Communications Suite for MLE

ALE-500 Enterprise DeskPhone SIP

ALE-400 Enterprise DeskPhone SIP

ALE-300 Enterprise DeskPhone SIP

User manual

8AL91446ENAA ed02

Alcatel·Lucent

Enterprise

Introduction

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

This document describes the services offered by the ALE-500/ALE-400/ALE-300 Enterprise DeskPhone in connection with an OmniPCX® Enterprise system in SIP mode.

Enterprise DeskPhone sets are the next generation of business phones with an innovative and sleek industrial design built for every working style and workplace, offering verticality in the Enterprise environment.

The desk phone provides advanced telephony features and call management for Alcatel-Lucent Enterprise OmniPCX® Enterprise Communication Server R100.1 MD6 and above. It can be easily provisioned and deployed using OmniPCX® Enterprise Device Management.

The modular design associated with hardware and software customization capabilities offers a large spectrum of configurations to satisfy the business communications requirements of all workers generation from touch screen to physical soft keys and dialpad.

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

A wide choice is possible for professional end users with corded handset, cordless handset or no handset, wired or wireless headset option, touch or key expansion module and physical or virtual alphabetic keyboard.

These desk phones are robust, future-proof, durable products based on state-of the art hardware and software platform with rich connectivity options (Dual Port Gigabit Ethernet, Wi-Fi, Bluetooth®, Dual USB-C, NFC) to be used in any communication infrastructure wired or wireless from on-premises to cloud deployment with retro-compatibility with customers installation.

ALE-500/ALE-400/ALE-300 are all-in-one products, business phone, speaker phone and conference phone that can also charge a smart phone, with smart power management and easy to manage - easy to deploy feature to minimize the variety of devices in the Enterprise space in order to contribute to power consumption reduction.

To find out the availability of some features, contact your administrator who has access to the latest release notes.

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.	→
If your desk phone is equipped with a touch screen, this icon means tap on the contact's avatar on the left of the screen. If your desk phone is equipped with function keys, this icon means press the function key to the left of the contact's avatar.	
If your desk phone is equipped with a touch screen, this icon means tap on the contact's name/number or a label on the screen. If your desk phone is equipped with function keys, this icon means press the function key to the right of the contact's name/number, or a label.	
If your desk phone is equipped with a touch screen, this icon means scroll the page to display the rest of the list by sliding the finger up or down on the screen or by using on the up or down navigation keys. If your desk phone is equipped with function keys, scroll the page to display the rest of the list by using on the up or down navigation keys.	
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.

This guide is made up of a number of different sections:

- Getting to know your telephone: general description of your desk phone (hardware, homepage, status icons, user local menu, contacts, call log, connectors, etc.).
- Using your telephone: different usage examples to help you understand how your desk phone operates.
- Programming your telephone: setting up your desk phone.
- Accessories, ordering information: accessories description.
- Guarantee and clauses: safety and regulatory instructions.

1.2   Unboxing

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

Options delivered in the box depend on the model of your desk phone. The following table lists all the options supplied with your desk phone, based on the commercial part number.

	ALE-500 Enterprise DeskPhone			ALE-400 Enterprise DeskPhone		ALE-300 Enterprise DeskPhone
	3ML27520	3ML27510	3ML27500	3ML27420	3ML27410	3ML27310
Safety and regulatory instructions	x	x	x	x	x	x
Desk phone (base)	x	x	x	x	x	x
Corded handset		x			x	x
Cordless Bluetooth® handset	x			x		Not supported
Wireless cartridge[(1)]	x		x	x		
Removable keys[(2)]				x	x	x
Default color: Neptune Blue[(3)]	x	x	x	x	x	x

[(1)]Your phone is equipped with: ALE-108 Wireless Module.

[(2)]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.

[(3)]The color of the desk phone is 'Neptune Blue' by default. You can change it by using a customization kit sold separately (ALE-140).

You can order a compatible accessory to make your desk phone evolve.

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

1.3 Install Hold, Transfer and Conference keys

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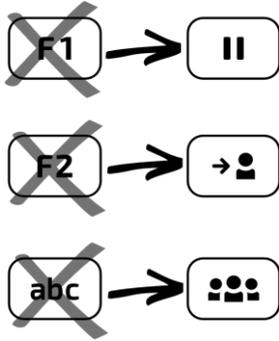
To install new keys:

The extra keys are provided hanging on a support so that they do not get lost. The new key is easily detached.
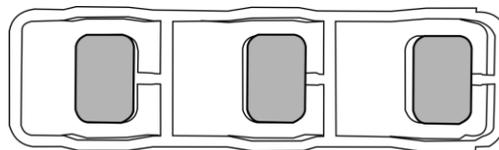
- On the desk phone, take the key to replace between thumb and forefinger and pull gently to remove it. Two small notches on the side of the key allow you to lift it with your fingernail if necessary.
- Insert the new key into its slot by gently pressing it (as if you were using this key).
- Keep the 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/PIN code when you first connect.

Contact your administrator to find out your login/PIN code.

: Enter your login.

: Enter PIN code.

1.5 User experience

You can adapt your user experience to your preference.

Your desk phone has several LED states and colors (function keys, Smart Pad scroll wheel, soft keys, busy light logo), to provide specific information about the phone status, the actions available in any given situation, and about the activated functions.

You can choose from two LED management modes.

⚠ This manual will first describe the default mode.

1.5.1 'Guided with light' mode (default mode)

Your desk phone uses a new design for the user experience, making it easier to use by the inclusion of LEDs on the softkeys, Smart Pad keys or Smart Pad ring.

- A key lights up continuously in blue: actions are available on this key. This gives the user at-a-glance information about the actions available based on the situation.
- A key is slowly flashing blue: the feature associated with the key is activated.
- A key on the Smart Pad is dimly lit: no actions possible on this key based on the current phone status.

All keys except the Voicemail / Missed calls key will be deactivated when the screensaver is displayed.

1.5.2 'Legacy' mode

These are the past LED details for people who prefer to keep their previous desk phone configuration.

- A key lights up continuously in blue: the feature associated with the key is activated.
- If the associated feature is not activated, the key on the Smart Pad will be too dimly lit to be clearly visible.

All keys except the Voicemail / Missed calls key will be deactivated when the screensaver is displayed.

1.5.3 Switching between modes

The 'Guided with light' mode is activated by default, but it is possible to switch from one mode to the other at any time:

(☰i) → Settings → Phone → Appearance: Guided/ Legacy

1	☰i	Access the local user menu. The dashboard gives you direct access to the local user menu on the ALE-500 and ALE-400.
2		*Settings* Open settings. The user settings are displayed by default (ALE-500/ALE-400: , ALE-300: *User*).
4		*Phone → Appearance*
5		Choose your preferred LED management mode: • *Guided*: 'Guided with light' mode (default mode). • *Legacy*: 'Legacy' mode.
6	← or ☎	Save and go back to the homepage.

2 Getting to know your telephone

2.1 Phone description

2.1.1 ALE-500 Enterprise DeskPhone

This phone is part of the Enterprise and IP phone ranges. With its 5.5 inch color touch display and a user-friendly navigation Smart Pad, the ALE-500 Enterprise DeskPhone (ALE-500) delivers a great user experience and increased convenience with outstanding audio quality either hands-free or using the Super Wide Band Comfort handset. Its large screen can display a numeric or alphabetic keyboard and a virtual add-on with 12 keys. You can change the color of the phone by using an ALE-140 DeskPhone customization kit (Neptune Blue in the following picture). You can personalize the phone by selecting a theme (skin). Depending on the model, your desk phone improves your experience with its Bluetooth® handset[1]. Your phone is 'Bluetooth® Smart Ready'[1].

[1] Your desk phone must be equipped with: ALE-108 Wireless Module.

2.1.2 ALE-400 Enterprise DeskPhone

This phone is part of the Enterprise and IP phone ranges. With its 4.3 inch color touch display and a user-friendly navigation Smart Pad, the ALE-400 Enterprise DeskPhone (ALE-400) delivers a great user experience and increased convenience with outstanding audio quality either hands-free or using the Super Wide Band Comfort handset. You can change the color of the phone by using an ALE-140 DeskPhone customization kit (Neptune Blue in the following picture). Depending on the model, your desk phone improves your experience with its Bluetooth® handset[1]. Your phone is 'Bluetooth® Smart Ready'[1].

[1] Your desk phone must be equipped with: ALE-108 Wireless Module.

2.1.3   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 a user-friendly 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).

2.1.4 Phone description

1	Smart Pad.

2		Color touch display with auto brightness adjustment which enhances user experience and saves power (ambient light sensor).
		Color display with auto brightness adjustment which enhances user experience and saves power (ambient light sensor). The screen is enhanced by 10 dedicated functions keys.

3	Depending on the model of your phone, it is equipped with one of the following handsets: • Cordless Bluetooth® handset (ALE-160 WideBand Cordless Handset). Your desk phone must be equipped with: ALE-108 Wireless Module. • Corded handset (ALE-150 Super WideBand Corded Handset).

4	Permanent feature keys: quick access to the phone's main features. (4a) 3 permanent keys (Hang up key, messaging key, local menu key). (4b) ⏸ ➜▪ ⁘⁘ : Hold, Transfer and Conference keys.

5	Wideband loudspeaker for optimized sound.

6	Magnetic alphabetic keyboard (optional - ALE-100 Keyboard).

7	An adjustable and stable foot (60° to 0°).

8	Connectors.

9	Slot for inserting the wireless module cartridge (optional - ALE-108 Wireless Module).

10	Busy light logo on back shell.

2.1.5   Ordering options and supported accessories

There are three commercial variants of the ALE-500:

- The desk phone with cordless handset (ALE-500, ALE-160, ALE-108).
- The desk phone with corded handset (ALE-500, ALE-150).
- The desk phone without handset with ALE-108 wireless module (ALE-500, ALE-108).

Some options can complete your order such as the addition of the keyboard (ALE-100), the wireless module (ALE-108) or a Bluetooth® handset (ALE-160).

There are two commercial variants of the ALE-400:

- The desk phone with cordless handset (ALE-400, ALE-160, ALE-108).
- The desk phone with corded handset (ALE-400, ALE-150).

Some options can complete your order such as the addition of the keyboard (ALE-100), the wireless module (ALE-108) or a Bluetooth® handset (ALE-160).

The ALE-300 Enterprise DeskPhone is available in one version: the desk phone with corded handset.

Some options can complete your order such as the addition of the keyboard (ALE-100), the wireless module (ALE-108) and an expansion module (ALE-120).

2.2   Busy light logo

Your desk phone is equipped with a busy light logo on the back shell.

This is useful to indicate to your entourage if you are available or busy, depending on the color of the logo.

In idle state	Incoming call (ringing)	In conversation	Muted during a conversation
Lit in white	Lit in blue	Lit in purple	Lit in red

2.3   Smart Pad

2.3.1   Description

	Hands-free/Loudspeaker key
	Pressing this key answers an incoming call in hands-free mode. When activated, the key slowly flashes blue[1]. Pressing this key switches between the supported audio mode: hands-free, headset, handset or group listening (loudspeaker) while a call is in progress.
	Press this key when on standby 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 muted, the button slowly flashes blue and the Smart Pad ring lights up 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. When activated, the key slowly flashes blue. Interphony can be disabled by the administrator.

	←	**Back/Exit key** A short press on this key allows you to go back to the previous step or confirm the selection in a list. Depending on the context, a long press on this key allows you to: • Go back to the homepage (Contacts, Call logs, Prog keys). • Go back to the local menu (Settings).
	⚒	**ALE link** Connect and manage all Bluetooth or USB connected devices as ALE Bluetooth® handset, headset, smartphone, PC, …
	∧ ∨	**Up-down navigator** Used to scroll through the content of a page.
	‹ ›	**Left-right navigator** Use this key to apply a filter (all, missed, unsuccessful, incoming, outgoing) when consulting the call log. In the text edition, use this key to navigate into the text box. For the ALE-300, use these keys to navigate between different pages.
		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).

(1) In 'legacy' mode, the key lights up continuously in blue.

2.3.2　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.

2.3.3　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.

2.3.3.1　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 = in conversation	No light = Inactive

2.3.3.2　Smart Pad keys

	4 keys on the Smart Pad slowly flash blue when activated. These keys light up in blue to show available actions (hands-free, mute, back)[2].

2.3.3.3 LED management - 'Guided with light' mode (default mode)

Legend:

☐ Dimly lit   🟦 Strongly lit   🟦🔲 Slow flashing

LED	Smart Pad ring	🔇	🐦	⬅
In idle state, screensaver activated	Switched off			
In idle state, awake	Switched off	🔇 blue	🐦 blue	⬅ blue
In idle state, awake, Interphony activated	Switched off	🔇 blue	🎤 (1) blue	⬅ blue
Incoming call (ringing)	🔵⚪ blue	🔊(3) blue	🐦 blue	⬅ blue
In conversation with handset or headset	⭕ purple	🔊(3) blue	🎤(3) blue	⬅ blue
In conversation in hands-free mode	⭕ purple	🔊(1) blue	🎤(3) blue	⬅ blue
Muted with handset or headset	🔴 red	🔊 blue	🎤(1) blue	⬅ blue
Muted in hands-free mode	🔴 red	🔊(1) blue	🎤(1) blue	⬅ blue
During settings (*Settings*) Contacts Call log	Switched off	🔇 blue	🐦 blue	⬅(3) blue

(1) In 'legacy' mode, the key lights up continuously in blue (2) In 'legacy' mode, the key flashes blue (3) In 'legacy' mode, the key is dimly lit in blue

2.3.3.4   Use cases

Incoming calls	
	The Smart Pad ring is blinking blue. The hands-free/loudspeaker key is lights up in blue to show hands-free off-hook status[1].

During conversation	
	You are in conversation with the handset or the headset. • The Smart Pad ring lights up in purple. • The hands-free/loudspeaker key is lit in blue[2]: hands-free mode is available if desired. • The 'mute' key is lit up in blue[2]: you can mute the microphone if desired.
	Press the hands-free/loudspeaker key to switch in hands-free mode. The key is flashing slowly in blue[1]. The 'mute' key is lit up in blue[2].
	You are in conversation. Press the mute key. The key is slowly flashing blue[1]. The Smart Pad ring is lit in red. The microphone is muted.

[1] In 'legacy' mode, the key lights up continuously in blue [2] In 'legacy' mode, the key is dimly lit in blue

2.3.3.5   Other use cases

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

2.4 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.
		• Return to the homepage at any time.
	Voicemail / Missed calls • This key slowly flashes red to indicate a new voice message. Access your voicemail. Follow the instructions from the voicemail server (TUI). • This key slowly flashes blue to indicate missed calls. Open call logs. • The key remains lit up in red if any new voice messages are still present, even after 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** • Call a contact. • Create a new contact. • Modify or delete a contact from your local directory. **Call logs** • Display your entire call history sorted by timestamp • Use filters to display all calls, missed calls, unsuccessful calls, incoming calls or outgoing calls. • Add a contact from the call log to your local directory. • Call back a contact. **Prog keys** • Create a programmable key. • Use a programmable key. • Modify or delete a programmable key.	

	Settings • Define the appearance. • 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. Search • Open the search by name interface. Dashboard • Display your dashboard. ALE Link Manage all connected devices.
⏸	• Hold key: put the call on hold (during conversation).
→👤	• Transfer key: transfer the call to another number.
👥	• Conference key: establish a three-party conference call.

The following keys are only available on the ALE-500	
◁ ▢	• 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).
○	• Reserved for future use.

The following keys are located on the Smart Pad (for more information see section: Smart Pad)	
🔊	• Hands-free/Loudspeaker key.
🔇	• Mute and interphony key.
✳	• 'ALE-link' key: manage all connected devices.
←	• Back/Exit key.

