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Alcatel IP1020P

ADMINISTRATOR'S GUIDE

Alcatel IP1020P is a best-in-class SIP DECT system specially conceived for the business environment. Features such as a highly intuitive user interface, wide interoperability with IP PBX and VoIP providers, HD sound, hands free, improved security functions like encrypted voice and secured provisioning and the possibility to connect up to 6 handsets, perform up to 4 concurrent wideband calls and use 8 different sip accounts make IP1020P the ideal system for your business.

Please read carefully the administrator guide for a better knowledge of available functionalities and configuration possibilities you have access to with this terminal and thus be granted with an entire satisfaction.

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Declaration of Conformity

Hereby, it's declared that this phone is in conformity with the essential requirements and other relevant provisions of the CE.

CE Mark Warning

This is a class B device, in a domestic environment; this product may cause radio interference, in which case the user may be required to take adequate measures.

WEEE Warning

To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

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1 Getting Started

1.1 Packing List

The following components are included in your package:

Alcatel IP1020P base station

Base power supply unit

IP20 handset, battery door and belt clip

2xAA batteries

IP20 charging cradle

IP20 power supply unit

Ethernet cable

Quick Start Guide and Connection Sheet

1.2 Assembling your system

This section introduces how to assemble your system with the components in the packing list

Connect the network cable to the LAN connector of your base unit. Plug the other side of the cable to your PoE compliant network switch.

If only a non-PoE switch is available, then connect the power supply unit to the jack located on the side of the base unit, and then to the mains.

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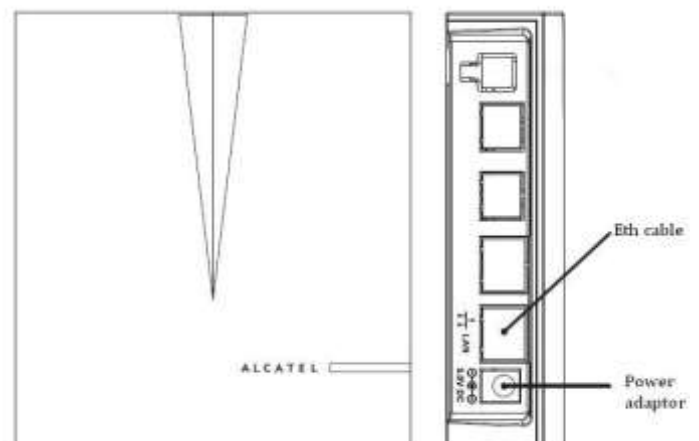
Insert the batteries into the handset battery compartment.

Connect the handset power supply unit to the charger and then to the mains.

Place the handset on the charging cradle.

Please let the handset charge for 8 hours before use.

1.3 Configuration and Registration

Some simple configurations are needed to get your phone ready for making calls: network and account information must be correct.

If you are not an administrator, please contact your internet administrator or service provider for more details.

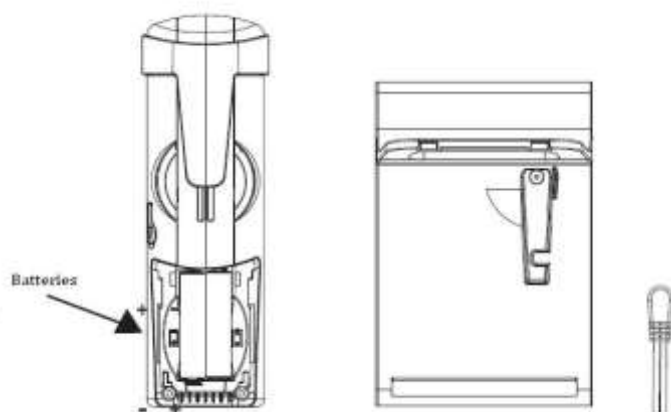## 1.3.1 Basic Configuration via Web Page

Alcatel IP1020P features an embedded web server to help administrators and users configure, manage and use their system in an intuitive and simple manner. The system web server can be accessed with any web browser.

Press OK button on the keypad of the handset to enter the menu. Then go to **Status→Network Status** to find out your IP1020P IP address. Enter it (for example http://192.168.1.100) into the address bar of your web browser. The default administrator's login name and password are **admin/0000**.

> **Note:** Please locate your PC in the same network segment of your Alcatel IP1020P (192.168.1.X as per the example above) to be able to access the web configuration page. Please consult your system administrator for help.

Network Settings

Choose **Network->WAN Settings**

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DHCP: By default the phone attempts to contact a DHCP Server in your network in order to obtain its valid network settings, e.g. IP address, subnet mask, gateway, DNS server, etc.

Static IP Address: If your phone cannot contact a DHCP Server for any reason, you need to enter the network settings manually via Static IP Address. Please contact your internet administrator for more details.

Note:
Using the wrong network parameters may result in inaccessibility of your phone and may also have an impact on your network performance. Please contact your network administrator.

Account Settings

The base unit attempts to register to the SIP server using the account data provided by automatic or manual initialization.

Go to System->SIP Account Management, and select one account among the 8 possible accounts by pressing "Edit".

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These are the basic parameters:

Field	Description
Active	You can choose on/off to enable/disable the account respectively.
Account Name	The name showing on the LCD of your handset for this account.
Hostname/IP Address	SIP server address provided by your ISP.
User Name	User account information, provided by your VoIP Service Provider

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	(usually it is the same as your phone number).
Registered Name	Register name provided by your VoIP Service Provider.
Password	Account password provided by your VoIP Service Provider.

Fill them in according to the information provided by your VoIP Service Provider, and scroll down the page to press "Save" button.

Once Network and Account Setting configurations are settled and your phone registered, your handset will show the content of Account Name parameter on the screen. Otherwise it will show "No service".

You can also check **Account status** table in **Status→Line status** page to see if registration has been successful. Please read chapter about Status in next chapter "Customizing your phone".

> Note:
>
> Should the IP PBX (SIP registrar) require an authentication, a correct password is needed. Make sure you are enter the right password via the web user interface.

> Note:
>
> If you are using more than one handset and/or more than one sip account, please read section **Call Routes** in chapter **Customizing your system** for additional possibilities in terms of customization

1.3.2 Basic Configuration using IP20 handset keypad

You will need admin privilege to perform this and other configurations. You will be asked for the admin password when performing some of the configurations. By default the admin password is 0000

Network Settings: Press MENU →**System** →**Network Settings**. Enter the admin password, choose either DHCP or Fixed IP, and fill in the relevant fields. When you have finished press "Save" softkey. Please note the system will reboot to make the changes effective.

> Note:
>
> Using the wrong network parameters may result in inaccessibility of your phone and may also have an impact on your network performance. Please contact your network administrator.

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Account Settings: Press MENU →**Settings** →**VoIP Account Settings**. Enter the admin password, select the sip line you want to view, and check the parameters.

You can refer to "Basic configuration via web page" chapter above for parameter details.

If you need to make any changes, please use the web interface as explained in previous chapter.

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2 Overview

2.1 Keypad

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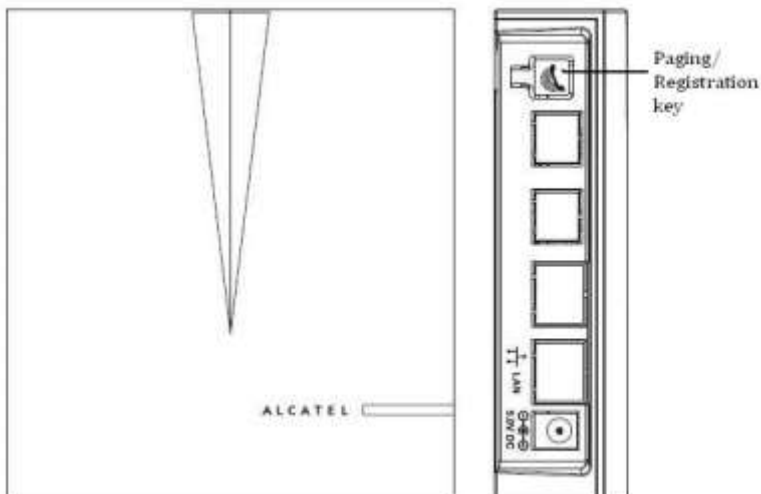
2.2 LEDs

Table 1 – Handset backlit keys

Key	Status	Description
Voicemail	Blinking, short duty cycle	There are new Voicemail messages in any of the accounts associated to this handset
R key		Future use
Mute	Blinking, short duty cycle	Microphone is muted (your correspondent cannot hear you)

Table 2 – Base LED

LED Status	Description
Steady amber	Base is connected to network or router
Off	Base not yet up, or no network connection
Alternating amber and blue	DECt registration mode
Flashing blue	Sw upgrade

2.3 Icons

The table below summarizes the icons Alcatel IP20 displays on its LCD.

✔	Missed calls	🔕	Ringer off	✉	Voicemail
◀))	Handsfree activated	DND	Do not disturb	◯	Headset mode
🎤	Mute	🔒	Keypad lock	⏰	Alarm on
▥	Battery charge level : ok Batteries need charging	Y̲ᵢₗ Y̲	Good reception quality Bad reception quality	☎	Call in progress (green) Call on hold (red) Call ended (red)
↱	Call forward				

2.4 User Interface

There are two ways to customize specific options on your phone: using keypad and display on the handset, or through the web user interface (WUI) you can access with an internet browser   from your PC.

