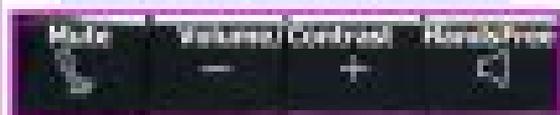


ALCATEL-LUCENT 8028



MAKING A CALL

- Dial the extension or, for external calls, dial **9** plus the phone number, or
 - If you programmed it, press the extension key in the display, or
- Type 2 letters (ring) on the keyboard and on the display, choose Name or Initials. Then use Navigator to scroll through matches, pressing the key next to the best match to call.

ANSWERING A CALL

- Lift the handset, or
- Press hands free, or
- Press take call in the display.

SENDING A CALL

- Replace the handset, or press end call key.

HOLDING A CALL

- Press the display's top-right key.
- Un-hold with the same key, or
- Un-hold with Retrieve on the display.

SEND TOUCH-TONES

For any call where you need touch-tones:

- Whilst on the call, use navigator (down). Choose Send DTMF and press numbers on the keypad as instructed in the call.
- An alternative is to dial **M**.

WRITE FUNCTIONS

- When in a call, the Make key makes your phone.
- When not in a call, Phone life – incoming calls answered automatically (no need to lift handset).

TRANSFERRING A CALL

- Dial the extension or, for external calls, dial **9** plus the phone number, answers the call to the transferee, then replace the handset or, in a hands-free call, press Transfer on the display.

CONFERE A TRANSFER

- Where there's no answer or the transferee doesn't want to accept the call, press Enquiry Off on the display. This returns the original caller back to your own phone.

SET UP A 3 PARTY CONFERENCE CALL

- To add a third person to your current conversation, dial the extension or, for external calls, dial **9** plus the phone number. This will put your first call on hold, but when you are connected to the extra person, use Navigator (down) and choose Conference in your display.

CALL STATES / TOGGLE BETWEEN CALLS

- If you have more than one call in progress, you can switch between callers by pressing the display key associated with each call. A musical note denotes a caller on hold.

GROUP PICK UP

- Press your Pick Up key or dial ***72**. This will intercept the longest waiting call ringing to your pick up group.

INDIVIDUAL PICK UP

- Dial ***72** followed by the extension.

LEAVE A VOICE MESSAGE

- Dial the extension and quickly use Navigator (down) to go to and choose Voice Mail in the display.

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