



# Alcatel-Lucent OmniTouch™ 8118/8128 WLAN Handset

OmniPCX Office Communication Server  
User manual



## Introduction

Thank you for choosing a phone manufactured by Alcatel-Lucent.



## How to use this guide



Take the call.



Hang up.



Alphanumeric keypad.



Apply your choice; Press the validation key of the navigator or the menu keys.



Use up or down navigation key to navigate in a menu.



Use the left or right navigate key to navigate in a menu.



Use the up and down or left and right navigation keys to navigate in a menu.



Means that the function is subject to programming. If necessary, contact your installer.

These symbols can be supplemented by small icons or text.



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# Getting to know your telephone

- **Adjust audio volume** (short press)
- **Activate/deactivate loudspeaker (during a conversation)** - Long press - OmniTouch 8128 WLAN Handset
- **Mute key so that your correspondent can no longer hear you** (long press)

## Access MENU



'Menu' key is used to access various functions of the set (programming, operation, etc.)



'OK' key to access the set local configuration (ringing, contrast, etc.), apply your choice.

## Status icons



Battery charge level



Radio reception quality



Programmed call-back time



Lock / unlock your telephone



Notification



Call diversion activated



Handfree mode activated



New voice or text message, call back request, missed calls



Silent mode activated



Headset connected

Push To Talk (OmniTouch 8128 WLAN Handset - OmniPCX Enterprise)

## Display key.

Used to access various functions according to the status of the telephone (communication, text entry, idle, ...). Example:

LNR



to access the 'Redial' function

OK



apply your choice

More



to access more options

C



to correct a character entered

Back



to end a configuration or to go back to the previous page or to the idle screen

## Take the call

- Switching between calls (Broker call) - single-line terminal

- To lock the keypad (long press)

## Profile button

This key allows you to select a profile (volume, ring tones, vibration, key sound) or to create a new profile.

## Back-lit screen

The screen switches off automatically after a few seconds. The display is in color for the OmniTouch 8128 WLAN Handset. The screen switches on automatically as soon as you press any key.

## Headset socket

## Customizing the telephone:



'OK' key to access the set local configuration (ringing, contrast, etc.)

## Apply



used to validate your choices and options while programming or configuring

## Navigate



Navigation keys: used to navigate the menus or in a text field when entering characters.

## Switch on / off (long press)

## Hang up

- Return to first screen
- Switch off ringer

- Company directory (long press)














OmniTouch 8128 WLAN Handset

Microphone

# 1 Display and corresponding icons

## 1.1 Status icons

The status icons are displayed on the welcome screen and indicate the status of the telephone.

-  Battery charge level
-  Radio reception quality
-  Programmed call-back time
-  Lock / unlock your telephone
-  Lock / unlock your telephone
-  Notification
-  Call diversion activated
-  Handfree mode activated
-  New voice or text message, call back request, missed calls
-  Silent mode activated
-  Headset connected

## 1.2 MENU icons



The MENU is accessible from the welcome screen by pressing the **OK** key.

It provides access to all the local functions available on your phone.



Profile (volume, ring tones, vibration, key sound).



Handset settings (such as automatic key lock, display, device info).



Handset connection configuration.

## 1.3 Call icons



Call in progress



Incoming call



Call on hold

## 2.1 Installing the battery in the telephone

### • Installing the battery in the telephone

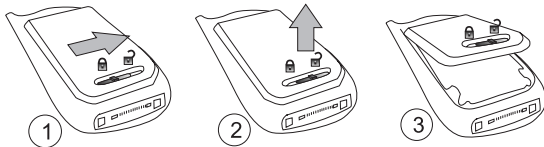


Before inserting the battery module into the phone, make sure that its lock is in the unlocked position

While maintaining the battery module in position, slip the lock to the locked position

Check that the battery module is properly installed in its housing

### • To remove it



Slip the lock to the unlocked position

Lift the battery module

You can then remove the battery module

## 2.2 Charging your telephone battery

*It is important to fully charge your phone before using it for the first time..*

- Connect the charger and place the telephone in the charging holder. The phone LED is orange when charging.



- Take the phone out of the charger.

Once the phone is charged (steady green), you can take the phone out of the charger. To remove the phone from the charger, you must first tilt it forward and then take it out of the charger.



- Rack charger.






# Getting started

- Battery rack charger.



 *The battery charge time is 2.5 hrs.*

The indicator LED on the set gives the following indications:

None	Switched off
Green, steady	Handset fully charged and in charger
Green, flashing	Switched on, and not in charger
Orange, steady	Charging
Orange, flashing	Low battery
Red, flashing	Very low battery

## 2.3 Switching on your telephone



Switch on  
(long press)

Wait a few seconds  
(about 3s).

If the display fails to light or the red LED is flashing, recharge the battery

**If the red LED is flashing slowly:**

- Check that you're in a WIFI hotspot
- Check that the telephone is properly installed in the system (consult the PABX manager).

## 2.4 Switch off your phone



Select the incoming call.



To confirm.

# 3

## Using your telephone

### 3.1 Making a call



OR



OR



dial directly the number for your call

number required

long press (Handfree)

number required



Only the OmniTouch 8128 WLAN Handset allows the handsfree mode.



To make an external call, dial the outside line access code before dialling your correspondent's number. 9 is the default code for an outside line.



For the operator, dial '0' (by default).

