OpenTouch® Suite for MLE

ALE-500 Enterprise DeskPhone
ALE-400 Enterprise DeskPhone
ALE-300 Enterprise DeskPhone

User manual

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Alcatel·Lucent
Enterprise

Introduction

Thank you for choosing an Alcatel-Lucent Enterprise desk phone.

This document describes the services offered by the following desk phones in connection with an OmniPCX Enterprise system.

- ALE-500 Enterprise DeskPhone (ALE-500).
- ALE-400 Enterprise DeskPhone (ALE-400).
- ALE-300 Enterprise DeskPhone (ALE-300).

ALE-500/ALE-400/ALE-300 Enterprise DeskPhone are the next generation of business phones with innovative and sleek industrial design built for every workstyle and workplace with vertical capabilities in the Enterprise environment.

The modular design associated with hardware and software customization capabilities offers a large spectrum of configurations to satisfy the business communications requirements of all workers generation from touch screen to physical soft keys and dialpad.

A smart touch control wheel enables legacy and future voice-oriented feature to provide a new evolutive user experience.

A wide choice is possible for professional end users with Corded Handset, Cordless Handset or No Handset, wired or wireless headset option, touch or key expansion module and physical or virtual alphabetic keyboard.

These devices are designed for 3D Symphonic HD (Enhanced High Definition Audio quality) to complement worker's computer and mobile phone with AudioHub feature, to offer Artificial Intelligence (AI) Smart Speaker - Smart Display feature for business communications.

3D Symphonic HD Audio quality is based on multi-microphone, bass reflex system with passive radiator for clear natural voice, full duplex audio for simultaneous conversation.

These desk phones are robust, future-proof, durable products based on state-of the art hardware and software platform with rich connectivity options (Dual Port Gigabit Ethernet, Wi-Fi, Bluetooth®, Dual USB-C, NFC) to be used in any communication infrastructure wired or wireless from on-premises to cloud deployment with retro-compatibility with customers installation.

ALE-500/ALE-400/ALE-300 are an all-in-one products, business phone, speaker phone and conference phone that can also charge a smart phone, with smart power management and easy to manage - easy to deploy feature to minimize the variety of devices in the Enterprise space in order to contribute to power consumption reduction.

ALE-500/ALE-400/ALE-300 include mechanisms for deploying new binaries and opening the desk phone to other systems.

To find out the availability of some features, contact your administrator who has access to the latest release notes.

The labels and icons displayed depend on the type and the skin of the set. The label is not displayed if the corresponding feature is not configured on your telephone system. *All labels are displayed in color and are italicized*. This icon describes a succession of actions or labels you have to do or select: **›**. This icon describes the consequence of an action: **»**.

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1 Getting to know your telephone

1.1 ALE-500 Enterprise DeskPhone

This phone is part of the Enterprise and IP phone ranges.With its 5.5 inch color touch display and an intuitive navigation Smart Pad, the ALE-500 Enterprise DeskPhone (ALE-500) delivers a great user experience and increased convenience with an outstanding super wideband audio quality (3D Symphonic HD) in hands-free mode with a 3D audio. Its large screen can display a numeric or alphabetic keyboard and a virtual add-on with 12 keys. You can change the color of the phone by using an ALE-140 DeskPhone customization kit (Neptune Blue in the following picture). You can personalize the phone by selecting a theme (skin). It is compatible with remote working. Consequently, it is perfect for use in your Enterprise office or in Home working. Depending on the model, your desk phone improves your experience with its Bluetooth® handset. Your phone is 'Bluetooth® Smart Ready'.

1.1.1 Phone description

1	Smart Pad.
2	Color touch display with auto brightness adjustment which enhances user experience and saves power (ambient light sensor).
3	Depending on the model of your phone, it is equipped with one of the following handsets: • Cordless Bluetooth® handset (ALE-160 WideBand Cordless Handset). • Corded handset (ALE-150 Super WideBand Corded Handset).
4	Permanent feature keys: quick access to the phone's main features. (4a) 3 permanent keys (Hang up key, messaging key, local menu key). (4b) ⏸ ⠿ →☰ : These predefined keys depend on the system and are reserved for specific countries as United States. In case they are not configured as hold, tranfer and conference keys, these keys are programmable.
5	Super wideband loudspeaker for optimized sound (3D audio).
6	Magnetic alphabetic keyboard (optional - ALE-100 Keyboard).
7	An adjustable and stable foot (60° to 0°).
8	Connectors.
9	Slot for inserting the wireless module cartridge (optional - ALE-108 Wireless Module).
10	Busy light logo on back shell.

1.1.2 Virtual keyboard / Virtual add-on module

In addition to default homepage, the screen of the ALE-500 allows to display a virtual add-on, a numeric keyboard and an alphabetic keyboard. The appearance depends on the selected skin.

Browse between different screens by swiping left or right:

1.1.3 Ordering options and supported accessories

There are three commercial variants of the ALE-500:

- The desk phone with cordless handset (ALE-500, ALE-160, ALE-108).
- The desk phone with corded handset (ALE-500, ALE-150).
- The desk phone without handset with ALE-108 wireless module (ALE-500, ALE-108).

Some options can complete your order such as the addition of the keyboard (ALE-100), the wireless module (ALE-108), an expansion module (ALE-120) or a Bluetooth® handset (ALE-160).

1.2 ALE-400 Enterprise DeskPhone

This phone is part of the Enterprise and IP phone ranges. With its 4.3 inch color touch display and an intuitive navigation Smart Pad, the ALE-400 Enterprise DeskPhone (ALE-400) delivers a great user experience and increased convenience with an outstanding super wideband audio quality (3D Symphonic HD) in hands-free mode with a 3D audio. You can change the color of the phone by using an ALE-140 DeskPhone customization kit (Neptune Blue in the following picture). You can personalize the phone by selecting a theme (skin). It is compatible with remote working. Consequently, it is perfect for use in your Enterprise office or in Home working. Depending on the model, your desk phone improves your experience with its Bluetooth® handset. Your phone is 'Bluetooth® Smart Ready'.

1.2.1 Phone description

1	Smart Pad.
2	Color touch display with auto brightness adjustment which enhances user experience and saves power (ambient light sensor).
3	Depending on the model of your phone, it is equipped with one of the following handsets: • Cordless Bluetooth® handset (ALE-160 WideBand Cordless Handset). • Corded handset (ALE-150 Super WideBand Corded Handset).
4	Permanent feature keys: quick access to the phone's main features. (4a) 3 permanent keys (Hang up key, messaging key, local menu key). (4b) 3 removable keys depending on the system configuration (F1/F2/abc, Hold/ Transfer/Conference). In case they are not configured as hold, tranfer and conference keys, these keys are programmable. When a magnetic keyboard is connected, 'abc' key is programmable.
5	Super wideband loudspeaker for optimized sound (3D audio).
6	Magnetic alphabetic keyboard (optional - ALE-100 Keyboard).
7	An adjustable and stable foot (60° to 0°).
8	Connectors.
9	Slot for inserting the wireless module cartridge (optional - ALE-108 Wireless Module).
10	Busy light logo on back shell.

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1.2.2 Ordering options and supported accessories

There are two commercial variants of the ALE-400:

- The desk phone with cordless handset (ALE-400, ALE-160, ALE-108).
- The desk phone with corded handset (ALE-400, ALE-150).

Some options can complete your order such as the addition of the keyboard (ALE-100), the wireless module (ALE-108), an expansion module (ALE-120) or a Bluetooth® handset (ALE-160).

1.3 ALE-300 Enterprise DeskPhone

This phone is part of the Enterprise and IP phone ranges. With its 3.5 inch color display that comes with ten dedicated function keys and an intuitive navigation Smart Pad, the ALE-300 Enterprise DeskPhone (ALE-300) delivers a great user experience and increased convenience with an outstanding wideband audio quality or super wide band using the ALE-150 SWB Corded Handset. You can change the color of the phone by using an ALE-140 DeskPhone customization kit (Neptune Blue in the following picture). You can personalize the phone by selecting a theme (skin). It is compatible with remote working. Consequently, it is perfect for use in your Enterprise office or in Home working.

1.3.1 Phone description

1	Smart Pad.
2	Color display with auto brightness adjustment which enhances user experience and saves power (ambient light sensor).
3	10 dedicated functions keys.
4	Corded handset (ALE-150 Super WideBand Corded Handset).
5	Permanent feature keys: quick access to the phone's main features. (5a) 3 permanent keys (hang up key, messaging key, local menu key). (5b) 3 removable keys depending on the system configuration (F1/F2/abc, Hold/Transfer/Conference). In case they are not configured as hold, tranfer and conference keys, these keys are programmable. When a magnetic keyboard is connected, 'abc' key is programmable.
6	Wideband loudspeaker for optimized sound.
7	Magnetic alphabetic keyboard (optional - ALE-100 Keyboard).
8	An adjustable and stable foot (60° to 0°).
9	Connectors.
10	Slot for inserting the wireless module cartridge (optional - ALE-108 Wireless Module).
11	Busy light logo on back shell.

1.3.2 Ordering options and supported accessories

The ALE-300 Enterprise DeskPhone is available in one version: the desk phone with corded handset.

Some options can complete your order such as the addition of the keyboard (ALE-100), the wireless module (ALE-108) and an expansion module (ALE-120).

1.4 Removable keys (ALE-400, ALE-300)

Depending on the configuration of the system, three keys can have different features.

By default, your desk phone is equipped with:

F1	Programmable key.
F2	Programmable key.
abc	Alphabetic keypad / Programmable key.

By default, the 'abc' key lets you switch between alphabetic and numeric keyboards (alphanumeric key). If a keyboard (ALE-100, for example) is already connected to the phone, the 'abc' key can be programmed. F1 and F2 keys are programmable keys.

Your desk phone can also be equipped with a magnetic alphabetic keyboard: ALE-100 keypad (sold separately). In this case, the alphanumeric key is disabled. The dedicated key can therefore be programmed.

If configured, you can install the three other keys. These predefined keys depend on the system and the countries, contact your installer for more information about your system.

II	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.

1.4.1 To install new keys

The extra keys are provided hanging on a support so that they do not get lost. The new key is easily detached.
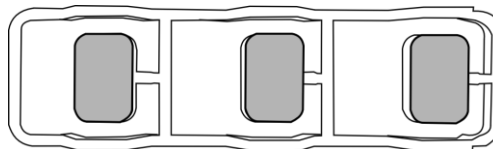
- On the desk phone, take the key to replace between thumb and forefinger and pull gently to remove it. Two small notches on the side of the key allow you to lift it with your fingernail if necessary.
- Insert the new key into its slot by gently pressing it (as if you were using this key).
- Keep the old keys if necessary.

1.5 Compatible accessories

The following accessories are compatible with your desk phone and can be ordered separately:
- ALE-100 Keyboard
- ALE-108 Wireless Module
- ALE-120 Key Expansion Module
- ALE-160 WB Cordless Handset[1]
- ALE-110 Wall Mounting Kit
- ALE-140 Factory Customization Kit
- ALE-140 Azur Customization Kit
- ALE-140 Ruby Customization Kit
- ALE-140 Neptune Customization Kit
- ALE-150 SWB Corded Handset
- USB-C 5V 3A Power Adapter

[1]not available for the ALE-300.

You can order a compatible accessory to make your desk phone evolve (see following sections: Accessories, Ordering information).

1.6 Unboxing

Your phone is modular. Several options are possible depending on your specific requirements.

Options delivered in the box depend on the model of your desk phone.

The following table lists all options regarding the model of your desk phone. You can order a compatible accessory to make your desk phone evolve.

	ALE-500 Enterprise DeskPhone			ALE-400 Enterprise DeskPhone		ALE-300 Enterprise DeskPhone
	3ML27520	3ML27510	3ML27500	3ML27420	3ML27410	3ML27310
Safety and regulatory instructions	x	x	x	x	x	x
Desk phone (base)	x	x	x	x	x	x
Corded handset		x			x	x
Cordless Bluetooth® handset	x			x		Not supported
Wireless cartridge[1]	x		x	x		
Removable keys[2]				x	x	x
Default color: Neptune Blue[3]	x	x	x	x	x	x

[1]Your phone is equipped with: ALE-108 Wireless Module.

[2]Your phone is equipped with three removable keys. F1/F2/abc keys are installed by default. Hold/Transfer/Conference keys are delivered with your phone.

[3]The color of the desk phone is 'Neptune Blue' by default. You can change it by using a customization kit sold separately (ALE-140).

The network cable (RJ45) is not delivered with the phone.

1.7 Smart Pad

1.7.1 Description

		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 DeskPhone using the USB connector, pair your smartphone through Bluetooth®, and leverage the DeskPhone 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).

1.7.2 Smart Pad gesture

Short press	Long press	Rotate

The light ring is not touch sensitive. Please place your finger in the hollow of the Smart Pad for any actions.

1.7.3 LED

The Smart Pad contains a large number of notifications indicated by the color of the leds.

The ring around the Smart Pad and the keys can light up depending on the event. The ring can light up completely or partially depending on the case.

1.7.3.1 Smart Pad ring

Smart Pad ring is composed with 8 segments which can be lighted up in blue, red or purple:

Blue = Active	Red = Warning	Purple = Other	No light = Inactive

1.7.3.2 Smart Pad keys

	4 keys on the Smart Pad are lit in blue when activated. These keys are dimly lit in blue to show available actions (hands-free, mute, back, exit).

1.7.3.3 LED management

Legend:

| Switch off | Strongly lit in blue | Blinking in blue |

LED	Smart Pad ring			
In idle state, awake, Interphony activated	◯			
Incoming call (ringing)	◯◯			
In conversation with handset or headset	◯			
In conversation in hands-free mode	◯			
Muted with handset or headset	◯			
Muted in hands-free mode	◯			
During settings (*Settings*)	◯			

1.7.3.4 Use cases

Incoming calls	
	The Smart Pad ring is blinking blue. The hands-free/loudspeaker key is blinking blue to show hands-free hook-off capacity.
During conversation	
	You are in conversation with the handset or the headset. The Smart Pad ring is lit in blue.
	Press the hands-free/loudspeaker key to switch in hands-free mode. The key is lit in blue.
	You are in conversation. Press the mute key. The key is lit in blue. The Smart Pad ring is lit in red. The microphone is muted.

1.7.3.5 Other use cases

Idle state	
	Boot During boot phase, boot steps are represented by lit led on the Smart Pad ring: finished steps are fully lit up in blue, current booting step is blinking in blue and next steps will be off.
	Update During software update, the Smart Pad ring rotates clockwise in purple until the update is finished.

1.8 Change the theme (skin) of your phone

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.
- ☰i 〉 *Skin*
- Select the desired new theme from the list (Horizon, Spring, Fusion, Pleiades, Business). Some skins depend on the release of the phone (Pleiades). The pictures are given as an example.
- 📞 .

1.9 Welcome screens

Example of the ALE-400 home page

1.9.1 Homepage description

You can access all of your phone's features from these screens. The default display has three pages that you can access by selecting tabs at the top of the screen. Depending on your phone, touch the tab at the top of the screen (touch screen) or use the left or righr navigation keys to select it. The selected page is highlighted. The default pages can be augmented with other applications (ACD - Agent set and supersion station for example) installed and/or configured on your system.

- Menu page (*Menu*)
  Contains all features and applications accessible by selecting the softkey of the desired feature or application. From this page, it is possible to adjust the ringer volume, program the time of an appointment, lock the terminal, define the default page displayed, configure voice mail, and access telephone functions such as calling back one of the last numbers or intercepting calls.
- Perso page (*Perso*)
  Contains call line keys (allowing supervision of calls) and programmable keys.
- Info page (*Info*)
  Contains information on the telephone and the status of its functions: name, telephone number, number of messages (including call log events, text messages and voice messages), transfer status, appointment reminder, etc.
- Forward icon ↻⇒
  Press the icon (touchscreen) or the key next to this icon to program or change the forward function.
- Depending on the model of your desk phone, touch the label on the touch screen or press the key in front of the label to select the corresponding feature.
- Depending on the model of your desk phone, touch the programmed softkey on the touch screen or press the key in front of the softkey to activate it (call a contact, forward to a number, …).

1.9.2 Choose the page displayed by default on the telephone

- *Settings* ❭ *Phone* ❭ *Homepage*
- Select the default page (Menu, Perso, Info, Last page seen …).
- **OK**

1.9.3 Main screen and navigation keys
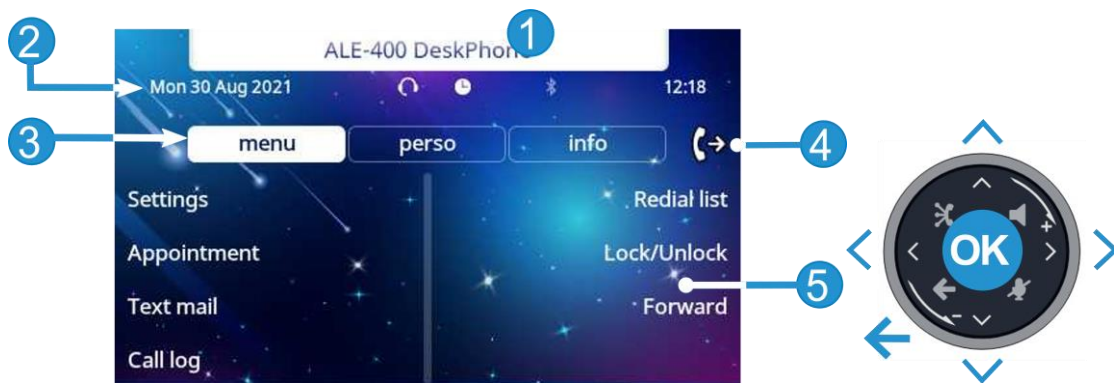
1	Customization area: The company/logo of your enterprise can be added in this area (ALE-500 / ALE-400).
2	Top bar (date, time, status icons). Desk phone dynamic status (optional, depending on system configuration).
3	Display the page by selecting the corresponding tab.
4	Forward icon.
5	Softkeys: menus and actions available depending on the selected page.
OK	**OK key:** Use this key to validate your choices and options while programming or configuring.
← or ◁	**Back/Exit key:** Use this key to go back to the previous step. Use this key to go back to the homepage (long press). ◁ : This key is only available on ALE-500.
☎	Use this key to go back to the homepage.
(⇨	Manage your call forwarding by pressing the key associated with the forward icon. • (⇨ Stationary arrow: no forwarding activated. • (⇨ Blinking arrow: forwarding activated.
Label	**Label displayed on the screen:** Depending on the model of your desk phone, touch the label on the touch screen or press the key in front of the label to select the corresponding feature. The term 'select' will be used in both cases throughout the document.

1.9.4 Call management screen

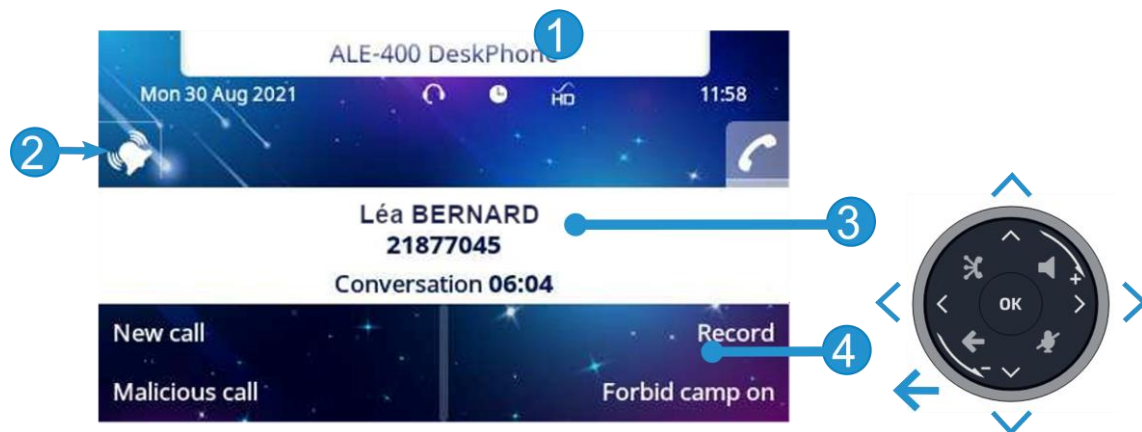|	
1	Customization area: The company/logo of your enterprise can be added in this area (ALE-500 / ALE-400).
2	Tabs: incoming call icon, call in progress, call on hold, …
3	notification (popup) of incoming call
4	softkeys: actions available depending on the call status (when presentation screen is not displayed)
	Left-right navigator: Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, call on hold, arrival of new call). When a call is in progress, select the tab to look at calls on hold or incoming calls.
	Up-down navigator: All features are accessible while the call is displayed on the screen. Use the Up and Down arrows to move up or down a page. These functions (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer function will not be available between a call in progress or on hold and an incoming call.
or	**Back/Exit key:** Use to switch to the main screen during conversation to access some functions, for example, searching by name. To retrieve the call management screen, select the 'call in progress' icon on the top bar or on the Perso page.
Label	**Label displayed on the screen:** Depending on the model of your desk phone, touch the label on the touch screen or press the key in front of the label to select the corresponding feature. The term 'select' will be used in both cases throughout the document.

Calls can also be managed from the Perso page.
While the call is in progress, press the Back/Exit key and display the Perso page. Calls in progress or waiting calls are displayed on the different line keys. It is then possible to converse with the contact of your choice by pressing the key associated to the contact.

1.10 User local menu

⊟i: open the user local menu.

The User Local menu can also be accessed from the system MENU: Reach the 'Menu' page ❯ *Settings* ❯ *Phone* ❯ *Local Menu*

The user local menu depends on the type of the set.

⊟i →

Audio
Use this menu to adjust the audio convenience according to your environment, the type of device connected and your audio preferences:

- *Devices*
  List all connected or integrated devices. If several devices have the same function (one USB headset and one Bluetooth® headset), define the preferred device to use.
- *USB ❯ USB Link* (future use)
  Use this menu to configure your desk phone to use it as a USB audiohub. You have to check this option before using your desk phone as a USB audiohub.
- *Bluetooth ❯ Shared phone* (future use)
  Use this menu when you are using your desk phone as a Bluetooth® Audiohub. Check this option if the desk phone is shared (in a meeting room for example).
- *Ambiences*
  This menu offers different audio ambience for your convenience (*Neutral*, *Bass Boost*, *Clarity*, *Legacy*).
- *Hearing Aid*
  Check this option if you are using a hearing aid.

Display
Use this menu to adjust the display of your set:

- *Auto-Brightness*
  When this option is checked, the phone automatically adjusts the brightness of the display depending on the lighting conditions to improve user experience and achieve power savings (ambient light sensor).
- *Brightness*
  Adjust the brightness of the display, the LEDs and the logo on back shell (optional).
- *Screensaver*
  Set the delay before the brightness is dimmed when the phone is not in use.
- *Advanced ❯ Low brightness*
  When the phone is not in use, the brightness is dimmed. Adjust dimmed brightness.
- *Advanced ❯ Busy light*
  Activate/deactivate the light of the logo on back shell (optional). The logo on back shell can be illuminated. The color changes when you are busy.

