AVAYA

4620 IP Telephone

Release 1.8
User's Guide

Electromagnetic Compatibility (EMC) Standards

This product complies with and conforms to the following international EMC standards and all relevant national deviations:

Limits and Methods of Measurement of Radio Interference of Information Technology Equipment, CISPR 22:1997 and EN55022:1998.

Information Technology Equipment – Immunity Characteristics – Limits and Methods of Measurement, CISPR 24:1997 and EN55024:1998, including:

- Electrostatic Discharge (ESD) IEC 61000-4-2
- Radiated Immunity IEC 61000-4-3
- Electrical Fast Transient IEC 61000-4-4
- Lightning Effects IEC 61000-4-5
- Conducted Immunity IEC 61000-4-6

Federal Communications Commission Statement

Part 15:

> **Note: This equipment 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 instruction manual, 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 to correct the interference by one or more of the following measures**:
>
> - **Reorient or relocate the receiving antenna.**
> - **Increase the separation between the equipment and receiver.**
> - **Connect the equipment into an outlet on a circuit different from that to which the receiver is connected**.
> - **Consult the dealer or an experienced radio/TV technician for help.**

This equipment, if it uses a telephone receiver, is hearing aid compatible.

Canadian Department of Communications (DOC) Interference Information

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

DECLARATIONS OF CONFORMITY

United States FCC Part 68 Supplier's Declaration of Conformity (SDoC)

Avaya Inc. in the United States of America hereby certifies that the equipment described in this document and bearing a TIA TSB-168 label identification number complies with the FCC's Rules and Regulations 47 CFR Part 68, and the Administrative Council on Terminal Attachments (ACTA) adopted technical criteria.

Avaya further asserts that Avaya handset-equipped terminal equipment described in this document complies with Paragraph 68.316 of the FCC Rules and Regulations defining Hearing Aid Compatibility and is deemed compatible with hearing aids.

Copies of SDoCs signed by the Responsible Party in the U. S. can be obtained by contacting your local sales representative and are available on the following Web site:

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All Avaya media servers and media gateways are compliant with FCC Part 68, but many have been registered with the FCC before the SDoC process was available. A list of all Avaya registered products may be found at:

http://www.part68.org

by conducting a search using "Avaya" as manufacturer.

Trademarks

Communication Manager is a trademark of Avaya Inc. DEFINITY is a registered trademark of Avaya, Inc. All other trademarked items are the property of their respective owners.

European Union Declarations of Conformity

CE

Avaya Inc. declares that the equipment specified in this document bearing the "CE" (*Conformité Européenne*) mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (1999/5/EC), including the Electromagnetic Compatibility Directive (89/336/EEC, Class B) and Low Voltage Directive (73/23/EEC).

Copies of these Declarations of Conformity (DoCs) can be obtained by contacting your local sales representative and are available on the following Web site:

http://www.avaya.com/support

Japan

This is a Class B product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may occur, in which case, the user may be required to take corrective actions.

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About This Guide

Overview

This guide covers how to use your new 4620 IP Telephone. The 4620 is simple to use while offering the latest advances in telephony systems. IP (Internet Protocol) telephones obtain their operational characteristics from your central telephone server rather than residing in the phone unit itself. Updates and new features are downloaded to your phone without intervention or the need for phone replacement.

This guide contains eight chapters, geared to how you actually use the phone, each of which is described in the section titled Document Organization.

Intended Audience

This document is intended for IP telephone users who have a 4620 IP Telephone. It is not intended to be a technical reference guide for System Administrators or phone technicians.

Issue Date

This document was issued for the first time in July, 2002 and revised for Release 1.8 in June, 2003.

How to Use This Document

This guide is organized to help you find topics in a logical manner. Read it from start to finish to get a thorough understanding of how to use your 4620 IP Telephone, or use the Table of Contents or Index to locate information specific to a task or function you want to perform.

Document Organization

This guide contains the following chapters:

[Introducing Your 4620 IP Telephone](#)	Describes each element on the face of the telephone.
[Using Your 4620 IP Telephone](#)	Covers all call-related information, such as initiating calls, receiving calls, speed dialing, calling a party on the call log, conferencing and transferring calls, accessing and retrieving voice mail messages, logging off the phone for security purposes and logging back on to the phone.
[Using the Speed Dial Application](#)	Describes how to add, update, and remove speed dial buttons, to facilitate quick dialing of frequently called numbers.
[Using the Call Log Application](#)	Describes how to view entries on each of the three types of call logs, add a log entry to a speed dial button, and delete one or more call log entries.
[Using the Web Access Application](#)	Explains how to use the 4620's web access functions.
[4620 IP Telephone Options](#)	Provides setup and maintenance procedures for 4620 telephone options. Also covers troubleshooting certain phone functions.
[Using a Headset or Specialized Handset](#)	Provides a list of 4620-compatible headsets and specialized handsets, and basic headset operation instructions.
[Telephone Management and Troubleshooting](#)	Covers testing your phone's operation and provides basic troubleshooting actions, if you encounter errors or experience problems.

Conventions Used

This guide uses the following textual, symbolic, and typographic conventions to help you interpret information.

Symbolic Conventions

⇒ *NOTE:*
   This symbol precedes additional information about a topic.

Typographic Conventions

This guide uses the following typographic conventions:

Document	Blue underlined type indicates a section or sub-section in this document containing additional information about a topic.
"Document"	Italic type enclosed in quotes indicates a reference to an external document or a specific chapter/section of an external document.
italics	Italic type indicates the result of an action you take or a system response in step by step procedures.
Conference	In step by step procedures, words shown in bold represent a single telephone button that should be pressed/selected.

Related Documentation/Training

This guide and other related documentation is available online at the following URL: http://www.avaya.com/support

For information related to installing an IP Telephone, see the *"4600 Series IP Telephone Installation Guide"* (Document Number 555-233-128).

For information related to mounting a 4620 IP Telephone on a wall, see *"Wall Mount Instructions for the 4620 IP Telephone"* (Document Number 555-233-151).

For information related to maintaining an IP Telephone System on a Local Area Network, see the *"4600 Series IP Telephone LAN Administrator's Guide"* (Document Number 555-233-507).

Standard telephone features are described in Chapter 17, *"Telephony" of the Overview for Avaya^{TM} Communication Manager Software* (Document Number 555-233-767)*.*

Introducing Your 4620 IP Telephone

<div style="text-align: right; font-size: 4em;">**1**</div>

Introduction

This chapter introduces you to the layout of the 4620 IP Telephone. It provides a description for each functional button and other phone characteristics, briefly describes each 4620 application, and provides basic instructions for navigating display screens.

The 4620 IP Telephone

The 4620 IP Telephone is an innovative telephone that gives you access to the World Wide Web while offering the latest features and applications. The large display area allows up to 12 application-specific buttons to be presented and labeled at one time. Additionally, 12 Line/Feature buttons, 4 softkeys, and numerous other fixed buttons provide access to powerful capabilities such as call server-based features, speed dialing, a Call Log, and a WML (Wireless Markup Language, a web development protocol) browser. This last feature, covered in detail in Chapter 5, provides access to websites tailored specifically for devices with smaller display screens (such as cell phones and Personal Data Assistants).

In addition to the features and applications described above, the 4620 provides a robust menu of options to customize your phone preferences.

Your telephone's display area coincides with how the Line/Feature buttons are administered by your System Administrator. The 4 softkeys (which assist you in using the 4620 applications and features), 14 standard (labeled) buttons (which assist in telephone operation and call handling), a built-in, two-way speakerphone, and an infrared interface combine to provide ease of use and flexibility. The telephone is attached to an adjustable stand, which allows you to optimize your viewing position using the button on the back of the stand.

This diagram illustrates the face of the 4620 IP Telephone, and contains numbered "callouts" which identify the phone's primary features and buttons; each callout is described in detail in Table 1-1, which follows the diagram.

Figure 1-1.   4620 IP Telephone

Table 1-1.   *4620 IP Telephone Button/Feature Descriptions*

Callout Number	*Button/Feature Name*	*Button/Feature Description*
1	**Message Waiting Lamp** (⬭)	When lit, indicates you have a message waiting on your voice messaging system. This indicator can also be optioned to flash for incoming calls.
2	**Display**	The display screen is 4 inches by 2.9 inches. Information displayed varies according to the application/function currently active. When the phone is idle, the top area displays the current date and time; when someone is calling you, the name/phone number of that person displays there. The display has eight lines (six lines of which are devoted to the current application, one line showing softkey labels for the current application, and one line for Help and other procedural messages) and four grayscale colors used to indicate activity.
3	**Line/Feature buttons** (◗)	Twelve Line/Feature buttons provide both call appearances (lines for incoming and outgoing calls) and application-specific functionality.
4	**Softkeys** (⬭)	Used to navigate to, or initiate application-specific actions, such as **Call** a number, **Cancel** the current activity, **Save** entered data, and **Store** a speed dial label.
5	**Phone/Exit** (☎)	Displays the Phone application main screen or, if applicable, exits the current call server-based feature and normalizes the display.
6	**Options** (✓)	Displays the Options main screen, from which display and application settings can be updated.
7	**Page Right/Left** (◀ ▶)	Shifts from one page to another in the same application, when the display presents the "paging indicator" (⟷). These buttons have no effect when the Paging Indicator is not displayed.
8	**Speaker LED Indicator**	Lights steadily when the Speakerphone is active.
9	**Speaker** (🔊)	Accesses the Speakerphone feature.

Table   IP Telephone Button Features Descriptions   Continued

Callout Number	Button Feature Name	Button Feature Description
10	**Headset LED Indicator**	Lights steadily when the headset is active.
11	**Headset** (🎧)	With a headset connected, changes audio control from the handset or speaker to the headset.
12	**Mute LED Indicator**	Lights steadily when the handset or headset is muted.
13	**Mute** (🎤)	Turns off the active Speakerphone, handset, or headset microphone, to prevent the other person from hearing you.
14	**Volume Control** (▲) (▼)	Adjusts the handset, speaker, headset, or ringer volume, depending on which item is in use. As you increase or decrease the volume, the top display area provides either a speaker, headset, handset, or ringer icon to indicate for which item you are adjusting volume, followed by a visual "volume meter" showing the volume level. This button also controls the volume of the key click sounds, made when you press fixed buttons on the phone such as the dialpad or softkeys.
15	**Headset Jack**	Provides a port for connecting a headset on the underside of the phone.
16	**Hold** (⌣)	Red button used to place a call on hold.
17	**Transfer** (⟷)	Transfers a call to another phone.
18	**Conference** (⦀)	Sets up conference calls with more than one other person.
19	**Drop** (⌄)	Drops the last person added to a Conference call or ends the current call, if you are not on a Conference call.

Table   IP Telephone Button Feature Descriptions   Continued

Callout Number	Button Feature Name	Button Feature Description
20	Redial ( )	Redials the last number dialed from the phone or displays a list of the last six numbers dialed for selection, as set using the Options button described in Chapter 6.
21	Numeric (Dialing) Pad	Standard 12 button pad for dialing phone numbers.
22	Feature Key Expansion Unit Connection Jack	Provides a port (on the underside of the phone) for connecting the optional EU24 (Feature Key Expansion Unit), which provides additional telephone Feature buttons.

About the Feature Key Expansion Unit (EU24)

The Feature Key Expansion Unit is an optional device that can be connected to your 4620 IP Telephone. The EU24 contains 24 buttons onto which additional IP Telephone features and/or call appearances (incoming/outgoing lines) can be administered by your System Administrator.

For information about this Avaya product, see our website at: http://www.avaya.com/direct. For usage instructions, see the *"Feature Key Expansion Unit User Guide"* (Document Number 555-250-702, available on the http://www.avaya.support.com website).

Navigating Application Screens

Your 4620 IP Telephone uses a combination of Phone Feature buttons, Line/Feature buttons, and Softkeys to allow you maximum flexibility in operating the phone and working with its applications. While reviewing this section, it may be helpful to refer to 4620 IP Telephone, Figure 1-1 on page 1-2.

