**User Guide-Phone Feature Manual**



ITICS VOICE

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Acronyms and Abbreviations

|  |  |  |
| --- | --- | --- |
| # | Acronym | Description |
| 1 | ISD | International Subscriber Dialing |
| 2 | Local Calls | Calls made within same Telecom Circle |
| 3 | PBX | Private Branch Exchange |
| 4 | PASSWORD | Personal Identification Number |
| 5 | PSTN | Public Switched Telephone Network |
| 6 | STD | Subscriber Trunk Dialing |
| 7 | USER ID | Extension number |
| 8 | TRS | Telephone Reporting System |

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# Objective

This document describes process for using Extension features, which is available on all Alcatel Phones in Pune, Hyderabad, Chennai & Gurgaon location.

# Scope

This documents covers below processes and applicable to Alcatel Phones available at Pune, Hyderabad, Chennai and Gurgaon location.

1. Login & Logout on Alcatel Phones.
2. Password Change from Alcatel Phones.
3. Dialing out numbers from Phones

# Pre-requisite

1. Alcatel Phone on desk location
2. Extension number and password

Note: If any of pre-requisite does not meet, please raise a ticket with ITICS on [ITSM portal](http://support.capgemini.com/).

# Extension Setup

Extension setup allows you to login your extension within organization (Location based). To use Alcatel phone device with your personalized profile, user will have to login to the phone.

**Note:**

You can be logged-in to only one phone at a time, so, if you want to log-in to a different phone you would not be able to login anywhere unless you log out from your old phone.

**Phone Login**

To login to a Alcatel phone, follow the below instructions

* When you lift (offhook) the handset you will hear a message asking you to dial the extension number.
* Please dial the extension number, after this you will be prompted to dial the extension password. On successful validation your phone will reset and register with your profile.

**Note:** Wrong password will not allow you to login your extension.

**Phone Logout**

To logout from a Alcatel phone, follow the below instructions

* To logout dial **#02** followed by 4 digit extension password.

**Password Change**

* Dial **\*\*4** followed by the old extension password and then enter new password twice

e.g. ‘**\*\*4’ + old password ‘1234’ + new password ‘5678’ +confirm new password ‘5678’**

**Note:** Password is numeric only and restricted to 4 digits, special characters \* and # can be used.

**Calling an Operator**

* Dial 0 to reach local location Operator/reception.

**DURING A CALL**

**PUTTING A CALLER ON HOLD**

* To put a caller on Hold, press the Transfer/New call key.
* To resume back to call, press the Transfer/New call key again.

**TRANSFERRING A CALL**

You are talking to a party and you want to transfer this call.

* Press the Transfer Button and then the extension number where you wish to transfer this call.
* Now you can either wait for this person to pick the call or disconnect to Transfer this call to this person.

**THREE-WAY CONFERENCE CALL**

* Dial the first party
* Press transfer/new call key and then dial another party
* Press the **Conference** key once the second party answers the call. You can cancel the conference call and go back to the first party by pressing Conference/end of conference again.

e.g.***1st caller + Transfer/new call + 2nd caller + CONF key***

**BROKER CALLS**

You are talking to one party while another is on hold. You can go back and forth between the two. This is used after initiating a call transfer.

* To switch between the two calls press the **Toggle/broker** Key.

**CALL WAITING**

While talking to one party, you are intimated of a second call by a beep**.**

* When you get a call waiting beep tone Dial Transfer key and then \*74.The first call will automatically be put on hold. You can now switch between the two calls by pressing Transfer and \*74

**CALL PARK**

This allows you to park or hold a call on to another extension without making it ring. You are speaking on a call and you want to PARK this call to another extension.

* Dial **Transfer/new call**
* Dial **\*75** and then the **extension number** where you want to park this call.
* You can then go to this extension and dial **\*75** to pick the parked call.
* The extension where the call is parked does not ring in this condition.

**BUSY CALLBACK ( 5 ) OR BUSY CAMP-ON ( 6 )**

A callback can be requested by dialing “5” and camp on by dialing on busy extension.

* When your extension is busy, an internal caller calling you will be get a voice guidance to either request for a call-back by dialling 5 or camp on to your busy extension by dialling 6.When this person request‘s for a Call back (5) then as your extension becomes free this person who requested for a call-back will get a ring. Once he picks up the receiver you will get a ring. (The caller after requesting for a call-back can hang-up, the caller requesting for a Camp-on has to wait )
* On requesting for a camp on by dialling 6 on a busy extension this caller has to hold on to your extension while listening to music. When you finish with your present call this camp on request call will ring on your extension and you can speak. When a camp on request is requested you will get a beep that a call is waiting. In this case you can use CALL WAITING Feature(i.e. Transfer + \*74)

# In Your Absence

**LOCKING YOUR PHONE**

Allows you to prohibit access to unauthorized users to make external call and modifications to the customized programming of your extension.

* To lock, dial **\*77**

**Note:** You can check whether your extension is padlocked by pressing 9. If it is locked, it should ask you for the password.

