

ALCATEL ENTERPRISE 4019 QUICK USER GUIDE



- A. OK
- B. Scroll
- C. Directory
- D. Lines
- E. Mail Key
- F. Redial
- G. Release Key

To make an external call

Dial 0 for an outside line followed by the number.

To make an internal call

Dial extension number.

To end a call

Press the release key

To transfer a call

While the caller is on the line, press the Enquiry key, dial the extension number, wait for a reply, and hang-up the receiver to transfer.

To cancel a transferring call

While transferring, to retrieve the call, press the enquiry key again. This will cut of the extension you were calling and bring you immediately back to the outside caller.

To Hold a call

While on a call, press the Green line key, when this key begins to flash your caller is on hold.

To retrieve a held call

Press the flashing green line key.

To Pick Up a call ringing at another extension

Press the Pick Up key or dial *14 and lift the receiver.

To Park a call

While the caller is on the line, press the Park key and hang up.

To retrieve this call from another phone, press the Park key followed by the extension number where it was originally parked.

To Divert your phone

Press the Divert key, select which divert you require by scrolling down

Immediate forward “ to divert to any ext or outside number

Voice message “ to divert to voicemail

To Cancel Divert

Press Divert key and release.

To make a conference call

Dial First number, when answered scroll down to new call, press ok and dial 2nd

number. When answered, scroll down to conference and select ok to conference.

Voicemail set-up

Press your flashing mail key, select voicemail, record your name and enter a new 4 digit code. Default password is 0000

To record your personal greeting

Press your mail key, select voicemail, enter your 4 digit code. Select Personal Options

Select Personal greeting. Record your personal greeting.

To retrieve your voice messages

Press your flashing mail key, select voicemail, enter your 4 digit code, follow instructions.

1- To listen

7- To erase message

9- To save message

0- More Options

To transfer a caller to voicemail

While caller is on the line, dial 8 followed by the extension number and hang-up immediately.

To redial

Press the redial key once to dial last caller

Press and hold the redial key until your screen changes to get a list of your last 10 dialled numbers.

Scroll through your numbers and press ok to call.

To modify your phone

Scroll down to Settings and press ok. Scroll to phone and press ok. Scroll to ringing and press ok.

Select which option you want. I.e.; Select Int/Ext to select what ring tone you want etc...

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