Phone Feature buttons are used in the Phone application and appear on the face of the telephone around the dialpad. Phone buttons have an icon on the top of the button, to indicate the button's function. These buttons provide mostly call-handling features like Transfer, Conference, Hold, or Redial. Two new phone feature buttons available on the 4620 are Phone/Exit (- used to exit call server-based features and restore the Phone screen to the display), and Options (- used to access the Options function to set certain phone parameters and view phone/server/connection status and other information for troubleshooting).

The Page Right and Page Left buttons (   ) between the Phone/Exit and Options buttons) are also considered phone buttons, and are used to move forward (Right Arrow) or backward (Left Arrow) from one display screen to another. These paging buttons work in conjunction with the paging indicators (   ) you may see on an application screen. Paging indicators show that a screen has more than one page, and allow you to navigate forward and back through those additional pages.

To activate the function or feature represented by a phone button, simply press the appropriate button.

Line/Feature buttons (   ) appear on both sides of the display area. These buttons provide call appearances (Lines) and other call-related features (as administered by your System Administrator) in the Phone application, and serve as application-specific buttons in the Call Log, or other applications. For example, pressing a Line/Feature button in the Call Log application can select the entry to which it corresponds, allowing you to take further action with your selection. When entering text on a screen (for example, labeling a Speed Dial button), several Line/Feature buttons also provide editing features like inserting a comma or backspacing.

An example of the difference between a Line/Feature button's functionality in the Phone application versus other applications is as follows: if you are in the Phone application (the default display screen) and want to call someone, you press the first Line/Feature (call appearance) button and dial your party. But if you are in the Call Log application, pressing the first Line/Feature button selects (highlights) the first call log entry and displays detail information about that call.

In addition to the call-related icons and features explained in Table 1-1, the icons and background display colors in Table 1-2 are associated with certain administrable features on the call server, and may appear on the display. Several features, such as flash, wink, and flutter, are associated with Call Center operations, and may not apply to many 4620 users.

Table 1-2.   Icons/Background Colors for Features Administered on the 4620 Call Server

Icon	Description/Condition	Feature Button Display Background Color
None	Feature is on/active.	White
None	Feature is off/inactive.	Light Gray
None	Feature denied (Broken Flutter). This is a temporary condition, accompanied by an "error beep" the first time it occurs. This condition then changes to the off/inactive state.	Light Gray
None	Idle; indicates a (call appearance) line is available.	White
🔔	Ringing; indicates an incoming call is arriving on this line.	White
]	Active; indicates the line is in use.	Light Gray
☎	On Hold; indicates a call is on hold on this line.	Dark Gray
⌣	(Soft) Hold; indicates this line's call was put on hold pending a conference or a transfer.	Dark Gray
✦	Flash; used for Call Center operations.	Light Gray
▲	Flutter; used for Call Center operations.	Light Gray
▼	Wink; used for Call Center operations.	Light Gray

Four **softkeys** (   ) appear directly below the display area, and allow you to access the other 4620 applications and then perform application-specific functions, like add, save, edit, delete, or cancel. The labels above the softkeys reflect their function relative only to that specific screen.

4620 IP Telephone Applications

Your 4620 IP Telephone provides four applications (Phone, Speed Dial, Call Log, and Web) plus an Options function to define settings, personalize your phone, and troubleshoot certain functions. All applications appear in the display area, accessed by the softkeys appearing below the display.

A brief description of each application follows.

Phone Application

The Phone application is the primary application, through which you make and receive calls, and perform call-handling operations such as conference calling or transferring calls to another phone.

Using Your 4620 IP Telephone provides information on using the Phone application.

Speed Dial Application

The Speed Dial application provides access to speed dial buttons, which facilitate automatic dialing. Use this application to set up buttons for speed dialing, update speed dial button label information, or remove the label from a speed dial button.

Using the Speed Dial Application describes how to set up, update and remove labels from speed dial buttons. Making a call using a speed dial button is covered in Using Your 4620 IP Telephone.

Call Log Application

The Call Log application provides three lists, each showing up to 30 outgoing, incoming answered or missed calls. Use this application to call a person directly from the Call Log display and to add a log entry's name and phone number to a speed dial button. In addition, you can disable the Call Log for privacy purposes by setting the Call Log Disable option, as described in Chapter 6.

Using the Call Log Application covers log viewing, deleting one or all entries in a log, and adding an entry from your Call Log to a speed dial button. Making a call from the Call Log is covered in Using Your 4620 IP Telephone.

Web Access Application

The optional Web Access application allows you to access web pages reachable via links from a Home page (and connected pages) as administered by your System Administrator. Depending on the Home page links available, you may browse Corporate intranet sites or browse the world wide web.

Using the Web Access Application covers navigating web access screens and pages, and provides information about entering text on web pages. Making a call from the Web Access application is covered in Using Your 4620 IP Telephone.

4620 Telephone Options

The Options function, accessed using the Options (✓) button below and to the right of the display area, lets you set certain phone parameters (such as display area contrast and how you want the Redial button to work) and view telephone status screens for troubleshooting or information purposes. Chapter 6, 4620 IP Telephone Options covers all options.

Using Your 4620 IP Telephone

2

Introduction

This chapter describes how to make calls, receive calls, retrieve voice mail messages, and log off your 4620 IP Telephone. The telephone Line/Feature buttons that assist in call handling are also covered in this chapter.

Call Appearances

In the Phone application, a call appearance, by default, takes up the entire display width, while administered feature buttons take up half the display width. When a call appearance is full-width, the Line/Feature buttons on either side of that row can be used to select that call appearance, and generally, all call-associated messages for that call appearance on that row. When a call appearance is half-width (for example, the full width default has been changed), only the Line/Feature buttons on the appropriate side of that row can be used to select that call appearance; in this case, call-associated messages for that call appearance show on the top display line instead. See 4620 IP Telephone Options for information about setting the call appearance width.

Making Calls

You have several ways of making calls. You can lift the handset, activate a headset if one is connected to your phone, use the Speakerphone, or use an automatic dial feature like speed dial, redial or abbreviated dialing, all described in this section.

⇒ *NOTE:*

You can set an option for whether the Phone screen displays when you make an outgoing call, or whether the current screen remains displayed. See Application Options in Chapter 6 for details.

Manual Dialing

Dial a call manually by picking up the handset, activating your headset, or pressing the Speakerphone button.

1. Pick up the handset, activate your headset, or press the **Speakerphone** button and dial.

   If the Phone screen is active, the first available call appearance line displays the off-hook (▐) icon and the background appears shaded.

   If the Phone screen is not active, the top display line provides call-related messages.

   If applicable, the Call Timer displays at the top of the display area.

   ### ⇒ *NOTE:*

   Displaying the Call Timer is optional and is set via the **Options** button. See 4620 IP Telephone Options for information.

2. Use the dialpad to enter the number you want to call.

   The number entered displays on the active call appearance line and the 4620 IP Telephone initiates the call.

3. Hang up the handset, deactivate the headset, or press the **Speakerphone** button to end the call.

Automatic Dialing

Automatic dialing includes:

- redialing a previously called number,

- speed dialing a number programmed on a Speed Dial button,

- using an administered Abbreviated Dialing Feature button to initiate a call,

- dialing a party listed on your Call Log, or

- dialing a party from a web page displayed via the Web Access application.

> **NOTE:**
> The 4620 IP Telephone often receives telephone numbers through the Call Log or Web Access application that are not immediately "dialable." For example, the Call Log may contain an incoming call from the following U.S. phone number: 732-555-1234. In general, if you try to dial that number as is, the call would not go through - you would first have to dial one or more digits to obtain an outside line, access your corporate telephone network, or add some other code before you can return the call. As of Release 1.8, the 4620 IP Telephone can, if appropriately administered, automatically dial those "extra" digits for you, so that with one touch, the telephone automatically dials 91-732-555-1234. Your telephone administrator has information on setting up this Enhanced Dialing capability.

Redialing a party

Depending on how you have set up your Redial option (as covered in 4620 IP Telephone Options), the Redial feature automatically initiates dialing of the most recent number dialed, or displays a list of the last six outgoing calls for selection of the number to be dialed. Both procedures follow.

> **NOTE:**
> If all lines are in use, the Redial feature will not proceed with dialing, nor allow selection of a number to be redialed from the Redial screen.

Redialing the last number called:

Press the **Redial** ( ) Feature button.

The last number dialed is automatically redialed.

Redialing using a list of the last six numbers called:

1. Press the **Redial** ( ) Feature button.

   The Redial screen displays the last six unique numbers dialed and the prompt "Select number to dial" appears at the top of the display.

2. Press the Line/Feature button associated with the number you want to redial.

   If the call can be dialed, the Phone application screen displays and the selected number dials automatically.

   If the selected number cannot be dialed (for example, if all call appearance lines are currently on Hold), all Redial entries are disabled. If you press a number for redialing while in this state, an error beep tone sounds and no further action occurs.

3. Proceed with the call.

   A Call Log entry is created for this call.

Dialing a party using a Speed Dial button

Automatic dialing of pre-stored numbers is the most common method of automatic dialing. You can set up Speed Dial buttons and select the party you want to call by pressing that button. For information on setting up Speed Dial buttons, see Using the Speed Dial Application. Because of the 4620 IP Telephone's advanced capabilities that allow up to 108 speed dial entries, speed dialing as described in the following procedure is convenient and efficient.

1. Press the **SpDial** softkey at the bottom of the display screen.

   The first twelve Speed Dial buttons display, one name/number per button, and the prompt "Select entry to dial." appears at the top of the display area.

2. If the party you want to call appears on the display, proceed to Step 3. If the party you want to call is not shown, press the **Page Right** ( ) button to display the next page of entries, continuing until the number/party you want displays. You can also press the **Page Left** ( ) button to display the preceding page of entries.

3. Press the Line/Feature button associated with the name/number of the person you want to call.

   The number of the selected person dials automatically.

4. Pick up the handset, activate the headset, or use the Speakerphone to proceed with the call.

5. Hang up the handset, deactivate the headset, or press the **Speakerphone** ( ) button to end the call.

Automatically dialing a party using an administered Line/Feature button

Your System Administrator may have programmed individual numbers on Line/Feature buttons (this is called Abbreviated Dialing). If so, they display on the Phone application screen (or the Feature Key Expansion Unit, if this optional device is attached to your phone) with labels assigned by the System Administrator.

If the label for the number you want to call appears in the display area, press the appropriate button,

or

Press the **Page Right** ( ) or **Page Left** ( ) button(s) below the display area until the label of the party you want to call displays, then press that button.

The number dials automatically and the screen displays the appropriate call appearance line as active.

➡ *NOTE:*
In general, you can re-label administered Feature buttons as you see fit, as described in <u>Feature Button Labeling</u> on page <u>6-18</u>.

Calling a party from the Call Log

Your 4620 IP Telephone maintains a log of up to 90 outgoing, incoming answered, and incoming unanswered calls to/from your phone (up to 30 calls in each log).

1. To call a party listed in the Call Log, press the **Log** softkey at the bottom of the display area.

   The first six missed calls display, one name/number per button, and the prompt "Select entry for details." appears at the top of the display area.

2. If the party you want to call is in a Call Log other than the one for Missed calls, press the softkey representing the Call Log on which that entry appears (either **Outgo** or **InAns**).

   The selected Call Log displays.

3. If the party you want to call appears, proceed to Step 4. If the party you want to call is not displayed, press the **Page Right (** **)** button to display the next page of entries, continuing until the number/party you want displays. You can also press the **Page Left** ( ) button to display the preceding page of entries.

4. Press the Line/Feature button associated with the name/number of the person you want to call.

   The associated Call Detail screen displays.

5. Select **Call**.

The phone goes off-hook and the selected party's number is dialed. If the "Phone Screen on Calling" option is set to "Yes" in your IP Telephone Options (as described in Chapter 6) the Phone application screen displays. A Call Log entry is created for this call.

