Alcatel-Lucent OmniPCX Enterprise Communication Server



Alcatel-Lucent IP Touch 4028 Phone Alcatel-Lucent 4029 Digital Phone

User manual

Introduction

Thank you for choosing a telephone from the Alcatel-Lucent IP Touch 4028 & 4029 Digital Phone range manufactured by **Alcatel-Lucent**.

Your IP Touch 4028 & 4029 Digital Phone terminal has a new ergonomic layout for more effective communication.

- A large graphic screen, in conjunction with various keys and the navigator, allows you to make calls, configure and program your telephone.
- a receiver that is pleasant to use: it fits nicely in the hand with a flexible grip section,
- communication is even more convenient using the audio keys (loudspeaker, handsfree),,
- the convenient alphabetic keypad, to call your parties by name,



How to use this guide

Actions		• Keypad	
7	Lift the receiver.		Numeric keypad.
7	Hang up.	68	Alphabetic keypad.
		2	Specific key on numeric keypad.
• Navigator			
OK	Move the navigation key up, down, to the left or to the right.		

		d to access the different pages (Menu, Main, etc.) and to return to the
Display	and display keys	Audio keys

Programi	mable keys and icons	Other	fixed keys
		•	Adjustment "increase".
	Display key.	•	Adjustment "reduce".
Smith John	Partial view of display.		Speaker, Handsfree.

rogra	mmable keys and icons	Other	fixed keys
	Line key.		Hold and Transfer keys.

Icon corresponding to key.	U	MENU key.
		Voice mail access key.

Other symbols used		
Menu	Means that the feature is accessible from the Menu page.	
Main	Moons that the feeture is accessible from the Main page	

	Means that the feature can be accessed by pressing a programmed key - see Program the keys for the Main page or the add-on module .
	Means that the feature is subject to programming. If necessary, contact your installer.
Info	Means that the feature is accessible from the Info page.
riain	Means that the feature is accessible from the Main page.

These symbols may be supplemented by small icons or text.

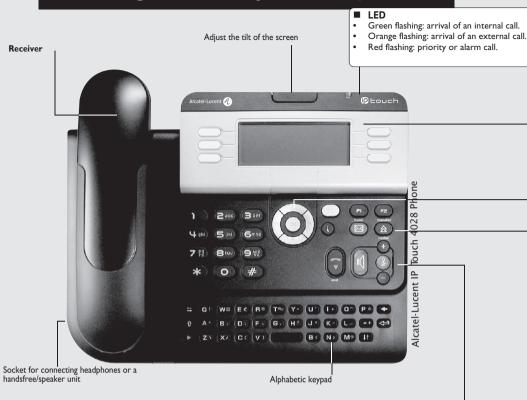
3

Contents

	Getting to know your telephone	р. 6
I.)	Description of the screens	р. 7
	I.1 Welcome screens	p. 8
2.	••	р. 9
<u> </u>	2.1 Making a call 2.2 Answering a call 2.3 Using the telephone in "Hands free" mode 2.4 Activating the loudspeaker during a call (receiver lifted) 2.5 Calling your party by name (company directory) 2.6 Make calls via your programmed call keys. 2.7 Calling from the common directory 2.8 Redial. 2.9 Callback an unanswered call. 2.10 Requesting automatic callback if internal number is busy 2.11 Answering an internal call in intercom mode 2.12 Sending DTMF signals. 2.13 Mute, so that your party cannot hear you.	p. 9 p. 9 p. 10 p. 10 p. 10 p. 10 p. 10 p. 11 p. 11
3.	During a call	p. I
	 3.1 Making a second call during a call. 3.2 Answering a second call during a call. 3.3 Switching between calls (Broker call). 3.4 Transferring a call. 	p. 12 p. 12 p. 13
	3.5 Three-way conference with internal and/or external parties (conference) 3.6 Talk simultaneously to more than 2 partys 3.7 Casual conference. 3.8 Placing a call on hold (HOLD) 3.9 Parking a call	p. 13 p. 13 p. 13
	3.9 Parking a call 3.10 Barge-in/Intrusion into an internal call 3.11 Adjust audio volume 3.12 Signal malicious calls	p. 14 p. 15
4.	Sharing	p. I
	4.1 Answering a night or a general bell 4.2 Manager/assistant screening 4.3 Individual pick-up 4.4 Hunt groups 4.5 Calling an internal party on his/her pager 4.6 Answering a call on your pager	p. 16 p. 16 p. 17 p. 17 p. 17
	 4.7 Calling a party on his/her loudspeaker. 4.8 Sending a written message to an internal party. 4.9 Sending a copy of a voice message. 4.10 Sending a recorded message to a number/a distribution list. 4.11 Broadcasting a message on the loudspeakers of a station group. 	p. 18 p. 18 p. 19
5.	. •	p. 2
	5.1 Diverting calls to another number (immediate forwarding) 5.2 Forwarding your calls to your voice message service. 5.3 When you return, review your recorded messages. 5.4 Diverting calls to your pager. 5.5 Forwarding your calls from the receiving terminal ("Follow me"). 5.6 Applying a selective forwarding. 5.7 Cancelling all forwardings.	p. 20 p. 20 p. 20 p. 20 p. 20 p. 20 p. 21
	5.8 Cancelling a specific forwarding . 5.9 Diverting calls when your line is busy (forward if busy) . 5.10 Do not disturb . 5.11 Leaving a recorded message for internal callers . 5.12 Consulting written messages .	p. 21 p. 21
	J.12 Consulting written incessages	P. Z