2.5 Using keyboard

There are 3 ways to use keyboard on your desk phone:

- Use the magnetic alphabetic keyboard connected to your desk phone: ALE-100 keyboard (sold separately).
- Use the virtual keyboard (ALE-500, ALE-300).
- Use the alphanumeric keyboard.

The virtual or alphanumeric keyboard are disabled when the ALE-100 keyboard is connected.
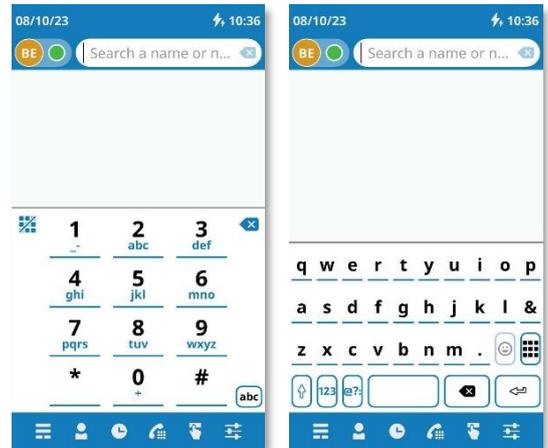
2.5.1 Magnetic alphabetic keyboard

You can connect a magnetic alphabetic keyboard to your desk phone for a more comfortable user experience (sold separately). See the following chapter for more information: ALE-100 keyboard (USB).

2.5.2 Virtual keyboard (ALE-500, ALE-400)

A virtual keyboard is displayed on your desk phone when you have to enter text. The virtual keyboard depends on the language of your desk phone.

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

	Caps lock: press to write text in capital letters. Press again to deactivate Caps Lock.	
123	Numeric characters: To write numbers.	
@?:	Special characters: select this softkey to display accented or special characters.	
↵	Enter key: to validate edited text and close the virtual keyboard	
⌫	Backspace key: to delete one character (short press) or several characters (long press) in an edit box.	

The following keys are only available on the ALE-500:

	Open the dialpad.	
abc	Go back to alphabetic keyboard.	
	Close the dialpad.	
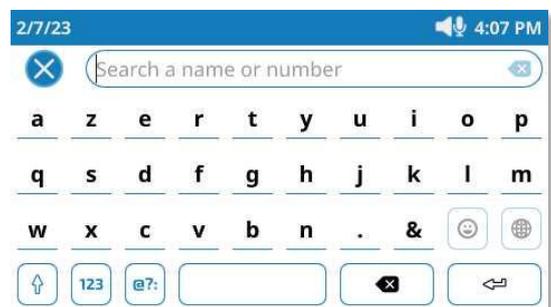
2.5.3 Alphanumeric keyboard (ALE-300)

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 to be used after pressing a key more than once is highlighted.

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

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

- Use navigation keys to move the cursor into the text (except in dial by name feature).
- ⊗ Press the key function to the right of this icon.

Your desk phone can also be equipped with a magnetic alphabetic keyboard: ALE-100 keyboard (sold separately). In this case, the alphanumeric keyboard will be disabled and the numeric keypad will allow 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.

2.6 Dashboard description

The default homepage displayed on your phone is the 'dashboard'.

The dashboard displays information about your desk phone (phone number, forward, missed calls).
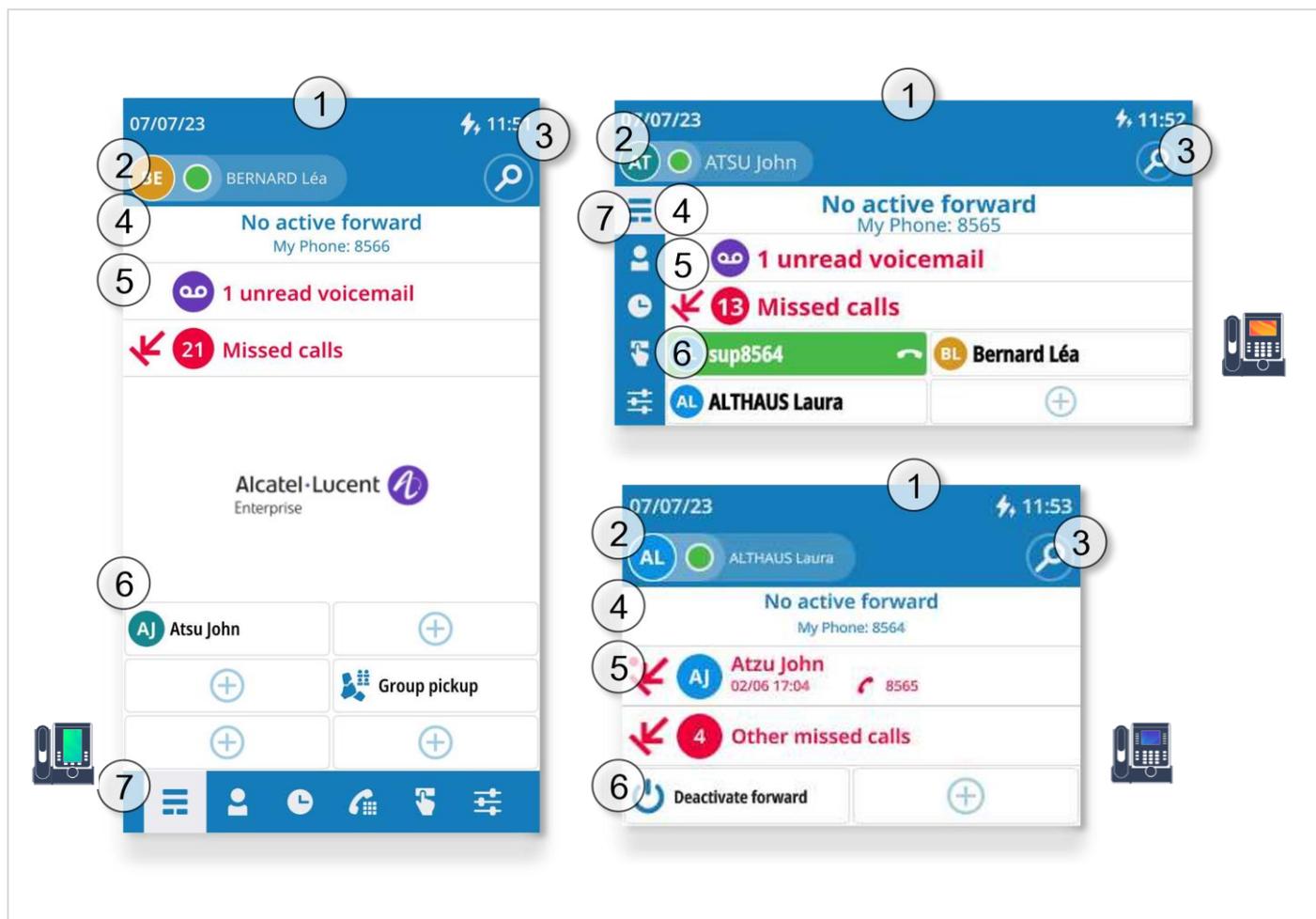
The phone status is displayed in a red banner when your desk phone is forwarded to your mailbox or another contact or when you have enabled the 'Do Not Disturb' feature.

ALCATEL·LUCENT Enterprise

1	🔊 1:30 PM	The date, time and status icons are displayed on the top of the screen.
2	SA ⬤	**Avatar** Display your avatar (initials or photo if available, last name, first name, depending on the configuration). **Call Routing** Open call routing to manage the status of your desk phone (forward to a number, forward to your voicemail, do not disturb, …). For more information, see chapter: Call Routing. My telephony status (the status is displayed for your information and will only be visible on your own desk phone). • Reachable (SA⬤). • In conversation (SA📞). • Call forwarded to voicemail (SA→📼). For immediate call forwarding, this area will be highlighted in red (SA→📼). • Call forwarded to an identified contact (SA→👤). For immediate call forwarding, this area will be highlighted in red (SA→👤). • Call forwarded to an unknown number (SA→📞). For immediate call forwarding, this area will be highlighted in red (SA→📞). • Do not disturb (SA⊘).
3	🔍	**Search by name feature** A search bar is provided at the top of the window. The search by name feature allows you to find a contact by using their name or number. The search is performed through your local and corporate directories.
4		**Information** The telephony status and the number is displayed. When your phone is not reachable (immediate forward or Do not Disturb), this area is shown n red.
5	📼	**New Voice mails** The number of new voice mail is displayed. The voicemail key is lit in red.
	↙3	**New missed calls** The number of missed calls is displayed (if more than 2 missed calls). Select this area to open the call log. If there is no new voice mail, the last missed call is displayed. Select the last missed call to call back the contact.

6	Programmable keys	
		The first programmable keys of the virtual add-on are shown on the dashboard. The number of programmable keys displayed on the dashboard will depend on your desk phone model (ALE-500: 6, ALE-400: 4, ALE-300: 2).

7	App bar	

Depending on your desk phone, the app bar is displayed on the homepage (at the bottom of the screen for the ALE-500 at the left of the screen for the ALE-400). The App bar enhances user navigation and improves usability by offering convenient and easily accessible controls. It provides quick access to various features: Dashboard, Call Routing, Contacts, Call logs, User keys, Settings, Search. All features of the app bar are detailed in this user manual.

You can also use the user local menu key to open it: .

	Dashboard Display your dashboard.	
	Contact Display your personal directory.	
	Call log Display your entire call history sorted by timestamp.	
	Dial pad (only available on the ALE-500) Open the dialpad.	
	Prog keys Open virtual add-on with programmed keys .	
	Settings Open the desk phone settings.	

The default homepage is the dashboard,but you can choose another page in the settings (call log, contacts or programmable keys).

2.7   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.

	Headset connected (preferred device).
	Bluetooth® headset connected (preferred device).
	USB headset connected (preferred device).
	Hands-free mode.
	Silent mode.
	Bluetooth® accessory paired.
	ECO mode (USB power limiter) adjusts the phone's capabilities when linked to the detected USB power supply.
	Power Boost (centralized control of additional power via USB).
	Bluetooth® device low battery (blinking icon).
	Active Bluetooth® connection.

2.8   User local menu

⊟i

Open the user local menu.   →

SA ⬤	**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 ( ). For immediate call forwarding, this area will be highlighted in red ( ). • Call forwarded to an identified contact ( ). For immediate call forwarding, this area will be highlighted in red ( ). • Call forwarded to an unknown number ( ). For immediate call forwarding, this area will be highlighted in red ( ). • Do not disturb ( ).
👤	**Contact** • Display all your local contacts (defined in the local directory). • Open contact card. • Call a contact. • Create a new contact. • Modify or delete a contact card.
🕐	**Call log** • Display your entire call history sorted by timestamp. • Use filters to display all calls, missed calls, unsuccessful calls, incoming calls or outgoing calls. • Call back a contact.

	Prog keys • List all programmable keys (5 pages/24 by page are available). • Call a programmed contact. • Activate advanced services available using prefix. • Create, modify or delete a programmed key. • Supervise a contact.
	Settings • Define the appearance. • 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. The search by name feature allows you to find a contact by using their name or number. The search is performed through your local and corporate directories.
	Dashboard • Display your dashboard.

You can use the app bar displayed on the dashboard to open the desired feature directly. The app bar is only available on the ALE-500 or ALE-400 Enterprise DeskPhone.

2.9 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.

2.10 Connectors

2.10.1 Description of the connectors
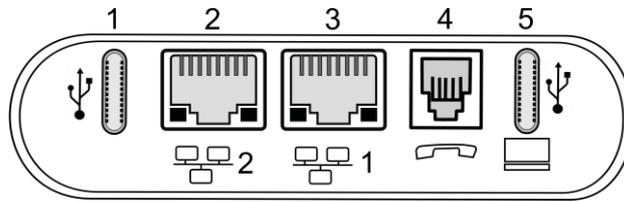
1	Universal Serial Bus type C Power Delivery (USB-C PD) connector[1].
2	10/100/1000 Mbps Ethernet connectors to a PC (RJ45). Use this port to connect your PC to your enterprise network.
3	10/100/1000 Mbps Ethernet connectors to the enterprise network (LAN - RJ45). Use this port to connect the desk phone 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 type C Power Delivery (USB-C PD) connector[1].

[1]USB connectors (Universal Serial Bus) – UDB-C PD - USB type C Power Delivery.			
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 PD	USB type C Power Delivery		The USB Type C is reversible and full duplex. It is able to transmit data or power.
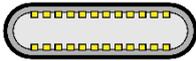
2.10.2 Powering the desk phone

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).

If the phone cannot detect a 5V/3A PD power adapter, the following icon will be displayed in the status bar at the top of the screen: ⚡ . In this case, the phone can reduce the amount of power it consumes (USB current limitation, volume limitation, brightness).

2.10.3 Power Boost

The Power Boost allows the desk phone to provide more USB power (to power an expansion module for example) .

⚡ This icon is displayed when Power Boost is enabled.

Power Boost is enabled:

- When the desk phone is powered via 5V 3A USB-C PD power adapter.
- When the Power Boost is activated by the administrator on the system side, the desk phone will dynamically adjust its PoE class (Class 3) to provide more power on USB ports. In this case, the phone will restart and change its USB current limiter management in order to increase the available power.

Contact your administrator if necessary.

2.11 Compatible accessories

The following accessories are compatible with your desk phone and can be ordered separately:
- ALE-100 Keyboard
- ALE-108 Wireless Module
- ALE-160 WB Cordless Handset[1]
- 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 PD 5V/3A Power Supply

[1]not available for the ALE-300.

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

2.12 Contacts

☰i	If possible, use the user local menu displayed on the current page (ALE-500, ALE-400) or open it using the user local menu button.
☰	Depending on the desk phone, some actions may be directly accessible from the current page (ALE-500, ALE-400). If not, use the contextual menu (ALE-300).

👤	**Open the user local menu:** *Contact.*

Display your personal directory: all saved contacts are displayed alphabetically.

Available actions:

🖞	Call the selected contact. The number used is the number displayed under the name.
CA	Open the contact card by selecting the avatar (left side).
↕	Scroll the page to display the rest of the list (touch screen or navigation keys).
+ - OK	Use Smart Pad to scroll through the page and select a contact (highlighted). Call the selected contact. The number used is the number displayed under the name.

☰	Open the context menu to access the following actions (ALE-300 only).	
➕	Create a new contact.	
🗑	Delete a contact.	

2.12.1 Contact card

Open the contact card by selecting the avatar (left side).	
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.).	
Available actions:	

📞	Place an audio call.		
☰	Open the context menu to access the following actions (ALE-300 only).		
✏	Edit the contact card.		
🕐	Display the call log with this contact (incoming calls, outgoing calls, missed calls, time, numbers, duration).		
🗑	Delete contact.		

2.12.2 Create a new contact

👤	Open the user local menu: *Contact*.	
ALE-300 only ☰		**Open context menu.**

- ➕ *New contact*: select the add new contact icon.
- Add information about your contact. Red fields are mandatory (at least the name and number). Edit a field by selecting it (tap on it or press the softkey at right or left of the field to modify).
- ⬅ or 📞: exit edit mode to save or cancel modification (ALE-300 only).

  ✅: save the contact in your local directory

  (🚫: to go back without saving).

Edit contact
AJ Last name **Atsu**
First name **John**
Company name
Job title
Phone number

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

🕐	Open the user local menu: *Call log*.

- 👆 Open the contact card by selecting the avatar (left side).
- ☰ Open context menu (ALE-300 only).
- ➕ *Add contact*: copy the contact card to your local directory.
  Modify the contact card if necessary.
- ⬅ or 📞: exit edit mode to save or cancel modification (ALE-300 only).

  ✅: save the contact in your local directory

  (🚫: to go back without saving).

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

2.12.4 Modify a contact

👤	Open the user local menu: *Contact*.

