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System Administrator Guide

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The executable installer program described in the "Upgrading a Software Load" section uses the nullsoft scriptable install system (nsis.sourceforge.net) by Nullsoft, Inc.

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About This Guide

Overview

This guide provides instructions for administering all Avaya 4610SW/4621SW IP telephones and G10 PSTN gateways making up the one-X Quick Edition network. While administering these devices does not require the technical expertise of a traditional system administrator or IT professional, it is a good practice to make one person responsible for controlling the advanced system-wide features described in this guide.

The following sections are included in this chapter:

- [Intended Audience](#)
- [Issue Date](#)
- [How to Use This document](#)
- [Document Organization](#)
- [Symbolic Conventions](#)
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Intended Audience

This document is intended for people who are responsible for configuring system-wide features. While some of the concepts introduced in this guide are technical in nature, the information in this guide is written in a simple way to ensure that anyone can administer one-X Quick Edition system settings.

It is assumed that you have read the *Avaya one-X Quick Edition Telephone User Guide* (and if you have a G10 PSTN gateway, the *Avaya one-X Quick Edition G10 PSTN Gateway Installation Guide*) and that you are familiar with the basic features of Avaya 4610SW/4621SW IP telephones (and G10 PSTN gateways, if applicable).

Issue Date


This document was issued for the first time in March 2006.

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 complete understanding of the various system administration features. You may optionally use the Table of Contents or Index to locate information specific to a task or function.

Document Organization

This guide contains the following chapters:

Chapter	Description
Chapter 1: System Options	Describes the system options that can be accessed through the System Options menu on a 4610SW/4621SW IP telephone.
Chapter 2: Web-based Administration	Describes the system options that you can view and configure through the web-based administration interface.
Chapter 3: Troubleshooting	Provides detailed troubleshooting procedures.
Telephone Buttons and Softkeys	Identifies the buttons and application softkeys on the face of a 4610SW/4621SW IP telephone.
System Options Quick Reference	Contains a summary of the System Options menu items that can be accessed through the Options () button on your 4610SW/4621SW IP telephone.

Symbolic Conventions

Note:

This text precedes additional information about a topic.

**Tip:**

This symbol highlights the benefits and capabilities of the product or makes you aware of alternative methods that can help you increase efficiency.

**CAUTION:**

This symbol calls attention to situations that can result in harm to software, loss of data, or an interruption to service.

Typographic Conventions

Convention	Description
<u>Document</u>	Underlined text indicates a section or subsection in this document containing additional information about a topic.
"Section"	Text enclosed in double-quotation marks indicates a reference to a specific chapter or section of another document.
<i>Italics</i>	Italic text indicates the title of another document.
System Options	Words shown in bold represent literal elements of the user interfaces.

Related Documentation

This guide and related documentation is available by searching for "Quick Edition" online at the following URL:

<http://avaya.com/support>

For safety information and a quick reference to installing a G10 PSTN gateway, see the *Avaya one-X Quick Edition G10 PSTN Gateway Quick Installation Guide* (Document Number 16-600796).

About This Guide

For complete information about installing a G10 PSTN gateway, see the *Avaya one-X Quick Edition G10 PSTN Gateway Installation Guide* (Document Number 16-600793).

For safety information, a quick reference to installing Avaya 4610SW/4621SW IP telephones, and telephone stand/wall-mounting instructions, see the *Avaya one-X Quick Edition Telephone Quick Installation Guide* (Document Number 16-600797).

For detailed information about how to install and use an Avaya 4610SW/4621SW IP telephone, see the *Avaya one-X Quick Edition Telephone User Guide* (Document Number 16-600795).

For information about how to access and modify system-wide options including setting the system date and time, configuring paging zones, administering user groups, and using the web-based administration interface, see the *Avaya one-X Quick Edition System Administrator Guide* (Document Number 16-600794). The *Avaya one-X Quick Edition System Administrator Guide* also contains detailed troubleshooting procedures and procedures for configuring G10 PSTN gateways.

Chapter 1: System Options

Introduction

This chapter explains how to access and adjust system-wide settings through the **System Options** menu on the 4610SW/4621SW IP telephone. System options let you manage 4610SW/4621SW IP telephones, set the system date and time, set network options, configure G10 PSTN gateways, and set up the Auto Attendant feature.




Tip:

Most system options can be accessed through the web-based administration interface. For more information, see [Chapter 2: Web-based Administration](#).

The following sections are included in this chapter:

- [Accessing the System Options menu](#)
- [Changing the Administration Password](#)
- [Set Management Menu Options](#)
- [Setting the System Date and Time](#)
- [Configuring Network Options](#)
- [Configuring a G10 PSTN Gateway](#)
- [Configuring the Auto Attendant Feature](#)

Accessing the System Options menu

The **System Options** menu can be accessed through the Options () button on any 4610SW/4621SW IP telephone. System options influence the behavior of all 4610SW/4621SW IP telephones and G10 PSTN gateways making up a one-X Quick Edition network. The following menu items are available on the **System Options** menu:

- **Change Password**—Change the password needed to access the **System Options** menu (see [Changing the Administration Password](#) on page 11).
- **Set Management**—Change the extension number of a telephone, remove out-of-service extensions from the system, reset user passwords, upgrade the software load on a telephone or the entire system, or return a telephone to its factory configuration (see [Set Management Menu Options](#) on page 12).


- **Date and Time**—Set the system date and time (see [Setting the System Date and Time](#) on page 20).
- **Network Options**—View or change the network address of a telephone, specify a default IP gateway and/or DNS server; configure SMTP settings to support email notification of voicemail; and/or designate an operator extension (see [Configuring Network Options](#) on page 21).
- **Gateways**—View or configure options specific to a G10 PSTN gateway, such as adjusting the gain settings on Foreign Exchange Office (FXO) lines, enabling music-on-hold input, assigning a specific IP address to the G10 PSTN gateway, or specifying a default IP gateway (see [Configuring a G10 PSTN Gateway](#) on page 24).
- **Auto Attendant**—View settings and configure the automated system for answering calls routed to the one-X Quick Edition system (see [Configuring the Auto Attendant Feature](#) on page 27).



CAUTION:

Password protection is required to prevent unauthorized users from changing system options. If you are the person who manages system-wide options, change the default password to a password that is known only by you.

To access the System Options menu through buttons on the telephone

1. At the telephone, press the **Options** () button below and to the right of the display area.
2. Select **Options** on the **Main** menu, or press 1 on the dialpad.
3. Select **System Options** on the **Options** menu, or press 2 on the dialpad.
4. When you are prompted to enter a password, press the keys on the dialpad to enter the administration password (the default password, which should have been changed when the network was first created, is 54321). If you changed the default password previously to a password known by you only, enter that password instead.
5. Select the **Done** softkey.

The **System Options** menu is displayed. For information about how to view and change the available system options, refer to one of the following sections:

- [To change the administration password](#) on page 12
- [To change the extension number used to call a telephone](#) on page 13
- [To remove an out-of-service extension from the system](#) on page 14
- [To reset the password used to access user options](#) on page 15
- [To upgrade the software](#) on page 16
- [To return a 4610SW/4621SW IP telephone to factory settings](#) on page 18
- [To create a new network when you reset a 4610SW/4621SW IP telephone](#) on page 19

- [To change the system date](#) on page 20
- [To change the system time](#) on page 21
- [To change telephone network address settings](#) on page 21
- [To enable SMTP through telephone buttons](#) on page 23
- [To specify an operator extension](#) on page 23
- [To view G10 PSTN gateway configuration information](#) on page 25
- [To change the loop length of a FXO line](#) on page 25
- [To enable the Music on Hold feature](#) on page 26
- [To change the network address of a G10 PSTN gateway or its default IP gateway](#) on page 26
- [To view or edit an Auto Attendant configuration](#) on page 29
- [To add an Auto Attendant configuration](#) on page 29
- [To view the extension number that invokes an Auto Attendant](#) on page 30
- [To change the name of an Auto Attendant configuration](#) on page 30
- [To select the prompt that is played when an Auto Attendant is invoked](#) on page 31
- [To view the language of Auto Attendant prompts](#) on page 32
- [To select an Auto Attendant configuration for a G10 PSTN gateway](#) on page 32
- [To record a custom greeting](#) on page 33

Changing the Administration Password

Using a password to access system options prevents unauthorized users from viewing or changing system-wide settings. A default password (54321) is factory installed on one-X Quick Edition devices. The installation instructions in the *Avaya one-X Quick Edition Telephone User Guide* instruct the installer to change the administration password when the network is first created. This password can be changed as often as necessary afterward to prevent unauthorized access to the system.



CAUTION:

If you forget the password, contact your technical support representative.

To change the administration password

1. Using any 4610SW/4621SW IP telephone connected to the network, display the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Change Password** on the **System Options** menu, or press 1 on the dialpad.
3. Enter the password that you used to access the **System Options** menu, and then select the **Next** softkey.
4. Enter the new password. The password must contain at least five numbers in the zero to nine range.
5. Select the **Next** softkey.
6. When you are prompted to confirm the new password, re-enter the new password and then select the **Next** softkey.
A confirmation message is displayed.
7. Select the **Ok** softkey.

Set Management Menu Options

The **Set Management** menu lets you manage the 4610SW/4621SW IP telephones that can be accessed through the Corporate directory. You can also modify some of the settings associated with any G10 PSTN gateways belonging to the network. You can:

- Change the extension number used to call a telephone (see [Managing Extension Numbers](#) on page 13).
- Remove an out-of-service telephone extension from the Corporate directory or remove an extension that is associated with a G10 PSTN gateway when the 4610SW/4621SW IP telephone or G10 PSTN gateway is found to be defective (see [Managing Extension Numbers](#) on page 13).
- Reset the password used to access user options on a 4610SW/4621SW IP telephone (see [Resetting a User Password](#) on page 15).
- Upgrade the software load on a 4610SW/4621SW IP telephone, or on all 4610SW/4621SW IP telephones and G10 PSTN gateways making up the network (see [Upgrading a Software Load](#) on page 15).
- Reset a telephone to factory settings (see [Resetting a 4610SW/4621SW IP Telephone to Factory Settings](#) on page 17).

Managing Extension Numbers

When you connect a 4610SW/4621SW IP telephone to the LAN and direct it to join an existing network, the telephone automatically assigns itself a unique extension that does not conflict with any other extension. The newly assigned extension number is added to the Corporate directory automatically.

**CAUTION:**

It is not usually necessary to change the extension number of a 4610SW/4621SW IP telephone.

To change the extension number used to call a telephone

1. At the telephone that needs a different extension number, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Set Management** on the **System Options** menu, or press 2 on the dialpad.
3. Select **Set Extension** on the **Set Management** menu, or press 1 on the dialpad.
4. Select the **Chg** softkey.
5. Select the **Bksp** softkey to move the cursor to the left and delete the existing extension number.
6. Using the dialpad, enter an unused extension number. The number must be in the 200-299 range.
7. Select the **Save** softkey.

Removing an Out-of-Service Extension from the System

The following procedure removes an out-of-service extension from the one-X Quick Edition system. You may remove an out-of-service extension from the system when the associated 4610SW/4621SW IP telephone or G10 PSTN gateway is found to be defective.

**CAUTION:**

Contact your technical support representative first to help you determine whether a 4610SW/4621SW IP telephone or G10 PSTN gateway is defective.

The following procedure may be used to remove the extension number of a defective 4610SW/4621SW IP telephone or G10 PSTN gateway from the system.



CAUTION:

Do not remove a telephone extension from the Corporate directory unless the associated 4610SW/4621SW IP telephone is unable to restart and your technical support representative has recommended that you return the telephone. To determine if your telephone will restart, unplug the telephone from the LAN and then plug it in again. If the telephone fails to restart, the telephone or its software load may be defective. If you suspect that either is faulty, contact your technical support representative.



CAUTION:

Removing an extension number from the system prevents all 4610SW/4621SW IP telephones and G10 PSTN gateways associated with the system from recognizing that extension number until it is re-assigned. The extension number can be re-used if required the next time you add a 4610SW/4621SW IP telephone to the one-X Quick Edition network.

To remove an out-of-service extension from the system

1. Unplug the defective 4610SW/4621SW IP telephone or G10 PSTN gateway from the LAN.
2. If the device is not powered through PoE, disconnect the power source.
3. Ensure that all other 4610SW/4621SW IP telephones and G10 PSTN gateways making up the one-X Quick Edition network are connected to the LAN and functioning properly.
4. Using any 4610SW/4621SW IP telephone connected to the network, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
5. Select **Set Management** on the **System Options** menu, or press 2 on the dialpad.
6. Select **Remove Extension** on the **Set Management** menu, or press 2 on the dialpad.
7. Perform one of the following steps:
 - If you know the number of the extension, enter the number and then select the **Next** softkey.
 - To choose a telephone number for the Corporate directory, select the **FrDir** softkey and then select the extension to remove.



Tip:

If required, you can obtain the extension number of a G10 PSTN gateway through the **Gateways** menu item on the **System Options** menu (see [Viewing G10 PSTN Gateway Configuration Information](#) on page 25).

8. When you are prompted to remove the extension, select the **Yes** softkey.

Resetting a User Password

If a user forgets the password that is needed to access user options on a 4610SW/4621SW IP telephone, you can reset the password on the telephone to the default password.

To reset the password used to access user options

1. At the user's telephone, display the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Set Management** on the **System Options** menu, or press 2 on the dialpad.
3. Select **Reset Password** on the **Set Management** menu, or press 3 on the dialpad.
4. When you are prompted to reset the password to the default value, select the **Yes** softkey.
A confirmation message is displayed.
5. Select the **Ok** softkey.

The password for accessing user options is reset to 12345. Advise the user to change the password (see "Setting Password Options" in the "Setting Telephone Options" chapter of the *Avaya one-X Quick Edition Telephone User Guide*).

Upgrading a Software Load

You can upgrade the software load on a 4610SW/4621SW IP telephone or G10 PSTN gateway. When you upgrade a software load, the system Auto Attendant prompts and web-based interface files may also be updated.

The software upgrade package contains an executable installer program (*.exe) that runs on a Microsoft Windows computer. You can download the software upgrade package from the Avaya Technical Support web site (<http://avaya.com/support>). The software upgrade package must be installed on a computer that can access the one-X Quick Edition devices that you want to upgrade.

When you start the installer program, a Trivial File Transfer Protocol (TFTP) server is started on the computer. Afterward, selecting system options through buttons on the 4610SW/4621SW IP telephone commands the TFTP server to download the new software load to selected one-X Quick Edition devices.

Note:

If you have a firewall that does not allow TFTP communications, the firewall may block the software upgrade process. If necessary, configure the firewall to allow TFTP communications while you upgrade the software.



CAUTION:

Before you begin, read the README file that is provided with the software upgrade package. Next, start the TFTP server by starting the installer program.

To upgrade the software

1. At the telephone that you want to upgrade, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Set Management** on the **System Options** menu, or press 2 on the dialpad.
3. Select **Upgrade** on the **Set Management** menu, or press 4 on the dialpad.
4. Select the **Upg** softkey.
5. The IP address of the administration computer (on which the TFTP server is running) should be displayed. If the IP address does not match the IP address of the computer on which the software upgrade package has been installed, select the **Chg** softkey and enter the correct IP address.



Tip:

Here is a quick way to determine the IP address of the administration computer: On the Windows **Start** menu, select **All Programs > Accessories > Command Prompt**. At the command prompt, type `ipconfig /all`. Look for the IP address in the list of displayed information.

6. Select the **Next** softkey.

The **Upgrade Settings** menu displays the software components included in the load.

7. Select the **Next** softkey.

The **Upgrade Options** menu displays two options for performing the upgrade:

- **Clean Database**—When selected, the software is upgraded and all user-configurable settings and system-configuration data are erased (the settings revert to factory settings).



CAUTION:

Do not select **Clean Database** unless you intend to erase all existing user and system configuration data.

- **Upgrade all?**—When selected, the software on all 4610SW/4621SW IP telephones and G10 PSTN gateways belonging to the same network as the telephone mentioned in Step 1 are upgraded. If you do not select this option, the software load on your 4610SW/4621SW IP telephone only is upgraded.

Initially, neither of these options is selected.

8. If you want to enable database cleaning during the upgrade, select **Clean Database** on the **Upgrade Options** menu, or press 1 on the dialpad. The option is selected.

9. If you want to upgrade all of the 4610SW/4621SW IP telephones and G10 PSTN gateways in the network, select **Upgrade all?** on the **Upgrade Options** menu, or press 2 on the dialpad. The option is selected.
10. Select the **Next** softkey.
11. When you are prompted to start the upgrade process, select the **Yes** softkey.
A progress message is displayed. When the process completes, the telephone restarts.
12. At the administration computer, exit the installer program.

Resetting a 4610SW/4621SW IP Telephone to Factory Settings

If required, you can reset a 4610SW/4621SW IP telephone to factory settings. The following procedure assumes that the telephone you want to reset is plugged in to and will join an existing one-X Quick Edition network.

When you reset a 4610SW/4621SW IP telephone, you are prompted for a name. The one-X Quick Edition system associates the name with a telephone extension automatically. The name that you enter should belong to the person who will be using the telephone. Entering the person's last name followed by the first name enables the following recommended system setup:

- The names in the Corporate directory are sorted alphabetically by last name.
- The dial-by-name function of the Auto Attendant feature attempts to match caller key presses to the Corporate directory name, starting with the first character of the last name.

**Tip:**

You can follow Steps 1 through 4 of the procedure given below to remove an operational 4610SW/4621SW IP telephone from the system and remove its extension number from Corporate directory.

In the unlikely event that you need to rid the system of corrupted data and create a new network, you can reset a 4610SW/4621SW IP telephone and create the new network as described in [To create a new network when you reset a 4610SW/4621SW IP telephone](#) on page 19. When you create a new network, the 4610SW/4621SW IP telephones that you add to the new network continue to use the same network address space that they did previously.

**CAUTION:**

The following procedure deletes user data, including directory information, Voicemail settings and messages, and the currently assigned extension number.

To return a 4610SW/4621SW IP telephone to factory settings





1. At the telephone that you want to reset, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Set Management** on the **System Options** menu, or press 2 on the dialpad.
3. Select **Freshstart** on the **Set Management** menu, or press 5 on the dialpad.
4. When you are prompted to remove and refresh the telephone settings, select the **Yes** softkey.

Freshstart Done is displayed when the procedure completes.



Tip:


If the 4610SW/4621SW IP telephone is operational but you want to remove the telephone from the system and free its extension number from the Corporate directory, unplug the telephone from the LAN at this point.

5. Select the **Reset** softkey.
The telephone restarts.
6. Press 2 on the dialpad to select **Join Site** from the **Site Name** menu.
The telephone may join the existing network automatically and display the name of the network that it joins. Wait for the telephone to initialize.
7. When you are prompted for a name, use the keys on the dialpad to enter a user name for the telephone extension (for example, **Young, Mary**). To enter the name:
 - Press the dialpad key with the corresponding letter on it—press once to enter the first letter, twice for the second letter, three times for the third letter, and four times for the fourth letter. For example, to type "R", press the dialpad key "7" three times. To enter the next character, wait for the cursor to move to the right automatically or press the Page Right () button.
 - To move the cursor to the left without deleting a character, press the Page Left () button.
 - To move the cursor to the right without deleting a character, press the Page Right () button.
 - To add a space to the end of a line, press the Page Right () button.
 - To move the cursor to the left and delete a character, select the **Bksp** softkey.
 - To change a character to upper- or lower-case, select the **Case** softkey. The first character in a line and the first character after a space are capitalized automatically.
 - The special characters . , ' & - and @ are entered by pressing the 1 dialpad key.
8. Select the **Save** softkey.
The telephone is ready to be used.