### 3.2 Receiving a call



OR



OR



### 3.3 Calling your correspondent by name (company directory)



OR



Dial by name

OK



press the 'Call by name' key

first letters of your correspondent's name\*



OK

select the name from the displayed list



\* You enter your contact's name in predictive text mode. In this mode, enter each letter of the name by pressing only once on the key with this letter.

### 3.4 Make a call using the personal phone book

Menu



Indiv.rep.

OK



OK

OK

select the contact to call start the call

### 3.5 Redialling

- Call back on the last 10 number dialled

Menu



RedialList

OK



OK

select the No. in the last ten issued start the call

### 3.6 Make a call-back request to a busy number

the number you are calling is busy



Menu



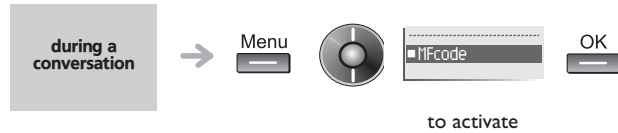
Callback

OK

# Using your telephone

## 3.7 Sending DTMF signals

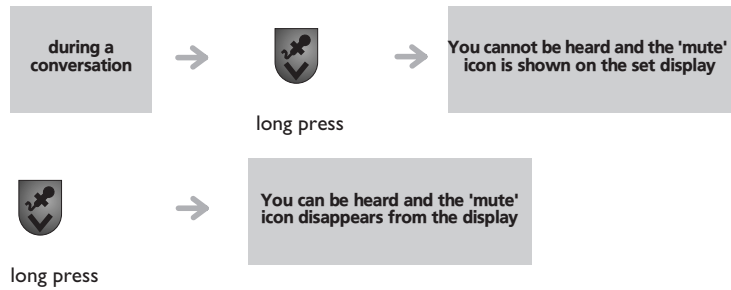
During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine.



 *The function is automatically cancelled when you hang up.*

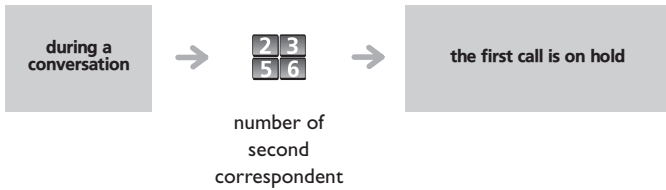
## 3.8 Mute, so that your correspondent cannot hear you

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



# 4 During a conversation

## 4.1 Making a second call during a conversation



• Other methods for calling a second correspondent:

1) Press the 'Call by name' key directly(long press)



• To cancel your second call and recover the first:



## 4.2 Answering a second call during a conversation

• Call icons:

- In conversation
- Incoming call
- Call on hold

• A second correspondent is trying to call you:

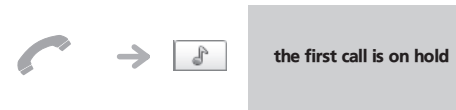


■ Display the name or number of the second call:



Select the incoming call

■ Answer the second call:

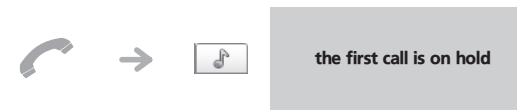


• To return to your first caller and end the conversation in progress:



## 4.3 Switching between calls (Broker call)

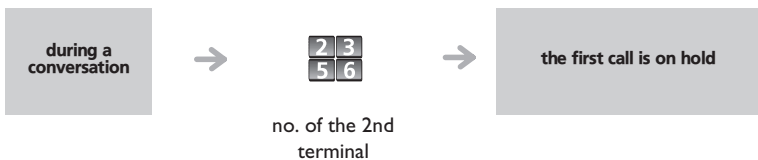
During a conversation, a second call is on hold.  
To accept the second call:



# During a conversation

## 4.4 Transferring a call

- To transfer your call to another number:

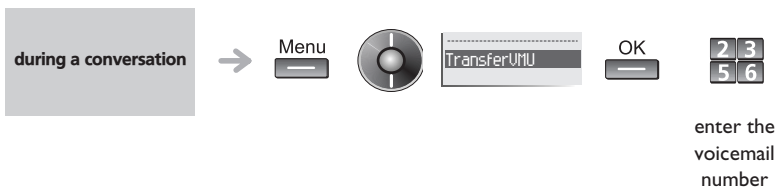


*You can also transfer your call immediately, without waiting for your correspondent to answer.*

*Transfer between two outside calls is not generally possible (depends on country concerned and system configuration).*

## 4.5 Transfer a call to the voice mailbox of an absent party

During the call, you want to transfer your correspondent to the voice mailbox of another correspondent.



## 4.6 Three-way conference with internal and/or external correspondents (conference)

- During a conversation, a second call is on hold:



- Cancel the conference and remain with your second correspondent (your first call is placed on hold):



- Hang up on all correspondent:



- After the conference, to leave your two correspondents talking together:



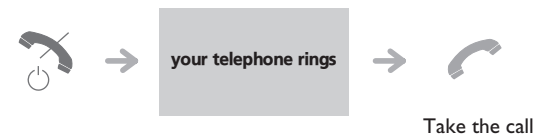
## 4.7 Placing a call on hold (hold)

- Exclusive hold:**

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



- Recover the call on hold:**



# During a conversation

## 4.8 Placing an outside call on hold (parking)

You can place an outside call on hold and recover the call on another telephone:



### To recover the parked call:



number of telephone  
from which call was  
parked

*If the parked call is not recovered within a preset time (default value 1 min 30), it is transferred to the operator.*

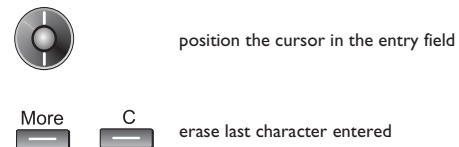
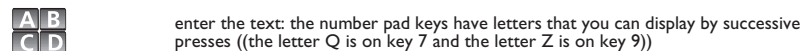
## 4.9 Store a number

During a call, to save the number onto a call key:



enter the name of  
your  
correspondent\*

\* Enter the name of your correspondent :



## 4.10 Adjust audio volume

During a call, to adjust the volume level of the loudspeaker or receiver:



5.1 Answering the general bell

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



5.2 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.