- *Advanced ❯ LED Auto-Brightness*
  When this option is checked, the phone automatically adjusts the LED brightness and the busy light logo on the back shell (if present) depending on the lighting conditions to improve user experience and achieve power savings (ambient light sensor).
- *Advanced ❯ Proximity sensor*
  When this option is checked, the phone automatically detects when you approach it and switches to the idle state on the homepage (screen saver off and backlight on).

Bluetooth

Use this menu to configure the Bluetooth® device (optional). This menu is displayed only if the desk phone is equipped with: ALE-108 Wireless Module:

- *Enable*
  Enable or disable Bluetooth® function (check or uncheck the box).
- *Devices*
  Display all paired Bluetooth® devices, remove a Bluetooth® accessory (headset, handset, etc.).
- *Parameters*
  Display the Bluetooth MAC Address of the desk phone.
- *Search devices*
  Install a Bluetooth® Wireless accessory (headset, handset, etc.).

Skin

Change the theme (skin) of your phone (see chapter: Change the theme (skin) of your phone).

About

Use this menu to find information about the software and hardware releases of your desk phone.
Use this menu to obtain the link to the user manual of your desk phone or the link to the Rainbow™ home page.

- *Software*
  Display all information about your desk phone's software.
- *Hardware*
  Display all information about your desk phone's hardware (model, serial number, mac address, Bluetooth® address if available).
- *Documentation*
  Display a QR code to directly access documentation for your desk phone. Scan the QR code and open the URL in your favorite web browser.
- *Rainbow*
  Display a QR code to directly access the Rainbow™ homepage. Rainbow is the cloud-based collaboration application that connects you with your business community. Scan the QR code and open the URL in your favorite web browser.

Config. MMI

Access to the advanced desk phone configuration.
Depending on the system configuration, an administrator password is requested to access this menu

Legal
  Display regulatory information about your desk phone.

1.11 Status icons/ Call icons

Icons giving information about some specific configurations of the phone or about call status are displayed in the top bar of the screen.

Status icons
Depending on the size of the display, all status icons may not be displayed simultaneously. Which icons are displayed depend on their priority. The following icons are listed according to their priority, from the highest to the lowest.

	Silent mode.
	Telephone locked.
	Headset connected.
	Handsfree connected.
	Appointment programmed.
	Light color: Bluetooth® enabled without any paired devices. Dark color: Bluetooth® accessory paired.
	Light color: a Bluetooth® mobile phone has been paired but it is not connected. Dark color: Bluetooth® mobile phone connected (the desk phone is used as Bluetooth® audiohub).
	Active Bluetooth® connection.
	Encrypted signal icon.
	Wi-Fi enabled. The strength of the Wi-Fio signal is indicated by the following icons: ᯤ ᯤ ᯤ .
	Light color: USB audiohub activated. Dark color: audiohub is activated and a computer is connected to the desk phone.
	Symphonic HD audio is used during conversation.

Call icons

	Incoming call icon.
	Call in progress icon.
	Call holding icon.
	Retrieve call icon (retrieve the first call after having ended a second call, for example).
	End conversation icon.
	Encrypted call icon.

1.12 Permanent features keys

This chapter displays all permanent features keys available on your desk phone. The keys depend on the model of your desk phone. They are located around the screen and on the Smart Pad.

☎	☎	• 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.
	☎	• Redial key: to access the 'Redial' feature (long press).
📼		• 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.
☰i		• Quick access to user local menu (short press). • Used to obtain information on functions of the 'menu' page and to program key of the 'perso' page (long press).
The following keys depend on the configuration and the model of your phone		
F1		• Programmable keys (F1 and F2 keys). Lit when the function associated with the key is activated. A service or a direct call can be associated to these keys.
abc		• Alphanumeric key Switch between the alphabetic and numeric dialpad. • Programmable key when a magnetic keyboard is connected to the desk phone (ALE-100).
👤⓪ / ⏸		• Hold: the call is placed on hold. This key depends on the system configuration and countries as United States. • Programmable key when not configured as hold key.
👤⇄ / →👤		• Transfer: transfer the call to another number. This key depends on the system configuration and countries as United States. • Programmable key when not configured as transfer key.
👥		• Conference: establish a three-party conference call. This key depends on the system configuration and countries as United States. • Programmable key when not configured as conference key.
The following keys are only available on the ALE-500		
◁		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.
O		F1: Programmable key.
□		F2: Programmable key.
The following keys are located on the Smart Pad (for more information see section: Smart Pad)		
🔊		Hands-free/Loudspeaker key.
🔇		Mute and interphony key.
✖		Audiohub key - Not available at the moment, coming soon.

1.13 Alphanumeric keyboard (ALE-400, ALE-300)

abc	**Alphanumeric key** An alphanumeric keyboard is built into your desk phone, using its own keys. It is not necessary to install a physical keyboard to input text. You can switch between numeric keyboard to dial number, and alphabetic keyboard to enter text by pressing the alphanumeric key. When activated, the key is lit blue. Select the same key which is lit in blue to switch to the numeric keyboard (the key switches off).

Your desk phone can also be equipped with a magnetic alphabetic keyboard: ALE-100 keyboard (sold separately). In this case, the alphanumeric key is disabled and can be programmed.

- Enter alphabetic characters.
  The number pad keys have letters that you can display by successive presses. The number is the last character in the series. Some special characters can be displayed by successively pressing the key:

*	% $ / ( ) = *
#	@ #
1	space | - _ 1
0	+ . , ; : \ / ? ! < > 0
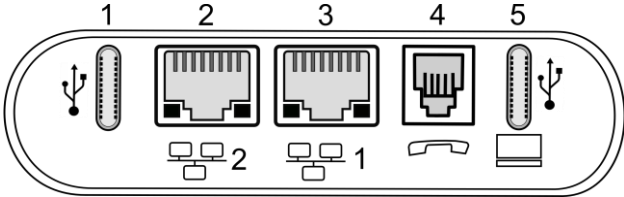
- [*] Press and hold the '*' key to switch from lowercase to uppercase mode, and vice versa.
- Use navigation keys to move the cursor into the text (except in dial by name feature).
- [←] or [◁] Use this key to delete the last entered character. The alphabetic mode remains activated.

Use cases:

[1]: '1' is displayed.

[abc] + [1]: 'space' is displayed.

[abc] + [3 def]: 'd' is displayed.

[abc] + [3 def][3 def] (2 successive presses): 'e' is displayed.

[abc] + [3 def][3 def][3 def] (3 successive presses): 'f' is displayed.

[abc] + [*] Long press + [3 def][3 def][3 def] (3 successive presses): 'F' is displayed.

[abc] + [0 +][0 +][0 +][0 +][0 +] (5 successive presses): ':' is displayed.

1.14 Connectors

1.14.1 Description of the connectors

1	Universal Serial Bus (USB-C) connector[1].
2	10/100/1000 Mbps Ethernet connectors to a PC (RJ45). Use this port to connect your PC to your enterprise network.
3	10/100/1000 Mbps Ethernet connectors to the enterprise network (LAN - RJ45). Use this port to connect the desk phone to the enterprise network.
4	Wired handset connector (RJ11). Use only Alcatel-Lucent Enterprise compatible handset (ALE-150 SWB Corded Handset).
5	Universal Serial Bus (USB-C) connector[1].

[1]USB connectors (Universal Serial Bus) – USB type C. These connectors are agnostic, meaning that you can use either connector to connect USB-C power adapter, USB keyboard, USB headset, an audio equipment, a USB stick, a Bluetooth® USB dongle provided with a Bluetooth® headset. This connector can be used to charge a smartphone.		
USB-C	USB type C	The USB Type C is reversible and full duplex. It is able to transmit data or power.

1.14.2 Plug in the phone

The phone can be powered either via a power adapter (5V/3A - sold separately) or via Power over Ethernet (PoE). The power adapter can be connected to a USB-C connector (1 or 2).

If you are using a power adapter, a warning is displayed on the screen if the power is not sufficient.

1.14.3 Power boost

The Power boost feature allows a desk phone to get more power available from Power over Ethernet (PoE) than requested through a default startup, for several needs such as more USB current for accessories (smartphone charging). In this case, your administrator has to enable the USB Boost to deliver more power. After restart, the phone changes its USB current limiter management, to increase the available power from 240 mA to 1400 mA according to the model of your desk phone and can change of PoE class.

Contact your administrator if necessary.

1.14.4 USB hub

If both USB-c ports are used (e.g. for power supply and headset), your desk phone supports most commercially available dual port USB-c hubs. For more information, contact your installer or administrator.

1.15 Audio encryption

Your desk phone supports telephony encryption. On a secured telephone network (IPTouch Security, SSM box), voice and signaling are encrypted.

If the communication is encrypted, the following icon is displayed in the communication screen. The call in progress icon is replaced by this icon.

In idle state, the following icon is displayed in the status bar to indicate that the signal is encrypted (depending on the icon priority, see chapter:Status icons).

Your phone supports many audio and signal encryption types. The native encryption mode is defined in the local administrator menu of the phone (*Native Encrypt*). For more information, contact your installer or administrator.

2 Using your telephone

2.1 Identify the terminal you are on

The number of your telephone is displayed on the 'Info' page.

2.2 Consulting the call log

At any time, you can consult all answered and unanswered incoming and outgoing calls

-
- *Call Log*

2.2.1 Consulting all calls

All calls are displayed with an icon giving information on the type of call.

↗	Answered outgoing calls.
↗	Unanswered outgoing calls.
↙	Answered incoming calls.
↙	Unanswered incoming calls.

- Using the up and down navigation key to scroll through the log (If more than one page).
- Display the contact information by selecting it in the list. Information such as the name, phone number, date and time are displayed on the screen.
- You can choose to call the contact or clear the log:
  - o *Recall*: call back the contact.
  - o *Delete:* delete the entry.
  - o *Delete all:* delete the entire log.

2.2.2 Delete the entry

- Display the contact information by selecting it in the list.
  Delete

2.2.3 Delete all call logs

- Use one of the following:

  - o Press the key associated with the icon: 🗑.
  - o Display the contact information by selecting it in the list.
    Delete all
- **OK** Or *Yes:* to confirm (← or ◁ or *No*: To cancel).
  All call logs are deleted.

2.3 Making a call

Use one of the following:
- Dial the destination number. Depending on the connected device, you are in a conversation using the connected headset, otherwise in hands-free mode.
- Unhook the handset ❱ Dial the destination number.
- Press the line key on the headset ❱ Dial the destination number. If your headset has no line key, use the phone to make the call and switch on the audio on the headset (🔊).
- ⏻ Press the line key om the Bluetooth® device (Bluetooth® Wireless handset) ❱ Dial the destination number.
- 🔊 Hands-free ❱ Dial the destination number.
- Programmed line key.
- Dial by name (enter the first letters of the contact's name on the alphapad and press OK to start the search).
- 📼 Redialing from the call log.
- 📞 Redial from the last dialed numbers (long press).

To make an external call, dial the outside line access code before dialing your contact number.

If the internal or outside number does not reply:
- *LS announce* ❱ Broadcast a message on the loudspeaker of the free terminal (internal contacts).
- *Call back* ❱ Request callback to a busy terminal.
- *Text msg* ❱ Send a written message.
- *Voice msg* ❱ Leave a message to the caller.

The hands-free mode can be deactivated by the administrator.

2.4 Receiving a call

Answer the call depends on audio devices connected to your phone: handset, headset, hands-free, external hands-free or loudspeaker.
Use one of the following:
- Lift the handset to take the call.
- ⏻ Press the line key on the Bluetooth® handset to take the call (if handset is not hung up) - ALE-160 WB Cordless Handset.
- Press the line key on the headset to take the call.
- 🔊 ❱ Press the 'loudspeaker' key to take the call in hands-free mode.
- *Take call* Or OK ❱ Take the call with the headset if connected, or in hands-free mode.
- Select the incoming call icon ❱ Take the call with the headset if connected, or in hands-free mode.
- Press dedicated line key on external handsfree to take the call in hands-free mode on this device.

The hands-free mode can be deactivated by the administrator.
The keys depend on the model of your desk phone.

2.5 Ignore the call

A call is received:

- (blinking in red) Press on the On-hook key on the permanent features keys panel.
- *Silent*
- Your phone no longer rings but your caller still hears the ringback tone.

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

2.6 Switching between audio modes

During conversation, you can switch between different audio modes (handset, loudspeaker, hands-free or headset, if connected) by pressing the loudspeaker/hands-free key until the desired audio mode is displayed: . This feature depends on connected devices and the default device selected in the phone configuration. If you have connected the same type of accessory via different connection methods (for example, a USB headset and a Bluetooth® headset), the default device is used for audio switching. The key is lit when the loudspeaker or hands-free mode is selected.

You are in conversation with the handset, you can switch between following audio modes by short pressing on the loudspeaker/hands-free key:

| Handset | › | Short press | › | Handsfree | › | Short press | › | Handset |

You are in conversation with the headset (headset or headset+loudspeaker), you can switch between following audio modes by short pressing on the loudspeaker/hands-free key:

| Headset | › | Short press | › | Handsfree | › | Short press | › | Headset |

You are in conversation with the headset and the handset is not hang-up, you can switch between following audio modes by short pressing on the loudspeaker/hands-free key:

| Headset | › | Short press | › | Handsfree | › | Short press | › | Handset |

To switch the audio to the headset, you have to press the line key on the headset.

You are in conversation, you can switch to the loudspeaker by long pressing on the loudspeaker/hands-free key (Group listening feature: see chapter below).

For each audio mode, during the conversation, you can adjust the volume. The number of levels depends on the audio mode (8 for handset and headset 10 for hands-free and loudspeaker). The selected volume, for each audio mode, will be saved for future conversations.

- During a conversation.
- Adjust the volume by using the Smart Pad (rotating clockwise or counter clockwise).

The hands-free mode can be deactivated by the administrator.

2.7 Activating the loudspeaker during a conversation (handset lifted) - Group listening feature

Activate or deactivate the loudspeaker when you are in conversation using the handset or the headset (the microphone used remains the same).

- Activate loudspeaker (long press) » » The key is blinking blue ( ).

- Adjust the volume by using the Smart Pad (rotating clockwise or counter clockwise) (Number of levels: 10).

- Deactivate loudspeaker (long press) » » The key is no longer lit ( ).

Press and release the loudspeaker key to switch to hands-free mode (light steady).

2.8 Making calls by name (company directory)

This feature depends on the system configuration. If necessary, contact your administrator.

abc : If your desk phone is equipped with the magnetic keyboard, use it to enter letters. If not, use the alphanumeric keyboard to enter letters. You have to switch the keyboard to the alphabetic mode by selecting the alphanumeric key. When activated, the LED corresponding to the key remains lit up.

The ALE-500 Enterprise DeskPhone has a virtual alphabetical keyboard displayed on the lower half of the screen by sliding the screen to the left.

- Enter the name of your contact: 'last name' or 'initials' or 'last name first name'.
- Select the type of search you want (last name, last name and first name or initials) » Display of all the contacts matching the search criteria.
- Use one of the following:
  - o Use the navigation keys to display the previous and next names.
  - o Select the name of the person you wish to call.
  - o or Modify the search.
  - o or (long press) or (long press) Cancel the search and go back to the Homepage.

2.9 Make calls via your programmed call keys (Perso page/F1 and F2 keys/Add-on module)

If you have programmed a direct call key, select it to make the call.

Depending on your desk phone model and the system configuration, the following keys can be programmed (see chapter: Programming keys for call numbers and functions).

- Softkeys of the Perso page.
- Keys/softkeys of the add-on module.
- F1 and F2 keys.
- Abc' key in case a magnetic keyboard is connected (ALE-400, ALE-300, ALE-100).
- 🔲, 🔲 Hold key (ALE-500)[1].
- 🔲, 🔲 Transfer key (ALE-500)[1].
- 🔲, Conference key (ALE-500)[1].
- (1) .This key depends on the system configuration and countries as United States. In the event that these keys are used for the hold, transfer and conference features, they are not programmable.

2.10 Redialing

- 🔲 (long press).
- Select the number to redial from the last 8 dialed number.

You can also access this feature through the menu:

- Reach the 'Menu' page.
- *Redial list* OR *Events ❯ Redial list*
- Select the number to redial from the last 8 dialed number.

🗑: Press the trash icon (or associated key) to delete the list of last dialed numbers.

📞: Go back to the Homepage

2.11 Callback requests

The messaging key flashes when you have a callback request.

- 🔲 The messaging key flashes when you have a callback request.
- *Callback / xx Callbacks*
- **OK** Select a callback request in the list if there is more than one. If there is only one callback request, it is displayed directly. Use navigation keys to browse the list.
- you can choose to call the contact or clear the log:
  - *Recall*: call back the contact.
  - *Delete*: delete the entry.
  - *Delete all:* Delete the entire log.

If there is only one callback request, it is displayed directly.

🗑: Press the trash icon (or associated key) to delete the list of callback requests.

2.12 Call back an unanswered call

2.12.1 Call back the last caller

- Reach the 'Menu' page.
- *Events*
- *Last caller* » Call back the last caller.

2.12.2 List of last callers

- Use one of the following:
  - o
    Non replied call / xx Non replied calls
  - o Reach the 'Menu' page.
    Events
- Select the type of call:
  - o *No non replied internal call / xx Non replied internal calls*
  - o *No non replied external call / xx Non replied external calls*
- **OK** Select a name or a number in the list if there are more than one. If there is only one name or number, it is displayed directly. Use navigation keys to browse the list.
- *Recall*
- To delete the selected item: *Delete*

2.12.3 Delete the list of unanswered calls

- Use one of the following:
  - o
    Non replied call / xx Non replied calls
  - o Reach the 'Menu' page.
    Events
- Select the type of call:
  - o *No non replied internal call / xx Non replied internal calls*
  - o *No non replied external call / xx Non replied external calls*
- Use one of the following:
  - o Select an entry
    Delete all
  - o Press the trash icon (or associated key).

2.13 Requesting automatic callback if internal number is busy

This feature lets you to be automatically called back when your internal contact is free.

- The telephone of the internal caller you are trying to contact is busy, and you want the person to call you back as soon as they are free.
- *Call back* » Callback request acknowledged.
- [phone icon]

Automatic callback is not available if the set of your contact is free or if you are put on hold when the set is busy.
This feature depends on the configuration of the system.

2.13.1 Cancelling an automatic callback

- When your phone rings.
- *Call back* » *Cancellation of callback request acknowledged.*

Canceling the callback request is only possible when the contact you tried to reach released the line.

2.14 Receiving interphony calls

You can answer a call without lifting the handset. When you receive a call, you are automatically connected in hands-free mode. The identity of the caller is displayed on the screen. This feature depends on the system configuration. If necessary, contact your administrator.

To activate

- [icon] (in idle state) » Corresponding LED lights up (blue). The key remains lit as long as the interphony is not deactivated.

When your caller hangs up, interphony mode remains active.

To deactivate

- [icon] (in idle state) » The corresponding LED goes out.

Interphony can be disabled by the administrator.

2.15 Sending DTMF signals

DTMF (Dual-Tone Multi-Frequency) or FV (Fréquence Vocale) signalling is a system whereby audible tones are used to represent buttons on a keyboard and allows communication with interactive voice servers.

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.

Depending on the system configuration, the DTMF can be activated by default.

If DTMF is not activated by default on your system:

- During a conversation.
- *Send DTMF*
- Enter DTMF code.

The function is automatically cancelled when you hang up.

If DTMF is activated by default on your system:

- During a conversation.
- Enter DTMF code.

If DTMF is activated by default on your system, you have to deactivate DTMF before entering the code of a feature: *Deactivate DTMF (Deact DTMF)*.

2.16 Mute, so that your contact cannot hear you

You can hear your contact but he/she cannot hear you:

2.16.1 From the set

- During a conversation.
- Disable microphone » » When muted, the key is lit in blue and the Smart Pad is lit in red.
- Enable microphone » » The mute button is dimly lit in blue again and the Smart Pad is lit in blue.

2.16.2 From the Bluetooth® handset (Bluetooth® wireless handset)

- Press the handset mute key (short press) » » When muted, the handset leds and the ring of the Smart Pad are illuminated in red, the mute key on the Smart Pad is illuminated in blue.
- Press the handset mute key (short press) » » Enable microphone. The mute button is dimly lit in blue again and the Smart Pad is lit in blue.

2.16.3 From the headset

- Use the mute key of the headset, if there is one, to disable headset microphone or to resume the conversation.

2.17 Forwarding calls to your voice message service

- Select the forward icon .
- *Imm fwd to VM* » Forward is acknowledged.
-

2.18 Consulting your voice mailbox

You are notified of a new event when the message key is flashing.

- 📼

- *Voice mail / New voice message / x New voice messages*
- Enter your personal code ❱❱ Display name of sender, with date, time and ranking of message.
- *Review* ❱❱ Listen to message.
  - *Pause* ❱❱ Pause the message.
  - *Rewind* ❱❱ Listen to the message from the beginning.
  - *Backward* ❱❱ Backward in the message.
  - *Forward* ❱❱ Forward in the message.
  - *End message* ❱❱ End of the message.
- When you have listened to the message, do one of the following.
  - *Replay* ❱❱ Replay message.
  - *Save* ❱❱ Save the message.
  - *Erase* ❱❱ Erase message.
  - *Call sender* ❱❱ Call back sender of message.
  - *Forward msg* ❱❱ Forward the message to another contact.
  - ⬅ (long press)/ *Exit* ❱❱ Terminate consultation.

2.19 Sending a text message to an internal contact

This feature depends on the system configuration. If necessary, contact your administrator.

The receiver must have the ability to receive messages.

abc : If your desk phone is equipped with the magnetic keyboard, use it to enter letters. If not, use the alphanumeric keyboard to enter letters. Use the alphanumeric keyboard key to switch between the numeric and alphabetic keyboard. When in alphabetic mode, the LED corresponding to the key remains lit up.

The ALE-500 Enterprise DeskPhone has a virtual alphabetical keyboard displayed on the lower half of the screen by sliding the screen to the left.

- 📼

- *Text mail /New text message /New text messages*
- *Send*
- Use one of the following:
  - Enter the number of the terminal to receive the message.
  - Enter the first letters of the name.
- Choose the type of message.

Sending predefined message

- *Predefined msg*
- Select a predefined message.
- *Apply*

Sending a message to complete

- *To complete*
- Select a predefined message to complete.
- Complete your message.
- *Apply*

Sending a new message

- *Msg to create*
- Write your message.
- *Apply*

Sending the previous message

- *Previous msg*
- *Apply*

Go back to the Homepage

- [phone icon]or [back arrow icon](long press).

2.20 Consulting text messages

You are notified of a new event when the message key is flashing.