To create a new network when you reset a 4610SW/4621SW IP telephone

1. With the exception of the telephone that you will be resetting, reset all 4610SW/4621SW IP telephones and G10 PSTN gateways to factory settings and disconnect them from the LAN:
 - To reset a 4610SW/4621SW IP telephone, see [To return a 4610SW/4621SW IP telephone to factory settings](#) on page 18.
 - To reset a G10 PSTN gateway, see "Resetting a G10 PSTN Gateway to Factory Settings" in the "Installation and Maintenance" chapter of the *Avaya one-X Quick Edition G10 PSTN Gateway Installation Guide*.
 2. At the telephone that you want to reset, verify that "No Peers Available" is being displayed in the display area. This message confirms that you have removed all one-X Quick Edition peers from the network.
 3. At the telephone that you want to reset, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
 4. Select **Set Management** on the **System Options** menu, or press 2 on the dialpad.
 5. Select **Freshstart** on the **Set Management** menu, or press 5 on the dialpad.
 6. When you are prompted to remove and refresh the telephone settings, select the **Yes** softkey.

Freshstart Done is displayed when the procedure completes.
 7. Select the **Reset** softkey.

The telephone restarts.
 8. When you are prompted to create a site, press 1 on the dialpad to select **Create Site** from the **Site Name** menu.
 9. When you are prompted to enter a site name, press the keys on the dialpad to enter a unique network name.
 10. Select the **Next** softkey.
 11. When you are prompted to enter the old password, enter the administration password that you used to access the **System Options** menu at the beginning of this procedure.
 12. Select the **Next** softkey.
 13. When you are prompted to enter a new password, enter a different password for accessing the system options associated with the new network. The password must contain at least five numbers in the 0 to 9 range.
-  **CAUTION:**
If you forget the password, contact your technical support representative.
14. Select the **Next** softkey.
 15. When you are prompted to confirm the password, re-enter the new password.

16. Select the **Next** softkey.

The name of the new site is displayed, and the telephone creates the new network. Wait for the telephone to initialize.

17. When you are prompted for a name, use the keys on the dialpad to enter a user name for the telephone extension (for example, **Young, Mary**).

18. Select the **Save** softkey.

The telephone is ready to be used. You may connect additional 4610SW/4621SW IP telephones or P10 PSTN gateways to the new network at this point. All new devices must have factory settings.

Setting the System Date and Time

If you subscribe to "Caller ID" to obtain date and time information from your service provider, date and time information is delivered to your one-X Quick Edition system from the PSTN. If you have a G10 PSTN gateway, the G10 PSTN gateway uses this information to synchronize its clock.

If the time on the G10 PSTN gateway is two minutes fast or slow compared to PSTN time, the G10 PSTN gateway resets its clock to match PSTN time and resynchronizes all of the 4610SW/4621SW IP telephones in the network. Afterward, the date and time information associated with internal and external calls is obtained from the one-X Quick Edition network.

Note:

Caller ID information does not include the current year. As a result, a specific year is included in your telephone's factory settings. If the factory settings on your telephone specify a different year compared to the current year, you must set the current year on your telephone manually. The current year may need to be specified whenever your telephone goes through a power cycle.

The following procedures set the date and time for all of the 4610SW/4621SW IP telephones in the network. The values that you specify override the time that a G10 PSTN gateway may derive from the PSTN.

To change the system date

1. Using any 4610SW/4621SW IP telephone connected to the network, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Date and Time** on the **System Options** menu, or press 3 on the dialpad.
3. Select **Date** on the **Date & Time Options** menu, or press 1 on the dialpad.
4. Enter the date in MM/DD/YYYY format. Pressing the / softkey enters a month-day-year separator character.
5. Select the **Save** softkey.

To change the system time

1. Using any 4610SW/4621SW IP telephone connected to the network, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Date and Time** on the **System Options** menu, or press 3 on the dialpad.
3. Select **Time** on the **Date & Time Options** menu, or press 2 on the dialpad.
4. Enter the time in HH:MM (24-hour) format (for example, 15:36). Pressing the : softkey enters an hour-minute separator character.
5. Select the **Save** softkey.

Configuring Network Options

It is not usually necessary to configure network options. These capabilities are offered if required to support large, multi-branch network installations.



CAUTION:

Do not change any of the **Network Option** settings unless you have advanced network knowledge or you have asked for assistance from your technical support representative.

Modifying Telephone Network Address Settings

You can specify the IP address of the telephone, the network mask of the telephone IP address, and optionally, the IP addresses of a default IP gateway and Domain Name System (DNS) server if they reside in the one-X Quick Edition network address space and are needed to support a specific network configuration.

When you change the IP address of a telephone, the new IP address is kept by the telephone through subsequent power cycles. This kind of IP address is said to be "static." Any changes to network addresses are automatically communicated to all of the one-X Quick Edition devices in the network.

Before you begin, obtain IP addresses for the required network configuration.

To change telephone network address settings

1. At the telephone that you want to configure, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Network Options** on the **System Options** menu, or press 4 on the dialpad.

3. Select **IP Address** on the **Network Options** menu, or press 1 on the dialpad.
The current settings are displayed.
4. Select the **Chg** softkey.
5. If you want to assign a static IP address to the telephone, enter an unused IP address that corresponds to the network address space used by the connected network segment (for example, if the network address space is 198.16.10.0, you could enter an IP address such as 198.16.10.100). Select the **.** softkey to add separator characters between the digits.
6. Select the **Next** softkey.
7. If you want to specify a different network mask for the telephone IP address, enter the network mask (for example, 198.16.10.0). Select the **.** softkey to add separator characters between the digits.
8. Select the **Next** softkey.
9. If you want to specify the IP address of a default IP gateway (for routing traffic generated by the telephone to a next-hop router), enter the IP address of the gateway. Select the **.** softkey to add separator characters between the digits.
10. Select the **Next** softkey.
11. If you want to specify the IP address of a DNS server (for resolving device names to IP addresses), enter the IP address of the DNS server host. Select the **.** softkey to add separator characters between the digits.
12. Select the **Next** softkey followed by the **Save** softkey.

Configuring SMTP to Support Email Notification

When enabled, the email-notification-of-voicemail feature sends email to alert users whenever new Voicemail messages addressed to them are received. The email message contains call header information, including the caller name (if available), caller number, and the time and length of the call.

The Simple Mail Transfer Protocol (SMTP) is used to send email messages from a user's telephone to a user. The SMTP settings that you specify are used to configure communications with a SMTP server, which in turn forwards email messages from a user's telephone to the user's email address.

To support the email-notification-of-voicemail feature, you must enable SMTP on the one-X Quick Edition network, which enables a 4610SW/4621SW IP telephone to forward email messages from the Voicemail Application to an SMTP server.

By default, the IP address of the SMTP server host is set to 0.0.0.0, and the TCP/IP port on which SMTP communications is assumed to take place is port 25. In most cases, only the IP address has to be changed.

Before you begin, obtain the host IP address and port number of the SMTP server. If the SMTP server does not reside in the one-X Quick Edition network address space, the one-X Quick Edition network must have a route to the SMTP server.

To enable SMTP through telephone buttons

1. Using any 4610SW/4621SW IP telephone connected to the network, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Network Options** on the **System Options** menu, or press 4 on the dialpad.
3. Select **SMTP Settings** on the **Network Options** menu, or press 2 on the dialpad.
4. Select the **On** softkey to enable SMTP on the telephone.
5. Select the **Chg** softkey.
6. Enter the IP address of the SMTP server host. Select the **.** softkey to add separator characters between the digits.
7. Select the **Next** softkey.
8. If your network uses a different IP port number for SMTP communications, specify the port number.
9. Select the **Next** softkey.
10. Select the **Save** softkey.

Specifying the Designated Operator Extension

You can choose the telephone that you want to designate as the operator extension. The operator extension is the extension to which the Auto Attendant feature redirects outside calls when the caller presses zero or does not respond to prompts while the Auto Attendant feature is engaged. Initially, the telephone at extension number 200 receives these redirected calls.

The behavior of the telephone that you associate with the operator extension is determined by the call-forwarding rules on that telephone. When a call is forwarded to the operator extension but remains unanswered, the call-forwarding rules on that telephone ultimately determine how the call will be handled.

To specify an operator extension

1. Using any 4610SW/4621SW IP telephone connected to the network, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Network Options** on the **System Options** menu, or press 4 on the dialpad.
3. Select **Operator Extension** on the **Network Options** menu, or press 3 on the dialpad.
4. Select the **Chg** softkey.

5. Perform one of the following steps:
 - If you know which extension number to use, enter the number and then select the **Next** softkey.
 - To choose an extension number from the Corporate directory, select the **FrDir** softkey and then select the entry.
6. Select the **Save** softkey.

Configuring a G10 PSTN Gateway

You can perform the following actions through the **Gateways** menu, which is accessed through the **System Options** menu:

- View G10 PSTN gateway configuration information, such as the connection status, extension number, MAC address, and IP address. See [To view G10 PSTN gateway configuration information](#) on page 25.
- Adjust the loop length (gain) on connected FXO lines. See [To change the loop length of a FXO line](#) on page 25.
- Enable the Music On Hold feature, which supports audio input to the system while callers are placed on hold. See [To enable the Music on Hold feature](#) on page 26.
- Change the network address of the G10 PSTN gateway, or specify a default IP gateway to route traffic from a G10 PSTN gateway to a next-hop router. See [To change the network address of a G10 PSTN gateway or its default IP gateway](#) on page 26.



Tip:

You must know the extension number of the G10 PSTN gateway before you begin. If your network has more than one G10 PSTN gateway and you are not sure which extension to choose, here is a way to determine the extension number of a particular G10 PSTN gateway. First, go to the G10 PSTN gateway and record its MAC address (see the label on the bottom of the G10 PSTN gateway). Next, using any 4610SW/4621SW IP telephone connected to the network, access the **Gateways** menu under **System Options**. One at a time, select the Line/Function (▶) button beside each gateway entry, and then select **Details** to view the associated MAC addresses. When you locate the G10 PSTN gateway that matches the MAC address, note its extension number.

Viewing G10 PSTN Gateway Configuration Information

You can look up G10 PSTN gateway configuration information, such as the connection status, extension number, MAC address, and IP address.

To view G10 PSTN gateway configuration information

1. Using any 4610SW/4621SW IP telephone connected to the network, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Gateways** on the **System Options** menu, or press 5 on the dialpad.
3. Using a Line/Function (▶) button or numeric key on the dialpad, select the extension number of the G10 PSTN gateway.
4. Select **Details** on the **Gateway** menu, or press 1 on the dialpad.

The configuration information is displayed.

Adjusting Gain Settings on Connected FXO Lines

The G10 PSTN gateway supports configurable gain settings to mitigate echo on connected FXO lines. You might have to adjust the gain settings if your office happens to be close to a Central Office (CO). In this situation, the lines may experience echo because of high signal levels. To reduce or eliminate this problem, you can shorten the loop length setting to avoid echo on a line. Similarly, if you are connected to a short line such as a PBX line, select the short loop setting.



If you perceive incoming speech to be at low levels, the transmission is most likely over a very long line. In this case, select the long loop setting.

To change the loop length of a FXO line

1. Using any 4610SW/4621SW IP telephone connected to the network, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Gateways** on the **System Options** menu, or press 5 on the dialpad.
3. Using a Line/Function (▶) button or numeric key on the dialpad, select the extension number of the G10 PSTN gateway to which the line in question is connected.
4. Select **Lines** on the **Gateway** menu, or press 2 on the dialpad.
5. Using a Line/Function (▶) button or numeric key on the dialpad, select the line that you want to adjust.

**Tip:**

FXO line numbers are based on the G10 PSTN gateway port numbers (**L1**, **L2**, **L3**, **L4**) to which the lines are connected.


6. Select **Loop Length** on the menu, or press 1 on the dialpad.
7. Select the **+** or **-** softkey or press the Volume Control ( ) buttons to change the loop length setting.
8. Select the **Save** softkey.
A confirmation message is displayed.
9. Select the **Ok** softkey.

Playing Audio Input to Callers Placed on Hold

The G10 PSTN gateway has a **Music on Hold** input jack to which you can connect audio input.

Before you enable the Music on Hold feature, connect the audio source to the G10 PSTN gateway, power on the audio source, and set the volume of the audio source. To connect an audio source, see the *Avaya one-X Quick Edition G10 PSTN Gateway Installation Guide*.


To enable the Music on Hold feature

1. Using any 4610SW/4621SW IP telephone connected to the network, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Gateways** on the **System Options** menu, or press 5 on the dialpad.
3. Using a Line/Function () button or numeric key on the dialpad, select the extension number of the G10 PSTN gateway to which audio input is connected.
4. Select **Music On Hold** on the **Gateway** menu, or press 3 on the dialpad.
5. Select the **On** softkey.

Changing the Network Addresses Associated with a G10 PSTN Gateway

You can specify the network address of a G10 PSTN gateway. It may be necessary to change the address to support a specific network configuration. If required, you may also specify the IP address of a default IP gateway to route traffic from a G10 PSTN gateway to a next-hop router.

To change the network address of a G10 PSTN gateway or its default IP gateway

1. Using any 4610SW/4621SW IP telephone connected to the network, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Gateways** on the **System Options** menu, or press 5 on the dialpad.
3. Using a Line/Function () button or numeric key on the dialpad, select the extension number of the G10 PSTN gateway.

4. Select **IP Address** on the **Gateway** menu, or press 4 on the dialpad.
5. Select the **Chg** softkey.
6. If you want to assign a static IP address to the G10 PSTN gateway, enter an unused IP address that corresponds to the network address space used by the connected network segment (for example, if the network address space is 198.16.254.0, you could enter an IP address such as 198.16.254.200). Select the **.** softkey to add separator characters between the digits.
7. Select the **Next** softkey.
8. If you want to specify a different network mask for the G10 PSTN gateway IP address, enter the network mask (for example, 198.16.254.0). Select the **.** softkey to add separator characters between the digits.
9. Select the **Next** softkey.
10. If you want to specify the IP address of a default IP gateway (for routing traffic from the G10 PSTN gateway to a next-hop router), enter the IP address of the gateway. Select the **.** softkey to add separator characters between the digits.
11. Select the **Next** softkey.
12. Select the **Save** softkey.

Configuring the Auto Attendant Feature

The Auto Attendant feature is a system-wide feature that answers incoming PSTN calls automatically and invites callers to perform one of the following actions:

- dial a known extension number,
- spell the name of the person using keys on the dialpad, or
- press 0 on the dialpad to redirect the call to the designated Operator.

To dial an extension number, callers must know the extension number of the party they are trying to reach.

If the caller does not know the extension number, the caller may use the keys on the dialpad to spell a name and have the call transferred to the associated extension number. For example, if the names in the Corporate directory are sorted by last name, the caller may spell the last name of a person using keys on the dialpad. To reach someone named Mary Young, a caller (in response to Auto Attendant prompts) would press 1 to access the Corporate directory, and then press the keys on the dialpad to enter the last name (96864) followed by the # key.

If the caller does not respond to Auto Attendant prompts, or chooses to dial zero in response to the Auto Attendant prompt, the call is transferred to the designated operator extension. Outside callers who use rotary or pulse telephones are redirected to the designated operator extension automatically. To specify the operator extension number, see [Specifying the Designated Operator Extension](#) on page 23.

Prerecorded greetings and prompts are supplied in the English language. The Auto Attendant can play the default greeting all the time, or you can record two custom greetings (see [To record a custom greeting](#) on page 33) and manually switch the recording to play at different times (see [To select the prompt that is played when an Auto Attendant is invoked](#) on page 31). For example, you can use one greeting during the day when you are open for business, and one at night and other times when the office is closed.

Multiple Auto Attendant configurations per one-X Quick Edition network can be defined (see [To add an Auto Attendant configuration](#) on page 29). You can use the Auto Attendant configuration that is supplied with one-X Quick Edition, or you can create and enable one or more custom Auto Attendant configurations. One Auto Attendant configuration per G10 PSTN Gateway can be enabled (see [To select an Auto Attendant configuration for a G10 PSTN gateway](#) on page 32).



Tip:

The Auto Attendant can be started from any 4610SW/4621SW IP telephone in the one-X Quick Edition network by dialing extension 500; however, to reach someone who has a telephone on the network, it may be faster to dial that person's extension number through the Corporate directory.

Initially, all calls from the PSTN are routed to the default Auto Attendant configuration at extension 500 automatically. You can use the web-based administration interface to:

- disable the Auto Attendant feature (see [Enabling Fax Communications to Pass through a G10 PSTN Gateway](#) on page 65),
- forward incoming calls to a specific FXO line (see [Configuring a Direct Inward Line](#) on page 67), and/or
- forward outgoing calls to a specific FXO line (see and [Configuring a Private Outgoing Line](#) on page 68).

Configuring Auto Attendant Settings

Initially, incoming calls on all FXO lines connected to a G10 PSTN gateway are routed to the default Auto Attendant configuration at extension 500.

To select a custom Auto Attendant configuration for a G10 PSTN Gateway, access the **System Options** menu on any 4610SW/4621SW IP telephone (see [Configuring Auto Attendant Settings](#) on page 28).

To select advanced settings, access the web-based administration interface (see [Configuring the Auto Attendant Feature](#) on page 80). For example, you must use the web-based administration interface to:

- Enable a fax machine to answer and place facsimile transmissions (see [Enabling Fax Communications to Pass through a G10 PSTN Gateway](#) on page 65).
- Make a FXO line a "direct inward line," in which case calls arriving on that line are routed directly to the specified extension (see [Configuring a Direct Inward Line](#) on page 67).
- Make a FXO line a "private outgoing line," which forwards outgoing calls from the specified extension to the FXO line (see [Configuring a Private Outgoing Line](#) on page 68).

To view or edit an Auto Attendant configuration

1. Using any 4610SW/4621SW IP telephone connected to the network, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Auto Attendant** on the **System Options** menu, or press 6 on the dialpad.
3. Select **Auto Attendant** on the **Auto Attendants** menu, or press 1 on the dialpad.
All Auto Attendant configurations are displayed.
4. Select the Line/Function (▶) button beside the configuration that you want to view, or press the corresponding key on the dialpad.