• If the telephone ringing is not in your pick-up group:

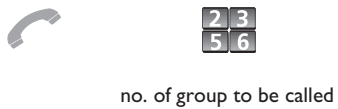


*The system can be configured to prevent call pick-up on certain telephones.*

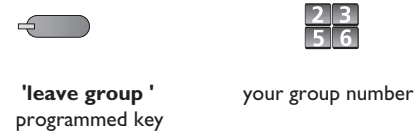
5.3 Hunting groups

• Hunting group call:

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



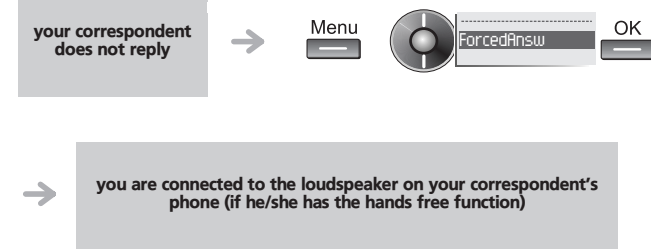
• Temporary exit from your hunting group: / Return into your group:



*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.*

5.4 Calling a correspondent on his/her loudspeaker

Your internal correspondent does not answer. If authorised, you can remotely activate your correspondent's phone:



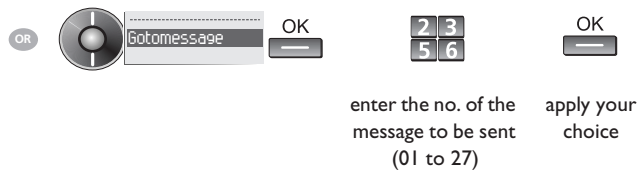
5.5 Sending a written message to an internal correspondent



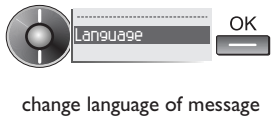
• Predefined message



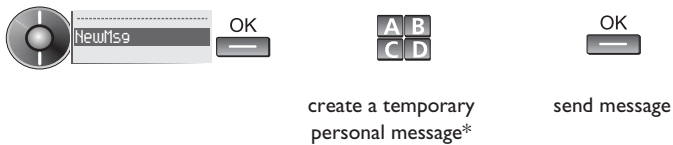
# Sharing



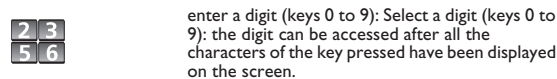
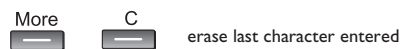
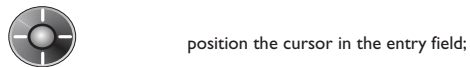
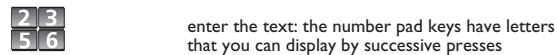
## • Change language of message



## • Personal message



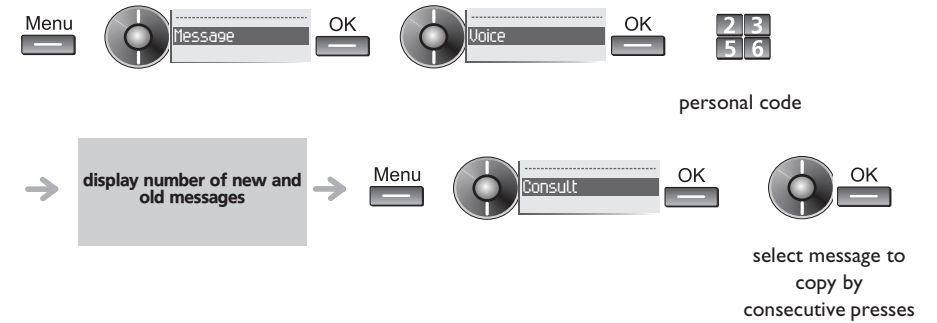
\* create a temporary personal message :



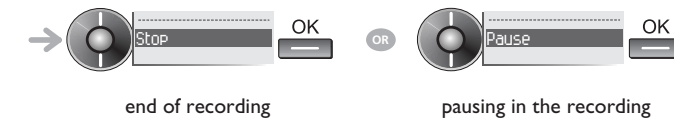
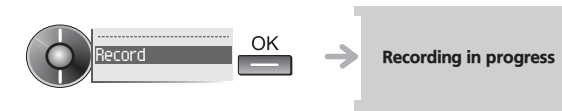
## • The 27 standard messages are shown below:

1	Call me back	15	Meeting on ___ (*)
2	Call me back tomorrow	16	Meeting on ___ at ___:___ (*)
3	Call me back at ___:___ (*)	17	Out for a while
4	Call back ___ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at ___:___ (*)
6	Call the secretary	20	Absent, back on ___ at ___:___ (*)
7	I will call back at ___:___ (*)	21	On vacation, back on ___ (*)
8	Use paging	22	External meeting
9	Please fetch your fax	23	External meeting, back on ___ (*)
10	Please fetch your mail	24	I am in room nr ___ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at ___:___ (*)	(*)	Messages to be completed using numeric keypad

