Alcatel 4028 - 4038 Cheat Sheet

Display Keys are underlined (i.e. Line)  FIXED KEYS are CAPITALIZED (i.e. MESSAGE)

To Call Another Extension
Dial the 4 digit extension number

To Make an External Call
Dial 7, plus telephone number

To Transfer an Incoming Call
While talking to caller, press TRANSFER key, dial the extension number to transfer to
Press TRANSFER key to complete transfer

To Transfer a Call to Voice Mailbox
While talking to caller, press TRANSFER, dial **2, plus extension number, press TRANSFER key to complete transfer

To Leave a Message in a Mailbox
Dial **2, plus extension number

To Send a Callback Request
Dial a station number
Press Callback key before terminating call to activate callback request

To Answer a Callback Request
Press MESSAGE key
Press Callback key to view caller
Press Recall to ring that station, press Delete to delete callback request

To Listen to Voice Mail Messages
Press MESSAGE key
Press New Voice Message key
Enter your security code and follow voice prompts

3-Way Conference Call
While talking to first party, (4029 arrow down) press Conference key, dial second party
Press Conference key to link all three parties

Station Call Pickup
To answer a ringing station, dial *72, plus the ringing station number

Group Call Pickup
To answer a call ringing in your group, dial *73

To Set Call Forwarding
Press Forward key (top right display key), select type of forward, select destination
To Cancel Call Forwarding
Press **Forward** key, press **Deactivate**

To Access Voice Mail from Off Site
Dial main number auto attendant number 636-583-5195
When you hear the greeting answer, press # key
Enter your mailbox number, then enter your security code
Follow voice prompts

*Remember any time you don’t see what you are looking for in your screen, press the BACK key (silver key below display)*