The **AA Details** menu is displayed. Selecting a Line/Function (▶) button beside an entry enables you to change the displayed setting. For more information, see one of the following procedures:

- [To add an Auto Attendant configuration](#) on page 29
- [To view the extension number that invokes an Auto Attendant](#) on page 30
- [To change the name of an Auto Attendant configuration](#) on page 30
- [To select the prompt that is played when an Auto Attendant is invoked](#) on page 31
- [To view the language of Auto Attendant prompts](#) on page 32
- [To select an Auto Attendant configuration for a G10 PSTN gateway](#) on page 32
- [To record a custom greeting](#) on page 33

To add an Auto Attendant configuration


1. Using any 4610SW/4621SW IP telephone connected to the network, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Auto Attendant** on the **System Options** menu, or press 6 on the dialpad.
3. Select **Auto Attendant** on the **Auto Attendants** menu, or press 1 on the dialpad.
4. Select the **Add** softkey.
5. Using the keys on the dialpad, enter an unused extension number in the 501 to 599 range.

Chapter 1: System Options


6. Select the **Next** softkey.
 7. Using the keys on the dialpad and the softkeys, enter a name for the Auto Attendant configuration.
 8. Select the **Next** softkey.
 9. Perform one of the following actions:
 - To select the default greeting, select **Default** on the **Select AA Prompt** menu, or press 3 on the dialpad.
 - If you recorded a custom greeting or intend to record a custom greeting (see [To record a custom greeting](#) on page 33), select 1 or 2 on the dialpad to select the appropriate greeting.
- A summary of the configuration settings is displayed.
10. Select the **Save** softkey.

To view the extension number that invokes an Auto Attendant

1. Using any 4610SW/4621SW IP telephone connected to the network, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Auto Attendant** on the **System Options** menu, or press 6 on the dialpad.
3. Select **Auto Attendant** on the **Auto Attendants** menu, or press 1 on the dialpad.

The extension numbers of all Auto Attendant configurations are displayed. Auto Attendant extension numbers are in the 501 to 599 range. If you would like to change the extension number of a custom Auto Attendant configuration, you must delete the existing configuration and re-create it using a different extension number.
4. Press the Phone/Exit () button.

To change the name of an Auto Attendant configuration

1. Using any 4610SW/4621SW IP telephone connected to the network, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Auto Attendant** on the **System Options** menu, or press 6 on the dialpad.
3. Select **Auto Attendant** on the **Auto Attendants** menu, or press 1 on the dialpad.
4. Select the Line/Function () button beside the configuration that you want to edit, or press the corresponding key on the dialpad.
5. Select **Name** on the **AA Details** menu, or press 2 on the dialpad.

6. Using the keys on the dialpad and the softkeys, enter a different name for the Auto Attendant configuration:
 - Press the dialpad key with the corresponding letter on it—press once to enter the first letter, twice for the second letter, three times for the third letter, and four times for the fourth letter. For example, to type "R", press the dialpad key "7" three times. To enter the next character, wait for the cursor to move to the right automatically or press the Page Right (◀▶) button.
 - To move the cursor to the left without deleting a character, press the Page Left (▶◀) button.
 - To move the cursor to the right without deleting a character, press the Page Right (▶◀) button.
 - To add a space to the end of a line, press the Page Right (▶◀) button.
 - To change a character to upper- or lower-case, select the **Case** softkey. The first character in a line and the first character after a space are capitalized automatically.
 - The special characters . , ' & - and @ are entered by pressing the 1 dialpad key.
7. Select the **Next** softkey.
8. Select the **Save** softkey.

To select the prompt that is played when an Auto Attendant is invoked

1. Using any 4610SW/4621SW IP telephone connected to the network, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Auto Attendant** on the **System Options** menu, or press 6 on the dialpad.
3. Select **Auto Attendant** on the **Auto Attendants** menu, or press 1 on the dialpad.
4. Select the Line/Function (▶) button beside the configuration that you want to edit, or press the corresponding key on the dialpad.
5. Select **Prompt** on the **AA Details** menu, or press 3 on the dialpad.
6. Perform one of the following actions:
 - To select the default greeting, select **Default** on the **Select AA Prompt** menu, or press 3 on the dialpad.
 - If you recorded a custom greeting or intend to record a custom greeting (see [To record a custom greeting](#) on page 33), select 1 or 2 on the dialpad to select the appropriate greeting.

A summary of the configuration settings is displayed.
7. Select the **Save** softkey.

To view the language of Auto Attendant prompts

1. Using any 4610SW/4621SW IP telephone connected to the network, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Auto Attendant** on the **System Options** menu, or press 6 on the dialpad.
3. Select **Auto Attendant** on the **Auto Attendants** menu, or press 1 on the dialpad.
4. Select the Line/Function (▶) button beside the configuration that you want to view, or press the corresponding key on the dialpad.

The language setting is displayed (menu item 4). Currently, English is the only supported language.

5. Press the Phone/Exit (☎) button.

To select an Auto Attendant configuration for a G10 PSTN gateway

1. Using any 4610SW/4621SW IP telephone connected to the network, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Auto Attendant** on the **System Options** menu, or press 6 on the dialpad.
3. Select **Auto Attendant** on the **Auto Attendants** menu, or press 1 on the dialpad.
4. Select the Line/Function (▶) button beside the Auto Attendant configuration that you want to select, or press the corresponding key on the dialpad.
5. Select **Gateway** on the **AA Details** menu, or press 5 on the dialpad.

The **Select AA Gateways** menu displays the extension number of all G10 PSTN gateways connected to the one-X Quick Edition network. If a G10 PSTN gateway is associated with the selected Auto Attendant configuration, its extension number is displayed with a check symbol. Extension numbers displayed with an **X** symbol are not associated with the selected Auto Attendant configuration.

6. Select the Line/Function (▶) button beside the extension number of the G10 PSTN gateway that you want to associate with the Auto Attendant configuration, or press the corresponding key on the dialpad.

The selected Auto Attendant configuration is assigned to the G10 PSTN gateway.



Tip:

If the G10 PSTN gateway that you selected was associated with a different Auto Attendant configuration, that association is removed automatically. You cannot delete an Auto Attendant configuration when it is associated with a G10 PSTN Gateway.

To record a custom greeting

1. Using any 4610SW/4621SW IP telephone connected to the network, access the **System Options** menu as described in [Accessing the System Options menu](#) on page 9.
2. Select **Auto Attendant** on the **System Options** menu, or press 6 on the dialpad.
3. Select **Custom Greeting 1** or **Custom Greeting 2** on the **Auto Attendants** menu (or press 2 or 3 on the dialpad).
4. When you are prompted to record the custom greeting, lift the handset and prepare yourself to make the recording.
5. Select the **Rec** softkey, and speak the greeting clearly into the microphone.
6. When you are finished, select the **Stop** softkey.
7. Perform one of the following actions:
 - To listen to your recording, select **Play** on the **AA Prompt** menu.
 - If you are satisfied with the recording, select the **Save** softkey followed by the **Ok** softkey.
 - If necessary, select the **Rec** softkey to re-record the greeting.

Chapter 2: Web-based Administration

Introduction

When a computer is connected to the same network as your 4610SW/4621SW IP telephones and G10 PSTN gateways, you can access, manage, and upgrade system-wide features through the web-based administration interface. For best results, choose Microsoft Internet Explorer 6.0 (or later) or Mozilla Firefox 1.0 (or later).

The following sections are included in this chapter:

- [Secure Access](#)
- [Web-only System Configuration Options](#)
- [Logging in to the Administration Interface](#)
- [Changing the Administration Password](#)
- [Using Set Management Options to Configure Telephones](#)
- [Creating and Managing Telephone Groups](#)
- [Changing the System Time and Date](#)
- [Configuring a G10 PSTN Gateway](#)
- [Specifying Patterns for Dialing Rules](#)
- [Configuring Email Notification of Voicemail](#)
- [Adjusting Audio Quality Settings](#)
- [Configuring the Auto Attendant Feature](#)

Secure Access

Any 4610SW/4621SW IP telephone or G10 PSTN gateway can be configured or upgraded through the web-based administration interface, provided that the administration computer has local or remote access to the associated one-X Quick Edition network through a web browser. Logging in through the web-based administration interface enables provisioning of the entire one-X Quick Edition system. All system changes and updates are automatically communicated to all 4610SW/4621SW IP telephones and G10 PSTN gateways making up the network.

Regardless of whether the administration computer is connected locally or remotely, a secure connection is provided between the administration computer and the one-X Quick Edition network through Secure Sockets Layer (SSL) encryption. Password authentication ensures that only authorized users can access system-wide configuration settings.

Web-only System Configuration Options

Most system options can be configured through buttons on a 4610SW/4621SW IP telephone. The following features can only be configured through the web-based administration interface:

- paging zones (see [To view or edit the name, extension, or paging zone assigned to a telephone](#) on page 43)
- groups (see [Creating and Managing Telephone Groups](#) on page 52)
- dialing patterns/rules (see and [Specifying Patterns for Dialing Rules](#) on page 74)
- call-handling on FXO lines, including:
 - disabling Auto Attendant functionality on a FXO line so that a fax machine can be connected to the G10 PSTN gateway (see [Enabling Fax Communications to Pass through a G10 PSTN Gateway](#) on page 65)
 - forwarding incoming calls from a FXO line to a specific extension (see [Configuring a Direct Inward Line](#) on page 67)
 - forwarding outgoing calls from an extension to a specific FXO line (see [Configuring a Private Outgoing Line](#) on page 68)
- system-wide audio quality setting (see [Adjusting Audio Quality Settings](#) on page 78)

Logging in to the Administration Interface

To log in to the web-based administration interface, use the IP address of any 4610SW/4621SW IP telephone listed in the Corporate directory as the Uniform Resource Locator (URL) in your web browser. You enter the IP address into the web browser address field, where you would normally enter the address of any web page that you want to view.

When you log in, the system uses the Secure Sockets Layer (SSL) protocol to secure communications between the web browser on your computer and the system. SSL encrypts the information that you enter when you log in before that information is transmitted to the system. When the web browser connects to the 4610SW/4621SW IP telephone, SSL is used to verify the identity of the administration computer to the telephone. As part of the exchange, the 4610SW/4621SW IP telephone generates and downloads a self-signed security certificate to the administration computer.

Avaya 4610SW/4621SW IP telephones and G10 PSTN gateways use self-signed security certificates to authenticate themselves to a web browser whenever the web browser initiates a secure connection through SSL. When the certificate is downloaded, two security messages are displayed in the web browser:

- The first message informs you that a secure link is going to be set up through SSL. You can select an option to suppress the display of this message.
- The second message prompts you to accept and optionally install the self-signed security certificate. If you do not accept the certificate, the 4610SW/4621SW IP telephone or G10 PSTN gateway refuses the connection. When you accept the certificate, the **User Options** login page is displayed. If you choose to install the certificate, the prompt is not displayed again.

After you switch to the **System Options** login page, the password that you enter is encrypted before the information is sent to the system. After you log in, you can configure system-wide options. If required, you can select any 4610SW/4621SW IP telephone or G10 PSTN gateway in the network, and view and/or modify the associated settings.

Before you begin, record the IP address of any 4610SW/4621SW IP telephone that belongs to the network. To determine the IP address of a 4610SW/4621SW IP telephone, press # on the dialpad of the telephone.

To log in to the web-based administration interface

1. Start the web browser on your computer.
2. In the **Address** field, enter the IP address of the telephone (for example, if the IP address is 169.254.190.170, type `https://169.254.190.170`).

If you have not disabled the first security alert, the following message is displayed:



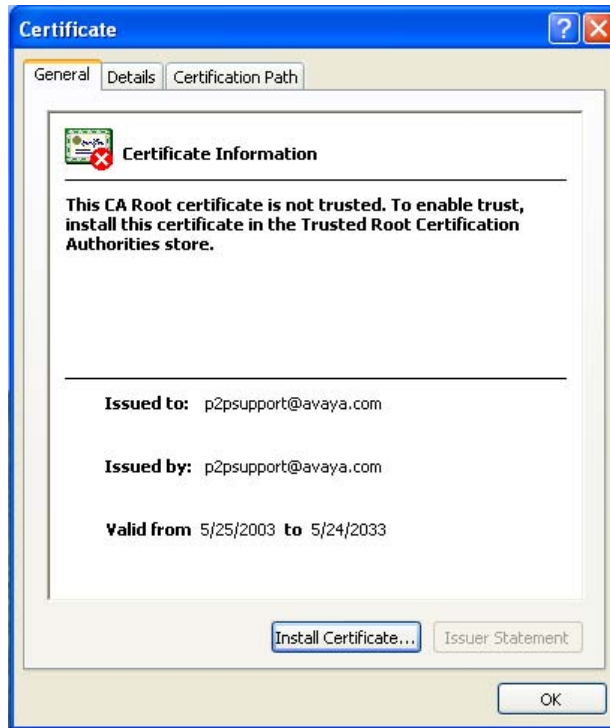
3. Click **OK**.

If you have not installed the self-signed security certificate on your computer, the following message is displayed:



4. Perform one of the following actions:
 - To proceed without installing the security certificate, click **Yes**.

- If you want to install the security certificate, click **View Certificate**. When the **Certificate** dialog box is displayed, click **Install Certificate** and follow the on-screen instructions.



The **User Options** login page is displayed.



5. Select **System Options** in the upper right corner of the dialog box.

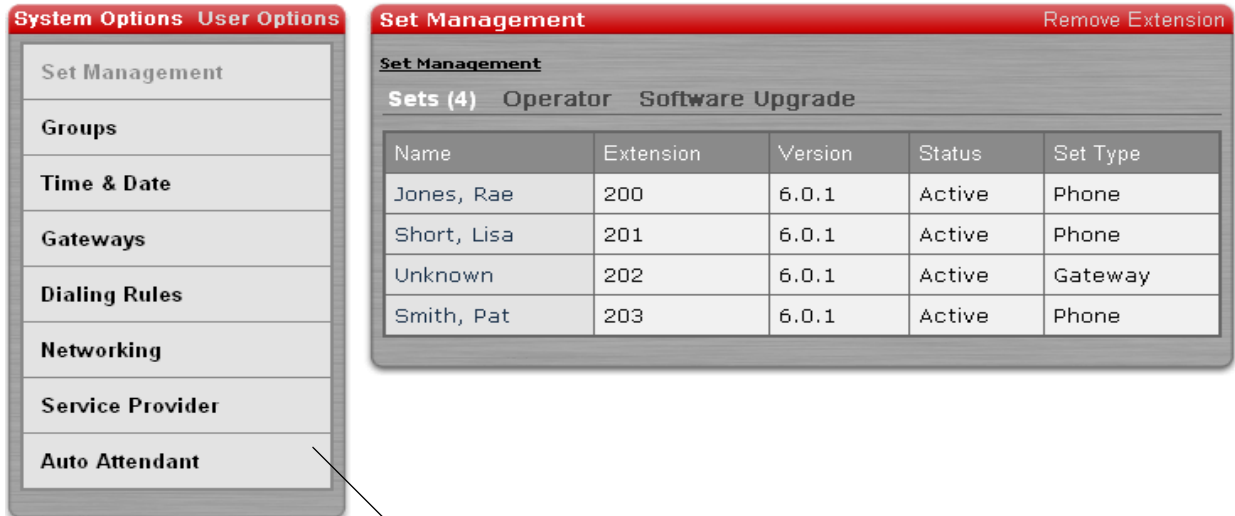
The **System Options** login page is displayed.



Chapter 2: Web-based Administration

6. In the **Password** field, type the administration password that is needed to access the system.
7. Click **Login**.

The **System Options** home page is displayed. Links to additional pages for managing system-wide settings are displayed in the navigation bar on the left side of the screen.



Click an item on the **System Options** menu to view and edit the associated settings.

8. If you are logging in to the web-based administration interface for the first time, it is a good policy to change the default administration password. See [To change the administration password](#) on page 42.

For information about how to view and change the available system options, refer to one of the following sections:

- [To view or edit the name, extension, or paging zone assigned to a telephone](#) on page 43
- [To reset a user's user-options and Voicemail passwords](#) on page 45
- [To change telephone network address settings](#) on page 46
- [To view registration information for special features](#) on page 47
- [To remove an extension from the system](#) on page 48
- [To set the operator extension](#) on page 49
- [To upgrade the software](#) on page 50
- [To create a group of telephones](#) on page 53
- [To view or edit group settings](#) on page 54
- [To add members to an existing group](#) on page 55

- [To delete a group](#) on page 56
- [To change the name of a group](#) on page 56
- [To define call-forwarding rules for a group](#) on page 57
- [To view or create group-dialing rules](#) on page 58
- [To delete a custom group-dialing rule](#) on page 59
- [To edit a custom group-dialing rule](#) on page 59
- [To display the system time and date](#) on page 61
- [To change the system time](#) on page 61
- [To change the system date](#) on page 62
- [To view or edit a G10 PSTN gateway configuration](#) on page 63
- [To assign incoming calls from a FXO line to a specific extension number](#) on page 68
- [To disable Auto Attendant functionality on a FXO line](#) on page 65
- [To set the loop length on a FXO line](#) on page 69
- [To enable or disable audio input](#) on page 70
- [To view or edit G10 PSTN gateway network addresses](#) on page 71
- [To view registration information for G10 PSTN gateway special features](#) on page 73
- [To view dialing rules](#) on page 74
- [To create a custom dialing rule](#) on page 75
- [To delete a custom dialing rule](#) on page 75
- [To enable SMTP](#) on page 77
- [To specify the email address of the SMTP recipient](#) on page 77
- [To adjust the audio bandwidth](#) on page 78
- [To view or edit an Auto Attendant configuration](#) on page 80
- [To create a custom Auto Attendant configuration](#) on page 81
- [To delete a custom Auto Attendant configuration](#) on page 82

To log out from the web-based administration interface

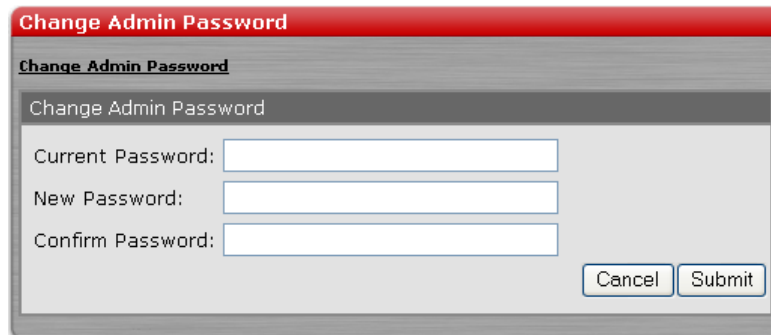
- Click **Logout** in the upper right corner of the **System Options** home page.

Changing the Administration Password

The password that you use to access system options must contain at least five numbers in the zero to nine (0-9) range.

To change the administration password

1. In the upper right corner of the **System Options** home page, click **Change Admin Password**.



2. In the **Current Password** field, type the current password.
3. In the **New Password** field, type the new password.
4. In the **Confirm Password** field, re-type the new password.
5. Click **Submit**.



CAUTION:

If you forget the administration password, contact your technical support representative to have it reset.