## 5.6 Send a voice message copy

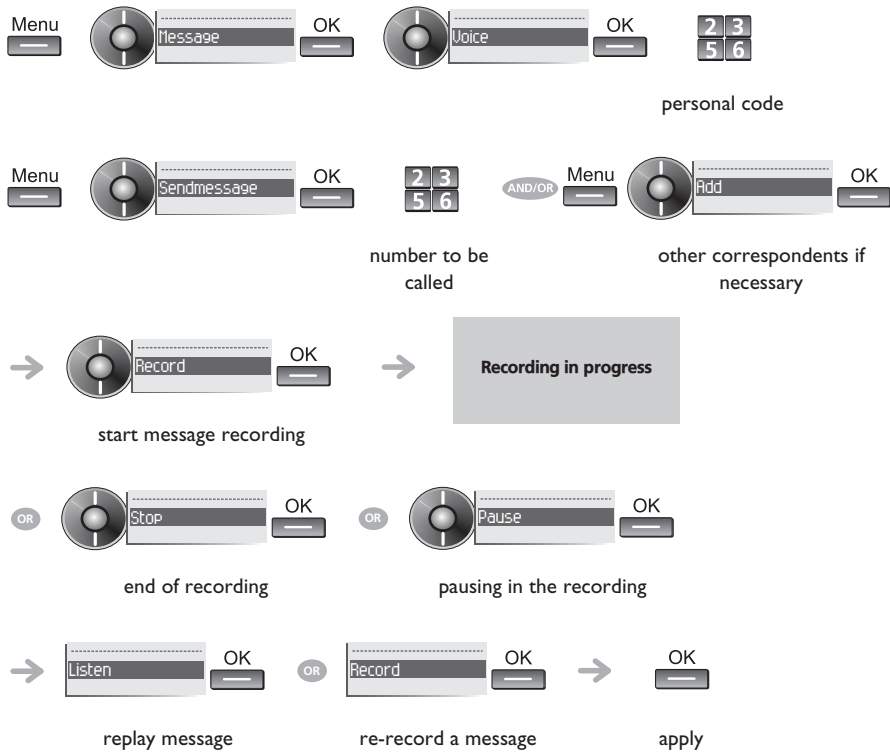


## \* To record a comment :





## 5.7 Sending a recorded message to a number / a distribution list



## 5.8 Broadcasting a message on the loudspeakers of a station group

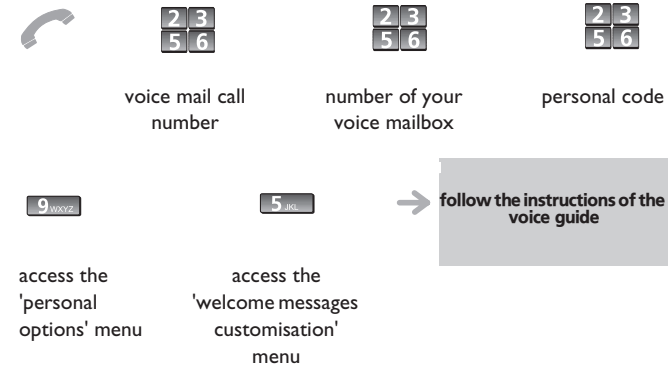
A message not requiring an answer can be broadcast on the loudspeakers within your broadcast group:



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

## 5.9 Modify the automated attendant welcome message remotely

This feature enables a user with the appropriate rights to modify the automated attendant night or day-time message.



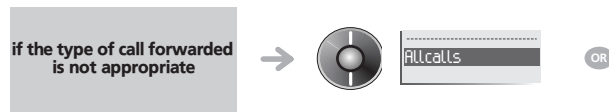
6.1 Selecting calls to be diverted

When a diversion is applied, you can select the types of call to be diverted: outside, internal, all.



select the 'Diversion' function

select the type of Out/Int call



all calls



internal or outside calls

apply (twice)

6.2 Diverting calls to another number (immediate diversion)

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



number to be called



You can make calls, but only the destination number can call you.

6.3 Diverting your calls to your voice message service

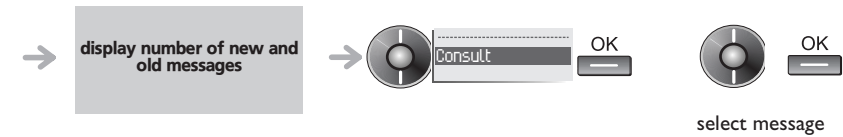


6.4 When you return, consult recorded messages

The display of the 'envelope' icon indicates that there is a message present.