7.1 Initializing your voice mailbox. p. 7.2 Customizing your voice greeting p. 7.3 Modify the password for your phone set. p. 7.4 Modify the password for your voice mailbox p. 7.5 Adjusting the audio features p. 7.6 Adjusting screen brightness p. 7.7 Selecting the welcome page p. 7.8 Selecting language p. 7.9 Program the keys for the Main page or the add-on module p. 7.10 Erase a programmed key p. 7.11 Programming an appointment reminder p. 7.12 Identifying the terminal you are on p. 7.13 Lock / unlock your telephone p. 7.14 Configuring the audio jack of your telephone p. 7.15 Call the associated set p. 7.16 Forward your calls to the associated number p. 7.17 Forward your calls to the associated number p.	
Finding out the cost of an outside call made for an internal user from your terminal. p. Programming your telephone. p. Initializing your voice mailbox. p. Customizing your voice greeting p. Modify the password for your phone set. p. Adjusting the audio features. p. Adjusting screen brightness p. Selecting the welcome page p. Selecting language p. Program the keys for the Main page or the add-on module p. Frase a programmed key p. Ildentifying the terminal you are on p. Adjusting the audio jack of your telephone p. Configuring the audio jack of your telephone p. Call the associated set p. Forward your calls to the associated number p. Forward your calls to the associated number p.	. 23
7.1 Initializing your voice mailbox. p. 7.2 Customizing your voice greeting p. 7.3 Modify the password for your phone set. p. 7.4 Modify the password for your voice mailbox p. 7.5 Adjusting the audio features p. 7.6 Adjusting screen brightness p. 7.7 Selecting the welcome page p. 7.8 Selecting language p. 7.9 Program the keys for the Main page or the add-on module p. 7.10 Erase a programmed key p. 7.11 Programming an appointment reminder p. 7.12 Identifying the terminal you are on p. 7.13 Lock / unlock your telephone p. 7.14 Configuring the audio jack of your telephone p. 7.15 Call the associated set p. 7.16 Forward your calls to the associated number p. 7.17 Forward your calls to the associated number p.	
7.2 Customizing your voice greeting p. Modify the password for your phone set. p. Modify the password for your voice mailbox p. Adjusting the audio features p. Adjusting screen brightness p. Adjusting screen brightness p. Selecting the welcome page p. Selecting language p. Program the keys for the Main page or the add-on module p. Programming an appointment reminder p. Identifying the terminal you are on p. Jobs / Lock / unlock your telephone p. Lock / unlock your telephone p. Call the associated set p. Forward your calls to the associated number p. Forward your calls to the associated set p. Forward your calls to the associated set p. Forward your calls to the associated year.	. 24
7.18 The Tandem configuration	5. 24 5. 24 5. 25 5. 25 5. 25 5. 26 6. 26 6. 27 6. 27 6. 27 7. 28 8. 28 8. 28
	o. 28

Getting to know your telephone



■ Audio keys



END key: to terminate a call.



Handsfree/Speaker Key: to make or answer a call without lifting the receiver.

- Lit in handsfree mode or headset mode (short press).
- Flashing in speaker mode (long press).