**UNLOCKING YOUR PHONE**

* To unlock dial **\*77** followed by your password.

**Note:** Your account will be locked after 3 unsuccessful login attempts. You can try to login after 15 minutes of interval, else, open a ticket with service desk.

**CALL FORWARDING**

This feature allows you to forward your call to a number of your choice wherever you want your incoming call.

* Immediate call forwarding:

Dial \*60 followed by desired extension number.

* Call forwarding in case of busy:

Dial \*61 followed by desired extension number.

* Call forwarding in case no reply dial:

Dial \*62 following by desired extension number.

* Call forward in case busy or no reply:

Dial \*63 followed by desired extension number.

* Call forwarding to external number:

Dial \*6X from above any scenario followed by 9 and desired external number.

**Note:** Phone has to be unlocked to use call forwarding. These forwarded external calls get billed to your extension. After activating call forward dial \*77 to lock your phone.

**CANCELLING ALL CALL FORWARDING**

To cancel call forwarding:

* Dial \*64 to cancel all type of aforesaid call forwarding.

**Note:** Phone should be unlock by dialing \*77 and password.

**VOICEMAIL**

Voicemail is used to leave the message by caller when you are away from your phone.

* To access your voice mail system dial \*## or message key.
* You will be prompted to dial your voicemail password to retrieve the message.

**Note:** A blinking ‘amber’ light on your phone indicates new message in your voicemail system.

By default the voicemail password is your own extension number. Once you are in the voicemail

system you will be prompted for the number of messages and then messages. Please note that

voicemail and extension password are different.

**LAST CALLER CALL BACK**

* This facility is to get the last internal caller.
* In case you hear your phone ringing and if the internal caller hangs up before you pick this call, you can still reach this internal extension by dialling \*69

**Note:** But if the call goes to the voice mail then you will not be able to use this facility.

**REDIAL LAST NUMBER**

To redial last dialed number

* Dial \*70

# SUBSTITUITION (\*1)

This feature allows you to use your extension and the feature available in your extension while you are in Office but away from your phone.

**While In Capgemini but away from your own extension**

* Dial \*1 from any logged in phone with any extension number.
* You will hear a voice guidance prompt asking for your extension number. Dial your extension number.
* You will be prompted for your extension password, please enter your extension password. At this stage you have reached your ext (i.e. extension number).

**Note:** Substitute is a temporary access to your extension from other phone with limited features.

**Voicemail**

* After the above steps for SUBSTUITION you can access your voice mail by dialing \*## and voice mail box password

e.g. \*1 + own extension no. + ext password + \*## + voicemail password.

**Call Forward**

* You can also forward your extension by first unlocking and then forwarding your extension. i.e.\*1 + own extension no. + ext password + \*77 then Hang-up to unlock your phone
* Again dial \*1 + own extension no. + ext password +\*6X (\*Based on call forwarding scenario) + number where you want to forward + Hang-up.
* Don’t forget to dial again \*1 + own extension number no. + Password + \* 77 to lock your phone

**Away from Capgemini**

When you are away from Capgemini, aforesaid substitution function can be accessed by dialing below access number which is specific to your extension home location.

* Hyderabad: +91-40-66526799
* Pune: +91-20-27601799
* Chennai: +91-44-66331799
* Gurgaon: +91-124-3055099

# Other Features

**CALL BY NAME**

* You can call the person by dialing his name using the keypad at the lower right hand side of the instrument. For getting the list of names type at least two letters and use the name key (leftmost below the display) to navigate. Once the expected name is displayed press the call button.

**Note:** This facility is available on selected model of phones.

**APPOINTMENT REMINDER**

This feature is to set the alarm or wake-up call on your phone.

* Dial \*80 followed by the time in **HH MM** format.

(e.g. to set an appointment reminder at 4:30 pm dial \*80 + 16 30.The system will prompt you the time of this feature. At the set time your phone will ring)

* To cancel the wake up Dial \*81

**Call to IGATE**

Dial 45 + city code + 4or5 Digits of IGATE user extension number. Please refer the below table:

|  |  |  |
| --- | --- | --- |
| **IGATE LOCATION CODES** | | |
| **Location** | **Code - xx** | **Extension Number - yyyyy** |
| BANGALORE | 80 | XXXXX |
| CHENNAI DLF | 44 | 3XXX |
| CHENNAI SIPCOT | 44 | 1xxx or 2XXX |
| HYDERABAD | 40 | XXXX |
| GANDHINAGAR | 79 | 1XXX |
| PUNE HINGEWADI | 20 | XXXXX |
| PUNE HDC/CDC | 20 | xxxx |
| MUMBAI – AIROLI, Gigaplex | 22 | XXXXX |
| MUMBAI – AKRUTI | 22 | 8XXX |
| MUMBAI SEEPZ – SDF 2,5,7 | 22 | 4XXX or 5xxx |
| NOIDA | 11 | XXXXX |