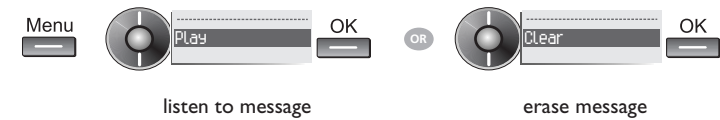


personal code



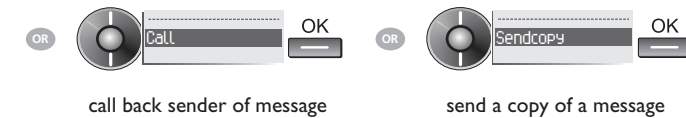
Listen to message

The sign <sup>†</sup> indicates a message not consulted.



listen to message

erase message

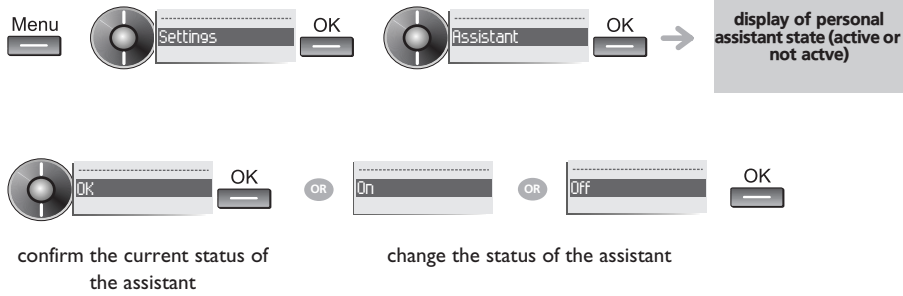


call back sender of message

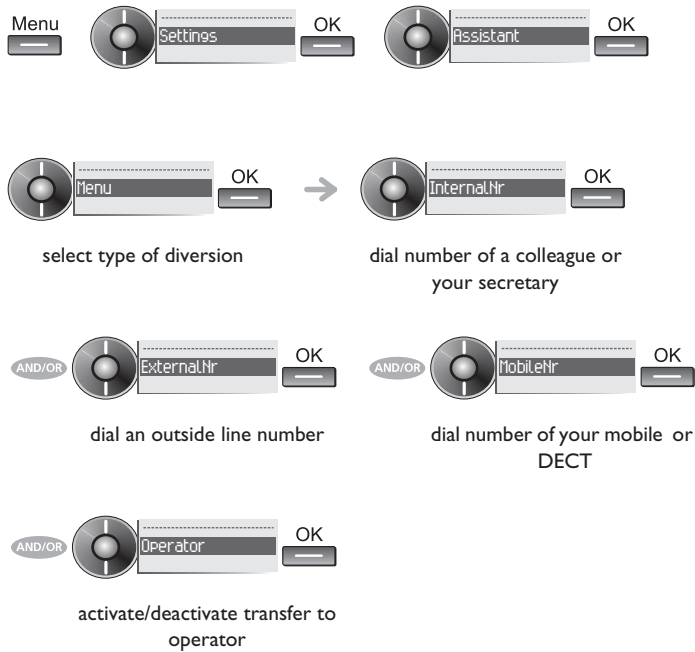
send a copy of a message

# Keep in touch

## 6.5 Activate/disable the personal assistant

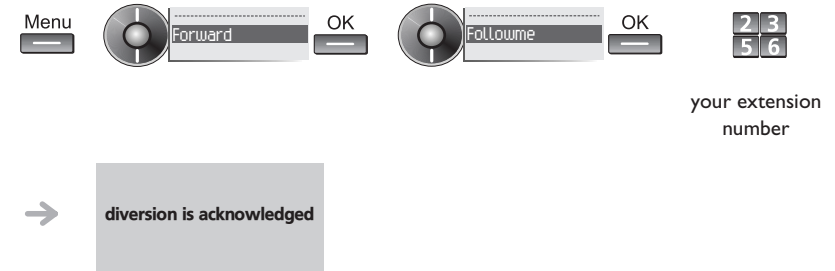


## 6.6 Personal assistant : reaching you with one number only



## 6.7 Forwarding your calls from the receiving terminal ("Follow me")

You wish to receive your calls in your present location:  
Use the "Follow me" function.

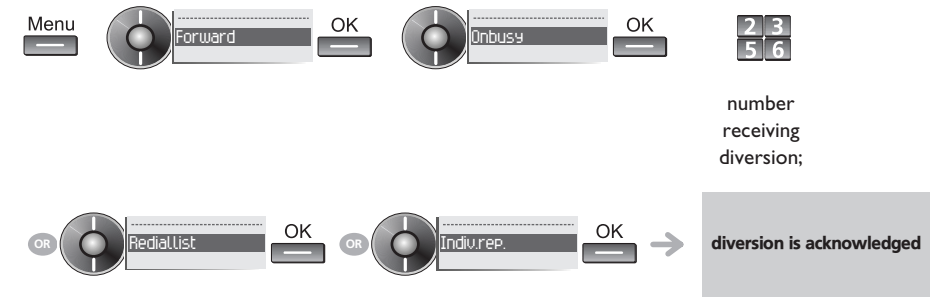


## 6.8 Cancelling all diversions



## 6.9 Diverting calls when your line is busy (divert if busy)

Callers can be diverted to another telephone if you are already on the line.



# Keep in touch

## 6.10 Do not disturb

You can make your terminal temporarily unavailable for all calls.



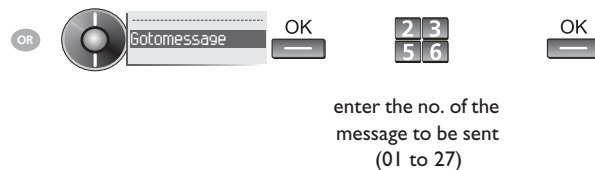
*Callers wishing to contact you will see the 'Do Not Disturb' message displayed on their sets when they try to call..*

## 6.11 Leaving a recorded message for internal callers

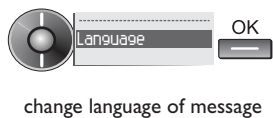
You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.