Using Set Management Options to Configure Telephones

You can use set management options to:

- view a 4610SW/4621SW IP telephone or G10 PSTN Gateway configuration (see [To view or edit the name, extension, or paging zone assigned to a telephone](#) on page 43),
- change the extension number, name, or paging zone assigned to a 4610SW/4621SW IP telephone (see [To view or edit the name, extension, or paging zone assigned to a telephone](#) on page 43),

- reset the password for accessing user options on a 4610SW/4621SW IP telephone (see [To reset a user's user-options and Voicemail passwords](#) on page 45),
- change the network addresses associated with a 4610SW/4621SW IP telephone (see [To change telephone network address settings](#) on page 46),
- view the registration information associated with the email-notification-of-voicemail feature, web-based system administration, and/or the Teleworker Application (see [Viewing Registration Information for Special Features](#) on page 73).
- remove an out-of-service 4610SW/4621SW IP telephone or G10 PSTN gateway extension from the system ([To remove an extension from the system](#) on page 48),
- assign an extension number to the operator function (see [To set the operator extension](#) on page 49), and/or
- upgrade the software load on a 4610SW/4621SW IP telephone, or on all one-X Quick Edition devices in the network (see [To upgrade the software](#) on page 50).

For more information about these features, see [Set Management Menu Options](#) on page 12.

To view or edit the name, extension, or paging zone assigned to a telephone

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).

The **Set Management** list is displayed.

The screenshot shows a web-based interface titled "Set Management" with a "Remove Extension" link in the top right. Below the title, there are tabs for "Sets (4)", "Operator", and "Software Upgrade". The "Sets (4)" tab is active, displaying a table with the following data:

Name	Extension	Version	Status	Set Type
Jones, Rae	200	6.0.1	Active	Phone
Short, Lisa	201	6.0.1	Active	Phone
Unknown	202	6.0.1	Active	Gateway
Smith, Pat	203	6.0.1	Active	Phone

The **Set Management** list displays information about all of the 4610SW/4621SW IP telephones and G10 PSTN gateways on the network. It provides the following columns of information:

- **Name**—The names that are associated with telephone extensions. **Unknown** is displayed for G10 PSTN gateways. Clicking a value in the **Name** column displays the associated set management options.
- **Extension**—The assigned extension number.
- **Version**—The version of software installed on a 4610SW/4621SW IP telephone or G10 PSTN gateway.

- **Status**—The connection status of a 4610SW/4621SW IP telephone or G10 PSTN gateway. **Active** indicates that the device is connected to the network and can communicate with other one-X Quick Edition devices on the network. **Inactive** means the device is either disconnected from the network or defective.
 - **Set Type**—If the device is a telephone, **Phone** is displayed. If the device is a G10 PSTN gateway, **Gateway** is displayed.
2. In the **Name** column, click a name.

Note:

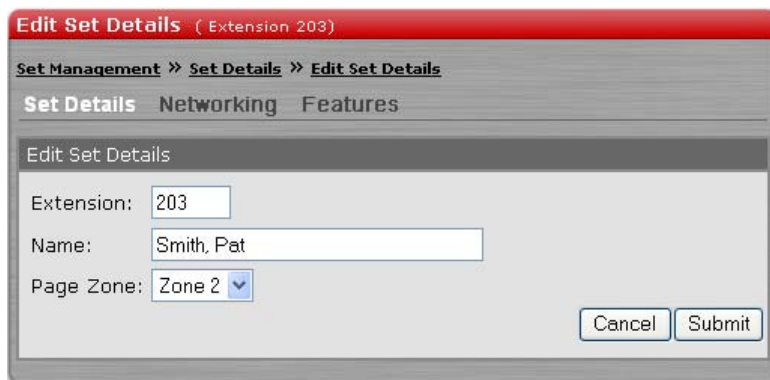
Whenever you redirect your web browser connection to a different one-X Quick Edition device, a security alert message is displayed after the device downloads a self-signed security certificate to your computer. To proceed, click **Yes**. If you want to add the certificate to the certificates stored in your browser, click **View Certificate**. Then, when the **Certificate** dialog box is displayed, click **Install Certificate** and follow the on-screen instructions.

The **Set Details** dialog box is displayed if you selected a 4610SW/4621SW IP telephone. If you selected a G10 PSTN gateway, the **View Gateway Details** dialog box is displayed instead. For more information about G10 PSTN gateways, see [Configuring a G10 PSTN Gateway](#) on page 62.



3. If you want to change the extension number, name, or paging zone assigned to the telephone, click **Change Details**.

The **Edit Set Details** dialog box is displayed.



4. To change the extension number used to call the telephone, type an unused extension number in the **Extension** field.
5. To change the Corporate directory name associated with the extension, type a new name in the **Name** field.
6. To move the telephone into a different paging zone, select the zone from the **Page Zone** list.
7. Click **Submit**.

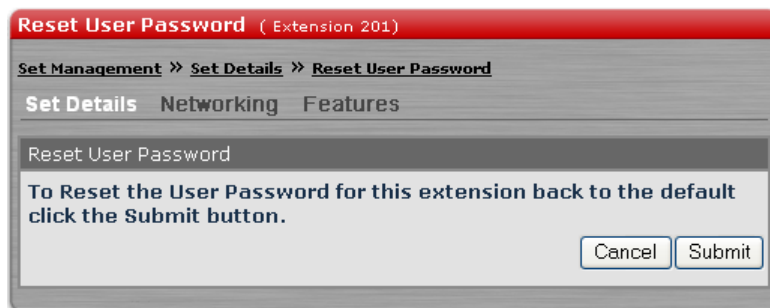
To reset a user's user-options and Voicemail passwords

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. In the **Name** column, click the Corporate directory name of the telephone on which the password is to be reset.

The **Set Details** dialog box is displayed.

3. Click **Reset Password**.

The **Reset User Password** dialog box is displayed.



4. Click **Submit**.

The user-options and Voicemail passwords are reset to 12345.

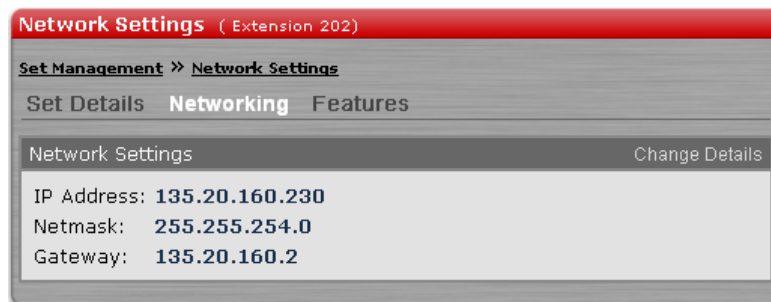
To change telephone network address settings

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. In the **Name** column, click the Corporate directory name of the telephone that you want to configure.

The **Set Details** dialog box is displayed.

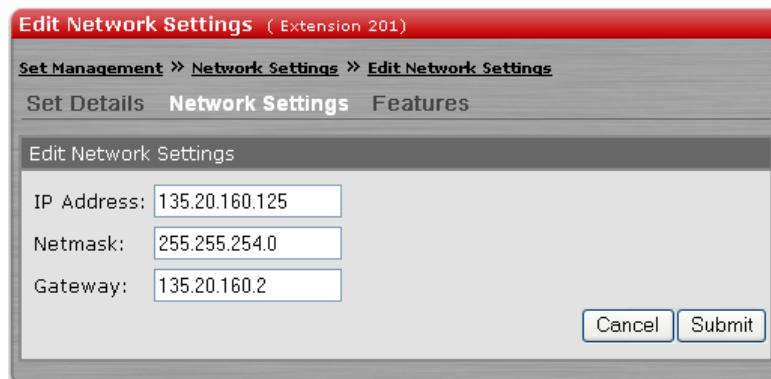
3. Click **Networking**.

The **Network Settings** dialog box is displayed.



4. Click **Change Details**.

The **Edit Network Settings** dialog box is displayed.



5. If you want to assign a new IP address to the telephone, in the **IP Address** field, enter an unused IP address that corresponds to the network address space used by the connected network segment (for example, if the network address space is 198.16.10.0, you could enter an IP address such as 198.16.10.100).
6. If you want to specify a different network mask for the telephone IP address, in the **Netmask** field, enter the network mask (for example, 198.16.10.0).

7. If you want to specify the IP address of a default IP gateway (for routing traffic generated by the telephone to a next-hop router), in the **Gateway** field, enter the IP address of the gateway.
8. Click **Submit**.

To view registration information for special features

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. In the **Name** column, click the Corporate directory name of the telephone in question. The **Set Details** dialog box is displayed.
3. Click **Features**.
The **Set Optional Features** dialog box is displayed. The **Available** column indicates whether a feature has been activated. **N/A** means the feature has not been activated.



Note: The Teleworker Application will be available in a future release.

Removing an Extension from the System



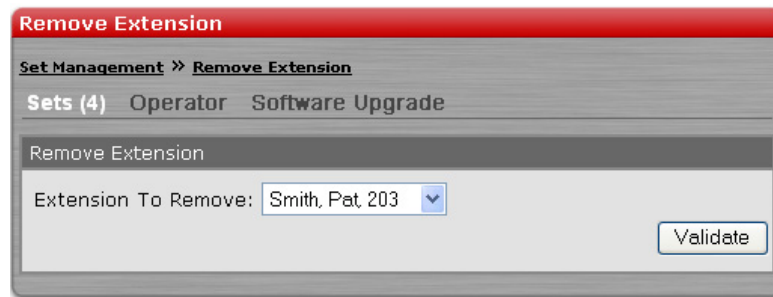
CAUTION:

This operation should be performed only after your technical support representative confirms that the 4610SW/4621SW IP telephone or G10 PSTN gateway can no longer communicate with the network and must be repaired or replaced. For more information, including additional guidelines and cautions, see [Removing an Out-of-Service Extension from the System](#) on page 13.

To remove an extension from the system

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. In the **Set Management** list, click **Remove Extension**.

The **Remove Extension** dialog box is displayed.



3. From the **Extension To Remove** list, select the extension that you want to remove.
4. Click **Validate**.
5. When you are prompted to remove the extension, click **Remove Extension**.

Specifying an Operator Extension

You can choose the telephone that you want to designate as the operator extension. The operator extension is the extension to which the Auto Attendant feature redirects outside calls when the caller presses zero or does not respond to prompts while the Auto Attendant feature is engaged.



Tip:

For more information about this feature, or to configure this option using the buttons on a 4610SW/4621SW IP telephone, see [Specifying the Designated Operator Extension](#) on page 23.

To set the operator extension

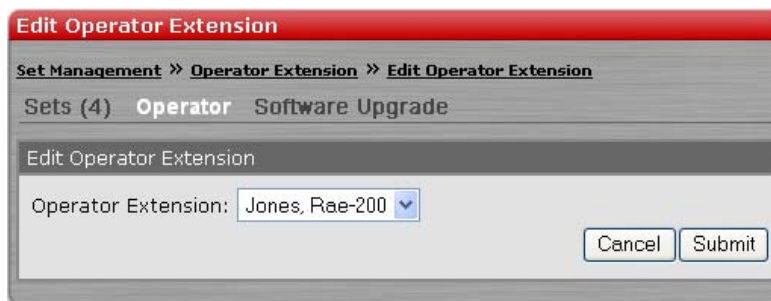
1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. In the **Set Management** list, click **Operator**.

The **View Operator Extension** dialog box is displayed.



3. Click **Change Details**.

The **Edit Operator Extension** dialog box is displayed.



4. From the **Operator Extension** list, select the extension.
5. Click **Submit**.

Upgrading the Software Load

You can upgrade the software load on any 4610SW/4621SW IP telephone or an entire network of 4610SW/4621SW IP telephones and G10 PSTN gateways. The procedure involves running a TFTP server to load the software build onto the one-X Quick Edition devices. The TFTP server is included with the software upgrade package.

Before you begin, the software upgrade package must be installed on a computer that can access the one-X Quick Edition devices that you want to upgrade



Tip:

For more information about this feature, or to configure this option using the buttons on a 4610SW/4621SW IP telephone, see [Upgrading a Software Load](#) on page 15.

To upgrade the software

1. Read the README file that is included with the software upgrade package, and then start the TFTP server.
2. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
3. In the **Set Management** list, click **Software Upgrade**.

The **Initialize Software Upgrade** dialog box is displayed.

Software Upgrade

Set Management >> Software Upgrade

Sets (4) Operator Software Upgrade

Initialize Software Upgrade

TFTP Server:

Upgrade ALL Sets:

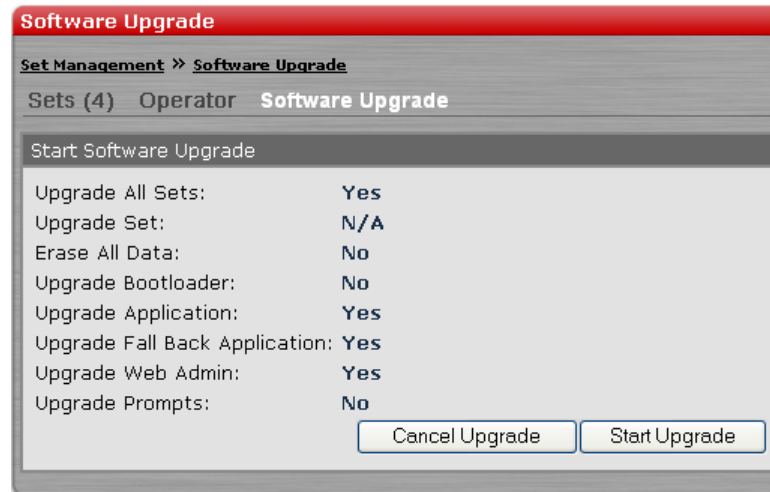
Set To Upgrade: Jones, Rae, 200

Reset Form Prepare Upgrade

4. In the **TFTP Server** field, type the IP address of the computer on which the TFTP server is running.
5. Perform one of the following actions:
 - If you want to upgrade all of the 4610SW/4621SW IP telephones and G10 PSTN gateways in the network, select **Upgrade All Sets**.
 - If you want to upgrade a single one-X Quick Edition device, clear **Upgrade All Sets** and select the extension number from the **Set To Upgrade** list.

- Click **Prepare Upgrade**.

The **Start Software Upgrade** dialog box is displayed. The list shows what will be done and which components are included in the new load.



- Click **Start Upgrade**.
- When you are prompted to begin the upgrade process, click **Confirm Upgrade**.
A message is displayed in the web browser during the upgrade process. Meanwhile, progress messages are displayed in the display area(s) of the telephone(s). Wait two-to-three minutes for the network to re-initialize.
- After the upgrade process completes, in the web browser window, click **Click Here When Done**.



Tip:

If your network includes a G10 PSTN Gateway, check for a green Power LED on the front panel to verify that the G10 PSTN Gateway is ready—G10 PSTN Gateways take slightly longer than 4610SW/4621SW IP telephones to re-initialize.

- Exit the TFTP server.
- If you want to continue, log in to the web-based administration interface again (see [Logging in to the Administration Interface](#) on page 37).

Creating and Managing Telephone Groups

You can create groups of 4610SW/4621SW IP telephones to help simplify administration tasks and enable the selection of certain phones. For example, you can configure all of the telephones in a group to ring at the same time given an incoming call—the call can then be answered using any of the phones in the group. This type of configuration is useful to support customer service groups, technical support groups, help desks, and so on.

When a call to a group goes unanswered, the group call-forwarding rules that you specify take effect. For example, you can choose to forward the call to a single extension, where the call can either be answered by a person, or handled by Voicemail or the Auto Attendant according to the configuration of that telephone.

When you configure a group of 4610SW/4621SW IP telephones, you have the option to define group-dialing rules for the group. Group dialing rules either enable or prevent users from dialing certain types of calls.

You can create groups without adding members right away. The settings associated with a group can be edited at any time. A maximum of nine groups, each having a maximum of 10 members, is supported.

You can use group options to:

- view or edit group settings (see [To view or edit group settings](#) on page 54),
- create a new group (see [To create a group of telephones](#) on page 53),
- add members to a group (see [To add members to an existing group](#) on page 55),
- delete a group (see [To delete a group](#) on page 56),
- change the name of a group (see [To change the name of a group](#) on page 56),
- define call-forwarding rules for a group (see [To define call-forwarding rules for a group](#) on page 57), and/or
- view, create, or edit group-dialing rules ([To view or create group-dialing rules](#) on page 58).

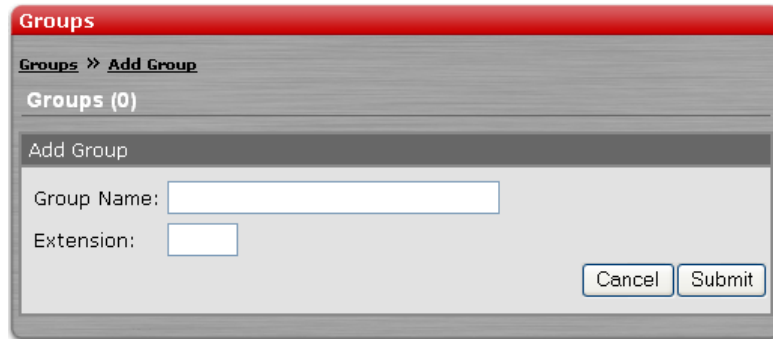
To create a group of telephones

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Groups**.

The **Groups** list is displayed. Initially, no group information is available because no groups have been defined.



3. In the upper-right corner of the dialog box, click **Add Group**.
The **Add Group** dialog box is displayed.



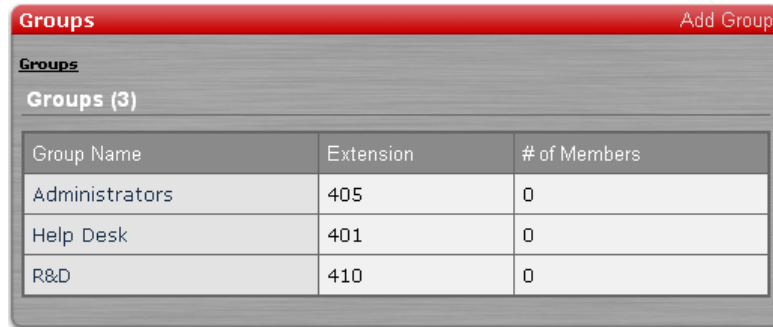
4. In the **Group Name** field, type a meaningful name for the group.
5. In the **Extension** field, type an extension number that can be used to ring all members of the group. The number must be in the 400 to 499 range.
6. Click **Submit**.

The new group is displayed in the **Groups** list.

To view or edit group settings

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Groups**.

The **Groups** list is displayed.

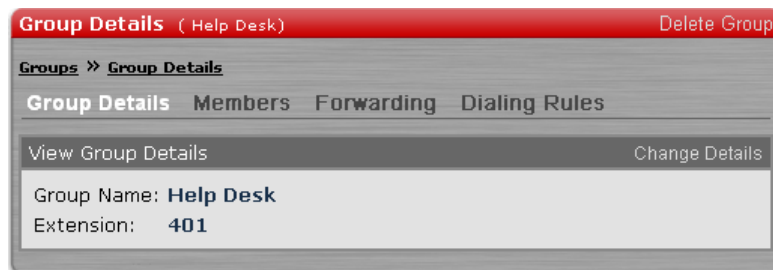


Group Name	Extension	# of Members
Administrators	405	0
Help Desk	401	0
R&D	410	0

The **Groups** list displays information about all groups of telephones. It provides the following columns of information:

- **Group Name**—The group name. Clicking a name displays the associated settings.
 - **Extension**—The extension number that has been assigned to the group. By convention, group extensions are in the 400 to 499 range.
 - **# of Members**—The number of members belonging to the group. It is possible to define groups without adding members immediately.
3. In the **Group Name** column, click the name of a group.

