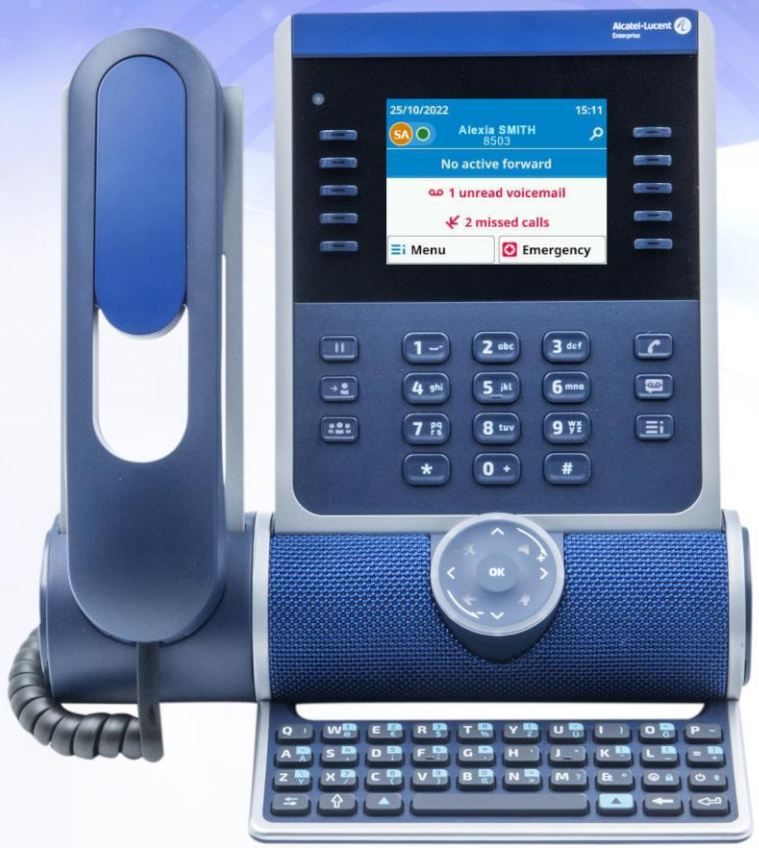
OpenTouch® Suite for MLE

ALE-300 Enterprise DeskPhone SIP



User manual

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Alcatel·Lucent
Enterprise

Introduction

Thank you for choosing an Alcatel-Lucent Enterprise desk phone.

This document describes the services offered by the ALE-300 Enterprise DeskPhone in connection with an OmniPCX Enterprise system in SIP mode (R100.1 MD1 and upper).

The ALE-300 Enterprise DeskPhone is the next generation of business phones with innovative and sleek industrial design built for every workstyle and workplace with vertical capabilities in the Enterprise environment.

The desk phone provides advanced telephony features and call management for Alcatel-Lucent Enterprise OmniPCX Enterprise Purple Communication server R100.0 and above. It can be easily provisioned and deployed using OmniPCX Enterprise Device Management.

A smart touch control wheel enables legacy and future voice-oriented feature to provide a new evolutive user experience.

The desk phone is robust, future-proof, durable products based on state-of the art hardware and software platform with rich connectivity options (Dual Port Gigabit Ethernet, Dual USB-C, NFC).

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1 Getting started

1.1 How to read this guide

The labels and icons displayed depend on the type and the skin of the set.
The label is not displayed if the corresponding feature is not configured on your telephone system.
All labels are displayed in color and are italicized.

This icon describes a succession of actions or labels you have to do or select.	›
This icon describes the consequence of an action.	»
Press the function key to the left of the contact's name/number, or label.	
Press the function key to the right of the contact's name/number, or label.	
Pick up the handset.	

In other cases, the keys on the desk phone or the icons on the display are used to describe the features in the user manual.

1.2 Unboxing

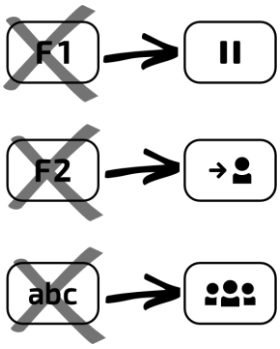
Your phone is modular. Several options are possible depending on your specific requirements.

- Safety and regulatory instructions.
- Desk phone (base).
- Corded handset.
- Removable keys. Your phone is equipped with three removable keys. F1/F2/abc keys are installed by default. Hold/Transfer/Conference keys are delivered with your phone.
- Default color: Neptune Blue. The color of the desk phone is 'Neptune Blue' by default. You can change it by using a customization kit sold separately (ALE-140).

The network cable (RJ45) is not delivered with the phone.

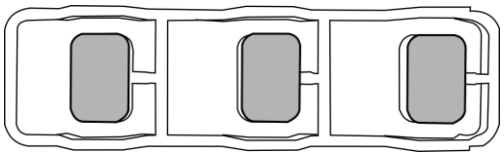
1.3 Install Hold, Transfer and Conference keys

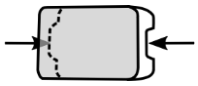
If not already done, you have to install Hold, Transfer and Conference keys provided with your desk phone instead of the F1, F2 and 'abc' keys.



To install new keys:

The extra keys are provided hanging on a support so that they do not get lost. The new key is easily detached.





- On the desk phone, take the key to replace between thumb and forefinger and pull gently to remove it. Two small notches on the side of the key allow you to lift it with your fingernail if necessary.
- Insert the new key into its slot by gently pressing it (as if you were using this key).
- Keep the old keys if necessary.

1.4 Login

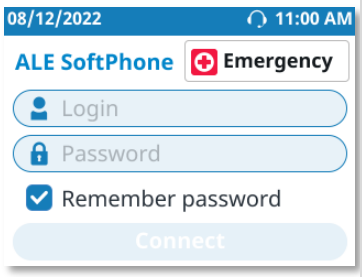
Typically, your administrator will have set up your account and desk phone on the communication server. In this case, the phone will be ready for use. If this is not the case, you will be asked for a login/password when you first connect.

Contact your administrator to know your login/password.

: enter your login.

: enter your password.

The communication server is defined by your administrator in the settings of the desk phone.



2 Getting to know your telephone

2.1 ALE-300 Enterprise DeskPhone

This phone is part of the Enterprise and IP phone ranges. With its 3.5 inch color display that comes with ten dedicated function keys and an intuitive navigation Smart Pad, the ALE-300 Enterprise DeskPhone (ALE-300) delivers a great user experience. You can change the color of the phone by using an ALE-140 DeskPhone customization kit (Neptune Blue in the following picture).

2.1.1 Phone description

1	Smart Pad.
2	Color display with auto brightness adjustment which enhances user experience and saves power (ambient light sensor).
3	10 dedicated functions keys.
4	Corded handset (ALE-150).
5	Permanent feature keys: quick access to the phone's main features. (5a) Hang up key, messaging key, local menu key. (5b) Hold key, transfer key, conference key.
6	Wideband loudspeaker for optimized sound.
7	Magnetic alphabetic keyboard (optional - ALE-100 Keyboard).
8	An adjustable and stable foot (60° to 0°).
9	Connectors.
10	Busy light logo on back shell.

2.2 Smart Pad

2.2.1 Description

	Hands-free/Loudspeaker key Pressing this key answers an incoming call in hands-free mode (when activated, the key is lit blue). When a call is in progress, pressing this key switches between the supported audio mode: hands-free, headset, handset or group listening (loudspeaker). In idle state, press this key to take the line before dialing a number.
	Mute and interphony key Mute key: during a call, press this key to stop your contact from hearing you. When activated, the key is lit in blue and the Smart Pad ring in red. Interphony key: When idle, press this key to switch the phone to interphony mode. When you receive a call, the phone automatically answers into hands-free mode. This key lights up blue when activated. Interphony can be disabled by the administrator.
	Back/Exit key Use this key to go back to the previous step (short press). Use this key to go back to the homepage (long press). Use this key to delete one number or character at a time.
	Reserved for future use.
	Up-down navigator Used to scroll through the content of a page.
	Left-right navigator When consulting the call log, use this key to apply a filter (all, missed, unsuccessful, incoming, outgoing, conference). In the text edition, use this key to navigate into the text box.
	Rotate clockwise Turn up the volume (ringing or call state). Up vertical scrolling (idle state).
	Rotate counter clockwise Turn down the volume (ringing or call state). Down vertical scrolling (idle state).
OK	**OK key** Use this key to validate your choices and options while programming or configuring. Use this key to answer an incoming call with the default audio device (hands-free mode). Use this key to open contextual menu.

2.2.2 Smart Pad gesture

Short press | Long press | Rotate

The light ring is not touch sensitive. Please place your finger in the hollow of the Smart Pad for any actions.

2.2.3 LED

The Smart Pad contains a large number of notifications indicated by the color of the leds.

The ring around the Smart Pad and the keys can light up depending on the event. The ring can light up completely or partially depending on the case.

2.2.3.1 Smart Pad ring

Smart Pad ring is composed of 8 segments which can be lighted up in blue, red or purple:

Blue = Active | Red = Warning | Purple = Other | No light = Inactive

2.2.3.2 Smart Pad keys

	4 keys on the Smart Pad are lit in blue when activated. These keys are dimly lit in blue to show available actions (hands-free, mute, back).

2.2.3.3 LED management

Legend:

Dimly lit in blue Strongly lit in blue Blinking in blue

LED	Smart Pad ring			
In idle state, awake, Interphony activated	Switched off			
Incoming call (ringing)				
In conversation with handset or headset				
In conversation in hands-free mode				
Muted with handset or headset				
Muted in hands-free mode				
During settings (*Settings*)	Switched off			

2.2.3.4 Use cases

Incoming calls	
	The Smart Pad ring is blinking blue. The hands-free/loudspeaker key is blinking blue to show hands-free hook-off capacity.
During conversation	
	You are in conversation with the handset or the headset. The Smart Pad ring is lit in blue.
	Press the hands-free/loudspeaker key to switch in hands-free mode. The key is lit in blue.
	You are in conversation. Press the mute key. The key is lit in blue. The Smart Pad ring is lit in red. The microphone is muted.

2.2.3.5 Other use cases

Idle state	
	Boot During boot phase, the Smart Pad ring rotates clockwise in blue until the boot is finished.
	Update During software update, the Smart Pad ring rotates clockwise in purple until the update is finished.

2.3 Permanent features keys

This chapter displays all permanent features keys available on your desk phone. The keys depend on the model of your desk phone. They are located around the screen and on the Smart Pad.

		• Take the call with the headset if connected, or in hands-free mode.
		• Hang up key (lit in red) to end a call or to go back to the homepage during programming.
		• Return to the homepage at any time.
	Voicemail / Missed calls • This key is lit in red when there is new voice message. Access your voicemail. Follow the instructions from the voicemail server (TUI). • This key is lit in blue when there are missed calls. Open call logs. • The key remains lit in red as long as there are new voice messages, even if there are missed calls. • The key remains lit until all events are acknowledged or deleted.	
	Call Routing • Forward your call to your voicemail. • Forward your call to another number. • Select forwarding conditions (Immediately, when you are busy or/and when you don't reply). • Activate the 'Do not disturb' feature. **Contacts** • Create a new contact. • Add a contact from the call log to your local directory. • Modify or delete a contact from your local directory. **Call logs** • Display your entire call history sorted by date. • Use filters to display all calls, missed calls, unanswered calls, incoming calls, outgoing calls or conference. • Call back a contact. **Prog keys** • Create a programmable key. • Modify or delete a programmable key. **Settings:** quick access to user local menu (short press) • Define the appearance. • Define the language. • Define the ringtone. • Select your preferred accessory. • Software information (version, run mode). • Hardware information (MAC, CPU). • Network configuration (DM, DNS, Ethernet, IP parameters, LDAP). • Activate logging for support.	