- [voicemail icon] ›› Number of messages received.
- *New text message/ New text messages*
- *Read message* ›› Display name of sender, with date, time and ranking of message.
- Use one of the following:
  - *Scroll msg* ›› Scroll through the messages.
  - *Next message* ›› Next message.
  - *Delete* ›› Delete messages.
  - *Recall* ›› Call back sender of message.
  - [phone icon] ›› Terminate consultation.

2.21 Lock / unlock your telephone

[lock icon]This icon indicates that the phone is locked.

Lock your phone
- Reach the 'Menu' page.
- *Lock/unlock*
- Your phone is locked.
- [phone icon] Go back to the Homepage.

Unlock your phone

- Reach the 'Menu' page.
- *Lock/unlock*
- Enter your password and apply ›› Your phone is unlocked.
- [phone icon] Go back to the Homepage.

2.22 Placing a call on hold (hold)

2.22.1 Exclusive hold

During a conversation, you wish to place the call on hold and recover it later, on the same telephone.

- During a conversation.
- Use one of the following:
    - ◦ Select the call in progress icon [1].
    - ◦ *Put on hold*
    - ◦ or [1].

» Your call is placed on hold .

[1]This key depends on the system configuration and countries as United States.

Retrieve the call on hold

Use one of the following:

- Select the call on hold icon from the conversation screen.
- or [1].
- Hang up, your phone is ringing, then answer the call.
- Select the tab which is displaying the call on hold[1] › *Retrieve*
- Press the Back/Exit key to display the Perso page › Select the call on hold.

[1]This key depends on the system configuration and countries as United States.

2.22.2 Common hold

This feature depends on the system configuration. If necessary, contact your administrator.

Common hold allows to all sets in the same pick-up group to resume a call (internal or external) that has been put on hold by one of the members of that group.

Putting on common hold:

- During a conversation.
- Press the Back/Exit key to display the Perso page.
- Press programmed key: *Comm hold* (by default).

Recover the call on hold from any sets defined in the same pick-up group (including your set):

- Recover the call on hold from any sets defined in the same pick-up group (including your set)
- Press programmed key: *Comm hold* (by default).

2.23 Call parking

You can place a call on hold and retrieve it on another telephone.

- During a conversation.
- *Park the call*
- Enter the number of the parking destination phone.

Retrieve the call from the parking destination phone:
- Reach the 'Menu' page.
- *Settings ❭ My services ❭ Consultation ❭ Call pick up services ❭ Park/retrieve call*

Retrieve the call from another phone:
- Reach the 'Menu' page.
- *Settings ❭ My services ❭ Consultation ❭ Call pick up services ❭ Park/retrieve call*
- Enter the number of the parking destination phone.

This feature is accessible via a programmed key.
If the parked call is not recovered within a preset time (default value 1 min 30), it is transferred to the operator.

2.24 Making a second call during a conversation

- During a conversation.
- *New call* ❭❭ The first call is on hold.
- Number of second contact.

Other methods for calling a second contact

- Dial directly the number for your call (if DTMF is not activated by default on your system).
- [⊙] or [❚❚](1) ❭ Dial directly the number for your call.
- Name of second contact.
- [☎] Select the 'Redial' function (long press).
- Programmed line key.

(1)Depend on system configuration for specific countries as United States.

Release the second call and retrieve the call on hold

- You are in conversation with the second contact and the first one is on hold.
- Use one of the following:
  - o *Enquiry off*
  - o [☎] Hang up, your phone is ringing, then answer the call.
- You are on the line with your first contact.

If you make an error, hang up: your telephone will ring and you will recover your first call.

2.25 Answering a second call during a conversation

This feature depends on your system.

- During a conversation, another person is trying to call you **»** Name or no. of the caller displayed for 3 seconds.
- Use one of the following methods to answer the displayed call (Multiline set).
  - ○ Select the incoming call icon.
  - ○ *Take call*
- The first call is on hold.

To return to your first contact and end the conversation in progress.

- **»** The second call is ended.
- To return to the first contact, use one of the following.
  - ○ Select the incoming call icon.
  - ○
  - ○ Unhook the handset.

2.26 Switching between calls (Broker call)

During a conversation, a second call is on hold.

Use one of the following:

- Select the call on hold icon from the conversation screen.
- Select the tab which is displaying the call on hold (depending on your desk phone, touch the tab ou use the navigation keys) **›** *Retrieve*
- Press the Back/Exit key to display the Perso page **›** Select the call on hold.

» You are in conversation with the second contact and the first one is on hold.

2.27 Transferring a call

Depending on the system configuration, transferring a call can be done in two ways.

1. Using the softkey
   - Calling a second person during a conversation **»** The first call is on hold.
   - You can transfer the call immediately or wait for your contact to answer before transferring the call.
     Transfer
   - The two callers are connected.
2. Using predefined keys
   These predefined keys depend on the system and are reserved for specific countries as United States.
   - or (1) **»** The first call is on hold.
   - Calling a second person during a conversation.
   - You can transfer the call immediately or wait for your contact to answer before transferring the call.
   - or (1)
   - The two callers are connected.

(1)Depending on the model of your desk phone.

2.28 Three-way conference with internal and/or external contacts (conference)

- During a conversation, a second call is on hold.
- Use one of the following:
  - *Conference*
  - (1).

  » You are in conference mode.

(1)Depend on system configuration for specific countries as United States.

2.28.1 Cancel conference and return to first contact (if conference is active)

- *End conference* (*End conf*)

2.28.2 Hang up on all participants (if conference is active)

- Hang up.
- You exit the conference.

2.28.3 After the conference, to leave your two contacts talking together

- Use one of the following:
  - *Transfer*
  - or (1).
- Hang up.

(1)Depend on system configuration for specific countries as United States.

2.28.4 View information about the other people in the conference

- Navigate between both calls in progress tabs involved in the conference (depending on your desk phone, touch the tab ou use the navigation keys)

2.29 N-party conference

This feature depends on the system configuration. If necessary, contact your administrator.

During a 3-way conference, you can add up to three additional participants.

You are in a conference call with 2 contacts. To add another participant to the conference:

- *Add*
- Dial the number of your contact (dial, directories, last numbers dialed...).
- Your contact answers.
- *Insert* **»** You are on the line with the additional contact.
- *Transfer* **»** You leave the additional contact with the other participants of the conference.
- *Cancel* **»** Go back to the conference.

2.30 'Meet me' conference

The 'Meet me' function is used to set up a conference with a maximum of 29 persons (maximum value is configured in OXE system, it can be 7, 15 or 29).

2.30.1 Initiate a 'Meet me' conference

In order for the participants to join the conference, you must first decide on a meeting time for the conference and send them the access code.

- Enter the 'Meet me' conference prefix. it is defined by the administrator during system configuration. If necessary you may need to contact your administrator.
- Enter the conference access code.

  The conference is set-up. Participants must enter this access code to join the conference call. Send the conference call access code to the participants.

In case of network connected OXE systems, to initiate a 'Meet me' conference with a distant OXE system, you have to enter a phone number of distant OXE system after prefix, to locate the conference. For more information, contact you administrator.

2.30.2 Join a 'Meet me' conference

Once set-up by the conference initiator, other participants can join the 'Meet me' conference.

- Enter the joining code for the 'Meet me' conference. This code is defined by the administrator during system configuration. If necessary you may need to contact your administrator.
- Enter the conference access code.
  Conference access code: 'x' digits code defined by the conference master and communicated to the participants so that they can join the conference.
- You are in conference mode.

An audible beep rings when a participant joins the conference.
You cannot join a conference if there are already the maximum number of participants.
If you cannot directly reach the conference, you have to call first an internal user or an Attendant Set. This one dials the call number for joining the 'Meet-me ' conference and then transfers your call (10 seconds).

2.31 Intrusion into an internal conversation (barge-in)

Your contact's line is busy. If the number is not 'protected' and if authorised, you can intrude into the call:

- *Intrusion*
- Same key to exit (*Intrusion)*.

2.31.1 Protect a call against intrusion

- Press programmed key. The programmed key has to be configured by the system: *No intrusion* (*No intrud*) (by default).
- Enter contact's number.

Protection is cancelled when you hang up.

2.32 Signal malicious calls

This key lets you signal a malicious call. If this call has an internal source, it is signalled to the system by a special message.

- You receive a malicious call.
- *Malicious*

2.33 Recording the current conversation

The visibility of this feature depends on the system configuration managed by your administrator.
When you are on a call with one or more callers, you can record the conversation. At the start or end of recording, your caller hears a beep.
The user must have the appropriate rights to use this feature. Recorded conversations will then appear as voicemails.
To record the conversation during communication:
- *Record* » Start recording.
- Recording in progress
  - *Restart rcrd* » To restart recording.
  - *Stop rcrd* » To stop the recording.
  - *Pause* / *Resume rcrd* » Pause/resume the recording.

2.34 Forwarding calls to another number (immediate forward)

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

- Select the forward icon: ⦅↪.
- *Immediate fwd*
- Number to be called » Forward is acknowledged.
- 📞

You can make calls, but only the destination number can call you.
If the associated number is defined, you can directly select it as the forwarding destination.

2.35 Forwarding calls if you do not answer or if you are busy

When you are absent or already in communication (all lines are busy), all your calls are forwarded to the defined number.

- Use one of the following:
  - Select the forward icon: ⦅↪.
  - Reach the 'Menu' page › *Forward*
- *Other forward*
- Select the forward type to program.
  - *Forward on busy*
  - *Forward on no reply*
  - *Forward on busy/no reply*
- Number receiving forward » Diversion is acknowledged.

If you have a key programmed with this feature, you can access the feature directly.

- Press programmed key.
- Number receiving forward » Diversion is acknowledged.

If the associated number is defined, you can directly select it as the forwarding destination.

2.38 Applying a selective forward

You can forward your primary number and your secondary number or numbers to different sets.
- Reach the 'Menu' page.
- *Settings ❯ My services ❯ Consultation ❯ Forward services*
- Select the forward type to program.
  - o *Immediate forward*
  - o *Forward on busy*
  - o *Forward on no reply*
  - o *Forward on busy/no reply*
- Select the number to forward
  - o *Principal line selection*
  - o *Second line selection*
- Number receiving forward.
-

2.39 Forwarding calls to your pager

Callers will thus be able to contact you while you are moving around the company.

- Press programmed key (the programmed key has to be configured by the system) ❯❯ Forward is acknowledged.

2.40 Cancelling all forwards

- Use one of the following:
  - o Select the forward icon: .
  - o Reach the 'Menu' page ❯ *Forward*
- *Deactivate*

To cancel all forwards, you can programme another type of forward too.

2.41 Leaving a text message for internal callers

You can leave a text message on your terminal which will be displayed on the screen of the terminal calling you.

abc : If your desk phone is equipped with the magnetic keyboard, use it to enter letters. If not, use the alphanumeric keyboard to enter letters. You have to switch the keyboard to the alphabetic mode by selecting the alphanumeric key. When activated, the LED corresponding to the key remains lit up.

The ALE-500 Enterprise DeskPhone has a virtual alphabetical keyboard displayed on the lower half of the screen by sliding the screen to the left.

-
- *Text mail /New text message / x New text messages*
- *Fwd to text*
- Choose the type of message.

2.41.1 Sending predefined message

- *Predefined msg (Predefined)*
- Select a predefined message.
- *Apply*

2.41.2 Sending a message to complete

- *To complete*
- Select a predefined message to complete.
- Complete your message.
- *Apply*

2.41.3 Sending a new message

- *Msg to create (To create)*
- Write your message.
- *Apply*

2.41.4 To deactivate the forward to text feature

- [🎙️]
- *Text mail /New text message / x New text messages*

2.42 Answering the general bell

When the operator is absent, outside calls to the operator are indicated by a general bell. To answer:

- Reach the 'Menu' page.
- *Settings ❯ My services ❯ Consultation ❯ Call pick up services ❯ Night service call pick up*

2.43 Manager/Assistant filtering

System configuration allows 'Manager/Assistant' groups to be formed, so that the manager's calls can be directed to one or more assistants.

The programmed key has to be configured by the system.

From the manager or assistant telephone

- Press programmed key ❯❯ Incoming calls are filtered by a chosen person (assistant, etc.).
- Same key to cancel.

Filtering is indicated on the manager's telephone by the icon corresponding to the 'screening/unscreening' programmed key.

2.44 Call pick-up

You hear a telephone ringing in an office where no-one can answer. If authorised, you can answer the call on your own telephone.

The system can be configured to prevent call pick-up on some telephones.

If the telephone ringing is in your own pick-up group

- Reach the 'Menu' page.
- *Settings ❯ My services ❯ Consultation ❯ Call pick up services ❯ Group call pick up*

This feature is accessible via a programmed key: *Grp pick up* (by default).

If the telephone ringing is not in your pick-up group
- Reach the 'Menu' page.
- *Settings ❯ My services ❯ Consultation ❯ Call pick up services ❯ Individual call pick up*
- Number of telephone ringing

This feature is accessible via a programmed key: *Call pick up* (by default).

2.45 Supervision

Supervision provides selective monitoring combined with a display showing calling and called parties. The notified call can be answered by the designated 'Supervisor'.
This means that you can pick up an incoming call from a monitored contact when their phone is ringing. The administrator must configure contacts you monitor. All supervised contacts are displayed as programmed keys.

2.45.1 Icon description / LED description

This table describes the icons and LEDs of the supervision keys programmed by the administrator.
The icons displayed and the LED behaviours depend on the system configuration.

Call icons		LED description (ALE-300/ ALE-120)
(→	Supervised contact (free).	Off
(((	The supervised contact receives an incoming call (ringing). You can pick up the call by clicking the key.	Quickly flashing blue
☎	The supervised contact is in a conversation.	Steady blue
(8	You are in a conversation with the supervised contact.	Steady blue
‖	The supervised contact puts the call on hold.	Steady blue
⚎	Unread message on supervised set.	Slow blinking blue
⚎	Read message on supervised set.	Steady blue

2.46 Hunting groups

2.46.1 Hunting group call

Certain numbers can form a hunting group and can be called by dialing the group number.

2.46.2 Temporary exit from your hunting group

- Reach the 'Menu' page.
- *Settings ❯ My services ❯ Consultation ❯ Additional services ❯ Go out of hunting group*
- Enter your group number

This feature is accessible via a programmed key: *Out of grup* (by default).

2.46.3 Return into your group

- Reach the 'Menu' page.
- *Settings ❯ My services ❯ Consultation ❯ Additional services ❯ Go into hunting group*
- Enter your group number.

This feature is accessible via a programmed key: *Into group* (by default).
Belonging to a group does not affect the management of direct calls. A specific telephone within a group can always be called by using its own number.

2.47 Calling an internal contact on his/her pager

The number called does not answer and you know that the person called has a pager:

- Dial the destination number.
- *Paging*
- Dial the destination number **»** Paging in progress is displayed.

Your contact can answer from any telephone in the system.

2.48 Answering a call on your pager

A call on your pager can be answered from any telephone within the system.

- Your pager beeps.
- Reach the 'Menu' page.
- *Settings ❭ My services ❭ Consultation ❭ Paging services ❭ Paging answer*
- Your extension number.

This feature is accessible via a programmed key: *Pagng answ* (by default).

2.49 Calling a contact on his/her loudspeaker

Your internal contact does not answer. If authorised, you can remotely activate her/his phone:

- Your contact does not reply.
- *LS announce* **»** You are connected to the loudspeaker on your contact's phone (if he/she has the hands-free function).

2.50 Broadcasting a message on the loudspeakers of a station group

A message not requiring an answer can be broadcasted on the loudspeakers within your broadcast group:

- Off hook.
- Number of broadcast group **»** Speak, you have 20 seconds.
- Hang up.

The message will only be broadcast on terminals not in use and which have a loudspeaker.

2.51 Managing your charges

2.51.1 Charging your calls directly to business accounts

You can charge the cost of your outside calls to business account numbers.

- Reach the 'Menu' page.
- *Settings ❭ My services ❭ Consultation ❭ Additional services ❭ Business account code*
- Number of business account.
- Number required.

2.51.2 Finding out the cost of an outside call made by an internal user from your terminal

- Reach the 'Menu' page.
- *Settings ❭ My services ❭ Consultation ❭ Consultation & callbacks ❭ Charging informations*

2.52 ACD: Agent set/ Supervisor station

2.52.1 Agent set

A call center solution allows optimum distribution of calls to agents according to their availability and skills.

2.52.2 Open an agent session (LogOn) – Agent set

- Reach the 'Menu' page.
- *LogOn*
- Enter the identifier number.
- Enter your personal password.

For a decision maker agent

- Use one of the following:
  - o Enter the processing group number.
  - o *List* » Select the processing group from a list.

2.52.3 ACD application welcome screen – Agent set

Once the ACD session is open, the agent can access the ACD application dedicated functions.
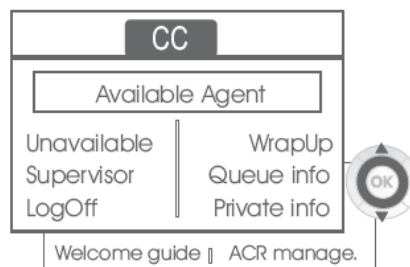
- *Unavailable*
  This function allows the agent to be 'logged out ' from the ACD application. The 'logged out ' function is activated - by default, on opening an agent session (system configuration), by the supervisor or by the agent himself. The agent changes this 'logged out ' status by pressing the display key associated with this function.
- *Wrap Up*
  After each ACD call, the agent automatically assumes Wrap-up mode. During this mode, the agent does not receive any ACD calls and can carry out the tasks associated with a call.
  This mode can be terminated at any time by pressing the display key associated with the Wrap-Up function or by waiting for the end of the timer (system configuration).
- *Supervisor*
  When the agent is on a break, waiting for a call or in Wrap-up mode, he calls his supervisor directly by pressing this key.
- *Queue info*
  By pressing this key, the agent accesses information regarding the queue (number of calls waiting, average or maximum waiting time, number of free, busy or logged out agents.
- *Private info*
  Pressing this key informs the agent about the configuration of his set (forwarding status, presence of new messages, associated set, name and number of the set, etc.).

- *Welcome guide*
  This key allows the agent to configure the welcome messages, recording, activation/deactivation, loading or playback of a welcome message.
  Access to welcome message configuration involves entering the agent identifier number and a password.
- *ACR manage.*
  The agent can act on the distribution of the ACD calls by assigning or not assigning expertise areas. Expertise areas can be assigned or deleted one by one or globally.
- *Help*
  During a communication, the agent can send an assistance request to the supervisors.
  This request can be accepted by a supervisor or rejected if the supervisors are absent, not available or reject the request.

2.52.4 Close an agent session (LogOff)

- *LogOff*
- Enter your personal password.
- *Apply* » The session is closed.

2.52.5 Supervisor station

The supervisor is an agent who has been assigned additional rights. In particular, he can assist the agents, supervise agent activity, intrude or listen-in discretely on a call.

A supervisor can also perform the agent function from the same set.

2.52.6 Open a supervisor session (LogOn)

- Reach the 'Menu' page.
- *LogOn*
- Enter the identifier number.
- Enter your personal password.

2.52.7 Processing group- Supervisor entry/withdrawal

- *Entry*
- Use one of the following:
    - o   Enter the processing group number.
    - o   *Listen* » Select the processing group from a list.

2.52.8 Supervision or acceptance of an assistance request

The supervisor has access to the supervision functions either by accepting an assistance request from an agent or by pressing the 'Help ' function key in the 'Perso ' page.

```
┌─────────────────────────────┐
│         ACD Listening       │
│  ┌───────────────────────┐  │
│  │    Agent number :     │  │
│  └───────────────────────┘  │
│                             │
│  Listen          Intrusion  │
│  Restrictive     Permanent  │
│  Cancel                     │
└─────────────────────────────┘
```

- *Listen*
  By pressing this key, the supervisor starts a discrete listen-in procedure. The supervisor can then listen in on the conversation between an agent and his caller, but cannot participate in the conversation.
- *Intrusion*
  This key allows the supervisor to intrude in a communication. This intrusion is signalled to the agent and his caller by an audible beep and the supervisor can cut-in on the conversation at any time. If the agent on-hooks or if the supervisor presses the 'Help ' key, only the supervisor and the caller will be in communication.
- *Restrictive*
  The agent is in communication with a caller. This function allows the supervisor to talk just with the agent without the caller being informed of this intrusion (restrictive).
- *Permanent*
  The supervisor can view on his display the dynamic states (out of service, ACD calls, private calls, Wrap-up, pause, etc.) and static states (withdrawn, available, Log-Off, etc.) of an agent in real-time.
- *Cancel*
  Pressing this key results in the rejection of an agent assistance request.

2.52.8.1 Close a supervisor session

- *LogOff*
- Enter your personal password.
- *Apply* » The session is closed.

3 Do more with your desk phone

Your desk phone is designed to evolve with its environment. It can do more than just establish communication between people or keep in touch with your contacts, your enterprise.
This chapter describes some use-cases with your phone. Other improvements will be available soon.

3.1 Configure your phone for remote working

your IP phone is compatible with remote working (VPN) via a secure connection (encrypted). Your phone supports the IKEv1 and IKEv2 protocol to send data securely. In this mode, all features available at your office will be ready for use remotely.
If the telephone system of your enterprise is configured to accept remote workers (system and infrastructure), you have to configure your desk phone to be ready for remote working.
The configuration of the phone depends on the infrastructure of your telephony network.
For information, please consult the following guide:
- "IPsec VPN Deployment Guide for Remote Workers for DeskPhones and Premium DeskPhones Serie " 8AL90345ENAA (https://myportal.al-enterprise.com/alebp/s/PN/8AL90345ENAA)

Effortless deployment
In this section we describe how to manually configure your desk phone for remote use. Alcatel-Lucent Enterprise also offers remote desk phones deployment solutions: Alcatel-Lucent Enterprise Easy Deployment Server (EDS). EDS offers a cloud server allowing easy deployment of devices in remote worker situation for Alcatel-Lucent Enterprise (ALE) systems and third-party SIP servers. For more information, contact your installer or administrator.

In this section, we describe the complete configuration of your phone for remote working.
Your installer has to give you all information to configure your desk phone.
You have to:
- Enable VPN.
- Enter the remote VPN server information.
- Enter the TFTP server information (Optional).
- Enter authentication.
- Setup the VPN start preferences.

3.1.1 Access to the administration menu of the desk phone

During the boot:

- Use one of the following:
  - ⚙ Select the settings icon displayed at the bottom left of the screen during the boot (after a few seconds).
  - ◁ Select this key when it displays the 'Step 2' during the boot (at the bottom right of the screen after a few minutes)- ALE-500
  - When the desk phone displays the 'Step 2' during the boot, repeatedly press the '*' and '#' keys in succession until a menu is displayed - ALE-400, ALE-300.
- *Config. MMI*

From the homepage of the desk phone:

- ☰i: open the user local menu.
- *Config. MMI*

3.1.2 First connection as remote working

When you connect your desk phone for the first time remotely, you are prompted to set a PIN code. The PIN code is requested when you enter in the VPN configuration (submenus) or when you boot your desk phone (depending on the VPN configuration).