The **View Group Details** dialog box is displayed.



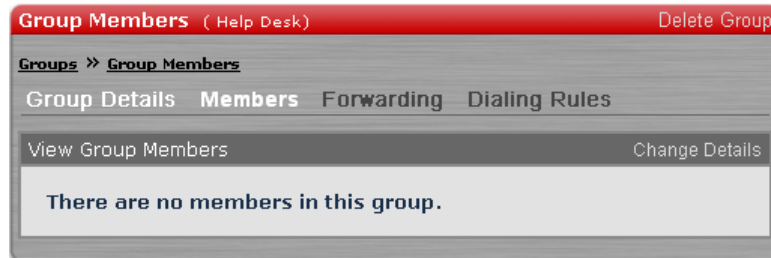
Group Name: **Help Desk**
Extension: **401**

4. If you want to edit the group settings at this point, you can:
 - add members to the group (see [To add members to an existing group](#) on page 55),
 - delete the group (see [To delete a group](#) on page 56),
 - change the name of the group (see [To change the name of a group](#) on page 56),
 - define call-forwarding rules for the group (see [To define call-forwarding rules for a group](#) on page 57), and/or
 - view, create, or edit group-dialing rules (see [To view or create group-dialing rules](#) on page 58).

To add members to an existing group

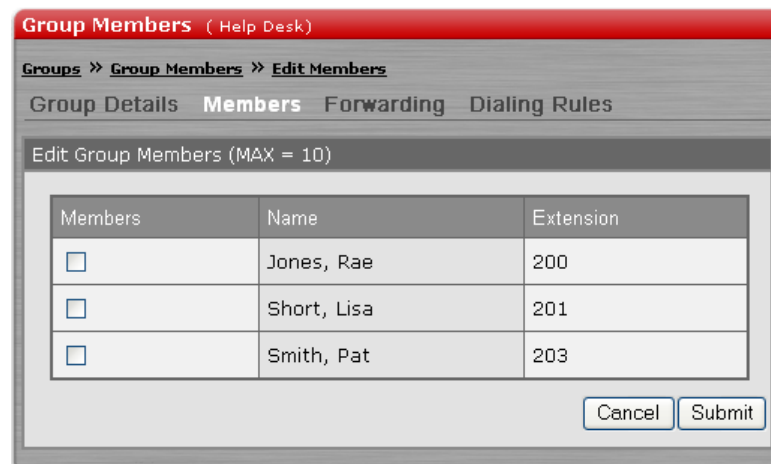
1. With the **View Group Details** dialog box on display (see [To view or edit group settings](#) on page 54), click **Members**.

The **View Group Members** list is displayed. Initially, the list is empty because no members have been added to the group.



2. Click **Change Details**.

A list of all of the telephones in the network is displayed.



3. To select the members to include, selecting the corresponding check boxes in the **Members** column.

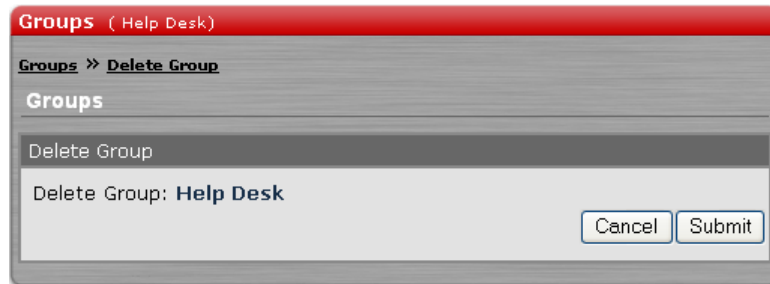
4. Click **Submit**.

The selected members are displayed in the **View Group Members** list.

To delete a group

1. With the **View Group Details** dialog box on display (see [To view or edit group settings](#) on page 54), click **Delete Group**.

The **Delete Group** dialog box is displayed.

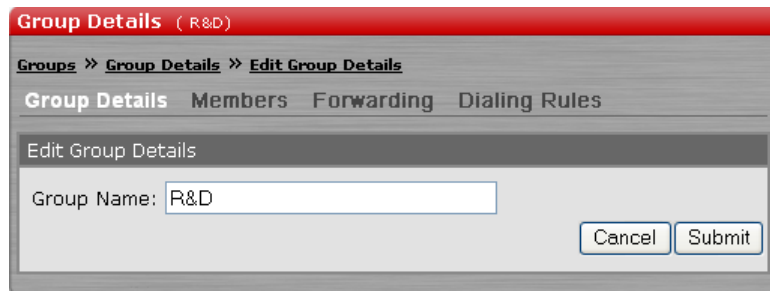


2. Click **Submit**.

To change the name of a group

1. With the **View Group Details** dialog box on display (see [To view or edit group settings](#) on page 54), click **Change Details**.

The **Edit Group Details** dialog box is displayed.

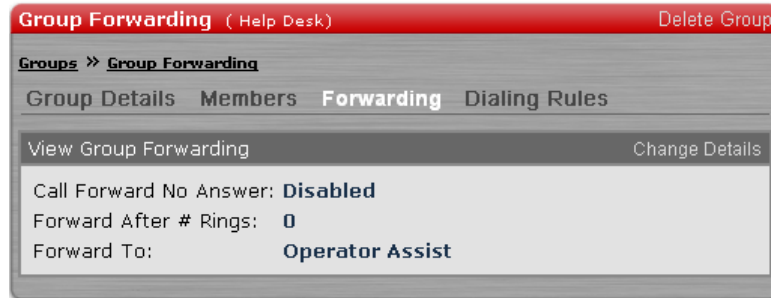


2. In the **Group Name** dialog box, type a different name for the group.
3. Click **Submit**.

To define call-forwarding rules for a group

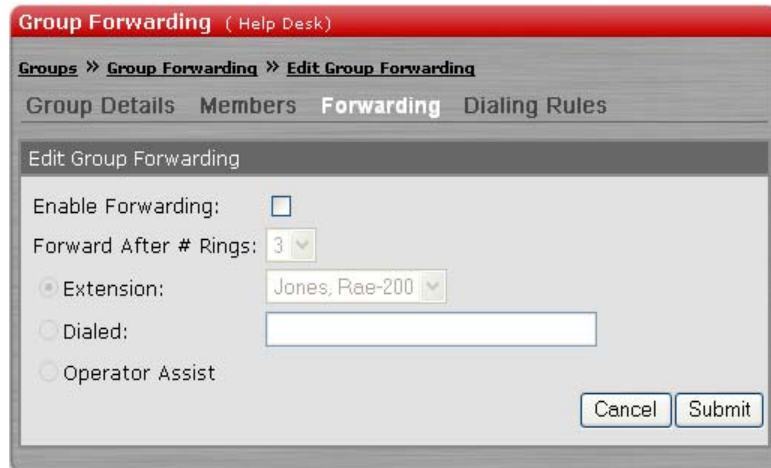
1. With the **View Group Details** dialog box on display (see [To view or edit group settings](#) on page 54), click **Forwarding**.

The **View Group Forwarding** dialog box is displayed.



2. Click **Change Details**.

The **Edit Group Forwarding** dialog box is displayed.



3. Select **Enable Forwarding**.
4. From the **Forward After # Rings** list, select the number of rings that must occur before an unanswered call is forwarded.
5. Select one of the following options:
 - To forward the call to an extension number, select **Extension**, and then select the extension number from the adjacent list.
 - To forward the call to the number you specify, select **Dialed** and type the number into the adjacent field. Include the 9 prefix to forward the call to an outside (PSTN) line.
 - To forward the call to the designated operator extension, select **Operator Assist**. The operator extension has to be specified separately (see [Specifying an Operator Extension](#) on page 48).
6. Click **Submit**.

To view or create group-dialing rules

1. With the **View Group Details** dialog box on display (see [To view or edit group settings](#) on page 54), click **Dialing Rules**.

The **View Group Dialing Rules** list is displayed. Initially, the list is empty because no dialing rules have been defined.



2. Click **Add Rule**.

The **Edit Group Add Dialing Rules** dialog box is displayed.



3. From the **Add Rule** list, select one of the following options. Your choice determines which calls will be affected by the rule. To apply the rule to:
 - all calls placed to the 911 emergency number, select **Emergency - 911**.
 - all calls placed to an extension in the Corporate directory, select **Extension - ???**.
 - all calls to the PSTN, select **Local - 9***.
 - all calls redirected to the designated Operator telephone, select, **Operator - 0**.

Note:

The options available to you may be different. You can specify the dialing patterns to use in a rule and when you create a new dialing pattern, a corresponding option is added to the **Add Rule** list. For more information, see [Specifying Patterns for Dialing Rules](#) on page 74. The **VoIP E164 - 8** option is reserved for future use.

4. Perform one of the following actions:
 - Select **Allow** to accept incoming and outgoing calls of the selected type.
 - Select **Disallow** to refuse incoming and outgoing calls of the selected type.
5. Click **Submit**.

The new rule is added to the **View Group Dialing Rules** list.

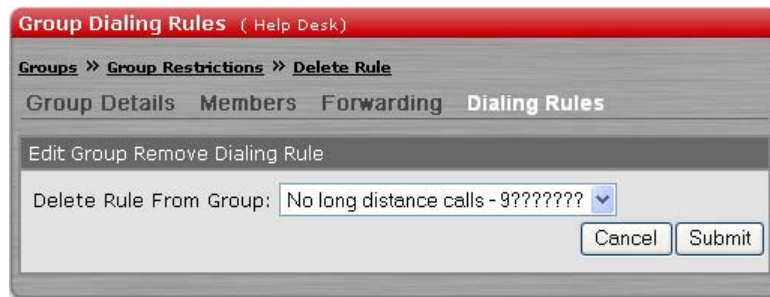
To delete a custom group-dialing rule

1. With the **View Group Details** dialog box on display (see [To view or edit group settings](#) on page 54), click **Dialing Rules**.

The **View Group Dialing Rules** list is displayed.

2. Click **Remove Rule**.

The **Edit Group Remove Dialing Rule** dialog box is displayed.



3. From the **Delete Rule From Group** list, select the rule that you want to delete.
4. Click **Submit**.

To edit a custom group-dialing rule

1. With the **View Group Details** dialog box on display (see [To view or edit group settings](#) on page 54), click **Dialing Rules**.

The **View Group Dialing Rules** dialog box is displayed.

2. Click **Change Details**.

The **Edit Group Dialing Rules** dialog box is displayed.



3. Select **Allow** or **Disallow** beside the rule that you want to edit.
4. Click **Submit**.

Changing the System Time and Date

The following procedures set the date and time for all of the 4610SW/4621SW IP telephones in the network. The values that you specify override the time that a G10 PSTN gateway may derive from the PSTN.



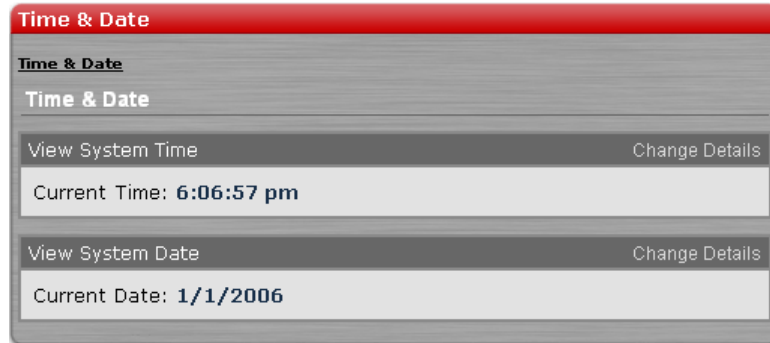
Tip:

For more information about this feature, or to set the system date and time using the buttons on a 4610SW/4621SW IP telephone, see [Setting the System Date and Time](#) on page 20.

To display the system time and date

1. On the **System Options** menu, select **Time & Date**.

The **Time & Date** dialog box is displayed.



The **Time & Date** dialog box shows the current system time in hh:mm:ss am/pm format and the current system date in dd/mm/yyyy format.

To change the system time

1. With the **Time & Date** dialog box on display, in the **View System Time** area, select **Change Details**.

The **Edit System Time** dialog box is displayed.

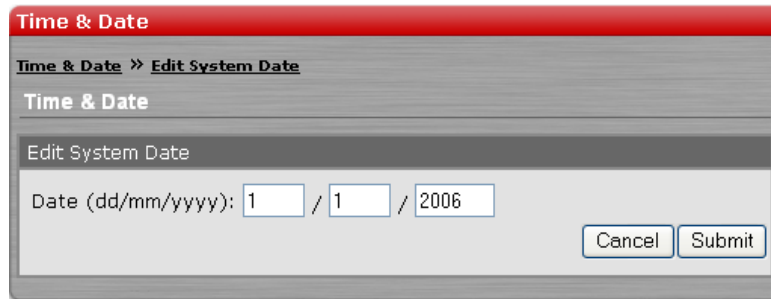


2. In the **Time** fields, enter the system time and select an **AM** or **PM** setting from the adjacent list.
3. Click **Submit**.

To change the system date

1. With the **Time & Date** dialog box on display, in the **View System Date** area, select **Change Details**.

The **Edit System Date** dialog box is displayed.



2. In the **Date** fields, enter the system date.
3. Click **Submit**.

Configuring a G10 PSTN Gateway

A G10 PSTN gateway provides your one-X Quick Edition system with access to the Public Switched Telephone Network (PSTN) through up to four FXO lines. Each G10 PSTN gateway is identified by its extension number. Every G10 PSTN gateway has an extension number; however, the number is not displayed in the Corporate directory and cannot be called. The number is assigned automatically when the G10 PSTN gateway is connected to the network and powered on.



Tip:

When multiple G10 PSTN gateways are connected, it is sometime difficult to determine which extension belongs to a specific G10 PSTN gateway. You can identify the extension number of a G10 PSTN gateway by checking the MAC address of the G10 PSTN gateway (see the label on the underside of the G10 PSTN gateway) and comparing it to the MAC address that is displayed in the configuration settings (see [To view or edit a G10 PSTN gateway configuration](#) on page 63).

It is not normally necessary to change the extension number of a G10 PSTN gateway. However, you may change the extension number of a G10 PSTN gateway if you would like to free the number for a 4610SW/4621SW IP telephone.

Gateway options enable you to:

- change the extension number of a G10 PSTN gateway (see [To view or edit a G10 PSTN gateway configuration](#) on page 63).
- disable Auto Attendant functionality on a FXO line so that a fax machine can be connected to the G10 PSTN gateway (see [Enabling Fax Communications to Pass through a G10 PSTN Gateway](#) on page 65),
- forward incoming calls from a FXO line to a specific 4610SW/4621SW IP telephone, a group of 4610SW/4621SW IP telephones, or an Auto Attendant configuration ([Configuring a Direct Inward Line](#) on page 67),
- forward outgoing calls from an extension to a specific FXO line (see [Configuring a Private Outgoing Line](#) on page 68),
- set the loop length (gain) associated with connected FXO lines (see [Adjusting the Gain on PSTN Lines](#) on page 69),
- enable or disable the Music on Hold feature (see [Enabling the Music on Hold Feature](#) on page 70),
- change the network address of a G10 PSTN gateway and/or specify a default IP gateway for routing traffic from a G10 PSTN gateway to a next-hop router (see [Changing the Network Addresses Associated with a G10 PSTN Gateway](#) on page 71), and/or
- view the registration information for the special features associated with a G10 PSTN gateway (see [Viewing Registration Information for Special Features](#) on page 73).

To view or edit a G10 PSTN gateway configuration

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Gateways**.

The **Gateways** list is displayed.



Extension	Version	IP Address	Status
202	6.0.1	135.20.160.207	Active

The **Gateways** list displays information about all of the G10 PSTN gateways in the network. It provides the following columns of information:

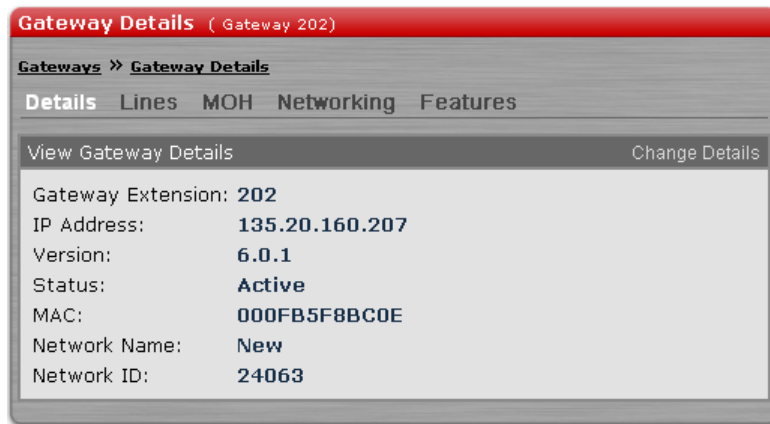
- **Extension**—The extension number assigned to the G10 PSTN gateway. Click an extension number to view the associated G10 PSTN gateway configuration.
- **Version**—The software version running on the G10 PSTN gateway.

- **IP Address**—The IP address of the G10 PSTN gateway.
 - **Status**—The connection status of the G10 PSTN gateway. **Active** indicates that the G10 PSTN gateway is connected to the LAN and can communicate with the one-X Quick Edition devices making up the network. **Inactive** indicates that the G10 PSTN gateway is either disconnected from the LAN or defective.
3. In the **Extension** column, click an extension number.

Note:

Whenever you redirect your web browser connection to a different one-X Quick Edition device, a security alert message is displayed after the device (in this case, a G10 PSTN gateway) downloads a self-signed security certificate to your computer. To proceed, click **Yes**. If you want to add the certificate to the certificates stored in your browser, click **View Certificate**. Then, when the **Certificate** dialog box is displayed, click **Install Certificate** and follow the on-screen instructions.

The **View Gateway Details** dialog box is displayed.



4. If you want to change the extension number, click **Change Details**.
The **Edit Gateway Details** dialog box is displayed.



5. Type an unused extension in the **Extension** field.
6. Click **Submit**.

Enabling Fax Communications to Pass through a G10 PSTN Gateway

You can configure the Auto Attendant feature to not answer incoming calls on a specific FXO line. Disabling the Auto Attendant feature on an incoming FXO line enables a fax machine or a similar analog device (for example, a voice conference phone) to answer incoming calls on that line instead.

An FXO line can be connected to a fax machine and the G10 PSTN gateway using a 2-to-1 RJ11 connector. When the Auto Attendant feature is configured to not answer calls on that line, the G10 PSTN gateway ignores incoming calls on that line, which permits the connected fax machine to handle incoming fax transmissions.

When the line is off-hook, it is busy with an incoming or outgoing fax transmission and the G10 PSTN gateway cannot use the line to forward outgoing calls. When the line is on-hook, the G10 PSTN gateway can use the port as a supplementary outbound line. If the G10 PSTN gateway engages the line, all fax transmissions must wait while the line is busy.

