*
  Choose to display the synchronization button in the applications bar of your My IC Phone.
- Back to homepage.

If you try to start the synchronization before configuring it, you will access the Synchronization settings.

12.7 Synchronize your phone and your PC

Before starting synchronization please make sure both the phone and PC software are properly configured.

Start synchronization

- Use one of the following:
  - *Synchronization* (If enabled in the synchronization settings)
  - *Settings* ›*Application* ›*Synchronization*
- *Synchronization: Start*

If not deactivated in the application configuration (Silent Sync) you can see the synchronization summary on the screen.

During the synchronization, you can at anytime:
- See synchronization progress,,
- Display details of synchronized items,,
- Cancel the synchronisation.

The synchronization summary lists all the synchronized items.
From the application menu on the PC (Task bar), you can see at anytime the summary from the last synchronization.

Pairing your phone and your PC

When you run the synchronization for the first time, you must pair your phone and your PC.

1. Accept the certificate required by the phone (ensure that the certificate comes from the target PC),.
2. A pairing PIN code (PIN) is displayed on the phone screen.
3. The phone is detected by the PC and you are prompted to enter this PIN code and a name for the pairing. You have 30 seconds to enter the PIN code. If you don’t do so you will have to start the procedure again.
4. The synchronization is automatically started when the pairing is established.

This pairing has to be done only for the first synchronization.
From the PC application menu, you can delete this pairing.

Synchronization

During the synchronization, you can monitor progress and view the summary once the process is completed. Make sure this option (“Silent Sync“) is configured correctly in the Synchronization settings on the PC side. You can also see which items are modified and where by clicking on the detailed view button.

Synchronization takes about 15 seconds for 500 contacts. You can receive and make calls during synchronization but this can make the synchronization process longer.
The synchronization function is most commonly used to synchronize your PC Outlook contacts with your phone contacts list.

Once you have run the initial synchronization, if you delete a contact from the phone contacts list, the contact will be deleted from Outlook during the next synchronization (and vice versa). You are advised to create an Outlook subfolder dedicated to your phone contacts and to work from this folder. This will help protect your general Outlook contacts on your PC.

12.8 Troubleshooting

Below is a troubleshooting guide that can help you resolve any problems that might occur.

Installation says you do not have write permissions in this folder	You are probably not permitted to change the folder in which you are trying to install PC Sync. Try installing it in another location.
Phone displays “HTTP error, HTTP request failed“	Please make sure PC Sync is started in the PC. Please check if the same port is set on the phone and on the PC Please check you correctly entered PC address. Please check your firewall settings. The port may be closed by the firewall. Try to change the port.
PC Sync displays “Unable to listen to the port“	Please make sure no other applications are using this port. Please make sure the firewall allows listening to this port. Try to change the port.
PC Sync displays “Selected folder has been deleted“ or “Cannot open Outlook profile“	The profile or the folder that Contact-Sync is configured to synchronize with has been deleted. Select another profile or folder in settings.
PC Sync displays “Outlook is not installed“	Contact-Sync could not find a supported version of Outlook on the PC. Install Outlook.
PC Sync displays “Error communicating with Outlook“	Contact-Sync could not communicate with Outlook. This might be because Outlook has been installed but not yet set up properly or is malfunctioning. Starting Outlook itself may provide information on what is wrong.
Contact-Sync displays “Synchronization has failed. An error during data exchange with computer has occured“	Please make sure PC Sync is started in the PC. Please restart Contact-Sync. Please check if Contact-Sync has run when Windows has started (enable the startup option in configuration of the application).
Nothing happens when I press the Synchronization button on the phone (no Synchronization dialog appears in Contact-Sync). An error message appears stating “Synchronization has failed“.	Most likely there is a mismatch in protocols: the phone uses HTTPS and Contact-Sync uses HTTP or vice versa. Try to check or uncheck the “Use secured connection“ Ý checkbox and restart synchronization. Ask your system administrator which protocol your phone uses.

13 Guarantee and clauses

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
- To limit the risk of interference, people with pacemakers must keep the wireless telephone away from their equipment (minimum distance of 15 cm/6 inches)
- 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.
- There is a danger of explosion if the battery is replaced incorrectly - use only the battery with the reference 3GV28041AB (1.2V 1500 mAh) (Bluetooth® Handset only).
- Battery charge (Bluetooth® Handset only): Charge the battery for about 6 hours before initial use.
- 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 supplied, either via the Ethernet (LAN) port (Minimum Class 3 according to IEEE802.3af), or via the DC-in by a Certified Direct Plug-In Power Unit approved as “LPS” (Limited Power Source) against CSA/UL/IEC 60950-1 and rated 48V dc, minimum 0.27A. Allowed power supplies: WA-13B48R – Asian Power Devices Inc. ref: 1AF18540AAAA.
- This product also offers a Bluetooth® Radio Interface for the Bluetoothø handset or other Bluetooth® devices, frequency range 2402-2480 MHz, Radiated Power 1mW.
- If you are connected to a POE connection do not use an external Power Supply.
- The cover of the phone screen is made of glass. This glass could break if the phone is dropped or it receives a significant blow. If the glass chips or cracks, stop using the phone and do not touch the broken glass as this could cause injury to you. Glass cracked due to misuse or abuse is not covered under the warranty.

Regulatory Statements

EUROPE CE

This equipment is in compliance with the essential requirements of R & TTE Directive 1999/5/EC.
The Declaration of Conformity may be obtained from your installer.

USA and Canada
This device complies with Part 15 of the FCC Rules and with RSS-210 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. This equipment has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules and ICES-003 of Canada. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try correcting the interference by consulting the dealer.

Exposure to Radio Frequency Signals.
This device has been designed and manufactured not to exceed the SAR (Specific Absorption Rate) radio frequency power transmission limits established by the different countries concerned. The SAR value for the Bluetooth® handset is 0.09 W/kg (the globally accepted maximum limit being 1.6 W/kg).

User Instructions
Only use the handset in temperatures between -5°C to +45°C (23°F to 113°F).
This apparatus is Hearing Aid Compatible (HAC).

Acoustic shock protection
The acoustic level of the signal generated by the handset earpiece is less than 130 dBspl for a transient signal (123 dBspl for Australia) and less than 118 dBspl (rms) for a continuous signal (120 dBA for Australia).

Directive 2003/10/EC specifying the risks inherent in noise at work
The ring contributes towards overall daily noise.
This device can be used for indoor operation in all the countries.

Privacy
Privacy of communications may not be ensured when using the Bluetooth® handset or any additionnal Bluetooth® device

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.

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