



Avaya one-X™ Quick Edition
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Telephone User Guide

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About This Guide

Overview

This guide covers how to install and use your new 4610SW/4621SW IP telephone. A 4610SW/4621SW IP telephone is simple to use while offering the latest advances in telephony systems. Your 4610SW/4621SW IP telephone obtains its operational characteristics from the software and settings on the telephone. Updates and new features can be downloaded to your telephone without needing to replace the telephone.

The following sections are included in this chapter:

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

Intended Audience

This document is intended for people who use 4610SW/4621SW IP telephones. For information about how to access system-wide options (for example, to set the system date and time), refer to the *Avaya one-X Quick Edition System Administrator Guide*.

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 how to use your 4610SW/4621SW IP telephone, or 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: Introducing Your 4610SW/4621SW IP Telephone	Describes each element on the face of the telephone and outlines how to use the buttons and application softkeys.
Chapter 2: Installation	Provides instructions for installing your 4610SW/4621SW IP telephone.
Chapter 3: Using Your 4610SW/4621SW IP Telephone	Describes making calls, receiving calls, holding calls, setting up call conferences, and transferring calls.
Chapter 4: Using the Speed Dial Application	Describes how to make a call using a Speed Dial button and how to add, update, and remove Speed Dial entries.
Chapter 5: Using the Call Log Application	Describes how to view, delete, and make calls using Call Logs.
Chapter 6: Using Directories	Explains how to view and make calls from the Corporate directory, and how to create and work with your own personalized list of frequently called numbers using a Personal directory.
Chapter 7: Using the Voicemail Application	Guides you through retrieving, playing, and monitoring Voicemail messages. Also describes how to manage Voicemail messages and change Voicemail options.
Chapter 8: Setting Telephone Options	Explains how to view and specify telephone options and user options.
1 of 2	

Chapter	Description
Chapter 9: Web-based Telephone Options	Provides an overview of how to view and change telephone and user options using a web browser.
User Options Quick Reference	Contains a summary of User Options menu items, which can be accessed through the Options () button on your 4610SW/4621SW IP telephone.
2 of 2	

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
Document	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.
User 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).

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: Introducing Your 4610SW/4621SW IP Telephone

Introduction

This chapter introduces you to the layout of the 4610SW/4621SW IP telephone. It provides a description of the main buttons, softkeys, features, and applications, and provides basic instructions for navigating the display. To start using the basic features of your telephone right away, see [Chapter 3: Using Your 4610SW/4621SW IP Telephone](#).

The following sections are included in this chapter:

- [Telephone Features](#)
- [Telephone Buttons and Softkeys](#)
- [Interpreting Ringer and Feedback Tones](#)
- [Interpreting Display Icons](#)
- [Accessing Telephone Applications and Options](#)

Telephone Features

The Avaya one-X Quick Edition system offers a low-cost, server-less Peer-to-Peer (P2P) telephony solution for small and medium sized businesses. By eliminating the need for traditional PBX hardware, the one-X Quick Edition system enables small businesses and branch offices to enjoy significant savings. Users simply plug the ready-to-use telephones into their Local Area Network (LAN), and the system configures itself—all of the telephones connected to the same network participate in traffic routing, call handling, and other network-related processes automatically. As an option, a one-X Quick Edition network can be equipped with a G10 PSTN gateway to enable access to traditional telephony systems.

Avaya one-X Quick Edition software is embedded in each 4610SW/4621SW IP telephone. By placing the intelligence in the telephone and eliminating additional hardware such as call processing and application servers, installation is simple and start-up costs are minimal.

The embedded software includes the most frequently used telephony features and applications, including voicemail, call conferencing, and an auto-attendant. All you have to do to install your telephone is plug it into the same data network used by your Personal Computers (PCs). All 4610SW/4621SW IP telephones connected to the same one-X Quick Edition network communicate with each other and initialize a completely operational one-X Quick Edition system automatically within minutes.

Each 4610SW/4621SW IP telephone has its own software and system backup data, so if one telephone fails the others continue to work, providing embedded fail-over and business continuity. For example, if one of your 4610SW/4621SW IP telephones is broken or disconnected from the network temporarily, incoming calls continue to be forwarded according to the telephone's call-forwarding rules, and you can collect Voicemail messages from any touch tone telephone that has access to the one-X Quick Edition network.

[Figure 1](#) shows the face of a 4621SW IP telephone. The diagram contains numbered "callouts" which identify the features, softkeys, and buttons. If you are viewing this guide online, you can click any callout to jump to a corresponding description.

[Table 1](#) summarizes the function of each feature and button. For information about the softkeys and advanced applications included with your 4610SW/4621SW IP telephone, browse through the remainder of this chapter.

The LCD display area is centered between two vertical banks of Line/Feature buttons. The Line/Feature buttons, softkeys immediately below the display area, and buttons on the face of the telephone provide access to powerful capabilities. In addition, a 4621SW IP telephone has an adjustable stand that moves to optimize your viewing position by means of the button on the top middle of the telephone (at the back).

Figure 1: The Avaya 4621SW IP Telephone

**Note:**

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

Table 1: 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 	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. 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. 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 on page 18) shows which Line/Feature buttons you can use.
4	Softkeys 	Navigate within or start application-specific actions, such as display the Speed Dial list, Call Log, your Personal or Corporate directory, or Voicemail information. If you have a 4621SW IP telephone, additional softkeys provide direct access to do-not-disturb and call-forwarding functions.
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.
9	Speaker 	Activates the speaker.
1 of 2		

Table 1: 4610SW/4621SW IP Telephone Feature/Button Descriptions (continued)

Callout	Feature/ Button	Description
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. ²
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.
2 of 2		

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.

2. The headset jack is compatible with a large number of headsets, the recommended M12LUCM modular base unit, or the HIP-1 headset adapter. Noise canceling headsets are recommended.

Telephone Buttons and Softkeys

Your 4610SW/4621SW IP telephone has Feature buttons, Line/Feature buttons, and softkeys to help you operate the telephone and work with its applications. While reviewing this section, see [Figure 1: The Avaya 4621SW IP Telephone](#) on page 13.

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 these 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. For more information about each application, see [Accessing Telephone Applications and Options on page 18](#).

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.

Interpreting Ringer and Feedback Tones

As you become more familiar with your telephone, you will recognize the various tones that you hear for incoming calls, or while using the handset or headset. Ringer tones accompany an incoming call and are heard through the speaker. Feedback tones are heard through the handset or headset. The following table provides an overview of ringer tones.

Ringer (Incoming Call) Tones	Meaning
1 Ring -----	Call from another extension or the Public Switched Telephone Network (PSTN).

The following table provides an overview of feedback tones.

Feedback (Handset/Speaker) Tones	Meaning
Busy --- --- --- A low-pitched, rapid tone repeated 60 times per minute.	The dialed number is in use.
On Hold (ring-ping) - - A short, intermittent, high-pitched tone.	Your call has been placed on hold.
Dial ----- Continuous dial tone.	Dialing can begin.
Reorder -- -- -- -- -- Fast busy tone repeated each half-second.	All FXO lines connected to a G10 PSTN gateway are busy.
Ringback ---- ---- ---- ---- A low-pitched tone repeated 15 times per minute.	The dialed number is ringing.

Interpreting Display Icons

As you become more familiar with your telephone, you will recognize the icons on display in the display area. These icons are associated with the state of a call. The following table provides an overview of the most commonly seen icons.

Icon	Meaning
	Idle. The associated Line/Feature (►) button can be pressed to initiate a call.
	Engaged. User actions are applied to the call.
HELD	On Hold. The connected call has been placed on hold.
	Ringing. A call has been forwarded to your phone.
	Voicemail. The Voicemail Application is handling the call.

Accessing Telephone Applications and Options

Your 4610SW/4621SW IP telephone provides direct access to four telephone applications through softkeys:

Application	Softkey Label
Speed Dial	SDial
Call Log	Log
Directory	Dir
Voicemail	VMail

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.

The Options button (⚙) beneath and to the right of the **VMail** softkey provides access to user-specific options and system-wide options. As an alternative, some option settings can be viewed and modified using a web browser (see [Accessing Telephone Options using a Web Browser on page 21](#)).

For general information about these telephone applications and the options you can configure, see the following sections:

- [Speed Dial Application](#) on page 19
- [Call Log Application](#) on page 19
- [Directory Application](#) on page 20
- [Voicemail Application](#) on page 20
- [Telephone Options](#) on page 21
- [Enabling/Disabling the Do-Not-Disturb Feature](#) on page 77
- [Redirecting Calls through Call Forwarding](#) on page 65

Speed Dial Application

The Speed Dial Application (**SDial** softkey) provides access to Speed Dial buttons. Use the Speed Dial Application to store frequently dialed numbers. You can:

- set up buttons for speed dialing,
- update Speed Dial button labels, and/or
- remove the label from a Speed Dial button.

[Chapter 4: Using the Speed Dial Application](#) describes how to set up, update, and remove labels from Speed Dial buttons, delete Speed Dial entries, and make calls using Speed Dial buttons.

Call Log Application

The Call Log Application (**Log** softkey) contains two temporary lists of caller information. Up to 100 records are stored. Both lists are updated automatically as calls occur:

- The **Incoming** list displays the names and numbers of the most recent incoming calls. The information in each record depends on the services offered by your service provider.
- The **Outgoing** list displays the most recent outgoing calls.

You can use the entries in either of these lists to dial outgoing calls quickly.

Because these lists are temporary, you cannot edit the entries in these lists. You can, however, copy the information contained in these lists to a Speed Dial button (see [To copy an entry from the Call Log on page 43](#)) or to your Personal directory (see [To copy an entry from the Call Log on page 52](#)).

[Chapter 5: Using the Call Log Application](#) covers viewing and deleting entries, and making a call using the Call Log.

Directory Application

Directories contain records of names and telephone numbers. If groups have been configured through system options in the web-based administration interface, group names and extensions may also be displayed in a directory. You can use the entries in your Personal directory or the Corporate directory to dial outgoing calls quickly. These records can be accessed through the Directory Application (**Dir** softkey).

Initially, the Personal directory is empty. You can add records manually, or add existing records from the Call Log to the Personal directory.

The Corporate directory is maintained automatically. It contains up-to-date contact information for every 4610SW/4621SW IP telephone making up the one-X Quick Edition network.

To view and select entries from the Corporate directory or work with your Personal directory, see [Chapter 6: Using Directories](#).

Voicemail Application

Use the Voicemail Application (**VMail** softkey) to view a list of messages, and play, copy, or delete messages. You have the option to save caller records to your Personal directory or a Speed Dial button.

You can configure email-notification-of-voicemail settings through system options in the web-based administration interface. For more information, see the *Avaya one-X Quick Edition System Administrator Guide*.

[Chapter 7: Using the Voicemail Application](#) covers the basic Voicemail functions.

Telephone Options

You can change telephone options through the Options () button, which is located below and to the right of the display area. Using menus displayed through the Options () button, you can view and/or set certain telephone parameters such as:

- user and system options,
- paging options,
- do-not-disturb settings,
- email forwarding, web-based administration, and/or Teleworker registration information, and/or
- telephone configuration information.

For more information about how to view and/or set these options, see [Chapter 8: Setting Telephone Options](#).

Accessing Telephone Options using a Web Browser

If your 4610SW/4621SW IP telephone is connected to the same network as your computer, you can use the web browser on the computer to set certain options. For information about how to view and change options using a web browser, see [Chapter 9: Web-based Telephone Options](#).

To connect your 4610SW/4621SW IP telephone so that it shares a network connection with a computer, see [Chapter 2: Installation](#).

Chapter 2: Installation

Introduction

This chapter provides basic instructions for two ways to install 4610SW/4621SW IP telephones.

The following sections are included in this chapter:

- [Important Concepts You Need to Know](#)
- [Pre-installation Checklist](#)
- [Installing the 4610SW/4621SW IP Telephone](#)
- [A Word about Extension Numbers](#)

Important Concepts You Need to Know

Regardless of whether you are creating a new network or adding telephones to an existing network, connect the 4610SW/4621SW IP telephones to the *same IP network segment*. If you have a complex network, this means:

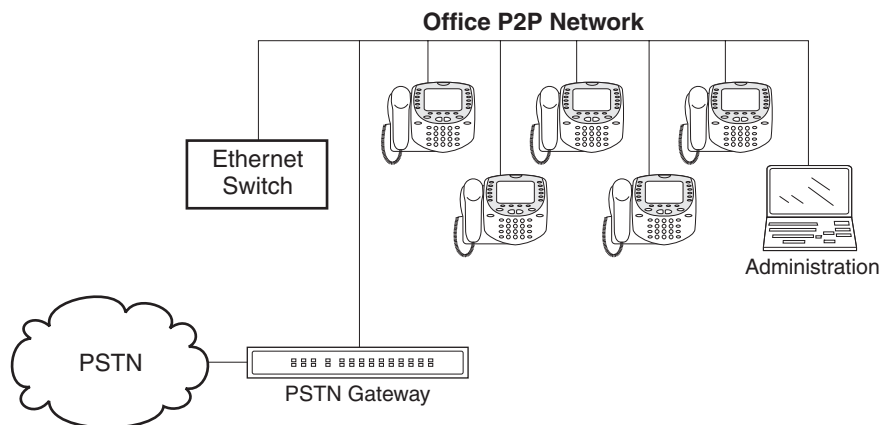
- The IP addresses of all 4610SW/4621SW IP telephones and G10 PSTN gateways must belong to the same network address space. Avaya one-X Quick Edition devices assign themselves IP addresses in the same network address space automatically if the Local Area Network (LAN) does not include a Dynamic Host Configuration Protocol (DHCP) server host. Avaya one-X Quick Edition devices try to obtain an IP address from a DHCP server before they assign themselves IP addresses.
- Unless assigned a static IP address previously, Avaya one-X Quick Edition devices assign themselves IP addresses 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.
- Virtual LANs (VLANs) may be defined on an Ethernet switch. If your IP network includes VLANs, include all of the one-X Quick Edition devices that need to communicate with each other in the same VLAN. If multiple one-X Quick Edition networks need to be run on the same IP network segment, ask your LAN administrator to define the required number of VLANs on the Ethernet switch and assign a single one-X Quick Edition network to each VLAN.