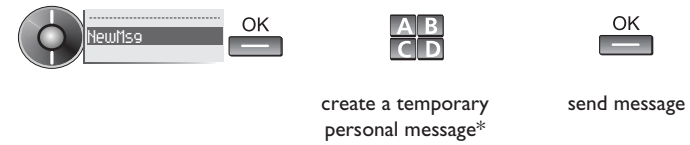
### • Predefined message



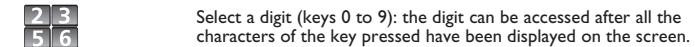
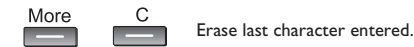
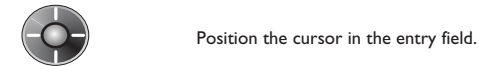
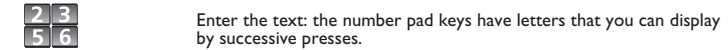
### • Change language of message



### • Personal message



\* create a temporary personal message :

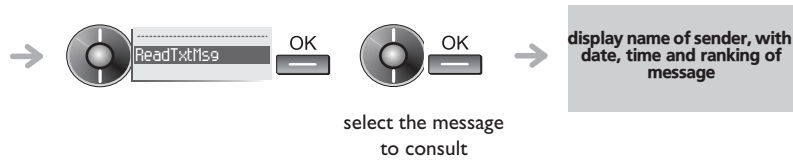


### • The 27 standard messages are shown below:




1	Call me back	15	Meeting on ___ (*)
2	Call me back tomorrow	16	Meeting on ___ at _: _ (*)
3	Call me back at _: _ (*)	17	Out for a while
4	Call back ___ (*)	18	Absent for the rest of the day
5	Call the attendant	19	Absent, back at _: _ (*)
6	Call the secretary	20	Absent, back on ___ at _: _ (*)
7	I will call back at _: _ (*)	21	On vacation, back on ___ (*)
8	Use paging	22	External meeting
9	Please fetch your fax	23	External meeting, back on ___ (*)
10	Please fetch your mail	24	I am in room nr ___ (*)
11	Please cancel your forwarding	25	In a meeting - do not disturb
12	Visitors are waiting	26	At lunch
13	You are expected at reception	27	Indisposed
14	Meeting at _: _ (*)	(*)	Messages to be completed using numeric keypad


## 6.12 Consulting written messages

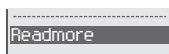


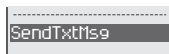
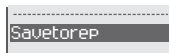

The light indicates that messages have been received.



During the display of the information:

-  call back the message sender (the message is erased automatically after the call)
-  next message
-  previous message

During message consultation, press the 'menu' key to access the following functions: (  )

-  read the rest of the message
-  erase message
-  call back sender of message
-  sending a written message to an internal correspondent
-  save the sender's number in your directory
-  terminate consultation

## 6.13 Message notification

A message is left in your mailbox but you are not at your desk. You can configure your telephone so that you receive notification of the message on another telephone.



### • Activate/deactivate message notification

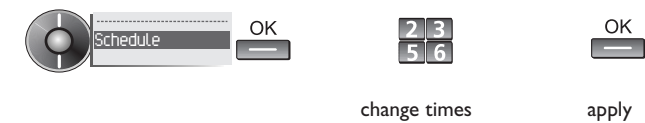


### • Enter the number of the set where the notification is to be received



### • Change the time slot

The time slot during which notification is activated can be changed.



# 7 Programming your telephone

## 7.1 Initializing your voice mailbox



Your personal code is used to access your voice mailbox and to lock your telephone.

Your password has 6 digits. A weak personal code with 6 identical digits (000000, 111111, etc.) or a simple sequence of 6 digits (012345, 123456, etc.) will be rejected by the system. After a system upgrade, the password may still have only 4 digits. For security reasons, we recommend you use a password with 6 digits. Contact your installer for more information.

## 7.2 Customising your voice greeting

You can replace the greeting message by a personal message



During the recording of a message, it is possible to access the following functions: ( )

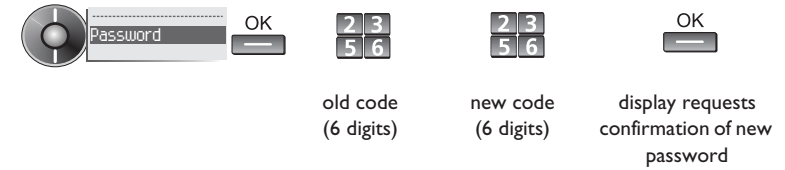
to stop the recording

to pause recording

to record the message again

## 7.3 Modifying your personal code

Your personal code is used to access your voice mailbox and to lock your telephone.



As long as your voice mailbox has not been initialized, personal code is 151515.

Your password has 6 digits. A weak personal code with 6 identical digits (000000, 111111, etc.) or a simple sequence of 6 digits (012345, 123456, etc.) will be rejected by the system. After a system upgrade, the password may still have only 4 digits. For security reasons, we recommend you use a password with 6 digits. Contact your installer for more information.