	• Hold: the call is placed on hold.
	• Transfer: transfer the call to another number.
	• Conference: establish a three-party conference call.

The following keys are located on the Smart Pad (for more information see section: Smart Pad)	
	• Hands-free/Loudspeaker key.
	• Mute and interphony key.
	• Reserved for future use.

2.4 Alphanumeric keyboard

An alphanumeric keyboard is built into your desk phone, using its own keys. It is not necessary to install a physical keyboard to input text.

The number pad keys have letters that you can display by successive presses. The number is the first character in the series. To make typing easier, the list of characters associated with a key is displayed and the character that will be used after pressing several times this key is highlighted.

Some special characters can be displayed by successively pressing the key:

*	* % $ / ~ & ( ) [ ] =
#	# @
1	1 space | - _
0 +	0 + . , ; : \ / ? ! < >

- Use navigation keys to move the cursor into the text (except in dial by name feature).
- or : Use this key to delete the last entered character. The alphabetic mode remains activated.

Your desk phone can also be equipped with a magnetic alphabetic keyboard: ALE-100 keyboard (sold separately). In this case, the alphanumeric keyboard is disabled and the numeric keypad allows you to enter numbers directly.

Use cases:

1: '1' is displayed.
1 1: 'space' is displayed.
5: '5' is displayed.
5 5 (2 successive presses): 'j' is displayed.
5 5 5 5 5 (5 successive presses): 'J' is displayed.
0 0 0 0 0 (5 successive presses): ' ' is displayed.

2.5 Description of the homepage

The homepage is the default page displayed on your phone. The default homepage displays information about your desk phone (phone numer, forward, missed calls), but you can choose to display another page in the settings of the phone (call log, contacts or programmable keys).

The phone status is displayed in a red banner when your desk phone is forwarded to your mailbox or another contact.

	Call Routing Open call routing to manage the status of your desk phone (forward to a number, forward to your voicemail, do not disturb, …). My telephony status (the status is displayed for your information and is only visible on your desk phone). When your phone is forwarded, this area is highlighted in red. • Reachable ( ). • Call forwarded to voicemail ( ). In this case, a red banner is displayed on the default homepage. • Call forwarded to number ( ).In this case, a red banner is displayed on the default homepage. • Do not disturb ( ).In this case, a red banner is displayed on the default homepage.
	Search by name feature • A search bar is provided at the top of the window.
	User local menu • Access to the user local menu: Call Routing, Contacts, Call logs, User keys, Settings, Search, Homepage.
	SOS • Call emergency.

2.5.1 Define the default homepage

	Settings Access the phone local menu.
	User Use left-right navigation keys to display user settings (displayed by default).
	Phone › *Homepage*
	Select the homepage: • Default • Contacts • Call Log • Programmable Keys
 or or 	Save and go back to the homepage.

2.6 Status icons

Icons with information about some of the specific configurations of the phone are displayed in the top bar of the screen

Depending on the size of the display, all status icons may not be displayed simultaneously. Which icons are displayed depend on their priority. The following icons are listed according to their priority, from the highest to the lowest.

	Silent mode.
	Headset connected / Handsfree connected.

2.7 User local menu

Open the user local menu. →

	Call Routing Open call routing to manage the status of your desk phone (forward to a number, forward to your voicemail, do not disturb, …). My telephony status (the status is displayed for your information and is only visible on your application). • Reachable ( ). • Call forwarded to voicemail ( ). In this case, a red banner is displayed on the default homepage. • Call forwarded to number ( ).In this case, a red banner is displayed on the default homepage. • Do not disturb ( ).In this case, a red banner is displayed on the default homepage.
	Contacts • Display all your local contacts (defined in the local directory). • Open contact card. • Select a contact to call. • Create a new contact.
	Call logs • Display your entire call history sorted by date. • Use filters to display all calls, missed calls, unanswered calls, incoming calls, outgoing calls or conference calls. • Call back a contact.
	Prog keys • List all programmable keys (3 pages/8 by page are available). • Call a programmed contact. • Activate advanced services available using prefix. • Create, modify or delete a programmed key.

	Settings • Define the appearance. • Define the language. • Define the ringtone. • Define the ringtone volume. • Select your preferred accessory. • Software information (version, run mode). • Hardware information (MAC, CPU). • Network configuration (DM, DNS, Ethernet, IP parameters, LDAP).
	Search • Open the search by name interface.
	Homepage • Open the default homepage.

2.8 Information area

An information area opens at the top of the screen when an error occurs.

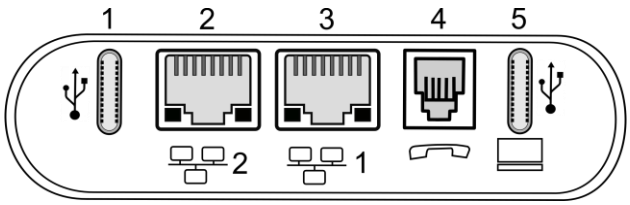
The color of the information area changes according to the severity of the error message:

High	Medium	Success
Available actions:		
The message is automatically closed after a few seconds, except for a red message which remains until a solution is provided.		
<>	If there is more than one message, you can scroll through them by tapping on the left or right arrow.	

Contact your administrator if necessary.

2.9 Connectors

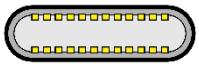
2.9.1 Description of the connectors



1	Universal Serial Bus (USB-C) connector(1).
2	10/100/1000 Mbps Ethernet connectors to a PC (RJ45). Use this port to connect your PC to your enterprise network.
3	10/100/1000 Mbps Ethernet connectors to the enterprise network (LAN - RJ45). Use this port to connect the desk phone to the enterprise network.
4	Wired handset connector (RJ11). Use only Alcatel-Lucent Enterprise compatible handset (ALE-150 SWB Corded Handset).
5	Universal Serial Bus (USB-C) connector(1).

(1)USB connectors (Universal Serial Bus) – USB type C.

These connectors are agnostic, meaning that you can use either connector to connect USB-C power adapter, USB keyboard, USB headset, an audio equipment, a USB stick, a Bluetooth® USB dongle provided with a Bluetooth® headset.This connector can be used to charge a smartphone.

USB-C	USB type C		The USB Type C is reversible and full duplex. It is able to transmit data or power.

2.9.2 Powering the desk phone

The phone can be powered either via a power adapter (5V/3A - sold separately) or via Power over Ethernet (PoE). The power adapter can be connected to a USB-C connector (1 or 2).

2.9.3 Power boost

The Power boost feature allows a desk phone to get more power available from Power over Ethernet (PoE) than requested through a default startup, for several needs such as more USB current for accessories (smartphone charging). In this case, your administrator has to enable the USB Boost to deliver more power. After restart, the phone changes its USB current limiter management, to increase the available power from 240 mA to 1400 mA according to the model of your desk phone and can change of PoE class.

Contact your administrator if necessary.

2.9.4 USB hub

If both USB-c ports are used (e.g. for power supply and headset), your desk phone supports most commercially available dual port USB-c hubs. For more information, contact your installer or administrator.

2.10 Compatible accessories

The following accessories are compatible with your desk phone and can be ordered separately:

- ALE-100 Keyboard
- ALE-110 Wall Mounting Kit
- ALE-140 Factory Customization Kit
- ALE-140 Azur Customization Kit
- ALE-140 Ruby Customization Kit
- ALE-140 Neptune Customization Kit
- ALE-150 SWB Corded Handset
- USB-C 5V 3A Power Adapter

You can order a compatible accessory to make your desk phone evolve (see following sections: Accessories, Ordering information).

2.11 Contacts

	Open the user local menu: *Contacts*.	
Display your personal directory: all saved contacts are displayed alphabetically.		
Available actions:		
	Open the contact card by pressing the function key to the right or left of the contact's name/number.	
	Use Smart Pad to scroll through the page and select a contact (highlighted).	
OK	Call the selected contact. The number used is the one displayed under the name.	
	Open contextual menu: • Create a new contact. • Delete a contact.	

2.11.1 Contact card

Select a contact to display the contact card.	
Information available about your contact is displayed in the page. The information displayed depends on the fields entered in the form (business phone, mobile, extension number, email, address, etc.). The specific call log with the contact is displayed in the following tab: *Call logs* (incoming calls, outgoing calls, missed calls, time, numbers, duration).	
Available actions:	
Place an audio call.	
Edit the contact card.	

2.11.2 Create a new contact

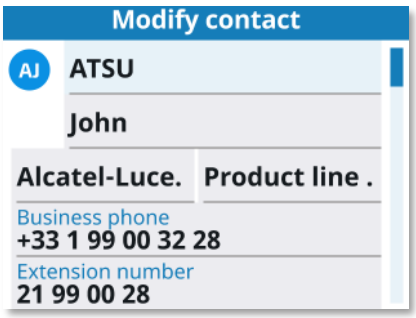
Open the user local menu: *Contacts*.	
• Open contextual menu. • *New contact*: select the add new contact icon. • Add information about your contact. Fill in the mandatory fields circled in red such as name or first name, and a phone number. Press the function key in front of the field to be filled in. • OK: save the contact in your local directory (or : to go back without saving).	

2.11.3 Add a contact from the call log to your local directory

From the call log	
• Open contextual menu by pressing the function key to the left of the contact's name/number. • *Add Contact*: Copy the contact card to your local directory. Modify the contact card if necessary. • OK: save the contact in your local directory. (or : to go back without saving).	

If the contact is already in your local directory, the contact card is edited.

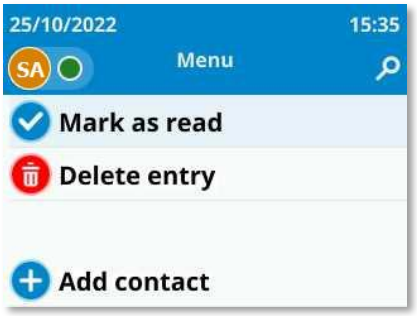
2.11.4 Modify a contact

Open the user local menu: *Contacts*.	
• / : select the contact to modify. • : open the contact card to modify • : edit the contact card. • Modify the contact card. • OK: save the contact in your local directory.	

2.11.5 Delete a contact

Open the user local menu: *Contacts*.	
• / Select the contact to delete. • : open contextual menu. • *Delete* • Select the contact(s) to be deleted by checking the corresponding box. • Delete the selected contact(s).	