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2.4.1 IP20 Handset Menu

To access the icon-driven Menu, press the central navigator key (OK key). You can navigate through the different submenus with the 4-way navigation key, and select highlighted option with **OK** key or **Select** softkey. The top bar shows the name of the highlighted submenu.
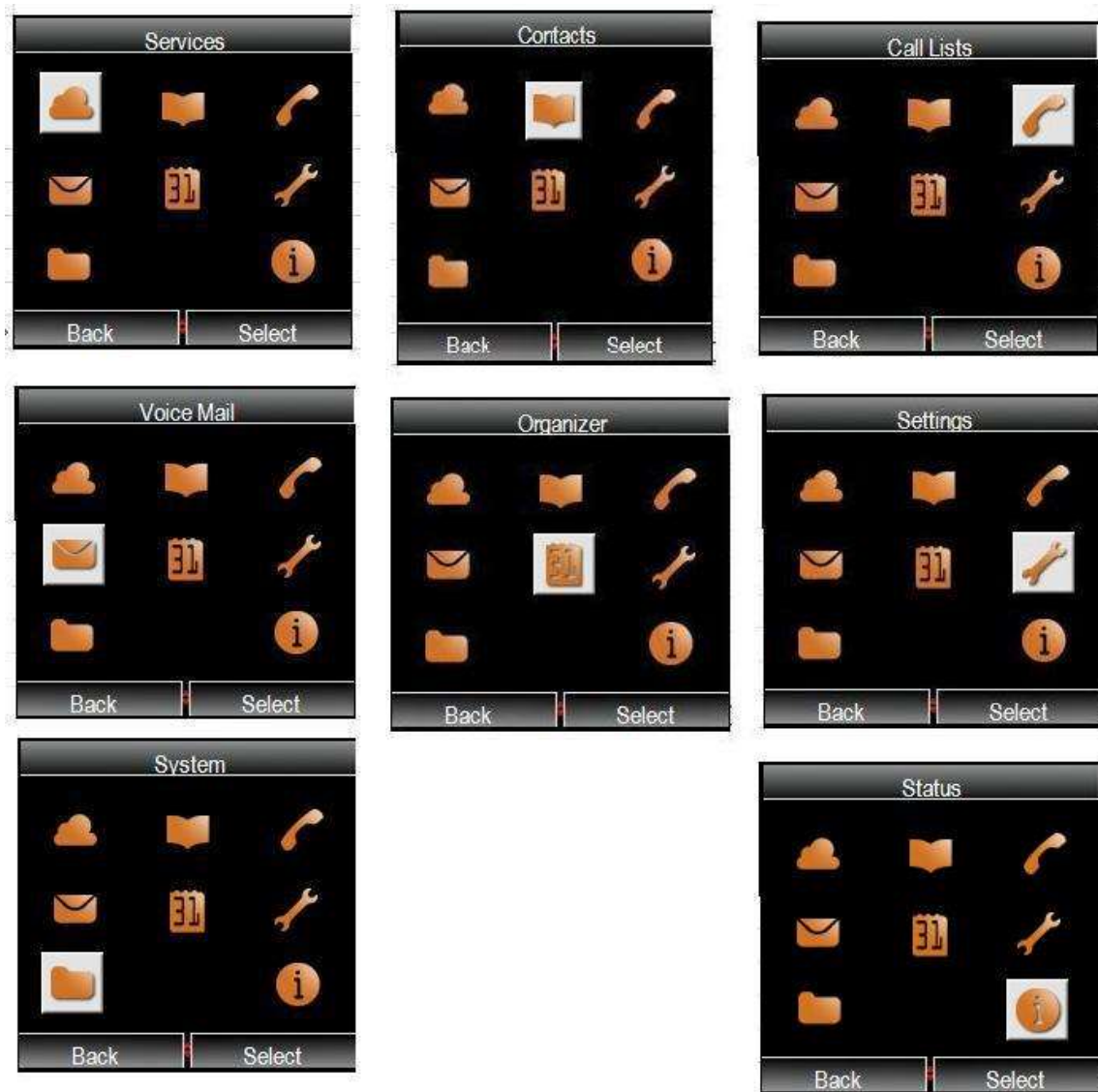
2.4.2 Web User Interface (WUI)

Alcatel IP1020P features an embedded web server to help administrators and users configure, manage and use their system in an intuitive and simple manner. The system web server can be accessed with any web browser.

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Press OK button on the keypad of the handset to enter the Menu. Then go to **Status→Network Status** to find out your IP1020P IP address. Enter it (for example http://192.168.1.100) into the address bar of your web browser. The default administrator's login name and password are **admin/0000**.

You can also use a network sniffer to find out your system's IP address.

Note: Please locate your PC in the same network segment of your Alcatel IP1020P (192.168.1.X as per the example above) to be able to access the web configuration page. Please consult your system administrator for help.

In many instances, it is possible to use both the user interface to operate the phone and change settings; some, however, are only possible via a phone or web user interface.

There are two levels to access WUI: admin and userx, where x=1 to 6. In both cases default password is "0000".

A user is associated with a certain handset, so user1 corresponds to handset1, and so on. Users have limited rights in terms of configuration.

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3 Customizing Your System

3.1 General Settings

3.1.1 Status

You can view the status of your system using the phone interface or the Web interface. Using the WUI, you can see System Status and Line Status.

System status gives you information about your product by showing current FW version, MAC address and other network parameters.

Line status shows information about handsets and sip accounts registration status.

Handsets can be in one of the following states:

- Idle : connected to the base with no active calls

- Active: connected to the base with active calls

- Out of range: a handset previously connected to the base which is currently not available (powered off, for example)

- Not registered: a handset has not been connected to the base yet

Accounts can be:

- Registered: the system successfully registered to this sip account

- Registering: registration in process

- Unregistered: registration did not succeed or the account is disabled or not configured

To check the Status via Phone interface, go to **Menu→Status.** You can access both Network and sip account status.

3.1.2 Call Routes

In this section you will learn how to configure **call routes**, handset **default line** and **master handset** for each account.

If you are only using one handset and one sip account you can skip it since the system can work with the default settings. You can come back when you expand your system with more accounts or more handsets.

By default, your handset and all handsets in the system will receive calls through all sip lines, and will use Account1 to make outgoing calls.

You can change these settings. As said above, the procedure to do so is relevant if you have more than one handset in the system, or more than one active sip account.

3.1.2.1 Call routes setting

In the WUI Go to **System→Call Routes**. Tick or untick the handsets you want to be able to use with the different sip lines.

When a handset is ticked for a certain account, it will be able to make and receive calls using that account.

3.1.2.2 Default line setting

As depicted above, **System→Call Routes** page also allows you to choose the **default line** each handset will be using for outgoing calls, among active calls.

This means that calls will be sent using this default account unless the user manually selects a different line for a particular call.

Default line setting can also be performed using the phone interface. Go to **Menu→Settings→Telephony.**
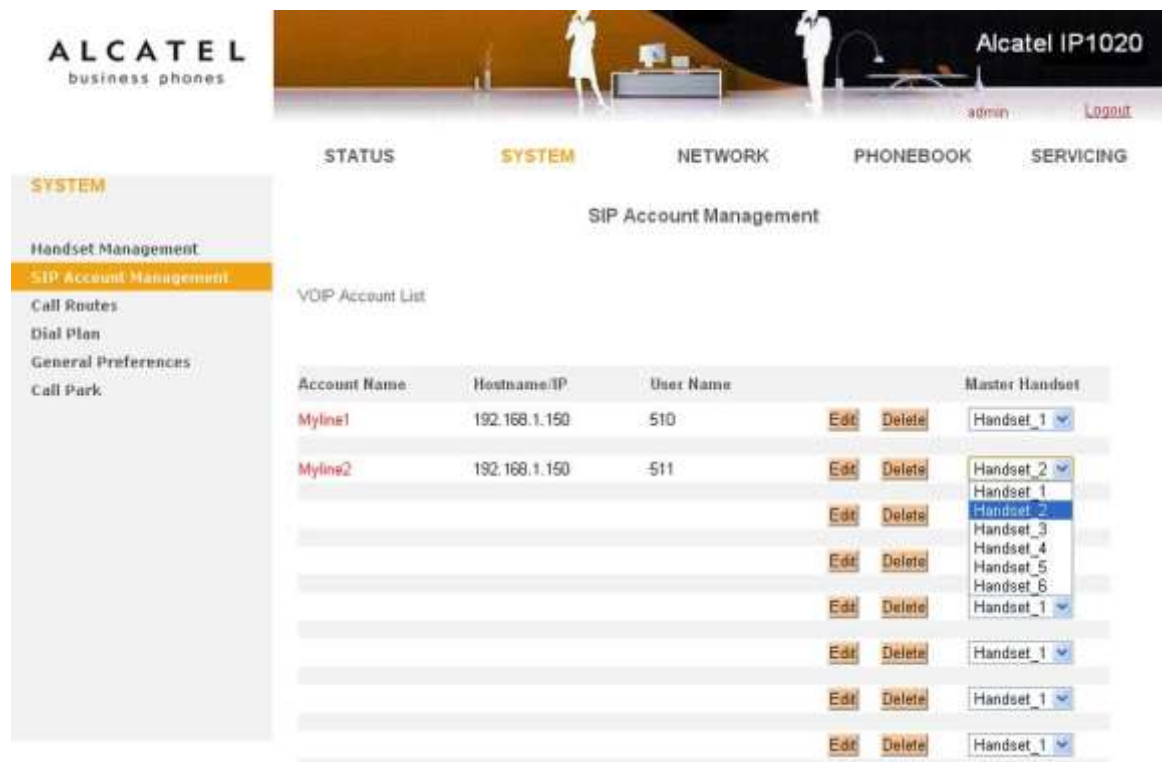
Scroll down to **Default line** and use right/left arrows to choose among accounts assigned to your handset. Then press **Save** softkey to store the setting.

