



Alcatel ALE-400 Enterprise DeskPhone

Wolf Creek Public Schools User Guide

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Physical Features

Smart Pad



	Hands-free/Loudspeaker key Pressing this key answers an incoming call in hands-free mode (when activated, the key is lit blue). When a call is in progress, pressing this key switches from hands-free mode to headset or handset mode. A long press activates the loudspeaker when a call is in progress via the handset or headset. A long press in idle state displays audio devices and lets you define the default audio device if you have connected the same type of accessory onto different connectors.
	Mute and interphony key Mute key: during a call, press this key to stop your contact from hearing you. When activated, the key is lit in blue and the Smart Pad ring in red. Interphony key: When idle, press this key to switch the phone to interphony mode. When you receive a call, the phone automatically answers into hands-free mode. This key lights up blue when activated. Interphony can be disabled by the administrator.
	Back/Exit key Use this key to go back to the previous step (short press). Use this key to go back to the homepage (long press). Use this key to delete one number or character at a time.
	Audiohub - Future use. To know the latest news, contact your administrator who has access to the last release notes. Use your desk phone as a Bluetooth® or USB audiohub. Plug a headset or PC into the desk phone using the USB connector, pair your smartphone through Bluetooth®, and leverage the desk phone 3D Symphonic HD audio.
	Up-down navigator: used to scroll through the content of a page.
	Left-right navigator: in idle state, use this key to move from one page to another. In conversation, use this key to move between tabs of current calls (call in progress, calls on hold, incoming call). In the text edition, use this key to navigate into the text box.
	Rotate clockwise Turn up the volume (ringing or call state). Increase the brightness (idle state).
	Rotate counter clockwise Turn down the volume (ringing or call state). Decrease the brightness (idle state).
	OK key: Use this key to validate your choices and options while programming or configuring. Use this key to answer an incoming call with the default audio device. Use this key to turn on or off the back light in idle state. Long press this key to launch vocal assistant (depending on the software version).

Permanent Feature Keys

		<ul style="list-style-type: none">• Hang up key (lit in red) to end a call or to go back to the homepage during programming.• When you receive a call, the key is blinking red and you can ignore the call by selecting it. Your phone no longer rings but the call is still presented.
		<ul style="list-style-type: none">• Redial key: to access the 'Redial' feature (long press).
		<ul style="list-style-type: none">• Messaging key to access the messaging portal (call log, voice messages and text messages). This key flashes blue when there is a new event such as a new voice message, a new instant message or a new event in the call log. The key remains lit until all events are acknowledged or deleted.
		<ul style="list-style-type: none">• Quick access to user local menu.
		Hold key Placing a call on hold / Retrieve the call on hold.
		Transfer key Transfer the call to another number.
		Conference key To establish a three-party conference call.

Set Characteristics

Colour Scheme

You can change the theme of your phone among the 5 proposed (the following images are from: ALE-400).



Horizon



Fusion





Spring



Pleiades



Business

- The phone is in idle state.
-  Skin
- Select the desired new theme from the list (Horizon, Fusion, Spring, Pleiades, Business). Some skins depend on the release of the phone (Pleiades). The pictures are given as an example.
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Ring Tone

- To change the tone played during incoming calls:
 - Left arrow to the **menu** tab
 - Press **Settings**
 - Press **Set**
 - Press **Ringing**
 - Press **Internal call** or **External call**, make your selection, and tap **OK**

Ring Volume

- To change the ring volume for incoming calls:
 - Left arrow to the **menu** tab
 - Press **Settings**
 - Press **Set**
 - Press **Ring**
 - Press **Level**, then rotate the Smart Pad up or down to find your desired ring volume
 - Press **OK**



Handset Volume

- To change the volume on the handset:
 - Lift the handset, then rotate the Smart Pad up or down as required



Handsfree Volume

- To change the volume on the handsfree speaker:
 - Tap the Handsfree/Loudspeaker key on the Smart Pad, rotate the Smart Pad up or down as required



Set Functionalities

Speed Dial Keys

- To add a Speed Dial key:
 - Left arrow to the **menu** tab
 - Press **Settings**
 - Press **Set**
 - Press **Key program**
 - Press **Main page**, then navigate to and press the desired key
 - Press **Speed dial**, then enter the **Number** (remember to start with an 8 if this will be an external call outside of Wolf Creek), and **Mnemonic** (the display name on the key)
 - Tap **Apply**
- To delete or modify a Speed Dial key:
 - Left arrow to the **menu** tab
 - Press **Settings**
 - Press **Set**
 - Press **Key program**
 - Press **Main page**, then navigate to and press the desired key
 - Press **Delete** or **Modify**, then make the desired changes
 - Press **Apply**

Call Forwarding

- To forward the phone to another WCPS extension:
 - Left arrow to the **menu** tab
 - Press **Forward**
 - Press **Immediate fwd**, then the extension number you wish to forward to
- To forward the phone to an external number
 - Add the desired external number to a Speed Dial Key
 - Left arrow to the **menu** tab
 - Press **Forward**
 - Press **Immediate fwd**
 - Press **Speed dial**
 - Navigate to the desired Speed Dial Key, and tap it

Staff Login/Logout

- To forward your personal extension to this phone:
 - Press the **Staff Login** key, and enter your 4-digit personal extension number
- To cancel this call forward, either press **Staff Logout**, or simply press the **Staff Login** key on another phone

Call Handling




Answering Calls

- To answer an incoming call, lift the handset **OR** tap the Handsfree/Loudspeaker Key on the Smart Pad

Placing Calls

- To place a call using the handset, lift the handset **OR**
- To place a call using handsfree, tap the Handsfree/Loudspeaker Key on the Smart Pad, then dial one of:
 - The 4 digit extension number of any phone within Wolf Creek
 - The last name or initials of any Wolf Creek employee
 - 8 followed by the 10 digit number of any phone outside of Wolf Creek
- To find and call any Wolf Creek employee by *last name*:
 - Use the keyboard to type the first few letters of the desired last name, then press **Name** (the more letters entered, the more accurate the results will be)
 - Tap the desired user to initiate the call
- To find and call any Wolf Creek employee by *initials*:
 - Use the keyboard to type the initials of the desired person, and then press **Initials**
 - Tap the desired user to initiate the call
- To place a call using your long distance PIN
 - Dial # then **9**
 - At the prompt for 'project account code', enter your 4-digit long distance PIN
 - Dial the long distance number as per normal

Handling Calls

- To place a call on hold:
 - Press the  button
- To retrieve a call on hold:
 - Press the call on the main home screen (will have replaced Line 1 or Line 2)
- To transfer a call:
 - Press the  button
 - Enter the number of the extension you wish to transfer to **OR**
 - Use the keyboard to find the name of the person you wish to transfer to (either by last name or initials)by last name or initials)
 - Press the **Call** button
 - If you wish to pre-announce the transfer, wait for the other party to answer and talk to them prior to transferring the call
 - Press the **Transfer** option
- To initiate a conference call (up to two additional calls)
 - Establish a call with party #1
 - Press the **Conference** option OR the  button, and enter the additional phone number
 - Once the second call has been established, press the **Conference** button again to join all parties