**Tip:**

Your one-X Quick Edition network can be equipped with a G10 PSTN gateway to enable access to the Public Switched Telephone Network (PSTN) through Foreign Exchange Office (FXO) lines supplied by your telephone service provider. For information about how to install a G10 PSTN gateway, see the *Avaya one-X Quick Edition G10 PSTN Gateway Installation Guide*. Install your 4610SW/4621SW IP telephones before you install any G10 PSTN gateways.

[Figure 2](#) shows a typical network configuration. A typical configuration consists of a customer-supplied 10/100 Base-T Ethernet/Fast Ethernet LAN with wall jacks or Ethernet switches, to which your 4610SW/4621SW IP telephones and G10 PSTN gateway(s) are connected. In addition, an administration computer may be connected to the LAN to provide web-based access to user-specific and system-wide settings.

Figure 2: Network Configuration



You can use either of the following methods to connect one-X Quick Edition devices to the Ethernet LAN:

- a direct connection to the LAN—connect the telephone to the Ethernet LAN through a wall jack or Ethernet switch
- a shared connection to a computer—the telephone shares the computer's connection to the Ethernet LAN

Pre-installation Checklist

You require the following items to install your 4610SW/4621SW IP telephone. These items are shipped with the 4610SW/4621SW IP telephone. Verify that the 4610SW/4621SW IP telephone package includes the following items:

- one telephone set (includes a telephone stand),
- one Category 5 (Cat5) modular line cord, for connecting the telephone to an Ethernet LAN or a PC, and
- the *Avaya one-X Quick Edition Telephone Quick Installation Guide*.

Installing the 4610SW/4621SW IP Telephone

See [Figure 3](#) and [Figure 4](#) for two possible ways to assemble and connect a 4621SW IP telephone. [Figure 5](#) and [Figure 6](#) show two possible ways to assemble and connect a 4610SW IP telephone. Choose the assembly that is best for your situation.

Power is typically supplied to the telephone by connecting the Cat5 modular line cord to a 802.3af PoE-enabled Ethernet LAN. Option A, shown in [Figure 3](#) and [Figure 5](#), shows a wall-jack connection, but you could connect the Cat5 modular line cord directly to a PoE-enabled Ethernet switch. If your Ethernet network does not provide 802.3af-compliant inline power, you must supply a PoE inline power supply (see Option B shown in [Figure 4](#) and [Figure 6](#)).

**CAUTION:**

The last step in installing the 4610SW/4621SW IP telephone must be applying power.

You may optionally connect the telephone between a computer and the Ethernet LAN—the telephone and the computer share the connection. In this case, you must supply a second Cat5 (or better) modular line cord to connect the telephone to the computer. For more information, see [To share the telephone LAN connection with a computer on page 31](#).

Figure 3: Connection Jacks - 4621SW Option A, LAN is 802.3af PoE Enabled

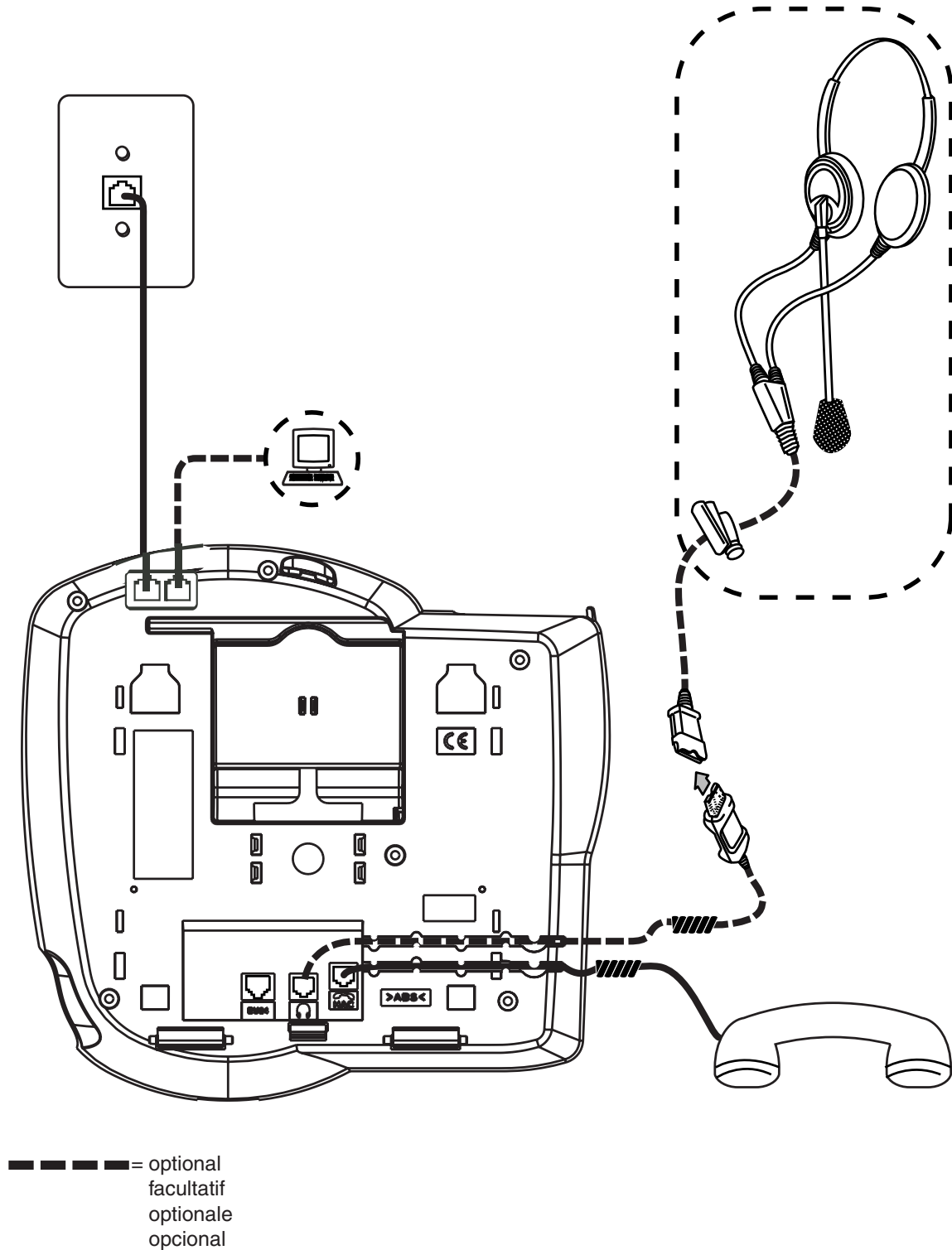


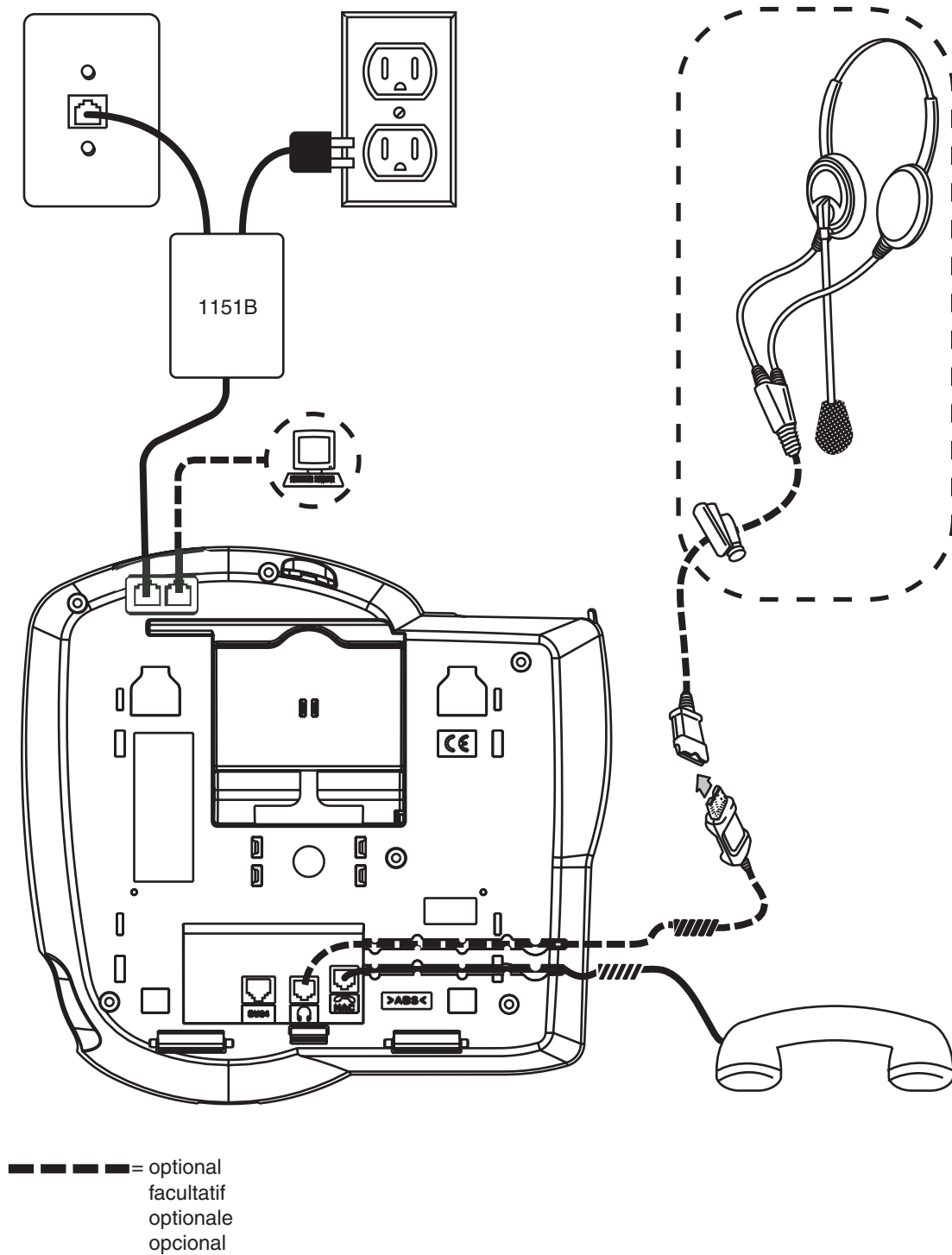
Figure 4: Connection Jacks - 4621SW Option B, LAN is not 802.3af PoE Enabled