2.12 Call log

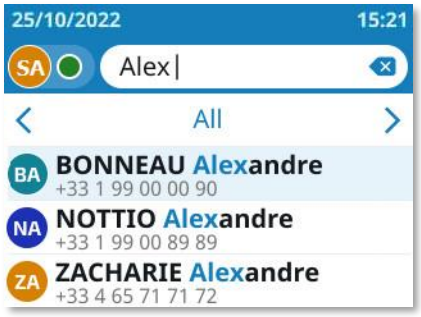
	Open the user local menu: *Call logs*.	
Display your entire call history sorted by date. • (*All*) : missed calls. • (*Missed*) : unacknowledged missed calls. • : unanswered outgoing calls. • : answered incoming calls. • : answered outgoing calls.		
	Use left/right navigation keys to activate filters and display all calls, unread missed calls, unanswered calls, incoming calls, outgoing calls or conference calls.	
Available actions:		
	Call back the contact by pressing the function key to the right of the contact's name/number. In the case of a known contact, the number used is the one displayed under the name.	
	Open contextual menu by pressing the function key to the left of the contact's name/number.	
	Mark as read Acknowledge the selected missed call.	
	Delete entry Delete the selected entry in the call log.	
	Add Contact If the contact is not in your local directory, you can add it. If the contact is already in your local directory, the contact card is edited.	
	Open the call log menu.	
	Mark all as read Acknowledge all missed calls	
	Delete all this category Delete all contacts according to the selected filter.	

3 Using your telephone

3.1 Search by name feature

The search is performed through your local and corporate directories.

Enter letters to start your search. The search is performed for the first name, last name or number. The result lists contacts whose attributes start with the string or number entered.

Use one of the following: • Enter directly first letters or numbers by using the keyboard. • Press the function key next to the search icon and enter first letters or numbers.	
Available action:	
	Use one of the following: • Place an audio call with a contact by pressing the function key to the right of the contact's name/number. • If there is only one result, press directly the call key lit in green or the 'ok' key. • If there is more than one result, use the rotate gesture on the wheel or use the up and down navigation keys to select a contact (highlighted) in the list. Press the call key lit in green or the ' ok ' key.
	Open the contact card by pressing the function key to the left of the contact's name/number.
	Cancel the search and go back to the Homepage.

3.2 Make an audio call

Depending on the method of making a call, the device used will be different:

	If the handset is lifted, the call will be made via the handset.
	If the handset is on-hook, use the hands-free key to make the call in hands-free mode.
	In other cases (call key, ok key or function key), if the handset is off-hook, the desk phone will use the preferred device to make the call. The preferred device is defined in the settings of the desk phone and can be the loudspeaker (hands-free), the USB headset or a USB conference module.

At any time, you can continue the call on the handset by picking it up.

3.2.1 Using Dialpad

Use one of the following:

- Pick up the handset and dial the number on the dialpad.
- Dial directly the number on the Dialpad.

Available actions:

and	Pick up the handset if you have not already done it and press the call key to make the call with the handset.
or OK	Make the call with the preferred device if connected, or in hands-free mode. The preferred device is defined in the settings of the desk phone and can be the loudspeaker (hands-free), the USB headset or a USB conference module.
	Make the call in hands-free mode.
	Press the function key to the right of the contact's name/number listed (the number matches the contact's number) to make the call with the preferred device if connected, or in hands-free mode.
	Delete the last digit entered.

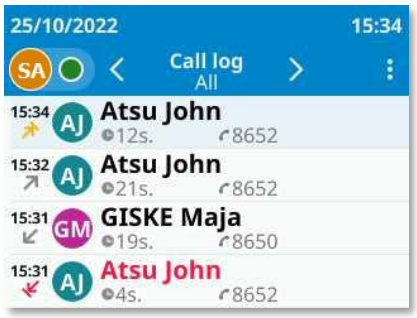
Phone number format supported:

- Short number for an internal contact.
- International number (digits only): 00 Country RegionCode Number (for example: 0033390123456).
- Canonical number: +Country/RegionCode Number (for example: +33390123456).
- Contact number without country code for a contact in the same country.

3.2.2 Using Contacts

	Open the user local menu *Contacts*.	
	Open the contact card by pressing the function key to the right or left of the contact's name/number.	
	Call the contact.	
OK	Use the rotate gesture on the wheel or use the up and down navigation keys to select a contact (highlighted) in the list. Press the 'OK' key to call the selected contact.	

3.2.3 Using Call log

	Open the user local menu *Contacts*.	
	Call the contact by pressing the function key to the right of the contact's name/number. In the case of a known contact, the number used is the one displayed under the name.	
	Open the contact card by pressing the function key to the left of the contact's name/number.	
	Call the contact.	
OK	Use the rotate gesture on the wheel or use the up and down navigation keys to select a contact (highlighted) in the list. Press the 'OK' key to call the selected contact.	

3.2.4 Using call by name

Use one of the following: • Enter directly first letters or numbers by using the keyboard. • Press the function key next to the search icon and enter first letters or numbers.	
Use one of the following:	
	Place an audio call with a contact by pressing the function key to the right of the contact's name/number.
OK	If there is only one result, press directly the call key lit in green or the 'ok' key. If there is more than one result, use the rotate gesture on the wheel or use the up and down navigation keys to select a contact (highlighted) in the list. Press the call key lit in green or the ' ok ' key.
	Open the contact card by pressing the function key to the left of the contact's name/number.
	Call the contact.

3.3 Receive an incoming call

3.3.1 Incoming call screen

When you receive an incoming call, information about the caller is displayed on the screen.

Available actions:

	Pick up the handset to answer the audio call with the handset.
or	Answer the incoming audio call using the preferred device. The preferred device is defined in the settings of the desk phone and can be the loudspeaker (hands-free), the USB headset or a USB conference module.
	Answer the incoming audio call in handsfree mode.
	Decline the incoming call and forward it to your voicemail (if voicemail is available).
	Silent ringing when receiving an incoming call. The desk phone stops ringing but you can always answer the incoming call.
	Ignore the call. This icon is proposed if no ringing is defined or if the ringing has been stopped using the previous icon.

3.3.2 Answer incoming call

Use one of the following:	
• Pick up the handset.	
• Press the accept call key (using preferred device).	
• Press the function key next to this icon (using preferred device).	
• Press the loudspeaker/hands-free key (hands-free mode).	
• Press the OK key (using preferred device).	

3.3.3 Stop ringing

The desk phone stops ringing but you can always answer the incoming call.	

3.3.4 Divert the incoming call to your voicemail

When you receive an incoming call, you can decline it and transfer it to your voicemail (if voicemail is available).

Divert the incoming call to your voicemail.	

3.3.5 Ignore the call

Stop ringing.	
Ignore the call. The incoming call screen is closed.	

3.4 Call Routing

Call routing allows you to define what your phone does when you receive an incoming call:

- Forward your call to your voicemail.
- Forward your call to another number.
- Select forwarding conditions (Immediately, when you are busy or/and when you don't reply).
- Activate the 'Do not disturb' feature.

3.4.1 Telephony status

Depending on the call routing, your telephony status is displayed right beside your photo/avatar (the status is displayed for your information and is only visible on your desk phone):

	Reachable.
	Not reachable.

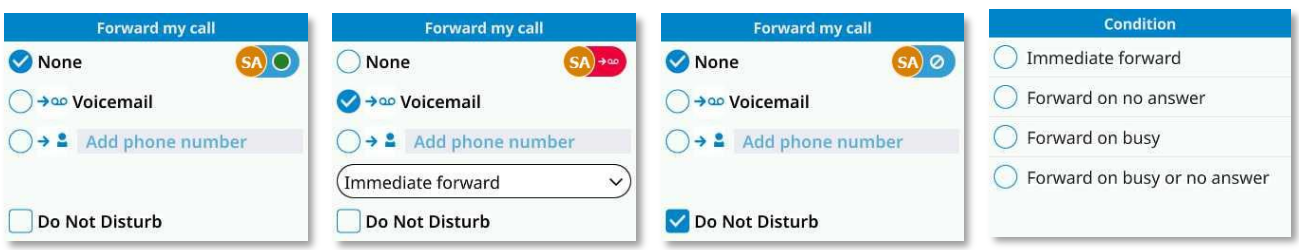
Depending on forwarding destination, when activated, an icon is displayed on red backgroung. In this case, a red banner is displayed on the default homepage.

	To voicemail.
	To number.

3.4.2 Open call routing management

Select your avatar to open the call routing settings.	SA

: You can also access call routing by selecting it in the user local menu.



3.4.3 Forward all incoming calls to your voicemail immediately

Activate the feature by checking the bullet	Status:
• →∞ *Voicemail*. • *Condition: Immediate forward*. • OK or ← Validate and return to the call routing settings. • ↩ Go back to the homepage.	

3.4.4 Forward all incoming calls to another number immediately

Activate the feature by checking the bullet	Status:
• → *Number* Enter the destination number. • *Condition: Immediate forward*. • OK or ← Validate and return to the call routing settings. • ↩ Go back to the homepage.	

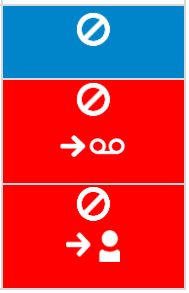
3.4.5 Forward all incoming calls to your voicemail when you are busy and/or if you don't reply

Activate the feature by checking the bullet	Status:
• →∞ *Voicemail* • Select one of the following conditions: *Forward on no answer* / *Forward on busy*/ *Forward on busy or no answer*. • OK or ← Validate and return to the call routing settings. • ↩ Go back to the homepage.	

3.4.6 Forward all incoming calls to another number when you are busy and/or if you don't reply

Activate the feature by checking the bullet	Status:
• → *Number* Enter the destination number. • Select one of the following conditions: *Forward on no answer* / *Forward on busy*/ *Forward on busy or no answer*. • OK or ← Validate and return to the call routing settings. • ↩ Go back to the homepage.	

3.4.7 Do not disturb

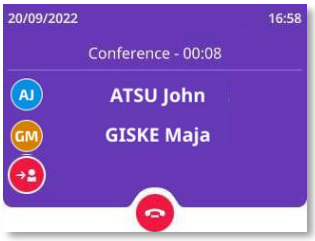
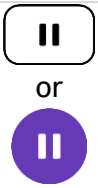
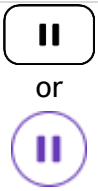
Activate the feature by checking the bullet	Status:
• 'Do not disturb' option. If your desk phone is already forward, the background will be in red.	

3.4.8 Cancelling all forwards

Deactivate all forward by checking the bullet	Status:
• *None*. • Go back to the homepage.	

3.5 During audio call

Information about your contact, such as number, name, company and job title, is displayed in the conversation screen. The elapsed time is displayed above the same area.

You are in conversation with one contact.	You are in conversation with one contact and the second is on hold.	You are in conference with two contacts.
		
 or	Put the call on hold. Call on hold key is lit in blue.	
 or	Retrieve the call on hold.	
	Switching between audio modes. Activate loudspeaker. When activated, the key is lit blue.	
	Deactivate loudspeaker.	
	Make a second call.	
	Mute the audio. When activated, the key is lit in blue and the Smart Pad ring in red.	
	Unmute the audio.	
or	Connect your two contacts and end the call or the conference.	
or	Activate a three-way conference.	
	Switching between two calls. The active call is purple. The call on hold is blue.	
or	End the active call / End the conference with all participants.	