-   Open the contact card by selecting the avatar (left side).

-   Open context menu (ALE-300 only).

- ✏️: edit the contact card.
- Modify the contact card.

- ⬅️ or 📞: exit edit mode to save or cancel modification (ALE-300 only).

  ✅: save the contact in your local directory

  (🚫: to go back without saving).

2.12.5 Delete a contact

👤	Open the user local menu: *Contact*.

-   Open context menu (ALE-300 only).

- 🗑️ *Delete*

  Enter in 'delete' mode (the icon remains selected).

- 🗑️ Delete the desired contact.

- ⬅️ or 🗑️ or ❌ Exit the deletion mode.

2.13 Call log

	If possible, use the user local menu displayed on the current page (ALE-500, ALE-400) or open it using the user local menu button.
	Depending on the desk phone, some actions may be directly accessible from the current page (ALE-500, ALE-400). If not, use the contextual menu (ALE-300).

	Open the user local menu: *Call log*.

Display your entire call history sorted by timestamp:

- : missed calls. A red dot is displayed alongside the missed call icon if an incoming call is missed and not acknowledged: .
- : unanswered outgoing calls.
- : answered incoming calls.
- : answered outgoing calls.

  (ALE-500 / ALE-400)	Select a filter to be activated and display all calls, missed calls, unsuccessful calls, incoming calls, outgoing calls. For ALE-500, the current filter is displayed on the top left of the call log. Select it to open the list of filters. For ALE-400, all filters are displayed on the left of the call log.	
  (ALE-300)	Use the left/right navigation keys to activate filters and display all calls, unread missed calls, unanswered calls, incoming calls, outgoing calls or conference calls.	
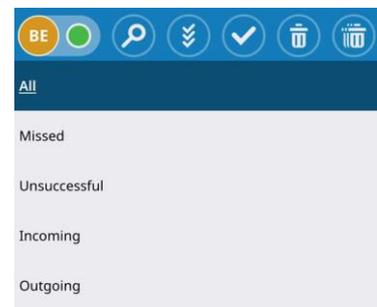
Available actions:	
	Call the selected contact. The number used is the number displayed under the name.
	Open log details by selecting the avatar (left side).
	Scroll the page to display the rest of the list (touch screen or navigation keys).
	Open the context menu to access the following actions (ALE-300 only).
	Detail Open the contact card of the contact if saved in your local directory .
	Mark as read Acknowledge the selected missed call.
	Acknowledge all Acknowledge all missed calls.
	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 will be edited.
	Delete all this category Delete all contacts according to the selected filter.

2.13.1 Open the log details

	Open the user local menu: *Call log*.
Open log details by selecting the avatar (left side). All call logs associated with the selected contact are displayed with an icon showing the type of call. Available actions:	
	Scroll the page to display the rest of the list (touch screen or navigation keys).
	Open the context menu to access the following actions (ALE-300 only).	
	Detail Open the contact card of the contact.
	Add contact Add this contact in your local directory if it is not already there.
	Acknowledge all Acknowledge all missed calls for this contact.
	Mark as read Acknowledge the selected missed call.
	Delete entry Delete entries in the call log of this contact.

2.13.2 Acknowledge the selected missed call

	Open the user local menu: *Call log*.
• Open context menu (ALE-300 only). • *Mark as read* Enter in acknowledge mode (the icon remains selected). • Mark certain logs as read. • oror Exit acknowledge mode.	
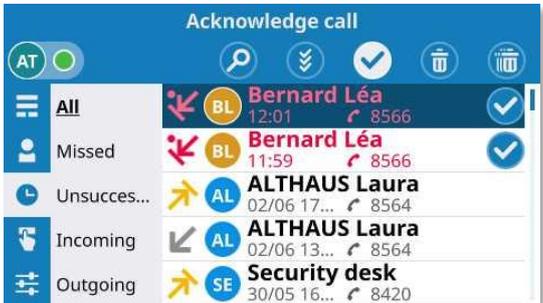
2.13.3 Acknowledge all missed calls

	Open the user local menu: *Call log*.
• Open context menu (ALE-300 only). • *Acknowledge all* • : Acknowledge all missed calls. (: to cancel).	

2.13.4 Delete the selected entry in the call log

	Open the user local menu: *Call log*.
• Open context menu (ALE-300 only). • *Delete* Enter in 'delete' mode (the icon remains selected). • Delete the desired contact. • or or Exit the deletion mode.	
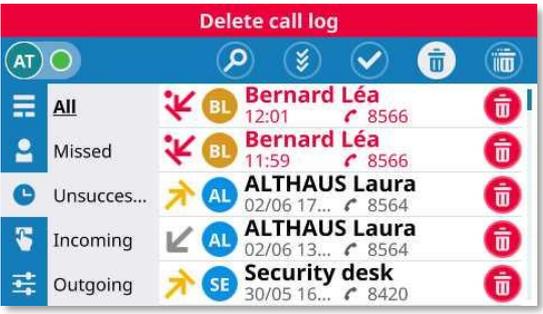
2.13.5 Delete the entire call log

	Open the user local menu: *Call log*.
• Open context menu (ALE-300 only). • *Delete* (or : to cancel).	

3 Using your telephone

3.1 Search by name feature

The search by name feature allows you to find a contact by using their name or number. The search is performed through your local and corporate directories.

Enter letters or numbers to start your search. A 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 the first letters or numbers directly using the keyboard.
- Select the search icon and enter first letters or numbers.

Available actions:

	Use one of the following:
 or or OK	Use one of the following: • Place an audio call with a contact by selecting the contact's name/number. • If there is only one result, press the call key lit up 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 selecting the avatar (left side).
	Cancel the search and go back to the Homepage.

3.2   Make an audio call

The device may differ depending on the call method:

⬆️ 📞	The call will be made via the handset if it is lifted.
🔊	If the handset has not been lifted, the hands-free key can be used to make the call in hands-free mode.
📞or OKor 👆	In other cases (call key, ok key or function key), the desk phone will use the preferred device to make the call if the handset is off the hook. The preferred device is defined in the settings of the desk phone and can be the loudspeaker (hands-free), the USB headset or a Bluetooth® headset.

You can continue the call on the handset at any time by picking it up.

3.2.1   Using Dialpad

⬆️ 📞	Pick up the handset and dial the number on the dialpad.	
🔊	Press the hands-free/loudspeaker key and dial the number on the dialpad.	
📞	Open the dialpad from the homepage and dial directly the number (ALE-500 only)	
Available actions:		
⬆️ 📞 and 📞	Pick up the handset if you have not already done so and press the call key to make the call with the handset.	
📞 or OK	Make the call with your 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.	25/10/2022 12:26 SA ⚪ 8652 ⊗ AJ Atsu John 8652
👆	Select a contact in the list (the number matches the contact's number) to make the call with the preferred device if connected, or in hands-free mode.	
👆	Scroll the page to display the rest of the list (touch screen or navigation keys).	
⊗	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: *Contact*.
Use one of the following:	

	Call the selected contact. The number used is the number displayed under the name.	
	Open the contact card by selecting the avatar (left side).	
	Call the contact. If there are several numbers for the same contact, select the desired number.	
	Use the rotate gesture on the wheel or use the up and down navigation keys to select a contact (highlighted) from the list. Press the 'OK' key to call the selected contact.	

3.2.3   Using Call log

	Open the user local menu: *Call log*.
Use one of the following:	

	Call the selected contact.	
	Open the contact card by selecting the avatar (left side).	
	Call the contact.	
	Use the rotate gesture on the wheel or use the up and down navigation keys to select a contact (highlighted) from the list. Press the 'OK' key to call the selected contact.	
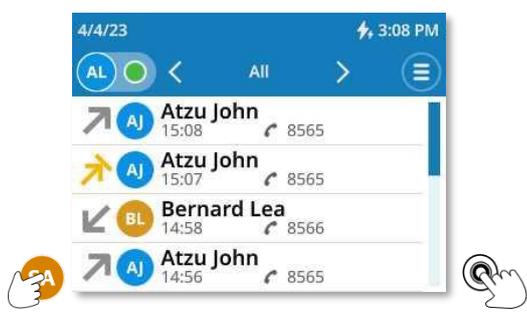
3.2.4   Using call by name

Use one of the following:
- Enter the first letters or numbers directly using the keyboard.   - Select the search icon and enter first letters or numbers.

	Use one of the following:
	Place an audio call with a contact by selecting the contact's name/number.
	If there is only one result, press the call key lit up 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 selecting the avatar (left side).
	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. Information depend on the caller (existing contact, internal or external contact, unknown contact).	
Available actions:	
⬆	Pick up the handset to use it to answer an audio call.
📞 or OK or 🎙 or 🔌 or 📶	Answer incoming audio call using your 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 Bluetooth® headset.
🔊	Answer the incoming audio call in handsfree mode.
🔕	Silent ringing when receiving an incoming call. The desk phone stops ringing but you can still answer the incoming call.
➡🔊	Divert the incoming call to your voicemail. This icon is displayed after the ringing stops and if voicemail is available.
📵	Decline the incoming call. You can ignore the call after stopping the ringer using the silent ringing icon, provided that voicemail has not been set up.
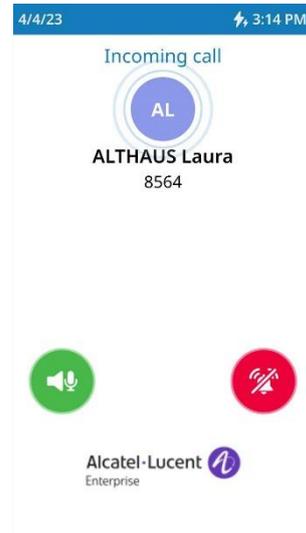
3.3.2 Answer incoming call

Use one of the following:	
• Pick up the handset.	⬆
• Press the accept call key (using preferred device).	📞
• Answer an incoming call using hands-free mode (preferred device is: *Handsfree*).	🔊
• Answer an incoming call using a USB headset (preferred device is: *USB headset*).	🎧
• Answer an incoming call using a Bluetooth® headset (preferred device is: *Bluetooth headset*)	🔵
• Press the loudspeaker/hands-free key (hands-free mode).	🔊
• Press the OK key (using preferred device).	OK

3.3.3 Stop ringing

The desk phone stops ringing but you can still 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: stop ringer then divert the call to your voicemail.	🔕 ➜📼

3.3.5 Decline the incoming call

It is possible to reject an incoming call if voicemail has not been set up.

Stop ringing.	🔕
Decline the incoming call (this icon will only be displayed if voicemail has not been set up). The incoming call screen will close.	📵

3.4 Call Routing

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

You can only select one option at a time:

- No forwarding activated.
- Forward your call to your voicemail.
- Forward your call to an identified contact.
- Forward your call to another number.
- Activate the 'Do not disturb' feature.

After selecting a forward, select forwarding conditions (immediately, when you are busy or/and when you don't reply).

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 will only be visible on your own desk phone):

Blue	Reachable.
Red	Not reachable.

The following icons are displayed during call forwarding:

→🔊	To voicemail.
→👤	To an identified contact.
→📞	To an unknown number.

Depending on the selected forwarding settings, when activated an icon will be displayed against a red background to indicate immediate routing. In this case, a red banner will be displayed on the dashboard.

Call Routing		Telephony status	The banner is displayed with a red color that depends on the call routing option used and displays the call routing information
None (no forwarding activated)		SA ●	No active forward
To voicemail	*Immediate forward.*	SA →oo	Forward to: Voicemail
	Forward on no answer, Forward on busy/ Forward on busy or no answer.	SA →oo	Forward to: Voicemail
To an identified contact.	*Immediate forward.*	SA →👤	Forward to: [Contacts]
	Forward on no answer, Forward on busy/ Forward on busy or no answer.	SA →👤	Forward to: [Contacts]
To an unknown number.	*Immediate forward.*	SA →☎	Forward to: [Number]
	Forward on no answer, Forward on busy/ Forward on busy or no answer.	SA →☎	Forward to: [Number]
Do Not Disturb		SA ⊘	Do Not Disturb

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

	Status:
• →◙ *Voicemail.* • *Condition*: *Immediate forward*. • **OK** or ← Confirm and return to the call routing settings.	→◙ *Red*

3.4.4 Forward all incoming calls to another number immediately

	Status:

• → (*Number*
  Enter the destination number.
   o →▪: the number is identified as a known contact.
   o → (: the number is an unknown number.
• *Condition*: *Immediate forward*.
• **OK** or ← Confirm and return to the call routing settings.
	→▪
	Red
	→(
	Red

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

	Status:
• →◙ *Voicemail* • Select one of the following conditions: Forward on no answer, Forward on busy/ Forward on busy or no answer. • **OK** or ← Confirm and return to the call routing settings.	→◙

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

	Status:

• → (*Number*
  Enter the destination number.
   o →▪: the number is identified as a known contact.
   o → (: the number is an unknown number.
• Select one of the following conditions: Forward on no answer, Forward on busy/ Forward on busy or no answer.
• **OK** or ← Confirm and return to the call routing settings.
	→▪
	
	→(

3.4.7 Do not disturb

• 'Do not disturb' option. • **OK** or ← Confirm and return to the call routing settings.	*Red*

3.4.8 Cancelling all forwards

	Status:
• *None*. • **OK** or ← Confirm and return to the call routing settings. No forwarding activated.	

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 → The key will slowly flash blue while the call is on hold [1].
 or 	Retrieve the call on hold → The key is lit in blue[2].
	Switching between audio modes during conversation. To activate the loudspeaker instead of the handset or headset, switch the audio mode to loudspeaker mode. The key slowly flashes blue when loudspeaker or hands-free mode is selected [1]. The availability of this feature depends on the connected devices. To deactivated the loudspeaker, switch the audio mode to another audio device.
	Make a second call.
	Open the dialpad (ALE-500).
	Close the dialpad (ALE-500).
	Disable or enable the microphone. When muted, the button slowly flashes blue and the Smart Pad ring lights up in red[1].
 or 	Connect your two contacts and end the call.

⬚⬚ 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.
🔴➡	Exit the conference and allow the remaining participants to continue communicating with each other.
⬚ or 🔴	End the conference with all participants.
🟠SA 🟣	Go back to the conversation screen when it is not displayed in full screen (for example, when you open contacts or call log during conversation). You can also select the purple banner displayed at the bottom of the screen.

[1] In 'legacy' mode, the key lights up continuously in blue ([2]In 'legacy' mode, the key is off.

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.
- 🔵 (strongly lit in blue): Disable microphone. When muted, the button slowly flashes blue and the Smart Pad ring lights up in red[1].
- 🔵 (slow flashing in blue): Enable microphone. The mute button is lit in blue again and the Smart Pad is lit in purple [2].

[1] In 'legacy' mode, the key lights up continuously in blue ([2]In 'legacy' mode, the key is dimly 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 (ALE Selector)

	You can switch between different audio mode during your conversation by pressing the loudspeaker/hands-free key and selecting an audio mode to activate (handset, headset, hands-free, external hands-free, etc). The audio modes available will depend on which devices are connected.
	To select the audio mode:
	- Tap on the desired audio mode icon (touch screen). - Use the navigation keys to select the desired audio mode icon. - Press successively on the loudspeaker/hands-free key until the desired audio mode icon is selected.
	The selected audio mode will be activated after a few seconds have elapsed.
	The key slowly flashes blue when loudspeaker or hands-free mode is selected [1].
	This feature depends on connected devices.

[1] In 'legacy' mode, the key lights up continuously in blue

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

-
- The current audio mode is selected: .
- Select the headset audio (tap on the icon or use the navigation keys or press successively on the loudspeaker key until the headset is selected): .
- The headset will be activated after a few seconds have elapsed and you will then be able to use it for your conversation.