> **NOTE:**
> If your administrator has set up the Enhanced Dialing feature, selecting **Call** causes the 4620 to automatically add any appropriate digits (such as those required to get an outside line) to phone numbers in the **Missed** and **InAns** Call Logs. If you press **Call**, but the call does not go through, check with your Telephone Administrator to ensure the Enhanced Dialing feature is set up properly for your environment.

6. Proceed with the call as you normally would.

See Using the Call Log Application for more information about the Call Log.

Calling a party from the Web Access application

Your 4620's optional Web Access application is capable of automatically dialing web links that have been designated by the web page author as phone numbers. To call a party via a web link, merely select that link.

> **NOTE:**
> If your administrator has set up the Enhanced Dialing feature, selecting a link to call a party causes the 4620 to automatically add any appropriate digits (such as those required to get an outside line) to phone numbers. If you select a call link, but the call does not go through, check with your Telephone Administrator to ensure the Enhanced Dialing feature is set up properly for your environment.

Receiving Calls

When someone calls you and the Phone screen is active, as the phone rings the Bell (🔔) icon appears in the display and (if so administered) the Voice Message light flashes. When the Phone screen is active, call information displays on the incoming call appearance line; if the Phone screen is not active, call information appears on the top display line.

To receive the call, pick up the handset, activate the headset, or press the Speakerphone button and talk.

> **NOTE:**
> You can set an option for whether the Phone screen displays when you receive an incoming call, or whether the current screen remains displayed. You can also set an option to flash the Message Waiting Lamp when the phone rings. See Application Options in Chapter 6 for details.

Call Handling Features

The features described in this section are available while calls are in progress. Use the dedicated Feature buttons on the telephone itself, or administered Feature buttons available using the 4620's softkeys, as applicable.

> **NOTE:**
> Features may also be accessed via an optional Feature Key Expansion Unit, described in <u>Introducing Your 4620 IP Telephone</u>.

Conference

The Conference feature allows you to conference up to the maximum number of parties set by your System Administrator.

Adding another party to a call

1. Dial the first party, then press the **Conference (((( ))** button.

   The line's display area changes to white text with a dark gray background. The current call is placed on hold, the Soft Hold (）) icon displays, and you hear a dial tone.

2. Dial the number of the next party and wait for an answer.

3. Press the **Conference** (((( )) button again to add the new party to the call.

4. Repeat Steps 1- 3 for each party you want to conference in to the call.

Adding a held call to the current call

1. Press the **Conference** (((( )) button.

   The icon on the current line changes to the Soft Hold (）) icon.

2. Press the Line/Feature button of the held call.

3. Press the **Conference** (((( )) button again.

   All parties are now connected.

Dropping the last person added to the call

Press the **Drop ((i))** button.

The last party connected to the conference call is dropped from the call.

Hold

The Hold feature puts a call on hold until you retrieve it.

Placing a call on hold

Press the **Hold** ( ) button.

The line's display area changes to white text with a dark gray background, and the Hold ( ) icon displays.

Retrieving the held call

Press the Line/Feature button on which the call is being held, or press the **Hold** ( ) button.

The call is now active.

Mute

During an active call, the Mute feature prevents the party with whom you are speaking from hearing you. This feature is most commonly used in conjunction with the Speakerphone, but can be used to hold an off-line conversation at any time during a call.

Preventing the other person on the line from hearing you

1. Press the **Mute** ( ) button.

   The other party cannot hear you. The indicator next to the Mute button lights when Mute is active.

2. To reinstate two-way conversation, press the **Mute** ( ) button again.

Speakerphone

A two-way, built-in Speakerphone lets you place and answer calls without lifting the handset.

NOTE:
It is also possible to disable the Speakerphone feature or limit it to one-way operation. If your Speakerphone does not operate as indicated, contact your System Administrator to be sure your telephone's Speakerphone is properly administered.

Placing or answering a call without lifting the handset, or using the Speakerphone with any feature

1. Press the **Speaker** ( ) button.

   The indicator next to the Speaker button lights and voice control is handled by the speaker. The first available call appearance line activates.

2. Place or answer the call, or access the selected feature.

3. Adjust the speaker volume if needed by pressing the **Volume Control (   )** button until you reach the desired volume level.

   As you press the Volume Control button, the top display area shows the volume level.

Changing from the Speakerphone to the handset or headset

Pick up the handset or activate the headset.

The Speaker indicator next to the Speaker button goes off and audio control reverts to the handset or headset as applicable.

Changing from the handset or headset to the Speakerphone

Press the **Speaker** ( ) button, then hang up the handset (the headset is automatically deactivated).

The indicator next to the Speaker button lights and voice control is handled by the speaker.

Turning the Speaker on during a call

Press the **Speaker** ( ) button.

The Speaker indicator next to the Speaker button lights. The Speaker is now operational.

Turning the Speaker off during a call

Lift the handset or activate the headset at any time.

The Speaker and the corresponding indicator light turn off; voice control reverts to the handset/headset.

Ending a call while the Speaker is active

Press the **Speaker** button.

The Speaker and the corresponding indicator light turn off and the call terminates.

Transfer

The Transfer feature lets you transfer a call from your telephone to another extension or outside number.

Sending a call to another telephone

1. With the call active (or with only one held call and no active calls), press the **Transfer** ( ) button.

   The call is placed on hold; the Hold ( ) icon displays and you hear a dial tone while the next available line activates.

2. Dial the number to which you want to transfer the call.

3. If you do not want to announce the call, press the **Transfer** ( ) button again and proceed to Step 6. If you wish to wait for an answer and announce the call, go to Step 4.

   The call is sent to the extension or number you dialed. A two-second display message indicates the transfer is complete.

4. Remain on the line and announce the call; if the line is busy or if no one answers, return to the held call by pressing the Line/Feature button on which it is being held.

5. Press the **Transfer** ( ) button again.

   The call is sent to the extension or number you dialed. A two-second display message indicates the transfer is complete.

6. Hang up your handset.

Retrieving a Voice Mail Message

When someone leaves a message in your voice mailbox, the Message Indicator ( ) at the top middle of the phone illuminates.

Follow your standard voice mail retrieval procedures to retrieve your messages. If you have voice mail-related questions, contact your Telephone System Administrator.7

Logging Off the Phone

Log your 4620 IP Telephone off to prevent unauthorized use during an absence or to protect your unique set of administered features (such as your speed dial list) when the phone is shared by multiple users.

As of Release 1.8, you can log off directly through the Options menu. See Chapter 6: Logging Off the 4620 IP Telephone for details. The process below applies to all 4620 IP Telephones.

NOTE:
Before you can log off, be sure the telephone is on-hook and idle (no call appearance lines in use).

1. To log your phone off, press the **Mute** button, then press the following numbers on the dialpad: **5 6 4 6 3 3 #** (which stands for LOGOFF)

   A request to un-register the phone is sent to the server. The phone is now in a logged-off state and displays "Extension = ".

Reinstating the Phone After a Logoff

1. Using the dial pad, enter your Extension number, then press the Pound key (**#**).

   The display prompts for entry of your password.

2. Using the dial pad, enter your Password, then press the **#** key.

   The 4620 is now ready for use.

Forcing a Login to the Phone

If you try to log your phone in, and "Extension in Use" displays, the extension you entered is already being used by another person.

If this is your extension, you can force the other user off the system by pressing the pound (**#**) key to answer "OK" to both the Extension and the Password prompts.

Using the Speed Dial Application

3

Introduction

This chapter describes how to add, update, and delete a Speed Dial button label. Up to 108 Speed Dial buttons are allowed, each containing a name and corresponding telephone number.

Entering Data on Speed Dial Screens

If you are unfamiliar with entering data using a telephone dialpad or using softkeys for editing functions, review this section before adding or updating a Speed Dial button.

Entering Characters Using the Dialpad

Use the dialpad keys 0 through 9, * and # to enter characters in a Name or Number field.

To select a field, press the Line/Feature button on either side of the field to which you want to move.

When entering a Name, the first press of a dialpad key displays the first alphabetic character associated with that key to the right of the current cursor position; this character is shown in upper case and the cursor does not move. A subsequent press of the same key replaces the character shown with the next alphabetic character assigned to that key (still in upper case), or the number assigned to that key, if all three alphabetic characters have been displayed.

For example, pressing the "2" on your dialpad displays the letter "A." Pressing the 2 key again replaces the A with a "B," pressing it again replaces the B with a "C" and pressing it again replaces the C with a "2;" pressing it again redisplays the letter "A," and so on. Pressing a different key moves the cursor one position to the right and displays the first alphabetic character associated with that key (all letters after the first display by default in lower case). Repeat this key press/entry process to enter the rest of the party's name. And, you may use the Left Arrow (◀━━━) and Right Arrow (━━━▶) softkeys to move the cursor to the left or right, respectively.

When entering a telephone number in the Number field, your 4620 IP Telephone recognizes a key press as a numeral (or typographic character such as ***** or **#**) and automatically moves the cursor to the right.

> **NOTE:**
> You can enter text while on a call, however, you automatically exit text entry mode if you go off-hook (either via the headset/handset or by a fixed button like **Transfer**), or if you cause another screen to display (for example, by pressing **Save** or **Cancel**, or pressing the ⬭✓ button).

Editing During or After Entry

Editing commands display below the Number field, next to certain Line/Feature buttons. The commands and their actions are:

- **Clear** - Remove all characters from the field in which the cursor currently resides.

- **Case** - Change the character to the left of the cursor from lower case to upper case or vice versa, depending upon its original case. Note that when entering a name, the first character entered is initially displayed in upper case, with subsequent characters initially displayed in lower case letters.

- **Backspace** - Delete the character to the immediate left of the cursor.

- **Apostrophe** - Insert an apostrophe at the cursor position.

- **Comma** - Insert a comma at the cursor position. In a Number field, a comma creates a short pause when the telephone automatically dials that number

- **Hyphen** - Insert a hyphen at the cursor position.

- **Space** - Insert a blank space at the cursor position.

  > **NOTE:**
  > Some of the above commands, such as **Case**, appear only when there is data in the field in which the cursor is positioned. Pressing one of these buttons causes the respective action to be taken at the current cursor position. For example, in entering the name "D'Aleo," pressing the Line/Feature button labeled

Apostrophe after entering the letter "D" inserts an apostrophe following that letter.

Name Entry Example

To add a Speed Dial button for Tom Brown, you would typically press the following dialpad number button/Right Arrow softkey in sequence:

8 (T)

666 (o)

► (Right Arrow softkey to move the cursor one space to the right)

6 (m)

22 (b)

777 (r)

666 (o)

9 (w)

66 (n)

But after entering the above sequence, the display shows: **Tombrown**. By incorporating the editing Line/Feature buttons during entry, your actual key press sequence should be:

8 (T)

666 (o)

► (Right Arrow softkey to move the cursor one space to the right)

6 (m)

Line/Feature Button 12 (Space)

22 (b)

Line/Feature Button 5 (Case; changes the "B" from lower to upper case)
777 (r)

666 (o)

9 (w)

66 (n)

Adding a Speed Dial Button

1. Access the Speed Dial application by pressing the **SpDial** softkey.

   The Speed Dial Main screen displays.

2. Press the **Add** softkey.

   The Speed Dial Entry screen displays, with a cursor in the Name field.

   ➤ *NOTE:*
   > For assistance entering information on this screen, see the previous section titled <u>Entering Data on Speed Dial Screens</u>.

3. Use the dialpad to enter the name of the person being added to a Speed Dial button, using up to 10 (or 12, with Release 1.8) characters, or press **Cancel** to return to the Speed Dial Main screen without adding a name.

4. After completing the Name field, press the Line/Feature button to the left or right of the Number field.

5. Use the dialpad to enter the telephone number of the person for whom you are adding the Speed Dial button, using up to 24 characters and any of the editing Line/Feature buttons to insert appropriate spaces in the number being entered. Don't forget to include any trunk number(s) needed to obtain an outside line.