3.6 Mute, so that your contact cannot hear you

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

3.6.1 From the set

- During a conversation.
- Disable microphone » When muted, the key is lit in blue and the Smart Pad is lit in red.
- Enable microphone » The mute button is dimly lit in blue again and the Smart Pad is lit in blue.

3.6.2 From the headset

- Use the mute key of the headset, if there is one, to disable headset microphone or to resume the conversation.

3.7 Switching between audio modes

	During conversation, you can switch between different audio modes by pressing successively the loudspeaker/hands-free key until you select the available audio mode to activate (handset, headset, hands-free, external hands-free, …). Available audio modes depend on connected devices. After a few second the selected audio mode is activated. The key is lit when the loudspeaker or hands-free mode is selected. This feature depends on connected devices.

For example: you are in conversation with the handset and you want to switch to the headset.

-
- The current audio mode is selected: .
- Press successively until the headset audio mode is selected: .
- The headset is activated after a few seconds and you can use it for your conversation.

For each audio mode, during the conversation, you can adjust the volume (percentage). The selected volume, for each audio mode, will be saved for future conversations.

- During a conversation.
- Adjust the volume by using the Smart Pad (rotating clockwise or counter clockwise).

3.8 Activating the loudspeaker during a conversation (handset lifted) - Group listening feature

Activate or deactivate the loudspeaker when you are in conversation using the handset or the headset (the microphone used remains the same).

- Press successively until the device with the microphone to use is selected: or .
  The following icon is displayed on the screen of the device: .
- Use the down navigator key to access to select the loudspeaker mode:
- OK Validate.

3.9 Release the second call and retrieve the call on hold

- You are in conversation with the second contact and the first one is on hold.
- or : end the current call.
- or : retrieve the call on hold.
  You are on the line with your first contact.

3.10 Put a call on hold/retrieve a call on hold

	Press the put on hold key or the function key near to the put on hold icon. The key is lit in blue when you contact is on hold.	
	Retrieve the call on hold.	

3.11 Transfer a call

From the conversation screen:

	Make a second call.
or	Use one of the following: • Blind transfer: select the transfer icon before the second contact answers. • Select the transfer icon in the conversation screen with the two contacts (two calls or conference).

3.12 Sending DTMF signals

DTMF (Dual-Tone Multi-Frequency) or FV (Fréquence Vocale) signalling is a system whereby audible tones are used to represent buttons on a keyboard and allows communication with interactive voice servers.

During a conversation you sometimes have to send DTMF signals, such as with a voice server, an automated attendant or a remotely consulted answering machine. In this case, send DTMF code directly by dialing it during the conversation.

3.13 Make a second call

	The first call is placed on hold. Use one of the following to call your second contact: • Dial the number of the second contact. • Make a call by name. • Open the user local menu to make call from the personal directory or from the call log.	
or or OK	Call the second contact by pressing the call key or the 'OK' key or the function key to the right of the contact's name/number.	
Go back to the conversation screen		
	When the information about the incoming call is displayed, select this icon to switch between incoming call and conversation screens.	

3.14 Receive a second call

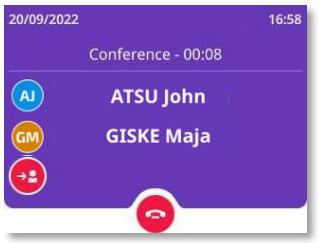
When you receive an incoming call, information about the caller is displayed on the screen and you hear a small beep.	
Available actions:	
	Answer the incoming audio call in handsfree mode.
	Silent ringing when receiving an incoming call. The desk phone stops ringing but you can always answer the incoming call.
	Decline the incoming call and forward it to your voicemail (if voicemail is available). This icon is displayed after stop the ringing (see below).
	Ignore the call. This icon is proposed if no voicemail is defined.
	When the information about the incoming call is displayed, select this icon to switch between incoming call and conversation screens.

3.15 Switch between two calls

	Press the switching icon to switch between calls.	

3.16 Conference

or	You are in conversation with two contacts. Press the conference key.
	Switching between audio modes. Activate loudspeaker. When activated, the key is lit blue.
	Deactivate loudspeaker.
	Mute the audio. When activated, the key is lit in blue and the Smart Pad ring in red.
	Unmute the audio.
or	Connect your two contacts and end the call.
or	End the conference with all participants.



3.17 Consulting your voice mailbox

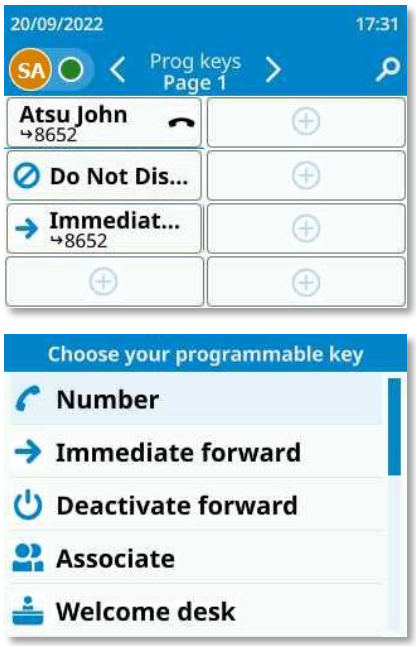
You are notified of a new event when the message key is flashing in red.

Access your voicemail.	
Follow the instructions from the voicemail server (enter your personal code).	
Available actions:	
Activate loudspeaker.	
or End voicemail check.	

3.18 Programmable keys

Open the user local menu: *Prog keys*.	
Your application provides a virtual add-on module with 3 pages and 8 programmable keys by page. You can program a key by entering a number or a service prefix.	
Available actions:	
Use to move from one page to another or to move the cursor in a text box.	
Select a key to use it: call a direct number, activate/deactivate a service or answer an incoming call from a supervised contact.	
Create a programmable key by selecting a free key.	
Modify a programmable key.	
press this softkey to delete a character.	

3.18.1 Create a programmable key

Open the user local menu: *Prog keys*.	
• : select a page. • : select a free key.	

Use one of the following:

- : select direct call number:
  - To create a direct call key: enter the number of your contact.
  - To define a service associated with the key: enter the service prefix followed by the number. If a service is defined for a key without a number, the number will be requested when you click on the key. For more information about the prefix, please contact your administrator.
- The application can propose the most commonly available services in order to facilitate programming (some features depend on system configuration). See examples below.

	Immediate forward to a number.		Do not disturb.
	Redial a recent number.		'Meet me' conference.
	Redial the last caller.		Park/Retrieve

3.18.1.1 Create a direct call key

Select the direct call service.	
• Enter number. • Add a name or a label. By default the name is pre-filled if it is recognized by the system, otherwise the number is used. You can see how the key will be displayed at the top of the configuration window. • OK or *Create key*: validate to create the key.	

Phone number format supported:

- Short number for an internal contact.
- Contact number without country code for a contact in the same country.
- International number (digits only): 00 Country RegionCode Number (for example: 0033390123456).

3.18.1.2 Create an immediate forward key

Select the forward service.	
• Enter the destination number. • Add a label. You can see how the key will be displayed at the top of the configuration window. • OK or *Create key*: validate to create the key. In this example, all your incoming calls will be forwarded to Alex Phoenix if the key is activated.	

Phone number format supported:

- Short number for an internal contact.
- Contact number without country code for a contact in the same country.
- International number (digits only): 00 Country RegionCode Number (for example: 0033390123456).

3.18.1.3 Create a 'Do Not Disturb' key

You can make your terminal temporarily unavailable for all calls.

Select the 'Do Not Disturb' service.	
• Enter a label. • OK or *Create key*: validate to create the key.	

When pressing the 'Do Not Disturb' programmable key to activate/deactivate the feature, a DND call is triggered to the server. An unsuccessful call event is therefore displayed in the call log.

3.18.2 Modify a programmable key

Open the user local menu: *Prog keys*.	
• Select a page. • : To switch to edit mode. • select the key to modify. • Modify information. • OK or *Update key*: validate to modify the key.	

3.18.3 Delete programmable key

Open the user local menu: Prog *key*.	
• Select a page. • : To switch to edit mode. • Select the key to delete. • *Delete key*: delete the programmed key.	

4 Programming your telephone

4.1 Initializing your voice mailbox

When you access the first time to your voicemail, you have to define your personal code.

- Press the message key flashing in red.
- Enter your personal code then record your name according to voice guide instructions.

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

A weak personal code will be rejected by the system:
- Identical 4 digits (0000, 1111,).
- A simple sequence of 4 digits (0123, 1234,).

Make sure you choose a strong password with at least 4 digits. The list of weak passwords provided does not contain all the possibilities.

4.2 Adjusting the audio functions

4.2.1 Define the ringtone

- › *Settings*
- › Use left-right navigation keys to display user settings (displayed by default): *User.*
- *Audio* › *Ringing tones*
- *Internal ringing:* select the ringtone for receiving an incoming call from the pick list (*Yes*/*No*).
- OK or Validate.
- Go back to the homepage.

4.2.1.1 Adjusting the ringer volume

- When you select the ringtone in the pick list, the ringtone is playing.
- Adjust the volume level while the ringtone is playing (10 levels).
- End / or To adjust other audio features.

4.2.2 Activate/deactivate silent mode

- › *Settings*
- › Use left-right navigation keys to display user settings (displayed by default): *User.*
- *Audio* › *Ringing tones*
- *Silent ringing:* activate or deactivate silent mode by selecting/unselecting the option (*Yes*/*No*).
- OK or Validate.
- Go back to the homepage.

4.2.3 Activate/deactivate meeting mode (progressive ringing)

- › *Settings*
- › Use left-right navigation keys to display user settings (displayed by default): *User.*
- *Audio* › *Ringing tones*
- *Progressive ringing*: activate or deactivate the progressive ringing (*Yes*/*No*).
- or Validate.
- Go back to the homepage.

4.2.4 Activate/deactivate discreet ring mode

- › *Settings*
- › Use left-right navigation keys to display user settings (displayed by default): *User.*
- *Audio* › *Ringing tones*
- *One beep before ringing* /*Three beeps before ringing*: to activate or deactivate the feature (*Yes*/*No*). When activated the desk phone is emited one beep/three beeps before ringing.
- or Validate.
- Go back to the homepage.

4.2.5 Adjust ringer volume while a call arrives

- Your telephone rings.
- Adjusting the ringer volume.

4.3 Prefered device

Define the default device to make or answer calls in hand-free mode, using the following keys:

- or or Take the call key.
- The function key to the right of the contact's name/number.

To define the preferred device:

- › *Settings*
- › Use left-right navigation keys to display user settings (displayed by default): *User.*
- *Audio* › *Prefered device*
- Select the default device:
  - *Last device*
  - *Handsfree*
  - *USB headset*
  - *USB Conference*
- or Validate.
- Go back to the homepage.

4.4 Adjusting the brightness of the desk phone

Adjust the brightness of the display, the LEDs, the keys (add-on) and the logo light on the back shell.

4.4.1 Auto-adjusting of the brightness

The phone can automatically adjust the display brightness, LED and busy light logo on the back shell depending on the lighting conditions to improve user experience and achieve power savings (ambient light sensor).

4.4.1.1 Auto-adjusting of the display brightness

- › *Settings*
- › Use left-right navigation keys to display user settings (displayed by default): *User.*
- *Phone* › *Brightness*
- Activate or deactivate the feature: *Auto-Brightness*.
- Go back to the homepage.