Figure 5: Connection Jacks - 4610SW Option A, LAN is 802.3af PoE Enabled

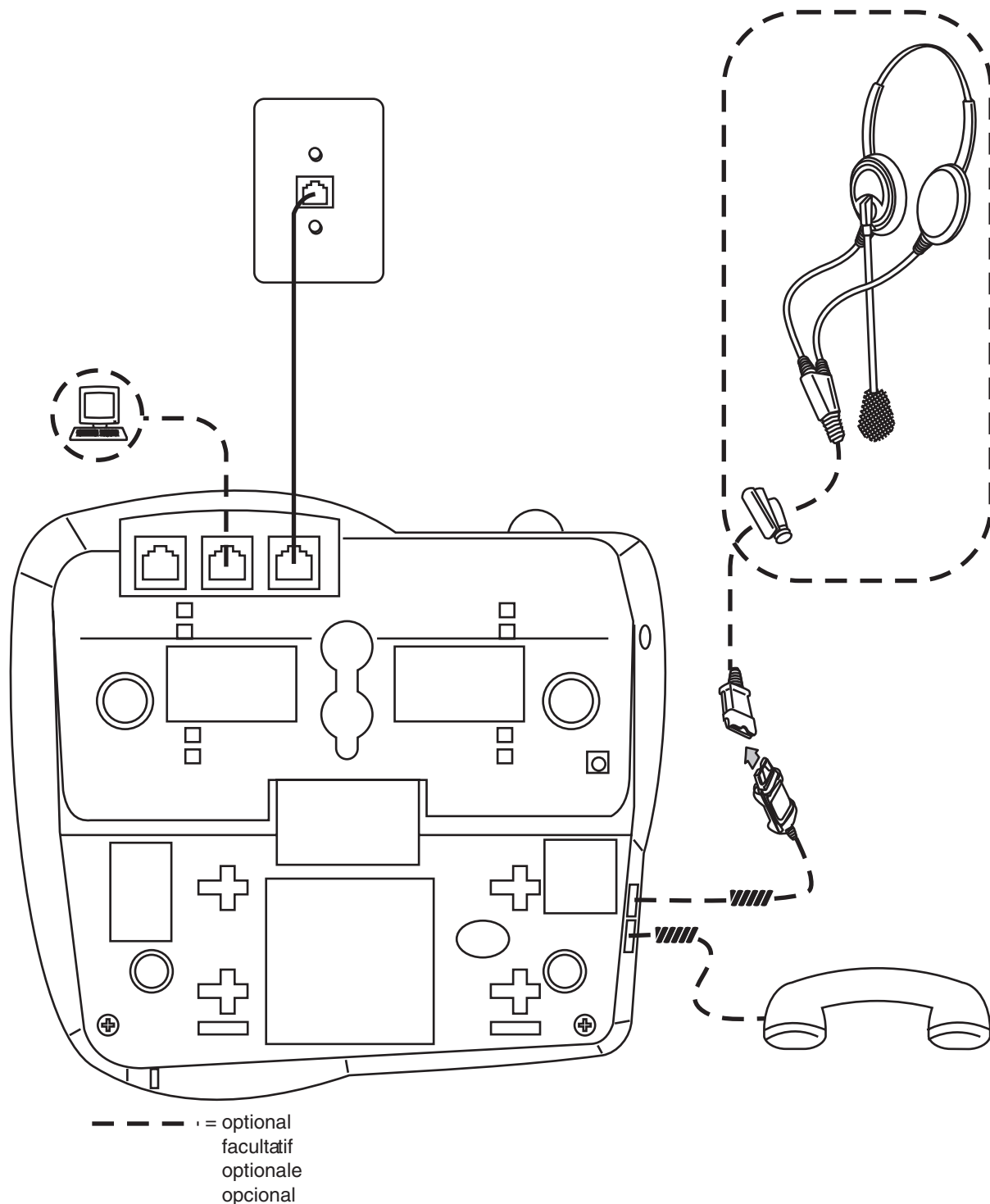
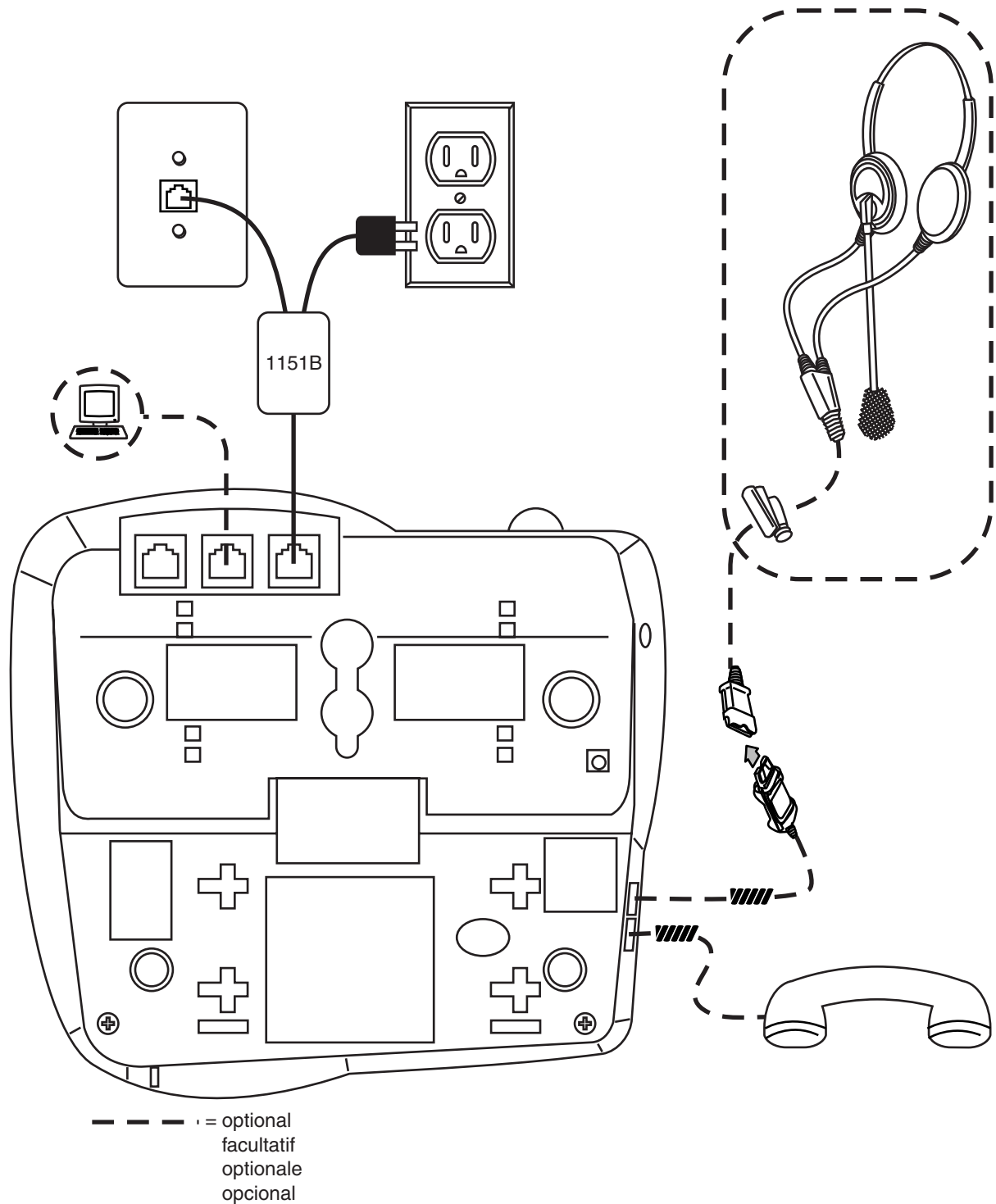


Figure 6: Connection Jacks - 4610SW Option B, LAN is not 802.3af PoE Enabled

The procedure for connecting the first 4610SW/4621SW IP telephone to the LAN is different compared to the procedure for connecting subsequent telephones to the LAN. When you connect the first telephone, the telephone creates the network (see [To connect the first telephone to an 802.3af PoE-compliant Ethernet LAN on page 30](#)). Additional telephones that you add subsequently are required to join the network (see [To connect additional telephones to an 802.3af PoE-compliant Ethernet LAN on page 31](#)).

When you install 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.

Note:

To assemble and adjust the telephone stand, or wall-mount the telephone if required, see the *Avaya one-X Quick Edition Telephone Quick Installation Guide*.



Tip:

If you have trouble with a 4610SW/4621SW IP telephone after you install it, see the "Troubleshooting" chapter of the *Avaya one-X Quick Edition System Administrator Guide* to resolve the problem.

To connect the first telephone to an 802.3af PoE-compliant Ethernet LAN

Two Ethernet jacks are located on the back of the telephone (at the top of the housing). A LAN icon and a PC icon represent their correct use. Take care to plug the Cat5 cable into the LAN port when you connect the telephone to the LAN.

1. Plug one end of the supplied Cat5 modular line cord into the LAN port on the telephone, and connect the other end to the Ethernet LAN.

After the telephone initializes, you are prompted to create a site.

2. Press 1 on the dialpad to create the site.
3. When you are prompted to enter a site name, press the keys on the dialpad to enter the site name.



Tip:

For example, to type "R", press the dialpad key "7" three times. To enter the next character, wait for the cursor to move right or press the Page Right (◀▶) button. For more information about how to enter text and special characters using the dialpad, see [Editing Your Name in the Corporate Directory on page 74](#).

4. Select the **Next** softkey.
5. When you are prompted to change the default password, select the **Ok** softkey.

6. Press the keys on the dialpad to enter the factory set administration password, **54321**.
7. Select the **Next** softkey.
8. When you are prompted to enter a new password, enter a different password for accessing the system options associated with the new site. The password must contain at least five numbers in the zero to nine range.

**CAUTION:**

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

9. Select the **Next** softkey.
10. When you are prompted to confirm the password, re-enter the new password.
11. Select the **Next** softkey.
The name of the site is displayed as the telephone creates the new network.
12. When you are prompted for a name, use the keys on the dialpad to enter a user name for the telephone extension (for example, **Smith, Pat**).
13. Select the **Save** softkey.

To connect additional telephones to an 802.3af PoE-compliant Ethernet LAN

1. Plug one end of the supplied Cat5 modular line cord into the LAN port on the telephone, and connect the other end to the Ethernet LAN.
2. When you are prompted to create a new site or join an existing site, press 2 on the dialpad to have the telephone join the existing network. Wait for the telephone to join the network.
3. When you are prompted for a name, use the keys on the dialpad to enter a user name for the telephone extension (for example, **Short, Lisa**).
4. Select the **Save** softkey.

To share the telephone LAN connection with a computer

Two Ethernet jacks are located on the back of the telephone (at the top of the housing). A LAN icon and a PC icon represent their correct use. Take care to plug your Cat5 (or better) cable into the PC port when you connect the telephone to the computer.

1. Plug one end of your Cat5 (or better) modular line cord into the Ethernet jack on the computer, and the other end into the PC port on the telephone.
2. Plug one end of the supplied Cat5 modular line cord into the LAN port on the telephone, and connect the other end to the Ethernet LAN.

3. Complete the installation steps as described in one of these procedures (whichever one applies to your situation):
 - If you are installing the first telephone, see [To connect the first telephone to an 802.3af PoE-compliant Ethernet LAN on page 30](#).
 - If you are installing an additional telephone, see [To connect additional telephones to an 802.3af PoE-compliant Ethernet LAN on page 31](#).

A Word about Extension Numbers

Extension numbers are assigned to one-X Quick Edition devices automatically when they are connected to the Ethernet LAN and powered on for the first time. Extension numbers are assigned (in the 200-to-299 range by default) in the order that one-X Quick Edition devices register themselves on the network. These automatically assigned extension numbers are retained by the devices afterward, even through subsequent power cycles.

It is not usually necessary to change the extension number of a one-X Quick Edition device, but if you know the password needed to change system-wide settings, you can change any extension number to a different (unused) extension number manually at any time.

The extension number of a one-X Quick Edition device is stored on the device, which communicates any changes to its extension number to all other one-X Quick Edition devices making up the network. Any changes are also communicated to the system-wide Auto Attendant, and to 4610SW/4621SW IP telephone users through the Corporate directory.

For information about how to change an extension number, see "Managing Extension Numbers" in the "System Options" chapter of the *Avaya one-X Quick Edition System Administrator Guide*.

Chapter 3: Using Your 4610SW/4621SW IP Telephone

Introduction

This chapter describes how to make and receive calls manually. It also describes how to use call handling features such as putting calls on hold and setting up conference calls. Read the information in this section to use the mute feature, and/or transfer calls.

The following sections are included in this chapter:

- [Making Calls](#)
- [Receiving Calls](#)
- [Putting a Call on Hold](#)
- [Setting up Conference Calls](#)
- [Muting the Active Microphone](#)
- [Transferring Calls](#)

Making Calls

The 4610SW/4621SW IP telephone provides more than one way to initiate and take calls. You can:

- lift the handset,
- press the Speaker () button, or
- press a Line/Feature () button.



Tip:

You can use an automatic dialing feature such as Speed Dial, the Personal or Corporate directory, or the Call Log to initiate a call. For more information, see [Chapter 4: Using the Speed Dial Application](#), [Chapter 5: Using the Call Log Application](#), and/or [Chapter 6: Using Directories](#).

You can view the elapsed time of an active call at any time by viewing the timer in the display area.

Initiating a Call Manually

The following procedure describes how to initiate a call manually.



Tip:

To call an outside (PSTN) line, dial 9 first.

To initiate a call manually

1. Use any of the three methods listed above (handset, Speaker button, or Line/Feature button) to obtain a dial tone.
2. Press the keys on the dialpad to enter the telephone number or extension of the party that you want to call.



Tip:

If you are calling an outside line (PSTN number), dial 9 first. You will not hear a dial tone after you press the 9 key. When you enter a number that forwards your call to the PSTN, pressing the # key on the dialpad speeds up the dialing process.

3. To disconnect, either:
 - Return the handset to its cradle.
 - If you are using the speaker, press the Speaker () button.
 - If you are using a headset, press the Headset () button.

Making a Call using the Speaker

The speaker allows you to speak to someone without using the handset. To switch from the handset to the speaker when the handset is off hook, press the Speaker () button.



Tip:

You can pre-dial with the handset on-hook—the entered number is dialed automatically when you press the Speaker () button.

To initiate a call through the speaker

1. Press the Speaker () button or press a Line/Feature () button.
2. Press the keys on the dialpad to enter the telephone number or extension of the party that you want to call. If you are calling an outside (PSTN) line, dial 9 first.
3. To disconnect, press the Speaker () button.

Making an Announcement using the Paging Feature

You can use the paging feature to broadcast a message to all of the 4610SW/4621SW IP telephones making up the one-X Quick Edition network. Certain 4610SW/4621SW IP telephones can be assigned to specific paging areas if required to broadcast announcements to those telephones only.

**Tip:**

If your network includes a G10 PSTN Gateway equipped with an audio amplifier and speaker, the paging feature can be used to broadcast a message through the speaker at the same time.

For more information, see [Broadcasting Announcements through Paging on page 75](#).

Receiving Calls

The display area can display information about incoming calls, including the name and number of the calling party. The information on display depends on the services offered by your service provider.

Whenever you receive a call, you can choose to answer the call or ignore it.

**Tip:**

If you do not want to receive calls, you can activate the do-not-disturb feature. See [Enabling/Disabling the Do-Not-Disturb Feature](#) on page 77.

To answer an incoming call

1. Perform either of the following steps:
 - For handset operation, pick up the handset.
 - For hands-free operation, press the Speaker () button or select the line associated with the incoming call by pressing the associated Line/Feature () button.
2. To disconnect, either:
 - Return the handset to its cradle.
 - If you are using the speaker, press the Speaker () button.
 - If you are using a headset, press the Headset () button.

To ignore an incoming call

- Select the **Ignore** softkey while the telephone is ringing.

The telephone immediately stops ringing. If call-forwarding rules have been defined (see [Redirecting Calls through Call Forwarding](#) on page 65), the call is handled according to call-forwarding rules. If Voicemail is enabled (see [Using the Voicemail Application on page 55](#)), the call is handled by the Voicemail Application.

Putting a Call on Hold

You can put a call on hold to temporarily remove yourself from the call. While the active call is on hold, you can make outgoing calls or select incoming calls.

To put a single active call on hold

1. If you are handling one active call, press the Hold () button.

The display area shows the HELD status of the call. You can replace the handset without losing the call.

2. To take the call off hold, perform one of the following actions:
 - Pick up the handset and press the Hold () button.
 - If you are using the speaker, press the Line/Feature () button that corresponds to the held line.
 - If you are using a headset, press the Hold () button.

Putting a Call on Hold while You Make a Second Call

The 4610SW/4621SW IP telephone can accommodate situations where you are engaged in an active call but want to place a call to another party.

To put an active call on hold while you place a new call

1. Press the Hold () button.

The active call is automatically put on hold. The display area shows an associated **HELD** softkey on the right side of the display area.

2. Press a Line/Feature () button to obtain the dial tone. Place and conclude the new call.
3. To retrieve the held call, select the **HELD** softkey that corresponds to the held line.

Putting a Call on Hold while You Answer a Second Call

Occasionally someone might call you while you are engaged in an active call. If this happens, you will be alerted to the incoming call by the Message Waiting indicator, which begins to flash. In addition, a ringing () icon will be displayed in the display area beside one of the Line/Feature () buttons. You can put the active call on hold while you answer the incoming call.