3.1.2.3 Master Handset setting

By default all services linked to your sip accounts (Call forward, DND, Anonymous call, etc) will be controlled by the IP20 handset included in your IP1020 system (Handset_1). We will refer to this role as "master handset" along this guide.

If you have more than one handset and/or more than one account, please assign master handset roles as per your convenience.

You can do so using the WUI, **System→SIP Account Management**

3.1.3 Language

The default handset interface language is **English**.

Alcatel IP20 handset also supports Spanish, French, German, Italian, Portuguese, and Dutch. You can change the language using the phone keypad.

Note:

All languages may not be available for selection. The available languages depend on the language packs currently loaded on the IP phone. Please contact your system administrator or technical support for more information about available language packs.

To change the language via Phone interface:

Press Menu→**Settings→Language**.

Scroll through the list of available languages and press **Select** softkey when the language of your choice is highlighted.

Press **Back** soft key to return to the previous screen.

3.1.4 Time and Date

Time and date are displayed on Alcatel IP20 handset screen. By default the phone will try to obtain them from a preconfigured SNTP server, but you can set them manually if needed. Please contact your system administrator if the time or date is incorrect.

To change Time and Date via the Phone interface:

Press Menu→**Settings**→**Date & Time**

If Auto (NTP) is chosen, the phone will automatically get the time from an NTP Server. By default GMT+1 time zone is configured. Please use the WUI if you need to use a different time zone.

If **Manual Setting** is chosen, the time can be set manually. Use the navigation keys to highlight the option and enter the specific date and time.

Press **Save** soft key to save your changes. Press **Back** soft key to return to the previous screen.

To set date format via the Phone interface:

 Press Menu→**Settings**→**Date & Time**→**Date Format**

Use up and down navigator keys to select a preferred date format: MM/DD/YYYY or DD/MM/YYYY

To set time format via the Phone interface:

 Press Menu→**Settings**→**Date & Time**→**Time Format**

Use up an down navigation keys to choose a preferred time format: 12 hour or 24 hour.

Press the **Save** soft key to save the changes and return to the previous screen.

To change the Time and Date via the Web interface:

Choose **Servicing→Date and Time**.

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| | | STATUS | SYSTEM | NETWORK | PHONEBOOK | SERVICII |

SERVICING

Password Setting
Reset and Reboot
Date and Time
Handset Upgrade
Basic Upgrade
Advanced Upgrade
Trusted Certificates
Server Certificate
Call Logs
System Logs

Date and Time

Server Time: Sun Mar 3,2013,14:13:09

◉ Automatically Synchronize with an Internet Time Server

NTP Server: europe.pool.ntp.org
Time Zone: (GMT+1) France(Nice
Daylight Saving Time: Disabled
Start Month: March
Start Day of Week: Sunday
Start Week: Last In Month
Start Hour of Day: 0
End Month: October
End Day of Week: Sunday
End Week: Last In Month
End Hour of Day: 0
Offset(minute): 0

○ Set Date & Time Manually

Date Year: 2013
Date Month: 03
Date Day: 03
Time Hour: 14
Time Minute: 12
Time Second: 51

Note:

By default the time zone is +1 France (Paris)

3.2 Audio Settings

3.2.1 Volume

Handset, speaker, headset, ringer and alarm volumes can be adjusted independently using handset user interface.

To adjust the volume in idle mode:

Press Menu➔**Settings**➔**Audio**

To adjust **earpiece, speaker, headset** please select **Call Volume** submenu. Use up and down keys to select the audio device, and right/left navigation keys to increase or decrease the volume. Press **Save** softkey to store your settings, and **Back** to return to previous screen.

To adjust the volume when you are on an active call, when either

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Handset/Headset/Hands-free modes are activated, press the right arrow key (volume key). Use then up and down keys to increase/decrease the volume.

To modify **ringer or calendar events volume**, please use Ring Settings submenu. In this submenu you can select the ringtones to be used for internal and external calls, but also their volume. Use up and doen keys to navigate between melody and volume, and right/left to adjust the volume. Press **Save** softkey to store your settings, and **Back** to return to previous screen.

Note: you can also adjust ring volume when the phone is in idle status by pressing the right arrow key (volume key). Use then up and down keys to increase/decrease the volume. Press **Save** or **Back** to store or discard your changes.

Similarly, you can modify the ringer volume when the handset is ringing due to an incoming call, following the same procedure.

Note:

The volume can only be adjusted via handset interface. When you adjust ring volume to 0, the icon is displayed on the LCD. Press the Volume keys to adjust the volume, and this icon will disappear.

3.2.2 Ring Tones

You can adjust the type and volume of the ring tone using the handset interface.

Press Menu➔**Settings➔Audio➔Ring Settings**

You have 15 different ring tones available which you can assign independently to external calls, internal calls (ie, from other handsets registered to the base) and calendar events.

Select which type you want to configure, and use right/left navigator keys to browse through available melodies.

You can also adjust volume in this submenu, as explained in the previous **Volume** section.

Press **Save** to store your settings, or **Back** to return to the previous screen.

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3.2.3 Operation Tones

You can decide whether the following tones are active or not:

Key tone

Low battery warning

Out of range warning

To make your choice using the handset interface, please

Press Menu→**Settings**→**Audio**→**Operation Tones**

Use up/down navigation keys to browse through the parameters, and left/right to adjust the value. Then press **Save** or **Back** to store or discard your changes.

3.2.4 Codec Selection

Alcatel IP1020 supports the following voice codecs: G722, G711-PCMU, G711-PCMA, G729, G726, ILBC, and ILBC-20.

You can change codec configuration via WUI. Available settings allow to enable/disable and set priorities for the codecs, independently for each account. Please contact your System Administrator for more details about the codecs.

On the WUI, select **System**→**SIP Account Management**, and Edit the account you want to configure. Make your choices and click **Save** to store your changes.

Note:
Codec Selection can only be done via Web interface.

3.2.5 General Preferences

Section **System→General Preferences** allows you to configure some parameters related with voice management using the Web interface.

Parameter	Description
RTP Port	Defines port range that will be used for audio.
JITTER BUFFER	It is a shared data area where voice packets can be collected, stored, and sent to the voice processor evenly to overcome variable delay introduced by networks, known as jitter.
Account	The sip account to which jitter buffer settings refer. Select from the roll up menu
Type	To choose the type of JITTER BUFFER : Adaptive or Fixed.
Delay	To set Jitter Buffer Min Delay, Max Delay and Normal Delay parameters.

Press **Save** to store your changes.

3.3 Contacts Management

Alcatel IP1020 features a rich and comprehensive contact management scheme including:

10 speed dial keys

Private phonebook (100 entries)

Shared phonebook (250 entries)

Access to Network phonebooks (LDAP and/or XML)

Black List

In this chapter we will go through them.

Access to phonebooks can be performed by pressing the left navigation key, or through **Menu→Contacts**

3.3.1 Speed Dial

This function allows you to easily access the most frequently dialed numbers. This feature is local to each handset.

To **create** a Speed Dial entry using the handset interface:

Choose **Menu→Services→ Speed Dial**. Select the key on which you wish to store your contact (0 to 9). Then use navigation keys to enter the phone number and the account on which you want this number to be dialed (or default to use the primary line) . Press **Save** to store or **Back** to return.

To **call** a Speed Dial entry, just press and hold the key number on which you stored the contact.

3.3.2 Private and Shared Phonebooks

Each Alcatel IP20 handset has a built in private directory which can store up to 100 entries.

Each Alcatel IP1020 base also has a directory that is shared among all handsets subscribed to this base, and can store up to 300 entries.

With the private and shared directories you can:

- add and delete entries,

- edit existing entries,

-assign a specific ring tone to an entry

- search for a contact in this directory

- dial a contact or search result

Moreover, with the Shared Phonebook you can:

- add and delete entries from the WUI

- import/export the whole directory from the WUI

- load the directory using auto provisioning

3.3.2.1 Using IP20 interface to manage your Contacts

To *add* a contact in your handset's Private (or Shared) Phonebook:

Press **Contacts** key (Left navigation key) or go to **Menu (OK key)→Contacts**

Select **Private Phonebook** (or **Shared Phonebook**)

Press **Options** soft key, then select **Add .** Fill in First and Last Name fields. Then, press down key to enter contact's number in the proper field: Office, Mobile, Other. Use the # key to toggle between numeric and upper/lower case alphanumeric modes.

Use the down navigation key to select the desired ring tone if you want to assign one to this contact.

Press **Save** softkey to add the contact or **Cancel/Onhook** key to exit.

