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Using Quick Edition IP Telephones

Introduction



Making Calls

To make calls manually

1. Pick up the handset, or press **SPEAKER**, or press **HEADSET**.
2. Dial the number.

To make a call using a speed dial

You must first create speed dial entries (see [Speed Dial](#) on page 23).

1. Press **OPTIONS** and select **Speed Dial**.
2. Press the number that corresponds to the entry that you want to call.

To make a call directly to a voice mailbox

1. Press **OPTIONS** and select **Voice Mail Dial** or press the **VDial** softkey.
2. Dial the number.

To make a call using REDIAL

1. Pick up the handset, or press **SPEAKER**, or press **HEADSET**.
2. Press **REDIAL** to dial the last number that you dialed.

Note:

Pressing **REDIAL** when the phone is idle will display the outgoing call log. **REDIAL** will dial the telephone, not the voicemail.

To make a call from the list of call logs

You must subscribe to Caller ID service for the name and number of incoming calls to be recorded in the Incoming list.

1. Press **OPTIONS** and select **Call Log**.
2. Press **Out** to dial a previously dialed number.
3. Press the Line/Feature button beside the number that you want to dial.
4. Pick up the handset, or press **SPEAKER**.

To make calls using the corporate or personal directory

1. Press **Dir** to display the corporate directory; then press **MyDir** to display the personal directory.
2. Press the Line/Feature button beside the number that you want to dial.
3. Pick up the handset, or press **SPEAKER**.

To make a restricted call using an authorization code

The system may be configured with dialing restrictions that require you to enter an authorization code.

1. Dial the external number.
2. After hearing a tone, dial the 6-10 digit authorization code provided by the system administrator.

Receiving Calls

If you subscribe to Caller ID service from your service provider, the name and number of incoming callers will be displayed.

To answer an incoming call

- Pick up the handset, or press **SPEAKER**, or press **HEADSET**.

To answer or ignore a second incoming call

- Press **Answ** or **Ignore** while the telephone is ringing.

If you choose to answer, the first call is put on hold.



Tip:

When you have multiple incoming calls (four or more for the 4610, five or more for the 4621) you must transfer, park, or place the call on hold before answering the next one.

Call Pickup

Call pickup permits a user to answer a call that is ringing on another telephone in the same pickup group. You will hear a reorder tone if you are not allowed to pick up a call or if there is no alerting call.

Note:

See page 25 for instructions to program softkeys for Call Pickup List (PkLst), Call Pickup Any (PkAny), or Call Pickup Extension (PkExt).

To display the list of calls available for pickup in your group

1. Press **PkLst** to display all calls available for pickup.
2. Press the Line/Feature button beside the call that you want to answer.

To pick up any call within your group

- Press **PkAny**; the system selects the telephone and the call targeted for pickup.

To pick up a call on a specific extension within your group

- Press **PkExt** and then dial the ringing extension
OR
press **PkLst** and select an extension in the list of calls available for pickup.

To pick up a call when audio or visual alert is enabled

With audio alert enabled, a call to your telephone will override a pickup alert. With visual alert enabled, a call to your telephone will return a busy signal to the caller if all call display lines are consumed by unanswered call pickup calls.

1. Visual alert - the interface will display the calling party number and the called party name.
Audio alert - the telephone will provide an audible (page tone) ring.
2. Press **Answ** to answer the call; press **Ignore** to ignore the call.

To enable or disable an audio or visual alert

1. Access User Options (see page 26).
2. Select **Call Pickup Alert**.
3. Select **Audio Alert** or **Visual Alert**.
4. Enable or disable (**ON** or **OFF**).
5. Press **Exit**.

Putting a Call on Hold

To put a single call on hold

- Press **HOLD**. You can replace the handset without losing the call.

To retrieve a held call

- Pick up the handset and press **HOLD**.

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

1. Press **HOLD**.
2. Press a Line/Feature button.
3. Place and conclude the new call.
4. Retrieve the held call.

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

1. When a call comes in, press the Line/Feature button that corresponds to the incoming call. The active call is automatically put on hold.
2. Place and conclude the new call.
3. To retrieve the held call, press the **HELD** softkey that corresponds to the held line.

Transferring Calls

To transfer a call and speak to the receiving party

1. With the calling party on the line, press TRANSFER.
2. When you hear the dial tone, dial the number, or press **FrDir** and select the number.
3. After the dialed party answers your call, announce the caller.
4. When you are ready to transfer the call, press TRANSFER and press **Ok**.