6. Verify the Name and Number entered in Steps 3 and 5 are correct. To change an entry, use the **Left Arrow** softkey and/or the **Right Arrow** softkey to move to the cursor to the right of the character(s) to be changed, press the **Backspace** button to remove that character, and re-enter that character. Alternately, to erase a field entirely, select that field by pressing the Line/Feature button on either side of that field, then press the **Clear** Line/Feature button; you can then enter new data in the cleared field.

7. When the Name and Number are correct, press the **Save** softkey to add the information to a Speed Dial button. (Press the **Cancel** softkey to exit without saving.)

   The Name/Number entry is added to the Speed Dial list in alphabetical order by Name. The Speed Dial Main screen redisplays, allowing you to verify that the new button is now available for automatic dialing.

8. To add another Speed Dial button, repeat this procedure from Step 2.

9. To exit the Speed Dial application, press the **Phone/Exit** ( ) button.

   ➤ *NOTE:*
   > You can position an entry at the beginning of the list, out of alphabetical order, by placing a space, asterisk, etc. as the first character of the name. For example, "*Bruce" would be placed before "Aaron" on the list.

Updating Speed Dial Button Label Information

Use the following procedure to change the name or number associated with a Speed Dial button.

1. Access the Speed Dial application by pressing the **SpDial** softkey.

   The Speed Dial Main screen displays.

2. Use the **Page Left** and/or **Page Right** buttons as appropriate until the entry you want to update displays.

3. Press the **Edit** softkey.

   The prompt "Select entry to edit." displays.

4. Press the Line/Feature button corresponding to the button you want to update. If the button to be updated is not displayed, press the **Right** or **Left Arrow** softkey until the button to be updated appears.

   The Speed Dial Editing screen displays the prompt "Use dialpad to edit Number (<25)." with the cursor positioned at the end of the Number field.

   ⮕ *NOTE:*
   > For assistance with entering information on this screen, see the previous section titled Entering Data on Speed Dial Screens.

5. To change the telephone number, use the **Left Arrow** softkey and/or the **Right Arrow** softkey to move to the cursor to the right of the character(s) to be changed, press the **Backspace** button to remove the character(s), and re-enter the character(s). The Number field allows up to 24 characters.

   ⮕ *NOTE:*
   > Pressing the **Delete** Line/Feature button while in the Name or Number field allows you to delete the entire Speed Dial label (as covered in the next section, Deleting a Speed Dial Button Label). Alternately, pressing **Cancel** at any time returns you to the Speed Dial Main screen without updating the label.

6. To change the name, press the Line/Feature button to the left of the Name field. Then use the **Left Arrow** softkey and/or the **Right Arrow** softkey to move to the cursor to the right of the character(s) to be changed, press the **Backspace** button to remove the character(s), and re-enter the character(s). The Name field allows up to 10 characters (12 with Release 1.8).

7. When the Name and/or Number have been updated, press the **Save** softkey to add the information to a Speed Dial button. (Press the **Cancel** softkey to exit without saving.)

The Name/Number entry is updated, and all Speed Dial buttons are re-sorted in alphabetical order by Name. The Speed Dial Main screen redisplays.

8. To update another Speed Dial button, repeat this procedure from Step 2.

9. To exit the Speed Dial application, press the **Phone/Exit** ( ) button.

Deleting a Speed Dial Button Label

1. Access the Speed Dial application by pressing the **SpDial** softkey.

   The Speed Dial Main screen displays.

2. Use the **Page Left** and/or **Page Right** buttons as appropriate until the entry you want to delete displays.

3. Press the **Delete** softkey.

   The prompt "Select label to delete." displays.

4. Press the Line/Feature button corresponding to the button you want to remove. If the button to be deleted is not displayed, press the **Right** or **Left Arrow** button until the button to be removed appears.

   The Speed Dial Deletion screen displays the prompt "Press Delete again to confirm."

5. Visually verify that you want to delete the Name and Number displayed, then choose one of the following options:

If you want to	*Then*
Cancel the deletion without removing this Speed Dial button	Press **Cancel**. *No deletion occurs and the Speed Dial Main screen displays.*
Complete deleting this Speed Dial button	Press **Delete**. *The button is removed, the remaining Speed Dial buttons are re-sorted by Name and the Speed Dial Main screen displays.*

Using the Call Log Application

4

Introduction

This chapter describes the three Call Logs available on your 4620 IP Telephone. It also provides procedures for adding a Call Log entry to a Speed Dial button and deleting one or all Call Log entries.

For information on calling a party listed in any Call Log, see Making Calls in Chapter 2 of this guide.

About the Call Log

Call logs are helpful in tracking who called while you were away from the phone, for redialing the number of a previous call you made, or for obtaining telephone numbers from previous calls. The 4620 also allows you to set up a Speed Dial button for any call listed, facilitating dialing of frequently-called numbers.

All calls made to or from your 4620 IP Telephone are added to one of three Call Logs - Outgoing Calls, Incoming Calls, and Missed (unanswered) Calls. The Missed Call Log displays automatically whenever you access the Call Log application, but you can quickly access a different log if desired.

Each log has a main screen, which lists the calls in chronological order (newest to oldest), and a details screen. The main screens provide the Name and Number of the calling or called party, if available, and a time (for the current date) or date (for calls prior to the current date). The details screen displays all this information (in a wider format), and reminds you of what type of call it was.

Each Call Log can contain a maximum of 30 entries. When a log contains more than six entries, **Page Right** and **Page Left** buttons are available to help you

scroll through the log six entries at a time. Calls are listed in order from top to bottom, the most recent call first.

Viewing a Call Log

1. Access the Call Log application by pressing the **Log** softkey.

   *The Missed Call Log Main screen displays the Caller's name, number, and time/date of the first six unanswered call*s.

   ⟹ *NOTE:*
   > All Call Log screens have the same fields, characteristics, and softkeys.

2. Choose one of the following options:

If you want to	*Then*
Review the next six calls	Press the **Page Right** button.
Review the last six calls	Press the **Page Left** button.
Review outgoing calls you made	Press the **Outgo** softkey.
	The Outgoing Calls Main screen displays.
Review calls you received and answered	Press the **InAns** softkey.
	The Answered Calls Main screen displays.
Review missed calls	Press the **Missed** softkey.
	The Missed Calls Main screen displays.
Delete one or all entries from the log displayed	See the section in this chapter titled Deleting Call Log Entries.
See detailed information about a call	Press the Line/Feature button to the left or right of that entry.
	The Missed Call/Answered Call/Outgoing Call Detail screen displays, as applicable.
Return to the Call Log Main screen from a Detail screen	Press the **Return** softkey.

Adding a Call Log Entry to a Speed Dial Button

1. Access the Call Log application by pressing the **Log** softkey.

   The Missed Calls Main screen displays.

2. If the party for whom you want to create a Speed Dial button is listed on the Missed Calls Log, proceed to Step 3. If the party for whom you want to create a Speed Dial button is not listed on the Missed Call Log, press the softkey representing the Call Log with that entry (**Outgo, In Ans)**.

   The Outgoing or Incoming Answered Call Log Main screen displays, as applicable.

3. Press the Line/Feature button to the left of the party for which you want to create a Speed Dial button.

   *The Detail screen for that entry displays. If the **AddToSD** softkey is not displayed, you have the maximum number (108) of Speed Dial buttons labeled and cannot add a new entry unless you remove an entry first.*

4. Press the **AddToSD** softkey.

   The Speed Dial Editing screen displays, to allow you to make a change to the name or number. The prompt "Use dialpad to edit Number." displays, with the cursor positioned at the end of the Number field.

   ⇒ **NOTE:**
   > For assistance with entering information on this screen, see the section in Chapter 3 titled Entering Data on Speed Dial Screens.

5. If no Name/Number changes are needed, proceed to Step 8. To change the telephone number, use the **Left Arrow** softkey, and/or the **Right Arrow** softkey to move the cursor to right of the character(s) to be changed, press the **Backspace** button to remove that character, and re-enter the correct character.

6. To change the name, press the Line/Feature button on either side of the Name field to move from the Number to the Name field.

7. Use the **Left Arrow** softkey, and/or the **Right Arrow** softkey to move the cursor to the right of the character(s) to be changed, press the **Backspace** button to remove that character, and re-enter the correct character.

8. When the Name and/or Number have been updated, press the **Save** softkey to add the information to a Speed Dial button. (Press the **Cancel** or **Delete** softkey to exit without saving.)

   The Name/Number entry is updated, and all Speed Dial buttons are re-sorted in alphabetical order by Name. The Speed Dial Main screen redisplays.

9. To exit the Speed Dial application, press the **Phone/Exit** (📞   ) button.

Deleting Call Log Entries

You can delete a single Call Log entry or all entries on a specific Call Log.

Deleting a Single Call Log Entry

1. Access the Call Log application by pressing the **Log** softkey.

   The Missed Calls Main screen displays.

2. If the entry to be deleted is shown, proceed to Step 3. If the entry to be deleted is not shown, use the **Arrow** keys to scroll through the Missed Calls Log or press either the **In Ans** or **Outgo** softkey to access the Incoming Answered or Outgoing Calls logs, respectively.

3. With the entry to be deleted displayed, press the Line/Feature button corresponding to that entry.

   The selected entry's Detail screen displays.

4. Press the **Delete** softkey.

   The prompt "Press Delete again to confirm." displays at the top of the screen.

5. Visually verify that you want to delete the Name and Number displayed, then choose one of the following options:

If you want to	*Then*
Cancel the deletion without removing this Call Log entry	Press **Cancel**. *No deletion occurs and the Call Log's Main screen displays.*
Complete deleting this Call Log entry	Press **Delete**. *The entry is removed and the remaining entries on this Call Log remain sorted in chronological order.* *The Call Log's Main screen displays.*

6. To exit the Call Log application, press the **Phone/Exit** ( ) button.

Deleting All Entries from a Call Log

1. Access the Call Log application by pressing the **Log** softkey.

   The Missed Calls Main screen displays.

2. To clear the Missed Calls Log, proceed to Step 3.

   To clear the Incoming Answered Calls Log, press the **InAns** softkey to display that Call Log, then proceed to Step 3.

   To clear the Outgoing Calls Log, press the **Outgo** softkey to display that Call Log, then proceed to Step 3.

3. Press the **Delete All** softkey.

   The prompt "Press Delete again to confirm." displays.

4. Visually verify that you want to delete all entries for the Call Log, then choose one of the following options:

If you want to	*Then*
Cancel the deletion without removing all of this Call Log's entries	Press **Cancel**. *No deletion occurs and the Call Log's Main screen displays.*
Complete the deletion of all entries for this Call Log	Press **Delete**. *The entries are removed. The Call Log's Main screen displays.*

5. To exit the Call Log application, press the **Phone/Exit** ( ) button.

Disabling the Call Log

If desired, you can disable your Call Log. See Enabling/Disabling the Call Log in Chapter 6 for details.

Using the Web Access Application

5

Introduction

One of the exciting aspects of the 4620 IP Telephone is its optional Web Access application. You can actually use your telephone to access your Corporate intranet and the World Wide Web.

Your System Administrator has the option of designing a Home page on which your web options reside or using a Home page provided by Avaya for this purpose. When setting up your web options, for security purposes, your System Administrator may also optionally require that an authentication screen display upon selection of the Web Access application; if included, you will be required to submit a User Name and Password before gaining access to the Home and other web pages/sites.

Note that the Web Access application offers a basic browser capability; it does not support all the data types found on the Internet and is not intended to replace your PC's browser. The 4620's web functions are more like those of a Personal Data Assistant (PDA) or a cellular telephone, geared towards use on a small (six line) display screen.

This chapter describes the basic functions available with the Web Access application. These functions include accessing and navigating pages linked to the Home page, entering text on applicable web pages, and setting up a Speed Dial entry for a name and associated telephone number found on applicable websites. Because the Web Access application can be customized by your System Administrator for specific business use, not all features described in this chapter may apply to you, and others which result from customizing may not be described here. For this reason, contact your System Administrator for specific information about how your Web Access application has been administered before proceeding.