Intercom/Mute key



- Terminal idle:press this key so that you can automatically answer a call without lifting the
- To adjust the speaker or receiver volume up or down

■ Extension unit



An extension unit can be fitted to your telephone. This provides additional keys which can be configured as feature keys, line keys, call keys etc.

To affix labels: push the holding strip of the unit backwards to you and lift it. Install the label under the keypad, in the housing designed for, and place the keypad back into position.

Display and display keys

Receiver connected.

Contains several lines and pages providing information on calls and the features accessible via the 10 keys associated with the words on the

Forward icon: pressing the key next to this icon allows you to program or change the forward feature.

Appointment programmed.

Silent mode enabled. Telephone locked.

■ Navigation

OK

OK key: used to validate your choices and options while programming or configuring.

Display keys: pressing a display key activates the feature shown associated with it on the screen.

Left-right navigator: used to move from one page to another.

Up-down navigator: used to scroll through the content of a page.

Back/Exit key: to return to previous menu (short press) or return to first screen (long press): during a call, provides access to welcome screens (Menu, Info, ..) and to return to the call icon screens.

Welcome screens



Menu page: contains all features and applications accessible via the keys associated with

Main page: contains call line keys (allowing supervision of calls) and programmable call

Info page: contains information on the telephone and the status of its features: name, telephone number, number of messages, activation of forwar feature, appointment reminder, etc.

Call display





Call in progress or outgoing call



Call on hold





If you get two calls at the same time, you can switch from one call Left-right navigator: used to check calls to the other by pressing the display key associated with each call.

■ Feature keys and programmable keys

Guide key: used to obtain information on features of the 'menu' page and to program key of the 'main' page.

Messaging key to access various mail services: if the key flashes, a new voice message or a new text message has been received.

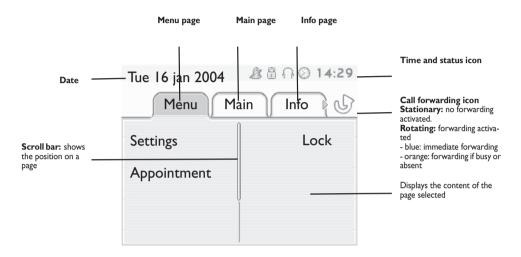
'Redial' key: to access the 'Redial' feature.

Hold: the call is placed on hold. **Transfer:** transfer the call to another number.

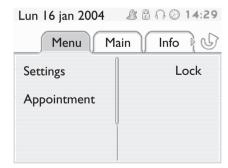
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1 Description of the screens

1.1 Welcome screens



Menu page: contains all features and applications accessible via the keys associated with the words on the screen. From this page, it is possible to adjust the ringer volume and screen brightness, program the time of an appointment, lock the terminal, define the default page displayed, configure voice mail, and access telephone features such as calling back one of the last 10 numbers or intercepting calls.



Main page: contains call line keys (allowing supervision of calls) and programmable call keys. The up-down navigator is used to access all the speed dial keys (apart from those displayed by default). Direct call keys are programmed or modified via the Information key.



Info page: contains information on the telephone and the status of its features: name, telephone number, number of messages, activation of forwar feature, appointment reminder, etc.





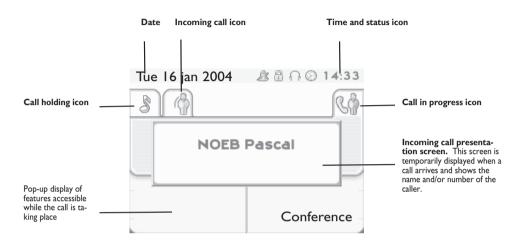
Left-right navigator: used to move from one page to another.



Up-down navigator: used to scroll through the content of a page.

Description of the screens

1.2 Call management screen





Each tab corresponds to a call, the status of which is symbolized by its icon (in progress, held, arrival of new call). When a call is in progress, use the left-right navigator to look at held or incoming calls.



Use the up-down navigator to display the features accessible. These features (transfer, conference, etc.) are directly related to the status of the call consulted. For example, the transfer feature will not be available between a call in progress or a held call and an incoming call.