To put an active call on hold while you answer a second call

1. When information about an incoming call appears in the display area, select the Line/Feature () button that corresponds to the incoming call.

The active call is automatically put on hold. The display area shows an associated **HELD** softkey on the right side of the display area.

2. Conduct and conclude the new call.
3. To retrieve the held call, select the **HELD** softkey that corresponds to the held line.

Setting up Conference Calls

You can create a conference call with three participants. One of the other participants can, in turn, add one or two additional participants to the conference call. To ensure optimum performance, a maximum of five parties per conference call is recommended.

You can drop one or all parties from the conference call at any time. You can also put any party on hold during a conference call (see [Putting a Call on Hold on page 36](#)).

To create a conference call between three parties

1. Call the first party (see [Making Calls on page 33](#)).

When the call is answered, press the Conference () button.

2. Select the **Dial** softkey and dial the number of the second party, or select the **FrDir** softkey and choose the number from a directory.

The first party is put on hold automatically.

3. When the second party answers, press the Conference () button.

The second party is added to the conference call, and the first party is taken off hold automatically.

To place all participants on hold

1. Press the Hold () button.

All participants are put on hold. The display area shows an associated **HELD** softkey on the right side of the display area.

2. To re-open the conference call, press the Hold () button again or press any **HELD** softkey on the right side of the display area.

To place one of the participants on hold

1. On the right side of the display area, select the Line/Feature () button that corresponds to the party that you want to speak to privately.

The other line is put on hold. The display area shows an associated **HELD** softkey on the right side of the display area.

2. To resume the three-way conference:
 - Select the line that was put on hold and press the Conference () button.
 - Select the other line (which was put on hold automatically) and press the Conference () button.

To drop all parties from a conference call that you set up

Perform one of the following actions:

- Hang up the handset.
- If you are using the speaker, press the Speaker () button.
- If you are using a headset, press the Headset () button.
- Press the Drop () button.

To drop a single party from a conference call that you set up

1. Select the line that corresponds to the connected party.
2. Select the **End** softkey.

The remaining party is placed on hold automatically.

3. To retrieve the held call, perform one of the following actions:
 - Select the line that corresponds to the held party.
 - Select the **HELD** softkey that corresponds to the held line.

Muting the Active Microphone

The mute feature lets you prevent a caller or callers from hearing you (or background noise behind you) through the handset or hands-free microphone. Pressing the Mute () button mutes the active microphone. Connected parties cannot hear you while the Mute indicator is on.

To activate muting while on a call

- Press the Mute () button.

The Mute indicator remains on while the active microphone is muted. To activate the microphone again, press the Mute () button.

Transferring Calls

You can transfer an active call by:

- dialing a number directly, or
- using a directory to dial the number for you.

In both cases, you have the option to speak to the receiving party before the call is actually transferred.



Tip:

You can transfer all incoming calls to another telephone automatically by defining call-forwarding rules. For more information, see [Redirecting Calls through Call Forwarding](#) on page 65.

To transfer a call and speak to the receiving party first

1. With the calling party on the line, press the Transfer () button.
2. Dial the number of the receiving party, or select the **FrDir** softkey and select the number from a directory.
3. After the dialed party answers your call, speak to the dialed party.
4. When you are ready to transfer the call, press the Transfer () button.
A message confirming the transfer is displayed.
5. Select the **Ok** softkey.

To transfer a call without speaking to the receiving party first

1. With the calling party on the line, press the Transfer () button.
2. When you hear the dial tone, dial the number of the receiving party, or select the **FrDir** softkey and select the number from a directory.
3. When you hear the telephone at the far end begin to ring, hang up.
A message confirming the transfer is displayed.

Chapter 4: Using the Speed Dial Application

Introduction

The Speed Dial Application lets you store frequently called numbers for instant dialing. If you cannot remember a Speed Dial number assignment, or if you want to administer your Speed Dial list, you can quickly access and view the Speed Dial list.

The following sections are included in this chapter:

- [Making a Call using a Speed Dial Button](#)
- [Adding a Speed Dial Entry](#)
- [Editing a Speed Dial Entry](#)
- [Deleting a Speed Dial Entry](#)

Making a Call using a Speed Dial Button

Once your Speed Dial entries have been set up, making a call is easy.

To view and/or make a call using the Speed Dial list

1. Select the **SDial** softkey.
2. Using the keys on the dialpad, press the number that corresponds to the Speed Dial entry that you want to dial.

Adding a Speed Dial Entry

You can add entries to the Speed Dial list in any of the following ways:

- Add the entry manually.
- Copy an entry from the Corporate directory.

- Copy an entry from the Call Log.
- Copy an entry from a Voicemail record.

**Tip:**

If your 4610SW/4621SW IP telephone is connected to the same network as your computer, you can use the web browser on the computer to assign numbers to Speed Dial buttons. For more information about the web-based options, see [Viewing and Modifying Speed Dial Assignments on page 88](#).

To add an entry manually

1. Select the **SDial** softkey.
2. Select the **Add** softkey.
3. Use the dialpad keys to enter a name for the Speed Dial entry. Use the guidelines included in [To add an entry manually on page 50](#) to edit the text.
4. Select the **Next** softkey.
5. Use the dialpad keys to enter a number.
6. Select the **Next** softkey.
7. Select the Line/Function (►) button beside any available Speed Dial number to assign the entry to the Speed Dial number.
8. When you are prompted to assign the entry to the Speed Dial number, select the **Save** softkey.
9. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (☎) button to clear the display area.

To copy an entry from the Corporate directory

1. Select the **Dir** softkey.
2. Select the Line/Function (►) button beside the number that you want to copy.
The information associated with the Corporate directory is displayed.
3. Select the **Copy** softkey.
4. Select **Speed Dial** on the **Copy Entry To** menu, or press 2 on the dialpad.
5. Select the Line/Function (►) button beside any available Speed Dial number.
A confirmation message is displayed.
6. Select the **Ok** softkey.
7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (☎) button to clear the display area.

To copy an entry from the Call Log

1. Select the **Log** softkey.
The **Incoming** list is displayed.
2. If you want to copy an entry from the list of dialed numbers, select the **Out** softkey.
3. Select the Line/Function (►) button beside the number that you want to copy.
The information associated with the call entry is displayed.
4. Select the **Copy** softkey.
5. Select **Speed Dial** on the **Copy Entry To** menu, or press 2 on the dialpad.
6. Select the Line/Function (►) button beside any available Speed Dial number.
A confirmation message is displayed.
7. Select the **OK** softkey.
8. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (☎) button to clear the display area.

To copy an entry from a Voicemail record

1. Select the **VMail** softkey.
2. Enter your Voicemail password (this password is the same as your user options password), and select the **Done** softkey.
3. Select the Line/Function (►) button beside the Voicemail record that you want to copy.
The information associated with the Voicemail record is displayed.
4. Select the **Copy** softkey.
5. Select **Speed Dial** on the **Copy Entry To** menu, or press 2 on the dialpad.
6. Select the Line/Function (►) button beside any available Speed Dial number.
A confirmation message is displayed.
7. Select the **OK** softkey.
8. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (☎) button to clear the display area.

Editing a Speed Dial Entry

The editing process allows you to change the name, number, and/or button assignment of a Speed Dial entry before you save the changes.

To edit a Speed Dial entry

1. Select the **SDial** softkey.
2. Select the Line/Function (►) button beside the entry that you want to edit.
3. Select the **Edit** softkey.
4. If required, edit the name. When you are finished, select the **Next** softkey.
5. If required, edit the number. When you are finished, select the **Next** softkey.
6. If you want to change the Speed Dial button assignment, select the Line/Function (►) button beside the entry that you want to use.
7. When you are prompted to change the Speed Dial entry, select the **Save** softkey.
8. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (☎) button to clear the display area.



Tip:

If your 4610SW/4621SW IP telephone is connected to the same network as your computer, you can use the web browser on the computer to edit Speed Dial button assignments. For more information about the web-based options, see [Viewing and Modifying Speed Dial Assignments on page 88](#).

Deleting a Speed Dial Entry

You can assign telephone numbers to up to nine Speed Dial entries. If you want to add a new entry but all nine Speed Dial numbers have assignments, you have to delete one of the existing entries first.

To delete a Speed Dial entry

1. Select the **SDial** softkey.
2. Select the Line/Function (►) button beside the entry that you want to delete.
The information associated with the Speed Dial entry is displayed.
3. Select the **Del** softkey.
4. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (☎) button to clear the display area.

Chapter 5: Using the Call Log Application

Introduction

This chapter explains how to view the entries in the Call Log, delete entries, and make calls using the Call Log. To copy an entry from the Call Log to a Speed Dial button, see [To copy an entry from the Call Log on page 43](#). To copy an entry from the Call Log to your Personal directory, see [To copy an entry from the Call Log on page 52](#).

The following sections are included in this chapter:

- [Working with the Call Log](#)
- [Making Calls using the Call Log](#)
- [Editing Call Log Entries](#)
- [Deleting and Clearing Call Log Entries](#)

Working with the Call Log

The Call Log contains two lists of telephone numbers comprising up to 100 combined records:

- **Incoming**—Contains a record of received calls, regardless of whether the calls were answered. The information in the record comes from the services offered by your service provider.
- **Outgoing**—Contains a record of dialed numbers.



Tip:

The display area may display a subset of the total number of entries stored on your telephone. To view the next set of entries, press the Page Right (⏮) button. To view the previous set of entries, press the Page Left (⏭) button.

When the maximum number of entries has been stored, the most recent call is added and the oldest call is deleted. You cannot edit Call Log entries.

Either or both of the lists in the Call Log can be cleared in a single action.

If you are unable to answer an incoming call, or you choose to ignore an incoming call, the 4610SW/4621SW IP telephone displays a count of missed calls. You can retrieve information about a missed call from the list of incoming calls and if required, reset the missed-call counter.

Note:

You must subscribe to a "Caller ID" service for the names and/or numbers of incoming external calls to be recorded in the **Incoming** list. If the number of the caller is unknown or private, you cannot return the call. In addition, the number may require a prefix (9 to reach the PSTN) and area code for you to successfully dial an outside line.

To view Call Log entries

1. Select the **Log** softkey.
The **Incoming** list is displayed.
2. If you want to view the list of dialed numbers, select the **Out** softkey.



Tip:

If your 4610SW/4621SW IP telephone is connected to the same network as your computer, you can use the web browser on the computer to view Call Log entries. For more information about the web-based options, see [Options on the Caller's Log Page on page 88](#).

Making Calls using the Call Log

You can dial a number quickly from one of the lists in the Call Log.

Making a call from the list of incoming or outgoing calls

1. Select the **Log** softkey.
The **Incoming** list is displayed.
2. If you want to dial a previously dialed number, select the **Out** softkey.
3. Select the Line/Function (▶) button beside the number that you want to dial.
The information associated with the entry is displayed.
4. To place the call, either pick up the handset or press the Speaker (🔊) button.



Tip:

If the number is not exactly what you need to dial directly from the **Incoming** list, select the **Edit#** softkey to edit the number, and then select the **Dial** softkey.

Editing Call Log Entries

It is possible to retrieve an entry from the Call Log and modify the number immediately before you dial the number. You cannot save the changes.

To edit a Call Log number before you dial the number

1. Select the **Log** softkey.
The **Incoming** list is displayed.
2. If you want to edit/dial a previously dialed number, select the **Out** softkey.
3. Select the Line/Function (►) button beside the number that you want to edit/dial.
The information associated with the entry is displayed.
4. Select the **Edit#** softkey.
5. Use the **Bksp** softkey and the keys on the dialpad to enter a different number.
6. Select the **Dial** softkey.

Deleting and Clearing Call Log Entries

You can delete individual Call Log entries, or clear all of the entries in the **Incoming** or **Outgoing** list in a single action. You can also reset the missed-call counter.

To delete a single entry

1. Select the **Log** softkey.
The **Incoming** list is displayed.
2. If you want to delete a previously dialed number, select the **Out** softkey.
3. Select the Line/Function (►) button beside the number that you want to delete.
The information associated with the entry is displayed.
4. Select the **Del** softkey.

To clear the Incoming or Outgoing list, all Call Logs, and/or reset the missed-call counter

1. Select the **Log** softkey.
The **Incoming** list is displayed.
2. Select the **Clear** softkey.
3. Select one of the following options from the **Call Log Options** menu:
 - **Reset Counter**—Clears the missed-call counter.
 - **Clear Incoming**—Clears the list of incoming calls.
 - **Clear Outgoing**—Clears the list of outgoing calls.
 - **Clear All**—Clears the missed-call counter, and the lists of incoming and outgoing calls.
4. When you are prompted to clear one or more lists or the missed-call counter, select the **Yes** softkey.
5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

Chapter 6: Using Directories

Introduction

This chapter explains how to view and make calls from the Corporate directory, and how to create your own personalized list of frequently called numbers. You will also find information about how to add, edit, and delete the entries in a Personal directory.

The following sections are included in this chapter:

- [Working with Directories](#)
 - [Adding an Entry to Your Personal Directory](#)
 - [Viewing Corporate and Personal Directory Entries](#)
 - [Editing an Entry in Your Personal Directory](#)
 - [Deleting an Entry from Your Personal Directory](#)
-

Working with Directories

Directories contain stored contact information. You can make calls quickly and easily using the entries stored in a directory. There are two types of directories:

- Corporate directory—This directory is populated and updated automatically. It contains an entry for every 4610SW/4621SW IP telephone in the one-X Quick Edition network. You cannot add entries to this directory, edit the entries, or delete entries from this directory.
- Personal directory—This is your own private directory. You can add entries to your Personal directory, and edit or delete the entries afterward.

Making a call using the Corporate directory

1. Select the **Dir** softkey.

The list of entries in the Corporate directory is displayed.



Tip:

To view the next set of entries, press the Page Right () button. To view the previous set of entries, press the Page Left () button.