To *edit* a contact:

Press **Contacts** key (Left navigation key) or go to **Menu (OK key)→Contacts**

Select **Private Phonebook** (or **Shared Phonebook**)

Use the navigation key to highlight the contact you want to edit

Press **Options** soft key, then select **Edit .**

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Make your modifications if needed, and then press **Save** softkey to store your changes or **Cancel/Onhook** key to exit.

To *delete* a contact:

Press **Contacts** key (Left navigation key) or go to **Menu (OK key)→Contacts**

Select **Private Phonebook** (or **Shared Phonebook**)

Use the navigation key to highlight the contact you want to delete, press **Options** soft key, and scroll down to highlight **Delete**, then press **Select** softkey.

You'll be asked to confirm the deletion of the contact.

Press **Yes** softkey to confirm the operation, or press **No** to return to the options menu.

Note: you can also delete all contacts in a single operation.

Note: you can also delete all contacts in a single operation, by selecting **Delete all** in the Options menu.

To *move* a contact from Call Log to your Private or Shared Phonebook:

Press **Call Log** soft key or go to **Menu→Call Logs**.

Select one of the available lists, and use the navigation keys to highlight a record. Then press the **Option** soft key and select **Save Number**, then press the **OK** key or **Select** softkey.

Choose the desired phonebook (Private or Shared) and the type of number you prefer to store (Office/Home/Mobile). Then type first and last names of this contact; you can press the **#** key to switch input mode. Select a ringtone if you wish.

Then press **Save** softkey or **OK** key to save the change, or **Back** softkey to return to the previous menu.

To *search* a contact via Phone interface:

Press **Contacts** key (Left navigation key) or go to **Menu (OK key)→Contacts**

Select **Private Phonebook** (or **Shared Phonebook**)

Type contact last name's first letters, and press **Search** softkey.

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3.3.2.2 Using the WUI to manage your Shared Phonebook

You can add/delete/edit contacts via Web interface:

Choose **Phonebook→Shared Phonebook**
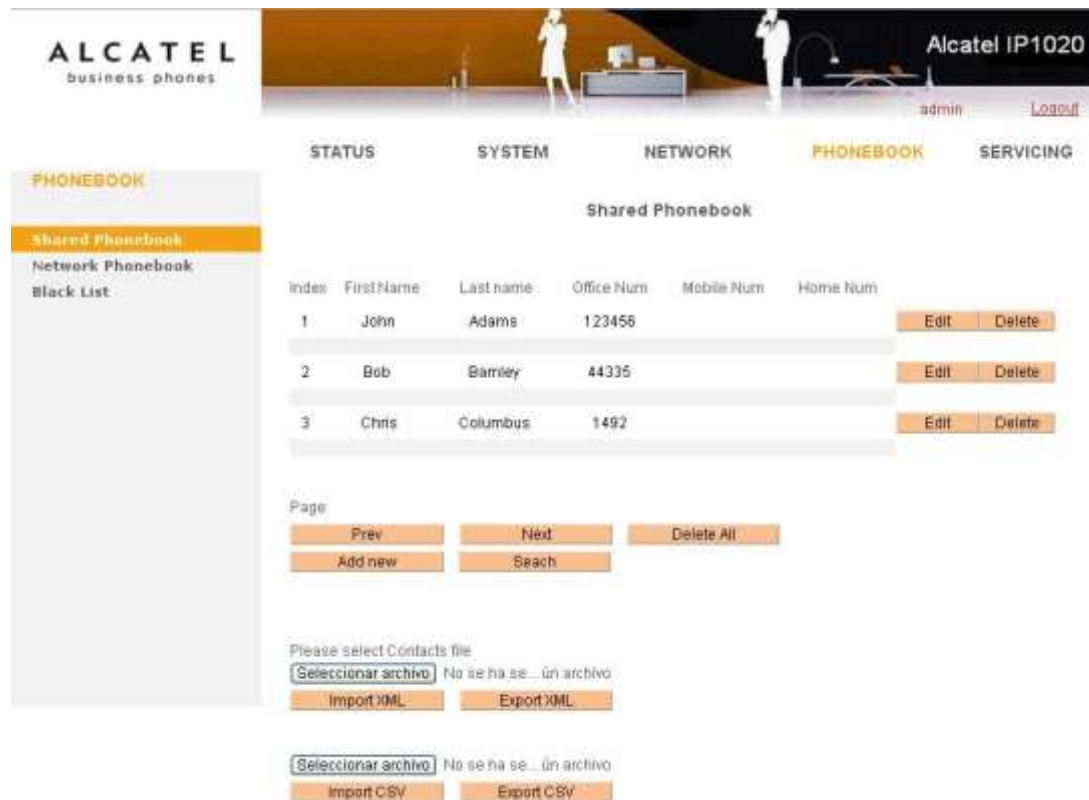
To **add** a contact: press **Add new** button, fill in name and number and press **Save**.

To **delete** a contact: select the contact in the list and press **Delete** button.

To **edit** a contact: press the **Edit** button by the desired contact, modify it and press **Edit** button.

3.3.2.3 Import/Export your Shared Phonebook

Your IP1020 Shared Phonebook can be imported and exported using the web interface an also via auto provisioning. Please check the APS guide for more details on this feature.

Through the WUI:

Go to **Phonebook→Shared Phonebook**.

Browse to select your contact list file in .XML or .csv format, and then click **Import** button. The imported contact lists will be showed in the Shared Phonebook list.

Click the **Export** button to export your contacts.

Note: You can export your contact list to get a template you will later use to import.

3.3.3 Network Phonebook

In addition to private and shared phonebooks, your IP1020 allows you to use company remote directories. IP1020 supports both XML and LDAP based directories.

With these types of contact lists you can perform search operations, and have dial-out or incoming call lookup.

You cannot add, edit or delete contacts on these phonebooks from the WUI or handset interface.

Network Directory function can be disabled from the WUI.

3.3.3.1 XML Phonebook

To set the XML Phonebook via Web interface:

Go to Phonebook →Network Phonebook

Input the Phone book URL and the phone book name, and then click **Save** button to store your changes.

To search the XML Phonebook from you IP20 handset:

Press **Contacts** key (Left navigation key) or go to **Menu (OK key)→Contacts**

Select **XML Phonebook**

Type contact last name's first letters, and press **Search** softkey.

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Press the green key to dial a highlighted entry, or press **Options** softkey to **View** details or **Predial** one among the different numbers assigned to this contact.

You can also navigate through the XML Phonebook with up/down keys and then view or dial out a highlighted entry as explained above.

Note:

1. IP1020 can support up to 5 xml phonebooks.

2. Each contact in the remote phonebook can have up to three phone numbers.

3. Ask your technical support for more detailed information.

3.3.3.2 LDAP

With LDAP phonebook you can perform search operations, and have dial-out or incoming call lookup. The latter can be enabled/disabled using the WUI or configuration files.

To set LDAP via Web interface, go to **Phonebook → Network Phonebook → LDAP Phonebook Settings**.

Configure the corresponding options: server address, attributes, filters, etc.

Remember to enable "LDAP Lookup for incoming calls" and/or "LDAP lookup for dial" if you want the system to look for matches when you have an incoming call or you are dialing out, and display the corresponding name.

Click **Save** button to store your changes.

LDAP Phonebook Settings:

LDAP Name Filter:	
LDAP Number Filter:	
Server Address:	
Port:	389
Base:	
UserName:	
Password:	
Max No. Of Results (1-250):	50
LDAP Name Attributes:	
LDAP Number Attributes:	
Protocol Version	Version 3
Search Delay (0-2000):	0
LDAP Lookup for incoming calls:	Disabled
LDAP Lookup for dial:	Disabled

Save

Note: ask your technical support for more details on how to set your LDAP server parameters.

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To search the LDAP Phonebook from you IP20 handset:

Press **Contacts** key (Left navigation key) or go to **Menu (OK key)→Contacts**

Select **Network Phonebook**

Type contact last name's first letters, and press **Search** softkey.

Press the green key to dial a highlighted entry, or press **Options** softkey to **View** details or **Predial** one among the different numbers assigned to this contact.

You can also navigate through the Network Phonebook with up/down keys and then view or dial out a highlighted entry as explained above.

3.3.4 Black Lists

A black list is a group of phone numbers which will receive a rejection response when they try to place a call towards IP1020.

Each IP20 handset can set up blocked numbers for the accounts on which it is the master.

It will also be able to view the blocked numbers for any accounts assigned to it, although the user cannot modify unless the handset is the master for that account as explained above.

Go to **Menu→Services→Blocked Numbers**

Select the desired account and validate with **Select** softkey. Edit the numbers and press **Save** to store your changes or **Back** to return to the previous menu.