Back/Exit key:

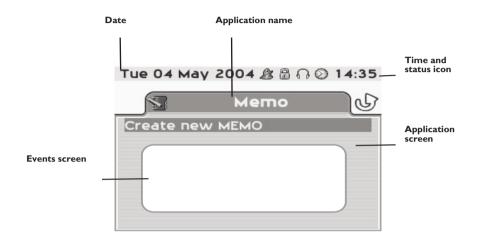
used to switch from a telephone screen to an application screen. For example, can be used while a call is in progress to look up a number, program an appointment reminder, etc.

Calls can also be managed from the Main page.

While the call is in progress, press the Back/Exit key and display the Main page.

Calls in progress or waiting are displayed on the different line keys. It is then possible to converse with the caller of your choice by pressing the key associated with him.

1.3 Application screen



- Application screen: displays information relevant to programming or configuring the telephone.
- **Events screen:** displays events connected to the programming or configuration operations in progress, confirmation, rejection, error, etc.

2 Using your telephone

2.1 Making a call











Dial the number for your call

Lift the receiver

.

Number required













Handsfree Nu

Number required

Programmable line key

Dial by name



You are on a call with the destination number



To make an external call, dial the outside line access code (9) before dialing your party's number. The digit 9 is the default code for an outside line.



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

If the internal or outside number does not reply:











Broadcast a message on the loudspeaker of the free terminal

Request callback to a busy terminal

Send a written message









Send a voice message

Go to next screen

2.2 Answering a call











Lift the receiver

Handsfree

Press the key next to the 'incoming call' icon

2.3 Using the telephone in 'Hands free' mode

Terminal idle:





nd Terminate your call

Call in progress:

release









Press and release

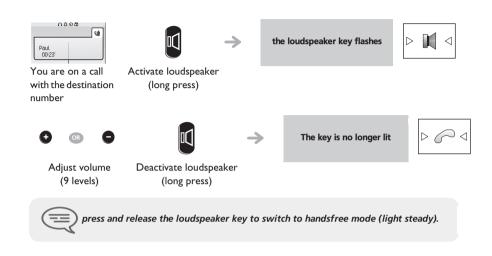




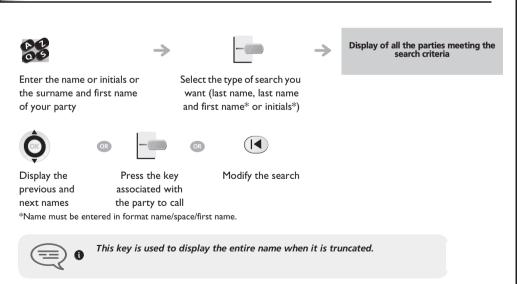
During a call, you can lift the receiver without terminating the call.

Using your telephone

Activating the loudspeaker during a call (receiver lifted) - Speaker



Calling your party by name (company directory)



Make calls via your programmed call keys 2.6









Access the 'Main' page

Select the party you want to call from the programmed call keys Call the selected party

Calling from the common directory 2.7

Your terminal has access to a common directory of outside numbers.



Directory number

Redial 2.8











last number redial

'Redial' key

Reach the 'Menu page

Callback an unanswered call 2.9











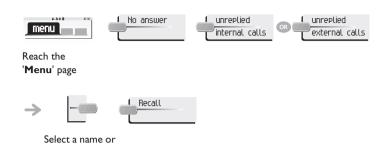




Reach the 'Menu' page Call back the last caller

Using your telephone





• Erase the list of unanswered calls:

a number



Reach the 'Menu' page

2.10 Requesting automatic callback if internal number is busy



2.11 Answering an internal call in intercom mode

You can answer without lifting the receiver. When you receive an internal call, your telephone rings and you are connected directly in handsfree mode. The screen shows the caller's identity.

To activate - Terminal idle:





To deactivate - Terminal idle:



2.12 Sending DTMF signals

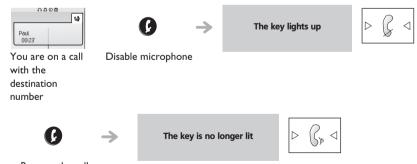
Even if your system is not touchtone by default, during a call you sometimes have to send DTMF signals, to a voice server, an automated attendant or a remotely consulted answering machine.





2.13 Mute, so that your party cannot hear you

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



B During a call

3.1 Making a second call during a call

During a call, you can call a second person (consultation call):



Number of Name of second party second party

Other methods for calling a second party



Dial the number for your call.



Name of second party.