You can adjust the volume during a conversation in each audio mode (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 appropriate microphone-enabled device is selected: or . The following icon is displayed on the screen of the device: .

- Select loudspeaker mode (tap on the icon or use the navigation keys):

- Validate.

3.9 Put a call on hold/retrieve a call on hold

or	Press the 'put on hold' key or the function key next to the 'put on hold' icon. The key will slowly flash blue while the call is on hold[1].	07/07/23 12:19 Conversation - 00:07 ALTHAUS Laura 8564
or	Retrieve the call on hold.	07/07/23 12:19 Conversation - 00:07 ALTHAUS Laura 8564

[1] In 'legacy' mode, the key lights up continuously in blue.

3.10 Sending DTMF signals

DTMF (Dual-Tone Multi-Frequency) 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.

	With ALE-500, press this icon to open the dial pad during conversation.
	Close the dialpad.

3.11 Make a second call

You are in conversation with one contact.

	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. • ⊟i Open the user local menu to make a call from the personal directory, from the call log or using a programmable key. • ← Go back to the homepage to make call from the personal directory or from the call log.	
 or **or** 	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

	Select the avatar if you no longer wish to make a second call and go back to the conversation screen. You can also select the purple banner displayed at the bottom of the screen.

3.12   Receive a second call

When you receive an incoming call during conversation, information about the caller is displayed on the screen and you will be alerted by three beeps.	

	If you are interested in the second call, display the incoming call screen with call details and available actions.	

Available actions:

	Answer an incoming call using hands-free mode (preferred device is: *Handsfree*).
	Answer an incoming call using a USB headset (preferred device is: *USB headset*).
	Answer an incoming call using a Bluetooth® headset (preferred device is: *Bluetooth headset*)
	Silent ringing when receiving an incoming call. The desk phone stops ringing but you can still answer the incoming call.
	Decline the incoming call and forward it to your voicemail. This icon is displayed after the ringing stops and if voicemail is available.
	Ignore the call. This icon is proposed if no voicemail is defined.
	To return to the current conversation screen without taking any action on the second call, select this icon on the incoming call screen.

3.13   Switch between two calls

Press the switch icon to switch between calls.	
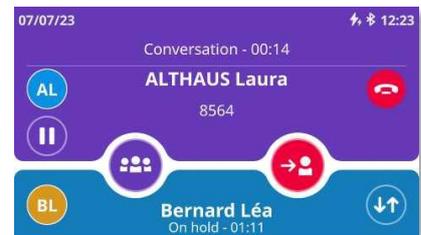
3.14   Release the second call and retrieve the call on hold

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

3.15   Transfer a call

From the conversation screen:

[icon]	Make a second call.
[transfer icon] or [transfer icon]	Use one of the following: • Blind transfer: select the transfer icon before the second contact answers. The key lights up in blue[1]. • Select the transfer icon in the conversation screen with the two contacts (two calls or conference).

[1] In 'legacy' mode, the key is dimly lit in blue.

3.16 Conference

![icon] or ![icon]	You are in conversation with two contacts. The conference key is lit up continuously in blue[(1)]. Press the conference key. You are in conference. The conference key slowly flashes blue[(2)].
![icon]	Switching between audio modes. Activate loudspeaker. When activated, the key slowly flashes blue[(1)].
![icon]	Deactivate loudspeaker → The key lights up in blue[(2)].
![icon]	Mute the audio. When muted, the button slowly flashes blue and the Smart Pad ring lights up in red[(1)].
![icon]	Unmute the audio → The key lights up in blue[(2)]. The Smart Pad ring lights up in purple (you are in conversation).
![icon]	The transfer key is lit up in blue[(1)]. The transfer is possible. Exit the conference and allow the remaining participants to continue communicating with each other.
![icon] or ![icon]	End the conference with all participants.

[(1)] In 'legacy' mode, the key lights up continuously in blue [(2)]In 'legacy' mode, the key is dimly lit in blue.

3.17 Programmable keys

 If possible, use the user local menu displayed on the current page (ALE-500, ALE-400) or open it using the user local menu button.

 Depending on the desk phone, some actions may be directly accessible from the current page (ALE-500, ALE-400). If not, use the contextual menu (ALE-300).

	Open the user local menu: *Prog keys*.
	Your desk phone provides a virtual add-on module with 5 pages and 24 programmable keys per page. You can program a key by entering a number or a service prefix.
	Available actions:
	Select a page to display by tapping on a page at the top of the screen (ALE-500) or at the left of the screen (ALE-400) or by using the left/right navigation keys (ALE-300).
	Select a key to use it: call a direct number, activate/deactivate a service or answer an incoming call from a supervised contact.
	Scroll the page to display the rest of the list (touch screen or navigation keys).
	Create a programmable key by selecting a free key.
	press this softkey to delete a character.
	Open the context menu to access the following actions (ALE-300 only).
	Modify: Modify a programmable key.

	Copy: Duplicate a programmable key.
	Move: Move a programmable key.
	Edit pages: Modify the page name (ALE-500, ALE-400: long press on page name).
	Delete: Delete a contact.

The first programmable keys are also shown on the dashboard. The number of programmable keys displayed on the dashboard will depend on your desk phone model.

3.17.1 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
  - o To create a direct call key: enter the number of your contact.
  - o 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 Immediate forward to a number.		Voicemail Access to voicemail.
	Deactivate forwarding.		Redial Redial a recent number.
	Associate Call associate.		Last caller Redial the last caller.
	Welcome desk.		Emergency call.
	Operator Call the operator.		Guard Call guard.
	Group pickup Get your active call started on another device.		Do not disturb.

3.17.1.1 Create a direct call key

Use this key to direct call a contact.

Select the direct call service.	
- Enter number. - Add a name or a label. The name will be entered automatically if it is recognized by the system – otherwise, the number will be used. You can see how the key will be displayed at the top of the configuration window. ✅ or *Create key*: validate to create the key. (🚫 or ☎: to go back without saving).	
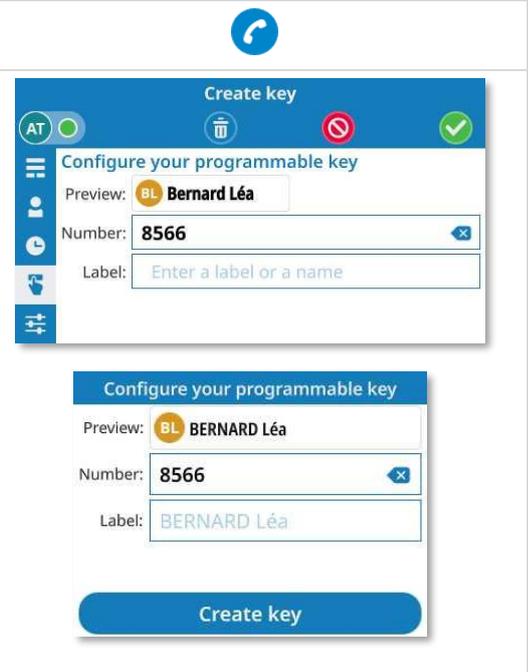
Phone number format supported:

- 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).
- Contact number without country code for a contact in the same country.

3.17.1.2 Create an immediate forward key

When activated, this option forwards all your calls to a specific number.

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. ✅ or *Create key*: validate to create the key. (🚫 or ☎: to go back without saving).	
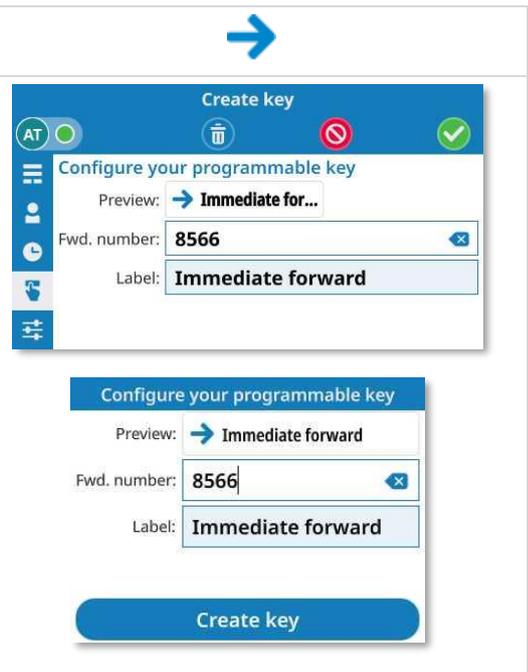
3.17.1.3 Create a 'Do Not Disturb' key

You can make your terminal temporarily unavailable for all calls.

Select the 'Do Not Disturb' service.	⊘
• Enter a label. • ✅ or *Create key*: validate to create the key. (🚫 or 📞: to go back without saving).	

Press the 'Do Not Disturb' programmable key to activate/deactivate the feature.

3.17.2 Rename a page

👆	Open the user local menu: *Prog keys*.

ALE-300

- ☰ Open context menu (ALE-300 only).

  ✏️ *Edit pages*: To switch to edit mode.
- modify the name page.
- ⬅️or ❌ Confirm change

  (📞: to go back without saving).

ALE-500/ALE-400

If your desk phone is equipped with a touch screen:

- Long press on the page name to modify.
- Modify the name page.
- ⬅️or ❌ Confirm change

  (📞: to go back without saving).
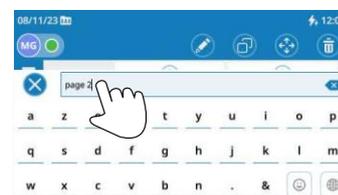
3.17.3 Modify a programmable key

Open the user local menu: *Prog keys*.

- Select the page containing the programmable key to modify.
- ☰ Open context menu (ALE-300 only).
- ✏️: To switch to edit mode.
- select the key to modify.
- Modify information.
- ✅ or *Update key*: confirm change. (🚫 or ☎: to go back without saving).

ALE-500/ALE-400

If your desk phone is equipped with a touch screen:

- Long press on the programmed key to modify until it is selected.
- ✏️ Drag and drop the programmed key to the edit icon.
- Modify information.
- ✅: confirm change. (🚫 or ☎: to go back without saving).

3.17.4 Duplicate a programmable key

👆	Open the user local menu: *Prog keys*.

- Select the page containing the programmed key to be duplicated.
- ☰ Open context menu (ALE-300 only).
- ⬜ Switch to copy mode.
- Select the programmed key to copy.
- ⬜ Choose the location of the copy by selecting a key on the current page or on another page (if the key is on another page, select the page first, then the key).
- ⬅or ⬜ or ✕ Exit copy mode.

3.17.5 Move a programmable key

👆	Open the user local menu: *Prog keys*.

- Select the page containing the programmed key to move.
- ☰ Open context menu (ALE-300 only).
- ✛ Switch to move mode.
- Select the programmed key to move.
- ✛ Choose the location of the programmed key by selecting a key on the current page or on another page (if the key is on another page, select the page first, then the key).
- ⬅or ✛ or ✕ Exit to move mode.

ALE-500/ALE-400

If your desk phone is equipped with a touch screen:

- Give a long press on the programmed key to move until it is selected.
- Drag and drop the programmed key to the free destination.

3.17.6 Delete programmable key

👆	Open the user local menu: *Prog keys*.

- Select a page. ☰ Open context menu (ALE-300 only). 🗑 Switch to delete mode. 🗑 Select the key to delete. ←or 🗑 or ✕ Exit the deletion mode.	
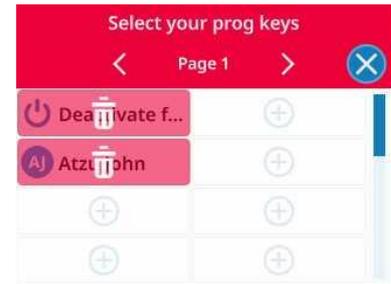
ALE-500/ALE-400	
If your desk phone is equipped with a touch screen: - Give a long press on the programmed key to delete until it is selected. 🗑 Drag and drop the programmed key to the trash icon.	

3.18   Supervision (optional)

This feature depends on the system configuration.

You can monitor business call numbers. This means that you can pick up an incoming call from a monitored contact when their phone is ringing. The administrator must configure contacts you monitor. All supervised contacts are displayed as programmed keys (👆).

Click on the key to call the monitored contact.
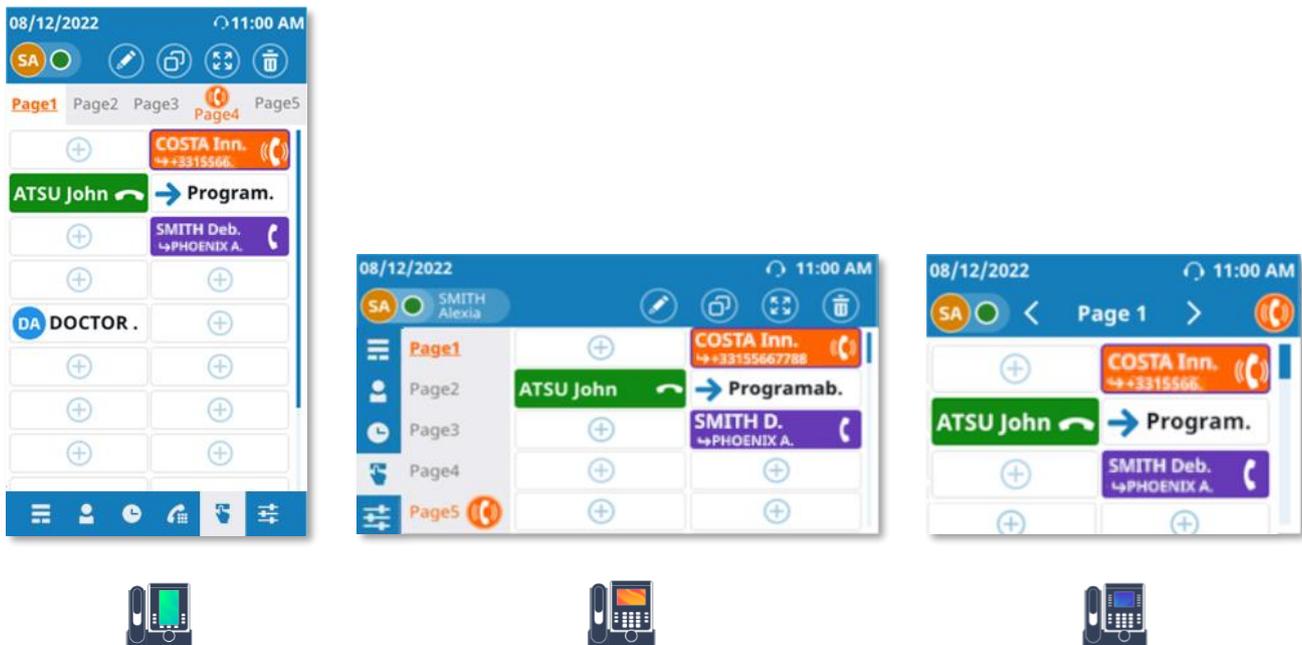
3.18.1   Supervised contact telephony status

The telephony status of the supervised contact is represented by the icon being displayed and the background color of the key.

- 📞 Out of service (gray): the monitored contact is out of service.

- 📞 Free (green): the monitored contact is idle or out of service. Click on the key calls the monitored contact.

- 📞 Ringing (orange): the monitored contact receives an incoming call. You can pick up the call by clicking the key. The caller is displayed under the monitored contact's name. The voicemail key will flash when a monitored contact is receiving an incoming call. Press this key to open the page where the monitored contact is located.

- 📞 In conversation (purple): the caller is displayed under the monitored contact's name.

- 📞 In conversation and receiving a second call (purple + orange): the monitored contact receives a second call during a conversation. You can pick up the second call by clicking the key.

- 📞 Offline (gray).

3.18.2 Pick up an incoming call for a monitored contact

👆	Open the user local menu: *Prog keys*.