4.4.1.2 Auto-adjusting of the LED brightness and the busy light logo on back shell (if present)

- › *Settings*
- › Use left-right navigation keys to display user settings (displayed by default): *User.*
- *Phone* › *Brightness*
- Activate or deactivate the feature: *LED Auto-Brightness.*
- Go back to the homepage.

4.4.2 Adjust the brightness when the phone is in use

- › *Settings*
- › Use left-right navigation keys to display user settings (displayed by default): *User.*
- *Phone* › *Brightness*
- *Brightness*
- Increase or decrease the brightness (number of levels: 31).
- Validate.
- Go back to the homepage.

4.4.3 Adjust the dimmed brightness when the phone is not in use

- › *Settings*
- › Use left-right navigation keys to display user settings (displayed by default): *User.*
- *Phone* › *Brightness*
- *Low level brightness*
- Increase or decrease the dimmed brighness (percentage of brightness).
- Validate.
- Go back to the homepage.

4.5 Selecting language

- › *Settings*
- › Use left-right navigation keys to display user settings (displayed by default): *User.*
- *Phone* › *Language*
- Select the language of your choice.
- or Validate.
- Go back to the homepage.

4.6 Install a USB accessory (Headset, Handsfree, Loudspeaker)

- Connect the accessory to the USB connector.
- When you plug the accessory in the USB port, the USB accessory is automatically detected. If an another accessory is already connected with the same function (USB or Bluetooth® if available), a popup asks you to select your preferred accessory to use for this function.

If you are using a Bluetooth® headset provided with a Bluetooth® USB dongle, you can connect the headset to the USB connector. Use and connectability depend on the vendor of the headset.

4.7 Contacting your administrator (Technical support)

If necessary you may need to contact your administrator.
Before contacting your administrator, make sure you have information such as your phone's codes and software version to hand.

4.7.1 Date code / Technical code

The codes are located on the foot of the phone. This label is an example and does not represent the one placed on your phone.

PN	Product number / Technical code.
SN	Serial number / Date code.

4.7.2 Software version

The software version can be viewed on the phone by following this path:

- › *Settings*
- › Use left-right navigation keys to display user settings (displayed by default): *User*.
- *About* › *Software Infos*
  All information about software is displayed.
- or Go back to the previous page (short press) or to the homepage (long press).

4.7.3 Hardware model

The hardware model can be viewed on the phone:

- › *Settings*
- › Use left-right navigation keys to display user settings (displayed by default): *User*.
- *About* › *Hardware Infos*
  All information about hardware is displayed.
- or Go back to the previous page (short press) or to the homepage (long press).

4.7.4 Legal notice

Display regulatory information about your desk phone.

- › *Settings*
- Select the icon in the top right corner of the screen to open the legal notice for your desk phone.
- or Go back to the previous page (short press) or to the homepage (long press).

4.7.5 Network status

- › *Settings*
- › Use left-right navigation keys to display user settings: *Advanced.*
- *Status* › *Network*
    1. *IP status*
    2. *Ethernet status*
    3. *SIP Server status* (SIP server connection status)
- or Go back to the previous page (short press) or to the homepage (long press).

4.7.6 Network configuration

Before changing network configuration, contact your administrator.

- › *Settings*
- › Use left-right navigation keys to display user settings: *Advanced.*
- *Network*
    1. IP parameters: *IP config* › *IP*
    2. DM URL: *IP config* › *SIP*
    3. VLAN: *IP config* › *VLAN*
    4. DHCP option: *IP config* › *DHCP*
    5. LAN Port, LLDP: *Advanced*
    6. Security: *Security*
- or Go back to the previous page (short press) or to the homepage (long press).

4.7.7 Send your desk phone or your add-on module to support

Please remove customization kit before sending back your desk phone or your add-on module to hardware support as hardware support will send back a generic phone. Please refer to the accessories section to see how to remove the customization kit.

4.7.8 Auto upgrade the desk phone via USB key

The desk phone updates automatically by downloading new binary from the communication server, however, it is possible to do this using a USB-C key. The key has to be formated in FAT32 mode.

- Create an empty text file on the USB key: upgrade.auto
  Please check that the file does not have the.txt extension (especially when the file extension is hidden in system preferences).
- Create a directory on the USB key: upgrade
- Copy binary file into the new directory (the file name is given as an indication): sip86x8P.
- Insert the USB key in the corresponding USB-C slot.
- › *Settings*
- › Use left-right navigation keys to display user settings: *Advanced.*
- *Maintenance* › *Upgrade by USB key*
- *Run upgrade by USB ?*
  Confirm updating the desk phone via USB by selecting the option: *Yes*.
- The upgrade starts.

4.7.9 Copy logs on USB drive

You can use an USB-C key. The key has to be formated in FAT32 mode.

- Insert the USB key in the corresponding USB-C slot.
- › *Settings*
- › Use left-right navigation keys to display user settings: *Advanced.*
- *Maintenance* › *Debug* › *Get logs*
- Select the choice:
  - *Run get logs now?*: the creation of the logs is launched immediately. Wait until the logs are saved on the USB key.
  - *Run before reboot?*: each time the phone resets, logs will be copied onto the UBS key.
- A pop-up is displayed to inform you that the request has been taken into account.

4.7.10 Restore factory settings

Warning, all configuration data will be deleted.

- › *Settings*
- ›Use left-right navigation keys to display user settings: *Advanced.*
- *Maintenance* › *Debug* › *Reset to factory*
- *Enable reset to factory & reboot*
  Confirm the reset: *Yes*.
  Your phone reboots with factory settings.

4.7.11 NOE mode

If requested by your administrator, you can run the desk phone in NOE mode.

The NOE mode software has to be installed in your desk phone. To check it, please consult the software information.

The communication server has to be configured to register your desk phone. Switch to NOE mode only if requested by your administrator.

- › *Settings*
- ›Use left-right navigation keys to display user settings: *Advanced*
- *Maintenance* › *Run mode*
- *Switch to NOE application & reboot*
  Confirm to switch to NOE mode: *Yes*.
  The desk phone will reboot in NOE mode.

5 Accessories

5.1 List of accessories

For more details about references, consult chapter: Ordering information.

5.1.1 USB accessories

- AH 21 M II Premium headset monaural USB-C USB-A
- AH 22 M II Premium headset binaural USB-C USB-A
- ALE-100 Keyboard

5.1.2 Other headsets

Compatible headsets are validated by the Developer and Solution Partner Program (DSPP) (see chapter: Third parties headset certified in Developer and Solution Partner Program (DSPP)).

5.1.3 Other accessories

- Handset: ALE-150 Corded Handset
- Wall mounting kit: ALE-110 Wall Mounting Kit
- Phone customization kits:
  - ALE-140 Factory Customization Kit (gray)
  - ALE-140 Azur Customization Kit (light blue)
  - ALE-140 Ruby Customization Kit (Red)
  - ALE-140 Neptune Customization Kit (dark blue)
- Cable: Ethernet cable RJ45/RJ45.
- Power supply: USB-C PD 5V/3A Power Supply.

5.2 ALE-150 SWB Corded Handset

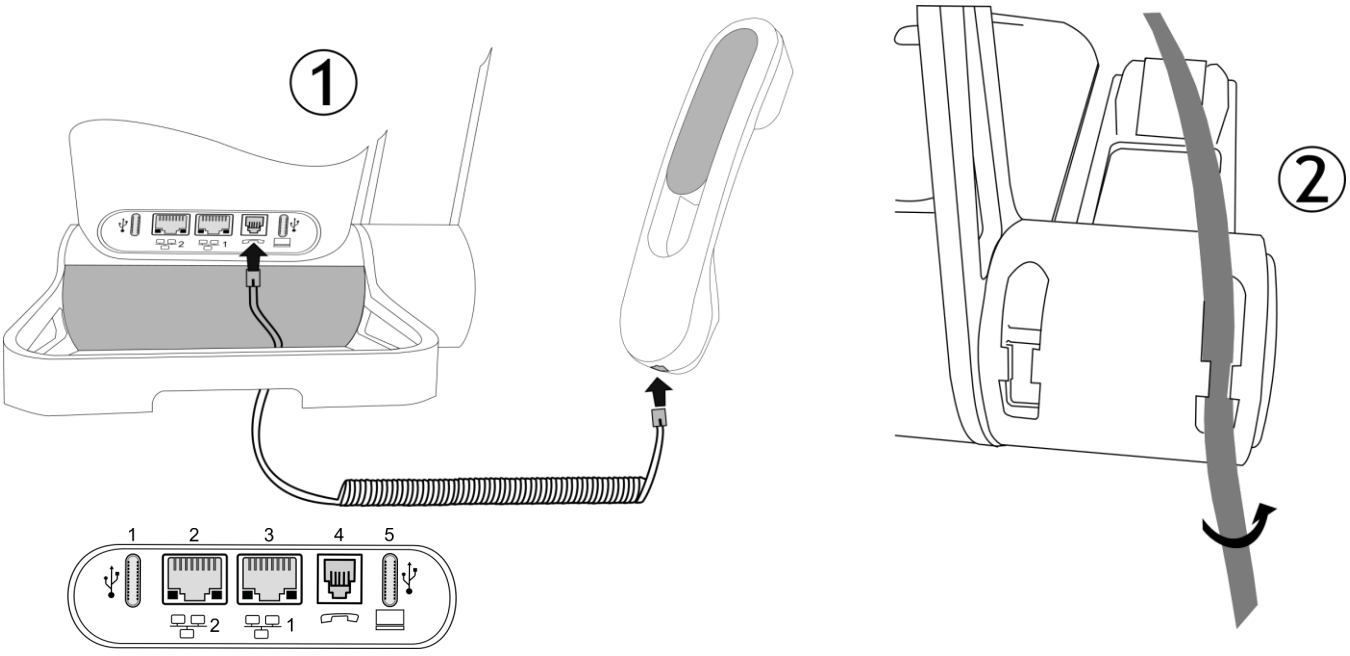
5.2.1 Description

The ALE-150 SWB Corded Handset is a super wide band comfort wired handset.

5.2.2 Unboxing

- ALE-150 SWB Corded Handset.
- RJ11 cable.
- Safety and regulatory instructions.

5.2.3 Install a comfort wired handset



1. Plug-in the wired handset to the appropriate connector - connector number in the picture: 4. Pay attention to the cable direction: the long side is on the back of the desk phone.
2. Put the cable in the notch under the handset's base of the desk phone as described in the picture on the right. Twist the cable slightly against itself to help you to make it pass in the notch.

To remove the cable, twist the cable slightly against itself to help you release it from the notch.

5.3 Magnetic alphabetic keyboard: ALE-100 keyboard (USB)

5.3.1 Description

The keyboard depends on your country and languages. The magnetic keyboard is automatically fixed on the base of the set. It is connected to the corresponding connector behind the phone.