# Phone feature at a Glance

**CALLING:**

**Group Operator: 0**

**Outgoing Dialling: 9**

**Extension: Just dial the extension number.**

**WHILE ON CALL**

**Hold *: TRANSFER* key**

**Call Transfer: *TRANSFER* *+ Extension***

**Broker call*: TRANSFER* + *Extension* + *TOGGLE***

**3 way Conference*: Dial 1st party + TRANSFER +***

***Dial 2nd party + CONFERENCE***

**Call Park*: TRANSFER + \*75 + Parking Extension* No.**

**Call waiting Consultation*: TRANSFER* + \*74**

**Busy call-back: 5**

**Busy camp-on: 6**

**WHILE YOU ARE ABSENT**

**Locking of phone: *\*77***

**Unlocking of phone: *\* 77 + extension password***

**Voicemail Access : \*## *+ voicemail password***

**Call forwarding: After unlocking**

**Immediate forwarding extension: \*60 *+ Extension***

**Immediate forwarding External: *\*60 + 9 + Telephone number***

**Forward on Busy: *\*61 + extension***

**Forward on no reply: *\*62 + extension***

**Forward on busy or no reply: *\*63 + extension***

**Forward on Busy external*: \*61 + 9 + Telephone number***

**Call forward cancel*: \*64 only***

**Last caller Call back: *\*69***

**Redial last number:** ***\*70***

**WHILE YOU ARE AWAY FROM YOUR DESK**

**Substitution: *\*1+ own Extension +own extension password***

**Voicemail: Substitution *+ \*## + Voice mail password***

**Local:Substitution *+ 9 + Telephone number***

**STD/ISD: Substitution *+ 9 + Telephone number***

**WHILE YOU ARE AWAY FROM CAPGEMINI**

**To access your extension *Dial +91-40-66526799 for Hyderabad***

***Dial +91-20-27601799 for Pune***

***Dial +91-44-66331799 for Chennai***

***Dial +91-124-3055099 for Gurgaon***

***(Followed by + \*1 + own extension number + Extn password to reach at your extension)***

**To Access your voicemail *\*## + voicemail password after access the extension***

**OTHER FEATURES**

**Appointment Remainder*: \*80 HH MM***

**Appointment Remainder Cancel: *\*81***

**Group Call Pickup: \*73**

**Logout*: #02 + Password***

**Login: E*xtension Number + extension Password***

**Call to IGATE**

**Dial 45 + City Code + 4or5 Digits IGATE extension number**

# Dial Plan

This sections contains details on how to connect to various external numbers outside organization.

* **For local Calls:** Dial ‘9' as access code then Mobile or local landline number,

[e.g. 9 (access code) 98330-xxxxx (Telephone #) **9-9xxxx xxxxx**]

* **For STD Calls**: Dial '9' as access code then STD Code and landline/mobile number,

[e.g. 9 (access code) 080 (STD code) 6619-1000 (Telephone #) **9-080-66191000**]

* **For calling to International number (ISD):** Dial'9' as access code then Country Code and then landline/mobile number you want to contact,

[e.g. 9 (access code) 001 (Country Code) 917-402-2005 (Telephone #) - **9-001-917-402-2005**]

# FAQ

**Q: From where I can get the Extension number?**

A: You need to raise an ITICS helpdesk ticket for the extension number.

**Q: I am not able to dial STD/ISD numbers from my extension?**

A: You're requested to raise the ITICS helpdesk to check the facility given to your extension

**Q: I am not able to login with my extension on my desk phone?**

A: This issue comes in case if any other extension is logged in your desk phone. Please raise ITICS helpdesk ticket with logged extension number to log off the extension of your current desk phone.

**Q: Can I Manage my PASSWORD?**

A: You can change your Extension PASSWORD periodically through procedure given in the phone feature manual.

**Q: What number should I publish to my clients/customers?**

A: You need to publish Capgemini board number of your base location along with your extension number.

**Q. How International and local callers can reach me?**

A. The caller will have to dial Capgemini India Board Number followed by your extension number.

**Q: Can I dial International Conference, Client Offices or Front office numbers?**

A: Yes. Every user will have privileges for Dialing International Numbers and each call will be billed against caller’s user name.

**Q: How can I prevent unauthorized use of my Extension if I am not on my Desk?**

A: You have to lock your extension by dialing \*77 before leaving your work location to avoid any misuse.

**Q: What happens if I log off from the phone?**

A: It cannot be used to dial any extensions. It'll be live as soon as someone logs in to phone with his/her Extension number.

**Q: Where I can see my details of my outgoing calls?**

A: You can see the details in Telephone Reporting system (TRS) tab available in i-connect.

**Q: Do I need to pay for my personal call?**

A: You can classify the call as personal and official on TRS application. Official call will go to your supervisor for approval and selected personal call amount will deducted from your next payroll.

**Q: I am not able to see my extension in TRS?**

A: Please raise ITICS helpdesk ticket to map your extension with TRS application.

# Alcatel Phones Model

Shown below are the various Alcatel phones available in Capgemini India offices.

Digital/IP Phones



4035/4037

4020/4022

4004

  

4018

4028/4029

4039/4038



Polycom IP 6000/7000 Conference phone