Because customizing may affect the flow of web-related activity, only the primary web screen types are described in this chapter.

Web Access Authentication

Depending on how your Web Access application is administered, you may be required to provide identification before gaining access to web pages. If you do not know your User ID or Password, contact your System Administrator for assistance.

1. If the Web Authentication input screen displays after selecting the **Web** softkey, use the dialpad to enter your User ID or Name.

   ⮕ *NOTE:*
   For information on entering text using the dialpad, see the section in this chapter titled <u>Entering Characters Using the Dialpad</u>.

2. Press the Line/Feature button to the left of the Password field and enter your password.

3. Choose one of the following options:

If you want to	*Then*
Authenticate the ID and Password	Press the **Submit** softkey. *When your ID and password have been authenticated, the next page displays.* I*f your ID and/or password cannot be authenticated, appropriate error messages are displayed.*
Exit the Web application without authentication	Press the **Cancel** or **Back** softkey. *The previous application or options screen displays*.

Navigating Web Pages

The Web Access application browser performs similarly to those on your PDA or cell phone. You navigate web pages using a combination of Line/Feature buttons and softkeys.

> **➡ NOTE:**
> Calls made or received while working with the Web application have no impact on web access, web page navigation, or web page text entry.

Navigating the Home Page and Other Standard-Size Web Pages

1. Access the Web Access screen by selecting the **Web** softkey at the bottom of the display area.

   The Home page displays.

2. If a line is not selected (highlighted), press the [⬆] button or the [⬇] button (Line/Feature buttons 8 or 11) as applicable to bring the line "in focus" before proceeding.

3. Navigate the Home page and other web pages as follows:

If you want to	*Then*
Redisplay the Home page	Press [**H**] (Line/Feature button 9). *Any web page loading/processing stops and the Home page displays.*
Refresh the current display (re-display the current web page)	Press [**R**] (Line/Feature button 10). *Any web page loading/processing stops and the current page redisplays.*
Move down the web page one text line, from the line currently highlighted	Press [⬇] (Line/Feature button 11).
Move up the web page one text line, from the line currently highlighted	Press [⬆] (Line/Feature button 8).
Move the web page down one page (to see the next six lines)	Press [⬇] (Line/Feature button 12).
Move the web page up one page (to see the previous six lines)	Press [⬆] (Line/Feature button 7).
Traverse multiple pages	Press the **Back** or **Forward** softkey, as appropriate.
Use a link to go to another page	Press the Line/Feature button to the left of the line displaying an **underlined** link.

➡ *NOTE:*
> You can view and scroll through images, if any are presented, as well as text.

Entering Text on Web Pages

Text entry pages are those on which you can enter data, for example, a name, a web address (URL), or other identifying information. Text entry areas on a page are identified by a set of square brackets, each separated by three blank spaces ⌊ ⌋ .

1. To enter data, first press the Line/Feature button to the left of the line on which you want to enter text.

   *Four new softkeys display: **Done**, **Bksp**, and **Space**, with the fourth softkey labeled "**alpha**" by default. This softkey is called the **Mode** softkey because it is used to change the mode of text being entered. Any reference in this manual to the "**Mode** softkey" refers to the fourth softkey when entering text on web pages.*

2. Enter text using the dialpad. As you enter text, use the softkey functions to facilitate your entry, as described below

If you want to	*Then*
Enter text	If you are unfamiliar with 4620 web text entry, see [Entering Characters Using the Dialpad](#) below.
	When you complete entering the current field/text line, either press the Line/Feature button to the left of the next text line you want to enter, press one of the Line/Feature buttons on the right side of the display to move to a different line or page, or press the **Done** softkey.
	Pressing a left-side Line/Feature button displays a cursor in that line if it is a text entry box.
	Pressing a right-side Line/Feature button produces the result indicated by the symbol next to that button.
	*Pressing **Done** deactivates the text entry mode.*
Erase any data entered and restore the text entry line to its original format	Press the appropriate application-specific softkey (for example, **Clear)**.
	Any characters entered are removed.
	Note: Application-specific softkeys are determined by the application developer, therefore the method of erasing or clearing entered text is subject to the application's design.

If you want to	*Then*
Save the text you have entered	Press the appropriate application-specific softkey (for example, **Submit** or **Save**). **Note:** Application-specific softkeys are determined by the application developer, therefore the method of saving entered text is subject to the application's design.
Change the case of an alphabetic character to/from lower (the default) to upper case	Press the **Mode** softkey until **ALPHA** (upper case) or **alpha** (lower case) displays, as appropriate. Then use the dialpad to select the characters you want to appear in that case. **Mode alpha** displays all characters entered in lower case, and is the default mode. **Mode ALPHA** displays characters in upper case. Pressing the softkey "toggles" from one mode to the next.
Enter a numeric character(s)	Press the **Mode** softkey until **Num** displays, then use the dialpad to select the appropriate number(s).
Place a symbol in the text entry field	Press the **Mode** softkey until **Symbol** displays. If the desired symbol is not currently displayed, press the **More** softkey to view additional symbols. To insert a symbol, press the Line/Feature button to the right/left of the desired symbol as appropriate.

Entering Characters Using the Dialpad

Use the dialpad keys 0 through 9, * and # to enter characters in a text entry field/line.

When entering a name or other alphabetic text, the first press of a dialpad key displays the first alphabetic character associated with that key to the right of the current cursor position; this character is shown in the case displayed on the **alpha** softkey, and the cursor does not move. A subsequent press of the same key replaces the character shown with the next alphabetic character assigned to that key. You can use the # and * keys to display those symbols, even in alpha and ALPHA mode.

For example, with the Mode softkey displaying "ALPHA" or "alpha," pressing the "2" on your dialpad displays the letter "A" or "a," depending upon which alphabetic mode is active. Pressing the 2 key again replaces the A with a "B" (or "b"), pressing it again replaces the B with a "C" (or "c"), and pressing it again replaces the C with an "A" (or "a"), and so on. Pressing a different key moves the cursor one position to the right and displays the first alphabetic character associated with that key. Repeat this key press/entry process to complete the text field. And, you may use **Bksp** or **Space** softkeys to move the cursor to the left or right, respectively.

When the Mode softkey displays **Num**, your 4620 IP Telephone recognizes a key press as a numeral (or a typographic character such as * or #) and advances the cursor one position to the right.

When the Mode softkey displays **Symbol**, use the Line/Feature buttons to select the desired symbol. Access additional pages of symbols using the **More** softkey, or the **Page Right** or **Page Left** buttons on the phone. When selected, the symbol is automatically inserted in the position to the right of the last character in that filed/on that line, and you automatically return to the **alpha** mode.

Adding a Speed Dial Button for a Website Telephone Number

Some websites may include the ability to pass names and associated telephone numbers to the 4620 IP Telephone. In such cases, applicable web pages display an **Add to SD** softkey, as provided by the website's author.

1. Press the **Add to SD** softkey.

   The Speed Dial Editing screen displays, to allow you to make a change to the name or number. The prompt "Use dialpad to edit Number." displays, with the cursor positioned at the end of the Number field.

   ⮞ *NOTE:*

   For assistance with entering information on this screen, see the section in <u>Chapter 3</u> titled <u>Entering Data on Speed Dial Screens</u>.

2. If no Name/Number changes are needed, proceed to Step 5. To change the telephone number, use the **Left Arrow** softkey, and/or the **Right Arrow** softkey to move the cursor to right of the character(s) to be changed, press the **Backspace** button to remove that character, and re-enter the correct character.

3. To change the name, press the Line/Feature button on either side of the Name field to move from the Number to the Name field.

4. Use the **Left Arrow** softkey, and/or the **Right Arrow** softkey to move the cursor to the right of the character(s) to be changed, press the **Backspace** button to remove that character, and re-enter the correct character.

5. When the Name and/or Number have been updated, press the **Save** softkey to add the information to a Speed Dial button. (Press the **Cancel** or **Delete** softkey to exit without saving.)

   The Name/Number entry is updated, and all Speed Dial buttons are re-sorted in alphabetical order by Name. The Speed Dial Main screen re-displays.

6. To exit the Speed Dial application, press the **Phone/Exit** (   ) button or select another application if applicable.

4620 IP Telephone Options

6

Introduction

This chapter describes how to set or view phone parameters, including:

- Displaying the Phone screen upon dialing/answering

- Personalizing the ringing pattern

- Determining how you want the Redial feature to work (redial the last number called or select from a list of the last six calls)

- Displaying the Call Timer

- Changing the rate at which messages display

- Changing the display area's contrast

- Logging off

- Backing up and restoring Speed Dial button data, feature button labels, and options settings

- Personalizing feature button labels

- Selecting a different language for the 4620 user interface

- Changing the width of displayed call appearances

- Allowing the Voice message light to flash when the telephone rings

- Disabling and re-enabling the Call Log

This chapter also covers how to verify the status of certain phone/server interactions. This information can be useful in troubleshooting problems or when discussing phone operation with your System Administrator.

> ➡ *NOTE:*
> Your Telephone Administrator can turn off all user-settable options. If you
> press the **Options** button while on-hook, and the only option displayed is
> **View IP Settings**, your administrator has turned off those options you can
> set, and you cannot change any current settings.

Accessing the Options Main Menus

1. To access the Options application, press the **Options** button (⬭✓) to
   the right of and below the softkeys.

   The first of two Options Main screens displays.

2. Use the standard paging indicators to move between the two Options Main
   screens.

   The six options categories displayed on the first Options Main screen are
   as follows:

   Application Options – provides access to allow you to set the Redial
   option, set the Phone screen display upon answering or calling options, set
   the display of Call Timers, set the Message Display Rate, set the Call
   Appearance Width, set Visual Alerting (flashing message light on incoming
   calls), and enable/disable the Call Log.

   Personal Ringing – provides access to the **Personal Ringing Selection**
   screen, to set a ring pattern other than that provided with your phone.

   View IP Settings – provides access to the **View Status Main** screen, from
   which you may view IP Address information/status, quality of service (audio
   and signaling) status, interfaces status, and miscellaneous phone/status
   data.

   Contrast Control – provides access to the **Contrast Option** screen, on
   which you adjust the 4620's display area contrast.

   Log Off - allows you to log the phone off for privacy and security purposes.

   Network Audio Quality – provides access to the *Audio Status* screen, on
   which you can troubleshoot network delay and audio quality. Note that this
   option displays only when you are on a call.

   The three options categories displayed on the second Options Main screen
   are:

   Backup/Restore – provides access to the **Backup/Restore Main** screen,
   from which you can set automatic backups of speed dial, options and
   feature button label data, restore the previous backup file, set up and verify
   the status of your File Transfer Protocol (FTP).

   Feature Button Labeling - allows you to customize a label on a Feature
   Button, if desired.

   Select (Alternate) Language - lets you change the display from the
   current language to any of seven alternate languages.

The procedures that follow describe each Options category in detail.

3. To select an option, press the Line/Feature button on either side of the desired option.

   The respective Options screen displays.

4. To change the current setting, press the corresponding Line/Feature button.

   The option setting "toggles" to and displays the next choice.

5. To exit the Options application, press any of the softkeys labeled for other 4620 applications (**SpDial, Log**, and **Web**). To return to the Phone application, press the **Phone/Exit** ( ) button.

Application Options

Application options let you change call-related default options. You select this option from the Options Main screen, accessed by pressing the phone's **Options** button. Two Application Options screens are available - the first provides the functionality to change call-related settings, while the second allows you to set visual alerting and enable/disable your phone's Call Log. Move between the two Application Options screens using the standard paging indicators.

To change or set any Application screen option press the Line/Feature button on either side of that option. For example, if an option is set to "No" pressing the corresponding Line/Feature button changes the setting to "Yes."

Setting the Redial Option

The **Redial option** provides one of two redial choices:

■ Automatically redial the **last number** called when the **Redial** button is pressed, or

■ Display a list of the **last 6 numbers** called when the **Redial** button is pressed, allowing you to chose the number you want redialed.