- To access the 'Redial' feature (press and hold).
- Call back one of the last 10 numbers dialed (short press).





Programmable line key.

• To cancel your second call and recover the first:

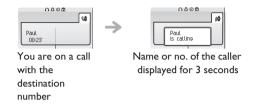




If you make an error, hang up: your telephone will ring and you will recover your first call.

3.2 Answering a second call during a call

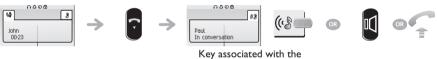
• A second party is trying to call you:



Answer displayed call::



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



'incoming call' icon

3.3 Switching between calls (Broker call)

During a call, a second call is put on hold. To alternate between calls:



During a call

3.4 Transferring a call

• To transfer your call to another number:





3.5

Transfer between two outside calls may not be possible, depending on system configuration.

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

During a call, to establish a three-way conference:







Code for "Conference"

feature

Number of second party

Press to establish the three-way conference

Cancel conference and return to first correspondant (if conference is active):



Hang up on all correspondant (if conference is active):

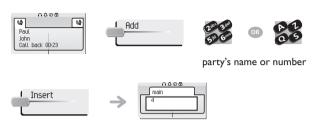


After the conference, to leave your two parties talking together:



3.6 Talk simultaneously to more than 2 partys

You are in a conference call with 2 partys. To add another party to the conference:



3.7 Casual conference

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





3.8 Placing a call on hold (HOLD)



Private hold

during a call, you may place the call on hold and recover it later, on the same telephone:



During a call

Press 'Hold' to recover the call on hold:



Common hold:

to recover your call on any telephone in your system.



You are on a call

with the

destination

number

Recover the call on hold from any telephone:



Key associated with the 'incoming call' icon

3.9 Parking a call





You can park a call and retrieve it on another extension:



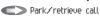
You are on a call with the destination number



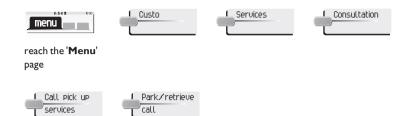
Your call is placed on

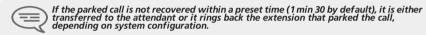
hold

• To recover the parked call:



To automatically take the parked call, pick up the handset of the parking destination set.





3.10 Barge-in/Intrusion into an internal call

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



Same key to exit

Protection against Barge-in/intrusion:





Press programmable key

Enter the number desired



3.11 Adjust audio volume

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



3.12 Signal malicious calls



Sharing

Answering a night or a general bell

Menu



Night service call pickup

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



Manager/assistant screening





System configuration allows "manager/assistant" groups to be formed, so that the manager's calls can be directed to one or more

From the manager's or assistant's telephone:





Press the same key to cancel



Screening is indicated on the manager's telephone by the icon corresponding to the "screening" programmed key.

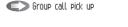
Individual pick-up 4.3





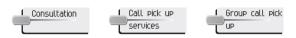
You hear a telephone ringing in an office where no-one can answer. If authorized, you can answer the call on your own telephone.

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





'Menu' page



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





reach the 'Menu' page





Dial the number of the ringing telephone



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

Hunt groups

• Hunt group call:

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





Group No.

• Temporary exit from your hunt group:









Reach the

'Menu' page









Your group number

Return into your group:









Reach the

'Menu' page









Your group number



Belonging to a group does not affect the handling of speed dials. A specific telephone within a group can always be called by using its own number.

Calling an internal party on his/her pager 4.5



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









number called

number called





Your party can answer from any telephone in the system.

Answering a call on your pager



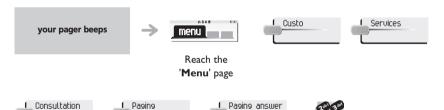




Consultation

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

Paging



Your extension number

Sharing

4.7 Calling a party on his/her loudspeaker



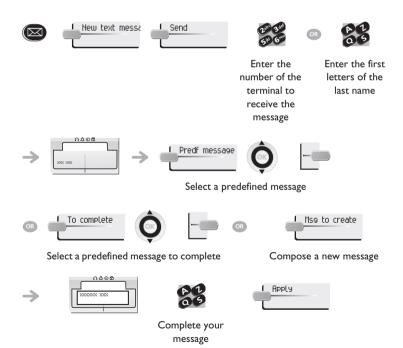
Your internal party does not answer. If authorized, you can remotely activate your party's phone:



Your party does not answer

you are connected to the loudspeaker on your party's phone (if he/she has the handsfree feature)

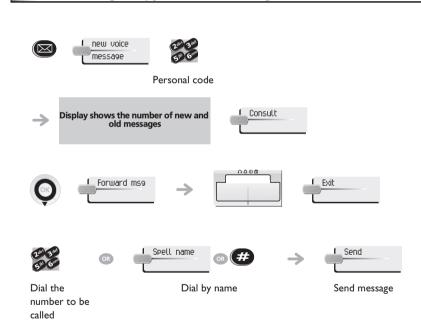
4.8 Sending a written message to an internal party



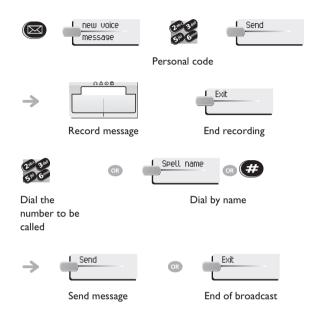
• The 27 standard messages are shown below:

I	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 assistant	20	Absent, back on at _:_ (*)
7	I will call back at _:_ (*)	21	On vacation, back on (*)
8	Use paging	l	External meeting
9	Please retrieve your fax	23	External meeting, back on (*)
10	Please retrieve your mail	24	I am in room nr (*)
П	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

4.9 Sending a copy of a voice message



4.10 Sending a recorded message to a number/a distribution list



4.11 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:





Keeping in touch

Diverting calls to another number (immediate forwarding)

The number can be your home, cell or mobile, voice message, or an internal extension (attendant, etc.).

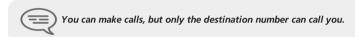




Dial the number to be called





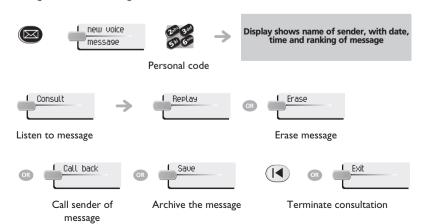


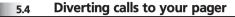
Forwarding your calls to your voice message service



When you return, review your recorded messages

The light indicates that messages have been received.









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



key

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





You wish to receive your calls in your present location:

Use the "Follow me" feature.











your extension number









Do not disturb activated

Press programmable key

Your extension number

Applying a selective forwarding; 5.6

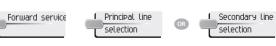




You can forward your primary number and your secondary number or numbers to different sets.