The PIN code is retained during the session so that you can access the VPN configuration without having to re-enter your PIN code until you exit the VPN configuration.

Before configuring your phone for remote working, check if you have all the information from your administrator.

abc If your desk phone is equipped with the magnetic keyboard, use it to enter letters. If not, use the alphanumeric keyboard to enter letters. Use the alphanumeric keyboard key to switch between the numeric and alphabetic keyboard. When in alphabetic mode, the LED corresponding to the key remains lit up. The ALE-500 Enterprise DeskPhone has a virtual alphabetical keyboard displayed on the lower half of the screen by sliding the screen to the left.

To configure your desk phone:

- Access to the administration menu of the desk phone (see chapter above).
- *Remote Config*
- *VPN* (scroll down the menu).
    - o Enter the new PIN Code.
    - o 💾 Validate.
- *VPN Config*
    - o *Enable VPN*: you have to activate this option to use your desk phone for remote working.
    - o *VPN Server*: enter the address of the VPN server.
    - o 💾 Validate.
    - o *VPN PSK*: enter the pre-shared key to establish a secure connection with the VPN server. The PSK can be unique for all remote workers on a same installation or can be specific to each remote worker. In the first case, the VPN authentication has to be enabled.
    - o *IKE version:* Enter the IKV version (IKEv1/IKEv2).
    - o Other advanced settings if requested: *IKEv1 aggressive mode* (when IKEv1 enabled), *IKE force encapsulation*, *Static Virtual IP (VIP Addr)*.
    - o 💾 Validate.
- *VPN Tftp ❯ Use TFTP servers, tftp1, tftp2,port*: if the TFTP servers are required, activate this option and enter the addresses and port of the TFTP servers.
  💾 Validate.
- *VPN Authent ❯ Use Authentification*, *User*, *Password*: activate this option if a logon to the VPN server (username and password) is required. The VPN authentication can be disabled in case a specific PSK is used for each remote worker.
  💾 Validate.
- *VPN Pincod ❯ Request Pincode on Boot*: if this option is activated, the PIN code is required when you boot your desk phone. We recommend you activate this option.
  💾 Validate.
- The VPN configuration is saved and the main menu is displayed.
- ⬅ Select this icon to exit the configuration menu. The desk phone restarts.
- Enter the PIN code if you have selected the option (*Request Pincode on Boot*).
- 💾 Validate.
- Your desk phone is ready for remote working.

🖫 Select this icon to save parameters

⬅ Select this icon to return to the main menu.

If you leave the PIN code request menu when the phone is starting, the phone will start without VPN activated.

If an error occurs when your phone is running in remote mode, a popup is displayed with an error message. Please note this message to send to your administrator (see chapter: Contacting your administrator).

3.1.3 Change the configuration

You have to change a parameter of the VPN configuration.

- Access to the administration menu of the desk phone (see chapter below).
- *Remote Config*
- *VPN* (scroll down the menu).
- Select a submenu to change the configuration (*VPN Config, VPN Tftp, VPN Authent, VPN Pincod*).
- Enter your PIN code (If an administrator password is defined by the system, you can use it to access to the VPN configuration by selecting: *Use Password*).
- 🖫 Validate.
- Change parameters.
- 🖫 Select this icon to save parameters.
- The VPN configuration is saved and the main menu is displayed.
- ⬅ Select this icon to exit the configuration menu. The desk phone restarts.
- Enter the PIN code if you have selected the option (*Request Pincode on Boot*).
- 🖫 Validate.
- Your desk phone is ready for remote working.

If an error occurs when your phone is running in remote mode, a popup is displayed with an error message. Please note this message to send to your administrator.

3.1.4 PIN code

The PIN code is composed of 4 digits. You can access the VPN configuration by entering the PIN code or the administrator password if defined by the system. Depending on the VPN configuration, the PIN code is requested when you boot your desk phone. We recommend you enable this option for security reasons and if you need your phone in remote and in business place (see: Reconnect your desk phone in your business place).
If the PIN code is incorrect 5 times in succession, the PIN code and VPN parameters will be erased.
If no administrator password is defined by the system, the PIN code is required to access VPN configuration.
Once the PIN code and the administrator password have been set, you can switch between the PIN code and the administrator password by selecting the following softkeys in the login window: *User password*, *Use PIN code*.

3.1.5 Reset your PIN code

- Access to the administration menu of the desk phone (see chapter below).
- *Remote Config*
- *VPN* (scroll down the menu).
- *VPN Pincod*
- Enter your PIN code.
- 💾Validate.
- *Set new Pincode*: enter the new PIN Code.
- 💾 Select this icon to save parameters.
- The VPN configuration is saved and the main menu is displayed.
- ⬅ Select this icon to exit the configuration menu. The desk phone restarts.
- Enter the PIN code if you have selected the option (*Request Pincode on Boot*).

3.1.6 Reconnect your desk phone in your business place

Your phone is already configured for remote working.

- Connect your desk phone to the network (and plug in the power jack if you are using an external power adapter).
- If the option to enter PIN code when you boot your desk phone is enabled in the VPN configuration (*Request Pincode on Boot*):
  - o The PIN code is requested.
  - o ⬅ Select this icon to go back.
  - o The phone restarts in normal mode. The VPN is temporary disabled until the next reboot.
- If the option is not enabled:
  - o Access to the administration menu of the desk phone (see chapter below).
  - o *VPN ❯ VPN Config*
  - o Enter your PIN code.
  - o 💾 Validate.
  - o *Enable VPN*: disable the remote worker.
  - o 💾 Select this icon to save parameters.
  - o The VPN configuration is saved and the main menu is displayed.
  - o ⬅ Select this icon to exit the configuration menu.
  - o The phone restarts in normal mode.

3.1.7 Reconnect your desk phone in remote place

Your phone is already configured for remote working but it was connected in your place of business. You need to reconnect it in a remote place.

- Connect your desk phone to the network (and plug in the power jack if you are using an external power adapter).
- If the option to enter PIN code when you boot your desk phone is enabled in the VPN configuration (*Request Pincode on Boot*):
  - o The PIN code is requested.
  - o Enter PIN code.
  - o 💾 Validate.
  - o The phone starts as teleworker.

- If the option is not enabled (*Request Pincode on Boot*).
  - o Access to the administration menu of the desk phone (see chapter below).
  - o *VPN* ❯ *VPN Config*
  - o Enter your PIN code.
  - o 💾 Validate.
  - o *Enable VPN*: enable the teleworker.
  - o 💾 Select this icon to save parameters.
  - o The VPN configuration is saved and the main menu is displayed.
  - o ↩ Select this icon to exit the configuration menu.
  - o The phone starts as teleworker.

If an error occurs when your phone is running in remote mode, a popup is displayed with an error message. Please note this message to send to your administrator.

3.2 Connect your phone to the Wi-Fi

Your desk phone manages two network interfaces: LAN Ethernet (wired) and WLAN (Wireless LAN - Wi-Fi). LAN has priority over WLAN. This means that your desk phone will use the LAN if it is connected.

Your DeskPhone can be connected to the wireless network at your home, if working remotely (VPN). This feature is available if your desk phone is equipped with the wireless module (depending on the model of your desk phone). If this is not the case, the wireless module can be purchased separately: ALE-108 Wireless Module. The cartridge can use 2.4Ghz and 5Ghz bandwidths, but we recommend using a 5Ghz Wi-Fi network to ensure optimal audio quality. The best radio signal will be automatically selected. A specific icon is displayed in the status bar when you are connected to a Wi-Fi access point: . The strength of the Wi-Fi signal is indicated by the following icons: .

Wi-Fi settings can be configured in variousways:

- Auto configuration from an USB key containing the WLAN configuration file.
- Auto WLAN configuration: automatic download of the WiFi configuration file. Auto WLAN configuration enables automatic deployment within a company.
- Auto configuration via URL to download the Wi-Fi configuration file.
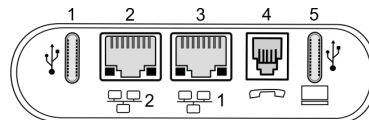- Auto configuration from an USB key containing the WLAN configuration file.

You must first activate the WLAN (see the chapter below).

The desk phone can be powered in one of the following ways:

- Connect the external power supply (sold separately) to the desk phone (1 or 5).
- Use the PoE (Power over Ethernet) by connecting the Ethernet cable to the appropriate port (2 or 3). Note that the LAN takes priority, the Ethernet connection should only be used to power the desk phone.

Consult your phone connector's description if necessary: Description of the connectors.

3.2.1 Access to the administration menu of the desk phone

During the boot:

- Use one of the following:
  - o Select the settings icon displayed at the bottom left of the screen during the boot (after a few seconds).
  - o Select this key when it displays the 'Step 2' during the boot (at the bottom right of the screen after a few minutes)- ALE-500
  - o When the desk phone displays the 'Step 2' during the boot, repeatedly press the '*' and '#' keys in succession until a menu is displayed - ALE-400, ALE-300.
- *Config. MMI*

From the homepage of the desk phone:

- : open the user local menu.
- *Config. MMI*

3.2.2 WLAN Wizard

You can manually configure your desk phone to connect to the selected Wi-Fi access point (SSID). This option is useful when you connect your phone to your personal Wi-Fi network for teleworking.

abc : If your set is not equipped with a magnetic keyboard, use the alphanumeric keyboard to enter letters. Use the alphanumeric keyboard key to switch between the numeric and alphabetic keyboard. When in alphabetic mode, the LED corresponding to the key remains lit up. For more information, see chapter: Alphanumeric keyboard.

The ALE-500 Enterprise DeskPhone has a virtual alphabetical keyboard displayed on the lower half of the screen by sliding the screen to the left.

Before configuring your phone, you need to know the name and the network security key (passphrases) of the Wi-Fi access point.

- To enable the WLAN, disconnect your desk phone from the Ethernet.
- Plug in the ALE-108 (See chapter: ALE-108 Wireless Module).

The WLAN wizard starts automatically if the desk phone is not connected to Ethernet (the desk phone can be powered by PoE, but cannot be connected to Ethernet). A pop-up prompts the user to start the WLAN wizard: *Start wizard* (you can ignore the wizard by pressing the coresponding key or by connecting the desk phone to Ethernet: *Ignore wizard*).

Follow the instructions of the wizard:
- Localization: define the country where the desk phone is installed
  - Select the location of the desk phone: *Canada*, *USA*, *Rest of the world*.
    If in the USA, you must confirm that you are following RAY BAUM'S Act to continue with the wizard[1].
  - ⟫ or OK : access to next step.
- Wi-Fi access point scanning: Wi-Fi access points are listed (SSID) according to the frequency (5GHz then 2.4GHz), the signal strength and in alphabetical order.
  - Select the SSID.
  - ⟫ or OK : access to next step (⟪ : access the previous step).
- Wi-Fi password:
  - *Password*: select to enter the network security key (passphrase).
  - enter the network security key (passphrase).
  - OK : validate.
  - ⟫ or OK : access to next step (⟪ : access the previous step).
- Depending on the success of the connection, you can:
  - ✓ Validate this configuration if the connection is successful. Following a reboot, your phone is using the configured wireless network.
  - ⟪ Go back to change password or select another access point.
  - ✖ Exit the wizard and resume normal startup (Wlan is switched off).
  - *Advanced*: open the advanced wireless settings (manual configuration without wizard).

[1]RAY BAUM'S Act emphasizes the importance of making dispatchable location information from all emergency calls available, regardless of the technological platform used.

After configuring WLAN, it is always possible to restart the wizard:

- Restart the desk phone.
- ⚙ Select the settings icon displayed at the bottom left of the screen during the boot (after a few seconds).
- *WLAN wizard*: Start the WLAN wizard.
  The new configuration will replace the old one.

3.2.3 Manual configuration without wizard

You can manually configure your desk phone to connect to the selected Wi-Fi access point (SSID) without using the wizard. Before configuring your phone, you need to know the name and the network security key (passphrases) of the Wi-Fi access point.

- To enable the WLAN, disconnect your desk phone from the Ethernet.
- Plug in the ALE-108 (see chapter: ALE-108 Wireless Module).
- Access to the administration menu of the desk phone.
- *Network*
  - o *Wireless Network ❯ Config*
  - o *Wifi config*: press repeatedly until you set the value: *User only*
  - o 💾 Validate.
  - o *Wifi scanning*
    - ▪ *Sort order*: sort the result by power or name.
    - ▪ *Filter*: apply a filter to the results.
      - *None*: all scanned SSIDs are listed.
      - *Register*: only SSIDs that are still registered are listed.
      - *Unregister*: only already-registered SSIDs are listed.
      - *Autoconf*: only auto-configured SSIDs are listed.
      - *2.4 GHz only*: only 2.4 GHz SSIDs are listed.
      - *5 GHz only*: only 5 GHz SSIDs are listed.
    - ▪ 💾 Wi-Fi access points are listed (SSIDs) depending on the filter:
      - The characters displayed before the SSID name represent the signal strength: the higher the number of characters displayed (one to three), the better the signal.
      - The displayed character indicates whether the SSID is new (+), already saved (#), defined in the configuration file (@) or currently in use (*).
    - ▪ Select the SSID.
    - ▪ *Register*
    - ▪ Select to enter the network security key (passphrase).
    - ▪ 💾 Validate.
    - ▪ 💾 Validate.
    - ▪ Check the connection by selecting: *Check ❯ Check connection*.
    - ▪ ⬅ Select this icon until you see the exit icon.
  - o ⎋ Exit the administration menu and the phone will be automatically restarted.
- Your phone is using the configured wireless network.

3.2.4 Manage wireless network

3.2.4.1 Display WLAN information

- ⊟i : open the user local menu.
- *WLAN Status*: display information about the WLAN (access point (SSID), channel, quality, …).

3.2.4.2 Define the Wi-Fi access point to be used

- Access to the administration menu of the desk phone.
- *Network*
    - o *Wireless Network* ❯ *Config*
    - o *Wifi config*:
        - ▪ *Auto only*: only the automatically configured access point is used.
        - ▪ *User only*: only the manually configured access point is used.
        - ▪ *Auto & User*: all defined access points are used.

3.2.4.3 Define the country where the phone is installed

- Access to the administration menu of the desk phone.
- *Network*
- *Wireless Network* ❯ *Settings*
- *Enable IEEE 802.11d*: uncheck the option.
- Enter the two-character country code.
- 💾 Validate.
- ← Select this icon until you see the exit icon.
- ↩ Exit the administration menu and the phone will be automatically restarted.

3.2.4.4 Open the Wi-Fi manager

- Access to the administration menu of the desk phone.
- *Network*
- *Wireless Network* ❯ *Config*
- *User networks:* saved wireless networks are listed.

Add new network

- *<<Add new network>>*: registering a new user network.
- Enter all SSID information: name, authentication type, ID, password, …).
- 💾 Validate.
  The new network is added to the network list.

Modify network

- Select the network to modify.
- *Modify*
  All information except the name and authentication method can be edited (the password and the security protocol are hidden, but it is possible to enter new ones).
- 💾 Validate.

Remove network

- Select the network to remove.
- *Remove*
- ![icon] Validate.

Check connection

- Select the network to check.
- *Check*
- ![icon] Validate to check the connection. The new state is displayed.
- The phone will reboot automatically after checking the connection.

3.2.5 Enable the WLAN / Disable the WLAN

You can simply enable/disable the WLAN by connecting/disconnecting the desk phone to Ethernet.

You can also manually disable the WLAN as follows:

- Access to the administration menu of the desk phone.
- *Network*
  - o *Wireless Network ❯ Wireless network*
  - o *Enable WLAN*: press repeatedly until you set the value: *OFF* (depending on the system configuration, an administrator password is requested to access this menu).
  - o ![icon] Validate.

3.3 Beacon: using your desk phone for geo-localization in the enterprise

Your desk phone can behave as a beacon, by periodically emitting data, using BTLE (Bluetooth® Low Energy) technology (it has a built-in beacon).
A beacon is a small Bluetooth® radio transmitter. it repeatedly transmits a single signal that other devices can use. A Bluetooth®-equipped device like a DECT or a smartphone, can detect a beacon once it's in range.

There are many applications for localization with beacon. For example, isolated worker protection is becoming more and more a concern for companies. But an infrastructure is necessary to locate device used by the worker inside the enterprise, and can be expensive. Therefore, the enterprise can use each desk phone in the site to create an infrastructure of beacons.
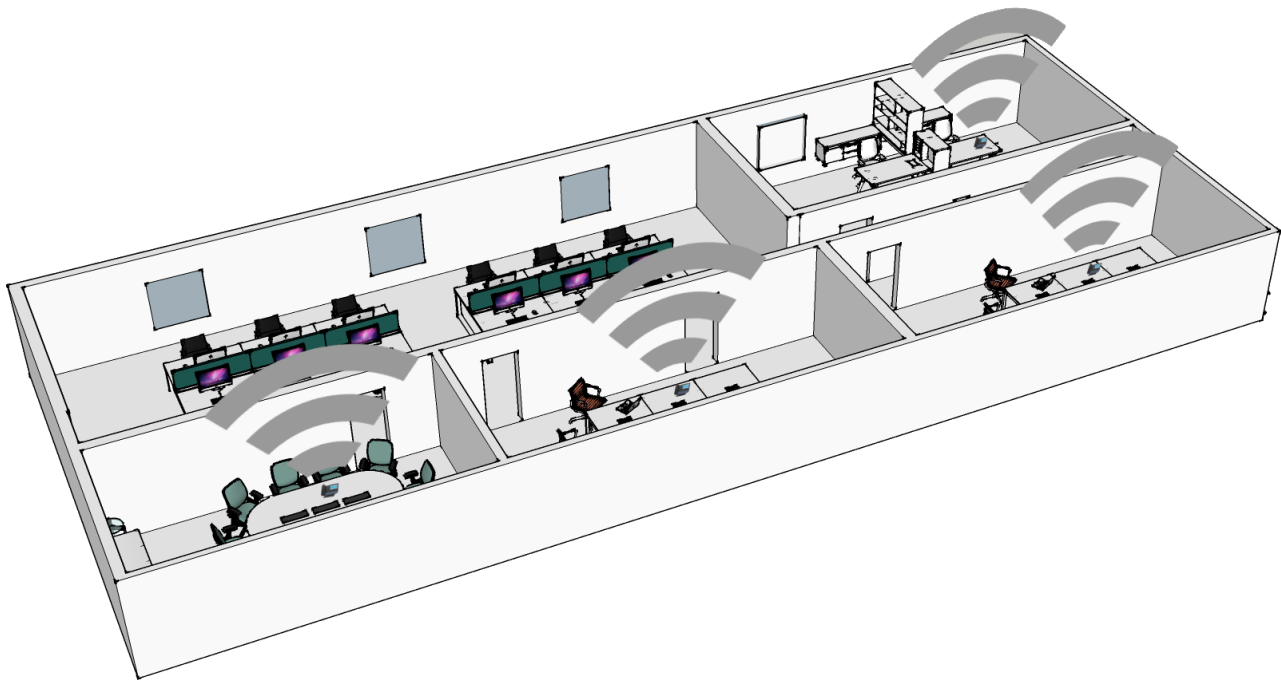
This feature is available if it is equipped with the Wireless module cartridge (ALE-108 Wireless Module). Your administrator can enable or disable beacon feature (see: Contacting your administrator).

3.4 Visual Notification Assistant (VNA)

The purpose of the VNA feature is to allow instant distribution of an audio message (notification) to all members of a group (large or not) defined by the administrator. Your desk phone can be used to broadcast an urgent message to the greatest number of employees. The broadcasted audio message will be played instantly and simultaneously on each phone. This feature depends on the phone configuration and the company infrastructure.

Two modes can be configured by the administrator depending on the working environment:

- Loud:
    - o you are alerted of the incoming notification by the pop-up window displayed on the screen.
    - o The notification is played on the phone loudspeaker. The message volume is higher than the volume you set in the phone settings (level + 2).
    - o After the notification, the phone returns to its initial state.
- Discreet:
    - o You are alerted of the incoming notification by the pop-up window displayed on the screen and the audio signal (beep), asking to select the device to use to listen to the notification (handset, headset or loudspeaker). The pop-up window indicates the active device which will be used to play the notification.
    - o The notification is played on the selected device or the active device if you are in conversation. In case of hands-free, you can select the device to listen the notification. The defined volume in the phone settings is used.
    - o After the notification, the phone returns to its initial state.

If you are in conversation, the local and distant audio call are muted while the notification is playing. You recover your call after the notification if the call is still active.

You can interrupt the notification to make for example an emergency call by pressing twice on the release key. First press, a pop-up window is displayed asking you to confirm the action by pressing again the release key.

4 Programming your telephone

4.1 Initializing your voice mailbox

- Light flashes (blue).
- ☎
- Enter your personal code then record your name according to voice guide instructions.

Your personal code is used to access your voice mailbox and to lock your telephone.
A weak personal code will be rejected by the system:
- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).
Make sure you choose a strong password with at least 4 digits. The list of weak passwords provided does not contain all the possibilities.

4.2 Customizing your voice greeting

You can replace the greeting message by a personal message.

- ☎
- *Voice mail / New voice message / x New voice messages*
- Enter your personal code.
- *Perso options* ❯ *Greeting msg* ❯ *Perso greeting* ❯❯ Record message.
- *End* ❯❯ End of recording.
- Use one of the following:
  - *Accept* ❯❯ Apply.
  - *Restart* ❯❯ Re-record a message.
  - *Replay* ❯❯ Replay message.

To return to the default message.

- *Normal prompt*

4.3 Modify the password for your phone set

- Reach the 'Menu' page.
- *Settings* ❯ *Phone* ❯ *Password*
- Old code (4 digits).
- *Apply*
- New code (4 digits).
- *Apply*
- Enter new password again to confirm.
- *Apply*
- 📞

This code acts as a password controlling access to programming functions and the user 'Set Locking ' function (code by default: 0000).
A weak personal code will be rejected by the system:
- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).
Make sure you choose a strong password with at least 4 digits. The list of weak passwords provided does not contain all the possibilities.

4.3.1 Modify the password for your voice mailbox

- [voicemail icon]
- *Voice mail / New voice message / x New voice messages*
- Enter your personal code.
- *Perso options › Password*
- New code (4 digits).
- *Apply*
- [call end icon]

As long as your voice mailbox has not been initialized, personal code is 0000.

A weak personal code will be rejected by the system:
- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).
Make sure you choose a strong password with at least 4 digits. The list of weak passwords provided does not contain all the possibilities.

4.4 Adjusting the audio functions

- Reach the 'Menu' page.
- *Settings › Phone › Ringing*
- Enter your password (if required) and apply.