Country variants:

- AZERTY,

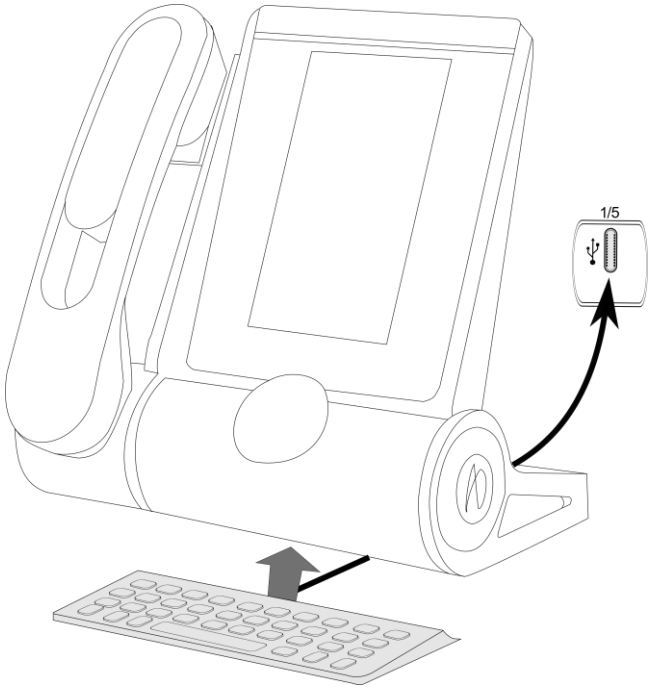
- International keyboard: QWERTY- QWERTZ.

5.3.2 Unboxing

- ALE-100 keyboard.
- Safety and regulatory instructions.

5.3.3 Installation

The keyboard automatically magnetizes under the phone. Connect the keyboard to the USB-C connector of the phone.



5.3.4 How to use the keyboard

Use the keyboard to enter text while configuring the phone. Access directly the dial by name feature by entering the name of your contact on the keyboard.

Below is a list of the function keys that allow you to access all the symbols.

	Caps lock: to write text in capital letters. Maintain this key and press the letter to display in capital.
	To access specific and punctuation characters in blue on the keyboard. For example: .
	To access specific and punctuation characters highlighted in blue on the keyboard. For example: .
	Cursor moving key (left, right). Allows you to navigate edited boxes. • : Move the cursor to the right. • + : Move the cursor to the left.
	Enter key: to validate edited text.
	Backspace key: to delete one character in an edit box.
	Reserved for future use
	Reserved for future use

Use cases (international keyboard):

: 'f' is displayed.

+ : 'F' is displayed.

+ : ':' is displayed.

+ : '6' is displayed.

Use the international keyboard in QWERTZ mode

The keyboard will be in QWERTZ mode when you plug it in if your desk phone language is: *Deutsch*. This means that the 'z' and 'y' are displayed without using the alt key:

- : 'z' is displayed.
- : 'y' is displayed.
- : 'ß' is displayed.

For the other languages, the international keyboard is in QWERTY mode. In this case, use the alt key to display characters from the QWERTZ keyboard:

- : 'z' is displayed.
- : 'y' is displayed.
- : 'ß' is displayed.
- : 'ü' is displayed.
- : 'ü' is displayed.
- : 'Ü' is displayed.

5.4 ALE-140 Customization kit

Please remove customization kit before sending back your desk phone or your add-on module to hardware support as hardware support will send back a generic phone.

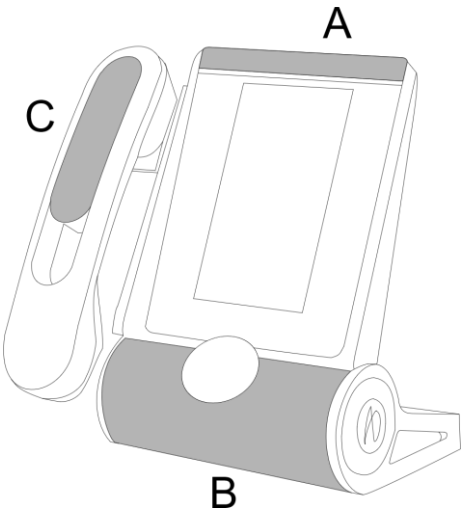
5.4.1 Description

The ALE-140 customization kit lets you change the color of your desk phone. A default kit is installed on your phone and you can purchase the other kits separately.

There are 4 colors:

- ALE-140 Azur Customization Kit (light blue)
- ALE-140 Factory Customization Kit (gray)
- ALE-140 Ruby Customization Kit (Red)
- ALE-140 Neptune Customization Kit (dark blue)

A kit is composed of 3 pieces:

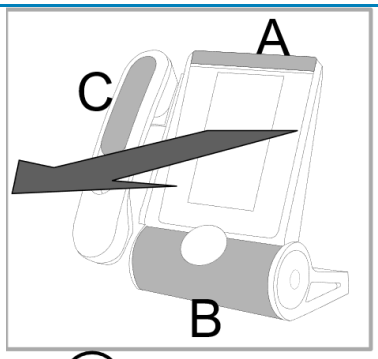


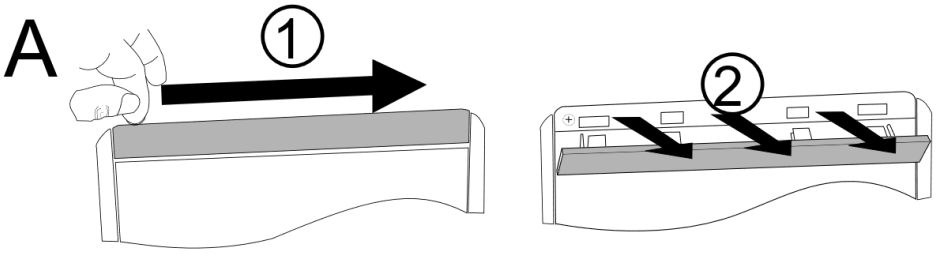
5.4.2 Unboxing

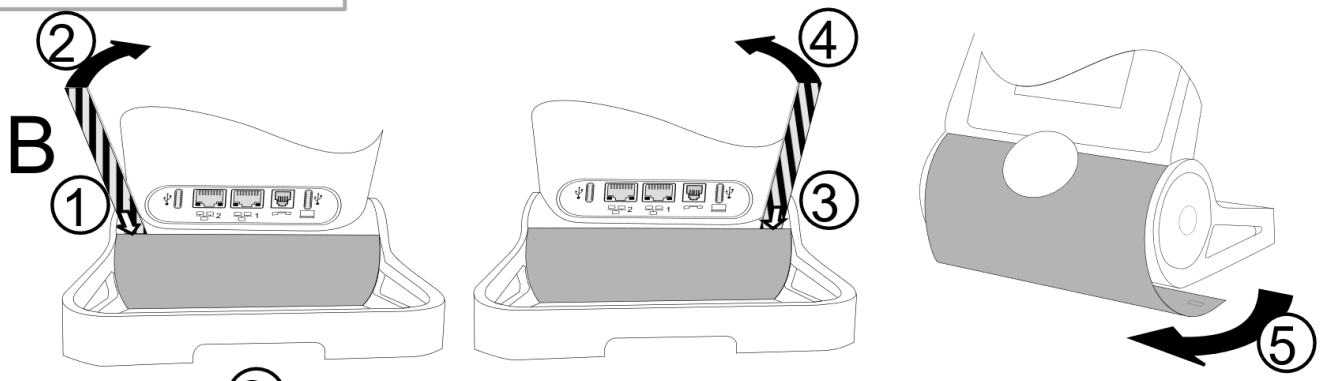
- ALE-140 Customization kit.
- Installation procedure.
- Safety and regulatory instructions.

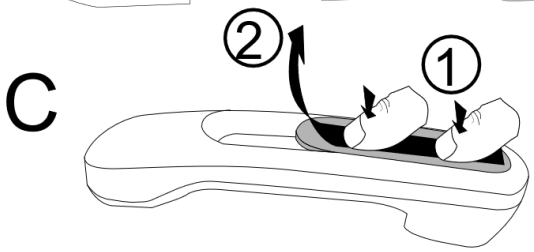
5.4.3 Remove or install the customization kit

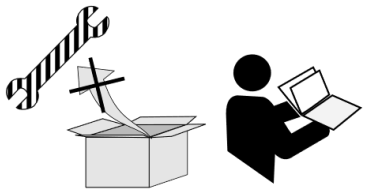
: No tools are provided with the kit. We just recommend using a thin, non-sharp object to facilitate unclipping the piece that covers the loudspeaker (B).

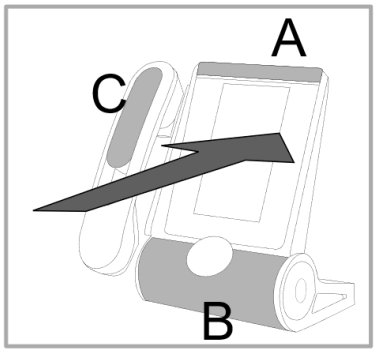

A
C
B

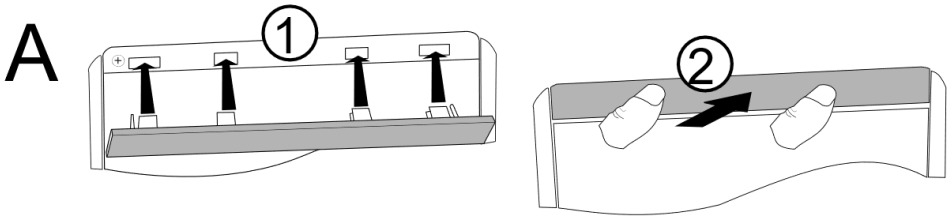

A
1
2

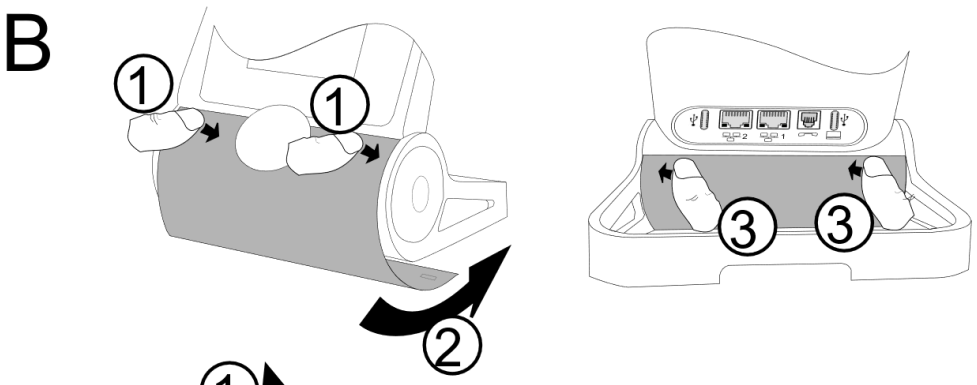

B
2
1
4
3
5

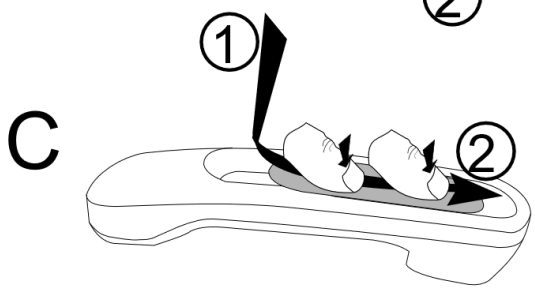

C
2
1




A
C
B


A
1
2


B
1
1
2
3
3


C
1
2

5.4.3.1 Remove the customization kit

	A	B	C
1	Slide your fingernail along the piece to detach it from the phone.	This piece is clipped to the four corners. We recommend starting from the back of the desk phone. Carefully insert a thin, non-sharp object over the colored piece on left side.	Press, then slide the piece towards the bottom of the device a few millimeters with your thumbs.
2	Pull perpendicular to the desk phone along the entire length of the piece. Be careful not to break the clips.	Gently lift the piece by pushing forward (you will hear a small click when the piece is removed).	Remove the piece by lifting it. Be careful not to break the clips.
3		Insert the thin, non-sharp object on the right side.	
4		Gently lift the piece by pushing forward (you will hear a small click when the piece is removed).	
5		Remove the piece by rotating it as shown in the drawing.	