To set Black List using the WUI, go to **Phonebook→Black List**.
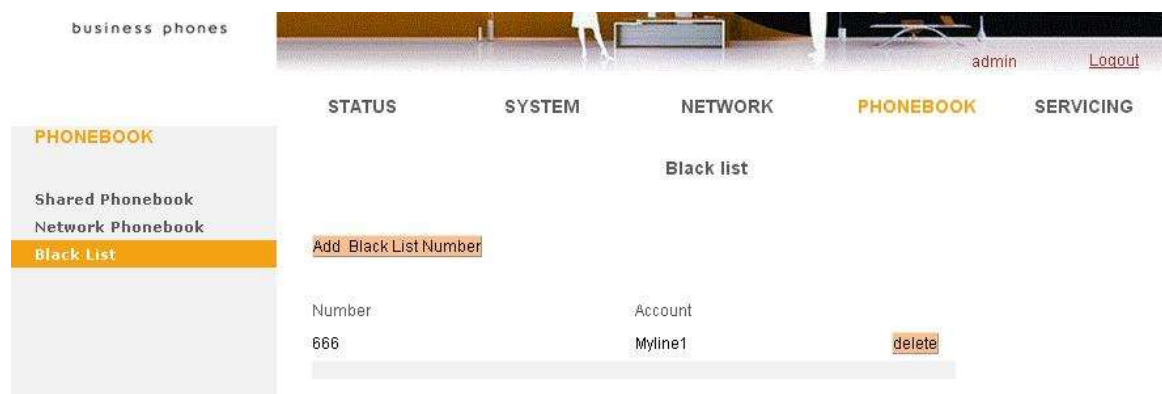
Press **Add** button, enter phone number and account and then click on **Save** button to confirm.

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admin   Logout

STATUS   SYSTEM   NETWORK   **PHONEBOOK**   SERVICING

PHONEBOOK

Shared Phonebook
Network Phonebook
Black List

Black list

Add Black List Number

Number   [   ]
Account   [Myline1   ▼]

[Save]   [Cancel]

Number   Account

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4 Basic Call Functions

Alcatel IP1020 features a highly intuitive user interface specially conceived for the business environment and allows you to perform 4 concurrent wideband calls using up to 8 different lines (sip accounts) and 6 handsets.

In this chapter we will review procedures and configurations related with call related features.

4.1 Outgoing calls

4.1.1 Call Devices

Your handset supports handset, hands free and headset modes. To make your choice, follow these simple instructions:

Press the off hook key, to use the normal handset mode.

Press the off hook key twice to enter hands free mode. 🔊 icon is displayed on the handset screen. Press off hook key again to return to normal handset mode.

Connect a heasdset to the headset jack. The icon 🎧 is displayed on the screen. In this mode, the headset is used instead of the handset receiver or microphone when you are in off hook mode. You can use the hands free by pressing the off hook key again as above.

4.1.2 Call Methods

There are different ways to initiate a call:

Press the **Off hook** button and dial the number you want to call,

Or

Dial a number and press the off hook button

Or

Select **Contacts** key (left navigation key) or go to **Menu→Contacts**, use the navigation keys to browse and select the desired contact and then press the Off-hook button,

Or

Select **Call Log** softkey or go to **Menu→Call Lists** to enter call log interface, then use the navigation keys to make your selection and press the **off hook** button to dial

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Or

Press **Redial** button (up navigation key) to enter the redial list, then choose a record and press the **off hook** key

Or

Press a a digit key which has been set as speed dial.

To terminate a call simply press the **On-hook** key

4.1.3 Line selection

Dial methods in previous chapter assume you are using the default line (account) assigned to your handset.

If your handset has more than one line assigned and you wish to use one of them, different from the default line, all you have to do is substitute "press Off hook key" with "long press Off-hook key" in all instructions given above. This way you will get the Line Selection menu.

So, for example:

Press **Redial** button (up navigation key) to enter the redial list, then choose a record and **long press** the **off hook** key to get the **Line Selection** menu. Choose the line you want to use and press **off hook** key or **Dial** softkey to launch the call.

4.1.4 Intercom calls

Alcatel IP1020 supports internal calls among different handsets subscribed to the base.

To place an internal call, press INT (Down navigation key). The display of your IP20 will list the handsets subscribed to the base. Press **Select** softkey to launch the call.

4.1.5 Anonymous call

Anonymous call, also known as Caller ID restriction, allows you to request the network to hide your subscriber identity when you are performing outgoing calls.

Alcatel IP1020 supports Permanent Caller ID restriction, meaning that while enabled all calls will request to be anonymous and you need to disable if you want your identity to be transmitted. This service can be performed locally, or by sending an activation code to the network.

Additionally, Alcatel IP1020 allows you to automatically reject anonymous incoming calls.

These services can be managed through both handset and Web interfaces.

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To set the anonymous call via handset interface:

Go to **Menu→Services→Anonymous Call** and press OK to enter the configuration page.

Use navigation keys to select the desired account (line) to be anonymous, and press OK or **Select** softkey.

Use right/left navigation keys to enable/disable the anonymous call function.

Press down key then enable/disable the anonymous rejection function with right/left navigation keys.

Press **Save** softkey to store your changes, or **Back** to return to the previous menu.

Notes:

To manage features described above related to Anonymous Calls and Rejection codes your handset needs to be the master for the selected account (line). If you are not the master, then you will be able to see service status, but will not be able to modify it.

To set the anonymous call service via Web interface, you can login either as an administrator, or as the user of a particular handset.
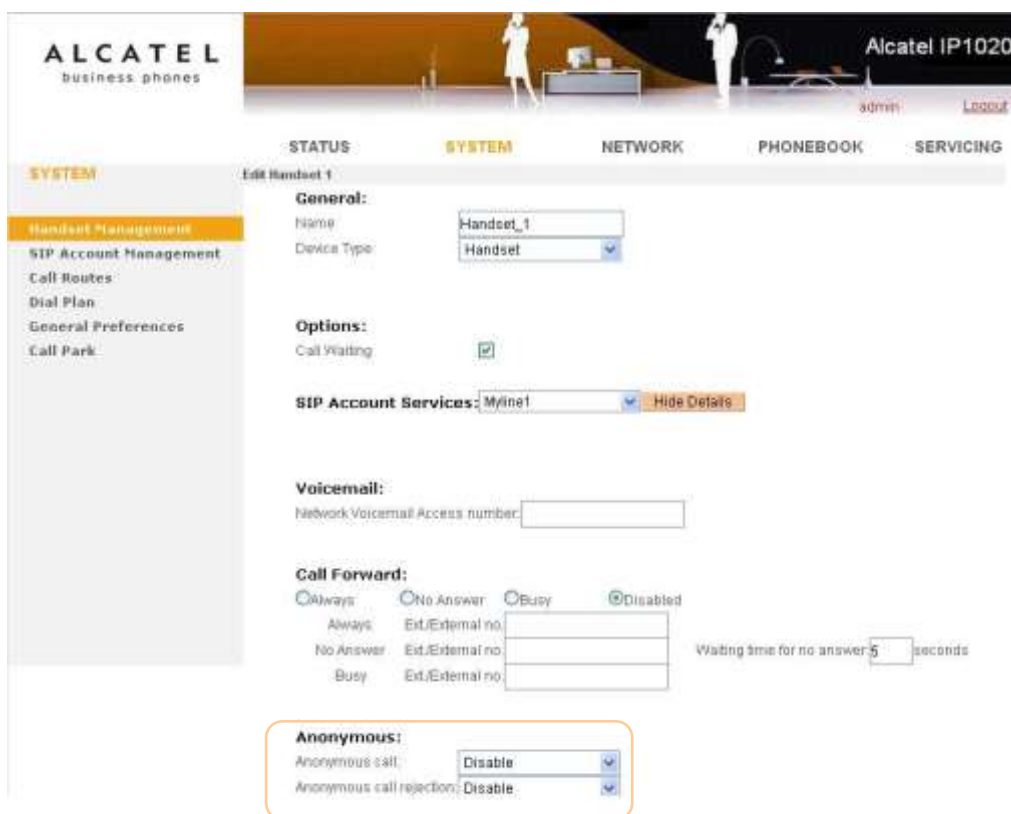
Choose **System →Handset Management**.

If you logged in as an admin, choose the handset you wish to configure by pressing the **Edit** button.
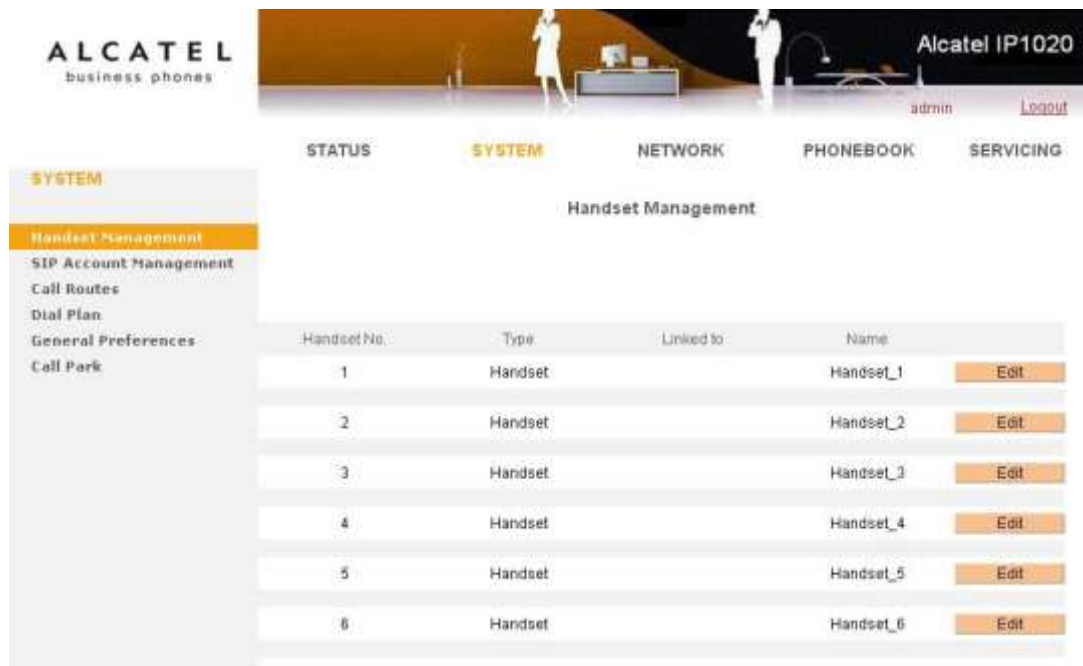
Select the account (line) for which you want to set the Anonymous calls options and click on **View Details** button.