2. Select the Line/Function () button beside the number that you want to dial.
The information associated with the entry is displayed.
3. To place the call, perform one of the following actions:
 - Pick up the handset.
 - Press the Speaker () button.
 - Press the Headset () button.

Making a call using your Personal directory

1. Select the **Dir** softkey.
The list of entries in the Corporate directory is displayed.
2. Select the **MyDir** softkey.
3. Select the Line/Function () button beside the number that you want to dial.
The information associated with the entry is displayed.
4. To place the call, perform one of the following actions:
 - Pick up the handset.
 - Press the Speaker () button.
 - Press the Headset () button.

Adding an Entry to Your Personal Directory

Each entry in the Personal directory can store a name and a telephone or extension number. You can add entries to your Personal directory in any of the following ways:

- Add the entry manually.
- Copy an entry from the Corporate directory.
- Copy an entry from the Call Log.
- Copy an entry from a Voicemail record.

To add an entry manually

1. Select the **Dir** softkey.
2. Select the **MyDir** softkey.
3. Select the **Add** softkey.

4. At the current cursor position, enter a name for the record (for example, the name of the party that you want to call):
 - 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.
5. Select the **Next** softkey.
6. Press the keys on the dialpad to enter the telephone number or extension to associate with the entry. To associate the entry with an outside (PSTN) line, enter 9 first.
7. Select the **Next** softkey.
8. When you are prompted to add the entry to the Personal directory, select the **Save** softkey.
9. Select the **Exit** softkey.

To copy an entry from the Corporate directory

1. Select the **Dir** softkey.
2. Select the Line/Function () button beside the number that you want to copy.
The information associated with the entry is displayed.
3. Select the **Copy** softkey.
4. Select **My Personal Dir** on the **Copy Entry To** menu, or press 1 on the dialpad.
A confirmation message is displayed.
5. Select the **OK** softkey.
6. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

To copy an entry from the Call Log

1. Select the **Log** softkey.
The **Incoming** list is displayed.
2. If you want to copy an entry from the list of dialed numbers, select the **Out** softkey.
3. Select the Line/Function (▶) button beside the number that you want to copy.
The information associated with the call entry is displayed.
4. Select the **Copy** softkey.
5. Select **My Personal Dir** on the **Copy Entry To** menu, or press 1 on the dialpad.
A confirmation message is displayed.
6. Select the **OK** softkey.
7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (☎) button to clear the display area.

To copy an entry from a Voicemail record

1. Select the **VMail** softkey.
2. Enter your Voicemail password (this password is the same as your user options password), and select the **Done** softkey.
3. Select the Line/Function (▶) button beside the Voicemail record that you want to copy.
The information associated with the Voicemail record is displayed.
4. Select the **Copy** softkey.
5. Select **My Personal Dir** on the **Copy Entry To** menu, or press 1 on the dialpad.
A confirmation message is displayed.
6. Select the **OK** softkey.
7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (☎) button to clear the display area.

Viewing Corporate and Personal Directory Entries

You can quickly access and view directory entries using various methods.

To view the entries in the Corporate or Personal directory

1. Select the **Dir** softkey.
The list of entries in the Corporate directory is displayed.
2. If you want to view the entries in your Personal directory, select the **MyDir** softkey.
3. To navigate through the items in a directory, perform one of the following actions:
 - Select the Page Left or Page Right (◀▶) button to move through directory pages.
 - Using the dialpad, enter the first character of the name associated with the entry.

**Tip:**

A combination of both these methods may be used. For example, you could press 2 on the dialpad to move to the first entry starting with the letter B, and then select the Page Right or Page Left (◀▶) button to display the next or previous page.

Editing an Entry in Your Personal Directory

You can add, delete, or edit existing entries in your Personal directory.

To edit an existing entry

1. Select the **Dir** softkey.
2. Select the **MyDir** softkey.
3. Select the Line/Function (▶) button beside the entry that you want to edit.
The information associated with the entry is displayed.
4. Select the **Edit** softkey.
5. Optionally edit the name. Use the guidelines included in Step 4 under [To add an entry manually on page 50](#) to edit the text.
6. Select the **Next** softkey.
7. Optionally edit the number.

8. Select the **Next** softkey.
9. When you are prompted to change the directory entry, select the **Save** softkey.
10. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

Deleting an Entry from Your Personal Directory

You can delete entries from your Personal directory one entry at a time.

To delete a single entry

1. Select the **Dir** softkey.
The Corporate directory is displayed.
2. Select the **MyDir** softkey.
3. Select the Line/Function () button beside the entry that you want to delete.
The information associated with the entry is displayed.
4. Select the **Del** softkey.
5. Select the **Exit** softkey.

Chapter 7: Using the Voicemail Application

Introduction

This chapter guides you through retrieving, playing, and monitoring Voicemail messages. It also describes how to manage Voicemail messages and change Voicemail options.

The following sections are included in this chapter:

- [Voicemail Overview](#)
- [Retrieving Voicemail Messages](#)
- [Monitoring Incoming Voicemail Messages](#)
- [Accessing Voicemail Options and Messages from any Telephone](#)

Voicemail Overview

The Voicemail Application can store a total of 20 minutes of Voicemail messages. When your Voicemail inbox is full, callers hear a message indicating that Voicemail storage has been completely filled and no more messages can be saved. To recover storage space and enable callers to leave new messages, delete some of the existing recordings.

You can optionally monitor calls through the Voicemail application—while the caller is recording the message, you can listen to the caller's message without the caller's knowledge. If you want to interrupt the caller, simply pick up the handset and speak to the caller before the caller hangs up.

The Voicemail Application answers unanswered calls after a certain number of rings. When you are unable to answer a call, a recording explains that you are unavailable, and prompts the caller to leave a message. The following table shows the options that a caller can select while recording a message. Each key on the caller's dialpad performs a different function.

Key	Function
1	Save the message and end the call.
2	Listen to the message.
3	Erase and re-record the message.
4	Add information to the recorded message.
*	Exit without leaving a message.
#	Pause during recording and play Voicemail prompts.

Voicemail prompts are currently provided in the English language only. You can record a personalized greeting to replace the default Voicemail greeting. For more information, see [Recording a Personalized Greeting on page 70](#). In addition, you can enable the zero redirect feature, which enables callers to press 0 during your greeting to redirect their call to the number you specify (see [Setting Up the Zero-Redirect Feature on page 71](#)).

Voicemail for a particular user is stored on a 4610SW/4621SW IP telephone at a particular extension. When an individual's telephone is not connected to the network, the other telephones on the network provide backup services and record any new voicemail that would otherwise be delivered to the disconnected telephone. When a 4610SW/4621SW IP telephone is reconnected, it automatically checks for and retrieves any voicemail that is associated with its extension.

If you want to retrieve and/or play voicemail when you are off-site or at another extension, simply call your telephone extension, and when the Voicemail Application answers the call, press the * key on the dialpad during the greeting. You will be prompted for your voicemail password before you can access Voicemail options.

Retrieving Voicemail Messages

When someone leaves you a Voicemail message, the Message Waiting indicator flashes red. In addition, a count of the number of new Voicemail messages waiting to be played is displayed intermittently in the display area.

Note:

To retrieve Voicemail, you are prompted enter a password. Your Voicemail password is the same as your password for accessing user options (initially, this password is 12345). When you change the password for accessing user options, the Voicemail password is updated at the same time.

To play a Voicemail message

1. Select the **VMail** softkey.
2. Using the keys on the dialpad, enter your Voicemail password, and then select the **Done** softkey.
3. Select the Line/Function (►) button beside the entry that you want to play. The entry at the top of the list (number 1) corresponds to the most recently received message.

Information associated with the Voicemail record is displayed.

4. Select the **Play** softkey.

The recorded message is played.

**Tip:**

You can press the Volume (◀▶) buttons to adjust the volume while the recording plays back.

5. If you want to pause play back, select the **Pause** softkey while the recording plays back. If you pause the recording, select the **Play** softkey again to resume playback.

**Tip:**

You can rewind or skip forward through a message by pressing the Page Left or Page Right (◀▶) button respectively.

Monitoring Incoming Voicemail Messages

After a specified number of rings (see [To change the number of rings before an unanswered call is forwarded on page 68](#)), the Voicemail Application answers an unanswered call and prompts the caller to leave a message. During the recording, information about the call is displayed in the display area. You have the option to listen to the message while the caller records the message.

To listen to a Voicemail message while the message is being recorded

1. When the caller begins to record a message (after ringing stops), select the **Lstn** softkey.
You can hear the caller speaking, but the caller cannot hear you.
2. If you want to speak to the caller before the caller hangs up, select the **Answ** softkey.
You are connected to the caller, and any recording up to this point is saved.

Accessing Voicemail Options and Messages from any Telephone

You can set Voicemail options or retrieve the Voicemail messages stored on your 4610SW/4621SW IP telephone from any touch tone telephone. See [To set Voicemail options or retrieve a Voicemail message using any telephone on page 59](#) to set the following Voicemail options through Voicemail prompts:

- Enable or disable email notification of voicemail. You may optionally use the web-based **User Options** interface to enable this feature instead (see [Specifying an Email Address to Receive Voicemail Notifications on page 91](#)).
- Record your name. You may optionally access the **User Options** menu to record your name instead (see [Recording Your Name on page 70](#)).
- Record a personalized greeting. You may optionally access the **User Options** menu to record a personalized greeting instead (see [Recording a Personalized Greeting on page 70](#)).
- Delete a personalized Voicemail greeting to switch back to the standard greeting. You may optionally access the **User Options** menu to delete a personalized Voicemail greeting instead (see [Switching from a Personalized Greeting to the Standard Greeting on page 71](#)).

- Change the password that you use to access user options and Voicemail. You may optionally access the **User Options** menu to change your password instead (see [Setting Password Options on page 64](#)).
- Specify a redirection number for the zero redirect feature. You may optionally access the **User Options** menu to configure this option instead (see [Setting Up the Zero-Redirect Feature on page 71](#)).

Note:

To retrieve Voicemail messages through the PSTN, the one-X Quick Edition network must be equipped with a G10 PSTN gateway. For information about G10 PSTN gateways, see the *Avaya one-X Quick Edition G10 PSTN Gateway Installation Guide*.

To set Voicemail options or retrieve a Voicemail message using any telephone

1. Using any touch tone telephone that has access to the one-X Quick Edition network, dial the extension of your 4610SW/4621SW IP telephone.
2. Wait for the Voicemail Application or Auto Attendant feature to answer the call.
3. As soon as the greeting starts to play, press * on the dialpad.
4. When you are prompted for your Voicemail password, enter the password followed by the # key. The Voicemail password is the same one that you use to access user options.
5. Follow the prompts to access and play Voicemail messages and/or change Voicemail options.



Tip:

To disconnect from the Voicemail Application or listen to the previous list of menu options at any time, press * on the dialpad.

6. To end the call, perform one of the following actions:
 - Hang up.
 - Select the **End** softkey, followed by the **OK** softkey.

Chapter 8: Setting Telephone Options

Introduction

This chapter describes how to set telephone and user options using the Options () button on your 4610SW/4621SW IP telephone. For information about how to set telephone and user options through the web-based interface, see [Web-based Telephone Options](#) on page 81.

For information about how to access and modify system-wide options such as setting the system date and time, configuring paging zones, administering user groups, and using the web-based administration interface, see the "Web-based Administration" chapter of the *Avaya one-X Quick Edition System Administrator Guide*.

The following sections are included in this chapter:

- [Accessing the Main Menu](#)
- [Viewing and Modifying User Options](#)
- [Broadcasting Announcements through Paging](#)
- [Enabling/Disabling the Do-Not-Disturb Feature](#)
- [Viewing Registration Information for Special Features](#)
- [Viewing Network Information about Your Telephone](#)

Accessing the Main Menu

You can change the way that your telephone works through user options. Most telephone options can be accessed through the Options () button, which displays the **Main** menu. The following **Main** menu items are displayed:

- **Options**—Lets you change user options (see [Viewing and Modifying User Options](#) on page 62). To change system-wide options, see the *Avaya one-X Quick Edition System Administrator Guide*.
- **Paging**—Lets you broadcast an announcement to all one-X Quick Edition devices in a paging zone (see [Broadcasting Announcements through Paging](#) on page 75).
- **DND**—Lets you disable ringing and play a recorded message to callers that explains you are not available (see [Enabling/Disabling the Do-Not-Disturb Feature](#) on page 77).

- **Opt Features**—Lets you view registration information for special features such as email notification of voicemail, web-based administration, and the Teleworker application (see [Viewing Registration Information for Special Features](#) on page 78).
- **Set Details**—Lets you view information about your 4610SW/4621SW IP telephone, such as the extension number and name, the version and release number of the software load, the IP and MAC address, and the site identifier of the one-X Quick Edition network to which the telephone belongs (see [Viewing Network Information about Your Telephone](#) on page 80).

Viewing and Modifying User Options

All user options are accessed through the **User Options** menu. The following menu items are available:

- **Password**—Enable or disable password access to user-option settings (see [Setting Password Options](#) on page 64).
- **Call Forward**—Enable or disable the forwarding of calls to Voicemail or another number, and/or change the number of rings before an unanswered call is forwarded (see [Redirecting Calls through Call Forwarding](#) on page 65).
- **Voicemail**—Create a personalized greeting, which may include the option for callers to redirect their calls to another number if their calls are unanswered (see [Recording and Managing Personalized Voicemail Greetings](#) on page 69).
- **Call Log**—Clear the Call Log and/or reset the missed-call counter (see [Clearing Call Log Entries](#) on page 73).
- **Name**—Edit the name that is associated with your Corporate directory entry (see [Editing Your Name in the Corporate Directory](#) on page 74).
- **Contrast Level**—Adjust the contrast between the characters and background displayed in the display area (see [Setting the Contrast Level of the Display Area](#) on page 75).

Displaying the User Options Menu

You can enable password protection to prevent others from changing the user options on your 4610SW/4621SW IP telephone. If this level of security is not required, you can disable password protection as described in [To enable or disable password protection](#) on page 65. Initially, password protection is enabled and you can access user options by entering the default password, 12345.