4.4.1 Choose the tune

The compatible desk phone offers a choice of key ringtones including 16 new Super Wide Band ringtones.

- Select the type of call to which the ringing is to be associated.
  - ○ *Internal call*
  - ○ *External call*
- Select the melody of your choice (32 tunes).
- [OK icon]
- [call end icon] End / [back arrow icon] or [left arrow icon] To adjust other audio features.

One ringing is louder than the others and can be used in noisy environments.

4.4.2 Adjusting the ringer volume

- *Level (Volume)*
- [volume +/- icon] Select the volume you want (10 levels).
- [call end icon] End / [back arrow icon] or [left arrow icon] To adjust other audio features.

One ringing is louder than the others and can be used in noisy environments.

4.4.2.1 Activate/deactivate silent mode

- *More options*
  - o ☐ *Silent mode* » To activate.
  - o ◼ *Silent mode* » To deactivate.
- [📞] End / [⬅] or [◁] To adjust other audio features.

4.4.2.2 Activate/deactivate meeting mode (progressive ringing)

- *More options*
  - o ☐ *Progressive ringing* » To activate.
  - o ◼ *Progressive ringing* » To deactivate.
- [📞] End / [⬅] or [◁] To adjust other audio features.

4.4.2.3 Activate/deactivate discreet ring mode

- *More options*
  - o ☐ *One beep before ringing* / ☐ *Three beeps before ringing* » To activate.
  - o ◼ *One beep before ringing* / ◼ *Three beeps before ringing* » To deactivate.
- [📞] End / [⬅] or [◁] To adjust other audio features.

4.4.2.4 Adjust ringer volume while a call arrives

- Your telephone rings.
- [+][-] Adjusting the ringer volume.

4.5 Audio ambiences

Your desk phone provides 4 audio ambiences for a more personalized and enjoyable use. Depending on the selected ambience, the bass or treble will be more present, the range of frequencies used will be greater or less.

The audio ambience can be changed when the desk phone is in idle state or during a conversation (except if you are in conversation via the USB audiohub).

- [≡i] › *Audio* › *Ambiences*
- Select the desired ambience.
  - o *Neutral:* no filter.
  - o *Bass Boost:* the bass feeling is reinforced.
  - o *Clarity:* the treble are more present, the sound is clearer.
  - o *Legacy:* the audio frequency range is reduced (for sensitive users at high or low frequencies).

The default ambience is: *Neutral.*

4.7.5 Set the delay before the screensaver is activated

- ⊟i › *Display* › *Screensaver*
- ➕ ➖ Set the time delay (default 4 hours) – 4h/1h/30min/15min/5min/1min.
- OK
- ☎

4.7.6 Activate or disable proximity detection

When this option is checked, the phone automatically detects when you approach it and switches to the idle state on the homepage (screen saver off and backlight on).

- ⊟i › *Display* › *Advanced* › *Proximity sensor*
- Activate or deactivate the feature.
- ☎

4.8 Selecting the welcome page

This function is used to choose the page displayed by default on the telephone.

- Reach the 'Menu' page.
- *Settings* › *Phone* › *Homepage*
- Enter your password (if required) and apply.
- Select the default page (Menu, Perso, Info, Last page seen…).
- OK
- ☎

4.9 Selecting language

- Reach the 'Menu' page.
- *Settings* › *Phone* › *Language*
- Enter your password (if required) and apply.
- Select the language of your choice.
- OK
- ☎

4.10 Programming keys for call numbers and functions (Perso page/F1 and F2 keys/Add-on keys)

abc If your desk phone is equipped with the magnetic keyboard, use it to enter letters. If not, use the alphanumeric keyboard to enter letters. Use the alphanumeric keyboard key to switch between the numeric and alphabetic keyboard. When in alphabetic mode, the LED corresponding to the key remains lit up. The ALE-500 Enterprise DeskPhone has a virtual alphabetical keyboard displayed on the lower half of the screen by sliding the screen to the left.

Depending on your desk phone, you can program:

- Softkeys of the Perso page.
- Keys/softkeys of the add-on module.
- F1 and F2 keys.
- Abc' key in case a magnetic keyboard is connected (ALE-400, ALE-300, ALE-100).
- 🔲, 🔲 Hold key (ALE-500)[1].
- 🔲, 🔲 Transfer key (ALE-500)[1].
- 🔲, Conference key (ALE-500) [1].

[1]This key depends on the system configuration and countries as United States. In the event that these keys are used for the hold, transfer and conference features, they are not programmable.

4.10.1 Program a key

If the key is not programmed yet:
- Select the key to program.
- Enter your password (if required) and apply.
- Use one of the following:
  - ○ *Speed dial* ❯❯ To program a number.
  - ○ *Services* ❯❯ To program a function.

If the key is already programmed:
- 🔲 long press (oR Reach the 'Menu' page ❯ *Settings* ❯ *Phone* ❯ *Key program* ❯ *Perso page*)
- Select the key to program.
- Enter your password (if required) and apply.
- Use one of the following:
  - ○ *Speed dial* ❯❯ To program a number.
  - ○ *Services* ❯❯ To program a function.

To program a number
- *Speed dial*
- Enter the number.
- *Apply*
- For a softkey (perso page or add-on), enter the name of the key.
- *Apply*
- 🔲

To program a function
- *Services* ❯❯ Follow information displayed on the screen.
- 🔲

4.10.2 Icon description / LED description
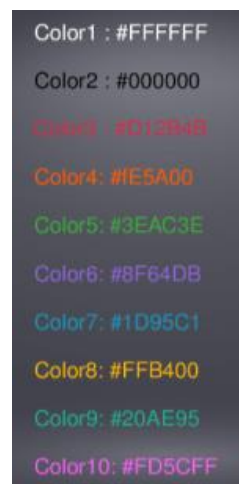
The icons displayed depend on the system configuration. Some keys must be programmed by your administrator. Led behavior may differ depending on the system configuration. For more information, contact your installer or administrator.

Call icons		LED description (ALE-300 / ALE-120)
📞	You receive an incoming call from the programmed contact.	Off
📞	You are in conversation with the programmed contact.	Off
⏸	You place the programmed contact on hold.	Off
❌	Do not disturb your programmed contact.	Steady blue
The following icons are displayed when you define a service on a programmable key.		
☑	Feature activated.	Steady blue
☐	Feature disbled.	Off
👤➡	Assistant away.	Steady blue
📞➡	Supervised contact.	Off

4.11 Customize the color and the style of programmable softkeys

You can customize the color and style of the softkeys of the perso page and the add-on modules by inserting a prefix in front of the label of the softkey.

When you program a softkey, add the prefix to the name of the softkey to customize it.

The prefix depends on the software version and are defined as follow: • \C: color The prefix is followed by a number between 1 and 10 which defines the color. • \B: bold.	The numbers for each color are as follows: Color1 : #FFFFFF Color2 : #000000 Color3 : #D12B4B Color4: #fE5A00 Color5: #3EAC3E Color6: #8F64DB Color7: #1D95C1 Color8: #FFB400 Color9: #20AE95 Color10: #FD5CFF Use the color number 0 to go back to the default color.

As a reminder, if you are using the alphanumeric keyboard: '\' is displayed by pressing '0' successively, long press on '*' allows to display capital letters.

Use cases:

- SOS (Orange): \C4SOS
- SOS (Red, bold): \C3\BSOS

4.12 Modify a programmed key

- ⌷**≡i** long press (Or Reach the 'Menu' page ❯ *Settings* ❯ *Phone* ❯ *Key program* ❯ *Perso page*)
- Select the key to modify.
- Enter your password (if required) and apply.
- *Modify*
- ⌷📞

4.13 Delete a programmed key

- ⌷**≡i** long press (Or Reach the 'Menu' page ❯ *Settings* ❯ *Phone* ❯ *Key program* ❯ *Perso page*)
- Select the key to delete
- Enter your password (if required) and apply.
- *Delete*
- ⌷📞

4.14 Programming an appointment reminder

You can define the time of a temporary reminder (one in 24 hours).
- Reach the 'Menu' page.
- *Appointment*
- Enter time of appointment.
- Use one of the following:
  1. To define this appointment in your phone, hang up.
  2. If the destination of the appointment reminder isn`t in your phone, dial the number of the destination set. Apply
- ⌷📞

⏱ The 'Appointment programmed' icon is displayed on the welcome page of the phone that will be alerted.
At the programmed time, your phone rings:

- **OK** / ⌷📞

If your calls are forwarded to another terminal, the forward is not applied to the reminder call.

To cancel your reminder request:
- Reach the 'Menu' page.
- *Appointment* ❯ *Delete*
- ⌷📞

The 'Appointment programmed' icon disappears from the welcome page.

4.15 Call the associated set

The number of another set can be associated with your set number (see: Modify the associated number). To call it:

- Reach the 'Menu' page.
- *Settings › My services › Consultation › Associate services › Call associate*

4.16 Forward your calls to the associated number

If you have previously defined an associated number, you can forward your calls to this number.

- Reach the 'Menu' page.
- *Settings › My services › Consultation › Associate services*
- Use one of the following:
  - ○ *Overflow to associate* ›› For forwarding when you do not answer.
  - ○ *Overflow if busy to associate* ›› For immediate forwarding when your line is busy.
  - ○ *Ovflow busy/no rep to assoc* ›› For forwarding if you do not answer or if you are busy.
  - ○ *Deact overflow to associate* ›› To cancel the forwarding to associate function.
- *Apply*

📞⇨: You can also use the forwarding service to forward your calls to the defined associated number.

4.17 Modify the associated number

The associated number can be a phone set number, the voice mail number or the pager number.

- Reach the 'Menu' page.
- *Settings › My services › Associate*
- Enter your password.
- *Apply*
- *Modify*
- Select the new associated number.
  - ○ Enter the new associated number.
  - ○ *Speed dial*

4.18 The Tandem configuration

This configuration lets you group sets under a single phone number. Your set is then the main set and the other sets, usually a DECT, a remote extension, a DeskPhone or softphone, are secondary sets. Each set has its own directory number, but the tandem number is that of the main set. When you receive a call, all sets ring simultaneously. When one of the sets answers, the other sets stop ringing. When all the lines of the main set are busy, the secondary sets don't ring. A secondary set can still be called by its own number, but in this case, the tandem function will no longer be taken into account. Most of the functions are common to all sets, for example: forwarding, meet-me reminder, the various messages, etc., while others are specific to each set, for example: individual directory, last number redial, out of service, locking, etc. Tandem mode supports up to 4 secondary devices.
For more information regarding this configuration, contact the person in charge of your installation.

4.19 Create, modify or consult your interphony list (max. 10 numbers)

- Reach the 'Menu' page.
- *Settings* ❯ *My services* ❯ *Interphony*
- Enter your password.
- Select an entry.
- Follow the on-screen instructions.

4.20 Install a USB accessory (Headset, Handsfree, Loudspeaker)

- Connect the accessory to the USB connector.
- When you plug the accessory in the USB port, the USB accessory is automatically detected. If an another accessory is already connected with the same function (USB or Bluetooth® if available), a popup asks you to select your preferred accessory to use for this function.

If you are using a Bluetooth® headset provided with a Bluetooth® USB dongle, you can connect the headset to the USB connector. Use and connectability depend on the vendor of the headset.

4.21 Installing a Bluetooth® Wireless Technology headset (pairing)

This feature is available if your desk phone is equipped with the wireless module (depending on the model of your desk phone). If it's not the case, the wireless module can be purchased separately: ALE-108 Wireless Module.

For more information about comptible headsets, see chapter: Accessories.

You can then answer a call using your Bluetooth® headset.

Before a Bluetooth® headset can be used, it must be paired to the terminal. Before performing the pairing operation, the headset must be in detectable mode.

Use one of the following:

- ⊟i ❯ *Bluetooth* ❯ *Search devices*
- Reach the 'Menu' page. ❯ *Settings* ❯ *Phone* ❯ *Local Menu* ❯ *Bluetooth* ❯ *Add device*

❯❯ Searching for Bluetooth® equipment. Wait for the detected equipment type and address to be displayed

- Select the relevant equipment.
- *Add**
- *Confirm* ❯❯ Acknowledgement message and display of the headset icon on the terminal screen.

* If a password is requested, refer to the user documentation supplied with the heaset.

4.22 Manage connected devices

All audio devices connected or integrated to the desk phone can be listed. Devices are listed according to 4 types of accessories: handset, headset, handsfree, loudspeaker. For each type of accessory, you can see how the device is connected. In the following example, the desk phone is equipped with one wired handset, two headsets (USB, default and Bluetooth®), one integrated hands-free module and one integrated loudspeaker module.

If no icon is associated with an accessory type, it means that no accessory of this type is connected to the phone.

4.22.1 List of connected devices

- Use one of the following:
    - long press
    - ❯ *Audio* ❯ *Devices*
- The list of connected devices is displayed. You can find information about the connector:
    - : USB.
    - : Hands-free/Loudspeaker.
    - : Handset.

4.22.2 Default device

If you have connected the same type of accessory onto different connectors (for example, one headset to the USB connector and one Bluetooth® headset), the list of used connectors is displayed for each type of accessory. You can select your preferred accessory to be used as the default accessory. The most visible icon is the default device.
In the following example a USB headset and a Bluetooth® headset are connected. The default device is the one connected to the USB connector.

- Use one of the following:
    - long press
    - ❯ *Audio* ❯ *Devices*
- The list of connected devices is displayed.
- Select the device with more than one connector icons.
- Select your preferred accessory
-

4.23 Using a Bluetooth® Wireless Technology headset

This feature is only available when your desk phone is equipped with ALE-108 wireless module. Otherwise the corresponding menu is not displayed or is inactive.

Refer to the user documentation supplied with the headset.

4.24 Display all paired Bluetooth® devices

This feature is only available when your desk phone is equipped with ALE-108 wireless module. Otherwise the corresponding menu is not displayed or is inactive.

- [≡i] › *Bluetooth®*
- *Devices* » Display of the different equipment paired.

4.25 Removing a Bluetooth® accessory (headset, handset, etc.)

This feature is only available when your desk phone is equipped with ALE-108 wireless module. Otherwise the corresponding menu is not displayed or is inactive.

- [≡i] › *Bluetooth®*
- *Devices*

» Display of the different equipment paired.

- Select the equipment to be removed.
- *Remove*
- [☎]

Message acknowledging the equipment has been removed.

4.26 Contacting your administrator (Technical support)

If necessary you may need to contact your administrator.
Before contacting your administrator, make sure you have information such as your phone's codes and software version to hand.

4.26.1 Date code / Technical code

The codes are located on the foot of the phone. This label is an example and does not represent the one placed on your phone.

PN	Product number / Technical code.
SN	Serial number / Date code.

4.26.2 Software version

The software version can be viewed on the phone by following this path:

- Use one of the following:
  - ⊙ 〖≡i〗 › *About* › *Software*
  - ⊙ Reach the 'Menu' page › *Settings* › *Options* › *Version*

4.26.3 Hardware model

The hardware model can be viewed on the phone:

- 〖≡i〗 › *About* › *Hardware* (If available on your phone).

4.26.4 Documentation

Display a QR code to directly access documentation for your desk phone. Scan the QR code and open the URL in your favorite web browser.

4.26.5 Rainbow

Display a QR code to directly access the Rainbow™ homepage. Rainbow is the cloud-based collaboration application that connects you with your business community.

4.26.6 Send your desk phone or your add-on module to support

⚠ Please remove customization kit before sending back your desk phone or your add-on module to hardware support as hardware support will send back a generic phone. Please refer to the accessories section to see how to remove the customization kit.

4.26.7 Legal notice

Display regulatory information about your desk phone.

Use one of the following:

- 〖≡i〗 › *Legal*.
- ⚙ Select the settings icon displayed at the bottom left of the screen during the boot (after a few seconds) › *Legal*.

4.26.8 Phone auto test

The auto test of the phone is a quick hardware test of the sound, the display and the LEDs. It lets the user do the first tests directly from the desktop.

- The phone is switched on and connected.
- Reach the 'Menu' page.
- *Settings* › *Options* › *Phone test*
- Auto test has started.
- 〖📞〗To stop the auto test.

4.26.9 Access to administrator configuration

Your administrator can access to the phone configuration. Depending on the system configuration, an administrator password is requested to access this menu.

- ⌐≡i⌐: open the user local menu.
- *Config. MMI*

The User Local menu can also be accessed from the system MENU: Reach the 'Menu' page ❯ *Settings* ❯ *Phone* ❯ *Local Menu*

- This section allows the administrator to set or consult:
    o IP parameters: *IP Parameters* ❯ *IP Status*
    o DHCP option: *IP Parameters* ❯ *IP Config*
    o Phone memory: *IP Parameters* ❯ *Memories*
    o Used network (wired or wireless): *Network*
    o Wired network configuration: *Network* ❯ *Wired network*
    o Wireless network configuration: *Network* ❯ *Wireless network*
    o VPN configuration: *VPN*
    o Security: *Security*
    o Software information (version, run mode): *Software infos*
    o Hardware information (MAC, CPU): *Hardware infos*
    o Beacon activation: *Hardware infos* ❯ *Bluetooth infos* ❯ *BT Beacon*
    o Software update mode: *Software infos* ❯ *Upgrade*
        ▪ *Enable software upgrade*: upgrade via network (system).
        ▪ *Upgrade from USB now*: use a USB drive to upgrade the software when you restart the desk phone.
    o All logs: *Servicing*
    o Factory configuration: *Reset to Defaults*

4.26.10 Auto upgrade the desk phone via USB key

The desk phone updates automatically by downloading new binary from the communication server, however, it is possible to do this using a USB-C key. The key has to be formated in FAT32 mode.

- Create an empty text file on the USB key: upgrade.auto
  Please check that the file does not have the.txt extension (especially when the file extension is hidden in system preferences).
- Create a directory on the USB key: upgrade
- Copy binary files into the new directory (the file names are given as an indication):
    ▪ bin86x8P
    ▪ noe86x8P
- Insert the USB key in the corresponding USB-C slot.
- Reboot the phone (the led is blinking during upgrade).

4.26.11 Auto update the ALE-160 Bluetooth® Handset via USB key

The desk phone automatically updates the ALE-160 but it is possible to do it via a USB-C key. The key has to be formated in FAT32 mode.

- Create a directory on the USB key: upgrade
- Copy binary files into the new directory (the file name is stated as an indication):
    - ALE-160-OTA-xxxxx.bin
- Insert the USB key into the USB-c slot of the desk phone (see chapter: ALE-160 WB Cordless Handset).
- The handset will start the update in background.

4.26.12 Auto update the ALE-120 Key Expansion Module via USB key

The desk phone automatically updates the ALE-120, however, it is possible to do this using a USB-C key. The key has to be formated in FAT32 mode

- Create a directory on the USB key: upgrade
- Copy binary files into the new directory (.img):
- Insert the USB key into the right side USB-C slot (3) of the add-on module (see chapter: ALE-120 Key Expansion Module).
- If a more recent version is detected, the update will be performed automatically.

4.26.13 Copy logs on USB drive

You can use an USB-C key. The key has to be formated in FAT32 mode.

- Insert the USB key in the corresponding USB-C slot.
- 　≡i 〉 *Config. MMI › Servicing*
- *Copy logs on USB drive*
- Enter password.
- 💾 Validate.
- Select the choice:
    - ○ *Copy logs now*: copy the log onto the USB key.
    - ○ *Copy logs before reboot*: each time the phone resets, logs will be copied onto the UBS key.
    - ○ *Copy logs using Multikey*: logs will be copied onto the USB key when you press the following keys simultaneously:
        - ALE-500: [📼] [←] .
        - ALE-400, ALE-300: [👥] [📼] [←] or [abc] [📼] [←] .
- A pop-up is displayed to inform you that the request has been taken into account.

5 Accessories

The ALE-supported accessories are intended to work smoothly on most/all of our clients (hardphones, softphones). The list of accessories presented in this document is not contractually binding and may be modified without prior warning.

5.1 List of accessories

For more details about references, consult chapter: Ordering information.

5.1.1 USB accessories

- AH 21 M II Premium headset monaural USB-C USB-A
- AH 22 M II Premium headset binaural USB-C USB-A
- ALE-100 Keyboard
- ALE-120 Key Expansion Module

5.1.2 Bluetooth® accessories

- ALE-108 Wireless Module (cartridge)
- ALE-160 Cordless Handset
- ALE-161 Cordless Handset Battery Pack

5.1.3 Other headsets

Compatible headsets are validated by the Developer and Solution Partner Program (DSPP) (see chapter: Third parties headset certified in Developer and Solution Partner Program (DSPP)).

5.1.4 Other accessories

- Handset: ALE-150 Corded Handset
- Wall mounting kit: ALE-110 Wall Mounting Kit
- Phone customization kits:
    - ALE-140 Factory Customization Kit (gray)
    - ALE-140 Azur Customization Kit (light blue)
    - ALE-140 Ruby Customization Kit (Red)
    - ALE-140 Neptune Customization Kit (dark blue)
- USB external ringing interface module (USB Interface module 2 relays).
- Cable: Ethernet cable RJ45/RJ45.
- Power supply: USB-C PD 5V/3A Power Supply.

5.2 ALE-160 WB Cordless Handset

To use the Bluetooth® handset, your desk phone must be equipped with ALE-108 Wireless Module. The Bluetooth® settings menu is displayed only if the module is installed. The Bluetooth® feature must be enabled.

5.2.1 Description

1	Power button / Line key Switch the device on/off: press and hold to switch the device on/off. If voice prompts are enabled, you hear: "Power On / Power Off". Short press the line key to take or terminate a call. The handset automatically goes into detection mode (pairing mode) if it is not already paired with a desk phone (initial start-up or reset).
2	Mute button During a call, press this key to stop your contact from hearing you.
3	Volume up and down boutons +: Increase the volume during conversation by pressing this key in quick succession. -: Decrease the volume during conversation by pressing this key in quick succession.
4	Wideband earpiece.
5	Super wideband microphone, with led.
6	LED.
7	Battery compartment.

If the Bluetooth® handset is on its base, you do not need to press the line key to take or terminate the call. Just pick up/hang up the Bluetooth® handset.

The battery recharges when the Bluetooth® handset is on its base. When you put the handset on its base, the LED turns on briefly and turns off again when the battery starts to charge. The battery autonomy is more than 10 hours in conversation, and 50 hours in idle state. Charge the battery for about 6 hours before initial use.

If you are not going use the handset for a long time, we recommend to switch off the device and disconnect the battery.

5.2.2 Unboxing

- ALE-160 WB Cordless Handset.
- Battery pack placed on the handset.
- Safety and regulatory instructions.

5.2.3 LED

The LEDs are placed on the top of the handset and over the microphone (synchronized, same meaning). Blue, red and purple colors are used to inform you about the status of the handset.