Use one of the following:

- The voicemail key will flash when a monitored contact is receiving an incoming call. Press this key to open the page where the monitored contact is located.
- Open the user local menu: *Prog keys*.
  Select a page to display by tapping on a page at the top of the screen (ALE-500) or at the left of the screen (ALE-400) or by using the left/right navigation keys (ALE-300).

Available actions:

📞	On the displayed page, select the contact with the ringing status to take the call.

📞	This icon indicates a page where a supervised contact is receiving a call (several pages can display this icon at the same time).
	
	• Select this page. The page containing the supervised contact receiving the call is displayed. The caller is displayed under the monitored contact's name.
	• Select the key (orange = ringing).
	  You are in communication with the caller.
	
	If there is more than one supervised contact receiving a call:
	
	• Select this page. The first supervised contact receiving a call is displayed on the page. The caller is displayed under the monitored contact's name.
	• Press another time to see the next supervised contact receiving a call on the same page.
	• Select the key (orange = ringing).
	  You are in communication with the caller.

4 Programming your telephone

4.1 Initializing your voice mailbox

When you access your voicemail for the first time, you will be asked to set a PIN 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 display of your desk phone

4.2.1 Switching between LED management modes

For more information about LED management, see chapter: User experience.

The 'Guided with light' mode is activated by default, but it is possible to switch from one mode to the other at any time:

(☰i) → ⚏ *Settings* → *Phone* → *Appearance: Guided* / *Legacy*

1	☰i	Access the local user menu. The dashboard gives you direct access to the local user menu on the ALE-500 and ALE-400.
2	⚏	*Settings* Open settings. The user settings are displayed by default (ALE-500/ALE-400: 👤, ALE-300: *User*).
4	👆	*Phone → Appearance*
5	👆	Choose your preferred LED management mode: • *Guided*: 'Guided with light' mode (default mode). • *Legacy*: 'Legacy' mode.
6	⬅ or 📞	Save and go back to the homepage.

4.2.2   Adjust the font size

(☰i) → Settings → Phone → *Font size: Small, Normal, Large, Huge*

1	☰i	Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2		*Settings* Open settings. The user settings are displayed by default (ALE-500/ALE-400: , ALE-300: *User*).
3		*Phone → Font size*
4		Select the font size : • *Small,* • *Normal* • *Large* • *Huge*
5	or	Save and go back to the homepage.

4.2.3   Define the default homepage

The default homepage is the dashboard,but you can choose another page in the settings (call log, contacts or programmable keys)

(☰i) → Settings → Phone → *Homepage: Dashboard / Contacts / Call log / Dial / Prog keys*

1	☰i	Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2		*Settings* Open settings. The user settings are displayed by default (ALE-500/ALE-400: , ALE-300: *User*).
3		*Phone → Homepage*

4	(icon)	Select a homepage: • *Dashboard* (default page) • *Contacts* • *Call log* • *Dial* (Dial pad) • *Prog keys*
5	(icon) or (icon)	Save and go back to the homepage.

4.2.4   Hearing Aid

If you are using your phone with a hearing device, you must install and activate the hearing aid device (HAC) to avoid hearing discomfort.

(≡i) → (icon) *Settings* → *Phone* → *Hearing Aid*

1	≡i	Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2	(icon)	*Settings* Open settings. The user settings are displayed by default (ALE-500/ALE-400: (icon) , ALE-300: *User*).
3	(icon)	*Phone → Hearing Aid*
4	(icon)	Check this option if you are using a hearing aid.
5	(icon) or (icon)	Save and go back to the homepage.

4.3 Adjusting the audio functions

4.3.1 Define the ringtone

(☰i) → *Settings* → *Audio* → *Ringing tones* → *Ringing*

1	☰i	Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2		*Settings* Open settings. The user settings are displayed by default (ALE-500/ALE-400: , ALE-300: *User*).
3		*Audio* → *Ringing tones*
4		*Ringing* Select the ringtone for receiving an incoming call from the pick list.
5	or	Save and go back to the homepage.

4.3.2 Activate/deactivate silent mode

(☰i) → *Settings* → *Audio* → *Ringing tones* → *Silent ringing*

1	☰i	Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2		*Settings* Open settings. The user settings are displayed by default (ALE-500/ALE-400: , ALE-300: *User*).
3		*Audio* → *Ringing tones*
4		*Silent ringing* Activate or deactivate silent mode by selecting/unselecting the option.
5	or	Save and go back to the homepage.

4.3.3   Activate/deactivate meeting mode (progressive ringing)

(☰i) → ⟷ *Settings* → *Audio* → *Ringing tones*→ *Progressive ringing*

1	☰i	Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2	⟷	*Settings* Open settings. The user settings are displayed by default (ALE-500/ALE-400: , ALE-300: *User*).
3		*Audio* → *Ringing tones*
4		*Progressive ringing* Activate or deactivate progressive ringing (*YES*/*NO*).
5	← or 📞	Save and go back to the homepage.

4.3.4   Activate/deactivate discreet ring mode

(☰i) → ⟷ *Settings* → *Audio* → *Ringing tones* → *One beep before ringing* /*Three beeps before ringing*

1	☰i	Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2	⟷	*Settings* Open settings. The user settings are displayed by default (ALE-500/ALE-400: , ALE-300: *User*).
3		*Audio* → *Ringing tones*
4		*One beep before ringing* /*Three beeps before ringing* To activate or deactivate the feature (*YES*/*NO*). When activated the desk phone emits one beep/three beeps before ringing.
5	← or 📞	Save and go back to the homepage.

4.3.5   Adjust ringer volume while a call arrives

- Your telephone rings.
- Adjusting the ringer volume.

4.4   Select your preferred accessory

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:

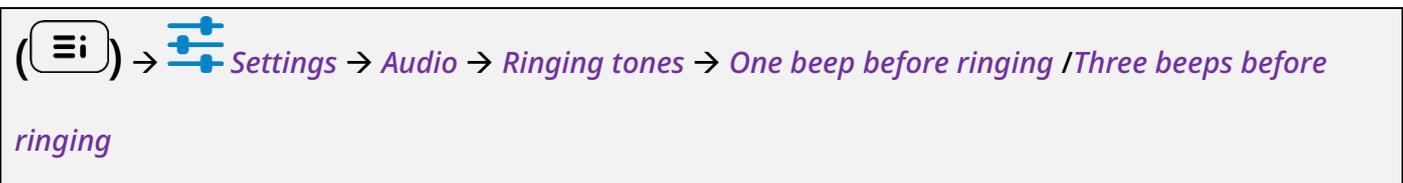| ( ) → *Settings* → *Audio* → *Preferred device* → *Last connected device / Handsfree / USB headset / Bluetooth headset* |
| --- |

1		Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2		*Settings* Open settings. The user settings are displayed by default.
3		*Audio* → *Preferred device*
4		Select the default device: - *Last connected device* - *Handsfree* - *USB headset* - *Bluetooth headset*
5	or	Save and go back to the homepage.

4.5 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.

4.5.1 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).

4.5.1.1 Auto-adjusting of the display brightness

(☰i) → *Settings* → *Phone* → *Brightness* → *Auto brightness*

1	☰i	Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2		*Settings* Open settings. The user settings are displayed by default (ALE-500/ALE-400: , ALE-300: *User*).
3		*Phone* → *Brightness*
4		Activate or deactivate the feature: *Auto brightness*.
5	or	Save and go back to the homepage.

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

(≡i) → Settings → Phone → Brightness → LEDs auto brightness

1	≡i	Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2		**Settings** Open settings. The user settings are displayed by default (ALE-500/ALE-400: , ALE-300: *User*).
3		*Phone → Brightness*
4		Activate or deactivate the feature: *LEDs auto brightness.*
5	or	Save and go back to the homepage.

4.5.2   Adjust the brightness when the phone is in use

(≡i) → Settings → Phone → Brightness → Brightness

1	≡i	Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2		**Settings** Open settings. The user settings are displayed by default (ALE-500/ALE-400: , ALE-300: *User*).
3		*Phone → Brightness → Brightness*
4		Increase or decrease the brightness (number of levels: 31).
5	or	Save and go back to the homepage.

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

(⊟i) → 🎛 *Settings* → *Phone* → *Brightness* → *Low level brightness*

1	⊟i	Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2	🎛	*Settings* Open settings. The user settings are displayed by default (ALE-500/ALE-400: 👤 , ALE-300: *User*).
3		*Phone* → *Brightness* → *Low level brightness*
4	+ -	Increase or decrease dimmed brightness (percentage brightness).
5	← or 📞	Save and go back to the homepage.

4.6   Selecting language

The language settings are determined based on the system preferences. The language is automatically set according to the system settings. If you need to change the language, please contact the administrator for assistance.

4.7   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.
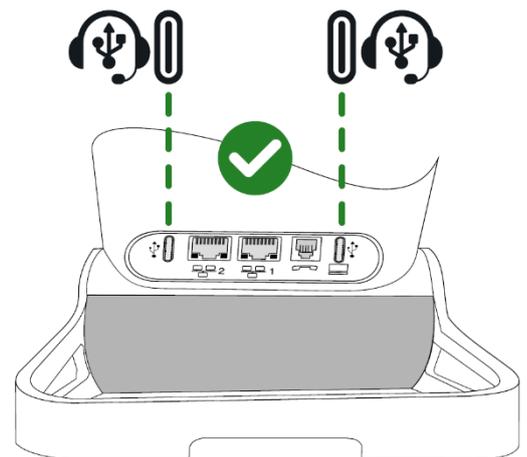
If you are using a Bluetooth® headset provided with a Bluetooth® USB dongle, you can connect the headset to the USB connector. Use and connectability depend on the vendor of the headset.

4.8   Installing a Bluetooth® Wireless Technology headset (pairing)

This feature is available if your desk phone is equipped with the wireless module (depending on the model of your desk phone). If it's not the case, the wireless module can be purchased separately: ALE-108 Wireless Module. For more information about compatible headsets, see chapter: Accessories.

You can then answer a call using your Bluetooth® headset.

4.8.1   Install the Bluetooth® device

Before a Bluetooth® headset can be used, it must be paired to the terminal. Before performing the pairing operation, the headset must be in detectable mode.

1		Open the ALE Link. All connected devices are listed.	
2		*Add device* (if one or more devices are already connected).	
3		*Headset* Select the type of device to connect.	
4		*Bluetooth* Select how to connect the device.	
5		Searching for Bluetooth® equipment. Wait for the detected equipment type and address to be displayed.	

| 6 | | Select the relevant equipment.

If a password is requested, refer to the user documentation supplied with the headset. | |
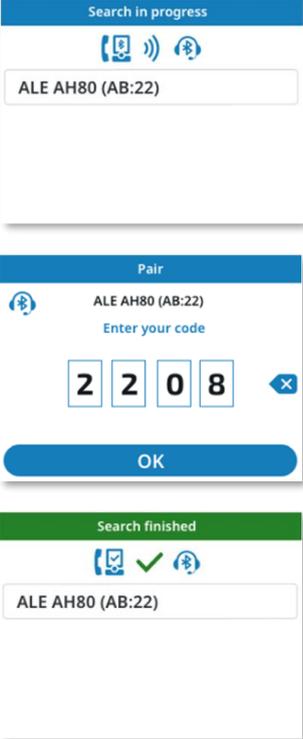
If the device is successfully paired:

7		Define whether your pairing is permanent, such as when you use your own desk phone, or one-time, such as when you use a desk phone in a meeting room • *Permanent pairing*: the device is automatically paired when connection is possible. • *One time pairing*: when the connection is lost, the pairing is deleted. All your device data will be removed from the desk phone. The connection can be lost if the device is out of range, is turned off or if the desk phone reset due to an update.	
8		Define the use of the device: • *Preferred device* (use as main device during conversation). • *Secondary device*	
9	or	Go back to the homepage.	

[1] If one or more devices are already connected.

4.8.2   Activate/deactivate a device

 → /

1		Open the ALE Link. All connected devices are listed.	
2	/	Activate the device/deactivate the device by using the checkbox.	

4.8.3   Remove a Bluetooth® device

 → → *Remove*

1		Open the ALE Link. All connected devices are listed.	
2		Open the device settings.	
3		*Remove*: press the remove button.	
4	or	Go back to the homepage.	

4.9 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.

4.9.1 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.

4.9.2 Software version

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

(⊟i) → ⚏ *Settings* → *About* → *Software Infos*

1	⊟i	Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2	⚏	*Settings* Open settings. The user settings are displayed by default (ALE-500/ALE-400: 👤⚙ , ALE-300: *User*).
3	👆	*About* → *Software Infos* Full software information is displayed.
4	← or 📞	Go back to the previous page or to the homepage.

4.9.3   Hardware model

The hardware model can be viewed on the phone:

(Ξi) → Settings → About → Hardware Infos

1	Ξi	Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2		*Settings* Open settings. The user settings are displayed by default (ALE-500/ALE-400: , ALE-300: *User*).
3		*About → Hardware Infos* Full hardware information is displayed.
4	← or ☎	Go back to the previous page or to the homepage.

4.9.4   Legal notice

Display regulatory information about your desk phone.

(Ξi) → Settings →

1	Ξi	Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2		*Settings* Open settings.
3		Select the icon in the top right corner of the screen to open the legal notice for your desk phone.
4	← or ☎	Go back to the previous page or to the homepage.

4.9.5   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.

4.9.6   Restore factory settings

Warning, all configuration data will be deleted.

(☰i) → ⚙ *Settings* → 🔧 → *Maintenance* → *Debug* → *Reset to factory & reboot*

1	☰i	Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2	⚙	*Settings* Open settings.
3	🔧 or ❯	Open advanced settings by selecting the icon (ALE-500/ALE-400) or using the right navigator key (ALE-300).
4	👆	*Maintenance* → *Debug*
5	👆	*Reset to factory & reboot* Confirm the reset: *YES*. Your phone will reboot to factory settings.

4.9.7   NOE mode

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

The NOE mode software has to be installed on your desk phone. Please view the software information to check this.

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

Please note that switching to NOE mode will result in the deletion of all configurations and information, including call logs, contacts and other data.

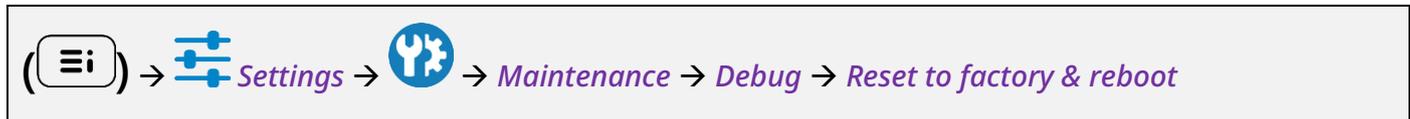(≡i) → *Settings* → → *Maintenance* → *Run mode* → *Switch to NOE mode & reboot?*

1	≡i	Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2		*Settings* Open settings.
3	or >	Open advanced settings by selecting the icon (ALE-500/ALE-400) or using the right navigator key (ALE-300).
4		*Maintenance* → *Run mode*
5		*Switch to NOE mode & reboot?* → *Switch*.
6	✅	Confirm switch to NOE mode. The desk phone will reboot in NOE mode. (🚫: to go back without saving).

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.
- ALE-120 Key Expansion Module.

5.1.2 Bluetooth® accessories

- ALE-108 Wireless Module (cartridge).
- ALE-160 Cordless Handset.
- ALE-161 Cordless Handset Battery Pack.
- AT10 TWS earbud white with Bluetooth dongle (True Wireless Stereo earbuds with 2 microphones and ENC noise cancellation).
- AT10 ANC TWS earbud black with Bluetooth dongle (True Wireless Stereo earbuds with 3 microphones and ANC & ENC noise cancellation).
- AH80 Bluetooth Headset with BT dongle (Bluetooth® headset).