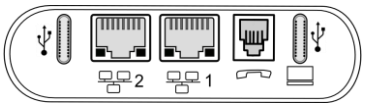
5.4.3.2 Install the customization kit

	A	B	C
1	Place each clip facing the corresponding notches. Be careful to place the piece in the correct direction: the logo must be on the right hand side.	Insert the piece around the speaker of the station. Press as shown in the drawing to clip the piece in the front (you should hear a small click when the clip is in its notch).	Place the piece by respecting the notches.
2	Press perpendicular to the desk phone all along the piece. Press gently so as not to force and break a clip.	Push the piece by slight rotation until it is in its place.	Slide the piece to the top of the hands a few millimeters with your thumbs.
3		Press as shown in the drawing to clip the piece in the back (you should hear a small click when the clip is in its notch).	

5.5 ALE-110 Wall Mounting Kit

5.5.1 Prerequisites

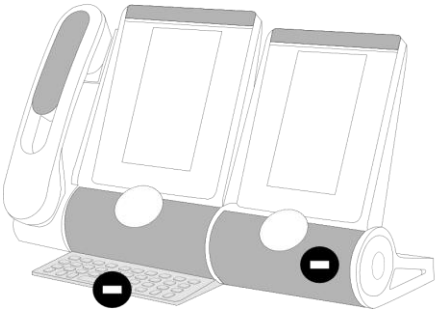
To connect the desk phone to the dedicated LAN port when the wall mounting kit is installed, you have to switch the two LAN ports. By default, the LAN port 1 is used to connect the desk phone. When the wall mounting kit is installed, you have to use the LAN port 2.

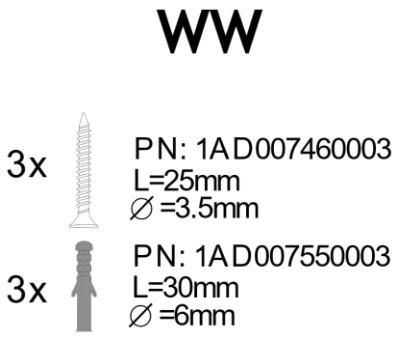


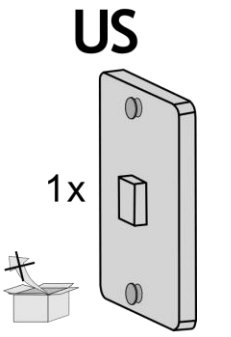
To switch the two LAN ports:

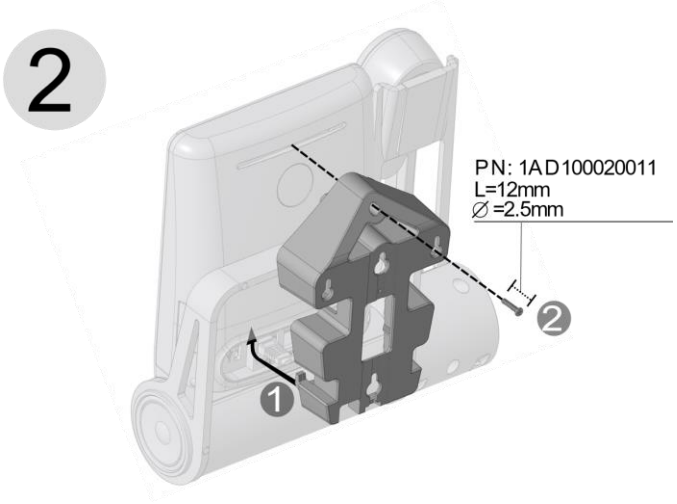
- Connect the desk phone to LAN port 1.
- › *Settings*
- › Use left-right navigation keys to display user settings: *Advanced.*
- *Network* › *Advanced* › *LAN port*
- *Switch ethernet ports*
  Confirm the Ethernet ports switching: *Yes*
- or Go back to the previous page (short press) or to the homepage (long press).
- Disconnect the desk phone.

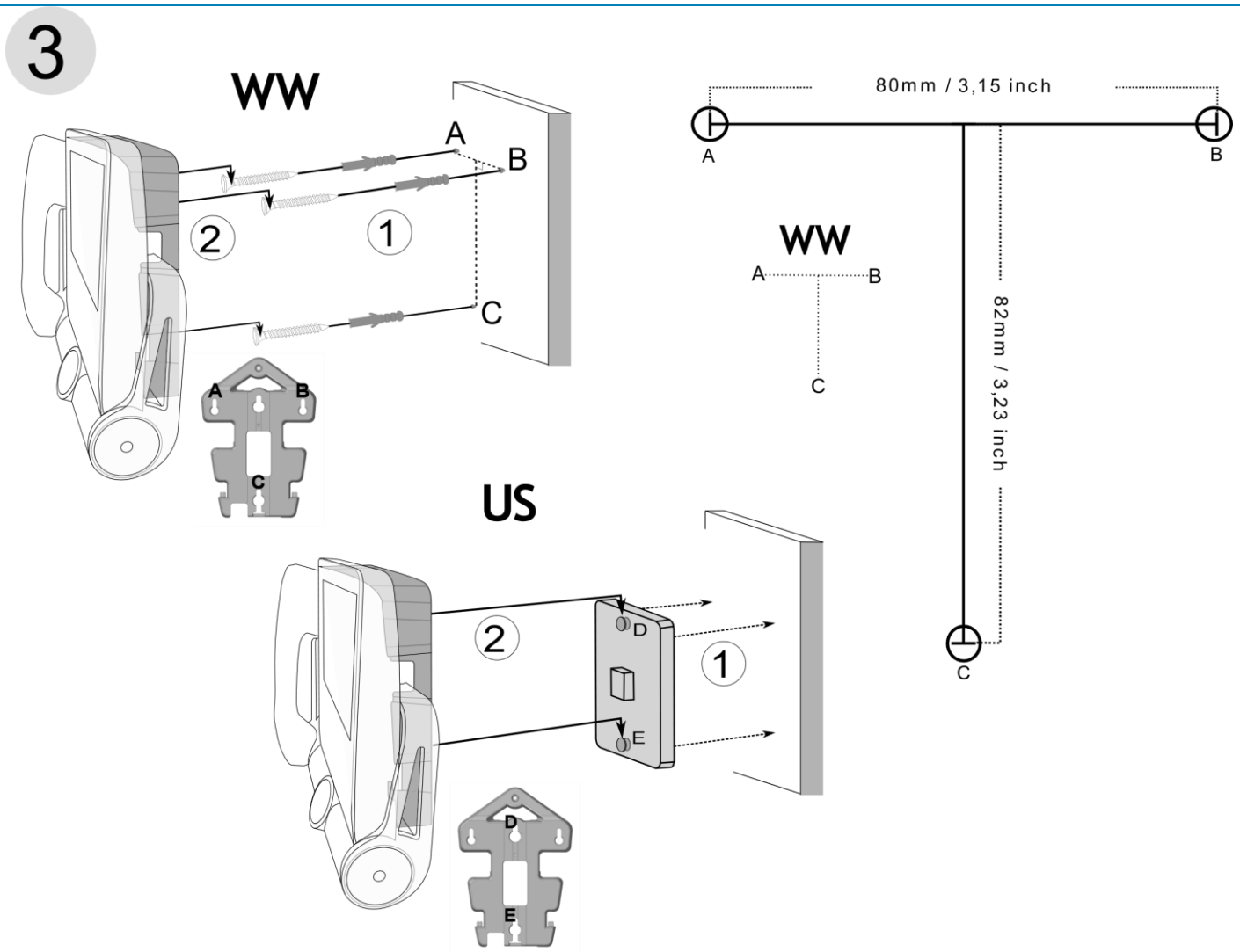
5.5.2 Wall mount installation











First remove the keyboard and add-on if installed. Use the recommended screws. Depending on your country (United States), use a standard plate (not provided with the kit).	
1	Lift the phone foot.
2	Put the support on the back side of the desk phone: 1. Place the two bottom support hooks at the top of the connector slot. 2. Use the dedicated screw to fix the supportt (PN: 1AD100020011, Length= 12 mm, Diameter= 14,5 mm).
3	1. Depending on the case: ○ Insert the screws into the wall using the screw anchors. ○ Attach the plate to the wall. To mount your phone on the wall, you need to install a standard wall plate that you can easily find on the market. Follow the manufacturer's instructions to install the wall plate on the wall. When the wall plate is fixed, you can prepare your phone and mount it on the wall. 2. Hang the assembled phone with support on the wall as described in the picture.
Connect the desk phone to LAN port 2.	

5.6 Third parties headset certified in Developer and Solution Partner Program (DSPP)

The mission of the DSPP is to support a broad ecosystem of developers and partners throughout the desk phone lifecycle. In this context, certification tests are performed between partner applications or devices and Alcatel-Lucent Enterprise's platforms. It certifies proper inter-working with partner applications or devices.

Consult the list of available headsets: “List of certified 3rd parties Headsets for Hard phones and Soft phones.” (https://www.al-enterprise.com/-/media/assets/internet/documents/headsets-ecosystem-dec-2021.pdf).

Technical specifications

	ALE-300 **With handset and cable**
Width	228 mm
Depth on a table	162 mm
Height	219 mm
Weight	1476,6 g
Adjustable foot stand range	0° - 60°
Color	Neptune Blue
Display	3.5 inch clor LCD, 320 x 240 (4/3)
Power over Ethernet (IEEE 802.3af)	Class 1
Power consumption (PoE) Idle – Active - no accessory	1.4 W – 1.8 W
Operating conditions	-5°C - +45°C (23°F - 113°F)
USB-C	USB 2.0

6 Ordering information

This list is not exhaustive and may change at any moment.

ALE-300 IP DeskPhone w Corded Handset	3ML27310AA
ALE-100 Keyboard AZERTY	3ML37100FR
ALE-100 Keyboard QWERTY - QWERTZ	3ML37100DW
ALE-110 Wall Mounting Kit	3ML27110AA
ALE-140 Factory Customization Kit	3ML27140AB
ALE-140 Azur Customization Kit	3ML27140AC
ALE-140 Ruby Customization Kit	3ML27140AD
ALE-140 Neptune Customization Kit	3ML27140AH
ALE-150 SWB Corded Handset	3ML27150AA
ALE-161 WB Cordless Handset Battery Pack	3ML37161AA
AH 21 M II Premium Headset monaural USB-C USB-A	3MK08018AA
AH 22 M II Premium Headset Binaural USB-C USB-A	3MK08014AB
USB-C PD 5V/3A Power Supply - EU(1)	3ML37190AA
USB-C PD 5V/3A Power Supply – US(1)	3ML37190US
USB-C PD 5V/3A Power Supply – UK(1)	3ML37190UK
USB-C PD 5V/3A Power Supply – AU(1)	3ML37190AU
USB external ringing interface module(2)	3GV28184AA
3M cat5e Ethernet cable RJ45/RJ45 (x10)	3AK21492AB

(1)PD stands for Power Delivery with current sensing feature. (2)USB-C to USB A cable is required.