Handset not paired	Steady purple
Pairing mode, waiting for connection	Fast blinking red and blue
Idle state, not charging	Switched off
Incoming call (the phone is ringing)	Blinking blue
In conversation	Steady blue
Microphone switched off (mute)	Steady red
Out of coverage	Flashing red
Start charging	Blue then switched off
Low battery	slow blinking red
Upgrading	Slow blinking blue
Successful/missed upgrade	Fast blinking blue (sucessfully)/ red (missed) during 5s

5.2.4 Installing or replacing the Bluetooth® handset battery
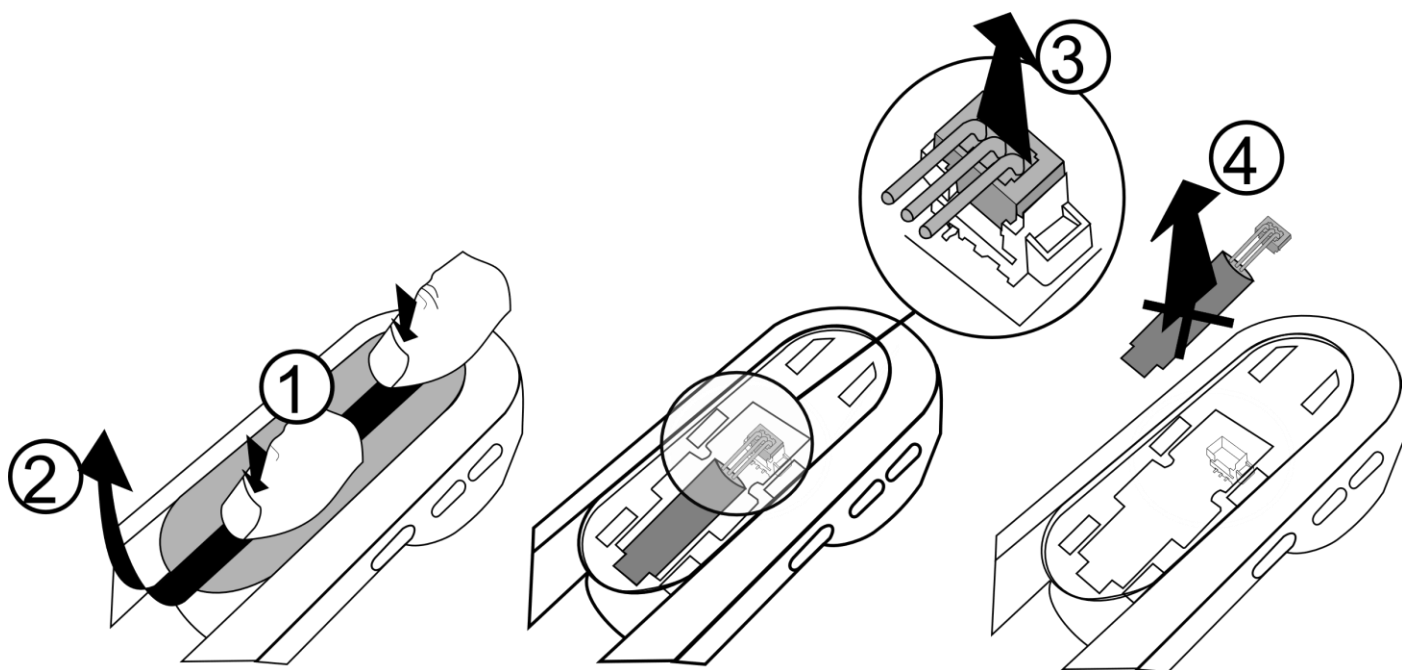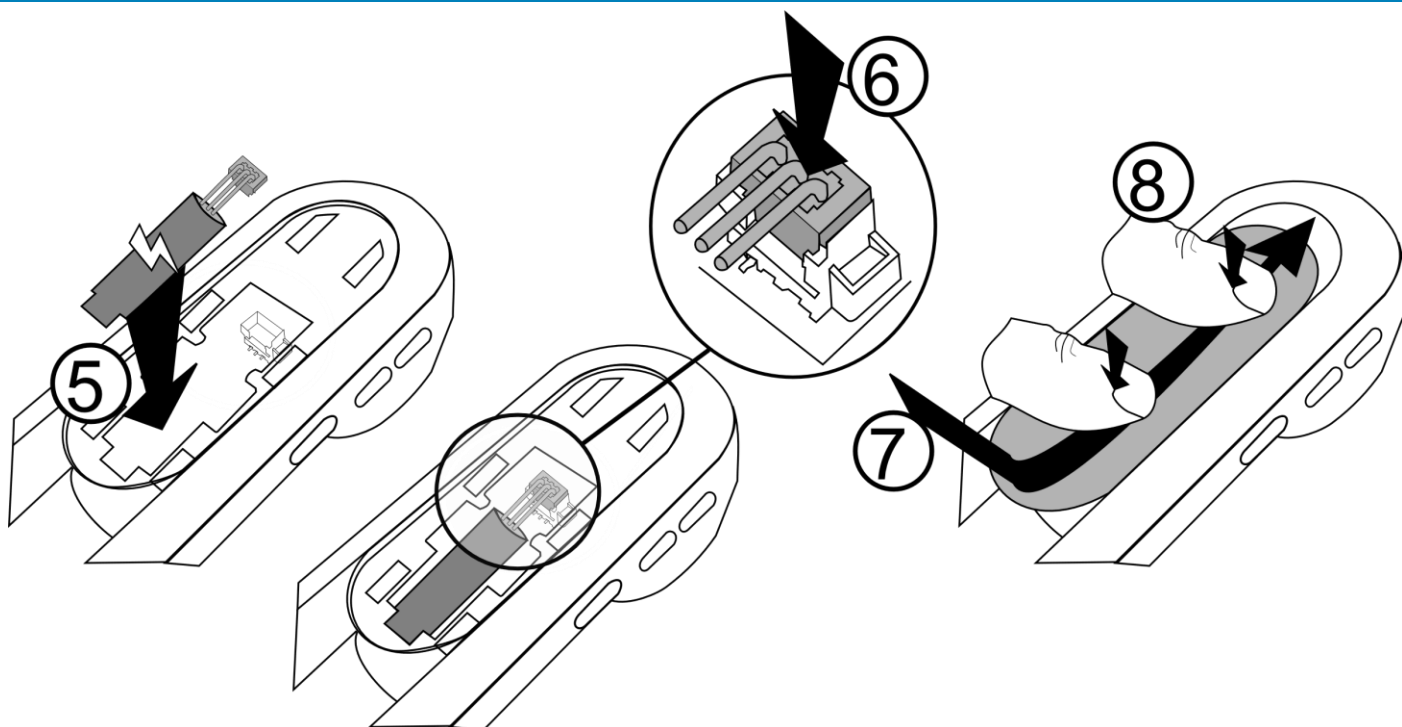
To replace the battery, with the handset turned off:

1	Press, then slide the piece towards the bottom of the device a few millimeters with your thumbs.
2	Remove the piece by lifting it. Be careful not to break the clips.
3, 4, 5, 6	Disconnect the old battery and replace it with the new one by joining the 2 connectors.
7	Place the piece by respecting the notches.
8	Slide the piece to the top of the hands a few millimeters with your thumbs.

A spare battery can be ordered from your business partner: ALE-161 WB Cordless Handset Battery Pack.

5.2.5 Enable Bluetooth®

You must enable Bluetooth® if it is not already activated.

- ☰¡ ❭ *Bluetooth*
- *Enable*: Activate Bluetooth® (check the box).
- Enter password.
- 📞

5.2.6 Pairing and connecting the Bluetooth® wireless handset

Before the Bluetooth® handset can be used, it must be correctly paired to the terminal. Pairing will create a wireless link between the Bluetooth® wireless handset and the desk phone.

5.2.6.1 Easy pairing

Your device is designed to easy pair with the desk phone. Just place the handset on its base ('on-hook' position), it is automatically paired with the desk phone.

If the handset is already paired with another desk phone, first unpair the handset with the previous desk phone, or reset the handset (Simultaneously press the Power and Volume + keys). Then place the handset on its base.

5.2.6.2 Usual pairing

1- Put the handset in detectable mode:
- The device is not paired: switch on the device. The device is directly in pairing mode.

2- Set your desk phone to 'discover' the Bluetooth® wireless handset

- Use one of the following: ☰i 〉 *Bluetooth*
- *Search devices*

3- Connect the handset with the desk phone
- Searching for Bluetooth® equipment. Wait for the detected equipment type and address to be displayed.
- Select the Bluetooth® wireless handset displayed in your desk phone: "ALE-160 BT Handset".
- Add the device by selecting the relevant menu on your desk phone: *Add*.
- If voice prompts are enabled, you hear: "Device connected". The following message is displayed on the screen: "Device added".

The handset is correctly connected if it appears in the list of connected devices on your desk phone. Press the Line key of the handset to test the connection, your desk phone will prompt you to enter a number.

Please contact your installer if you encounter any problems. Before contacting your installer make sure you have information such as the serial number, the date code and the technical reference that you can find on the battery.

5.2.7 Information about the connected handset and the battery level

- The handset is connected.
- ☰i 〉 *Bluetooth* 〉 *Devices*
- Select the relevant device: "ALE-160 BT Handset".
- *Information*
- Display information as the MAC address, software version, serial number and battery level.

5.2.8 Voice prompts

The voice prompts help you to manage functions of the handset.
Examples of voice prompt: "Power On", "Power Off", "Device connected", "Device Disconnected", "Battery low", "Mute on", "Mute off", "English language", "Pairing mode, waiting for connection".
Voice prompts are available in 8 languages (English, French, German, Italian, Japanese, Chinese Mandarin, Russian, Spanish). The default language is English. To hear the prompt, the handset has to be near your ear.

5.2.8.1 Define voice prompts language

- The handset is connected.
- ☰i 〉 *Bluetooth* 〉 *Devices*
- Select the relevant device: "ALE-160 BT Handset".
- *Language*
- Select the language of your choice
- 📞

Next language: press simultaneously on Mute and Volume + keys.
Previous language: press simultaneously on Mute and Volume - keys.

5.2.8.2 Activate/deactivate voice prompts

- The handset is connected.
- ☰i 〉 *Bluetooth* 〉 *Devices*
- Select the relevant device: "ALE-160 BT Handset".
- *Voice Prompt*: check/uncheck the box to activate/deactivate the voice prompts.
- 📞

Activate/deactivate: press simultaneously on Mute and Power keys.

5.2.9 Activate/deactivate the beep touch instead of the voice prompts

- The handset is connected.
- ☰i 〉 *Bluetooth* 〉 *Devices*
- Select the relevant device: "ALE-160 BT Handset".
- *Key Beeps*: check/uncheck the box to activate/deactivate the key beeps.
- 📞

5.2.10 Locate your handset

Press this key to locate your handset:

- The handset is connected.
- ☰i 〉 *Bluetooth* 〉 *Devices*
- Select the relevant device: "ALE-160 BT Handset".
- *Locate*
- The handset is ringing and the message is displayed on the desk phone until you stop it.
- To stop: *Stop*

5.2.11 Remove the handset

- The handset is connected.
- ☰i ❭ *Bluetooth* ❭ *Devices*
- Select the relevant device: "ALE-160 BT Handset".
- Remove
- If voice prompts are enabled, you hear: "Pairing mode, waiting for connection". The following message is displayed on the screen: "Device removed".

5.2.12 Upgrade the handset

The paired Bluetooth® handset will be updated automatically if the desk phone installs a newer firmware release for the handset. While the update is loading, the handset can be used as normal. The progress of the update is displayed in the top bar. The handset completes its update when it is not in use (hung up, no incoming call), by restarting and connecting to the desk phone again.

5.3 ALE-150 SWB Corded Handset

5.3.1 Description

The ALE-150 SWB Corded Handset is a super wide band comfort wired handset.

5.3.2 Unboxing

- ALE-150 SWB Corded Handset.
- RJ11 cable.
- Safety and regulatory instructions.

5.3.3 Install a comfort wired handset
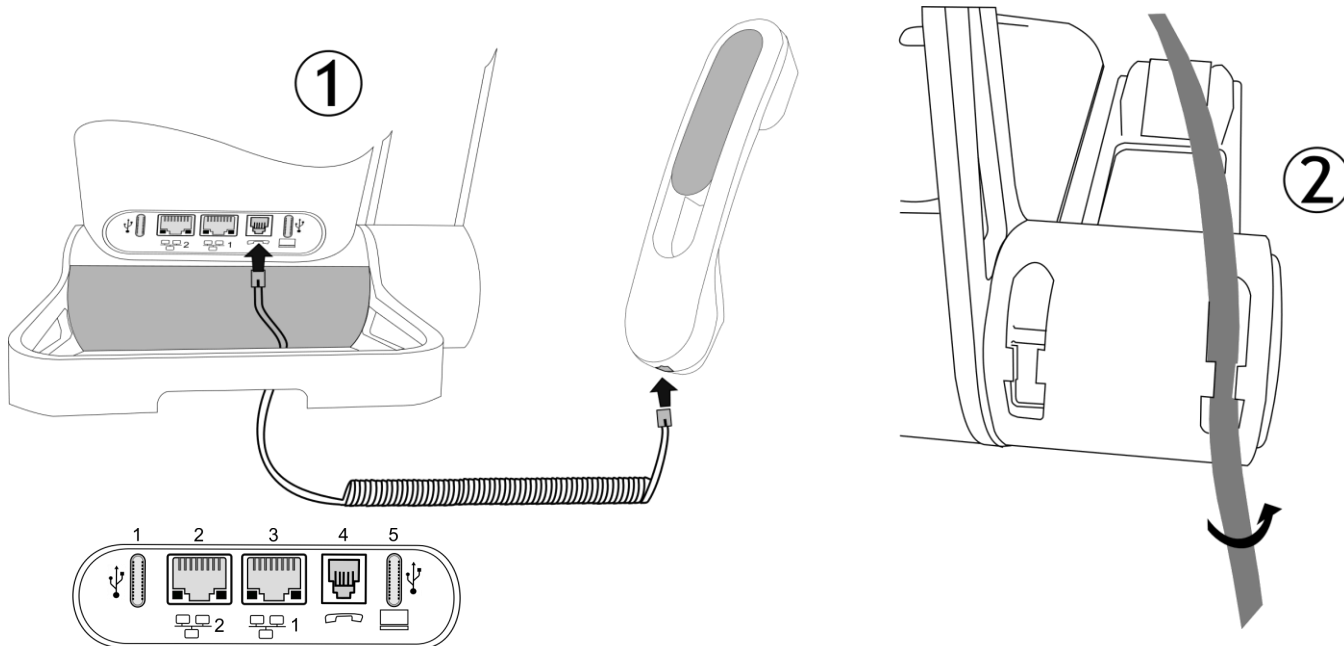
1. Plug-in the wired handset to the appropriate connector - connector number in the picture: 4. Pay attention to the cable direction: the long side is on the back of the desk phone.
2. Put the cable in the notch under the handset's base of the desk phone as described in the picture on the right. Twist the cable slightly against itself to help you to make it pass in the notch.

You can install a wired handset in place of the Bluetooth® Wireless Handset. To use a wired handset, make sure the BT handset is unpaired or powered off.

To remove the cable, twist the cable slightly against itself to help you release it from the notch.

5.4 Magnetic alphabetic keyboard: ALE-100 keyboard (USB)

5.4.1 Description

The keyboard depends on your country and languages. The magnetic keyboard is automatically fixed on the base of the set. It is connected to the corresponding connector behind the phone.

Country variants:

- AZERTY,
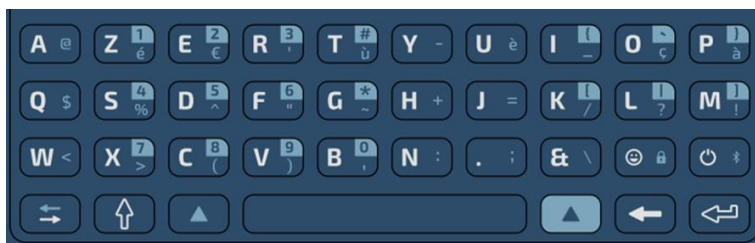
- QWERTY- QWERTZ.

5.4.2 Unboxing

- ALE-100 keyboard.
- Safety and regulatory instructions.

5.4.3 Installation

The keyboard automatically magnetizes under the phone. Connect the keyboard to the USB-C connector of the phone.
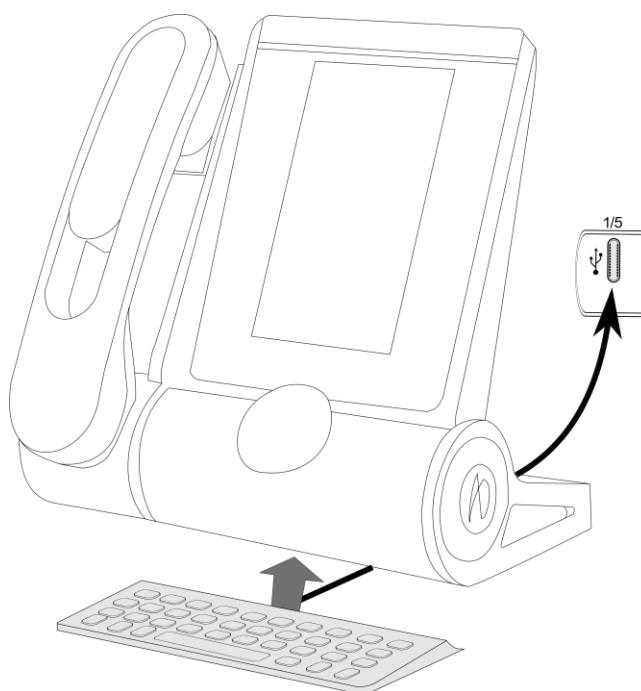
5.4.4 How to use the keyboard

Use the keyboard to enter text while configuring the phone. Access directly the dial by name feature by entering the name of your contact on the keyboard.

Below is a list of the function keys that allow you to access all the symbols.

⇧	Caps lock: to write text in capital letters. Maintain this key and press the letter to display in capital.
▲	To access specific and punctuation characters in blue on the keyboard. For example: F 6 .
▲	To access specific and punctuation characters highlighted in blue on the keyboard. For example: F 6 .
⇄	Cursor moving key (left, right). Allows you to navigate edited boxes. • ⇄ : Move the cursor to the right. • ▲ + ⇄ : Move the cursor to the left.
⏎	Enter key: to validate edited text.
←	Backspace key: to delete one character in an edit box.
☺🔒	Reserved for future use
⏻✲	Reserved for future use

Use cases:

F 6 : 'f' is displayed.

⇧ + F 6 : 'F' is displayed.

▲ + F 6 : ':' is displayed.

▲ + F 6 : '6' is displayed.

Use the international keyboard in QWERTZ mode

- Use one of the following:
  - o Use the alt key:
    - ▪ ▲ + Y z : 'z' is displayed.
    - ▪ ▲ + Z y : 'y' is displayed.
    - ▪ ▲ + B ß : 'ß' is displayed.
  - o Configure the desk phone to default to QWERTZ layout on the international keyboard. This means that the 'z' and 'y' are displayed without using the alt key by pressing the 'y' and 'z' keys on the keypad respectively.
    - ▪ ≡i ❭ *Display*
    - ▪ *German kbd*: Check this option to use the keyboard in QWERTZ layout (blue letters for some keys).
    - ▪ 📞

5.5 ALE-140 Customization kit

⚠️ Please remove customization kit before sending back your desk phone or your add-on module to hardware support as hardware support will send back a generic phone.

5.5.1 Description

The ALE-140 customization kit lets you change the color of your desk phone. A default kit is installed on your phone and you can purchase the other kits separately.

There are 4 colors:

- ALE-140 Azur Customization Kit (light blue)
- ALE-140 Factory Customization Kit (gray)
- ALE-140 Ruby Customization Kit (Red)
- ALE-140 Neptune Customization Kit (dark blue)

A kit is composed of 3 pieces:
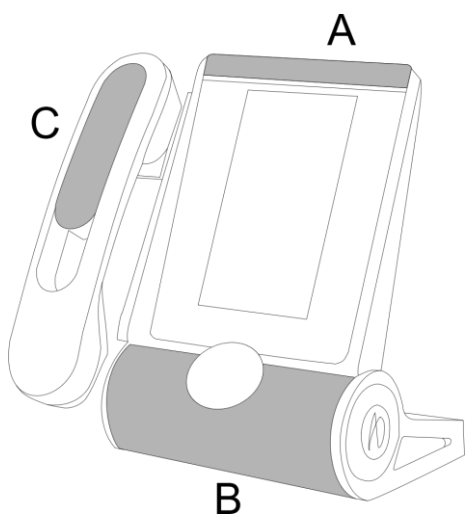
5.5.2 Unboxing

- ALE-140 Customization kit.
- Installation procedure.
- Safety and regulatory instructions.