5.1.3 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)).

5.1.4 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).
- USB external ringing interface module (USB Interface module 2 relays).
- Cables:
  - ETHERNET CABLE-RJ45/RJ45 (X10).
  - ALE-151 450 MM RJ11 HANDSET CORD (X10).
- USB-A to USB-C adapter (X10)
- Power supply: USB-C PD 5V/3A Power Supply.
- Wireless charging base for the AH80.

5.2   ALE-160 WB Cordless Handset

To use the Bluetooth® handset, your desk phone must be equipped with ALE-108 Wireless Module. The Bluetooth® settings menu is displayed only if the module is installed. The Bluetooth® feature must be enabled.

5.2.1   Description

1	**Power button / Line key** Switch the device on/off: press and hold to switch the device on/off. If voice prompts are enabled, you hear: "Power On / Power Off". Short press the line key to take or terminate a call. The handset automatically goes into detection mode (pairing mode) if it is not already paired with a desk phone (initial start-up or reset).
2	**Mute button** During a call, press this key to stop your contact from hearing you.
3	**Volume up and down boutons** +: Increase the volume during conversation by pressing this key in quick succession. -: Decrease the volume during conversation by pressing this key in quick succession.
4	Wideband earpiece.
5	Super wideband microphone, with LED.
6	LED.
7	Battery compartment.

If the Bluetooth® handset is on its base, you do not need to press the line key to take or terminate the call. Just pick up/hang up the Bluetooth® handset.

The battery recharges when the Bluetooth® handset is on its base. When you put the handset on its base, the LED turns on briefly and turns off again when the battery starts to charge. The battery autonomy is more than 10 hours in conversation, and 50 hours in idle state. Charge the battery for about 6 hours before initial use.

If you are not going use the handset for a long time, we recommend to switch off the device and disconnect the battery.

5.2.2   Unboxing

- ALE-160 WB Cordless Handset.
- Battery pack placed on the handset.
- Safety and regulatory instructions.

5.2.3   LED

The LEDs are placed on the top of the handset and over the microphone (synchronized, same meaning). Blue, red and purple colors are used to inform you about the status of the handset.

Handset not paired	Steady purple
Pairing mode, waiting for connection	Fast blinking red and blue
Idle state, not charging	Switched off
Incoming call (the phone is ringing)	Blinking blue
In conversation	Steady blue
Microphone switched off (mute)	Steady red
Out of coverage	Flashing red
Start charging	Blue then switched off
Low battery	slow blinking red
Upgrading	Slow blinking blue
Successful/missed upgrade	Fast blinking blue (sucessfully)/ red (missed) during 5s

5.2.4 Installing or replacing the Bluetooth® handset battery
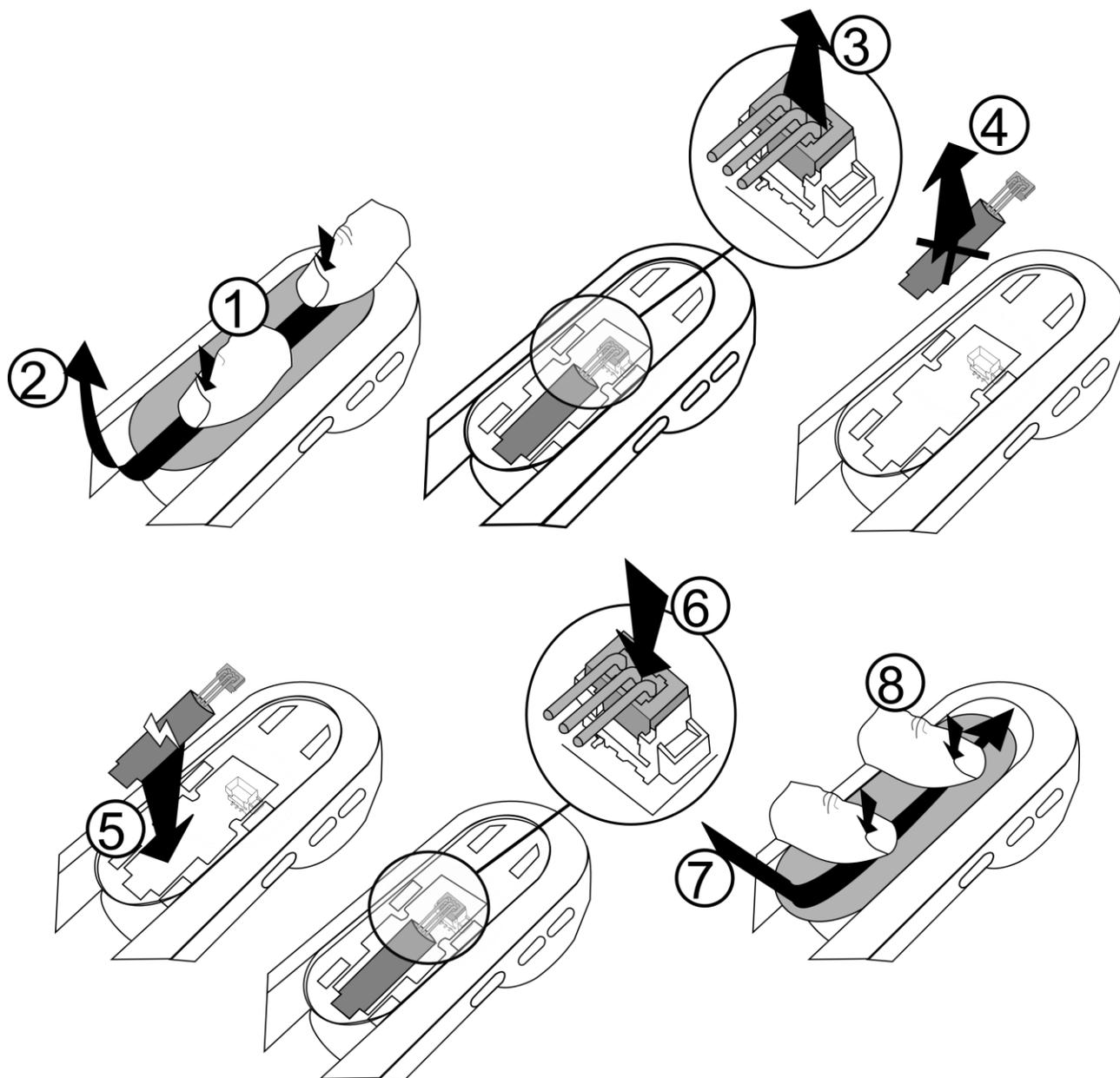
To replace the battery, with the handset turned off:

1	Press, then slide the piece towards the bottom of the device a few millimeters with your thumbs.
2	Remove the piece by lifting it. Be careful not to break the clips.
3, 4, 5, 6	Disconnect the old battery and replace it with the new one by joining the 2 connectors.
7	Place the piece by respecting the notches.
8	Slide the piece to the top of the handset a few millimeters with your thumbs.

A spare battery can be ordered from your business partner: ALE-161 WB Cordless Handset Battery Pack.

5.2.5   Pairing and connecting the handset

If the desk phone is locked for pairing with a new connected Bluetooth device, this feature may not be available.

Before the Bluetooth® handset can be used, it must be correctly paired to the terminal. Pairing will create a wireless link between the Bluetooth® wireless handset and the desk phone.

5.2.5.1   Easy pairing

Your device is designed to easy pair with the desk phone. Place the switched-off handset on its base ('on-hook' position). It will be automatically paired with the desk phone (the handset must be switched off or in pairing mode).

If the handset is already paired with another desk phone, first unpair the handset with the previous desk phone, or reset the handset (simultaneously give a long press the Power and Volume + keys). Then place the handset on its base.

5.2.5.2   Usual pairing

This procedure can be used if the easy pairing option has failed.

1. Put the handset in detectable mode.
   The device is not paired: switch on the device. The device is directly in pairing mode.
2. Follow the instructions detailed in the following chapter: install the Bluetooth® device.

The handset is correctly connected if it appears in the list of connected devices on your desk phone. Press the Line key of the handset to test the connection, your desk phone will prompt you to enter a number.

Please contact your installer if you encounter any problems. Before contacting your installer make sure you have information such as the serial number, the date code and the technical reference that you can find on the battery.

5.2.6   Replace the handset

If the desk phone is locked for pairing with a new connected Bluetooth device, this feature may not be available.

5.2.6.1   Easy pairing

If you have to replace the handset with a new one, just place the new handset (switched off) on its base ('on-hook' position). It will be automatically paired with the desk phone.

If the handset is already paired with another desk phone, first unpair the handset with the previous desk phone, or reset the handset (simultaneously press the Power and Volume + keys). Then place the handset on its base.

5.2.6.2   Usual pairing

This procedure can be used if the easy pairing option has failed.

- First remove the old handset (see: Remove a Bluetooth® device).
- Pair the new handset (see: Pairing and connecting the handset).

5.2.7   Information about the connected handset and the battery level

 → → ALE-160 BT Handset

1		Open the ALE Link. All connected devices are listed.	
2		Open the device settings: ALE-160 BT Handset.	
3	or 	Go back to the homepage.	

If the battery level of the Bluetooth® device is low, the following icon will blink on and off in the status bar at the top of the screen: .

5.2.8   Voice prompts

The voice prompts help you to manage functions of the handset.

Examples of voice prompt: "Power On", "Power Off", "Device connected", "Device Disconnected", "Battery low ", "Mute on", "Mute off", "English language", "Pairing mode, waiting for connection". Voice prompts are available in 8 languages (English, French, German, Italian, Japanese, Chinese Mandarin, Russian, Spanish). The default language is English. To hear the prompt, the handset has to be near your ear.

5.2.8.1   Define voice prompts language

 → → ALE-160 BT Handset

1		Open the ALE Link. All connected devices are listed.	
2		Open the device settings: ALE-160 BT Handset.	
3		Open the prompt settings.	
4		Select the language of your choice.	
5	or 	Go back to the homepage.	

You can change this setting directly from the handset.
Next language: press simultaneously on Mute and Volume + keys.
Previous language: press simultaneously on Mute and Volume - keys.

5.2.8.2 Activate/deactivate voice prompts

 → → ALE-160 BT Handset

1		Open the ALE Link. All connected devices are listed.	
2		Open the device settings: ALE-160 BT Handset.	
3		Open the prompt settings.	
4		*Voice prompt* Check/uncheck the box to activate/deactivate the voice prompts.	
5	or 	Go back to the homepage.	

You can change this setting directly from the handset.
Activate/deactivate: press simultaneously on Mute and Power keys.

5.2.8.3 Activate/deactivate the beep touch

 → → ALE-160 BT Handset

1		Open the ALE Link. All connected devices are listed.	
2		Open the device settings: ALE-160 BT Handset.	
3		Open the prompt settings.	
4		*Key beeps* Check/uncheck the box to activate/deactivate the key beeps.	
5	or 	Go back to the homepage.	

5.2.9 Locate your handset

🛠 → ⚙ → ALE-160 BT Handset → *Start locate*

1	🛠	Open the ALE Link. All connected devices are listed.	
2	⚙	Open the device settings: ALE-160 BT Handset.	**Thu 27 Jul** ⏱ 17:07 100% ⎯ ALE-160 BT Handset ⚙ **Information** MAC : 30:63:71:63:6F:5C Serial number : TPK223006375 Part number : 3ML36160AAAA03 Software version : V06-20230518 **Start locate** **Remove**
3		*Start locate* The handset is ringing and the message is displayed on the desk phone until you stop it. To stop: *Stop locate*	
4	←or 📞	Go back to the homepage.	

5.2.10 Remove the handset

🛠 → ⚙ → ALE-160 BT Handset → *Remove*

1	🛠	Open the ALE Link. All connected devices are listed.	
2	⚙	Open the device settings: ALE-160 BT Handset.	**Thu 27 Jul** ⏱ 17:07 100% ⎯ ALE-160 BT Handset ⚙ **Information** MAC : 30:63:71:63:6F:5C Serial number : TPK223006375 Part number : 3ML36160AAAA03 Software version : V06-20230518 **Start locate** **Remove**
3		*Remove*	
4	←or 📞	Go back to the homepage.	

5.2.11 Upgrade the handset

The paired Bluetooth® handset will be updated automatically if the desk phone installs a newer firmware release for the handset. While the update is loading, the handset can be used as normal. The progress of the update is displayed in the top bar. The handset completes its update when it is not in use (hung up, no incoming call), by restarting and connecting to the desk phone again.

Automatic updates are available if the following option is activated: *BT OTA upgrade*. For more information, contact your administrator or your installer.
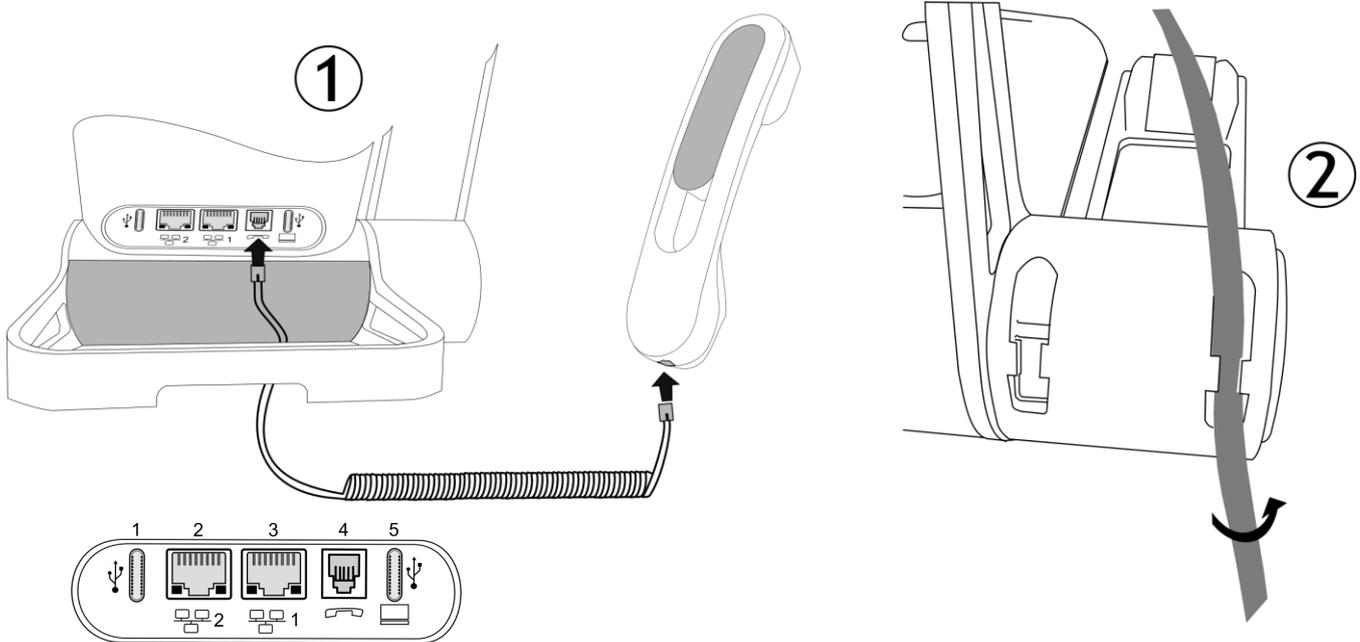
5.3   ALE-150 SWB Corded Handset

5.3.1   Description

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

5.3.2   Unboxing

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

5.3.3   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.

You can install a wired handset in place of the Bluetooth® Wireless Handset. To use a wired handset, make sure the BT handset is unpaired or powered off.

