



## **Alcatel Omni-PCX**

### **Premium Handset User Guide**



## Getting to know your telephone

### Mute

So that your correspondent can no longer hear you.

### Auto Answer

Your call answers without lifting handset

### Display

Display gives information on current call

### Guide Key

To check or modify your programming

### Speed Dial

To call personal speed dial

### Light

Light indicates messages received

### Programmable keys and LEDs

These keys are either line keys, with corresponding LEDs, or function keys.

### Transfer Key

To transfer call to another

### Audio Key

Loudspeaker



Reduce Volume

Increase Volume

### Disconnect Key

Terminating a call or programming.

### Mail

Access various mail services



## Making / Receiving Calls

To make an Internal call

Press the relevant **Extension Key** or dial the **Extension Number**

To make an External call


Dial **9** or press the **Line Key** and then the **Telephone Number**

To answer a call


Lift the handset or press handsfree

## Transferring / Holding Calls

To transfer a call

Call the **Extension Number** and then press 

To cancel transfer

Press  then the line with the **Music Symbol**

To hold a call

Press **2** or the **Hold** key

To retrieve a held call

Press the line with the **Music Symbol** next to it

## Handling Several Calls

To transfer to external

While on the 1<sup>st</sup> call dial the 2<sup>nd</sup> telephone number or extension number, this will put the 1<sup>st</sup> call on hold. Transfer or retrieve the 1<sup>st</sup> call as normal

To shuttle between 2 calls

Press the relevant **Line Key**. This will automatically put your original call on hold

## Speed Dials

To dial by name

Type in the 1<sup>st</sup> two letters of the name



Press  or  to scroll

Press  to send

To dial by Short Code

Dial the **Short Code** number (please see your list).

## System Features

To use Touch Tones	Dial <b>69</b> or press <b>DTMF</b> before you choose your options
To activate Call Back	Dial the <b>Extension Number</b> and press <b>#</b>
To cancel Call Back	Dial <b>#</b>
Redial	Press <b>Redial</b> use <b>Prev</b> and <b>Next</b> to scroll through the last ten numbers dialled. Press <b>Call</b> to call that number
To have a conference call	During your call dial the person you wish to include and when they answer dial <b>50</b>
Group pick-up	Dial <b>14</b>
Individual call pick-up	Dial <b>13</b> and the relevant <b>Extension Number</b>
To park a call	Dial <b>12</b> (Store a call on an extension)
To retrieve a parked call	Dial <b>12</b> and then the <b>Extension Number</b> that the call is parked on
Set Automatic Answer	Press 
To cancel Automatic Answer	Press 

## Diverts

To Divert Internal/External Calls	Dial <b>61</b> and the <b>Extension Number</b> you wish to divert to
To Divert on Busy	Dial <b>62</b> and the <b>Extension Number</b> you wish to divert to
To set a DND (Do Not Disturb)	Dial <b>63</b>
To cancel all Diversions	Dial <b>60</b>

## Personal Speed Dials

To program Personal Speed Dial

Press 

Press 

Dial number from **0 - 9**

Insert the name using the keypad (max 6 characters)



Press 

Insert the external telephone number (prefixed by a **9**)

Press 

To call a Personal Speed Dial

Press 

Press number from **0 - 9** or  or  to scroll

Press  call

To modify Personal Speed Dial

Press 

Press 

Dial number **0 - 9** to be modified

Overtyping using keypad

Press  to confirm

To delete Personal Speed Dial

Press 

Press 

Dial number **0 - 9** to be deleted

Long Press **Mute** key to delete name




Press  to confirm

Long Press **Mute** key to delete number





Press  to confirm

## Text Messaging

Receiving a text message/  
Unanswered Call


Press   
Press **3** the caller will be revealed.  
Press  to call back  
Long press  to delete

To send a Text Message


Press   
Press **3**  
Dial the destination **Extension Number**  
Press  or  to scroll pre-typed messages  
Press  to send the message

## Changing Ring Tones / Contrast

Change your Ring tone/Volume


Press   
Press **5**  
Press **3**  
Press **1** repeatedly for choice of ring tone or Press **2** repeatedly for choice of volume  
Press **#** to select

To change screen Contrast


Press   
Press **5**  
Press **3**  
Press **2** repeatedly to amend icon/screen contrast

## Headset

To activate Headset


Press   
Press **5**  
Press **3**  
Press **3**  
Press **1** to enable  
Press **#** to confirm

To disable Headset


Press   
Press **5**  
Press **3**  
Press **3**  
Press **2** to disable  
Press **#** to confirm

## Voicemail


To initialise your mailbox

Press   
Enter a 4 digit personal password  
(default 2222)  
Say your name  
Press #

To record your greeting

Press  key  
Press 5  
Press 1  
Press 1  
Record your message  
Press # when finished  
Press 1 to listen to your message  
Press \* to re-record  
Press # to confirm

Accessing your message

Press   
Press 1 for voice  
Enter your personal password  
(default 2222)  
Press 1 to listen to your message  
Press 1 to replay the message  
Press 2 to erase the message  
Press 3 to call the correspondent back  
Press 0 for further options

Voicemail Options

To replay the message  
To Erase the message  
To call the person who left the message back  
To listen to the next voicemail message  
To send a copy of the message to another  
Person's mailbox  
To re-start/rewind the message  
To pause/unpause the voicemail message  
To fast forward the voicemail message

Press 1  
Press 2  
Press 3  
Press 4  
  
Press 6  
Press 7  
Press 8  
Press 9

Accessing your message from  
outside the office

Dial your DDI number  
At start of message press \* then # key on your  
telephone

Enter your mailbox number (ext number)Enter your  
personal password  
(default 2222)

Press 1 to listen to your message

Press 1 to replay the message

Press 2 to erase the message

Press 3 to call the correspondent back

Press 0 for further options

To Activate your Voicemail

Dial 61 and then 51

To take your Voicemail off

Dial 60

**Note:** If you have a voicemail box, your calls will automatically go to voicemail after 6 rings.

## G B Telecom (Scotland) Ltd Contacts

### General Enquiries

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Netherdale  
Galashiels  
TD1 3EY

Telephone 01896 752607  
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### Sales

Telephone 01896 661313  
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### Faults, Technical and Training

Telephone 01896 661319  
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### Network

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### Accounts

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