'Menu' page



Select the number to forward

Number receiving forwarding

Keeping in touch

5.7 Cancelling all forwardings



5.8 Cancelling a specific forwarding

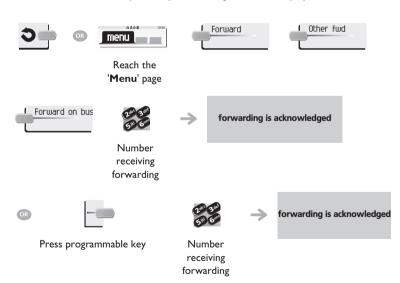


5.9 Diverting calls when your line is busy (forward if busy)

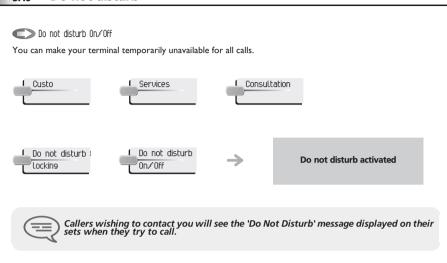
Menu



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

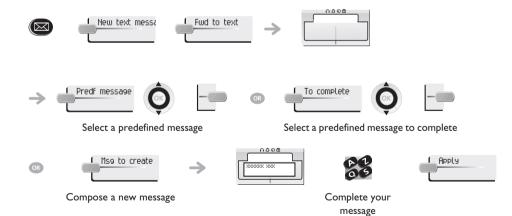


5.10 Do not disturb

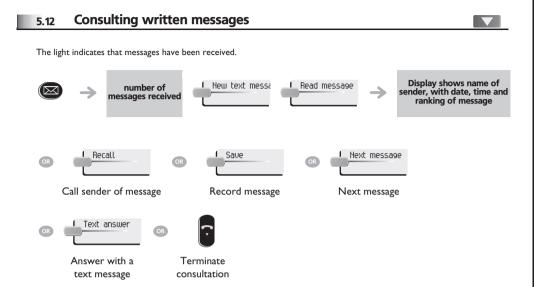


5.11 Leaving a recorded message for internal callers

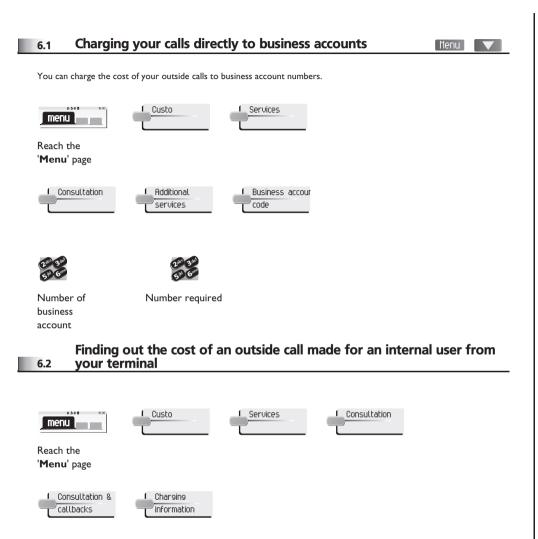
You can leave a message on your terminal which will be displayed on the screen of the terminal calling you.



Keeping in touch



6 Managing your charges



Initializing your voice mailbox 7.1





Enter your personal code, then record your name following the voice guide



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

Customizing your voice greeting

Menu

You can replace the greeting message by a personal message.













1 End

Personal code





the default









Record message

End recording

message

Accept







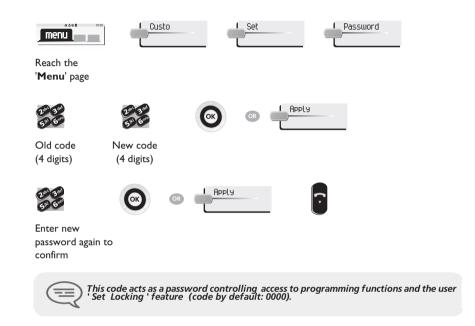


Replay message

■ Replay

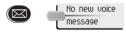
Modify the password for your phone set 7.3





Modify the password for your voice mailbox

Menu









Personal code











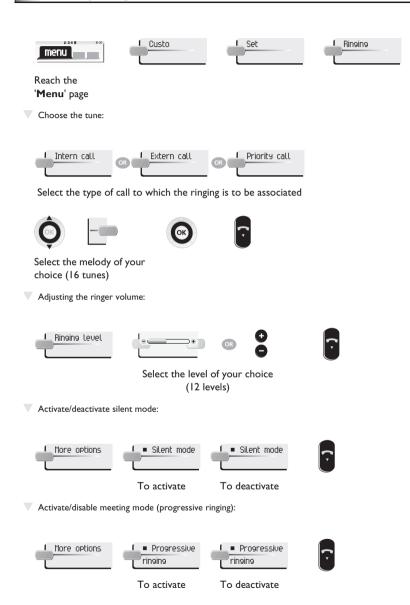
New code (4 digits)

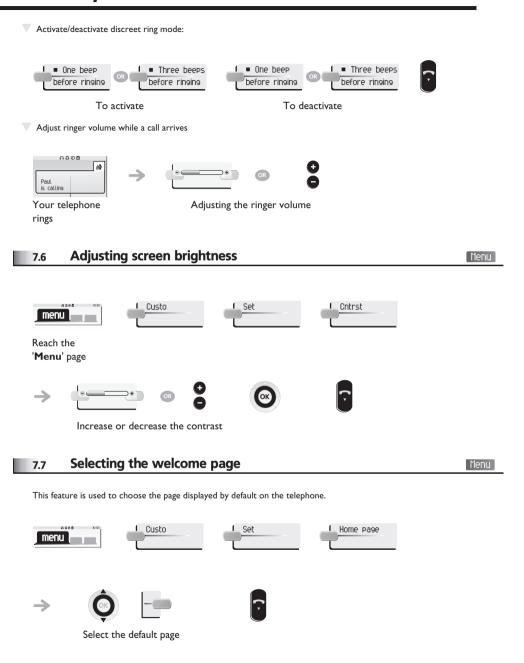


As long as your voice mailbox has not been initialized, the personal code is 1515.