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

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

5.4.1   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.
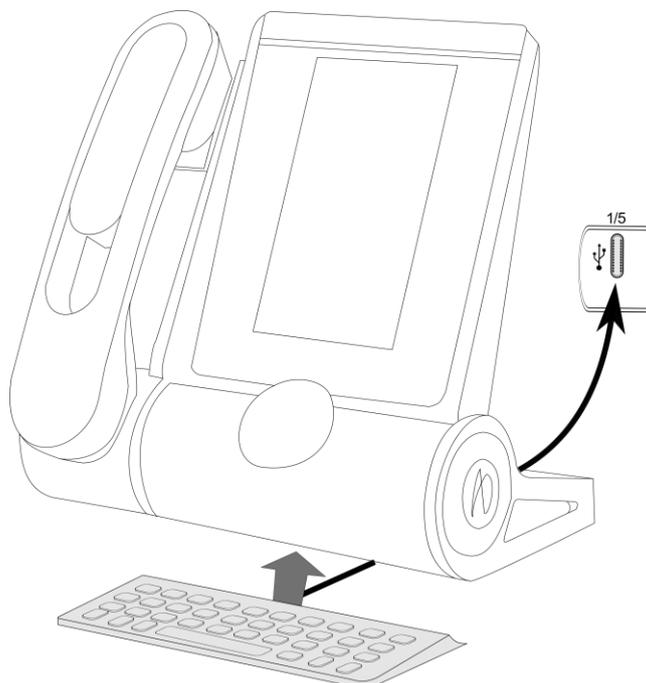

- International keyboard: QWERTZ.

5.4.2   Unboxing

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

5.4.3 Installation

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

5.4.4 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 6 :]: 'f' is displayed.

[⇧] + [F 6 :]: 'F' is displayed.

[▲] + [F 6 :]: ':' is displayed.

[▲] + [F 6 :]: '6' is displayed.

Use the international keyboard in QWERTZ mode

It is recommended to use the QWERTY keyboard for a better user experience. However, it is possible to use the international keyboard in QWERTY 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:

- [Y Z]: 'z' is displayed.
- [Z Y]: 'y' is displayed.
- [B ß]: '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:

- [▲] + [Y Z]: 'z' is displayed.
- [▲] + [Z Y]: 'y' is displayed.
- [▲] + [B ß]: 'ß' is displayed.
- [▲] + [U Ü]: 'ü' is displayed.
- [⇧] + [▲] + [U Ü]: 'Ü' is displayed.

5.5   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.
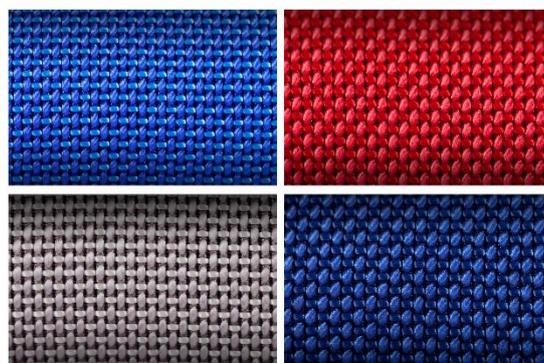
5.5.1   Description

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.
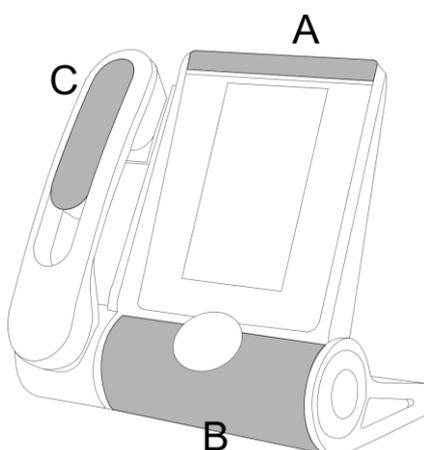

There are 4 colors:

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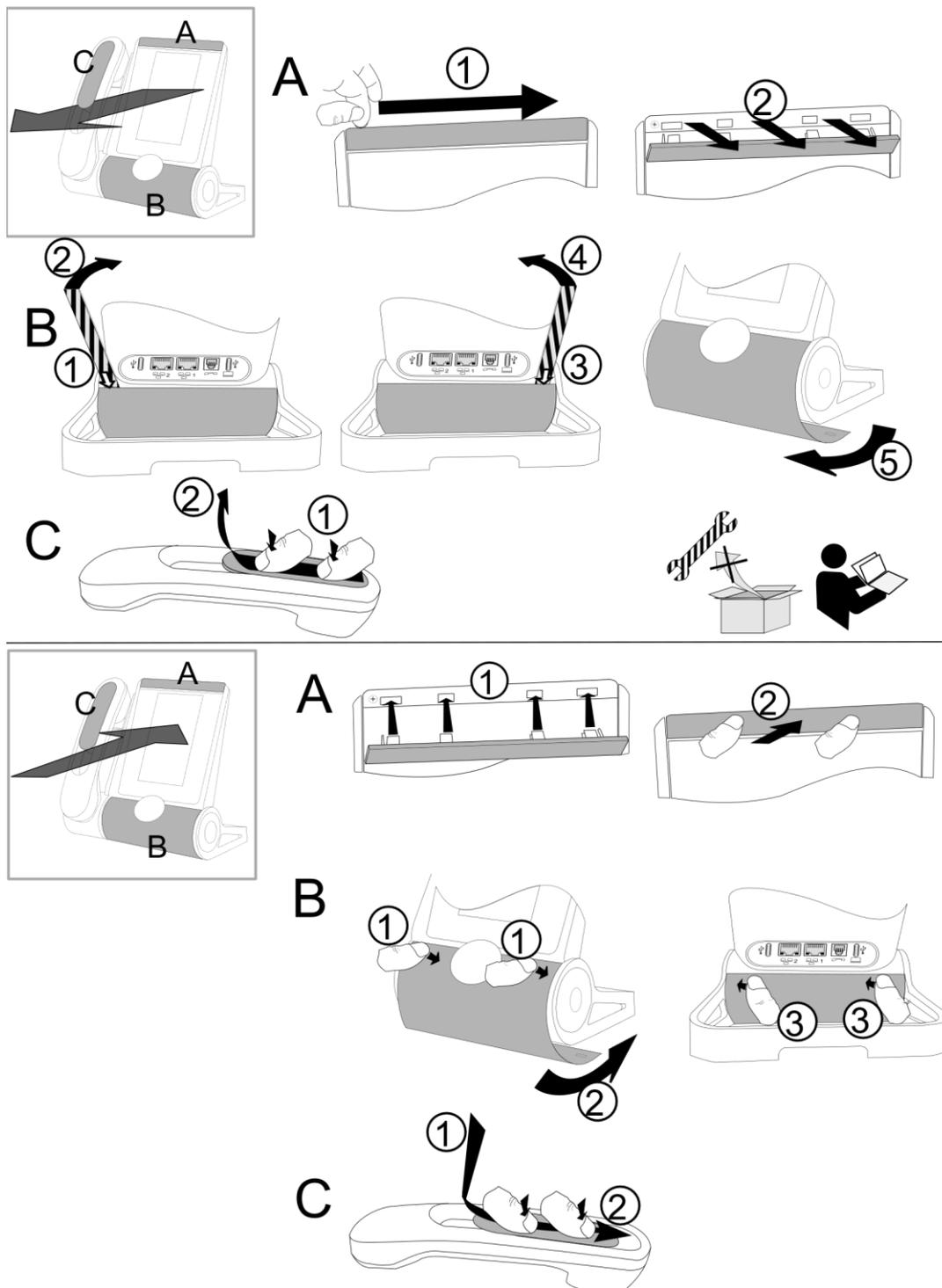

A kit is composed of 3 pieces:

5.5.2 Unboxing

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

5.5.3 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).

5.5.3.1 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.	

5.5.3.2 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 handset 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).	

5.6 ALE-108 Wireless Module

5.6.1 Description

The ALE-108 Wireless Module allows you to add Bluetooth® devices.

This module is required:

- To connect the ALE-160 WB Cordless Handset.
- To connect a Bluetooth® headset.

Depending on the option, your desk phone can be equipped with the wireless module. In any other case, you can purchase it separately.
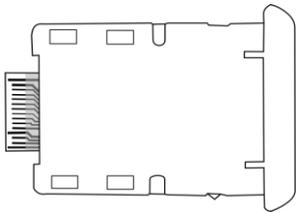
5.6.2 Unboxing

- ALE-108 Wireless Module.
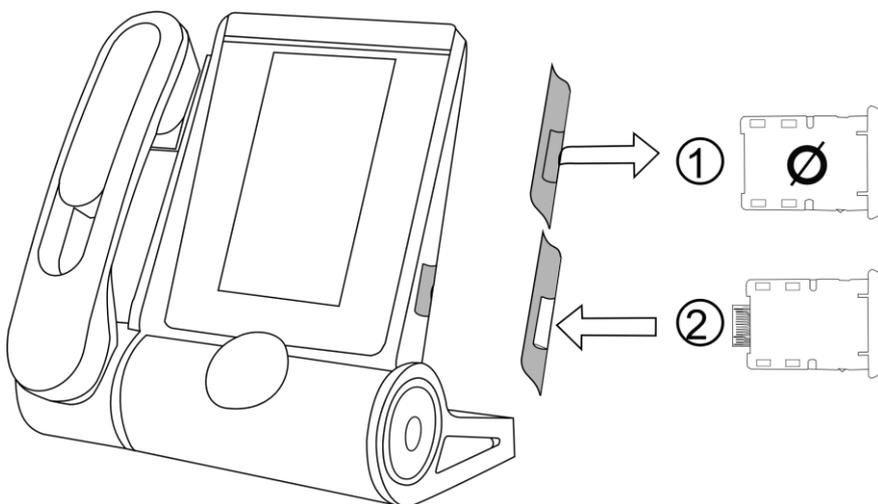- Installation procedure.
- Safety and regulatory instructions.

5.6.3 Installation

Please note that the module is not hot-swappable. We strongly recommend performing this action only when the phone is powered OFF to ensure safe installation or removal of the module.


1	Remove the empty cartridge from the desk phone.
2	Insert the wireless module (cartridge).

5.7 ALE-110 Wall Mounting Kit

5.7.1 Prerequisites

To connect the desk phone to the dedicated LAN port when the wall mounting kit is installed, the two LAN ports will have to be switched. LAN port 1 is used to connect the desk phone by default. LAN port 2 must be used if the wall mounting kit is installed.
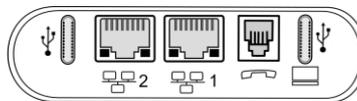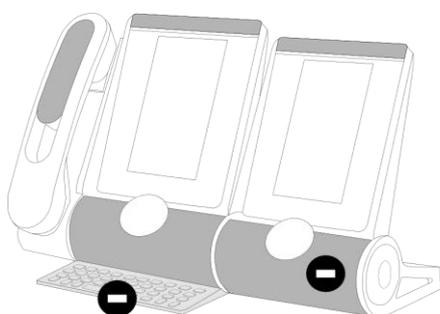
To switch the two LAN ports:

(☰i) → Settings → → Network → Advanced → LAN port → Switch ethernet ports

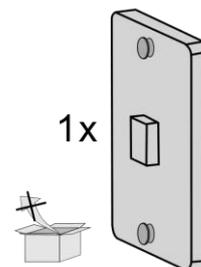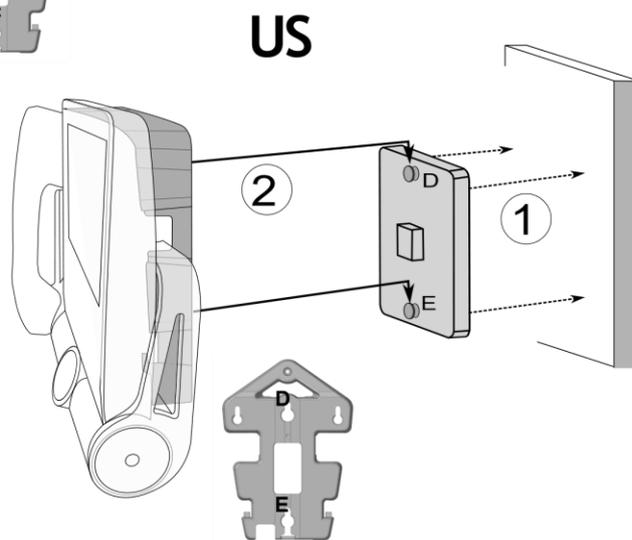|		
1	☰i	Access the local user menu. With the ALE-500 and ALE-400, the dashboard lets you access directly to the local menu.
2		**Settings** Open settings.
3		Open advanced settings by selecting the icon (ALE-500/ALE-400) or using the right navigator key (ALE-300).
4		Network → Advanced → LAN port
5		Switch ethernet ports Confirm the Ethernet port switch: Yes. The desk phone will reboot.
6	or	Go back to the previous page or to the homepage.

5.7.2 Wall mount installation

WW US

3x PN: 1AD007460003 L=25mm ∅=3.5mm

3x PN: 1AD007550003 L=30mm ∅=6mm

1x

Alcatel·Lucent
Enterprise

1

2

PN: 1AD100020011
L=12mm
⌀ =2.5mm

3

WW

A
B

2   1

C

A   B

C

80mm / 3,15 inch

A   B

82mm / 3,23 inch

WW

A .... B

C

C

US

2   1

D

E

D

E
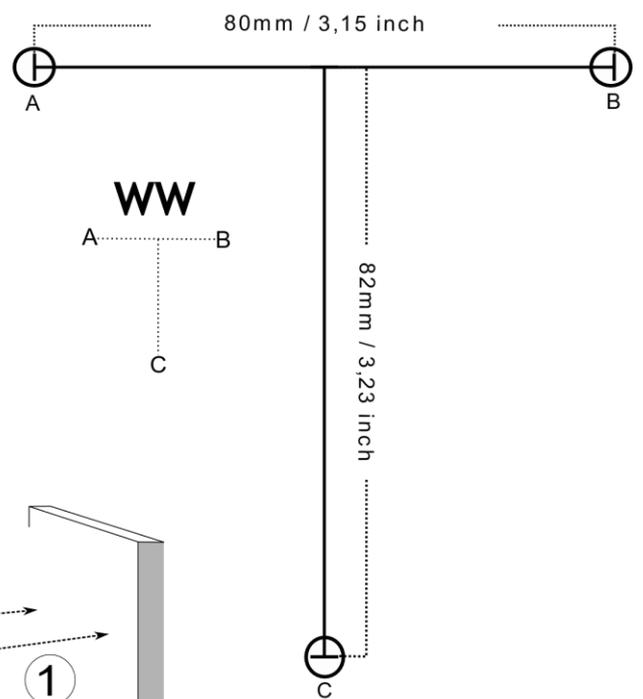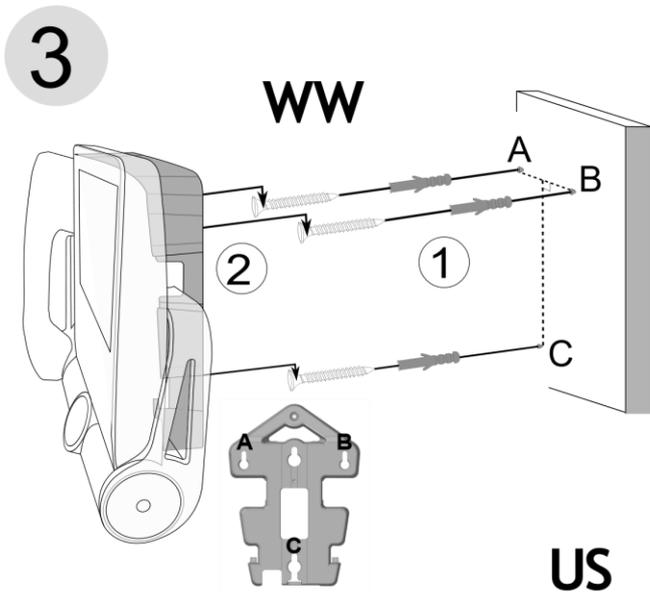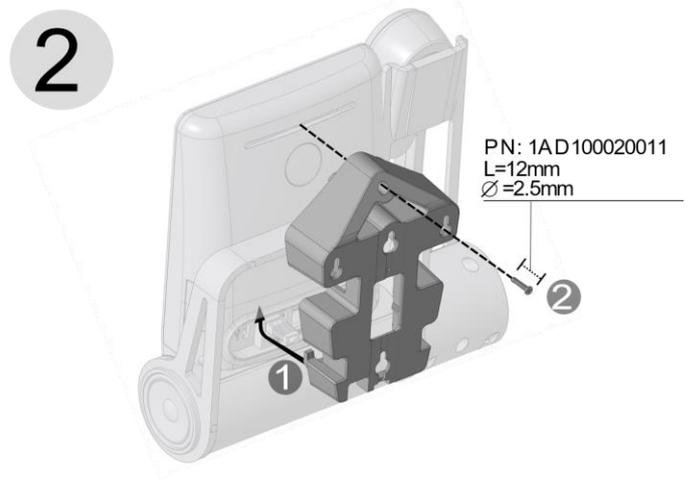
	First remove the keyboard and add-on if installed.
	Use the recommended screws.
	Depending on your country (United States), use a standard plate (not provided with the kit).
1	Lift the phone foot.
2	Put the support on the back side of the desk phone: 1. Place the two bottom support hooks at the top of 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:
	    o Insert the screws into the wall using the screw anchors.
	    o 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.