## 7.4 Configuring the telephone ringer



profile button



select the profile (silent, vibrating ringer, low, loud or customized)



# Programming your telephone

## ▼ Select a profile



Choose the profile

Select a profile

## ▼ Modify a profile



choose the profile



**to modify the volume**

select the volume of your choice



**to modify the ring tone**

select the type of call to which the ringing is to be associated



select the melody of your choice

to listen to the ringing

apply your choice

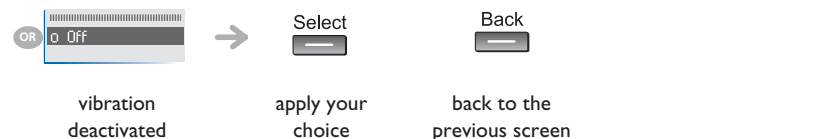
back to the previous screen



**vibration active only if the ring tone is on silent mode**

vibration mode active

vibration active only if the ring tone is on silent mode



vibration deactivated

apply your choice

back to the previous screen



**to modify the key sound**



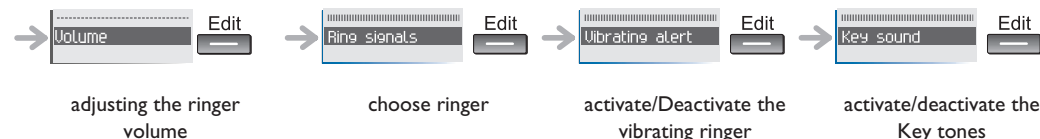
apply your choice

back to the previous screen

## ▼ Create a new profile (only for OmniTouch 8128 WLAN Handset)



enter the profile name



adjusting the ringer volume

choose ringer

activate/Deactivate the vibrating ringer

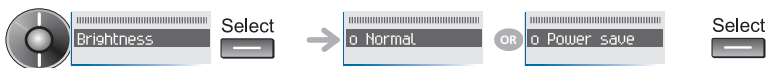
activate/deactivate the Key tones

## 7.5 Adjusting your display



# Programming your telephone

## • Adjusting the screen brightness



## • Adjusting screen contrast: (only for OmniTouch 8118 WLAN Handset)

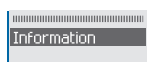


choose brightness

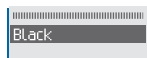
## 7.6 Screensaver (only for OmniTouch 8128 WLAN Handset)



select the screensaver you want when your phone is idle

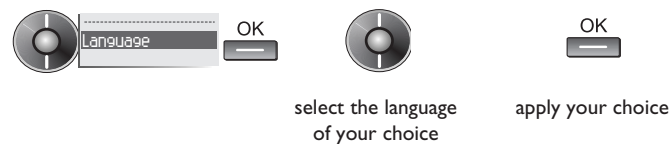


When your phone is idle, the time is displayed on the screen.



When your phone is idle, the screen is black.

## 7.7 Selecting language



select the language of your choice

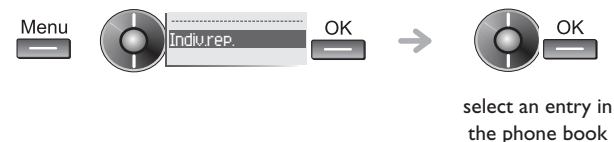
apply your choice

## 7.8 Selecting connection language, profiles and settings menus



selecting language

## 7.9 Programming your personal directory



select an entry in the phone book



enter the name\*

enter the number

\* Enter the name :



Enter the text: the number pad keys have letters that you can display by successive presses



Position the cursor in the entry field



Erase last character entered



Enter a digit (keys 0 to 9)



# Programming your telephone

## 7.10 Programming an appointment reminder

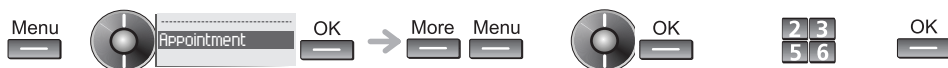
You can define the time of a temporary reminder (one in 24 hours) or a permanent reminder (every day at the same time).

### • Program a temporary reminder call.



enter time of appointment

### • Program a permanent reminder call.



select the type of appointment (temporary or permanent) enter time of appointment

### • Enter the reminder time.



enter the reminder time



select the type of appointment (temporary or permanent)

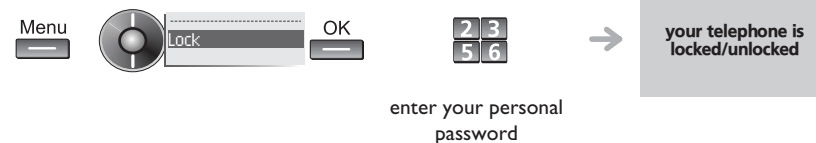
enter the reminder time

### • At the programmed time, your telephone rings.



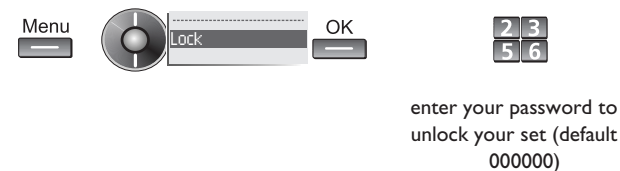
## 7.11 Lock / unlock your telephone

### • Lock / unlock your telephone.



enter your personal password

### • Unlock your phone.



enter your password to unlock your set (default 000000)

### • Locking the keypad.



Long press

### • Lock the keypad automatically.

You can configure your set so that the keypad is blocked automatically after 5, 10 or 20 seconds.