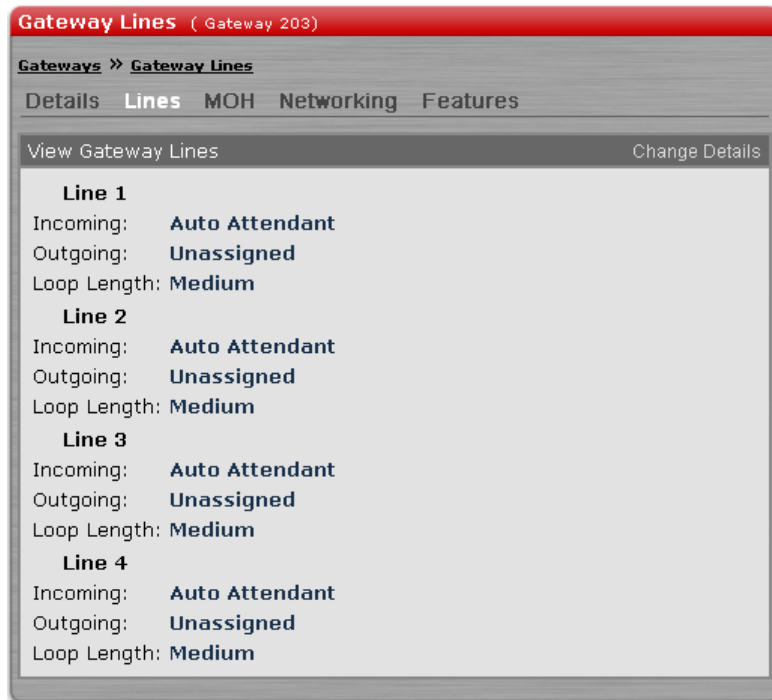
To disable Auto Attendant functionality on a FXO line

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Gateways**.
The **Gateways** list is displayed.
3. In the **Extension** column, click the extension number that belongs to the G10 PSTN gateway that you want to configure.

The **View Gateway Details** dialog box is displayed.

4. Click **Lines**.

The **View Gateway Lines** dialog box is displayed.



5. Click **Change Details**.

The **Edit Gateway Lines** dialog box is displayed.

6. From the **Incoming** list that is associated with the line, select **Disable Line**.
7. Select **Submit**.

Configuring a Direct Inward Line

You can forward incoming calls from any FXO line connected to a G10 PSTN gateway to a specific 4610SW/4621SW IP telephone, a group of 4610SW/4621SW IP telephones, or an Auto Attendant configuration.

Initially, incoming calls from all FXO lines are routed to the default Auto Attendant configuration at extension 500. When you dedicate a FXO line to a different extension number, all incoming calls on that line are forwarded to the specified 4610SW/4621SW IP telephone or group immediately.

When you create a group of 4610SW/4621SW IP telephones, you can assign a FXO line to the extension number that belongs to the group. When a line is assigned to a group, incoming calls ring all of the 4610SW/4621SW IP telephones in the group simultaneously, and the call is handled according to the call-handling rules that you establish for the group. For more information about how to create a group and define call-handling rules for the group, see [Creating and Managing Telephone Groups](#) on page 52.

To assign incoming calls from a FXO line to a specific extension number

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Gateways**.
The **Gateways** list is displayed.
3. In the **Extension** column, click the extension number that belongs to the G10 PSTN gateway that you want to configure.
The **View Gateway Details** dialog box is displayed.
4. Click **Lines**.
The **View Gateway Lines** dialog box is displayed.
5. Click **Change Details**.
The **Edit Gateway Lines** dialog box is displayed.
6. From the **Incoming** list that is associated with the line, select an extension number. The extension number can belong to a single telephone or a group of telephones.
7. Repeat Step 6 if required to assign a single telephone or a group of telephones to the other lines.
8. Select **Submit**.

Configuring a Private Outgoing Line

Configuring a private outgoing line causes all outgoing calls from a particular 4610SW/4621SW IP telephone or a group of telephones to be forwarded to a specific FXO line.

To assign outgoing calls from a particular extension number to a specific FXO line

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Gateways**.
The **Gateways** list is displayed.

3. In the **Extension** column, click the extension number that belongs to the G10 PSTN gateway that you want to configure.
The **View Gateway Details** dialog box is displayed.
4. Click **Lines**.
The **View Gateway Lines** dialog box is displayed.
5. Click **Change Details**.
The **Edit Gateway Lines** dialog box is displayed.
6. From the **Outgoing** list that is associated with the line, select an extension number. The extension number can belong to a single telephone or a group of telephones.
7. Repeat Step [6](#) if required to assign a single telephone or a group of telephones to the other lines.
8. Select **Submit**.

Adjusting the Gain on PSTN Lines

The G10 PSTN gateway supports configurable gain settings to mitigate echo on connected FXO lines.

**Tip:**

For more information about this feature, or to adjust the gain settings using the buttons on a 4610SW/4621SW IP telephone, see [Adjusting Gain Settings on Connected FXO Lines](#) on page 25.

To set the loop length on a FXO line

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Gateways**.
The **Gateways** list is displayed.
3. In the **Extension** column, click the extension number that belongs to the G10 PSTN gateway that you want to configure.
The **View Gateway Details** dialog box is displayed.
4. Click **Lines**.
The **View Gateway Lines** dialog box is displayed.
5. Click **Change Details**.
The **Edit Gateway Lines** dialog box is displayed.

6. From the **Loop Length** list that is associated with the line, select **Short**, **Medium**, or **Long**.
7. Repeat Step 6 if required to adjust the loop length of the other lines.
8. Select **Submit**.

Enabling the Music on Hold Feature

When enabled, the Music on Hold feature plays audio input connected to a G10 PSTN gateway to callers who have been placed on hold. The G10 PSTN gateway must have an audio source connected to its **Music on Hold** input jack.

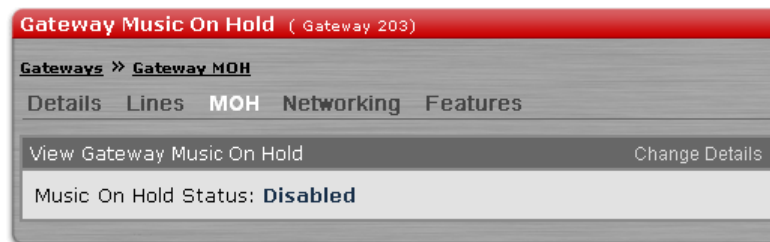


Tip:

For more information about this feature, or to configure this option using the buttons on a 4610SW/4621SW IP telephone, see [Playing Audio Input to Callers Placed on Hold](#) on page 26.

To enable or disable audio input

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Gateways**.
The **Gateways** list is displayed.
3. In the **Extension** column, click the extension number that belongs to the G10 PSTN gateway that you want to configure.
The **View Gateway Details** dialog box is displayed.
4. Click **MOH**.
The **View Gateway Music On Hold** dialog box is displayed.



5. Click **Change Details**.

The **Edit Gateway Music On Hold** dialog box is displayed.



6. Perform one of the following actions:
 - To enable audio input, select **Enable Music On Hold**.
 - To disable audio input, clear **Enable Music On Hold**.
7. Click **Submit**.

Changing the Network Addresses Associated with a G10 PSTN Gateway

You can specify the network address of a G10 PSTN gateway. It may be necessary to change the address to support a specific network configuration. If required, you may also specify the IP address of a default IP gateway to route traffic from a G10 PSTN gateway to a next-hop router.

To view or edit G10 PSTN gateway network addresses

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Gateways**.
The **Gateways** list is displayed.
3. In the **Extension** column, click the extension number that belongs to the G10 PSTN gateway that you want to configure.
The **View Gateway Details** dialog box is displayed.

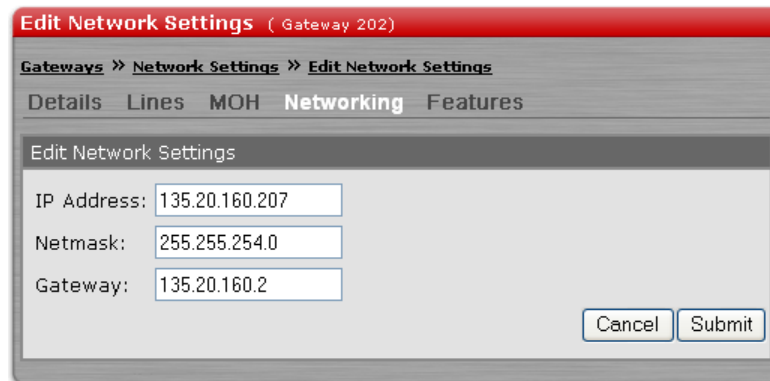
4. Click **Networking**.

The **View Gateway Network Info** dialog box is displayed.



5. Click **Change Details**.

The **Edit Network Settings** dialog box displays the network addresses associated with the G10 PSTN gateway.



6. If you want to assign a new IP address to the G10 PSTN gateway, in the **IP Address** field, enter an unused IP address that corresponds to the network address space used by the connected network segment (for example, if the network address space is 198.16.60.0, you could enter an IP address such as 198.16.60.100).
7. If you want to specify a different network mask for the G10 PSTN gateway IP address, in the **Netmask** field, enter the network mask (for example, 198.16.60.0).
8. If you want to specify the IP address of a default IP gateway (for routing traffic from the G10 PSTN gateway to a next-hop router), in the **Gateway** field, enter the IP address of the gateway.
9. Click **Submit**.

Viewing Registration Information for Special Features

You can view registration information about the following special features through the web-based administration interface:

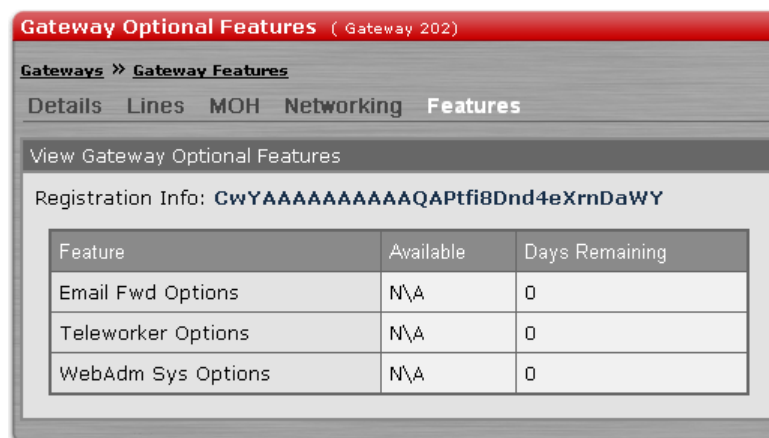
- email notification of voicemail
- web-based system administration
- Teleworker Application

Note:

These features are registered to the G10 PSTN Gateway, but are not (and do not need to be) activated on the G10 PSTN Gateway.

To view registration information for G10 PSTN gateway special features

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Gateways**.
The **Gateways** list is displayed.
3. In the **Extension** column, click the extension number that belongs to the G10 PSTN gateway that you want to configure.
The **View Gateway Details** dialog box is displayed.
4. Click **Features**.
The **View Gateway Optional Features** dialog box is displayed.



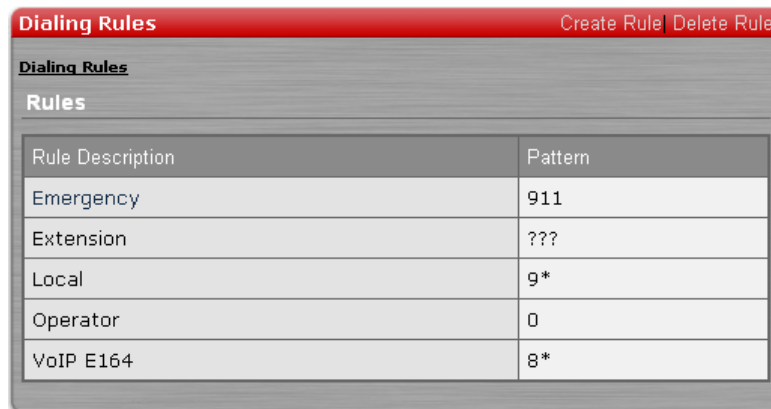
Specifying Patterns for Dialing Rules

Dialing rules specify numeric dialing patterns that the system can distinguish and process in a certain way (allow or disallow). You can define any number of rules before you assign processing actions to them. Processing actions are assigned through group settings and can be applied to groups of telephones only. For more information about how to allow or disallow specific dialing patterns for telephone groups, see [To view or create group-dialing rules](#) on page 58.

To view dialing rules

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Dialing Rules**.

The **Rules** list is displayed.



The screenshot shows a web browser window titled "Dialing Rules" with a red header bar containing "Create Rule | Delete Rule". Below the header, there is a section titled "Dialing Rules" and a sub-section titled "Rules". A table with two columns, "Rule Description" and "Pattern", lists the following rules:

Rule Description	Pattern
Emergency	911
Extension	???
Local	9*
Operator	0
VoIP E164	8*

You cannot modify or delete the **Emergency**, **Extension**, **Local**, **Operator**, or **VoIP E164** dialing patterns. In addition, their predefined rule assignments cannot be modified:

- **911** is the dialing pattern that calls emergency services through the PSTN
- **???** is a dialing pattern meaning any extension associated with the one-X Quick Edition system
- **9*** is a dialing pattern that redirects calls to the PSTN
- **0** is the dialing pattern that redirects an incoming call to the designated operator extension when the Auto Attendant feature is engaged
- **8*** is a reserved dialing pattern (future use)

If you create one or more of your own custom dialing patterns (as described in [To create a custom dialing rule](#) on page 75), you can edit or delete those patterns.

To create a custom dialing rule

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Dialing Rules**.
The **Rules** list is displayed.
3. Click **Create Rule**.
The **Create Rule** dialog box is displayed.

4. In the **Rule Description** field, type a description of the rule.
5. In the **Pattern** field, type a rule pattern. The pattern must be a numeric string. The following special characters can be used in the pattern:
 - * allows any digit and any number of digits to follow
 - ? is a wildcard character that permits any single digit in that specific position

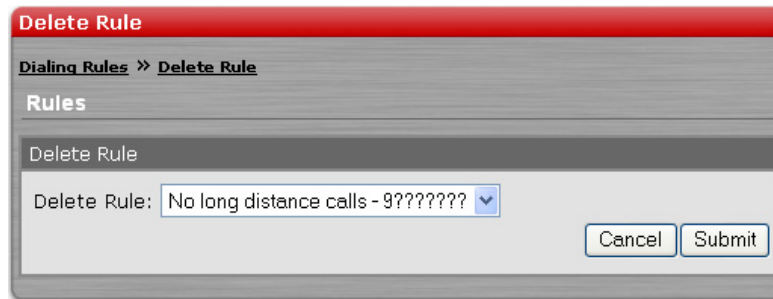
For example, to create a dialing pattern to support a rule that permits local calls but prevents long distance calls, type 9??????? (assuming that 10-digit dialing is not enforced locally). To create a dialing pattern to support a rule that permits long distance calls to a specific area (for example, the 416 area code), type 91416*.
6. Click **Submit**.
The new rule is added to the Rules list.

To delete a custom dialing rule

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Dialing Rules**.
The **Rules** list is displayed.

3. Click **Delete Rule**.

The **Delete Rule** dialog box is displayed.



4. From the **Delete Rule** list, select the rule that you want to delete. You cannot delete the **Emergency, Extension, Local, Operator, or VoIP E164** dialing rules.
5. Click **Submit**.

Configuring Email Notification of Voicemail

Email notification is similar to call forwarding without the audio component of a call. The information associated with the call is sent to a Simple Mail Transfer Protocol (SMTP) recipient. Specifically, SMTP is used to send email messages from the Voicemail system on a 4610SW/4621SW IP telephone to your company SMTP server, which in turn forwards the email messages to the specified user's email address.

There are three parts to configuring the email-notification-of-voicemail feature:

- First, an SMTP server has to be specified as described in the procedure below. For more information, or to specify an SMTP server using the buttons on a 4610SW/4621SW IP telephone instead, see [Configuring SMTP to Support Email Notification](#) on page 22.
- Second, the email address of the person to whom notification will be sent needs to be specified. This can only be done through the web-based **User Options** interface as described in the procedure below.
- Finally, enable the feature through the web-based **User Options** interface as described in the procedure below.



Tip:

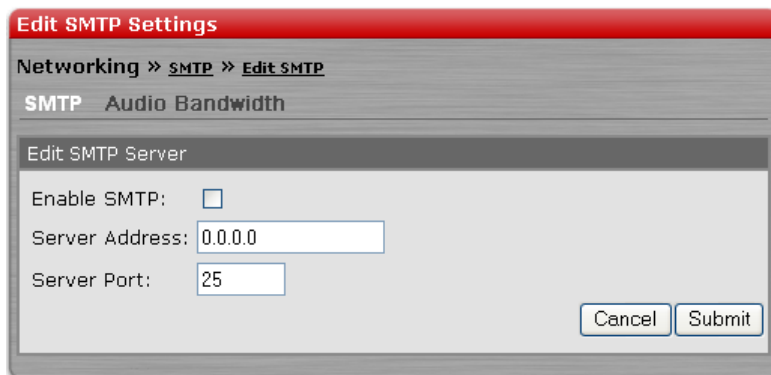
Before you begin, obtain the host IP address and port number of the SMTP server. If the SMTP server does not reside in the one-X Quick Edition network address space, the one-X Quick Edition network must have route to the SMTP server. You must also obtain the email address to which email notifications will be sent.

To enable SMTP

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Networking**.
The **View SMTP Server** dialog box is displayed.



3. Click **Change Details**.
The **Edit SMTP Server** dialog box is displayed.



4. Select **Enable SMTP**.
5. In the **Server Address** field, type the IP address of the SMTP server host.
6. If your network uses a different IP port number for SMTP communications, specify the port number in the **Server Port** field.
7. Click **Submit**.

To specify the email address of the SMTP recipient

1. If you are logged in to the web-based administration interface, log out.
2. Using the extension number of the 4610SW/4621SW IP telephone that receives Voicemail messages on behalf of the user and the password needed to access user options on that telephone, log in to the web-based **User Options** interface.
3. On the **User Options** menu, click **Voice Mail**.

4. In the **SMTP** area, click **Change**.
5. In the **To Address** field, type the email address of the person to whom notifications will be sent (for example, `user1@mycompany.com`).
6. In the **From Address** field, type an email address that the 4610SW/4621SW IP telephone can use to place in the **From** field of the email header. This value has to look like an email address, but it does not have to be a real email address (for example, `email@user1phone.com` is acceptable). Choose a value that is meaningful to the party who will be receiving email messages from the 4610SW/4621SW IP telephone.
7. Select the **Enable Notification** option.
8. Click **Submit**.
9. Log out.

Adjusting Audio Quality Settings

The COder/DECoder (CODEC) used to encode the audio path (either G.711 or G.729a) can be selected through the web-based administration interface. By default, the audio path is encoded using the standard G.711 (64 Kbps) CODEC, and G.729a (8 Kbps) is negotiated automatically if required to support calls initiated at the far end.

Note:

The G.729a CODEC is also used to store Voicemail data.

You can specify an audio quality setting for the entire network. The high setting (64 Kbps) provides better sound but occupies more audio bandwidth compared to the low setting (8 Kbps).