7 Guarantee and clauses

Safety and Regulatory Instructions relates to the following products: ALE-300 Enterprise DeskPhone (ALE-300), -100 Keyboard (ALE-100), ALE-140 Customization Kit (ALE-140), ALE-150 SWB Corded Handset (ALE-150), ALE-161 WB Cordless Handset Battery Pack (ALE-161), ALE-110 Wall Mounting Kit (ALE-110).
Read carefully before use of these equipments.

7.1 Safety Instructions

● Changes or modifications to the equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. ● Magnets could affect the functioning of pacemakers and implanted heart defibrillators. Keep a safe distance between your pacemaker or implant defibrillator and the handset which includes magnetic elements: 4 centimeters (1.6 inches) at least. ● To limit the risk of interference, people with pacemakers must keep the wireless telephone away from their equipment (minimum distance of 15 cm/6 inches). ● It is recommended to follow the standard acceptance procedures before using this equipment in human safety critical areas (hospitals…). ● The handset includes magnetic elements that may attract sharp metallic objects. To prevent injury, before each use ensure sharp metallic objects are not stuck to the earpiece and microphone. ●Avoid using phones (other than cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning. ● Do not use this device in environments where there is a danger of explosion. ● Do not plug this phone into an Integrated Services Digital Network (ISDN) connection or into a regular Public Switched Telephone Network (PSTN) connection. This can result in severe damage to the phone. ● Never allow your telephone to come into contact with water. ● When external power supply is used, it shall be connected to an easily accessible socket outlet. ● Use this product in temperatures between -5°C to +45°C (23°F to 113°F). ● These products are intended for use in an indoor environment only. ● The PoE (Power over Ethernet) devices that supply or receive power and their connected cables must all be completely indoors. ● Do not use headsets at high volumes for an extended period of time, this may cause hearing loss. Always listen at moderate levels.

Cleaning and disinfecting

Refer to document: “How to clean and disinfect Alcatel-Lucent Enterprise terminals”.
Wear gloves when cleaning products.
Do not use harsh chemicals such as bleach, peroxide, acetone, ethyl acid, methyl chloride, ammonia, or multi-purpose cleaners to clean plastic, metal, rubber, or screen surfaces.
Wipe products with a clean, dry, microfiber non-abrasive cloth.
Spray cleaning solution on the cloth before cleaning the product.
Use pre-moistened wipes or dampen (but do not wet) a soft sterile cloth with the approved agent. Never spray or pour chemical agents directly onto the device as the liquid may stain the product or seep inside and damage the hardware.
Do not allow liquid to pool.
ALE recommends using a 70% ethanol solution for all wired and wireless ALE terminals.
Daily disinfection: Up to 5 disinfections per day.
Extensive wiping during cleaning or disinfection may cause surface damage to the device.
ALE recommends assigning a dedicated wireless terminal to each employee rather than sharing shifts on terminals, as well as replacing the handset on wired terminals for each employee.

Power supplies

ALE-300: these products can be supplied by Power over Ethernet (POE) compliant with IEEE 802.3af class 1 minimum for ALE-300 and class 2 minimum for ALE-400/ALE-500, or by an USB Type C External Power Supply (EPS) with rating 5V DC, 3A minimum.

POE and USB Type-C EPS shall comply with IEC/EN/UL/CSA 62368-1 standard and relevant regulations/standards applicable in the country of intended use and shall also be certified as a Limited Power Source (LPS).

7.2 Regulatory Statements

Declaration of Conformity may be obtained from:
ALE International 32 avenue Kléber – 92700 Colombes, France - ALE.welcomecenter@al-enterprise.com.

Regulatory information about ALE-300, ALE-400 and ALE-500, additional certification and regulatory marks are stored in the phone. Use one of the following:

- ☰i › *Settings* › *Advanced* › *Legal*.

EU Countries

This equipment complies with the essential requirements of following directives:
- 2009/125/EC (ErP), 2011/65/EU (RoHS) and its amendment 2015/863 (EU),
- 2014/30/EU (EMC), 2014/35/EU (LVD),

UK

This equipment is in compliance with the essential requirements of following regulations: Radio Equipment Regulations 2017, Electromagnetic Compatibility Regulations 2016, Electrical Equipment (Safety) Regulations 2016, The Ecodesign for Energy-Related Products and Energy Information (Amendment) (EU Exit) Regulations 2020, The Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012
The 5150 to 5350 MHz frequency range is restricted to indoor use.

Canada

Equipments with RF part comply with Industry Canada's license-exempt RSSs. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. These products meet the applicable Innovation, Science and Economic Development Canada technical specifications.

The devices for the band 5150–5350 MHz are only for indoor usage to reduce potential for harmful interference to co-channel Mobile Satellite systems.

USA

Equipment without RF part has been tested and found to comply with the limits for a class B digital device, pursuant to Part 15 of the FCC Rules. 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 and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try correcting the interference by consulting the dealer.
Privacy of communications may not be ensured when using any Bluetooth® device.

⚠ **California - Warning:** these products can expose you to chemicals including Lead and Lead Compounds, which are known to the State of California to cause cancer and birth defects or other reproductive harm. For more information, go to www.P65Warnings.ca.gov.

Disposal information

This symbol means that the equipment must be returned to a collection point for electronic equipment waste disposal. Defective batteries must be returned to a collection point for chemical waste disposal.

Related Documentation

Other languages for these Safety and Regulatory Instructions and User Documentation are available at the following Web site: https://www.al-enterprise.com/products.

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Alcatel-Lucent Enterprise ALE-300 SIP - Quick guide
OpenTouch® Suite for MLE

1	Smart Pad.
2	Color display with auto brightness adjustment which enhances user experience and saves power (ambient light sensor).
3	10 dedicated functions keys.
4	Corded handset (ALE-150).
5	Permanent feature keys: quick access to the phone's main features. (5a) Hang up key, messaging key, local menu key. (5b) Hold key, Transfer key, Conference key.
6	Wideband loudspeaker for optimized sound.
7	Magnetic alphabetic keyboard (optional - ALE-100 Keyboard).
8	An adjustable and stable foot (60° to 0°).
9	Connectors.
10	Slot for inserting the wireless module cartridge (optional - ALE-108 Wireless Module).
11	Busy light logo on back shell.

Keys

		• Answer the incoming audio call using the preferred device.
		• Hang up key (lit in red) to end a call or to go back to the homepage during programming.
		• Return to the homepage at any time.
	Voicemail / Missed calls • This key is lit in red when there is new voice message. Access your voicemail. Follow the instructions from the voicemail server (TUI). • This key is lit in blue when there are missed calls. Open call logs. • The key remains lit in red as long as there are new voice messages, even if there are missed calls. • The key remains lit until all events are acknowledged or deleted.	
	Hold: the call is placed on hold.	
	Transfer: transfer the call to another number.	
	Conference: establish a three-party conference call.	

User local menu

Call Routing

Open call routing to manage the status of your desk phone (forward to a number, forward to your voicemail, do not disturb, …).

My telephony status (the status is displayed for your information and is only visible on your application)

- Reachable ( ).
- Call forwarded to voicemail ( ). In this case, a red banner is displayed on the default homepage.
- Call forwarded to number ( ).In this case, a red banner is displayed on the default homepage.
- Do not disturb ( ).In this case, a red banner is displayed on the default homepage.

Contacts

- Display all your local contacts (defined in the local directory of your smartphone) and Microsoft® 365 contacts (depending on the application settings and the availability of an Microsoft® 365 account).
- Display all contacts in a given group defined in the local directory (filter).
- Open contact card.
- Select a contact to call.

Create a new local contact (Android contact application).

Call logs

- Display your entire call history sorted by date.
- Use filters to display all calls, missed calls, unanswered calls, incoming calls, outgoing calls or conference calls.

Call back a contact.

Prog keys

- List all programmable keys (3 pages/8 by page are available).
- Call a programmed contact.
- Activate advanced services available using prefix.
- Create, modify, move or delete a programmed key.

Settings

- Define the appearance.
- Define the language.
- Define the ringtone.
- Select your preferred accessory.
- Software information (version, run mode).
- Hardware information (MAC, CPU).
- Network configuration (DM, DNS, Ethernet, IP parameters, LDAP).

Search

Open the search by name interface.

Homepage

Open the default homepage.

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Alcatel-Lucent Enterprise ALE-300 SIP - Quick guide
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Smart Pad

	Hands-free/Loudspeaker key Pressing this key answers an incoming call in hands-free mode (when activated, the key is lit blue). When a call is in progress, pressing this key switches between the supported audio mode: hands-free, headset, handset or group listening (loudspeaker). In idle state, press this key to take the line before dialing a number.
	Mute and interphony key Mute key: during a call, press this key to stop your contact from hearing you. When activated, the key is lit in blue and the Smart Pad ring in red. Interphony key: When idle, press this key to switch the phone to interphony mode. When you receive a call, the phone automatically answers into hands-free mode. This key lights up blue when activated. Interphony can be disabled by the administrator.
	Back/Exit key Use this key to go back to the previous step (short press). Use this key to go back to the homepage (long press). Use this key to delete one number or character at a time.
	Reserved for future use.
	Up-down navigator: used to scroll through the content of a page.
	Left-right navigator: When consulting the call log, use this key to apply a filter (all, missed, unsuccessful, incoming, outgoing, conference). In the text edition, use this key to navigate into the text box.
	Rotate clockwise: Turn up the volume (ringing or call state). Up vertical scrolling (idle state).
	Rotate counter clockwise: Turn down the volume (ringing or call state). Down vertical scrolling (idle state).

Status icons

Silent mode.	
Headset connected/Handsfree connected.	

Call icons

or	Answer the incoming audio call using the preferred device. The preferred device is defined in the settings of the desk phone and can be the loudspeaker (hands-free), the USB headset or a USB conference module.
	Answer the incoming audio call in handsfree mode.
	Decline the incoming call and forward it to your voicemail (if voicemail is available).
	Silent ringing when receiving an incoming call. The desk phone stops ringing but you can always answer the incoming call.
	Ignore the call. This icon is proposed if no ringing is defined or if the ringing has been stopped using the previous icon.
or	Put the call on hold. Call on hold key is lit in blue.
or	Retrieve the call on hold.
	Switching between audio modes. Activate loudspeaker. When activated, the key is lit blue.
	Deactivate loudspeaker.
	Make a second call.
	Mute the audio. When activated, the key is lit in blue and the Smart Pad ring in red.
	Unmute the audio.
or	Connect your two contacts and end the call or the conference.
or	Activate a three-way conference.
	Switching between two calls. The active call is purple. The call on hold is blue.
or	End the active call / End the conference with all participants.

Alcatel·Lucent Enterprise

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