Accessing user options when password protection is enabled

1. 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 **User Options** on the **Options** menu, or press 1 on the dialpad.
4. When you are prompted to enter a password, press the keys on the dialpad to enter the password (initially, the password is 12345). If you changed the default password previously to a password known by you only, enter that password instead.
5. Select the **Done** softkey.

The **User Options** menu is displayed.

Accessing user options when password protection is disabled

1. 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 **User Options** on the **Options** menu, or press 1 on the dialpad.

The **User Options** menu is displayed.

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

- [To change your password](#) on page 64
- [To enable or disable password protection](#) on page 65
- [To forward all calls to Voicemail](#) on page 66
- [To forward all calls to a directory number](#) on page 66
- [To forward all calls to the number you specify](#) on page 67
- [To disable the forwarding of all calls](#) on page 67
- [To redirect unanswered calls to Voicemail](#) on page 67
- [To redirect unanswered calls to a directory number](#) on page 68
- [To redirect unanswered calls to the number you dial](#) on page 68
- [To change the number of rings before an unanswered call is forwarded](#) on page 68
- [To disable call forwarding](#) on page 69
- [To record your name](#) on page 70
- [To record a personalized greeting](#) on page 70
- [To delete a personalized greeting](#) on page 71
- [To specify a redirection number for the zero redirect feature](#) on page 72
- [To disable the zero redirect feature](#) on page 72
- [To enable the zero redirect feature](#) on page 72

- [To reset the missed-call counter](#) on page 73
- [To delete all of the entries in the Incoming or Outgoing list](#) on page 73
- [To clear the Call Log and the missed-call counter](#) on page 73
- [To change your name in the Corporate directory](#) on page 74
- [To adjust the contrast level of the display area](#) on page 75
- [To broadcast an announcement to a paging zone](#) on page 76
- [To enable or disable the do-not-disturb feature](#) on page 77
- [To view email notification of voicemail registration information](#) on page 78
- [To view web-based administration registration information](#) on page 79
- [To view Teleworker registration information](#) on page 79
- [To view information about your 4610SW/4621SW IP telephone](#) on page 80

Setting Password Options

You can change, disable, or enable a password for accessing user options. Using a password prevents others from viewing or changing your user-option settings. A default password (12345) is factory installed and enabled on the telephone. If you choose to leave password protection enabled, it is a good policy to change the default password to a password that is known only by you.

Note:

You can change the password for accessing user options when password access is enabled. When you change the password for accessing user options, the Voicemail password is updated at the same time.

To change your password

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Password** on the **User Options** menu, or press 1 on the dialpad.
3. Select **Change Password** on the **Password** menu, or press 1 on the dialpad.
4. Enter your existing password, and then select the **Next** softkey.
5. Enter the new password, and then 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.
8. Press the Phone/Exit () button.

**Tip:**

If your 4610SW/4621SW IP telephone is connected to the same network as your computer, you can use the web browser on the computer to change the password. For more information about the web-based options, see [Changing Your User Options and Voicemail Passwords](#) on page 86.

To enable or disable password protection

Note:

When you disable password protection for accessing user options, the Voicemail password is not disabled.

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Password** on the **User Options** menu, or press 1 on the dialpad.
3. Perform one of the following actions:
 - To disable password protection, select **Turn Pswd OFF** or press 2 on the dialpad.
 - To enable password protection, select **Turn Pswd ON** or press 2 on the dialpad.
4. When you are prompted to deactivate or activate password protection, select the **Yes** softkey.
5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

Redirecting Calls through Call Forwarding

Call-forwarding features enable you to specify rules for handling calls that are routed to your telephone directly or through the Auto Attendant feature. You can forward calls to:

- the Voicemail Application on your telephone
- an extension number listed in the Corporate directory or your Personal directory
- the telephone number that you specify (for example, an outside line)

Note:

If your network has a G10 PSTN gateway and you forward an incoming outside call to a PSTN number, the call will consume two FXO lines (one incoming, and one outgoing) on the G10 PSTN gateway while the call is active.

Initially, unanswered calls are forwarded to the Voicemail Application on your telephone after three rings. You can increase the number of rings if you would like to have more time to answer the telephone before an unanswered call is forwarded. If required, you can choose to forward all calls instead of unanswered calls only.

**Tip:**

If your 4610SW/4621SW IP telephone is connected to the same network as your computer, you can use the web browser on the computer to set call forwarding options. For more information about the web-based options, see [Modifying Call-Forwarding Option Settings](#) on page 86.

Note:

If you have a 4621SW IP telephone, you can select the **CFwd** softkey instead of performing Steps 1 and 2 of the procedures in this section.

To forward all calls to Voicemail

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Call Forward** on the **User Options** menu, or press 2 on the dialpad.
3. Select **All Calls** on the **Call Forwarding** menu, or press 1 on the dialpad.
4. Select the **Chg** softkey.
5. Select **Voicemail** on the **Fwd All Calls To** menu, or press 1 on the dialpad.
6. Select the **Save** softkey.
7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

To forward all calls to a directory number

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Call Forward** on the **User Options** menu, or press 2 on the dialpad.
3. Select **All Calls** on the **Call Forwarding** menu, or press 1 on the dialpad.
4. Select the **Chg** softkey.
5. Select **Directory #** on the **Fwd All Calls To** menu, or press 2 on the dialpad.
6. If you want to switch to your Personal directory, select the **MyDir** softkey.
7. Select the Line/Function () button beside the number to which calls will be forwarded.
8. Select the **Save** softkey.
9. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

To forward all calls to the number you specify

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Call Forward** on the **User Options** menu, or press 2 on the dialpad.
3. Select **All Calls** on the **Call Forwarding** menu, or press 1 on the dialpad.
4. Select the **Chg** softkey.
5. Select **Dialed #** on the **Fwd All Calls To** menu, or dial 3 on the dialpad.
6. Using the dialpad, enter the number to which calls will be forwarded. If the call will be forwarded to a FXO line, include the 9 prefix.
7. Select the **Next** softkey.
8. Select the **Save** softkey.
9. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

To disable the forwarding of all calls

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Call Forward** on the **User Options** menu, or press 2 on the dialpad.
3. Select **All Calls** on the **Call Forwarding** menu, or press 1 on the dialpad.
4. Select the **Off** softkey.
5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

To redirect unanswered calls to Voicemail

This feature is enabled initially. Follow this procedure to enable the feature after it has been disabled.

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Call Forward** on the **User Options** menu, or press 2 on the dialpad.
3. Select **After 3 Rings** on the **Call Forwarding** menu, or press 2 on the dialpad.
4. Select the **On** softkey.
5. Press the Phone/Exit () button.

To redirect unanswered calls to a directory number

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Call Forward** on the **User Options** menu, or press 2 on the dialpad.
3. Select **After 3 Rings** on the **Call Forwarding** menu, or press 2 on the dialpad.
4. Select the **Chg** softkey.
5. Select **Directory #** on the **Fwd After 3 Rings To** menu, or dial 2 on the dialpad.
6. If you want to switch to your Personal directory, select the **MyDir** softkey.
7. Select the Line/Function (►) button beside the number to which calls will be redirected.
8. Select the **Save** softkey.
9. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (☎) button to clear the display area.

To redirect unanswered calls to the number you dial

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Call Forward** on the **User Options** menu, or press 2 on the dialpad.
3. Select **After 3 Rings** on the **Call Forwarding** menu, or press 2 on the dialpad.
4. Select the **Chg** softkey.
5. Select **Dialed #** on the **Fwd After 3 Rings To** menu, or dial 3 on the dialpad.
6. Using the dialpad, enter the number to which calls will be redirected. If the call will be redirected to a FXO line, include the 9 prefix.
7. When you are finished, select the **Next** softkey.
8. Select the **Save** softkey.
9. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (☎) button to clear the display area.

To change the number of rings before an unanswered call is forwarded

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Call Forward** on the **User Options** menu, or press 2 on the dialpad.
3. Select **After 3 Rings** on the **Fwd After 3 Rings To** menu, or press 2 on the dialpad.
4. Select the **Chg** softkey.
5. Select the - or + softkey to decrease or increase the number of rings.

The current number of rings is displayed at the top of the display area.

6. Perform one of the following actions:
 - If you want the unanswered call to be redirected to Voicemail, press 1 on the dialpad, and then select the **Save** softkey.
 - If you want the unanswered call to be redirected to a directory, press 2 on the dialpad and select the Line/Function (►) button beside the number to which calls will be redirected (or select the **MyDir** softkey and choose a number from your Personal directory), and then select the **Save** softkey.
 - If you want the unanswered call to be redirected to the number you specify, press 3 on the dialpad, enter the number, and then select the **Next** softkey followed by the **Save** softkey.
7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (☎) button to clear the display area.

To disable call forwarding

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Call Forward** on the **User Options** menu, or press 2 on the dialpad.
3. Select **After 3 Rings** on the **Call Forwarding** menu, or press 2 on the dialpad.
4. Select the **Off** softkey.
5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (☎) button to clear the display area.

Recording and Managing Personalized Voicemail Greetings

You can record your name and/or a personalized greeting that may be played to callers when you are unable to answer the telephone. In addition, button-based Voicemail options let you specify a number that the Voicemail Application dials automatically if a caller dials 0 during your personalized greeting (for example, you can redirect the call to another extension or your mobile telephone).



Tip:

As an alternative to pressing telephone buttons, you may choose to access and set Voicemail options through Voicemail prompts (see [Accessing Voicemail Options and Messages from any Telephone](#) on page 58). Additional options (such as the ability to enable or disable the email-notification-of-voicemail feature) are available through Voicemail prompts.

Recording Your Name

When you record your name, the recording is played when callers dial by name using the Auto Attendant feature.

To record your name

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Voicemail** on the **User Options** menu, or press 3 on the dialpad.
3. Select **Record Name** on the **Voicemail Options** menu, or press 2 on the dialpad.
4. Lift the handset and prepare yourself to make the recording.
5. Select the **Rec** softkey, speak your name clearly into the microphone, and then select the **Stop** softkey or hang up.
6. Perform one of the following actions:
 - To listen to your recording, select the **Play** softkey.
 - If you are satisfied with the recording, select the **Save** softkey followed by the **Ok** softkey.
 - If necessary, select the **Rec** softkey again to re-record your name.
7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

Recording a Personalized Greeting

When you record a personalized greeting, your personalized greeting is played instead of the standard Voicemail greeting when you do not answer a call that has been redirected to the Voicemail Application.

Callers can choose Voicemail options after your personalized greeting is played. You may optionally say what these options are in your personalized greeting. For example, "Please leave a message. When you are finished, press the number key to hear Voicemail options." For a complete list of caller options, see [Using the Voicemail Application](#) on page 55.

To record a personalized greeting

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Voicemail** on the **User Options** menu, or press 3 on the dialpad.
3. Select **Record Greeting** on the **Voicemail Options** menu, or press 3 on the dialpad.
4. Lift the handset and prepare yourself to make the recording.

5. Select the **Rec** softkey, speak your greeting clearly into the microphone, and then select the **Stop** softkey or hang up.
6. Perform one of the following actions:
 - To listen to your recording, select the **Play** softkey.
 - If you are satisfied with the recording, select the **Save** softkey followed by the **Ok** softkey.
 - If necessary, select the **Rec** softkey again to re-record your greeting.
7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

Switching from a Personalized Greeting to the Standard Greeting

When you record a personalized greeting, your personalized greeting is played instead of the standard Voicemail greeting. Deleting your personalized greeting causes the Voicemail Application to start using the standard greeting again.

To delete a personalized greeting

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Voicemail** on the **User Options** menu, or press 3 on the dialpad.
3. Select **Record Greeting** on the **Voicemail Options** menu, or press 3 on the dialpad.
4. Select the **Del** softkey.
5. When you are prompted to delete the greeting, select the **Yes** softkey.
6. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

Setting Up the Zero-Redirect Feature

The zero-redirect feature enables a caller to redirect an unanswered call to the number you specify while the caller is listening to your personalized greeting.

Callers will not know that they can use the feature unless you mention the feature in your personalized greeting (see [Recording a Personalized Greeting](#) on page 70). To redirect a call successfully, callers must dial 0 during your personalized greeting. After you specify a redirection number, the zero redirect feature is enabled automatically.



Tip:

In your personalized greeting, be sure to tell the caller to dial 0 immediately, before the greeting ends.

To specify a redirection number for the zero redirect feature

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Voicemail** from the **User Options** menu, or press 3 on the dialpad.
3. Select **Zero Redirect** from the **Voicemail Options** menu, or press 1 on the dialpad.
4. Select the **Chg** softkey.
5. Enter the number to which the call will be redirected. You can enter an extension number or an external telephone number to which calls will be redirected. If the call will be redirected to a FXO line, include the 9 prefix.
6. Select the **Done** softkey.
7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.



Tip:

If your 4610SW/4621SW IP telephone is connected to the same network as your computer, you can use the web browser on the computer to change the number to which callers are redirected. For more information about the web-based options, see [Enabling/Disabling the Zero-Redirect Feature](#) on page 90.

To disable the zero redirect feature

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Voicemail** on the **User Options** menu, or press 3 on the dialpad.
3. Select **Zero Redirect** on the **Voicemail Options** menu, or press 1 on the dialpad.
4. Select the **Off** softkey.
5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

To enable the zero redirect feature

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Voicemail** on the **User Options** menu, or press 3 on the dialpad.
3. Select **Zero Redirect** on the **Voicemail Options** menu, or press 1 on the dialpad.
4. Select the **On** softkey.
5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

Clearing Call Log Entries

When you access the Call Log from the **User Options** menu, you can reset the missed-call counter, clear the list of **Incoming** or **Outgoing** calls in the Call Log, or clear both lists and the missed call counter at once.

**Tip:**

As an alternative, these actions can be done through the Call Log Application. For more information and related procedures, see [To clear the Incoming or Outgoing list, all Call Logs, and/or reset the missed-call counter](#) on page 48.