To adjust the audio bandwidth

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Networking**.

The **View SMTP Server** dialog box is displayed.

3. Click **Audio Bandwidth**.

The **View Audio Bandwidth** dialog box is displayed.



4. Click **Change Details**.

The **Edit Audio Bandwidth** dialog box is displayed.



5. From the **Audio Bandwidth** list, select one of the following options:
 - **High**—Sound is digitally encoded using a high-quality format that consumes approximately 64 kilobits per second of bandwidth on the network.
 - **Low**—Uses a compressed format for sound that occupies approximately 8 kilobits per second of bandwidth on the network.
6. Select **Submit**.

Configuring the Auto Attendant Feature

The web-based administration interface enables you to edit the default Auto Attendant configuration and/or create new Auto Attendant configurations.

You cannot change the extension number that is associated with an existing Auto Attendant configuration—instead, delete the configuration and create another one having the required extension number.



Tip:

For more information about this feature, or to configure this option using the buttons on a 4610SW/4621SW IP telephone, see [Configuring the Auto Attendant Feature](#) on page 27.

To view or edit an Auto Attendant configuration

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Auto Attendant**.

The **Auto Attendant Extensions** list is displayed.

Auto Attendant Add Auto Attendant Extension		
Auto Attendant » Auto Attendant Extensions		
Auto Attendant Extensions		
Virtual Extension	Name	Assigned AA Script
500	Auto Attendant	Default

3. In the **Virtual Extension** column, click the extension number of the Auto Attendant configuration that you want to view or edit.

The **View Extension Details** dialog box is displayed.

Auto Attendant Extensions (500)	
Auto Attendant » Auto Attendant Extension » Details	
View Extension Details	Change
AA Extension:	500
AA Extension Name:	Auto Attendant
Current AA Prompt:	Default
AA Language:	English

4. If you want to change the name of the configuration or the greeting that is played, click **Change**.

Note:

Currently, only English-language prompts are supplied.

The **Edit Extension Details** dialog box is displayed.



5. To change the name of the configuration, type a new name into the **AA Extension Name** field.
6. To change the greeting that is played when the Auto Attendant is invoked, select the greeting from the **Current AA** list.



Tip:

You must record a custom greeting before it can be played. For more information, see [To record a custom greeting](#) on page 33.

7. Click **Save Changes**.

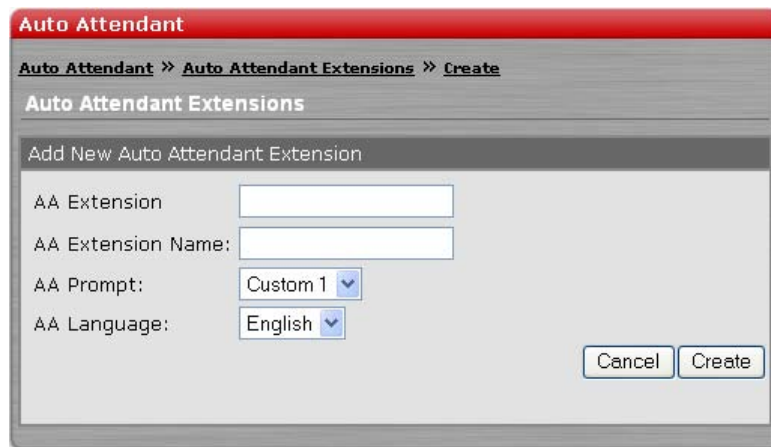
To create a custom Auto Attendant configuration

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Auto Attendant**.

The **Auto Attendant Extensions** list is displayed.

3. Click **Add Auto Attendant Extension**.

The **Add New Auto Attendant Extension** dialog box is displayed.



The screenshot shows a dialog box titled "Auto Attendant" with a red header. Below the header, there is a breadcrumb trail: "Auto Attendant » Auto Attendant Extensions » Create". The main title of the dialog is "Auto Attendant Extensions". Below this, there is a sub-header "Add New Auto Attendant Extension". The form contains four fields: "AA Extension" (a text input field), "AA Extension Name:" (a text input field), "AA Prompt:" (a dropdown menu with "Custom 1" selected), and "AA Language:" (a dropdown menu with "English" selected). At the bottom right of the dialog, there are two buttons: "Cancel" and "Create".

4. In the **AA Extension** field, type the extension number that will be used to invoke the Auto Attendant configuration. The number must be in the 500-599 range.
5. In the **AA Extension Name** field, type a name for the configuration.
6. From the **AA Prompt** list, select the greeting to play when the Auto Attendant configuration is invoked.



Tip:

You must record a custom greeting before it can be played. For more information, see [To record a custom greeting](#) on page 33.

7. Click **Create**.

The new configuration is displayed in the **Auto Attendant Extensions** list.

To delete a custom Auto Attendant configuration

1. Log in to the administration interface (see [Logging in to the Administration Interface](#) on page 37).
2. On the **System Options** menu, select **Auto Attendant**.

The **Auto Attendant Extensions** list is displayed.

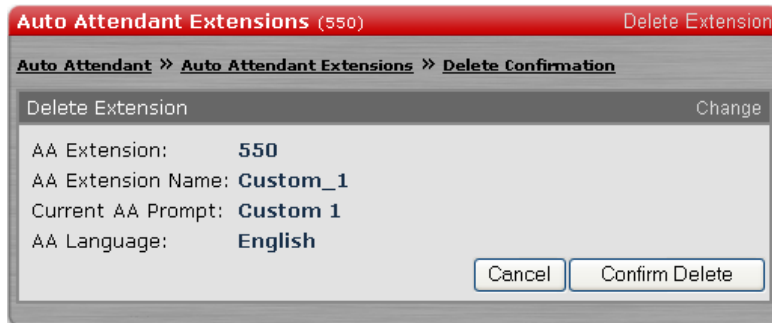
3. In the **Virtual Extension** column, click the extension number of the Auto Attendant configuration that you want to delete.

The **View Extension Details** dialog box is displayed.



4. Click **Delete Extension**.

The **Delete Extension** dialog box is displayed.



5. Click **Confirm Delete**.

Chapter 3: Troubleshooting

Introduction

Avaya 4610SW/4621SW IP telephones are relatively trouble free. This chapter provides helpful troubleshooting information, and basic troubleshooting charts that walk you through resolving problems.

The following sections are included in this chapter:

- [Basic Troubleshooting for Telephones](#)
- [System Problems and Solutions](#)
- [G10 PSTN Gateway Problems and Solutions](#)
- [Performance Recommendations](#)
- [A Word about IP Addresses](#)
- [Contacting Technical Support](#)

Basic Troubleshooting for Telephones

The information in [Table 1: Basic Troubleshooting Procedures for 4610SW/4621SW IP Telephones](#) on page 86 may help to you resolve a problem with a 4610SW/4621SW IP telephone. If you cannot resolve a problem on your own, contact your technical support representative (see [Contacting Technical Support](#) on page 97).



Tip:

If the suggestions given below do not resolve the problem, power cycle the telephone by disconnecting the PoE LAN connection (or switching off local power to the telephone) and then reconnecting the telephone (or power source). There will be a slight operational delay when you power cycle the telephone.

Table 1: Basic Troubleshooting Procedures for 4610SW/4621SW IP Telephones

Problem/Symptom	Suggested Solution(s)
<p>Telephone does not power on after connecting it to the LAN.</p>	<p>Verify that the telephone is receiving power through the Ethernet LAN connection:</p> <ul style="list-style-type: none"> ● Verify that the switch or router to which the telephone is connected supports 802.3af PoE. If all other connected 4610SW/4621SW IP telephones exhibit the same problem, the switch or router may need to be replaced. ● If the LAN is not 802.3af PoE enabled, it is your responsibility to provide a suitable inline power supply. For more information, see the "Installation" chapter of the <i>Avaya one-X Quick Edition Telephone User Guide</i>. ● Check the Ethernet LAN connection to the telephone to ensure that it is properly connected. If required, swap the cable to determine whether the cable is defective. <p>If you can determine that power is being supplied to the telephone (the display area or any of the indicators on the front panel of the telephone are lit) but the telephone still does not become operational, report the problem to your technical support representative.</p>
<p>Telephone does not become active immediately after a power interruption.</p>	<p>Allow a few minutes for the telephone to initialize if the telephone became unplugged from the LAN or experienced a power interruption.</p>
<p>Telephone does not display the option to join an existing site when connected to an existing network.</p>	<p>When a telephone is connected to the LAN for the first time, it searches for P2P peers. If the existing P2P devices do not use IP addresses in the same network address space (for example, static IP addresses may have been assigned), a newly connected telephone will not be able to detect peers connected to the same network segment. As a result, the telephone will prompt you to create a new network. For more information, see A Word about IP Addresses on page 95.</p> <p>To resolve the problem, see To re-assign a telephone to a different network address space and/or network on page 97.</p>

Table 1: Basic Troubleshooting Procedures for 4610SW/4621SW IP Telephones (continued)





Problem/Symptom	Suggested Solution(s)
Telephone no longer communicates with peers.	<p>Verify the telephone connection to the LAN.</p> <p>Review the network performance recommendations to ensure that the network adheres to minimum requirements (see Performance Recommendations on page 94).</p> <p>When previously configured and reconnected to the network, a telephone needs a few minutes to initialize and become operational. During this time, the telephone attempts to communicate with all other one-X Quick Edition devices in the same network address space. Verify the following items by viewing Set Details on the Main menu:</p> <ul style="list-style-type: none"> ● Are all one-X Quick Edition devices running the same or compatible software versions? ● Do all devices belong to the same network address space? To communicate with networked peers, the telephone must have an IP address that belongs to the network address space used by its peers. If required, see To re-assign a telephone to a different network address space and/or network on page 97 to enable the telephone to communicate with existing peers. ● Do all peers belong to the same one-X Quick Edition site? When you install a 4610SW/4621SW IP telephone, you can choose to have the telephone join an existing network or create a new network. Unless the telephone is the first telephone to be installed, you should have the telephone join the existing network. To determine to which network a 4610SW/4621SW IP telephone belongs, look up the site identifier, which is displayed in the Site field under Set Details. All peers making up the same network have the same site identifier. If required, see To re-assign a telephone to a different network address space and/or network on page 97 to enable the telephone to communicate with existing peers.
Speaker does not seem to work.	Press the Speaker () button. Use the Volume Control () buttons to set the volume to an audible level. If you do not hear a dial tone, contact your sales representative.
Cannot add an entry to the Speed Dial list.	You can have a maximum of nine Speed Dial button assignments. If all assignments are in use, delete at least one entry before attempting to add a new entry.
Cannot dial an external number using any Speed Dial button or the Call Log.	See "Cannot make an external call" below.

Table 1: Basic Troubleshooting Procedures for 4610SW/4621SW IP Telephones (continued)

Problem/Symptom	Suggested Solution(s)
No dial tone on a 4610SW/4621SW IP telephone.	<p>Verify that the handset is securely connected.</p> <p>Use the Volume Control (▲ ▼) buttons to set the volume to an audible level.</p> <p>If your network includes a G10 PSTN gateway, verify that the FXO line(s) managed by your service provider are securely connected to the G10 PSTN gateway (refer to the <i>Avaya one-X Quick Edition G10 PSTN Gateway Installation Guide</i>).</p>
Telephone does not ring on an incoming call.	Use the Volume Control (▲ ▼) buttons set the ringer volume to an audible level. From another telephone, place a call to your extension to test the ringer volume after adjustment.
Information is not displayed in the display area.	See "Telephone does not power on after connecting it to the LAN" above. Check all connections to the telephone to ensure that it is properly connected and receiving power.
The display area appears to be frozen and there is no dial tone.	When a menu is not being accessed, labels for the SDial , Log , Dir , and VMail softkeys are displayed at the bottom of the display area. If a Back , Exit , or Done softkey is displayed instead, select the softkey. Alternatively, press the Phone/Exit (☎) button to restore the display area.
Cannot reach the party at a known extension through the Corporate directory.	<p>Verify the dial tone (see "No dial tone on a 4610SW/4621SW IP telephone" above).</p> <p>Next, verify that the party you are trying to call has not enabled:</p> <ul style="list-style-type: none"> ● call forwarding (see "Redirecting Calls through Call Forwarding" in the "Setting Telephone Options" chapter of the <i>Avaya one-X Quick Edition Telephone User Guide</i>), and/or ● the do-not-disturb feature (see "Enabling/Disabling the Do-Not-Disturb Feature" in the "Setting Telephone Options" chapter of the <i>Avaya one-X Quick Edition Telephone User Guide</i>). <p>If required, contact your LAN administrator to determine whether there is a problem with the Ethernet LAN.</p>

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
Table 1: Basic Troubleshooting Procedures for 4610SW/4621SW IP Telephones (continued)

Problem/Symptom	Suggested Solution(s)
<p>Cannot make an external call.</p>	<p>Verify the dial tone (see "No dial tone on a 4610SW/4621SW IP Telephone" above). If your network includes a G10 PSTN gateway and all FXO lines are busy, you will hear a low-pitched, rapid (busy) tone repeated 60 times per minute. Wait for a few minutes until a FXO line becomes free, and then try your call again.</p> <p>To place a call to the PSTN, dial 9 followed by the number.</p> <p>If the problem persists, verify that the G10 PSTN gateway is connected and accessible, and that at least one FXO line is connected to line port L1 on the rear panel of the G10 PSTN gateway (see the <i>Avaya one-X Quick Edition G10 PSTN Gateway Installation Guide</i>).</p> <p>Before you call your technical support representative, contact your service provider to verify that the FXO lines are working as expected.</p>
<p>Redial () button does not dial the last number called.</p>	<p>Check the year in the system date and time setting (see Setting the System Date and Time on page 20). If the factory set year is different compared to the current year, the year setting will be incorrect after the 4610SW/4621SW IP telephone goes through a power cycle. Calls in the Call Log Outgoing list are sorted according to date, and the redial function dials number at the top of the list. If the system date is incorrect, the redial function may not be dialing the most recent outgoing call.</p>
<p>Audio quality is poor—specifically, you hear:</p> <ul style="list-style-type: none"> ● static when the line is active, ● sudden silences or gaps in speech, and/or ● clipped or garbled speech. 	<p>Network problems are the most likely cause. Contact your LAN administrator and provide a complete description of the problem. If you are the LAN administrator, see Performance Recommendations on page 94 for a list of recommendations.</p> <p> Tip: You can specify an audio quality setting for the entire network (see To adjust the audio bandwidth on page 78).</p>
<p>An application or feature does not work as described in the product documentation.</p>	<p>Verify the procedure and retry.</p> <p>If this action does not produce the desired result, the one-X Quick Edition system might need additional programming to enable certain features. Consult the product documentation for additional configuration instructions (see Related Documentation on page 7).</p> <p>If you would like to report a documentation error or omission, contact your technical support representative.</p>

System Problems and Solutions

The information in [Table 2: Avaya one-X Quick Edition System Problems and Solutions](#) below may help you to resolve a problem with the one-X Quick Edition system.

Table 2: Avaya one-X Quick Edition System Problems and Solutions

Problem/Symptom	Suggested Solution(s)
<p>Web-based interface: Cannot access the web-based interface.</p>	<p>Compare the IP address of the telephone and its P2P peers to the IP address of the PC on which the web browser is installed. To determine the IP address of a PC, see the Tip under To upgrade the software on page 16. If the telephone uses a different network address space compared to the address space used by its P2P peers, change the IP address of the telephone to match the network address space used by its peers (see To change telephone network address settings on page 21). If the network address space used by the telephones does not match the network address space used by the PC, ask your LAN administrator to add a route to the one-X Quick Edition network from the PC.</p> <p>Verify that you can access user options and/or system options using the Options () button on the telephone. If you cannot access these options using telephone buttons, the telephone is not working properly. Troubleshoot the problem using the guidelines given in Table 1: Basic Troubleshooting Procedures for 4610SW/4621SW IP Telephones on page 86.</p> <p>Check the LAN settings in your web browser. Proxy server settings could be preventing you from accessing the web-based interface. In Internet Explorer, select Tools > Internet Options, and then click the Connections tab. Click the LAN Settings button to view the proxy server settings. Contact your LAN administrator for more information and help if required.</p>
<p>Auto Attendant: The Auto Attendant feature does not answer incoming calls, or an incorrect greeting is played.</p>	<p>Access the Auto Attendant menu under System Options, and verify that the Auto Attendant configuration that you want to use has been created. See Configuring the Auto Attendant Feature on page 80.</p> <p>If you have a G10 PSTN gateway, verify that an Auto Attendant configuration has been assigned to the G10 PSTN Gateway (see To select an Auto Attendant configuration for a G10 PSTN gateway on page 32). Verify that the greeting you want to use has been recorded and assigned to the associated Auto Attendant configuration (see Configuring Auto Attendant Settings on page 28).</p>

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Table 2: Avaya one-X Quick Edition System Problems and Solutions (continued)

Problem/Symptom	Suggested Solution(s)
<p>Paging: Not all of the telephones in a paging zone are receiving announcements.</p>	<p>If the telephone in question is in use while you make the announcement, the announcement is suppressed on that telephone—this is normal.</p> <p>Verify that the telephone in question has been added to the paging zone (see To view or edit the name, extension, or paging zone assigned to a telephone on page 43).</p> <p>Verify that the telephone in question is on-hook, and that the do-not-disturb feature is disabled (see "Enabling/Disabling the Do-Not-Disturb Feature" in the "Setting Telephone Options" chapter of the <i>Avaya one-X Quick Edition Telephone User Guide</i>).</p>
<p>Voicemail: Callers cannot leave voicemail because the storage area is full.</p>	<p>When a Voicemail inbox is full, callers hear a message indicating that Voicemail storage has been filled and no more messages can be saved. To avoid this situation, users are encouraged to delete voicemail messages on a regular basis.</p>
<p>Email Notification of Voicemail: Voicemail messages are not being forwarded to an email account.</p>	<p>Access the Network Options menu under System Options to verify that the IP address of an SMTP server has been specified (see Configuring SMTP to Support Email Notification on page 22).</p> <p>Using the web-based User Options interface (see the "Web-based Telephone Options" chapter of the <i>Avaya one-X Quick Edition Telephone User Guide</i>), select Voice Mail and verify that "To" and "From" addresses have been specified, and that notification status has been enabled.</p>

G10 PSTN Gateway Problems and Solutions

The information in [Table 3: G10 PSTN Gateway Problems and Solutions](#) below may help to you resolve a problem with a G10 PSTN gateway. If you need more information about installing a G10 PSTN gateway or connecting FXO lines and/or optional audio peripherals to a G10 PSTN gateway, see the *Avaya one-X Quick Edition G10 PSTN Gateway Installation Guide*.