Fill in Anonymous section. Then click **Save** button to save the changes.

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4.1.6 Dial Plan

A dial plan establishes the expected number and pattern of digits for a telephone number. This includes country codes, access codes, area codes and all combinations of dialed digits.

Dial plans can be used for least cost routing, dialing convenience or to prevent users from calling specific numbers or groups of numbers.

Alcatel IP1020 supports various types of elements related to dial plan: replace rules , area code management and forbidden numbers. All of them require admin.

4.1.6.1 Replace Rule

A replace rule is a dial plan item which enables automatic replacement of a digit string by another. For example if you set the *Prefix* as 0 and *Replace* as 0033 (France country code), when you dial 0670200030 out, the number will be replaced by 0033670200030 automatically.

To set a Dial Plan via the Web interface:

Choose **System→Dial Plan→Replace Rule**.

Press **Add** button to generate a new rule. Enter the desired *Prefix*, *Replace* String and

Account this rule is applicable for. Press **Save** to store the changes.

You can also delete a specific item from the list by pressing **Delete** button, or modify it by pressing **Edit**.

4.1.6.2   Area Code

Area codes are also known as Numbering Plan Areas (NPAs). These are necessary (for the most part) only when dialed from outside the code area and from mobile phones. Area codes usually indicate geographical areas within one country, although the correlation to geographical area is becoming obsolete. For non-geographical numbers, as well as mobile telephones outside of the United States and Canada, the "area code" does not correlate to a particular geographic area.

To add the area code via the Web interface:

Choose **System→Dial Plan→Area Code**.

Click on **Edit** button for the account you want to modify.

Enter the Code, set the Min Length and the Max Length options, and then click the **Save** button to confirm your changes.

4.1.6.3 Forbidden numbers (Block Out)

Administrator can set specific phone numbers for which dial out operation will be forbidden from your phone.

To set Forbidden Numbers via the Web interface:

Choose **System→Dial Plan→Forbidden Numbers**

Click **Add** button, then enter the number and press **Save** to store the changes, or choose a specific entry in the list, click **Edit** to modify or **Delete** to erase the record.

Once a number is included in the Forbidden Numbers list, it will not be possible to dial out that number.

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4.2 Incoming calls

4.2.1 Answering an incoming call

Press the **off hook** key in your handset to answer a call. If you wish to use the speakerphone, then press the **off hook** key twice.

If you have a headset plugged to your handset, then when pressing the offhook key this audio device will be used instead.

If you are already talking on the phone when you receive another incoming call, press the **Accept** softkey to answer the call.

These procedures apply also to internal calls (intercom).

4.2.2 Rejecting an incoming call

Press the **Reject** softkey if you do not wish to answer an incoming call. This is applicable also when you receive another call while in a conversation, or for internal calls (intercom).

4.2.3 DND

When DND function is enabled, incoming calls will be automatically rejected and the display will show the DND icon; you will be able to find the incoming call record in the Call Log.

DND can be enabled from the handset interface and from the WUI. This service depends on the account used.

To set DND via Phone Interface:

Go to **Menu→Services→DND .** Select the line for which you want to set DND. Use the navigation keys to select desired status and press **Save** softkey to store your settings.

Only master handset can edit the DND status for a certain account, while all handsets using the account can see the status.

Note: If you have more than one account (line) assigned to the handset, DND icon will be visible if any of the accounts has this service enabled.

To set DND using the WUI:

Go to **System→SIP Account Management**, and select the Account for which you wish to set DND.

You can set here also the **DND On** and **DND Off** Codes. These codes will be sent to the server each time the user enables or disables the service. In these cases it will be the

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server the one to automatically reject the calls, so calls will not be in the Call Log. If those codes are empty, local DND will be implemented.

Make your changes, and press **Save** button to store.

4.2.4 Call Forward

This feature allows you to divert an incoming call to another phone number e.g. a cell phone or voice mailbox.

The following call forwarding events can be configured:

Always: Incoming calls are immediately forwarded.

Busy: Incoming calls are immediately forwarded when the phone is busy.

No Answer: Incoming calls are forwarded when the call is not answered after a specific period.

Call Forward can be enabled from the handset interface and from the WUI. This service depends on the account used.

Whenever the service is enabled, CF icon 📩 will be displayed on the handset screen.

To configure Call Forward via handset interface:

Go to **Menu→Services→Call Forward .** Select the line for which you want to set CF. Use the navigation keys to select forward type (Always, No Answer or Busy), target number and desired status and press **Save** softkey to store your settings.

Only master handset can edit the CF status for a certain account, while all handsets using the account can see the status.

Note: If you have more than one account (line) assigned to the handset, Call Forward icon will be visible if any of the accounts has this service enabled.

If you prefer the server to perform this function, please enter the **On Code** and **Off Code** options, then when you choose to enable the call forward function via your IP phone, it will send the corresponding code to the server, which will take care of forwarding your calls.

To configure Call Forward via Web interface:

Choose **System→Handset Management** , select the handset and account for which you wish to make the configuration, and press **Save** button to store your settings.

4.2.5 Auto Answer

Auto answer allows an incoming call to be answered just by lifting the handset from its charging cradle, without pressing any key.

This feature can be enabled/disabled on the handset interface, as follows:

Press **Menu→Settings→Telephony→Autoanswer**

Use rignt/left navigation keys to select desired status and press **Save** softkey to store your changes, or **Back** to return to the previous menu.

Notes:
When Auto Answer is enabled, you can release a call by simply putting the handset back on its charging cradle. A short time is elapsed between the moment you lift the handset off the cradle (or put it back) and call set up (or release)

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4.3 Call Log

Alcatel IP1020P can store up to 100 calls in its centralized Call Log. There are 4 different lists:
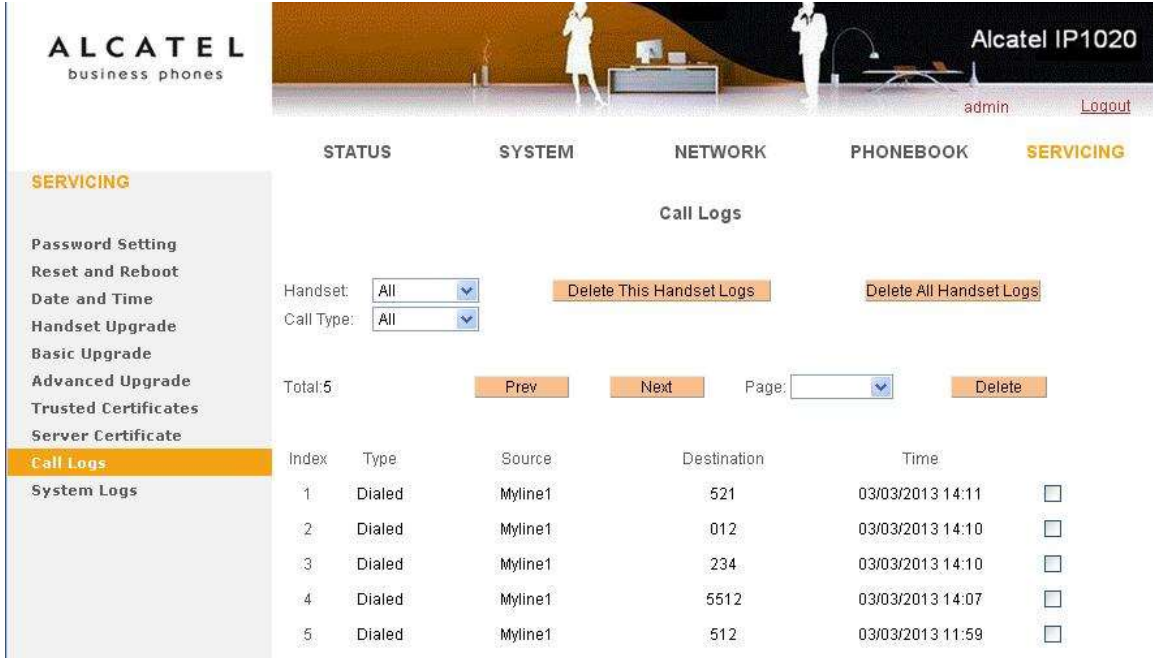
Missed Calls

All calls

Outgoing Calls

Accepted Calls

They are all accessible using the web interface or the IP20 handset interface.

Additionally, each IP20 handset has a local Redial List, accessible through the phone interface.

To access call logs using the WUI:

Go to **Servicing→Call logs**

If you logged in as an administrator, you can select which handset logs to visualize, or all of them. If you logged in as userx, you will see the call logs for handset x.