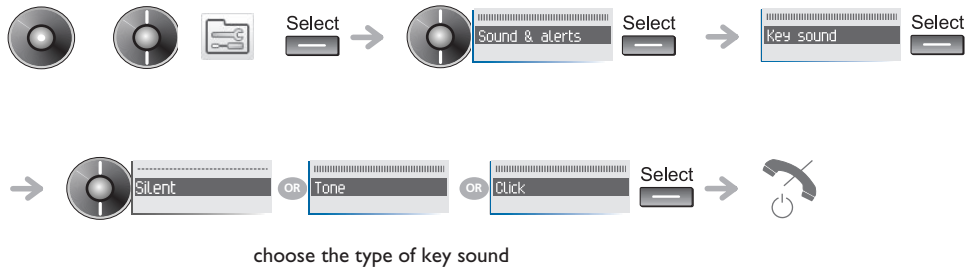
### • Unlocking the keypad.



# Programming your telephone

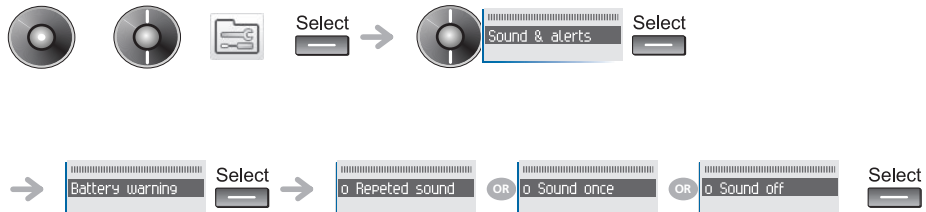
## 7.12 Activate/deactivate the Key tones

By default the set emits a tone each time a key is pressed.  
To deactivate these tones:



## 7.13 Activate/deactivate the Warning tones

The warning tones inform the user of an abnormal operation (out of range, system activated or halted, etc.).  
To deactivate these tones:





The wording is not contractual and may be subject to change..

■ System menu items

1	2	3	4	5	6
menu	Settings	My phone	Directory program Language Password		
		My services	Consultation	Forward services	Immediate forward Forward on busy Fwd on no reply Fwd busy/no reply Deactivate forward Deactive follow me Remote forward Deact remote fwd
				Don't disturb-Lock	Lock/unlock Do not disturb Suite: DND
				Call pick up	Group call pick up Set call pick up Night call pick up Park/retrieve call Common hold ProcessGrp pick up
				Associate services	Group call pick up Call associate Overflow to associate Overflow if busy Cold River Deact ovflow to assoc
				Consult-Callbacks	Last caller Charging info Alarm consultation
				Appointment	
				VoiceMail services	Notify voice msgs Send voice message
				Misc. services	Intrusion protection Business account code Substitution Enter hunting group Leave hunting grp Set out of service Meet-me conference Z behind UA prefix

1	2	3	4	5	6
					Principal line Secondary lines Auto conference Announce system Manual conference Ivory tower Priority call ; CUG
				Radio paging Transparency	Pulse signalling DTMF signalling Connect Alphapage
					Associate Call mode IP parameters Version Phone test
		My parameters			
				Redial list Appointment Lock Messaging	
				Voice mail Text mail No callback No unanswered call	
					No last caller No unanswered ext No unanswered int Redial list
		Forward		Immediate forward Other forward	Forward on busy Fwd on no reply Fwd busy/no reply Remote forward Deactive follow me Deact remote fwd
				Forward to text	Predefined message Msg to complete Message to create
				Events	Do not disturb No last caller No unanswered ext No unanswered int Redial list No outgoing call
				Personal directory	

# Menu tree

## Connections menu items

1                      2                      3

---



Headset	Standard
Network	
In charge	No action
	Charge profile

## Profiles menu items

1                      2

---



- Normal
- Silent
- Vibrate
- Loud
- Soft
- Add new

## Settings menu items

1                      2                      3                      4                      5

---



Sound & Alerts	Volume			
	Ring signals			
	Vibrating alert			
	Key sound			
	Battery warning			
Locks	Automatic key lock			
Display	Brightness			
	Screen saver	Black		
		Information	Not used	
			Message	
			Appointment	
			Notification	
			Terminal lock	
			Keypad lock	
Language				
Device info	Software			
	Hardware			
	WLAN info			
	Network info			
	TPTP info			

## Guarantee and clauses

Independently of the legal warranty that covers this appliance, it is guaranteed for 1 year, parts and labour, counting from the date indicated on your invoice.

The invoice will be demanded if making a claim under the warranty. The warranty does not however apply in the following cases: in the event of use that does not comply with the instructions given in this user's manual, faults or damage caused by natural wear, damage resulting from a cause external to the appliance (e.g. impact, fall, exposure to dampness, etc.), noncompliant installation or modifications or repairs carried out by people who are not approved by the manufacturer or retailer.

Warning: never place your telephone in contact with water. To clean your telephone, you may however use a damp soft cloth. Never use solvents (trichlorethylene, acetone, etc.) which may damage the plastic parts of your telephone. Never spray it with cleaning products.

The ear piece and microphone area of the handset may attract metallic objects that may be dangerous for the ear.

The wording is not contractual and may be subject to change. Some functions of your telephone are controlled by a software key and the configuration of the unit.

### Declaration of compliance

EC countries: we, **Alcatel-Lucent Enterprise**, declare that the Alcatel-Lucent OmniTouch 8118/8128 WLAN Handset products comply with the essential demands of Directive 1999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.



### Information relative to the environment

This symbol indicates that at the end of its life, this product should be subject to special collection and disposal in member countries of the European Union, as well as in Norway and Switzerland. By ensuring this product is disposed of correctly, you will help to conserve natural resources and help prevent potential negative consequences to the environment and human health which could otherwise be caused by inappropriate disposal of this product. For further details about recycling this product, please contact the supplier who sold you the product.

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