5.5.3 Remove or install the customization kit

: No tools are provided with the kit. We just recommend using a thin, non-sharp object to facilitate unclipping the piece that covers the loudspeaker (B).
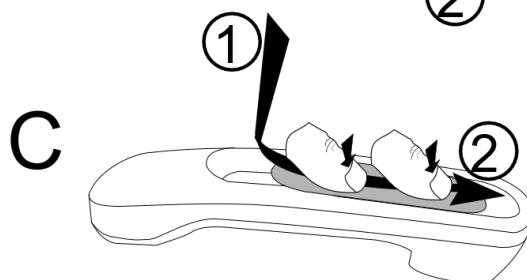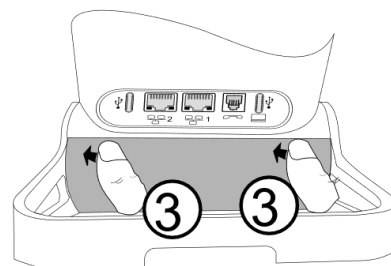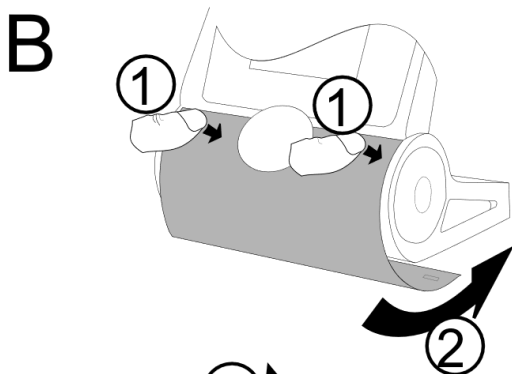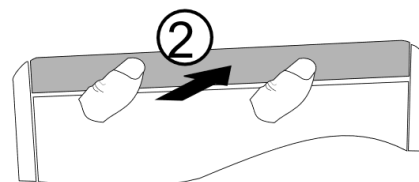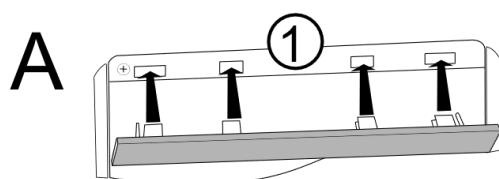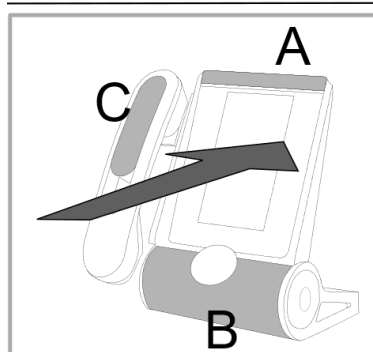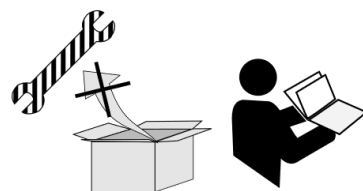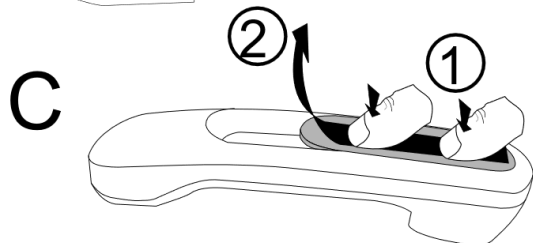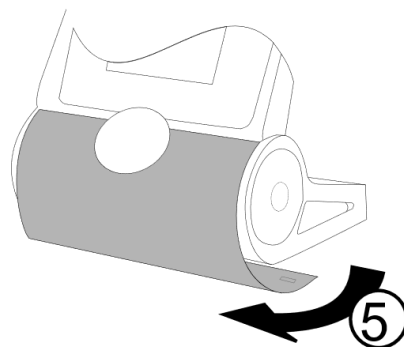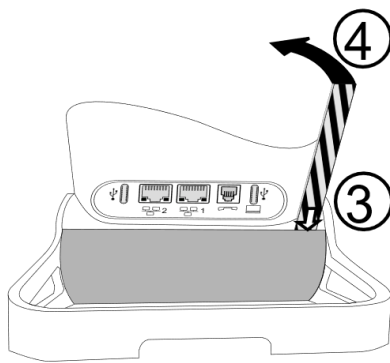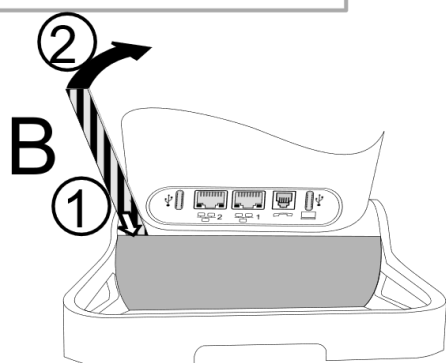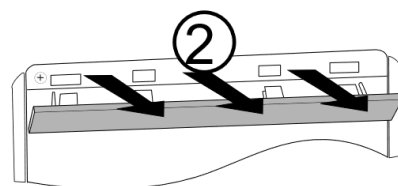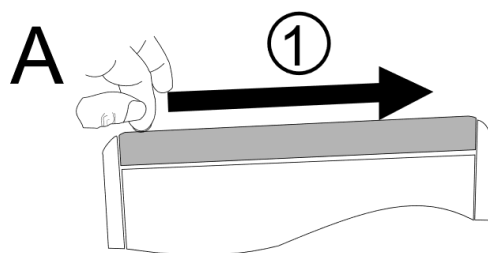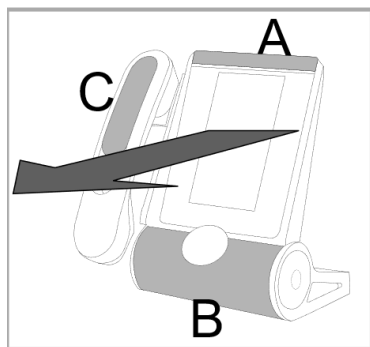
5.5.3.1 Remove the customization kit

	A	B	C
1	Slide your fingernail along the piece to detach it from the phone.	This piece is clipped to the four corners. We recommend starting from the back of the desk phone. Carefully insert a thin, non-sharp object over the colored piece on left side.	Press, then slide the piece towards the bottom of the device a few millimeters with your thumbs.
2	Pull perpendicular to the desk phone along the entire length of the piece. Be careful not to break the clips.	Gently lift the piece by pushing forward (you will hear a small click when the piece is removed).	Remove the piece by lifting it. Be careful not to break the clips.
3		Insert the thin, non-sharp object on the right side.	
4		Gently lift the piece by pushing forward (you will hear a small click when the piece is removed).	
5		Remove the piece by rotating it as shown in the drawing.	

5.5.3.2 Install the custization kit

	A	B	C
1	Place each clip facing the corresponding notches. Be careful to place the piece in the correct direction: the logo must be on the right hand side.	Insert the piece around the speaker of the station. Press as shown in the drawing to clip the piece in the front (you should hear a small click when the clip is in its notch).	Place the piece by respecting the notches.
2	Press perpendicular to the desk phone all along the piece. Press gently so as not to force and break a clip.	Push the piece by slight rotation until it is in its place.	Slide the piece to the top of the hands a few millimeters with your thumbs.
3		Press as shown in the drawing to clip the piece in the back (you should hear a small click when the clip is in its notch).	

5.6 ALE-120 Key Expansion Module

5.6.1 Description
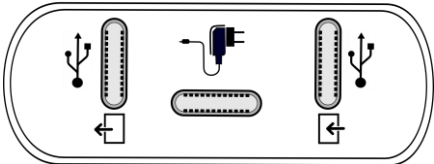
The ALE-120 Key Expansion Module allows you to add 24 programmable keys with LEDs for each virtual page. It can display up to 3 virtual pages.

For the greatest comfort of use, it is equipped with 2 screens and a Smart Pad to navigate between pages.

5.6.2 Unboxing

- ALE-120 Key Expansion Module (default color).
- 1x Foot clip.
- 1x USB-C to USB-C cable.
- Installation instructions.
- Safety and regulatory instructions.

5.6.3 Connectors

1	Universal Serial Bus (USB-C) connector. Use this connector to connect an additional add-on to another add-on that is already connected to the desk phone. If free, you can use this connector to connect a headset. Use this connector to connect the USB key to update (see the chapter below).
2	Universal Serial Bus (USB-C) connector. Use this connector to plug a power through USB (see chapter: Ordering information).
3	Universal Serial Bus (USB-C) connector. Use this connector to connect the add-on to the desk phone or to another add-on already connected to the desk phone. Use this connector to connect the PC to update (see the chapter below).

5.6.4 Installation

The module can be installed on the right or left side of the desk phone if you are not using the handset. With the handset connected, it has to be installed on the right side.
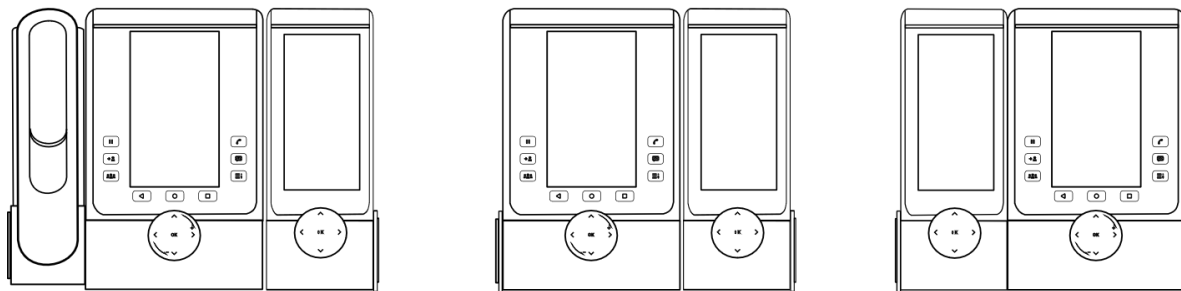
5.6.4.1 Install the add-on to the desk phone
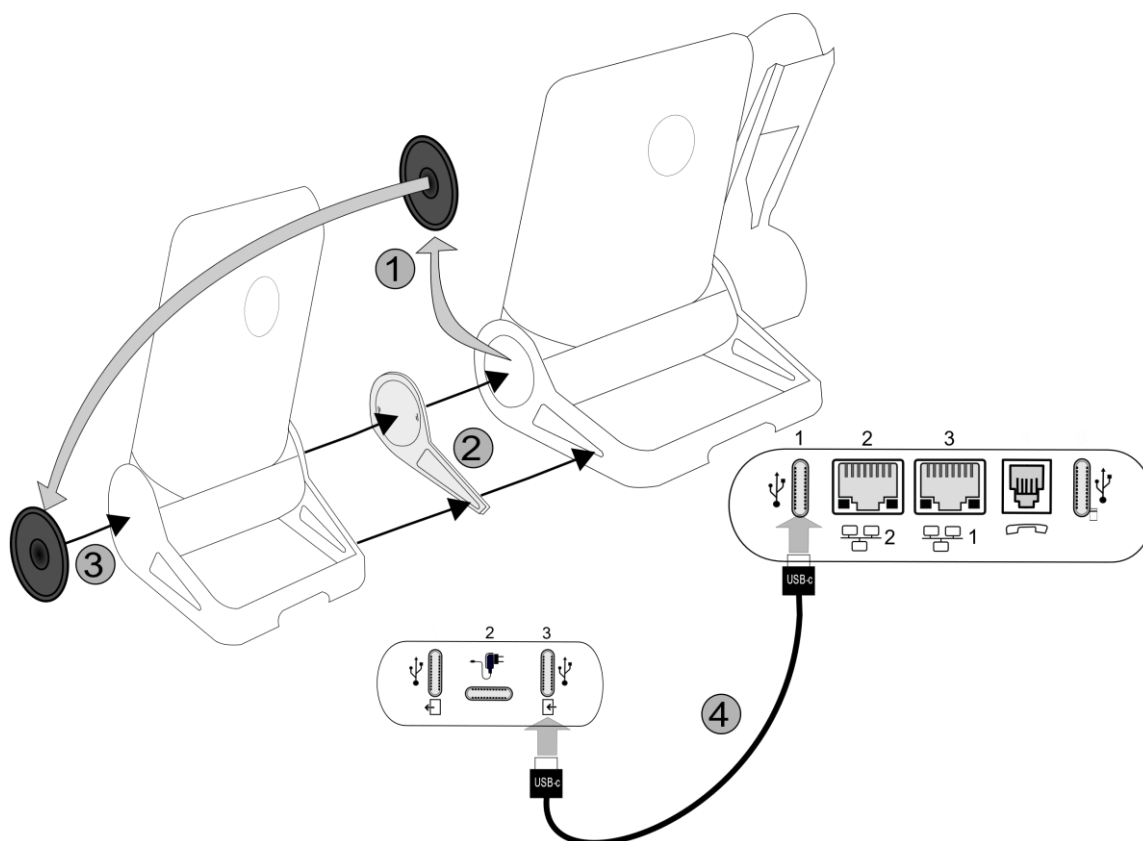
- Fix the add-on to the desk phone by using the provided foot clip.
  - o Remove the cover on the foot of the desk phone on the side where you want to attach the add-on module.
  - o First, place the provided foot clip on the add-on module and clip the second side to the foot of the desk phone.
  - o Place the cover previously removed from the desk phone on the outside of the add-on module.
- .Plug the provided cord into the dedicated sockets behind your set and the add-on (USB-c to USB-c cable, ⬅ ; as described in the picture).
- Restart the desk phone (unplug and plug in the power jack if you are using an external power adapter or the Ethernet connector – LAN).

5.6.4.2 Install more than one add-on module

It is possible to connect up to 3 similar add-on modules to a desk phone.

For examples (depending on the model of your desk phone):
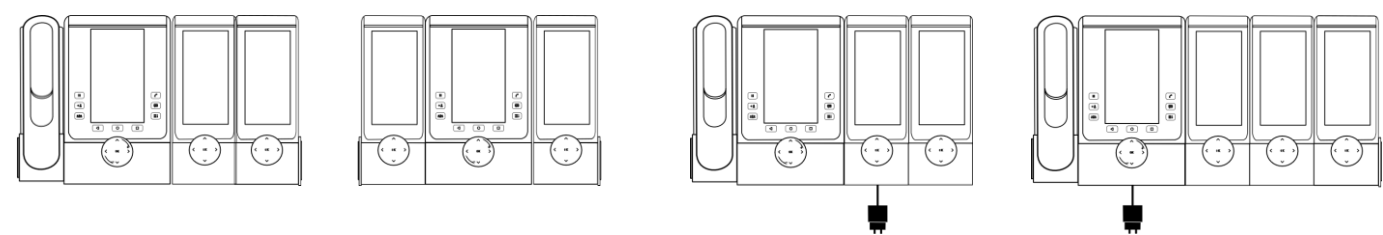
Depending on the phone model, the number of add-on modules and the power supply, it may be necessary to connect an additional power supply (contact your administrator for more information):

Number of add-on modules	POE Class 1/2	PoE Boost mode	Power adapter
1	ALE-300: ALE-400/500 		
2			
3			
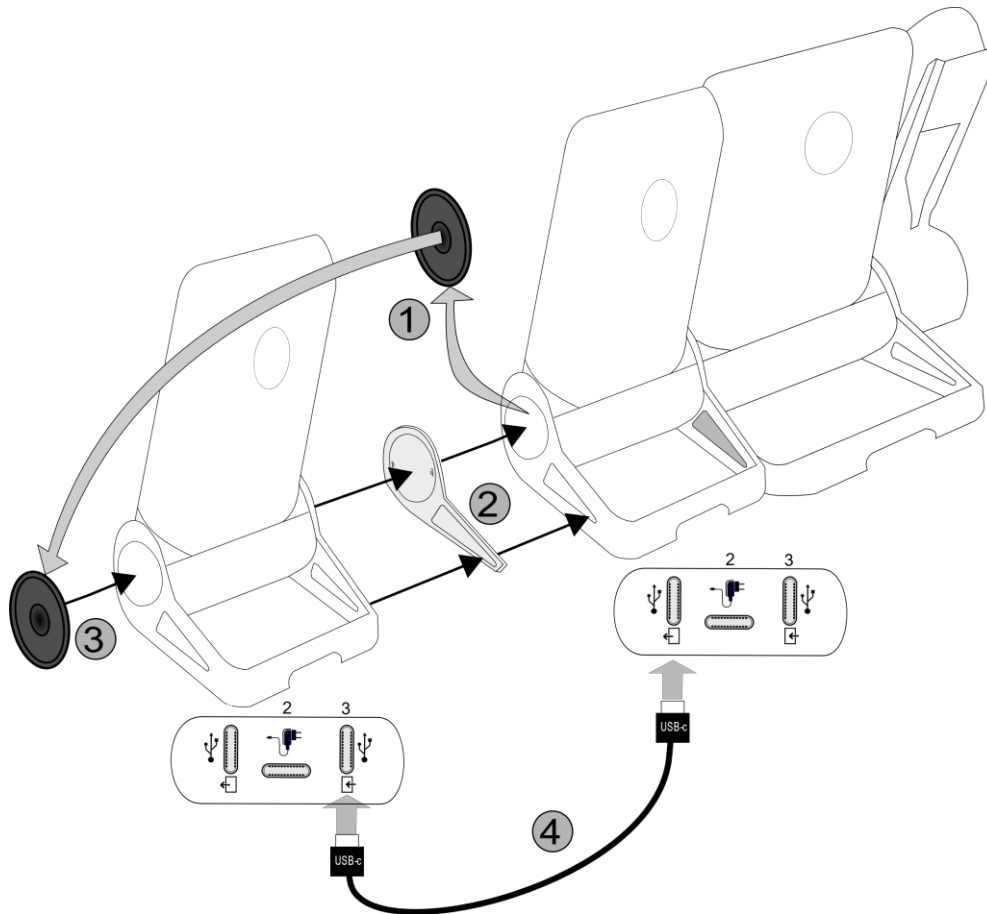
- The first add-on is connected to the desk phone.
- Fix the add-on to the other add-on by using the provided foot clip.
  - o Remove the cover on the foot of the desk phone or the installed add-on module, on the side where you want to attach the new add-on module.
  - o First place the provided foot clip on the add-on module and clip the second side to the desk phone foot or installed add-on module.
  - o Place the cover previously removed on the outside of the add-on module.
- Plug the provided cord of the new add-on into the dedicated socket behind the connected add-on ( )
- Plug the other end of the cord into the dedicated socket behind the new add-on ( ).
- Restart the desk phone (unplug and plug in the power jack if you are using an external power adapter or the Ethernet connector – LAN).

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5.6.5 Smart Pad

Depending on the system, the ALE-120 can display several pages. The Smart Pad allows you to navigate between all pages of the add-on.

	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.	
	Home key • Short press: go back to the home page. • Long press: specify the homepage.	

5.6.6 Page management

The Smart Pad ring of the add-on module is divided in segments according to the number of pages and gives information about events.

- A segment is flashing blue: a contact programmed on this page is trying to call you (incoming call). Touch the segment to open the page.
- A segment is illuminated in blue: the page corresponding to the segment is the page currently displayed. If there is only one page, the single segment remains off.
- A segment is dimly lit in blue: the page corresponding to the segment is not displayed but an event remains on this page (for example a missed call from a contact programmed on this page).

5.6.7 Programming keys

For more information see section: Programming keys for call numbers and functions .

5.6.8 Upgrade via cloud

The add-on automatically updates when connected to the desk phone. The new version is checked by the desk phone, which controls the upgrade of the add-on.

5.7 ALE-110 Wall Mounting Kit

5.7.1 Wall mount installation

WW

3x PN: 1AD007460003
L=25mm
∅=3.5mm

3x PN: 1AD007550003
L=30mm
∅=6mm

US

1x

1

2

PN: 1AD100020011
L=12mm
∅=2.5mm

3

WW

A
B
C

② ①

A B
C

80mm / 3,15 inch

A   B

82mm / 3,23 inch

WW

A........B

C

C

US

②   ①

D

E

D

E
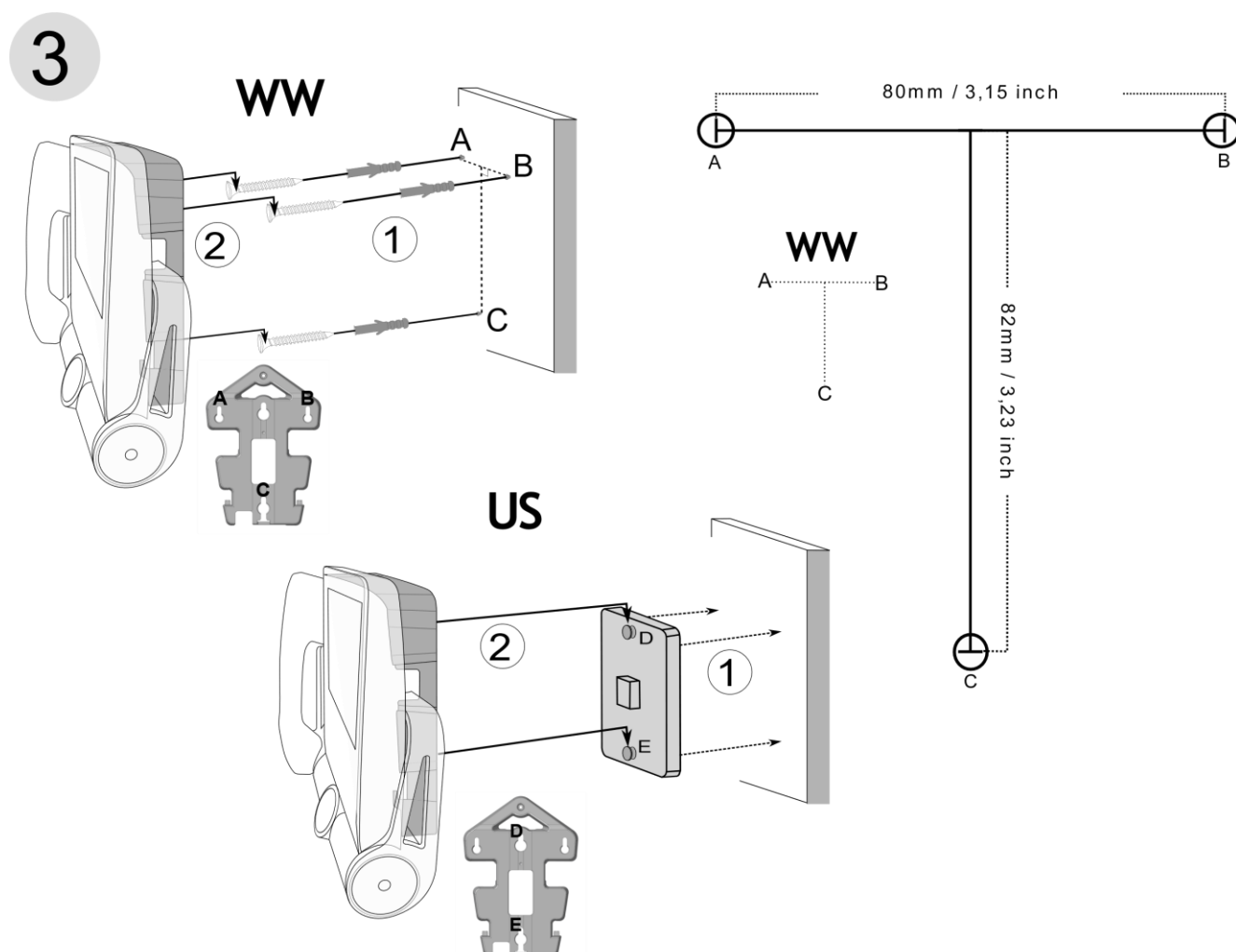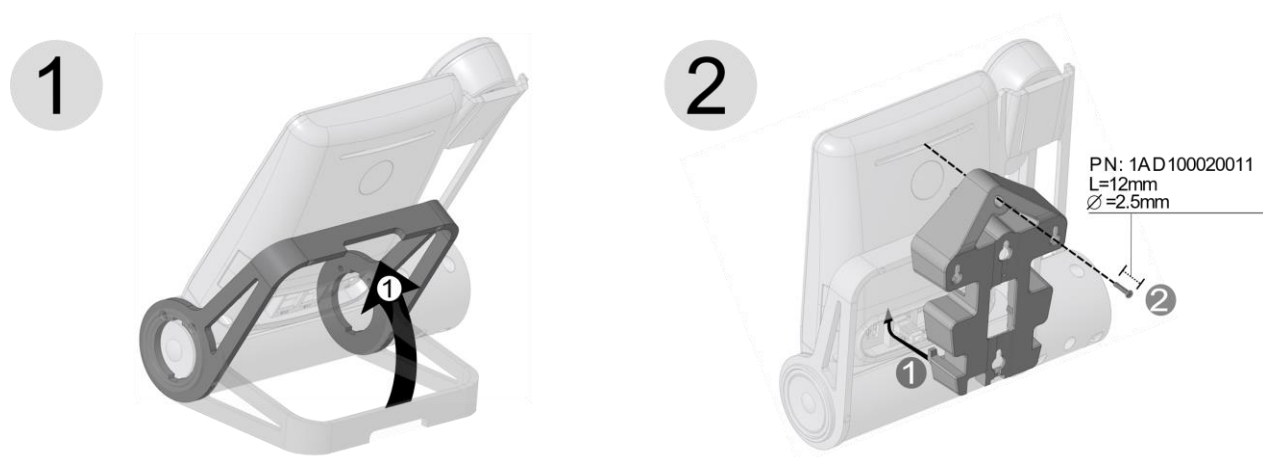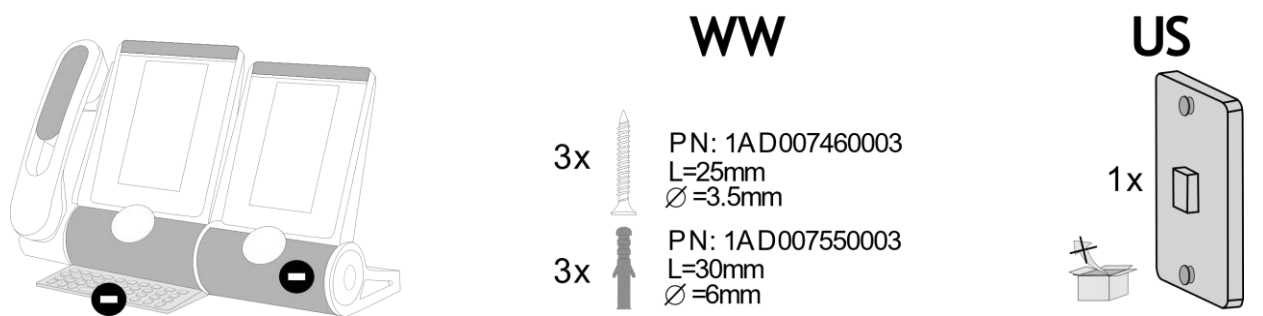
	First remove the keyboard and add-on if installed. Use the recommended screws. Depending on your country (United States), use a standard plate (not provided with the kit).
1	Lift the phone foot.
2	Put the support on the back side of the desk phone: 1. Place the two bottom support hooks at the top of the connector slot. 2. Use the dedicated screw to fix the supportt (PN: 1AD100020011, Length= 12 mm, Diameter= 14,5 mm).
3	1. Depending on the case, fix the screws on the wall using the screw anchors or fix the plate on the wall. To mount your phone on the wall, you need to install a standard wall plate that you can easily find on the market. Follow the manufacturer's instructions to install the wall plate on the wall. When the wall plate is fixed, you can prepare your phone and mount it on the wall. 2. Hang the assembled phone with support on the wall as described in the picture.