Table 3: G10 PSTN Gateway Problems and Solutions

Problem/Symptom	Suggested Solution(s)
<p>Power: The Power LED on the G10 PSTN gateway is not lit.</p>	<p>When first plugged into the LAN, the G10 PSTN gateway needs a few minutes to initialize and become operational before outgoing calls can be placed. During this period, the Power LED will be red.</p> <p>If this is not the case, verify that the G10 PSTN gateway is receiving power:</p> <ul style="list-style-type: none"> ● Verify whether the IP switch or router to which the G10 PSTN gateway is connected supports 802.3af PoE. If all connected 4610SW/4621SW IP telephones are not receiving power, the switch or router may need to be replaced. ● If the LAN is not 802.3af PoE enabled, verify that the power adaptor is connected to the 12V-1.0A jack on the G10 PSTN gateway and plugged in to a power source. ● If applicable, check the PoE LAN connection to the G10 PSTN gateway to ensure that it is properly connected. If required, swap your Cat5 Ethernet cable to determine whether the cable is defective. <p>If you can determine that power is being supplied to the G10 PSTN gateway but the G10 PSTN gateway is not operational, report the problem to your technical support representative.</p>
<p>The Power LED on the G10 PSTN gateway stays red.</p>	<p>If you connected the G10 PSTN gateway to the LAN for the first time without having previously installed 4610SW/4621SW IP telephones, the Power LED will stay red.</p> <p>If telephones were already installed when you connected the G10 PSTN gateway, the Power LED should turn green in two to three minutes.</p> <p>To remedy the situation, press and hold the Reset button on the rear panel of the G10 PSTN gateway while you power cycle the device. This action resets the G10 PSTN gateway to factory settings. When the Power LED and line LEDs on the front panel all turn green afterward, disconnect the G10 PSTN gateway from the network, install your 4610SW/4621SW IP telephones, and then install the G10 PSTN gateway.</p>

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Table 3: G10 PSTN Gateway Problems and Solutions (continued)

Problem/Symptom	Suggested Solution(s)
The LEDs on the front panel of the G10 PSTN gateway are flashing green and red.	<p>The G10 PSTN gateway is running a program off-line. To cause the device to come back on-line:</p> <ol style="list-style-type: none"> 1. Press and hold the Reset button on the rear panel of the G10 PSTN gateway while you power cycle the device. 2. Continue holding the Reset button down until the Power LED flashes green and red, and then power cycle the device again. Repeat this step five times.
<p>FXO Lines: All calls to and from the PSTN have a loud hum, or an echo is present when using the handset.</p>	<p>If you hear a loud hum or noise, ground the G10 PSTN gateway (see the <i>Avaya one-X Quick Edition G10 PSTN Gateway Installation Guide</i>).</p> <p>The gain setting (loop length) on connected FXO lines may need to be adjusted. Access the Lines menu under Gateways (in System Options) to view the current settings (see To change the loop length of a FXO line on page 25).</p> <p>Verify that the LAN meets the minimum quality of service requirements (see Performance Recommendations on page 94).</p>
The line LED associated with a connected FXO line is off.	<p>Verify that the associated FXO line is securely connected to the port.</p> <p>Verify whether the L1, L2, L3, or L4 port is functioning properly by connecting an analog (POTS) telephone to the bypass port, connecting an FXO line to the FXO port in question, removing power to the G10 PSTN gateway, and then listening for a dial tone.</p>
<p>Music on Hold: When a calling party is placed on hold, the Music on Hold feature does not seem to work.</p>	<p>Check the Gateways menu under System Options to ensure that the feature is enabled (see To enable the Music on Hold feature on page 26).</p> <p>Ensure that an audio source is plugged into the Music on Hold port of the G10 PSTN gateway.</p> <p>Verify that the audio source is working by connecting a headset to the source's output and listening to the audio output through the headset.</p>
The audio input associated with the Music on Hold feature sounds distorted or cannot be heard.	<p>Verify that the audio source is located on a stable platform. If the audio source is shaken or bumped, the audio signal may be disrupted.</p> <p>If you are using a radio as the audio source, verify that the tuner is dialed to a radio station properly.</p> <p>Ensure that the volume control on the audio source is set to an audible volume.</p>

Table 3: G10 PSTN Gateway Problems and Solutions (continued)

Problem/Symptom	Suggested Solution(s)
<p>External Paging: External paging is not working during an announcement.</p>	<p>Ensure that an amplifier with speaker is plugged into the External Paging port of the G10 PSTN gateway.</p> <p>Select General Page on the Select Paging Zone menu to make the announcement (see "Broadcasting Announcements through Paging" in the "Setting Telephone Options" chapter of the <i>Avaya one-X Quick Edition Telephone User Guide</i>).</p>
<p>The audio output associated with an external page sounds distorted.</p>	<p>Connect the external amplifier with speaker to a different audio source and test the equipment off-line.</p>
<p>Bypass Port: No dial tone on the telephone that is connected to the G10 PSTN gateway.</p>	<p>You can place or receive calls using an analog telephone connected to the analog telephone (bypass) port only when the G10 PSTN gateway is not receiving power. To place or receive calls using the analog telephone, a FXO line must be connected to port L1 on the rear panel of the G10 PSTN gateway. For more information, see "Analog Telephone Bypass Port" in the "Overview" chapter of the <i>Avaya one-X Quick Edition G10 PSTN Gateway Installation Guide</i>.</p>

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Performance Recommendations

To ensure optimum performance, the following operational guidelines are assumed:

- Supply RJ45 Category 5 (Cat5) or better (for example, Cat5e) Ethernet cabling to connect equipment such as G10 PSTN gateways to the LAN.
- If your voice network equipment is capable of full-duplex transmission, select full-duplex instead of half-duplex transmission. Full-duplex devices enable callers on both ends of the connection to speak simultaneously.
- You can measure and correct delay, jitter, and packet loss on your network. Delays in speech delivery, variations in the amount of time needed for speech to travel across the network, and packet loss all have the potential to degrade the overall quality of one-X Quick Edition applications. Ensure that end-to-end delay, jitter, and packet loss on the network adhere to the following tolerances:
 - Packet loss less than 1%
 - Jitter less than 20 ms
 - End-to-end delay less than 50 ms
 - Ping delay less than 100ms

- Do not connect a network server PC (for example, a web server, file server, or database server) or a network printer to the PC port on a 4610SW/4621SW IP telephone.
- Avaya 4610SW/4621SW IP telephones and G10 PSTN gateways support 802.3af PoE (Power over Ethernet). If you want to connect one-X Quick Edition equipment to a switch that does not support 802.3af, you can use an Avaya PoE injector (Part # 1151B1) to power the telephone or G10 PSTN gateway.
- Connect all one-X Quick Edition devices to the same network segment—their IP addresses must belong to the same network address space. If your network includes VLANs, include all one-X Quick Edition devices in the same VLAN.
- VLAN tagging is not supported. As a work-around, configure one-X Quick Edition VLAN connections to accept untagged frames and pass them to a specified VLAN.
- Avaya one-X Quick Edition devices do not implement Quality of Service (QoS) at TCP/IP Layer 2 or Layer 3 (OSI Reference Model). If you are experiencing performance degradation with the one-X Quick Edition system due to the traffic load on your network, you may either physically segment the voice network from the data network, or manually configure QoS on the network switches, routers, etc.
- Multicast IP traffic must be permitted on the LAN. The default multicast address used by the one-X Quick Edition system is 239.192.228.123. This is a limited-scope address that is not routable over the public network (Internet).
- The one-X Quick Edition system supports IGMP v2. A number of higher-end Layer 2 switches support IGMP snooping by default. If the one-X Quick Edition devices making up the network cannot communicate with each other, turning off IGMP snooping on the switch may resolve the problem if the switch requires an IGMP querier to be present on the network but an IGMP querier is not available.
- If any one-X Quick Edition devices are connected to a switch that runs the Spanning Tree Protocol (STP), configure the one-X Quick Edition switch connections with Portfast (also known as “spantree start-forwarding” on a Cisco 1900XL). Portfast enables the switch to go into a forwarding state almost immediately after it is powered on.

A Word about IP Addresses

Every 4610SW/4621SW IP telephone has an IP address. If a DHCP (Dynamic Host Configuration Protocol) server resides on the Ethernet LAN, the 4610SW/4621SW IP telephones and any G10 PSTN gateways that you connect to the LAN will request network addresses from the DHCP server.

On networks without a DHCP server, 4610SW/4621SW IP telephones and G10 PSTN gateways assign themselves unique addresses in the 169.254/16 (Zeroconf) network address space with a network mask of 255.255.0.0.

Unless assigned a static IP address previously, Avaya one-X Quick Edition devices assign themselves IP addresses this way each time they are connected to an Ethernet LAN. If you move devices making up the same one-X Quick Edition network from one LAN to another, they may assign themselves different IP addresses without disrupting communications between established network peers.

If a telephone shares a network connection with a PC and the network does not have a DHCP server, it is possible that the telephone and PC will have IP addresses in different network address spaces. As a result, the browser on the PC will be unable to connect to the telephone through the web-based interface. To resolve the problem, ensure that the one-X Quick Edition network and the PC network share the same network address space. Make sure that you use unused IP addresses for the telephones and G10 PSTN gateways. For more information, see [Assigning a Static IP Address](#) on page 96.

Assigning a Static IP Address

If required, you may assign fixed network addresses to 4610SW/4621SW IP telephones or G10 PSTN gateways through network options (see [Modifying Telephone Network Address Settings](#) on page 21 or [Changing the Network Addresses Associated with a G10 PSTN Gateway](#) on page 26). To change the IP address of a 4610SW/4621SW IP telephone or G10 PSTN gateway, you must know the administration password.

Once assigned, a static IP address persists until it is either changed manually, or another device having the same IP address is detected at boot time. Because the devices making up a one-X Quick Edition network communicate configuration changes to each other automatically, any IP address changes that you make are communicated to all of the devices making up the network.

If the network does not have a DHCP server and you add a 4610SW/4621SW IP telephone or G10 PSTN gateway to the network, the 4610SW/4621SW IP telephone or G10 PSTN gateway will assign itself a unique address in the Zeroconf network address space. Because the self-assigned network address may not match the network address space being used by other P2P devices (for example, due to static IP address assignments), the newly added 4610SW/4621SW IP telephone or G10 PSTN gateway may not be able to communicate with those P2P devices:

- A 4610SW/4621SW IP telephone will find no P2P peers and as a result, will create a new network when connected to the LAN.
- You will be unable to access the web-based interface of the 4610SW/4621SW IP telephone using a PC connected to the LAN, even when the telephone and PC share the connection to the LAN.

To resolve this type of issue, see [To re-assign a telephone to a different network address space and/or network](#) on page 97.

To enable 4610SW/4621SW IP telephones or G10 PSTN gateways with manually configured (static) IP addresses to go back to requesting IP addresses from a DHCP server or assigning themselves Zeroconf addresses automatically at boot time, you must change the static IP address of the 4610SW/4621SW IP telephone or G10 PSTN gateway to 0.0.0.0.

To re-assign a telephone to a different network address space and/or network

1. If the IP address of the telephone does not match the IP address space being used by other P2P devices, change the IP address of the telephone to an unused IP address in the required network address space. To determine the IP address of a telephone, press the # key on the dialpad of the telephone. To change the IP address, see [Modifying Telephone Network Address Settings](#) on page 21).
2. Reset the telephone to factory settings, and when the telephone initializes, have the phone join the target network (see [To return a 4610SW/4621SW IP telephone to factory settings](#) on page 18). The procedure does not change the manually assigned (static) IP address.

Contacting Technical Support

If you are unable to resolve the problem using the troubleshooting guidelines provided in this chapter, contact your technical support representative. If required, you may contact Avaya Technical Support by calling 800-242-2121.

Important:

If you have an Avaya support plan, call the number associated with that plan to obtain service according to the terms of your agreement.

As an alternative, you may contact Avaya Technical Support using one of the methods available through the Avaya Technical Support web site:

<http://avaya.com/support>


Telephone Buttons and Softkeys


Introduction


This appendix identifies the buttons and application softkeys on the face of a 4610SW/4621SW IP telephone. Your 4610SW/4621SW IP telephone has Feature buttons, Line/Feature buttons, and softkeys to help you operate the telephone and work with its applications.

[Figure 1](#) shows the face of a 4621SW IP telephone. The Feature buttons are located on the face of the telephone. An icon is printed on each button to indicate the function of the button. To activate the feature associated with a telephone button, press the button:

- Options ()
- Hold ()
- Transfer ()
- Conference ()
- Drop ()
- Redial ()
- Phone/Exit ()
- Speaker ()
- Headset ()
- Mute ()

The Page Left and Page Right () buttons between the Phone/Exit and Options buttons are also considered Feature buttons. Use the Page Right button to move forward and the Page Left button to move backward through the display area when more than one page of menu items is available for display.

Line/Feature () buttons are presented in vertical columns on both sides of the display area. These buttons are associated with call appearances and other call-related features. Line/Feature buttons may also serve as application-specific buttons in the Call Log or other applications. For example, pressing a Line/Feature button in the Call Log Application selects the corresponding entry.

There are four application softkeys () immediately below the display area. The functions of the softkeys change, depending on the current status of the telephone—softkeys reflect the options available to you within the context of the selected application. For example, if you are listening to a Voicemail message, the softkeys reflect the options available to you for processing the Voicemail message. Softkey labels are displayed in the display area above the softkeys, and they indicate the current function of each softkey.

Telephone Buttons and Softkeys

For more information about each application, see the "Introducing Your 4610SW/4621SW IP Telephone" chapter of the *Avaya one-X Quick Edition Telephone User Guide*.

Note:

If you have a 4621SW IP telephone, the Line/Feature (▶) buttons at the bottom of each vertical bank provide direct access to the do-not-disturb function and the call-forwarding function.







Figure 1: Avaya 4621SW IP Telephone Buttons



Note:











The Avaya 4610SW IP telephone has similar features, softkeys, and buttons.

Table 4: 4610SW/4621SW IP Telephone Feature/Button Descriptions

Callout	Feature/ Button	Description
1	Message Waiting Indicator	When flashing, indicates that you have a Voicemail message waiting.
2	Display Area	The information shown varies according to the application/function currently active. When the telephone is idle, the top line displays your extension number and the current date and time. When someone is calling you, the name and extension number of that person is displayed ¹ . The display area has a certain number of lines—pressing the Page Right or Page Left () button may display additional information. The bottom line shows softkey labels for the current application.
3	Line/Feature 	<p>Line/Feature buttons provide a way to initiate and select calls. When no calls are being processed, any Line/Feature button may assume application-specific functionality.</p> <p>A 4610SW IP telephone has six Line/Feature buttons, and a 4621SW IP telephone has 12 Line/Feature buttons. However, the number of active calls that a telephone can handle simultaneously is limited to three for 4610SW IP telephones, and four for 4621SW IP telephones.</p> <p>If you have a 4621SW IP telephone, use the four Line/Feature buttons closest to the top of each vertical bank to initiate and select calls. The Idle icon (see "Interpreting Display Icons" in the "Introducing Your 4610SW/4621SW IP Telephone" chapter of the <i>Avaya one-X Quick Edition Telephone User Guide</i>) shows which Line/Feature buttons you can use.</p>
4	Softkeys 	<p>Navigate within or start application-specific actions, such as display the Speed Dial list, Call Log, your Personal or Corporate directory, or Voicemail information.</p> <p>If you have a 4621SW IP telephone, additional softkeys provide direct access to do-not-disturb and call-forwarding functions.</p>
5	Phone/Exit 	Exits the current menu and normalizes the display.
6	Options 	Displays the Main menu for accessing application options.
7	Page Left/ Page Right 	When the display area has more than one page of information to display, these buttons shift the display from one page to the previous or next page, respectively.
8	Speaker Indicator	Lights steadily when the speaker is active.

1 of 2

Table 4: 4610SW/4621SW IP Telephone Feature/Button Descriptions (continued)


Callout	Feature/ Button	Description
9	Speaker 	Activates the speaker.
10	Headset 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 Indicator	Lights steadily when the handset, headset or speaker is muted.
13	Mute 	Turns off the active speaker, handset, or headset microphone, to prevent the parties who have active connections to your telephone from hearing you.
14	Volume Control  	Adjusts the handset, speaker, headset, or ringer volume, depending on which item is in use. When you increase or decrease the volume, the display area indicates the volume level.
15	Headset Jack	Provides a port on the bottom rear of the telephone for connecting a headset.
16	Hold 	Red button used to place a call on hold.
17	Transfer 	Transfers a call to another telephone.
18	Conference 	Sets up conference calls with more than one other person.
19	Drop 	Ends a conference call (drops all parties).
20	Redial 	Displays a list of all of the dialed numbers recorded in the Call Log.
21	Dialpad	Standard 12-button numeric dialpad for dialing telephone numbers.

1. Caller ID information usually arrives between the first and second ring. Let the telephone ring at least once before answering. If external callers are not identified on the display, make sure you subscribe to "Caller ID" services from your local telephone company. "Caller ID" services may have different names in your area—contact your local telephone company for details.


System Options Quick Reference

Introduction

System-wide options can be configured through any 4610SW/4621SW IP telephone that is connected to the one-X Quick Edition network. Logging in to any of the 4610SW/4621SW IP telephones using the administration password enables provisioning of the entire system, including any G10 PSTN gateways. All system changes and updates are communicated to all 4610SW/4621SW IP telephones and G10 PSTN gateways making up the network.

This appendix provides a quick reference to the **System Options** menu items that can be accessed through the **Options** () button on any 4610SW/4621SW IP telephone. To access system options through the web-based administration interface, see [Chapter 2: Web-based Administration](#).

To access the System Options menu

1. Using any 4610SW/4621SW IP telephone connected to the network, press the **Options** () button below and to the right of the display area.
2. Select **Options** on the **Main** menu, or press 1 on the dialpad.
3. Select **System Options** on the **Options** menu, or press 2 on the dialpad.
4. When you are prompted to enter a password, enter the administration password.
5. Select the **Done** softkey.

The **System Options** menu is displayed.



Tip:
Read [Table 5](#) from left to right.

Table 5: System Options Menu Items

1. Change Password	Enter existing password, enter new password, and confirm new password.		
2. Set Management	1. Set Extension	Change telephone extension.	
	2. Remove Extension	Specify extension to remove.	
	3. Reset Password	Reset password on accessed telephone.	
	4. Upgrade	View software version and/or confirm upgrade.	Specify IP address of TFTP server host and start upgrade.
	5. Freshstart	Confirm removal of extension and user data.	Join network or create new network and enter name.
3. Date and Time	1. Date	Edit and save system date.	
	2. Time	Edit and save system time.	
4. Network Options	1. IP Address	View or change IP address or network mask of telephone, IP address of default gateway for telephone, and/or IP address of DNS server.	
	2. SMTP Settings	Enable or disable SMTP on network, and specify IP address of SMTP server host and/or SMTP port.	
	3. Operator Extension	View or change the designated operator extension.	
5. Gateways	Select a gateway.	1. Details	View G10 PSTN gateway connection status, extension number, MAC address, and IP address.
		2. Lines	Select FXO line and view or change its loop length setting.
		3. Music On Hold	Enable or disable the playing of audio input.
		4. IP Address	View or change IP address or network mask of G10 PSTN gateway, and/or IP address of default IP gateway for G10 PSTN gateway.
6. Auto Attendant	1. Auto Attendant	Select Auto Attendant configuration.	View extension number, name, selected greeting (prompt), prompt language, and extension number of associated G10 PSTN gateway.
	2. Custom Greeting 1	Record, play, and/or save a custom greeting.	
	3. Custom Greeting 2	Record, play, and/or save a custom greeting.	

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