To transfer a call without speaking to the receiving party

1. With the calling party on the line, press TRANSFER.
2. When you hear the dial tone, dial the number, or press **FrDir** and select the number.
3. When the telephone at the far end begins to ring, hang up.

To transfer a call directly to voicemail for the receiving party

1. With the calling party on the line, press TRANSFER.
2. When you hear the dial tone, press **VDial**.
3. Dial the number, or press **FrDir** and select the number.
4. Press **VmTsf** and then press TRANSFER and press **Ok**.

Parking and Retrieving Calls

To park a call

1. While the call is active, press **Park**.
2. Press **Ok** and hang up.

To retrieve a parked call from the telephone that was used to park the call

1. At the telephone that was used to park the call, pick up the handset, or press **SPEAKER**, or press **HEADSET**.
2. To retrieve a single parked call, press **UnPrk**.
To retrieve one of several parked calls, press the Line/Feature button beside the call.

To retrieve a parked call from any other telephone

1. At any Quick Edition IP telephone connected to the network (except the telephone that was used to park the call), pick up the handset, or press **SPEAKER**, or press **HEADSET**.
2. Press **Retrv**.
3. Press the Line/Feature button beside the call that you want to retrieve.

Conference Calls

You can create a conference call with three participants. Each of the other participants can, in turn, add one additional participant to the conference call for a maximum of five parties per conference call.

To create a conference call with three participants

1. Call the first party.
2. When the call is answered, press **CONFERENCE**.
3. Press **Dial** and dial the number of the second party, or press **FrDir** and choose the number from a directory. The first party is put on hold automatically.
4. When the second party answers, press **CONFERENCE**.

To drop a single party from the conference call

1. Select the line that corresponds to the connected party.
2. Press **Drop**.

To place one of the participants on hold

1. Select the Line/Feature button beside the party that you want to speak to privately.
2. Press **Select**.
3. To resume the three-way conference, press **CONFERENCE**.
4. Select the line that was put on hold and press **CONFERENCE**.

To place all participants on hold

1. Press **HOLD**.
2. To resume the conference call, press **HOLD** again.

To end the conference call

- Press **End**, or hang up the handset, or press **SPEAKER**, or press **HEADSET**.

Call Forwarding

To forward calls to voicemail

1. Press **CFwd**.
2. Select **All Calls** or **After 3 Rings** or **On Busy**.
3. Press **Chg** and then select **Voicemail**.
4. Press **Save** and then press **PHONE/EXIT**.

To forward calls to a directory number

1. Press **CFwd**.
2. Select **All Calls** or **After 3 Rings** or **On Busy**.
3. Press **Chg** and then select **Directory #** or press the indicated dialpad key.
4. If you want to switch to your Personal directory, press **MyDir**.
5. Select the Line/Feature button beside the number to which calls will be forwarded.
6. Press **Save**, then **Exit**.

To forward calls to an external number

1. Press **CFwd**.
2. Select **All Calls** or **After 3 Rings** or **On Busy**.
3. Press **Chg** and then select **Dialed #** or press the indicated dialpad key.
4. Enter the number to which calls will be forwarded. If the call will be forwarded to a PSTN number or to a SIP network number, include the prefix.
5. Press **Next**, **Save**, then **Exit**.

To return a busy signal and disconnect the caller, on busy

1. Press **CFwd**.

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2. Select **On Busy**.
3. Press **Chg** and then select **Busy Tone**.
4. Press **Next**, **Save**, then **Exit**.

To enable call forwarding

1. Press **CFwd**.
2. Select **All Calls** or **After 3 Rings** or **On Busy**.
3. Press **On** and then press PHONE/EXIT.

To disable call forwarding

1. Press **CFwd**.
2. Select **All Calls** or **After 3 Rings** or **On Busy**.
3. Press **Off**, then **Exit**.

To change the number of rings before forwarding

1. Press **CFwd**.
2. Select **After 3 Rings**.
3. Press **Chg**.
4. Press the - or + softkey to decrease or increase the number of rings.
5. Do one of the following:
 - Press 1 to redirect calls to voicemail, and then select **Save**.
 - Press 2 and select the Line/Feature button beside the number to which calls will be redirected (or select **MyDir** to choose a number from your Personal directory).
 - Press 3, enter the number, and select **Next** to redirect calls to your specified number.
6. Press **Save**, then **Exit**.

To forward email to voicemail

It is necessary to make system configuration adjustments to enable email forwarding to voicemail. Please see your system administrator. This forwarding method does not remove the message from your mailbox; you will have to manually delete the forwarded messages.