   T*his is the default setting.*

1. To change this option, press the corresponding Line/Feature button.

2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey (To restore the previous setting without changing it, press the **Cancel** softkey.)

   After saving or cancelling, the first Options Main screen displays.

Setting the Phone Screen on Answer? Option

When the **Phone Screen on Answer?** option is set to **Yes**, the Phone screen appears in the display area when you answer a call, regardless of the screen you were working with at that time. You will lose any unsaved work in progress on that screen (for example, labeling a Speed Dial button), except for the Web Access application (which "remembers" the current web screen).

When the **Phone Screen on Answer?** option is set to **No**, answering an incoming call has no impact on the application screen displayed, although the top display line will provide an appropriate message. *This is the default setting.*

1. To change this option, press the corresponding Line/Feature button.

2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey (To restore the previous setting without changing it, press the **Cancel** softkey.)

   After saving or cancelling, the first Options Main screen displays.

Setting the Phone Screen on Calling? Option

When the **Phone Screen on Calling?** option is set to **Yes**, the Phone screen appears in the display area when you make a call, regardless of the screen you were working with at that time. You will lose any unsaved work in progress on that screen (for example, labeling a Speed Dial button), except for the Web Access application (which "remembers" the current web screen).

When the **Phone Screen on Calling?** option is set to **No**, making a call has no impact on the application screen displayed, although the top display line will provide an appropriate message. *This is the default setting.*

1. To change this option, press the corresponding Line/Feature button.

2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey (To restore the previous setting without changing it, press the **Cancel** softkey.)

   After saving or cancelling, the first Options Main screen displays.

Setting the Call Timers Display

Your 4620 IP Telephone is capable of displaying two types of call timers. The **Call Timer** displays in the top display area and provides the elapsed time you are connected on a call in h:mm:ss (hours:minutes:seconds) format. The **Hold Timer** displays in the applicable call appearance area and provides the elapsed time a call has been on hold.

When the **Display Call Timers?** option is set to **Yes**, during a call the Call Timer displays on either the active call appearance line (if the Phone screen is displayed) or the top display line (if a screen other than the Phone screen is displayed); likewise, when a call is on hold, the Hold Timer displays in the corresponding call appearance area or the top display line, depending on whether the Phone screen is/is not displayed. *This is the default setting.*

When the **Display Call Timers?** option is set to **No**, neither the Call Timer nor the Hold Timer displays, however call time data is still maintained by the phone for Call Log purposes.

1. To change this option, press the corresponding Line/Feature button.

2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey (To restore the previous setting without changing it, press the **Cancel** softkey.)

    After saving or cancelling, the first Options Main screen displays.

Setting the Message Display Rate

Although rare, the call server may send messages to your phone that are longer than the display area. If this occurs, the first part of the message is presented for a specific time interval, then the second part of the message displays for a specific time interval.

The Message Display Rate can be either **Fast** (display interval is 2 seconds) or **Slow** (display interval is 3 seconds). *The default rate is Slow.*

1. To change this option, press the corresponding Line/Feature button.

2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey (To restore the previous setting without changing it, press the **Cancel** softkey.)

    Upon saving, the first Options Main screen displays.

Setting the Call Appearance Width

When the Call Appearance Width is set to **Full** (the default), each line on which a call appears extends the full width of the display, and accommodates messages in the call appearance display area. When this option is set to **Half**, the call appearance area is limited to half of the display area and call-related messages appear on the top display line.

1. To change this option, press the corresponding Line/Feature button.

   The Call Appearance Width changes from Full to Half or Half to Full, as appropriate to the active setting.

2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey (To restore the previous setting without changing it, press the **Cancel** softkey.)

   Upon saving or cancelling, the first Options Main screen displays.

Setting Visual Alerting

When this option is set to **No** (the default), ringing is the only notification of an incoming call. When set to **Yes**, your phone rings and your voice message indicator light flashes to alert you to an incoming call.

1. To change this option, press the corresponding Line/Feature button.

2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey (To restore the previous setting without changing it, press the **Cancel** softkey.)

   Upon saving or cancelling, the first Options Main screen displays.

Enabling/Disabling the Call Log

Your 4620 IP Telephone's Call Log is a standard application that saves incoming and outgoing calls in one of three logs - Incoming Answered calls, Incoming Unanswered calls, and Outgoing calls. Having the Call Log **Enabled** (active) is the default, but if you choose to (for privacy purposes), you may change the status to **Disabled**, to stop call logging and delete any calls currently logged.

1. To change this option, press the corresponding Line/Feature button.

2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey (To restore the previous setting without changing it, press the **Cancel** softkey.)

   Upon saving or cancelling, the first Options Main screen displays. If you changed the status from "Disabled" to "Enabled" all incoming and outgoing calls will now be logged. If you changed the status from Enabled to Disabled, all calls from every Call Log are deleted and future incoming/outgoing calls are not logged.

Personal Ringing Options

Your 4620 IP Telephone has eight ringing pattern options. You can hear the patterns and select the one you prefer using the Personal Ringing option.

You select this option from the Options Main screen, accessed by pressing the phone's **Option** button.

1. To hear a ring pattern, press the Line/Feature button to the left or right of any numbered pattern.

   The Current Pattern number changes to the selected pattern, which rings once.

2. Repeat Step 1 until your preferred pattern appears as the Current Pattern.

3. Save the setting by pressing the **Save** softkey, or, to restore the previous setting without changing it, press the **Cancel** softkey.

   The first Options Main screen displays.

   ⇒ *NOTE:*
   Going off-hook, receiving a call, or losing power during ring pattern selection interrupts the process, and you must start over from Step 1.

   You can adjust the ringer volume using the Volume Control buttons, as discussed on .

Status Screen Viewing Options

Four views of telephone and system information are available. A user normally does not need to view this information, however your System Administrator may ask you to report certain values from any of the status screens in the event of problems.

⇒ *NOTE:*
Status screen data can be viewed, but cannot be changed.

1. Select **View IP Settings** from the Options Main screen (accessed by pressing the phone's **Option** button).

   The View Status Main Screen displays.

2. To select any option on this screen, press the Line/Feature button on either side of that option. When a screen has more than one page, the Paging Indicator displays to allow scrolling from one page to another using the **Page Right** or **Page Left Indicator** buttons as applicable.

3. To return to the first Options Main screen from any status screen, press the **Return** softkey.

   Each option is described in the sub-sections that follow.

Viewing IP Address Status

IP (Internet Protocol) address information encompasses two screens and identifies certain components and connections. IP Address information includes the location (address) of your phone on your system's Call Server, the location and port (connection) of the Call Server itself, the call routing and mask addresses, and the identification of the File Server with which your telephone interacts. Although technical in nature, having this information available and knowing how to get to it can assist your System Administrator in tracking questions about or problems with phone functions or connections.

Viewing Quality of Service (QoS) Status

QoS refers to a number of mechanisms used to improve audio quality over the network.

Viewing Interface Status

Your phone interfaces with several system hardware devices and system software. This screen provides information about three of the main interfaces.

Viewing Miscellaneous Status

Three miscellaneous status screens provide additional information about your telephone and its connections.

Changing the Display Contrast

On first-time startup, your 4620 IP Telephone's display area contrast is set to a mid-level. Should you need to adjust it to better suit your work environment and lighting, 15 contrast levels are available.

> **NOTE:**
> If you have a Feature Key Expansion Unit (EU24) attached to your phone, you can also adjust its contrast using this option.

> **NOTE:**
> You may not be able to distinguish between all 15 contrast level settings. Some of the upper and/or some of the lower contrast level settings may appear identical to adjacent settings. This is normal.

1. Select the **Contrast Control** option from the Options Main screen (accessed by pressing the phone's **Option** button).

2. If you don't have an EU24 installed, skip this step and proceed to Step 3.

    If you have an EU24 attached to your phone, press the Line/Feature button on either side of the display line on which you see **4620**, to identify that you want to adjust the telephone's display contrast.

3. To brighten the contrast, press the **Right Arrow** softkey until you reach the desired contrast level. To dim the contrast, press the **Left Arrow** softkey until you reach the desired contrast level.

    Each softkey press results in the level being increased or decreased, depending on which arrow softkey you press. Chevron symbols provide visual confirmation of the current level.

4. Save the contrast level you set by pressing the **Save** softkey, or, to restore the previous setting without changing the contrast, press the **Cancel** softkey.

    The first Options Main screen displays.

Viewing the Network Audio Quality

In the event you experience poor audio quality during a call, the problem is likely with your network. Your LAN Administrator may ask your help in diagnosing or troubleshooting this problem by asking that you display this screen if you experience audio problems. Although technical in nature, this screen provides information that can help identify causes of poor audio quality.

➡ *NOTE:*
    The **Network Audio Quality** button displays only when you are on a call (off-hook).

1. Select **Network Audio Quality** from the Options Main screen (accessed by pressing the phone's **Option** button).

    If administered, the Audio Status screen displays. The bottom line presents a non-technical summary of network audio quality.

2. To return to the first Options Main screen, press the **Return** softkey.

Logging Off the 4620 IP Telephone

Log your telephone off to prevent unauthorized use during an absence, or for privacy purposes. Locate the Log Off option on the first Options Main screen.

> ⚠️ **CAUTION:**
> *Logging off deletes all Call Log entries and returns any options you may have changed to their default values.*

1. To log your phone off from any application screen, press the **Options** button to the right of and below the softkeys.

   The first of two Options Main screens displays.

2. Select the Line/Feature button on either side of the **Log Off** option.

   The Log Off screen displays the prompt "Do you want to log off?"

3. To proceed with the log off, select the Line/Feature button on either side of **Yes**. To return to the Options Main screen without logging off, select the Line/Feature button on either side of **No**.

   Selecting Yes unregisters your phone from the call server, deleting your Call Log entries and returning any options you may have set to their default values.

   Selecting No displays the first Options Main screen; your phone remains logged on to the network and your Call Log and options values remain unchanged.

Reinstating the Phone After a Log Off

When your phone is logged off, the top line displays "Extension=*."

1. To reinstate your phone following a log off, use the dialpad to enter your Extension Number, then press the Pound (#) key.

   The display prompts for entry of your password.

2. Using the dialpad, enter your PBX/switch Password then press the Pound (#) key.

   The phone is now ready for use.

Backup/Restore Options

The 4620 IP Telephone's backup and restore options provide the ability to:

- Back up your options/preference settings, your Speed Dial button labels, names, and numbers, and Feature button labels automatically whenever you save a change to any one of those settings or buttons. Automatic backup protects this data against system failure, by allowing you to restore your backup file of active settings and button labels.

- Restore options settings, Speed Dial button labels, names and numbers, and Feature button labels following a phone failure or replacement.

- Establish or modify FTP (File Transfer Protocol) settings such as the network server address, directory path for saving backed-up data, and a User ID and Password for server access via your phone.

- Verify whether an automatic backup has occurred.

Because each telephone system has unique characteristics and settings, modifying the Backup/Restore options generally require the assistance of the System Administrator. For example, it is unlikely that a 4620 IP Telephone user would know the specific Server IP Address to enter when setting up FTP parameters without consulting his or her System Administrator.

To verify or change any of the above options, select **Backup/Restore** from the second Options Main screen. This displays the Backup/Restore Main screen containing all related backup/restore options and settings.

⮞ *NOTE:*
On the Backup/Restore Main screen, check the setting to the right of the **Automatic Backup** button to determine if your phone is already set for automatic backups. The default setting is **Disabled,** meaning automatic backup will not occur unless you change the setting to **Enabled**.

Setting the Automatic Backup Option

The Automatic Backup setting must be **Enabled** for an automatic backup of your options settings, Feature Button labels and Speed Dial button labels, names and numbers to occur following a change to any of these values. If this setting is **Disabled**, it is possible that you must first provide additional information, such as the FTP server on which your backed up data will reside, before you can Enable the Automatic Backup.