In all cases you can select the list to visualize (All, Missed, Dialed, Accepted).

To access the Call Logs using IP20 interface, press **Call Log** softkey, or go to **Menu→Call Lists**. You will be offered the available call lists mentioned above. We will

go through the different lists in the next subchapters.

Note: when accessing centralized call lists using IP20 handset, you will get the list of calls involving lines (accounts) assigned to that handset.

4.3.1 Accessing Missed Calls list

To access Missed Calls list using IP20 handset you can press left sofktey **Call List** from idle mode, or go to **Menu→Call Lists** , and then select **Missed Calls**

The list of unanswered calls in the system will be displayed, with the most recent call on top, and all of them marked with the icon .

New calls will be tagged with a "*". Originating number, destination line and time/date will be displayed, like this:
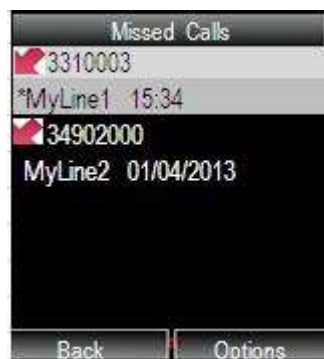
When there are any missed calls on any of the lines associated to your handset you will get icon on your handset screen, and a text message indicating the number of missed calls. Once you review your missed calls, this text message will be suppressed, and the icon will disappear.

4.3.2 Accessing All Calls list

To access All Calls list you can press left sofktey **Call List** from idle mode, or go to **Menu→Call Lists** , and then select **All Calls**

The list of calls stored in the system will be displayed, with the most recent call on top, and all of them marked with the corresponding icon depending on call type.

Source and destination numbers as well as time/date are displayed for each call.

4.3.3 Accessing Accepted and Dialed Calls list

Similarly, to access Accepted Calls or Outgoing Calls lists, you can press left sofktey **Call List** from idle mode, or go to **Menu→Call Lists**, and then select the corresponding list.

The list of calls stored in the system will be displayed, with the most recent call on top, and all of them marked with the corresponding icon depending on selected list.

Source and destination numbers as well as time/date are displayed for each call.

4.3.4 Redial List

Redial List is local to each handset.

To access Redial List, press ▲ key (Up navigation key)

4.3.5 Call list entries management

When you are in any of the call lists mentioned in this chapter, you can:

Dial highlighted entry by pressing **Off hook** key, or

if you press **Option** softkey you can also

Store this number in the Private/Shared Phonebooks or Black List (See Contact Management chapter), or

View call details, or

Delete this entry or all entries.

Note: if you dial out a highlighted call list entry by pressing **Off hook** key, default line will be used. If you wish to choose a different line, please use the long press procedure explained earlier in this chapter.

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4.4 During an Active Call

4.4.1 Mute

This function allows you to mute your handset microphone during a call; you cannot be heard by the other party. You can still hear all other parties while mute is enabled.

To mute/resume the conversation using your handset keypad:

Press Mute key [⏻] during a conversation to mute all the conversations, the icon 🎤 will be displayed on the LCD and the mute key will flash with short duty cycle. Press same key again to un-mute. When you press button all of the conversations will be muted.

4.4.2 Call Waiting

This call feature allows your system to accept additional incoming calls when there is already one active call.

Alcatel IP1020 handles this feature on a handset basis, i.e, each user can decide whether his handset will accept a second call while he is in conversation or not, independently of the sip account used for that call. A handset supports two calls at a time.

By default Call Waiting is enabled for each registered handset, and when an incoming call is received during another active call, a warning tone will be played periodically.

In this situation, user can accept the second call using the **Accept** softkey. The first one will be put on hold automatically, or reject the call using **Reject** softkey.
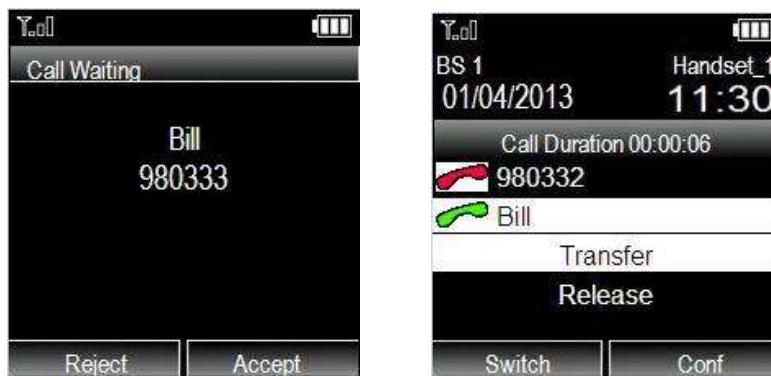
If you accept the waiting call you will be able to perform other actions using the in-call menu options and softkeys:

Switch between the two calls (Call Swap) with **Switch** softkey,

Bridge your two correspondents together with you (Call Conference) with **Conf** softkey,

Leave the call and have your correspondents talking together (Call Transfer) with

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Transfer in-call menu option, or

Release the active call using **Release** in-call menu option.

We will review these functions in next subchapters.

4.4.2.1 **Call Waiting Configuration**

To enable/disable Call Waiting via Phone interface press **Menu→Services→Call Waiting.**

Use the navigation keys to select the desired status and press **Save** softkey to store your changes or **Back** to return.

To enable/disable Call Waiting via Web interface:

Choose **System→Handset Management**. Select the handset and tick or untick the Call Waiting box. Press **Save** to store.

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4.4.3 Call Hold

This call function allows you to place an active call on hold. In this case your IP PBX might play a melody or message to the other party while waiting. You can make or receive another call can while having a call on hold, as well as initiate a call transfer.

To hold/resume a call via Phone Interface:

Use the navigator up/down keys to have **Hold** option highlighted on the in-call menu. Then press the **OK** key.
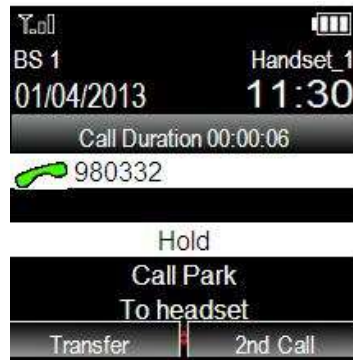

To retrieve your call, simply select **Unhold** from the in-call menu and press **OK** key.

Note: It is not necessary to press Hold function first to perform a second call or call transfer. It is done automatically.

4.4.4 Consultation Call (2nd Call)

To dial out a second call with your IP20 handset while there is already an ongoing call, please press **2nd Call** softkey. Select whether your call will be internal (intercom) or external.
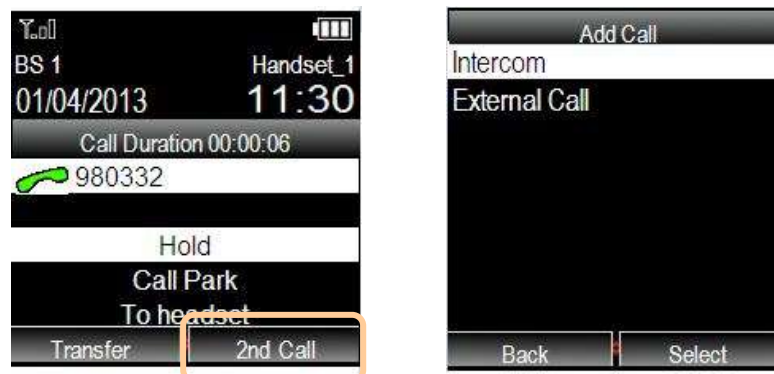
For internal consultation calls, please select the handset from the list you will be offered. If you choose to make an external call, then select the line to be used for this call and dial the number. Please note you can use your contact list or call logs as well to select

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this number by pressing **Options** softkey.

Once the parallel call is set up, you will be able to perform other actions using in-call menu options and softkeys:

Switch between the two calls (Call Swap) with **Switch** softkey,

Bridge your two correspondents together with you (Call Conference) with **Conf** softkey,

Leave the call and have your correspondents talking together (Call Transfer) with **Transfer** in-call menu option, or

Release the active call using **Release** in-call menu option. You can use up/down navigator key to browse through the different menu items.

4.4.5 Call Swap

An active call is always marked on IP20 screen with a green phone icon and white background, whereas held call is marked with a red phone icon and black background.
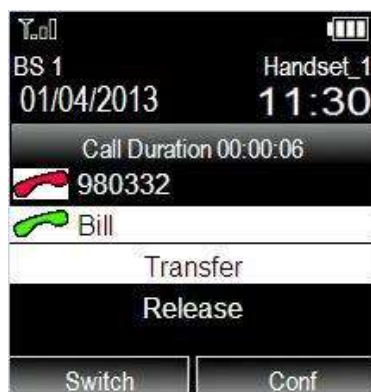
Call with 980332 is on hold

Call with Bill is active

Call swap allows you to exchange roles between active and held calls. To swap calls, just press **Switch** softkey. You will see color scheme change on the screen.
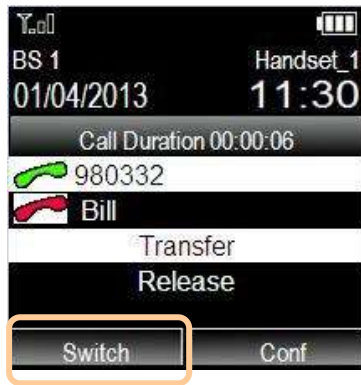
Call with 980332 is now active

Call with Bill is on hold

4.4.6 Call Transfer

This feature allows your phone to transfer an active call to another phone: Blind Transfer, Attended Transfer and Semi-Attended Transfer are supported.