7.5 Adjusting the audio features







Menu

Main



L Lang



personal code

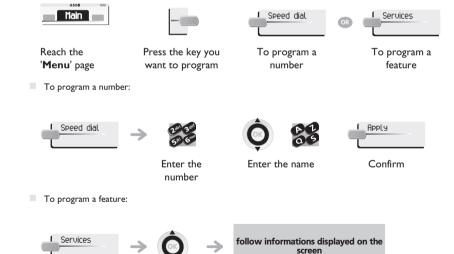
L Custo

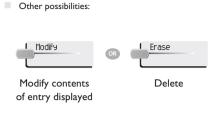


Program the keys for the Main page or the add-on module

You can program call numbers and features for the 'Main' page keys and the add-on module keys.

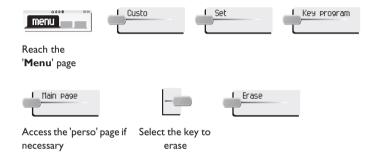
choice





Erase a programmed key

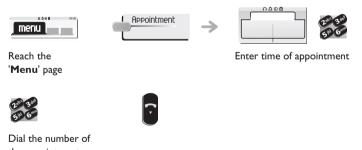
Menu



Programming an appointment reminder 7.11

Menu

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



the appointment

destination set

The 'Appointment programmed' icon is displayed on the welcome page.

At the programmed time, your telephone rings:





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

To cancel your reminder request:









Reach the

'Menu' page

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

7.12 Identifying the terminal you are on

Info

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



Access the Info page using the navigator.

7.13 Lock / unlock your telephone

Menu









your telephone is locked/unlocked

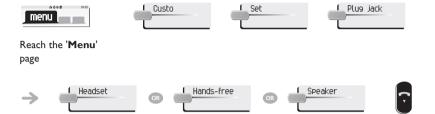
Reach the 'Menu' page

Depending the displayed informations, enter your password or confirm

7.14 Configuring the audio jack of your telephone

Menu

By default, the audio jack of your telephone can be used to connect a headset, handsfree kit or loudspeaker.



7.15 Call the associated set

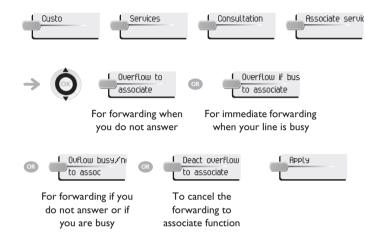
The number of another set can be associated with your set number (see Modify the associated number). To call it:

Start the call



7.16 Forward your calls to the associated number

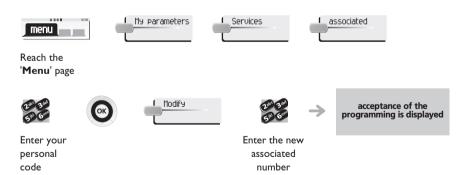
If you have previously defined an associated number, you can forward your calls to this number.



7.17 Modify the associated number

Menu

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



7.18 The Tandem configuration



This configuration lets you group two sets under a single call number. Your set is then the main set and the second set, usually a DECT set, is the secondary set. Each set has its own directory number, but the tandem number is that of the main set. When you receive a call, the two sets ring simultaneously. When one of the sets answers, the other set stops ringing. When all the lines of the main set are busy, the secondary (DECT) set does not ring. The 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 the two 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, set padlock, etc.

For more information regarding this configuration, contact the person in charge of your installation.

7.19 Create, modify or consult your intercom list (max. 10 numbers)



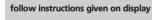
Custo

menu

reach the 'Menu'

. Interphone

page



Compliance

Independently of the legal warranty that covers this appliance, it is guaranteed for I 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 confirm 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.

To avoid accidentally damaging the set telephone line connector, make sure you position the cord correctly in the compartment intended for this purpose.

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 features 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 IP Touch 4028 and 4029 Digital Phone products (that can be equipped with a Bluetooth® handset) comply with the essential demands of Directive I 999/5/CE of the European Parliament and Council. A copy of the original of this declaration of compliance can be obtained from your installer.

This equipement has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. This Class B digital apparatus complies with Canadian ICES-003. 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 ans used in accordance with the instructions, may cause harmful interference to radio communications. If this equipment does cause harmful interference, please contact 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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