1. Check below the FTP Status line for one of the following messages and proceed as directed:

If	*Then*
The message "Options, SD entries, & feature button labels may be saved." displays	Automatic backup is already enabled, and no further action is required. Select **Return** to display the second Options Main screen. To verify when the most recent backup occurred, see Verifying Backup/Retrieval Status on page 6-13.
No message displays	Proceed to Step 2 to change the automatic backup setting from **Disabled** to **Enabled**, or select **Return** to display the second Options Main screen.
The message "An FTP Server IP Address must be provided for this feature." displays	You must first provide the server address and/or directory where your backup data should be stored. Contact your System Administrator for this information and any specific instructions for your telephone system, then add the server address as described in Setting a User ID, Password, and other FTP (File Transfer Protocol) Options on page 6-15, before proceeding to Step 2.

2. To automatically backup all of your options settings, your Feature button labels, and your Speed Dial labels, names and numbers following a save to any of these values, select the Line/Feature button to the right or left of **Automatic Backup**.

    The setting changes from Disabled to Enabled.

3. To save your selection, select **Save**. To exit without making a change, select **Cancel**.

    *The Backup/Restore Main screen re-displays with the Backup/Restore setting **Enable**d.*

Verifying Backup/Retrieval Status

To check whether the most recent backup and/or retrieval of your data was successful, select **FTP Status** on the Backup/Restore Main screen.

The FTP Status screen displays the following messages for the last backup and the last retrieval, plus an individual status for each type of data:

Action	*Status/Meaning*
Last Backup:	*Successful* - Data was successfully backed up with no problems noted.
	N/A - No backup was initiated (check that the Automatic Backup setting is **Enabled** on the Backup/Restore Main screen).
	In Progress - The 4620 IP Telephone is currently backing up your data.
	Failed - Backup could not be performed (for example, the server could not be accessed, the backup file cannot be accessed, etc.)
Last Retrieval:	*Successful* - Data was successfully retrieved with no problems noted.
	N/A - No retrieval was initiated.
	In Progress - The 4620 IP Telephone is currently retrieving your data.
	Failed - Retrieval could not be performed (for example, the server may be down, the backup file cannot be accessed, etc.).
SpDial: **Feature Buttons:** **Options:**	*Successful* - Data of this type (Speed Dial, Feature buttons, or Options) has been retrieved without problems.
Note: A separate status displays for each one of the above applications.	*N/A* - No retrieval of the associated (Speed Dial, Feature Buttons or Options) data was initiated.
	Failed - At least one invalid value was identified for the applicable data category (Speed Dial, Feature Buttons or Options); no retrieval of this type of data occurred.

⇒ *NOTE:*

In the event of backup/retrieval failure, the bottom line displays the last error message associated with the most recent attempt.

Retrieving and Restoring Data from a Backup File

Restoring data from your most recent backup file is a two-step process - first you initiate backup file retrieval (usually following a system failure or phone replacement), then you confirm that you want the retrieved data to replace the phone's current data.

➡ *NOTE:*
Retrieving and restoring backup data takes only a few seconds, however, while in progress, no other phone activity is allowed.

1. Select **Restore/Download Data...** from the Backup/Restore Main screen.

    The 4620 attempts to initiate FTP (File Transfer Protocol) to retrieve the latest backup file from the server. The message "FTP Retrieval in progress..." displays. Any one of the following additional messages may display, as appropriate:

If	*Then*
Following server connection, the backup file is retrieved with data in the proper format	*The messages "File successfully retrieved." and "Press Save to replace current data with data from retrieved file." display.*
	Select **Save**.
	All previous values are replaced with the backup file data. The Backup/Restore Main screen re-displays.
Connection to the FTP server cannot be made	The message *"Cannot access FTP server."* displays.
	Select **Retry**. If the connection is made, review the messages above for a successful retrieval and proceed accordingly.
	If the connection still cannot be made, the server may be down or busy; select **Cancel** to return to the Backup/Restore Main screen, and try the Restore procedure again later.
	Optionally, verify with your System Administrator that the Server's IP Address is correct.
Connection is made with the FTP server, but the file cannot be found in the specified directory or cannot be retrieved for any reason	The message *"Cannot obtain file."* displays.
	Contact your System Administrator for instructions on how to proceed.

2. If you want to return to the Backup/Restore Main screen without retrieving or restoring the backup file, select **Cancel**.

    The retrieval or restoration of backup data is cancelled, and any partially retrieved data is discarded. The Backup/Restore Main screen re-displays.

Setting a User ID, Password, and other FTP (File Transfer Protocol) Options

Your System Administrator establishes certain parameters for each 4620 IP Telephone in your network. Most parameters are established at the network server and apply to all telephones in the network. Other parameters may be unique to a specific site, department, or group of telephones. Those settings which may be unique to your phone appear on the FTP (File Transfer Protocol) Setup screen. They are:

- Server IP Address - the specific server to which your 4620 IP Telephone is connected, for backup, restore, and other network-related functions. If your phone has been repaired, this value will be set to zero and should be re-established.

- Directory Path - the server location to which your telephone's data (for example, Speed Dial labels, names and numbers, options and Feature Button labels) is sent during a backup and from which data is restored.

- User ID and Password - unique identifiers assigned to a phone user for server security purposes.

    > **NOTE:**
    > (1.) All FTP settings are set to blank upon phone manufacture and repair. (2.) Because FTP information may impact server operation as well as the proper backup of your phone data, contact your System Administrator before updating any settings. (3.) The User ID and Password in the procedure that follows provide access to your server, allowing you to perform backup and other (future) server-related features; they are not the Avaya^{TM} Communication Manager registration ID and password, which identify you as an authorized user of your respective system.

1. To update any of the FTP settings, select **FTP Setup** from the Backup/Restore Main screen.

    The FTP Settings Main screen displays.

2. Choose one of the following options:

If you want to	*Then*
Add or update the Server IP Address	Select the Line/Feature button next to **Server IP Address**.
	The FTP Server Address Input screen displays with the top display area prompting "Enter IP address" (if no server name is currently assigned) or "IP Address or DNS name (<17)" (if you are modifying an existing server address).
	Enter the 16 character or less server address/name using the dialpad and any applicable Line/Feature buttons. (See Entering Characters Using the Dialpad and Editing During or After Entry in Chapter 3 for information about data entry.) Select **Save** to save the setting and return to the Backup/Restore Main screen.
Add or update the directory path (to which backup saves your data)	Select **Directory Path**.
	The FTP Directory Path Input screen displays with the top display area prompting "FTP Directory Path (<23)."
	Enter the path provided by your System Administrator (22 characters or less) using the dialpad and any applicable Line/Feature buttons. (See Entering Characters Using the Dialpad and Editing During or After Entry in Chapter 3 for information about data entry.) Select **Save** to save the setting and return to the Backup/Restore Main screen.
	Alternately, you may select **Clear** to remove the current path prior to entering a new path, or select **Cancel** to return to the Backup/Restore Main screen without changing the current path.

If you want to	*Then*
Add or update the [Server] User Name	Select **User Name**. *The FTP User Name Input screen displays with the top display area prompting "FTP User Name (<16)."* Using the dialpad and any applicable Line/Feature buttons, enter the User Name (15 or less characters) that gives you access to the server. (This name is either provided by your System Administrator or selected by you using parameters provided by the administrator). (See Entering Characters Using the Dialpad and Editing During or After Entry in Chapter 3 for information about data entry.) Select **Save** to save the setting and return to the Backup/Restore Main screen.
Add or modify your Server Password	Select **Password**. *The FTP Password Input screen displays with the top display area prompting "FTP Password (<13)."* Using the dialpad and any applicable Line/Feature buttons, enter the Password (using parameters provided by your System Administrator). Select **Save** to save the setting and return to the Backup/Restore Main screen.
Return to the Backup/Restore Main screen without changing the selected FTP setting	Select **Cancel**. *No change is made and the Backup/Restore Main screen re-displays.*

3. Repeat this procedure from Step 1 for each FTP setting you want to add or modify.

Feature Button Labeling

Line/Feature buttons (   ) appear on both sides of the telephone's display area. In addition to providing call appearances (Lines), these buttons provide other call-related features (either provided with your telephone system or administered by your System Administrator) in the Phone application (and serve as application-specific buttons in other applications, such as the Call Log).

You can re-label any of the Phone application Feature buttons using the Feature Button Labeling option. For example, one of your Feature buttons may be labeled CFwd for Call Forwarding but you want it to read simply Fwd. Or, if you have re-labeled several Feature buttons and want to restore the default (original) labels, this option lets you view the default label values and then restore them if desired.

1. Select **Feature Button Labeling** on the second Options Main screen.

   The Feature Button Labeling Options screen displays. If you have more Feature buttons than can fit on the display screen, the Paging Indicators display in the softkey area and the options screen indicates the current page number displayed.

2. Choose one of the following options:

If you want to	*Then*
Re-label one or more Feature buttons	Select **Relabel feature buttons**. *The Feature Button Relabeling screen displays.* Proceed to Step 3.
View the default labels for your Feature buttons	Select **View default labels**. *The Default Feature Button View screen displays.* Review the default labels, then select **Return** to re-display the Feature Button Labeling Options screen. Repeat Step 2, selecting a different option.
Restore the default label to a single Feature button	Select **Relabel feature buttons**. *The Feature Button Relabeling screen displays.* Proceed to Step 3.
Restore the default labels to all of your Feature buttons	Select **Restore default labels**. *The Restore Default Feature Button Labels screen displays, prompting "Restore all Feature Button labels to default settings?" and "Press Default to confirm."* To restore the default labels, select **Default**, or to return to the Feature Button Labeling Options screen without making a change, select **Cancel**. *The Feature Button Labeling Options screen displays.*

3. If Right/Left Page indicators appear in the softkey button area, your phone has more than one page of Feature buttons. Use the **Right** or **Left Page Indicator** to move to the page on which you want to re-label one or more Feature buttons.

As you move from page to page, the top display area shows the current page number.

> **NOTE:**
> Call appearance (Line) buttons are locked to prevent alteration; other standard Feature buttons may also be locked. As notification that you cannot change a locked button, an error beep tone sounds when you select that button.

4. Select (press) the Feature button you want to re-label or for which you want to restore the default label.

The Feature Button Label Editing screen displays. For reference, the current label appears next to the first Feature button.

5. To re-label a Feature button, use the dialpad and any applicable Line/Feature buttons, to enter the new label (13 or less characters). To restore the default label to the selected Feature button, select **Clear** to remove the label you previously defined. (See Entering Characters Using the Dialpad and Editing During or After Entry in Chapter 3 for information about data entry.)

6. Select **Save** to save the new/modified label (or to restore the default label as applicable). Alternately, select **Cancel** to exit the screen without saving a change or restoring the default label.

The Feature Button Labeling screen re-displays.

> **NOTE:**
> Some Feature buttons may be provided as part of your 4620 IP Series Telephone software. In the event of a software upgrade, such standard Feature button labels may be overwritten with a new, standard label, erasing any re-labeling you may have performed.

Selecting an Alternate Language

Non-English speaking users can change the user interface language displayed on their 4620 IP Telephones. Language options are:

- English (the default display language)
- Français
- Italiano
- Japanese
- Español
- Deutsche
- Nederlands
- Português

1. Select **Select display language** on the second Options Main screen.

   The Language Selection screen displays.

2. Select the Line/Feature button next to the language you want your phone to display when in use.

   If the currently active language was selected, the second Options Main screen re-displays and no action is taken.

   If any language other than the currently active language was selected, the Language Confirmation screen displays prompting "Are you sure?" in the currently active language and in the new language you selected. The four softkeys at the bottom of the display are labeled respectively "Yes" and "No" in both the currently active language and the selected new language.

3. Choose one of the following options:

If you want to	*Then*
Proceed to change the current language to the new language	Select either **Yes** softkey. *The active language changes to the new language you selected. The second Options Main screen re-displays. All screens now display the new user interface language.*
Retain the currently active language without changing the user interface display language	Select either **No** softkey. *The language remains unchanged and the Language Selection screen re-displays.* Repeat the procedure from Step 2 to select a different language, or select **Return** to return to the second Options Main screen.