5.8 ALE-108 Wireless Module

5.8.1 Description

The ALE-108 Wireless Module allows you to add wireless features such as Bluetooth® and Wi-Fi for wireless LAN connection. This device offers a Bluetooth® and WLAN (Wi-Fi) radio interface.

This module is required:

- To connect the ALE-160 WB Cordless Handset.
- To connect a Bluetooth® headset.
- To connect the desk phone to the wireless LAN.
- To use Beacon feature.

Depending on the option, your desk phone can be equipped with the wireless module. In any other case, you can purchase it separately.
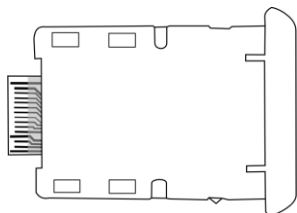
5.8.2 Unboxing

- ALE-108 Wireless Module.
- Installation procedure.
- Safety and regulatory instructions.

5.8.3 Installation
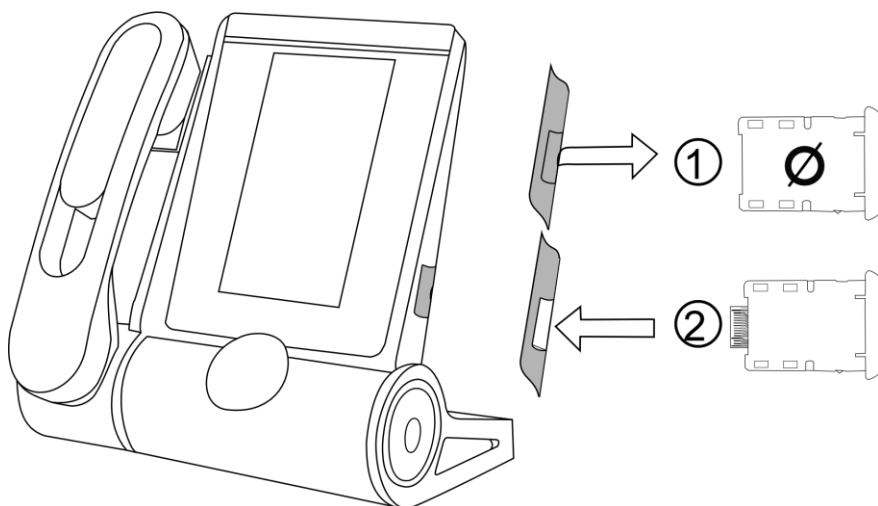
1	Remove the empty cartridge from the desk phone.
2	Insert the wireless module (cartridge). A pop-up is displayed requesting confirmation to enable the cartridge. The phone restarts.

5.9 Third parties headset certified in Developer and Solution Partner Program (DSPP)

The mission of the DSPP is to support a broad ecosystem of developers and partners throughout the desk phone lifecycle. In this context, certification tests are performed between partner applications or devices and Alcatel-Lucent Enterprise's platforms. It certifies proper inter-working with partner applications or devices.

Consult the list of available headsets: "List of certified 3rd parties Headsets for Hard phones and Soft phones.".

6 Technical specifications

	ALE-500 without handset	ALE-500 With handset and cable	ALE-400 With handset and cable	ALE-300 With handset and cable
Width	163 mm	228 mm	228 mm	228 mm
Depth on a table	156 mm	162 mm	162 mm	162 mm
Height	214 mm	219 mm	219 mm	219 mm
Weight	1056 g	1525,4 g	1527,8 g	1476,6 g
Adjustable foot stand range	25° - 60°	25° - 60°	0° - 60°	0° - 60°
Color	Neptune Blue	Neptune Blue	Neptune Blue	Neptune Blue
Display	5.5 inch color touch LCD, 720 x 1280 (16/9)	5.5 inch color touch LCD, 720 x 1280 (16/9)	4.3 inch color touch LCD, 480 x 272 (16/9)	3.5 inch clor LCD, 320 x 240 (4/3)
Power over Ethernet (IEEE 802.3af)	Class 2	Class 2	Class 2	Class 1
Power consumption (PoE) Idle – Active - no accessory	1.4 W – 1.8 W	1.7 W – 2.1 W	1.5 W – 2 W	1.4 W – 1.8 W
Operating conditions	-5°C - +45°C (23°F - 113°F)	-5°C - +45°C (23°F - 113°F)	-5°C - +45°C (23°F - 113°F)	-5°C - +45°C (23°F - 113°F)
USB-C	USB 2.0	USB 2.0	USB 2.0	USB 2.0

7 Ordering information

This list is not exhaustive and may change at any moment.

ALE-300 IP DeskPhone w Corded Handset	3ML27310AA
ALE-400 IP DeskPhone w Corded Handset	3ML27410AA
ALE-400 IP DeskPhone w Cordless Handset	3ML27420AA
ALE-500 IP DeskPhone w/o Handset	3ML27500AA
ALE-500 IP DeskPhone w Cordless Handset	3ML27510AA
ALE-500 Enterprise DeskPhone	3ML27520AA
ALE-100 Keyboard AZERTY	3ML37100FR
ALE-100 Keyboard QWERTY - QWERTZ	3ML37100DW
ALE-110 Wall Mounting Kit	3ML27110AA
ALE-120 Key Expansion Module	3ML37120AA
ALE-140 Factory Customization Kit	3ML27140AB
ALE-140 Azur Customization Kit	3ML27140AC
ALE-140 Ruby Customization Kit	3ML27140AD
ALE-140 Neptune Customization Kit	3ML27140AH
ALE-150 SWB Corded Handset	3ML27150AA
ALE-160 WB Cordless Handset	3ML27160AA
ALE-161 WB Cordless Handset Battery Pack	3ML37161AA
AH 21 M II Premium Headset monaural USB-C USB-A	3MK08018AA
AH 22 M II Premium Headset Binaural USB-C USB-A	3MK08014AB
ALE-108 Wireless Module	3ML27108AA
USB-C PD 5V/3A Power Supply - EU[1]	3ML37190AA
USB-C PD 5V/3A Power Supply – US[1]	3ML37190US
USB-C PD 5V/3A Power Supply – UK[1]	3ML37190UK
USB-C PD 5V/3A Power Supply – AU[1]	3ML37190AU
USB external ringing interface module[2]	3GV28184AA
3M cat5e Ethernet cable RJ45/RJ45 (x10)	3AK21492AB

[1]PD stands for Power Delivery with current sensing feature [2]USB-C to USB A cable is required.

8 Guarantee and clauses

Safety and Regulatory Instructions relates to the following products: ALE-300 Enterprise DeskPhone (ALE-300), ALE-400 Enterprise DeskPhone (ALE-400), ALE-500 Enterprise DeskPhone (ALE-500), ALE-100 Keyboard (ALE-100), ALE-140 Customization Kit (ALE-140), ALE-120 Key Expansion Module (ALE-120), ALE-150 SWB Corded Handset (ALE-150), ALE-160 WB Cordless Handset (ALE-160), ALE-161 WB Cordless Handset Battery Pack (ALE-161), ALE-108 Wireless Module (ALE-108), ALE-110 Wall Mounting Kit (ALE-110).

Read carefully before use of these equipments.

8.1 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. ●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 this 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. ● When external power supply is used, it shall be connected to an easily accessible socket outlet. ● Use this product in temperatures between -5°C to +45°C (23°F to 113°F). ● These products are intended for use in an indoor environment only. ● The PoE (Power over Ethernet) devices that supply or receive power and their connected cables must all be completely indoors. ● Do not use headsets at high volumes for an extended period of time, this may cause hearing loss. Always listen at moderate levels.

Cleaning and disinfecting

Refer to document: "How to clean and disinfect Alcatel-Lucent Enterprise terminals".

Wear gloves when cleaning products.
Do not use harsh chemicals such as bleach, peroxide, acetone, ethyl acid, methyl chloride, ammonia, or multi-purpose cleaners to clean plastic, metal, rubber, or screen surfaces.
Wipe products with a clean, dry, microfiber non-abrasive cloth.
Spray cleaning solution on the cloth before cleaning the product.
Use pre-moistened wipes or dampen (but do not wet) a soft sterile cloth with the approved agent. Never spray or pour chemical agents directly onto the device as the liquid may stain the product or seep inside and damage the hardware.
Do not allow liquid to pool.
ALE recommends using a 70% ethanol solution for all wired and wireless ALE terminals.
Daily disinfection: Up to 5 disinfections per day.
Extensive wiping during cleaning or disinfection may cause surface damage to the device.
ALE recommends assigning a dedicated wireless terminal to each employee rather than sharing shifts on terminals, as well as replacing the handset on wired terminals for each employee.
Power supplies

ALE-300, ALE-400, ALE-500: these products can be supplied by Power over Ethernet (POE) compliant with IEEE 802.3af class 1 minimum for ALE-300 and class 2 minimum for ALE-400/ALE-500, or by an USB Type C External Power Supply (EPS) with rating 5V DC, 3A minimum.

ALE-120: this product is supplied by ALE-300/400/500 Deskphone through USB-A port or by an USB Type C External Power Supply (EPS) with rating 5V DC, 3A minimum.

ALE-160: this product is charged by ALE-400/500 Deskphone when the handset is on-hook or by an USB Type C External Power Supply (EPS) with rating 5V DC, 0.2A minimum.

POE and USB Type-C EPS shall comply with IEC/EN/UL/CSA 62368-1 standard and relevant regulations/standards applicable in the country of intended use and shall also be certified as a Limited Power Source (LPS).

Battery

ALE-160 integrates a battery. There is a danger of explosion if the battery is replaced with an incorrect type. Use only the battery listed with the reference: 3ML37161AA (EN13300 3.7V 1.48Wh).

8.2 Regulatory Statements

Declaration of Conformity may be obtained from:
ALE International 32 avenue Kléber – 92700 Colombes, France - ebg_global_supportcenter@al-enterprise.com.

Regulatory information about ALE-300, ALE-400 and ALE-500, additional certification and regulatory marks are stored in the phone. Use one of the following:

- $\boxed{\equiv i}$ → *Legal* (or reach the 'Menu' page → *Settings* → *Phone* → *Local Menu* → *Legal)*.
- ⚙ Select the settings icon displayed at the bottom left of the screen during the boot (after a few seconds) →*Legal*.

EU Countries

This equipment complies with the essential requirements of following directives:

- 2009/125/EC (ErP), 2011/65/EU (RoHS) and its amendment 2015/863 (EU),
- Non-Radio equipment: 2014/30/EU (EMC), 2014/35/EU (LVD),
- Radio equipment: 2014/53/EU (RED),

ALE-160, ALE-108: these devices offer a Bluetooth® radio interface with a frequency range of 2402-2480 MHz and the maximum transmitted power is 10 dBm.

ALE-108: this device offers a WLAN radio interface compliant with 802.11 with a frequency range and maximum transmitted: 2402-2480 MHz(Bluetooth): 10 dBm, 2400-2483 MHz: 20 dBm, 5150-5350 MHz: 23 dBm, 5470-5725 MHz: 23 dBm, 5725-5850MHz: 14 dBm

EU Frequency band restriction for wireless LAN: the device is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range in the following countries: Austria (AT), Belgium (BE), Bulgaria (BG), Croatia (HR), Cyprus (CY), Czech Republic (CZ), Denmark (DK), Estonia (EE), Finland (FI), France (FR), Germany (DE), Greece (GR), Hungary (HU), Iceland (IS), Ireland (IE), Italy (IT), Latvia (LV), Liechtenstein (LI), Lithuania (LT), Luxembourg (LU), Malta (MT), Netherlands (NL), Norway (NO), Poland (PL), Portugal (PT), Romania (RO), Slovakia(SK), Slovenia (SL), Spain (ES), Sweden (SE), Switzerland (CH), Turkey (TR).

UK

This equipment is in compliance with the essential requirements of following regulations: Radio Equipment Regulations 2017, Electromagnetic Compatibility Regulations 2016, Electrical Equipment (Safety) Regulations 2016, The Ecodesign for Energy-Related Products and Energy Information (Amendment) (EU Exit) Regulations 2020, The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012

The 5150 to 5350 MHz frequency range is restricted to indoor use.

Canada

Equipments with RF part comply with Industry Canada's license-exempt RSSs. 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. These products meet the applicable Innovation, Science and Economic Development Canada technical specifications.

The devices for the band 5150–5350 MHz are only for indoor usage to reduce potential for harmful interference to co-channel Mobile Satellite systems.

USA

Equipment without RF part has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. 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.

Privacy of communications may not be ensured when using any Bluetooth® device.

⚠ **California - Warning:** these products can expose you to chemicals including Lead and Lead Compounds, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov.

Exposure to Radio Frequency Signals

ALE-160: this device complies with FCC, ISED and EU radiation exposure limits set forth for an uncontrolled environment. This equipment has very low levels of RF energy and is deemed to comply without testing of specific absorption rate (SAR).

ALE-108: this device complies with FCC, ISED and EU radiation exposure limits set forth for an uncontrolled environment. You have to keep a distance of at least 20 cm between human body (excluding extremities: hands, wrists, feet and ankles) and ALE-108 Wireless Module that is plugged into the phone. This device must not be co-located or operating in conjunction with any other antenna or transmitter.

National Restrictions for Wireless LAN

Always consult local authorities for the latest status of National Regulations for both 2400 and 5000 MHz wireless LANs.

Regulatory information about ALE-160

This device contains transmitter.

Europe: this equipment is compliant with Radio Equipement Directive (RED) 2014/53/EU.	
UK: this equipment is compliant with UK regulations.	UK CA
US: this device complies with part 15 of the FCC Rules. 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. FCC ID: OL3ALE160.	
Canada: IC: 1737D-ALE160.	
Australia/New Zealand: this device equipment complies with the Australian and New Zealand regulatory approvals requirements.	⬡
Bluetooth® qualification	✳

Regulatory information about ALE-108

Europe: this device contains BTWDB01 RF module that is compliant with Radio Equipment Directive (RED) 2014/53/EU.	
UK: this equipment is compliant with UK regulations.	UK CA
US: this device complies with part 15 of the FCC Rules. 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 device contains FCC ID: OL3BTWDB01 approved radio module.	
Canada: this device contains IC: 1737D-BTWDB01 approved Radio module.	
Bluetooth® qualification	

Disposal information

This symbol means that 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.

Related Documentation

Other languages for these Safety and Regulatory Instructions and User Documentation are available at the following Web site: https://www.al-enterprise.com/products.

Keys

(hang up key)	● 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.
(redial key)	● Redial key: to access the 'Redial' feature (long press).
(messaging key)	● 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.
☰i	● Quick access to user local menu.

The following keys depend on the configuration and the model of your phone.

F1	● Programmable keys (F1 and F2 keys). Lit when the function associated with the key is activated. A service or a direct call can be associated to these keys.
abc	● Alphanumeric key Switch between the alphabetic and numeric dialpad. ● Programmable key when a magnetic keyboard is connected to the desk phone (ALE-100).
‖	● Hold: the call is placed on hold. This key depends on the system configuration and countries as United States. ● Programmable key when not configured as hold key.
→● (transfer)	● Transfer: transfer the call to another number. This key depends on the system configuration and countries as United States. ● Programmable key when not configured as transfer key.
●●● (conference)	● Conference: establish a three-party conference call. This key depends on the system configuration and countries as United States. ● Programmable key when not configured as conference key.

The following keys are only available on the ALE-500

◁	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.
O	● F1: Programmable key.
□	● F2: Programmable key.

The following keys are located on the Smart Pad

OK	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).
(loudspeaker)	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 key)	**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.
(audiohub key)	**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 DeskPhone using the USB connector, pair your smartphone through Bluetooth®, and leverage the DeskPhone 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 +)	**Rotate clockwise** ● Turn up the volume (ringing or call state). ● Increase the brightness (idle state).
(rotate -)	**Rotate counter clockwise** ● Turn down the volume (ringing or call state). ● Decrease the brightness (idle state).
←	**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.

Status icons/ Call icons

Silent mode.	(icon)
Telephone locked.	(icon)
Headset connected.	(icon)
Handsfree connected.	(icon)
Appointment programmed.	(icon)
Light color: Bluetooth® enabled without any paired devices. Dark color: Bluetooth® accessory paired.	(icon)
Light color: a Bluetooth® mobile phone has been paired but it is not connected. Dark color: Bluetooth® mobile phone connected (the desk phone is used as Bluetooth® audiohub).	(icon)
Active Bluetooth® connection.	(icon)
Encrypted signal icon.	(icon)
Wi-Fi enabled.	(icon)
Light color: USB audiohub activated. Dark color: audiohub is activated and a computer is connected to the desk phone.	(icon)
Symphonic HD audio is used during conversation.	HD
Incoming call icon.	(icon)
Call in progress icon.	(icon)
Call holding icon.	(icon)
Retrieve call icon.	(icon)
End conversation icon.	(icon)
Encrypted call icon.	(icon)

Alcatel-Lucent Enterprise ALE-500 / ALE-400 / ALE-300 Enterprise DeskPhone - Quick guide OpenTouch® Suite for MLE

Call
Dial the number directly or dial the number after pressing a line key (an off-hook key phone or Bluetooth® handset, hands-free key).

Call by name (Company directory)
Enter the name, contact's surname/name or initials and follow the on-screen instructions.

Answer a call
Take the handset off the hook, use an off-hook key (phone or Bluetooth® handset), use the hands-free key, or press the incoming call icon.

Ignore the call / End the call.	📞
Redial Long press to access the list of the last 8 dialed numbers.	📞
Make a call-back request to a busy number *Callback*	
Placing a call on hold (hold) *Hold*	⏸ (1)
Sending DTMF signals *Send DTMF* Send numbers.	
Mute	🎙
Interphony The phone automatically answers the call. Before the line is taken, you hear a succession of specific beeps.	🎙 Long press
Switching between audio modes	🔊
Making a second call during a conversation *New call*	
Answering a second call during a conversation Select the incoming call icon.	📞
Switching between calls (Broker call) Select the call on hold icon from the conversation screen.	⏸
To cancel your second call and recover the first You automatically recover the first call.	📞
Transferring a call You are in conversation with one contact. Call a second contact. *Transfer.*	➡👤 (1)
Conference Call the first contact. Call the second contact. *Conference.*	👥 (1)
Make calls via your programmed call keys Press the desired programmed call key.	Perso
Programming direct call keys Select an empty programmable key or *Settings ❭ Phone❭ Key program* Select the key to program. Enter the name and number to associate to the key.	Menu

Modify the programmed key *Settings ❭ Phone❭ Key program* Press the programmed key to be modified. Follow the on-screen instructions.	Menu
Erase a programmed key *Settings ❭ Phone❭ Key program* Select the key to be erased. Follow the on-screen instructions.	Menu
Customizing your voice greeting *Voice mail ❭ Perso options* You can listen to the greeting, customize the greeting and set the default greeting.	📼
Consulting your voice mailbox	📼
Diverting calls to your voice mailbox Select the forward icon. *Imm fwd VM* Select the type of call forwarding required.	📞➡
Cancel forward Select the forward icon. *Deactivate*	📞➡
Do not disturb Select the forward icon. *DoNotDisturb (DND)*	📞➡
Read text messages *New text message* *Read msg*	📼
Send text messages *SendTxtMsg* Enter the destination number. Select the type of message to send (fixed Msg, New Msg,...).	📼
Information about the phone	Info
Lock/unlock the phone *Lock*	Menu
Adjust audio volume	🔉🔊
Select the language of your choice *Settings ❭ Phone ❭ Language*	Menu
Choose the tune *Settings ❭ Phone ❭ Ringing* Adjust the ring via the following menus: Melody, Silent, Beeps, Volume, etc.	Menu
Adjust the brightness of the set Press the 'I' key ❭ *Display ❭ Brightness*	≡i
Bluetooth® feature Press the 'I' key ❭ *Bluetooth*	≡i
Change the theme (skin) of your phone Press the 'I' key ❭ *Skin*	≡i
Modify the password for your phone set *Settings ❭ Phone ❭ Password*	Menu
Homepage *Settings ❭ Phone ❭ Homepage* Select the default page.	Menu

(1) Depend on system configuration for specific countries as United States.

Alcatel·Lucent Enterprise