5.8 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.".

6 Technical specifications

	ALE-500 without handset	ALE-500 With handset and cable	ALE-400 With handset and cable	ALE-300 With handset and cable
Width	163 mm	228 mm	228 mm	228 mm
Depth on a table	156 mm	162 mm	162 mm	162 mm
Height	214 mm	219 mm	219 mm	219 mm
Weight	1056 g	1525,4 g	1527,8 g	1476,6 g
Adjustable foot stand range	25° - 60°	25° - 60°	0° - 60°	0° - 60°
Color	Neptune Blue	Neptune Blue	Neptune Blue	Neptune Blue
Display	5.5 inch color touch LCD, 720 x 1280 (16/9)	5.5 inch color touch LCD, 720 x 1280 (16/9)	4.3 inch color touch LCD, 480 x 272 (16/9)	3.5 inch clor LCD, 320 x 240 (4/3)
Power over Ethernet (IEEE 802.3af)	Class 2	Class 2	Class 2	Class 1
Power consumption (PoE) Idle – Active - no accessory	1.4 W – 1.8 W	1.7 W – 2.1 W	1.5 W – 2 W	1.4 W – 1.8 W
Operating conditions	-5°C - +45°C (23°F - 113°F)	-5°C - +45°C (23°F - 113°F)	-5°C - +45°C (23°F - 113°F)	-5°C - +45°C (23°F - 113°F)
USB-C	USB 2.0	USB 2.0	USB 2.0	USB 2.0

7 Ordering information

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

Desk Phones

ALE-300 IP DeskPhone w Corded Handset Neptune	3ML27310AA
ALE-400 IP DeskPhone w Corded Handset Neptune	3ML27410AA
ALE-400 IP DeskPhone w Cordless Handset Neptune	3ML27420AA
ALE-500 IP DeskPhone w/o Handset Neptune	3ML27500AA
ALE-500 IP DeskPhone w Cordless Handset Neptune	3ML27510AA
ALE-500 Enterprise DeskPhone Neptune	3ML27520AA

Accessories

ALE-100 Keyboard AZERTY	3ML37100FR
ALE-100 Keyboard QWERTY	3ML37100DW
ALE-100 Keyboard QWERTZ	3ML37010DE
ALE-110 Wall Mounting Kit	3ML27110AA
ALE-120 Key Expansion Module	3ML37120AA
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-140 Neptune Customization Kit (x80)	3ML27140BH
ALE-150 SWB Corded Handset	3ML27150AA
ALE-160 WB Cordless Handset	3ML27160AA
ALE-161 WB Cordless Handset Battery Pack	3ML37161AA
AH 80 Bluetooth Headset with BT Dongle	3MK37008AA
AH 21 M II Premium Headset monaural USB-C USB-A	3MK08018AA
AH 22 M II Premium Headset Binaural USB-C USB-A	3MK08014AB
ALE-108 Wireless Module	3ML27108AA
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
ALE-151 450 MM RJ11 HANDSET CORD (X10)	3ML27151AA
USB-A to USB-C Adapter	3MK37011AA

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

8 Guarantee and clauses

Safety and Regulatory Instructions relates to the following products: ALE-300 Enterprise DeskPhone (ALE-300), ALE-400 Enterprise DeskPhone (ALE-400), ALE-500 Enterprise DeskPhone (ALE-500), ALE-100 Keyboard (ALE-100), ALE-140 Customization Kit (ALE-140), ALE-150 SWB Corded Handset (ALE-150), ALE-160 WB Cordless Handset (ALE-160), ALE-161 WB Cordless Handset Battery Pack (ALE-161), ALE-108 Wireless Module (ALE-108), ALE-110 Wall Mounting Kit (ALE-110).

Read carefully before use of these equipments.

8.1 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, ALE-400, ALE-500: 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.

ALE-160: this product is charged by ALE-400/500 Deskphone when the handset is on-hook or by an USB Type C External Power Supply (EPS) with rating 5V DC, 0.2A 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).

Battery

ALE-160 integrates a battery. There is a danger of explosion if the battery is replaced with an incorrect type. Use only the battery listed with the reference: 3ML37161AA (EN13300 3.7V 1.48Wh).

8.2   Regulatory Statements

Declaration of Conformity may be obtained from:
ALE International 32 avenue Kléber – 92700 Colombes, France -
www.al-enterprise.com/en/declaration-of-conformity.

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:

- $\boxed{\equiv i}$ → *Settings* →

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),
• Non-Radio equipment: 2014/30/EU (EMC), 2014/35/EU (LVD),
• Radio equipment: 2014/53/EU (RED),

$C\mathcal{E}$

ALE-160, ALE-108: these devices offer a Bluetooth® radio interface with a frequency range of 2402-2480 MHz and the maximum transmitted power is 10 dBm.

ALE-108: this device offers a WLAN radio interface compliant with 802.11 with a frequency range and maximum transmitted: 2402-2480 MHz(Bluetooth): 10 dBm, 2400-2483 MHz: 20 dBm, 5150-5350 MHz: 23 dBm, 5470-5725 MHz: 23 dBm, 5725-5850MHz: 14 dBm

EU Frequency band restriction for wireless LAN: the device is restricted to indoor use only when operating in the 5150 to 5350 MHz frequency range in the following countries: Austria (AT), Belgium (BE), Bulgaria (BG), Croatia (HR), Cyprus (CY), Czech Republic (CZ), Denmark (DK), Estonia (EE), Finland (FI), France (FR), Germany (DE), Greece (GR), Hungary (HU), Iceland (IS), Ireland (IE), Italy (IT), Latvia (LV), Liechtenstein (LI), Lithuania (LT), Luxembourg (LU), Malta (MT), Netherlands (NL), Norway (NO), Poland (PL), Portugal (PT), Romania (RO), Slovakia(SK), Slovenia (SL), Spain (ES), Sweden (SE), Switzerland (CH), Turkey (TR).

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.

Exposure to Radio Frequency Signals

ALE-160: this device complies with FCC, ISED and EU radiation exposure limits set forth for an uncontrolled environment. This equipment has very low levels of RF energy and is deemed to comply without testing of specific absorption rate (SAR).

ALE-108: this device complies with FCC, ISED and EU radiation exposure limits set forth for an uncontrolled environment. You have to keep a distance of at least 20 cm between human body (excluding extremities: hands, wrists, feet and ankles) and ALE-108 Wireless Module that is plugged into the phone. This device must not be co-located or operating in conjunction with any other antenna or transmitter.

National Restrictions for Wireless LAN

Always consult local authorities for the latest status of National Regulations for both 2400 and 5000 MHz wireless LANs.

Regulatory information about ALE-160

This device contains transmitter.

Europe: this equipment is compliant with Radio Equipement Directive (RED) 2014/53/EU.	
UK: this equipment is compliant with UK regulations.	UK CA
US: this device complies with part 15 of the FCC Rules. 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. FCC ID: OL3ALE160.	
Canada: IC: 1737D-ALE160.	
Australia/New Zealand: this device equipment complies with the Australian and New Zealand regulatory approvals requirements.	
Bluetooth® qualification	

Regulatory information about ALE-108

Europe: this device contains BTWDB01 or BTWDB02 RF module that is compliant with Radio Equipment Directive (RED) 2014/53/EU.	
UK: this equipment is compliant with UK regulations.	UK CA
US: this device complies with part 15 of the FCC Rules. 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. This device contains FCC ID: OL3BTWDB01 approved radio module.	
Canada: this device contains IC: 1737D-BTWDB01 approved Radio module.	
Bluetooth® qualification	

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

Visit our website for more information and documents in other languages: https://www.al-enterprise.com/products.

1	Smart Pad.
2	ALE500/ALE-400: Color touch display with auto brightness adjustment which enhances user experience and saves power (ambient light sensor). ALE-300: Color display with auto brightness adjustment which enhances user experience and saves power (ambient light sensor). The screen is enhanced by 10 dedicated functions keys.
3	Depending on the model of your phone, it is equipped with one of the following handsets: • Cordless Bluetooth® handset (ALE-160 WideBand Cordless Handset). • Corded handset (ALE-150 Super WideBand Corded Handset).
4	Permanent feature keys: quick access to the phone's main features. (4a) 3 permanent keys (Hang up key, messaging key, local menu key). (4b) ⏸ →👤 👥 : Hold, Transfer and Conference keys.
5	Wideband loudspeaker for optimized sound.
6	Magnetic alphabetic keyboard (optional - ALE-100 Keyboard).
7	An adjustable and stable foot (60° to 0°).
8	Connectors.
9	Slot for inserting the wireless module cartridge (optional - ALE-108 Wireless Module).
10	Busy light logo on back shell.

Keys

📞	📞	• Take the call with the headset if connected, or in hands-free mode.
	📞	• Hang up key (lit in red) to end a call.
	📞	• Return to the homepage at any time.
📧	Voicemail / Missed calls	
	• This key slowly flashes red to indicate a new voice message. Access your voicemail. Follow the instructions from the voicemail server (TUI). • This key slowly flashes blue to indicate missed calls. Open call logs. • The key remains lit up in red if any new voice messages are still present, even after missed calls. • The key remains lit until all events are acknowledged or deleted.	
⏸	Hold key: put the call on hold (during conversation).	
→👤	Transfer: transfer the call to another number.	
👥	Conference: establish a three-party conference call.	

Status icons

Headset connected (preferred device).	🎧
Bluetooth® headset connected (preferred device).	🎧
USB headset connected (preferred device).	🎧
Hands-free mode.	🔊
Silent mode.	🔇
Bluetooth® accessory paired.	✳
ECO mode (USB power limiter) adjusts the phone's capabilities when linked to the detected USB power supply.	⚡
Power Boost (centralized control of additional power via USB).	⚡
Bluetooth® device low battery (blinking icon).	✳📱
Active Bluetooth® connection.	✳

![Alcatel-Lucent Enterprise logo]

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 (SA ○).
- Call forwarded to voicemail (SA →∞). For immediate call forwarding, this area will be highlighted in red (SA →∞).
- Call forwarded to an identified contact (SA →👤). For immediate call forwarding, this area will be highlighted in red (SA →👤).
- Call forwarded to an unknown number (SA →📞). For immediate call forwarding, this area will be highlighted in red (SA →📞).
- Do not disturb (SA ⊘).

Contacts

- Display all your local contacts (defined in the local directory).
- Open contact card.
- Select a contact to call.
- Create a new contact.
- Modify or delete a contact card.

Call log

- Display your entire call history sorted by timestamp.
- Use filters to display all calls, missed calls, unsuccessful calls, incoming calls or outgoing calls.
- Call back a contact.

Prog keys

- List all programmable keys (5 pages/24 by page are available).
- Call a programmed contact.
- Activate advanced services available using prefix.
- Create, modify or delete a programmed key.
- Supervise a contact.

Settings

- Switching between LED management modes
- Adjust the font size
- Define the default homepage
- Hearing Aid
- Define the ringtone
- Activate/deactivate silent mode
- Activate/deactivate meeting mode (progressive ringing)
- Activate/deactivate discreet ring mode
- Select your preferred accessory
- Adjusting the brightness of the desk phone
- Legal notice
- Software version
- Hardware model
- Restore factory settings
- NOE mode.

Search

Open the search by name or number interface.

Dashboard

Display your dashboard.

ALE Link

Manage all connected devices.

Smart Pad

Hands-free/Loudspeaker key

Pressing this key answers an incoming call in hands-free mode. When activated, the key slowly flashes blue[1]. Pressing this key switches between the supported audio mode: hands-free, headset, handset or group listening (loudspeaker) while a call is in progress.

Press this key when on standby 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 muted, the button slowly flashes blue and the Smart Pad ring lights up 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. When activated, the key slowly flashes blue. Interphony can be disabled by the administrator.

←	**Back/Exit key** A short press on this key allows you to go back to the previous step or confirm the selection in a list. Depending on the context, a long press on this key allows you to: go back to the homepage (Contacts, Call logs, Prog keys), go back to the local menu (Settings).
⌃ ⌄	Up-down navigator used to scroll through the content of a page.
‹ ›	**Left-right navigator** Use this key to apply a filter (all, missed, unsuccessful, incoming, outgoing) when consulting the call log. In the text edition, use this key to navigate into the text box. For the ALE-300, use these keys to navigate between different pages.
(rotate +)	**Rotate clockwise:** Turn up the volume (ringing or call state). Up vertical scrolling (idle state).
(rotate -)	**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).

Call icons

(answer icons)	Answer incoming audio call using your 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.
(loudspeaker)	Answer the incoming audio call in handsfree mode.
(voicemail)	Decline the incoming call and forward it to your voicemail (if voicemail is available).
(silent)	Silent ringing when receiving an incoming call. The desk phone stops ringing but you can still answer the incoming call.
(ignore)	Ignore the call. This icon appears when no voicemail is available and the ringer is in silent mode (silent mode activated or you have muted the incoming call ring).

During audio call:	
❚❚	Put the call on hold. The call on hold key will slowly flash blue [1].
❚❚	Retrieve the call on hold. The key is lit in blue[2].
(loudspeaker)	Switching between audio modes during conversation. To activate the loudspeaker instead of the handset or headset, switch the audio mode to loudspeaker mode. The key slowly flashes blue when loudspeaker or hands-free mode is selected [1]. This feature depends on connected devices.
(loudspeaker)	Deactivate loudspeaker. The key is lit in blue[2].
(second call)	Make a second call.
(dialpad)	Open the dialpad during conversation to send a DTMF code (ALE-500).
(dialpad x)	Close the dialpad (ALE-500).
(mute)	Mute the audio. When muted, the button slowly flashes blue and the Smart Pad ring lights up in red[1].
(unmute)	Unmute the audio. The key is lit in blue[2]. The Smart Pad ring lights up in purple (you are in conversation).
→👤	Transfer your two contacts and end the call or conference.
(conference)	Establishing a three-party conference call.
(switch)	Switching between two calls. The active call is purple. The call on hold is blue.
(end call)	End the active call.
(exit)	Exit the conference and allow the remaining participants to continue communicating with each other.
(end conference)	End the conference with all participants.

[1] In 'legacy' mode, the key lights up continuously in blue [2]In 'legacy' mode, the key is dimly lit in blue.