Using a Headset or Specialized Handset

7

Introduction

This chapter describes the headsets and specialized handsets that are compatible with your IP telephone. How to operate a headset is also covered.

IP Telephone-Compatible Headsets

Use any of the following headsets with the 4600-Series IP Telephones:

- Earset Starter
- Earset Starter Noise Cancelling
- Encore Ultra VT
- Encore Ultra Noise Cancelling
- Encore Ultra II
- Encore Ultra II Noise Cancelling
- Mirage Ultra
- Mirage Ultra Noise Cancelling
- Starter Special VT

- Starter Special Noise Cancelling
- Supra Starter Noise Cancelling
- Supra Ultra
- Supra Ultra Noise Cancelling
- Supra Ultra II Twin Top
- Supra Ultra II Noise Cancelling
- Tristar Ultra
- Tristar Ultra Noise Cancelling

Operating a Headset

Headset operation must be administered by your System Administrator and requires either an M12LU Modular Base Unit (PEC 3124-022) or a (headset adaptor) Attenuation Cord (PEC 3124-HIP). For the latest list of compatible headsets and adapters, or for ordering information, access "Products and Services" at http://www.avaya.com/direct.

IP Telephone-Compatible Specialized Handsets

Specialized handsets are available for noisy environments, hearing-impaired users, and other special purposes. The IP Phone's handset interface (labeled HAC on the underside of the phone) is compatible with the following handsets:

- AK1C (the handset provided with your phone)
- AK5C (push to talk)
- AK6C (amplified)
- AK8C (noisy environment).

For the latest list of special purpose handsets and ordering information, access http:/www.avaya.com/direct: Avaya Direct™ On-Line Catalog (then select System Add-ons, then select Telephone Accessories).

Telephone Management and Troubleshooting

8

Introduction

The 4600-Series IP Telephones are relatively trouble-free. This chapter provides helpful information for:

- Interpreting the different ringer tones you hear.

- Interpreting the 4620's display symbols.

- Testing your telephone to be sure it is operating correctly.

- Basic Troubleshooting; this chart provides the most common problems an end user might encounter and suggested resolutions.

- Application-specific troubleshooting; this chart describes problems and solutions specific to a 4620 application (Phone, Speed Dial, Call Log, or Web Access).

- Resetting or power-cycling your phone, when Basic Troubleshooting does not resolve a problem.

Additionally, 4620 IP Telephone Options describes several status screens that may be used to troubleshoot certain problems, as requested by your System Administrator. For all other IP Telephone questions or problems, contact your System Administrator.

Interpreting Ringer Tones

As you become more familiar with your IP Telephone, you will recognize the various tones you hear in response to an incoming call or while using the handset. The chart below provides an overview of the tones you hear; check with your System Administrator to verify if the descriptions are accurate for your system. Ringing Tones accompany an incoming call. Feedback Tones are those which you hear through the handset (receiver) or the speaker.

⮕ *NOTE:*
The PBX, not the telephone, generates these tones, which may be different than the list below. This difference is especially true when the PBX is outside of the United States.

Ringing (Incoming) Tones	*Meaning*
1 Ring --------	Call from another extension.
2 Rings ------- -------	Call from outside or the System Administrator.
3 Rings ------ ------ ------	Priority call from another extension, or from an Automatic Callback call you placed.
Half Ring (ring-ping) ---	A call is being redirected from your phone to another because Send All Calls or Call Forwarding All Calls is active.

Feedback (Handset) Tones	*Meaning*
Busy --- --- ---	Low-pitched, rapid tone (repeated 60 times per minute), signifying the number dialed is in use.
Call Waiting Ringback Tone ---_	A ringback tone with lower-pitched signal at the end; indicates the extension called is busy and the called party has been given a call waiting tone.
Confirmation -- -- --	Three short tone bursts; indicates a feature activation or cancellation has been accepted.
Coverage -	One short tone burst; indicates your call will be sent to another extension to be answered by a covering user.
Dial ---------	Continuous tone indicating dialing can begin.

Feedback (Handset) Tones	*Meaning*
Intercept/Time-out -_-_-_-	Alternating high and low tone indicating either a dialing error, denial of a requested service, or failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
Recall Dial - - - -----------	Three shorts tone bursts followed by a steady dial tone to indicate a feature request has been accepted and dialing can start.
Reorder -- -- -- -- -- --	Fast busy tone repeated every half-second to indicate all phone trunk lines are busy.
Ringback ---- ---- ---- ----	Low-pitched tone repeated 15 times a minute to indicate the number dialed is ringing.

Interpreting Display Icons

As you become more familiar with your IP Telephone's display, you will recognize the icons or symbols associated with the state of a call or the state of the phone. The chart below provides an overview of the icons you may see; check with your System Administrator to verify if the descriptions are accurate for your system.

Icon	*Meaning*
No Icon Displayed	Idle; indicates the line is available.
)	Active; indicates the line is in use.
☎	On Hold; indicates a call is on hold on this line.
🔔	Ringing; indicates an incoming call is arriving on this line.
☎	(Soft) Hold; indicates this line's call was put on hold pending a conference or a transfer.

Testing Your Phone

The Test feature lets you verify that your telephone's lights and display are operating properly.

Testing the Telephone's Lights and Display

1. With the telephone idle (on-hook), press and release the **Mute** button, then press the following numbers on the dialpad: **8 3 7 8 #** (which stands for TEST).

   The display should indicate the self-test has started. If the test is successful, the message "Self test Passed #=end" displays; if the test is not successful, the message "Self test Failed #=end" displays instead.

2. Press **#** to return to the Phone screen.

If nothing appears on the display and the phone is receiving power, your phone may need to be replaced. Contact your System Administrator for assistance or additional troubleshooting information.

Basic Troubleshooting Chart

Problem/Symptom	Suggested Solution
Phone does not activate after connecting it the first time	Unless your System Administrator has already initialized your telephone, you may experience a delay of several minutes before it becomes operational. Upon plug-in, your telephone immediately begins downloading its operational software, its IP address, and any special features programmed by your System Administrator from the server to which it is connected. Report any delay of more than 10 minutes to your System Administrator.
Phone does not activate after a power interruption	Allow a few minutes for re-initialization after unplugging, powering down the phone, server problems, or other power interruption causes.
Phone worked earlier but does not currently seem to work	Contact your System Administrator.
Display shows an error/informational message	Most messages involve server/phone interaction. If you cannot resolve the problem based on the message received, contact your System Administrator for resolution.
Speakerphone does not operate	Ask your System Administrator if your Speakerphone has been disabled.
Characters do not appear on the Display screen	See "Phone does not activate after connecting it the first time" above. Check all lines into the phone to be sure it is properly connected. Check the power source to be sure your telephone is receiving power. Perform the following Test procedure: with the telephone idle (on-hook), press and release the **Mute** button, then press the following numbers on the dialpad: **8 3 7 8 #** (which stands for TEST). The display should indicate the self-test has started, then report if the test was successful or failed. If nothing appears on the display, and the phone is receiving power, your phone may need to be replaced. If the above suggested solutions do not resolve the problem, reset or power cycle the phone with your System Administrator's assistance.

Problem/Symptom	*Suggested Solution*
Audio quality is poor, specifically, you hear an echo while using a handset, static, sudden silences (gaps in speech), clipped or garbled speech, etc.	Various potential network problems may be causing the problem.
	Access the Network Audio Quality screen (described in Viewing the Network Audio Quality in Chapter 6, to be able to provide your System Administrator with specific information related to this problem.
	Contact your LAN Administrator with as complete a description of the problem as possible.
No dial tone	Make sure both the handset and line cords into the phone are securely connected. Note that there may be a slight operational delay if you unplug and reconnect the phone.
	Reset or power cycle the phone with your System Administrator's assistance. (See the section titled Resetting and Power Cycling the IP Telephone for details.)
	Contact your System Administrator if the above steps do not produce the desired result.
Phone does not ring	Set your ringer volume to a higher level using the **Up/Down Volume** keys.
	From another phone, place a call to your extension to test the above suggested solution.
A feature does not work as indicated in this guide (for example, the Redial button doesn't operate as described)	Verify the procedure and retry. For certain features, you must lift the handset first or place the phone off-hook.
	Contact your System Administrator if the above action does not produce the desired result; your telephone system may have been specially programmed for certain features applicable only to your installation.
All other IP Phone problems	Contact your System Administrator.

Troubleshooting 4620 Applications

Problem/Symptom	*Suggested Resolution*
GENERAL:	
A feature does not work as indicated in this guide, or does not work as it had previously worked	Verify the procedure and retry.
	Check below to troubleshoot the specific application with which you are working.
	Ensure that any options have not been changed.
	Contact your System Administrator if these actions do not produce the desired result.
PHONE APPLICATION:	Please review the previous section, Basic Troubleshooting Chart.
SPEED DIAL APPLICATION:	
You cannot dial out using any Speed Dial button	Check that all call appearances (incoming/outgoing lines) are not already in use. If all lines are in use, wait until a line is available to make your call.
You cannot add an entry to the Speed Dial list	You have 108 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.
CALL LOG APPLICATION:	
You cannot dial out after selecting a call log entry	Check that all call appearances (incoming/outgoing lines) are not already in use. If all lines are in use, wait until a line is available to make your call.
You cannot add an entry to the Speed Dial list	You have 108 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.
Dialing from this application does not go through	Your administrator must administer settings for the Enhanced Dialing feature beyond the defaults.
The Call Log is empty	Check the Options screen to ensure the Call Log is not Disabled. Many events can clear the Call Log, including power failures, restarting the telephone after logging off, etc.

Problem/Symptom	Suggested Resolution
WEB ACCESS APPLICATION:	
Pressing the **Web** softkey does not display a website	Check with your LAN Administrator to see if the web server is down, if there are network connectivity problems, or other network problems.
Dialing from this application does not go through	Your administrator must administer settings for the Enhanced Dialing feature beyond the defaults.
You cannot add an entry to the Speed Dial list	You have 108 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.
OPTIONS:	
No Options other than "View IP Settings" display	Your administrator has turned off all user-settable options.

Resetting and Power Cycling the IP Telephone

Reset your IP Telephone when other troubleshooting suggestions do not correct the problem or after being advised to do so by your System Administrator.

⚠ **CAUTION:**

Use a Power Cycle only with the approval of your System Administrator and only when a reset does not resolve the problem. Power cycling may cause stored information such as options and settings to be lost.

Resetting Your Phone

This basic reset procedure should resolve most problems.

1. Press the **Mute** button.

2. Using the dial pad, press the following keys in sequence: **73738#**

   *The display shows the message "Reset values? * = no # = yes."*

3. Choose one of the following:

If you want to	*Then*
Reset the phone without resetting any assigned values	Press * (asterisk). *A confirmation tone sounds and the display prompts "Restart phone? * = no # = yes."*
Reset the phone and any previously assigned (programmed) values (Use this option only if your phone has programmed, static values)	Press # (the pound key). *The display shows the message "Resetting values" while your IP Telephone resets its programmed values, such as the IP address, to its default values, and re-establishes the connection to the server. The display then prompts "Restart phone? * = no # = yes."*

4. Press **#** to restart the phone or ***** to terminate the restart and restore the phone to its previous state.

➡ *NOTE:*
> Any reset/restart of your phone may take a few minutes.

Power Cycling the Phone

Use the power cycle with your System Administrator's approval only if the basic or programmed reset procedure cannot be performed or does not correct the problem:

1. Unplug the phone and plug it back in.

    The phone connection is re-established.

2. If power-cycling does not correct the problem, your System Administrator can perform a more severe power cycle routine by unplugging both the phone and the Ethernet cables.

⚠ **WARNING:**
> *Because the type of power cycle mentioned in Step 2 involves reprogramming certain values, it should only be performed by your System Administrator.*

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