To reset the missed-call counter

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Call Log** on the **User Options** menu, or press 4 on the dialpad.
3. Select **Reset Counter** on the **Call Log Options** menu, or press 1 on the dialpad.
4. When you are prompted to reset the missed call counter, select the **Yes** softkey.
5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

To delete all of the entries in the Incoming or Outgoing list

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Call Log** on the **User Options** menu, or press 4 on the dialpad.
3. Perform one of the following actions:
 - If you want to delete all of the entries in the **Incoming** list, select **Clear Incoming** on the **Call Log Options** menu, or press 2 on the dialpad.
 - If you want to delete all of the entries in the **Outgoing** list, select **Clear Outgoing** on the **Call Log Options** menu, or press 3 on the dialpad.
4. When you are prompted to clear the call log, select the **Yes** softkey.
5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

To clear the Call Log and the missed-call counter

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Call Log** on the **User Options** menu, or press 4 on the dialpad.

3. Select **Clear All** on the **Call Log Options** menu, or press 4 on the dialpad.
4. When you are prompted to clear all call logs, select the **Yes** softkey.
5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

Editing Your Name in the Corporate Directory

You can change the name that is associated with your 4610SW/4621SW IP telephone extension. The name is displayed in the Corporate directory along with your telephone extension.

Entering your last name followed by your first name ensures that:

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

To change your name in the Corporate directory

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Name** on the **User Options** menu, or press 5 on the dialpad.
3. Select the **Chg** softkey.

The cursor is placed at the end of the existing name.

4. Select the **Bksp** softkey to move the cursor to the left and delete the name. At the current cursor position, enter a different name starting with the last name and ending with the first name (for example, **Young, Mary**):
 - 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.

5. Select the **Save** softkey.
6. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

**Tip:**

If your 4610SW/4621SW IP telephone is connected to the same network as your computer, you can use the web browser on the computer to change your name in the Corporate directory. For more information about the web-based option, see [Options on the Terminal Settings Page](#) on page 89.

Setting the Contrast Level of the Display Area

If no adjustments have been made to the contrast setting of the display area, the contrast is set to mid-level. To adjust the contrast to better suit your work environment and lighting, eight contrast levels are available.

To adjust the contrast level of the display area

1. Access the **User Options** menu as described in [Displaying the User Options Menu](#) on page 62.
2. Select **Contrast level** on the **User Options** menu, or press 6 on the dialpad.
3. To brighten the background, select the - softkey. To dim the background, select the + softkey.
4. When you are satisfied with the contrast level, select the **Save** softkey.
5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

Broadcasting Announcements through Paging

You can use the paging feature to broadcast an announcement to a predefined zone of 4610SW/4621SW IP telephones. All persons in the paging zone hear the broadcast, unless they are on an active call.

You can select all 4610SW/4621SW IP telephones and G10 PSTN Gateways through a general page. If no configuration has been done to change the default paging zones, all telephones are included in zone 2 and can also be paged by selecting zone 2. If the default paging zones have been modified, consult the person who set up the configuration.

You can broadcast an announcement to all one-X Quick Edition devices or some of the 4610SW/4621SW IP telephones connected to the network. When you activate the paging function, your voice is directed to the speaker on each user's telephone automatically. Users do not have to lift the handset or enable the speaker on their telephones to hear your voice. If a call is active on a 4610SW/4621SW IP telephone, the page does not interrupt the call.

The general zone includes all 4610SW/4621SW IP telephones on the network as well as any external paging equipment connected to the External Paging jack on G10 PSTN gateways. Members of the general zone cannot be changed. Each 4610SW/4621SW IP telephone can be configured to belong to one additional zone. All 4610SW/4621SW IP telephones are initially assigned to zone 2.

Using the web-based administration interface (see "To view or edit the name, extension, or paging zone assigned to a telephone" under "Using Set Management Options to Configure Telephones" in the "Web-based Administration" chapter of the *Avaya one-X Quick Edition System Administrator Guide*), a 4610SW/4621SW IP telephone can be configured to respond to pages to a specific zone, from 2 to 9. All 4610SW/4621SW IP telephones respond to broadcasts to the general page zone, regardless of their individual zone configurations. External paging equipment connected to G10 PSTN gateways is activated only when the general page zone is paged.

To broadcast an announcement to a paging zone

1. Press the Options () button.
2. Select **Paging** on the **Main** menu, or press 2 on the dialpad.
3. Perform one of the following actions:
 - If you want to broadcast a message to all one-X Quick Edition devices in the network, select **General Page** on the **Select Paging Zone** menu, or press 1 on the dialpad.
 - If you want to broadcast a message to a specific zone, select the Line/Function () button that corresponds to the zone.
4. Lift the handset, wait for the paging tone, and then speak your announcement clearly into the microphone.
5. Select the **Done** softkey or hang up.

Enabling/Disabling the Do-Not-Disturb Feature

You can use the do-not-disturb feature to prevent your telephone from ringing when a call comes in. Call forwarding rules handle the call (see [Redirecting Calls through Call Forwarding](#) on page 65). You can also use this feature to prevent your telephone from receiving pages.

**Tip:**

If you have a 4621SW IP telephone, the Line/Feature () button on the bottom left side of the display area provides softkey access to the do-not-disturb function.

To enable or disable the do-not-disturb feature

1. Press the Options () button.
2. Select **DND** on the **Main** menu, or press 3 on the dialpad.
3. Select the **On** or **Off** softkey (whichever one is displayed) to toggle between turning the feature on and off.

**Tip:**

If your 4610SW/4621SW IP telephone is connected to the same network as your computer, you can use the web browser on the computer to enable or disable the do-not-disturb feature. For more information about the web-based option, see [Enabling/Disabling the Do-Not-Disturb Feature](#) on page 77.

Viewing Registration Information for Special Features

You can view registration information about the following 4610SW/4621SW IP telephone features through the **Opt Features** menu:

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

Features that have been activated are displayed on the **Feature List** menu with a check symbol. You can enable and configure these features. Features that have not been activated are displayed on the **Feature List** menu with an **X** symbol. If you would like to use a feature that has not been activated (for example, the Teleworker Application), you must purchase and register the feature first.

Note:

The Teleworker Application will be available in a future release.



Tip:

If your 4610SW/4621SW IP telephone is connected to the same network as your computer, you can use the web browser on the computer to view registration information for special features instead. For more information about the web-based options, see [Options on the Terminal Settings Page](#) on page 89.

Email Notification of Voicemail

When configured and enabled, the email-notification-of-voicemail feature sends an email to alert you whenever a new Voicemail message is received. The email message contains call header information, including the caller name (if available), caller number, and the time and length of the call.

For information about how to configure and enable this feature, see [Specifying an Email Address to Receive Voicemail Notifications](#) on page 91.

To view email notification of voicemail registration information

1. Press the Options () button.
2. Select **Opt Features** on the **Main** menu, or press 4 on the dialpad.
3. Select **Email Fwd Options** on the **Feature List** menu, or press 1 on the dialpad.
The registration code is displayed.
4. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

Web-based System Administration

If your 4610SW/4621SW IP telephones are connected to the same network as a computer, you can configure system-wide options using the web-based administration interface. The web-based administration interface can be accessed using the web browser on the computer.

For information about how to access and use the web-based administration interface, see the "Web-based Administration" chapter of the *Avaya one-X Quick Edition System Administrator Guide*.

To view web-based administration registration information

1. Press the Options () button.
2. Select **Opt Features** on the **Main** menu, or press 4 on the dialpad.
3. Select **WebAdm Sys Options** on the **Feature List** menu, or press 2 on the dialpad.
The registration code is displayed.
4. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

Teleworker Application

Using the Teleworker Application, you can connect a 4610SW/4621SW IP telephone to a high-speed Internet connection at any remote office and access the Corporate directory and most of the other features and services that are available to everyone who uses the one-X Quick Edition system.

To provide a secure link to the company one-X Quick Edition network from a remote office, a customer-supplied VPN configuration is required.

Note:

The Teleworker Application will be available in a future release.

To view Teleworker registration information

1. Press the Options () button.
2. Select **Opt Features** on the **Main** menu, or press 4 on the dialpad.
3. Select **Teleworker Options** on the **Feature List** menu, or press 3 on the dialpad.
The registration code is displayed.
4. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button to clear the display area.

Viewing Network Information about Your Telephone

You can view the following network configuration information about your 4610SW/4621SW IP telephone:

- its extension number and name,
- the version and release number of the software load,
- the IP address and MAC address of the device, and
- the one-X Quick Edition network name (site identifier).

To view information about your 4610SW/4621SW IP telephone

1. Press the Options () button.
2. Select **Set Details** on the **Main** menu, or press 5 on the dialpad.
3. Perform one of the following actions:
 - To view the extension number, name, IP address, and MAC address of the telephone, select the **Ext** softkey, or press 1 on the dialpad.
 - To view the version number and other details about the software load on the telephone, select the **Firmware Ver** softkey, or press 2 on the dialpad.
 - To view the name and identifier of the one-X Quick Edition network, select the **Site** softkey, or press 3 on the dialpad.

Chapter 9: Web-based Telephone Options

Introduction

When a computer is connected to the one-X Quick Edition network, you can use the web browser on the computer to access and manage some telephone and user options through the web-based **User Options** interface. For best results, choose Microsoft Internet Explorer 6.0 (or later) or Mozilla Firefox 1.0 (or later).

Note:

To connect your 4610SW/4621SW IP telephone so that it shares a network connection with a computer, see [Chapter 2: Installation](#).

The following sections are included in this chapter:

- [Logging in to the Web-based User Options Interface](#)
- [Logging Out](#)
- [Changing Your User Options and Voicemail Passwords](#)
- [Options on the Home Page](#)
- [Options on the Caller's Log Page](#)
- [Options on the Terminal Settings Page](#)
- [Options on the Voicemail Page](#)
- [Options on the Teleworker Options Page](#)

Logging in to the Web-based User Options Interface

To log in to the web-based **User Options** interface, you need to know:

- the IP address of your 4610SW/4621SW IP telephone,
- the extension number of your 4610SW/4621SW IP telephone, and
- the password that is needed to access user options on your 4610SW/4621SW IP telephone.

**Tip:**

To display the IP address of your 4610SW/4621SW IP telephone, press the # key on the dialpad. The IP address is needed to specify which web page to view in your web browser.

When you log in to the **User Options** login page, 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 telephone network, SSL is used to verify the identity of your computer to the telephone. As part of the exchange, the 4610SW/4621SW IP telephone generates and downloads a self-signed security certificate to your computer.

Your 4610SW/4621SW IP telephone uses a self-signed security certificate to authenticate itself 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 4610SW/4621SW IP telephone's self-signed security certificate. If you do not accept the certificate, the telephone refuses the connection. When you accept the certificate, the **User Options** login page is displayed, and the credentials that you enter (the 4610SW/4621SW IP telephone extension number and user options password) are encrypted before the information is sent to the system. If you choose to install the certificate, the prompt is not displayed again.

To access telephone and user options using a web browser

1. Start the web browser on your computer.
2. In the **Address** field, enter the IP address of your telephone (for example, if your 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.

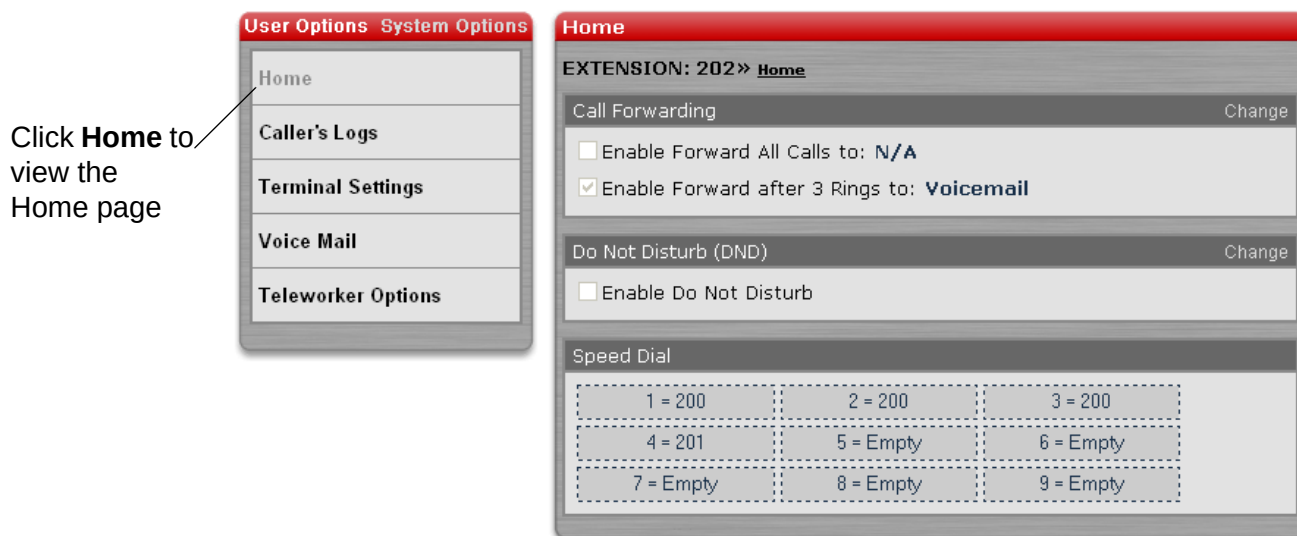


The **User Options** login page is displayed.

A screenshot of a 'Login' window with a red title bar. The window is divided into two sections: 'User Options' on the left and 'System Options' on the right. Under 'User Options', there are two text input fields labeled 'Extension:' and 'Password:'. Below these fields is a 'Login' button. The 'System Options' section is currently empty.

5. Enter the extension number of your telephone and your password for accessing user options.

The **User Options Home** page for the telephone is displayed. Links to additional pages for viewing and setting Call Log options, Terminal settings, and Voicemail options are displayed in the navigation bar on the left side of the screen.



Logging Out

Log out before you exit the web browser.