To make a Blind Transfer (with no prior announcement of the call):

During an active call press **Transfer** soft key. Dial destination number (or retrieve it from your contacts or call logs by pressing **Options** softkey) and then press **Transfer** softkey again.
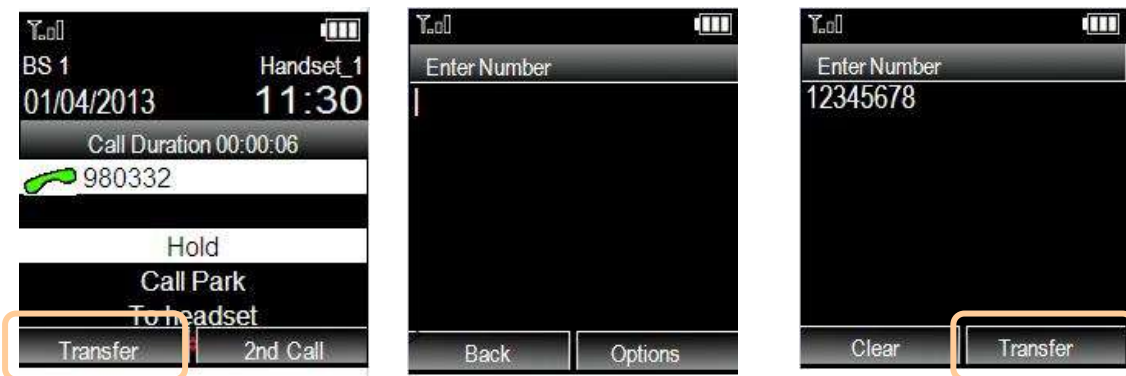
To make an Attended Transfer (with consultation call):

During an active call, set up a second call either by initiating it (See Consultation Call chapter) or by answering an incoming call (See Call Waiting chapter).

Please note these calls can be either external (another number) or internal (another DECT extension via intercom).

Once the two calls are set up simply use up/down navigation keys to select **Transfer** option from the in-call menu and press OK key.

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To make a <u>Semi-Attended Transfer</u> , during an active call launch a second call (See Consultation Call chapter) and select **Transfer** from the in-call menu options and press OK key while your second correspondent has not yet answered your call.

Notes:

You can perform attended and semi-attended transfers towards both external and internal targets (phone numbers or DECT extensions). You can perform blind transfer towards external numbers.

Make sure that the SIP server you have registered to supports this function.

4.4.7 3-way Conference

Alcatel IP1020 is able to establish a three-party conference by mixing locally the audio signals of your two correspondents.

To establish a conference using your IP20 handset:

During an active call, set up a second call either by initiating it (See Consultation Call chapter) or by answering an incoming call (See Call Waiting chapter).

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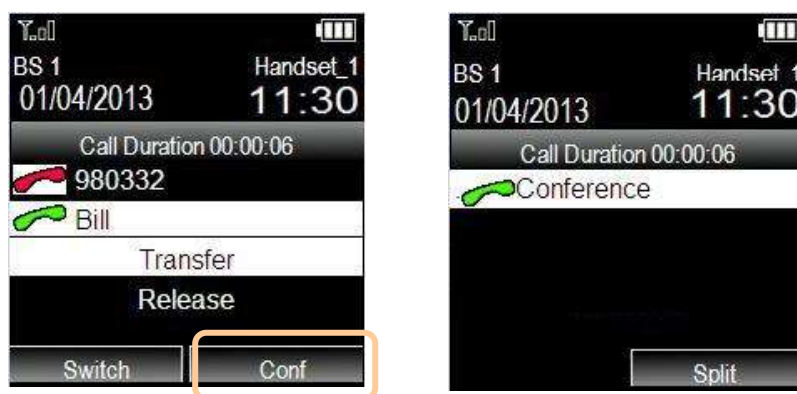
Please note the calls can be either external (another number) or internal (another DECT extension via an intercom call).

Once the two calls are set up, press **Conf** softkey. The three parties will be bridged together.

If you hang up with **on hook** key during a conference, you will disconnect all parties at the same time.

During the conference, you can press **Split** soft key to split the 3-way call into two lines again.
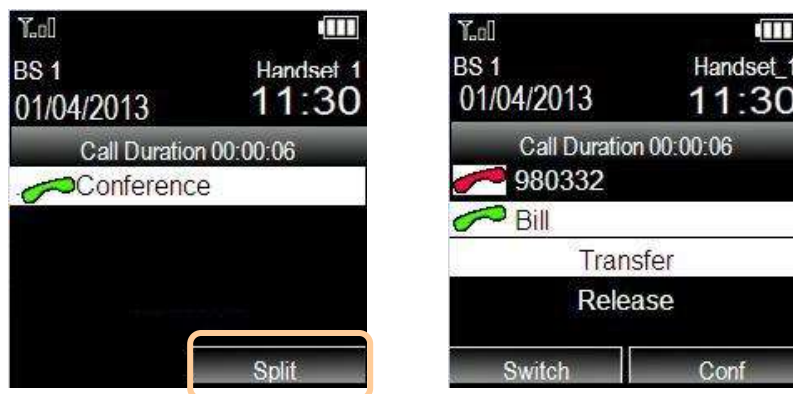
As explained earlier, after conference has been split you can use **Switch** to swap active calls, **Conf** to go back to the conference, **Transfer** to have your two correspondents continue without your participation, or **Release** to cancel the active call

4.4.8 Voicemail

Your voice mailbox messages, which are usually stored in your local or hosted VoIP telephony system, can be accessed from your IP20 handset.

When there are new voice messages for any of the accounts assigned to your handset, you will see a "New Messages" text on idle screen. Moreover, ✉ icon will be displayed and 📧 button will be flashing in orange.

4.4.8.1 Voicemail settings

To configure the Voicemail dial-in number using IP20 interface go to **Menu→Services→Voicemail**.

Use the navigation keys to select the line (account) for which you want to perform the setting. Then enter your Voicemail access number and press **Save** softkey to store your changes.

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> **Note:**
>
> Please contact your system administrator for the access number. Different systems have different codes.
>
> To benefit from the MWI service in function of your system you may need to subscribe to it. This setting can only be done using the web interface. Contact your system administrator or your service provider for more details.

To configure Voicemail settings using the Web interface:

Go to **System→Sip Account Management** and set Voicemail access number

If needed scroll down in the same page and set Subscribe for MWI and MWI Subscription period.

Then press **Save** button to store your settings.

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4.4.8.2 Retrieving your Voicemail messages

To view Voicemail information for all lines assigned to your IP20 handset interface, go to **Menu→Voicemail**

Number of new and old messages per line will be listed. Choose one of the accounts and press the **Call** soft key. Your Voicemail access number for that line will be dialed out and you will be able to retrieve your messages.

You can press ⌷ button to directly call the voicemail corresponding to your default

line.

> **Notes:**
>
> 1. Before trying to retrieve your messages, please make sure that the connecting number has been set on the phone.
>
> 2. When you connect to your mailbox system you may be prompted to enter a password. Check with your administrator or service provider.

4.4.9 PCAP Trace Export

The PCAP Trace is used to record the data packets at the WAN port of your phone. If some errors happened in your phone, you can export the PCAP trace and send to your system administrator for diagnosis.

To export the PCAP Trace via Web Interface:

Choose Upgrade->Advanced to enter, select PCAP Trace option, click Start button to begin Wireshark capture, and click Stop to finish capture. Then click Export to download the file to your local computer.

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5 Trouble Shooting

I cannot register to the server!

Check your IP address. If you set your WAN port in DHCP mode, please make sure that your DHCP server is on.

Check your gateway.

Check your DNS server.

Make sure your account information is the same you got from your ISP.

Check whether the SIP server is on.

Check the SIP register port, the default value is 5060.

I can't get an IP address!

Make sure you have plugged the Ethernet cable into the WAN port.

Make sure that the DHCP server is on, and there are available IP addresses in the server.

Try to set your WAN port to static IP client mode.

During a call, I cannot hear any voice!

Check whether you have muted the conversation or not.

Consult the outbound server and NAT setting details with your ISP.

Have you got a DTMF problem?

Check which kind of DTMF you are using, and whether it is compatible with the server.

Consult the payload value with your ISP.

How to change the time?

Select the time zone or enter the time information manually on the webpage or the phone.

How to answer incoming calls during an active call?

If a call comes in when you are in a conversation, press the Answer hot key to answer the call.

How to refuse all incoming calls during calls?

If a call comes in when you are in a conversation, press the Reject hot key to refuse it.

You can also turn off Call Waiting function, and then IP1020 will ignore all incoming calls when you are in a conversation.

How to update the firmware?

Enter the webpage of your phone, go to SERVICING, then you can find the option "Basic Upgrade" on the left side of the page.

Select the file to update, then click the "Update Firmware" button.

> Note:
>
> Make sure the firmware you choose is provided by your service provider, or the device will probably crash after the update.

How to auto provision?

Consult the auto provision server address with your ISP.

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