To log out from the web-based User Options interface

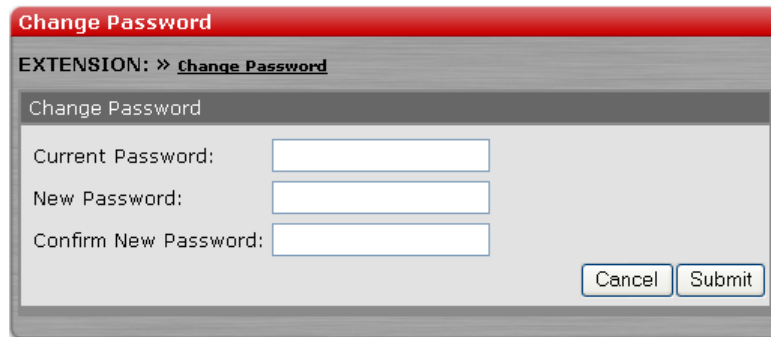
- Click **Logout** in the upper right corner of the **User Options** web page.



Changing Your User Options and Voicemail Passwords

You can change, enable, or disable a password for accessing user options through the **User Options** menu on your 4610SW/4621SW IP telephone. For more information about this feature, see [Setting Password Options](#) on page 64.

In the web-based **User Options** interface, clicking **Change Password** in the upper right corner of the **User Options** web page enables you to change the password that is used to access user options through buttons on the 4610SW/4621SW IP telephone.

A screenshot of a web-based dialog box titled "Change Password" with a red header bar. Below the title bar, it says "EXTENSION: » Change Password". The main area of the dialog box is titled "Change Password" and contains three text input fields: "Current Password:", "New Password:", and "Confirm New Password:". To the right of these fields are two buttons: "Cancel" and "Submit".

Note:

The user options password also sets the Voicemail password for the telephone. If you change the user options password, the Voicemail password is updated at the same time.

Options on the Home Page

The **Home** page displays call-forwarding, do-not-disturb, and Speed Dial options.

Modifying Call-Forwarding Option Settings

Clicking **Change** in the **Call Forwarding** dialog box enables you to modify call-forwarding option settings.

For general information about this feature, see [Redirecting Calls through Call Forwarding](#) on page 65.

Call Forwarding

EXTENSION: 201 » [Home](#) » [Edit Call Forwarding](#)

Edit Call Forwarding

☐ **Enable Forward All Calls To:**

☒ Voicemail
☐ Corp. Dir # Jones, Rae - 200
☐ Personal Dir #
☐ Dialed #

☒ **Enable Forward after** 3 **Rings to:**

☒ Voicemail
☐ Corp. Dir # Jones, Rae - 200
☐ Personal Dir #
☐ Dialed #

Cancel Submit

Enabling/Disabling the Do-Not-Disturb Feature

Clicking **Change** in the **Do Not Disturb (DND)** dialog box enables you to select the **Enable Do Not Disturb** option.

For general information about this feature, see [Enabling/Disabling the Do-Not-Disturb Feature](#) on page 77.

Do No Disturb (DND)

EXTENSION: 202 » [Home](#) » [Edit DND](#)

Edit DND

Enable Do Not Disturb: ☐

Cancel Submit

Viewing and Modifying Speed Dial Assignments

Clicking a dotted square in the **Speed Dial** dialog box displays the name and extension or external telephone number that has been assigned to a Speed Dial button.

For general information about this feature, see [Using the Speed Dial Application](#) on page 41.

Speed Dial

EXTENSION: 201 » [Home](#) » [Edit Speed Dial #1](#)

Edit Speed Dial

Edit Speed Dial #1:

☒ Corp. Dir: Jones, Rae - 200

☐ Personal Dir:

☐ Dialed:

[Clear](#) [Cancel](#) [Submit](#)

Options on the Caller's Log Page

The **Caller's Log** page displays a list of received calls and a list of dialed numbers. For general information about these features, see [Using the Call Log Application](#) on page 45.

Click **Caller's Logs** to view the Caller's Log page

User Options **System Options**

- Home
- Caller's Logs**
- Terminal Settings
- Voice Mail
- Teleworker Options

Caller's Log [Clear All Logs](#)

EXTENSION: 200 » [Caller's Log](#)

Incoming Calls (1)		Clear Log Reset Missed Call Counter	
203	Smith, Pat	00:24:38 Sun 2005/01/02	18 Secs

Dialed Calls (1)		Clear Log	
201	Short, Lisa	00:24:12 Sun 2005/01/02	18 Secs

Clicking **Clear Log** clears the list of received calls (Incoming list) or dialed numbers (Outgoing list). Clicking **Reset Missed Call Counter** clears a counter that records the number of unanswered/ignored calls. Clicking **Clear All Logs** resets both lists and the counter of missed/ignored calls.

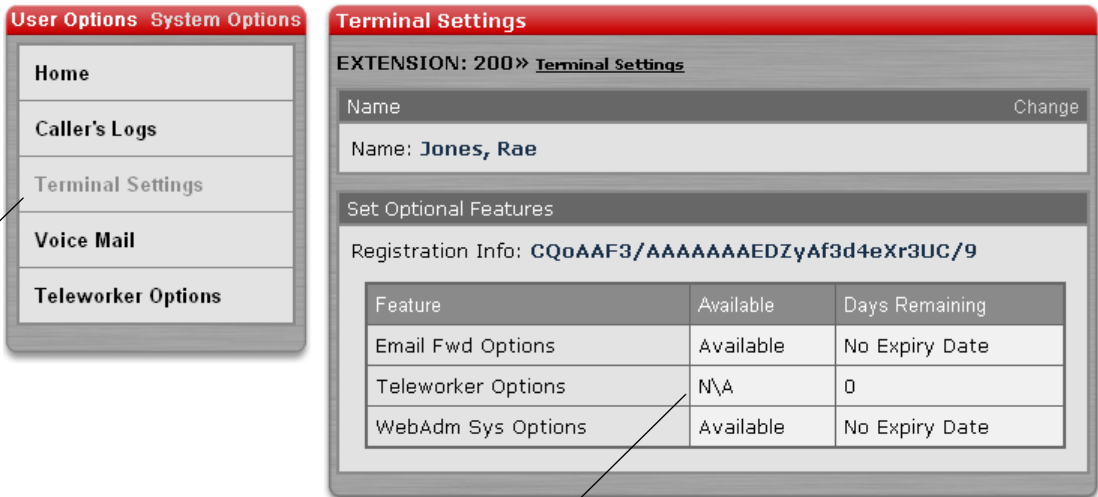
Options on the Terminal Settings Page

The **Terminal Settings** page displays the name that is associated with your telephone extension in the Corporate directory, and also provides registration information for special 4610SW/4621SW IP telephone features.

For general information about these features, see:

- [Editing Your Name in the Corporate Directory](#) on page 74
- [Viewing Registration Information for Special Features](#) on page 78

Click **Terminal Settings** to view the Terminal Settings page

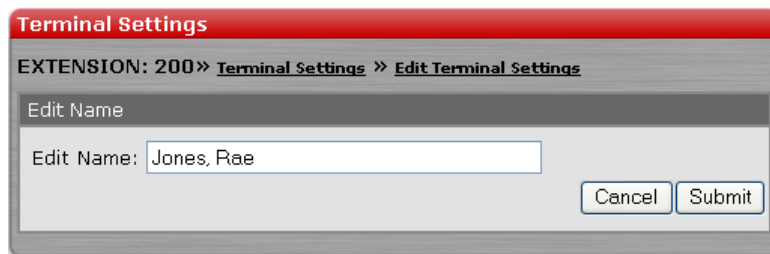


The screenshot shows the 'Terminal Settings' page for extension 200. The 'Set Optional Features' section contains a table with the following data:

Feature	Available	Days Remaining
Email Fwd Options	Available	No Expiry Date
Teleworker Options	N/A	0
WebAdm Sys Options	Available	No Expiry Date

N/A means the feature has not been activated

Clicking **Change** in the **Terminal Settings** dialog box enables you to change the name that is associated with your extension number in the Corporate directory.



The 'Edit Terminal Settings' dialog box shows the 'Edit Name' section with the text 'Edit Name: Jones, Rae'. There are 'Cancel' and 'Submit' buttons at the bottom right.

Options on the Voicemail Page

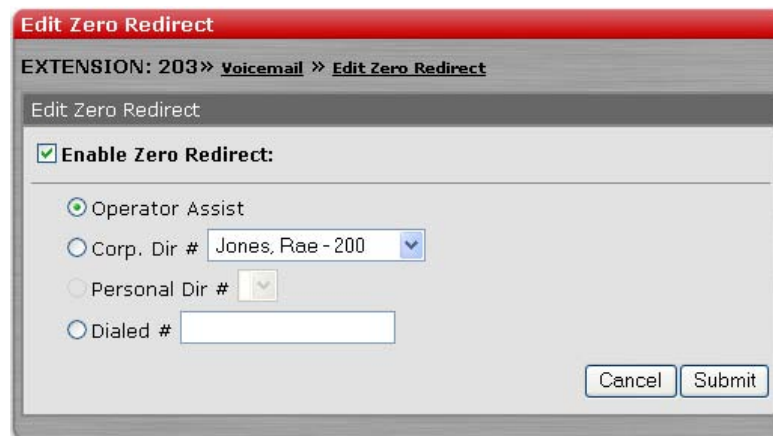
The Voicemail page displays information about the designated operator (see [Enabling/Disabling the Zero-Redirect Feature](#) on page 90) and provides a way for you to specify the settings needed to finish configuring the email-notification-of-voicemail feature (see [Specifying an Email Address to Receive Voicemail Notifications](#) on page 91).



Enabling/Disabling the Zero-Redirect Feature

Click **Change** in the **Zero Redirect** dialog box to enable or disable the zero-redirect feature and specify an extension or telephone number for callers to redirect an unanswered call to the designated operator extension.

For general information about this feature, see [Setting Up the Zero-Redirect Feature](#) on page 71.



Selecting the Language of Voicemail Prompts

Currently, only English language prompts for Voicemail are supplied with 4610SW/4621SW IP telephones.

Specifying an Email Address to Receive Voicemail Notifications

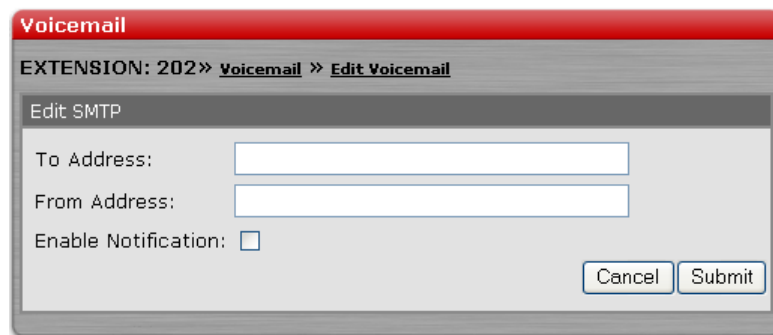
There are three parts to configuring the email-notification-of-voicemail feature:

- First, through system options, an SMTP server has to be specified. See "Configuring SMTP to Support Email Notification" and "Configuring Email Notification of Voicemail" in the *Avaya one-X Quick Edition System Administrator Guide*.
- Second, the email address of the person to whom notification will be sent needs to be specified. This can only be done through web-based user option settings as described in the procedure below.
- Finally, enable the feature through web-based user option settings as described in the procedure below, or through Voicemail prompts (see [Accessing Voicemail Options and Messages from any Telephone](#) on page 58).

Specifying the email address of the SMTP recipient

1. Log in to the web-based **User Options** interface (see [Logging in to the Web-based User Options Interface](#) on page 81).
2. On the **User Options** menu, click **Voice Mail**.
3. In the SMTP dialog box, click **Change**.

The **Edit SMTP** dialog box is displayed.

The image shows a web-based dialog box titled "Voicemail" with a red header bar. Below the header, the breadcrumb path "EXTENSION: 202 >> Voicemail >> Edit Voicemail" is displayed. The main content area is titled "Edit SMTP" and contains three input fields: "To Address:", "From Address:", and "Enable Notification:". The "To Address:" and "From Address:" fields are empty text boxes. The "Enable Notification:" field is a checkbox that is currently unchecked. At the bottom right of the dialog box, there are two buttons: "Cancel" and "Submit".

4. In the **To Address** field, type the email address of the person to whom notifications will be sent (for example, **me@mycompany.com**).

5. 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@myphone.com** is acceptable). Choose a value that you will recognize as being email from your 4610SW/4621SW IP telephone.
6. Select **Enable Notification**.
7. Click **Submit**.

Options on the Teleworker Options Page

When the feature has been activated, the **Teleworker Options** page displays information about Teleworker Application settings. This feature will be available in a future release.

User Options Quick Reference

Introduction

You can change the way that your telephone works through user options. This appendix provides a quick reference to the **User Options** menu items that can be accessed through the Options () button on your 4610SW/4621SW IP telephone. To access user options through the web-based administration interface, see [Chapter 9: Web-based Telephone Options](#).

To access the User Options menu

1. 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 **User Options** on the **Options** menu, or press 2 on the dialpad.
4. If you are prompted to enter a password (password protection may be disabled), enter your password.
5. Select the **Done** softkey.

The **User Options** menu is displayed.



Tip:

Read [Table 2](#) from left to right.

Table 2: User Options Menu Items

1. Password	1. Change Password	Enter existing password, enter new password, and confirm new password.	
	2. Turn Pswd On/Off	Confirm your selection.	
2. Call Forward	1. All Calls	Turn the feature On or Off .	If required, select Chg to select a different call recipient.
	2. After x Rings	Turn the feature On or Off .	Select Chg . Select - or + to change the number of rings. If required, select a different call recipient.
3. Voicemail	1. Zero Redirect	Select Chg to specify number of call recipient.	Turn the feature On or Off .
	2. Record Name	Record your name and save the recording.	
	3. Record Greeting	Record the greeting and save the recording.	
4. Call Log	1. Reset Counter	Confirm your selection.	
	2. Clear Incoming		
	3. Clear Outgoing		
	4. Clear All		
5. Name	Select Chg .	Edit the name and save the text.	
6. Contrast level	Select - or + to adjust the setting.	Save your changes.	

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