Zero-Redirect

To specify a redirect number

1. Access User Options.
2. Select **Voicemail** and then select **Zero Redirect**.
3. Press **Chg**.
4. Enter the number to which the call will be redirected. If the call will be redirected to a PSTN number or a SIP network number, include the prefix.
5. Press **Done**, then **Exit**.

To enable or disable zero redirect

1. Access User Options.
2. Select **Voicemail**.
3. Select **Zero Redirect**.
4. Press **On** or **Off**, then **Exit**.

Using Call Logs

Your telephone will record 100 incoming and 100 outgoing logs. When the number exceeds 100, the oldest record is deleted.

To view call log entries

1. Press **OPTIONS**.
2. Press **Call Log**.
3. Press **PAGE LEFT** and **PAGE RIGHT** to view the next or previous set of entries.

To edit a call log number before you dial the number

1. Press **OPTIONS**.
2. Select **Call Log**.
3. Select the Line/Feature button beside the number that you want to edit/dial.
4. Press **Edit#**.
5. Press **Bksp** and use the dialpad to enter a different number and then press **Dial**.

To delete a single entry

1. Press **OPTIONS**.
2. Select **Call Log**.
3. Select the Line/Feature button beside the number that you want to delete.
4. Press **Del**.

To clear lists, all call logs, and/or reset the counter

1. Press **OPTIONS**.
2. Select **Call Log**.
3. Press **Clear**.
4. Do one of the following:
 - **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 both lists of calls.
5. Press **Yes**, then **Exit**.

Using Voicemail

Record Your Name and Greeting

To record your name

1. Press **OPTIONS**.
2. Select **Options** and **User Options**.
3. When you are prompted, enter the password (the default password is 123456).
4. Press **Done**, **Voicemail**, then **Record Name**.
5. Lift the handset, then press **Rec**, speak your name clearly, and press **Stop**.
6. Press **Play** to listen to your recording; or
Press **Save** and then **Ok** if you are satisfied with the recording; or
Press **Rec** again to re-record your name.
7. Press **Exit**.

To record a personalized greeting

1. Press **OPTIONS** and log in to **User Options**.
2. Press **Voicemail** and then **Record Greeting**.
3. Lift the handset.
4. Press **Rec**, speak your greeting clearly, and select **Stop**.
5. Do one of the following:
 - press **Play** to listen to your recording.
 - press **Save** and then **Ok** if you are satisfied with the recording.
 - press **Rec** again to re-record your greeting.
6. Press **Exit**.

To delete a personalized greeting

1. Press **OPTIONS** and log in to **User Options**.
2. Press **Voicemail** and then **Record Greeting**.
3. Press **Del**, **Yes**, then **Exit**.

Listening to Voicemail Messages

When your messages reach 80% of the voice mailbox capacity of 20 minutes, the telephone display will provide a warning. Delete old messages so that you can continue to receive new ones. The maximum length of each message is 2 minutes.

To listen to a voicemail message using Vmail

1. Press **Vmail** and enter the password, and then press **Done**.
2. Select the Line/Feature button beside the entry that you want to play.
3. Press **Play** and then pick up the handset.

To listen to a voicemail message using a speed dial key

After you have assigned voicemail to a speed dial entry, any time you want to check your voicemail, simply press and hold the corresponding dial pad key for more than two seconds.

To assign voicemail to a speed dial key

1. Press **OPTIONS** and select **Speed Dial** and then press **Add**.
2. Type a name for the Speed Dial entry, for example, My Voicemail.
3. Press **Next** and type your own extension number, press **Pause**, and then press *****.

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4. Press **Next**.
5. Select the Line/Feature button beside any available Speed Dial number to assign the entry to that number. An example voicemail speed dial would look like this: 201,* My Voicemail.
6. Press **Save** then **Exit**.

Note:

If security is not an issue you can type your password after the * and followed by # for single button access to your voicemail. For example, 201,*123456#.

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

1. When the caller begins to record a message (✉), press **Lstn**. You can hear the caller speaking, but the caller cannot hear you.
2. To speak to the caller, press **Answ**.

To access your voicemail using any telephone

To retrieve voicemail messages through the PSTN, the network must be have a PSTN gateway.

1. Using any touch tone telephone that has access to the one-X Quick Edition network, dial your extension.
2. Wait for voicemail to answer the call.
3. As soon as the greeting starts to play, press *.
4. When prompted, enter the password followed by the # key. Follow the prompts.

User Keypad Shortcuts

The following table shows shortcuts available from the keypad after you enter the password.

Key		Function
1	1	Listen to new messages.
Main Menu		
1		Listen to voicemail messages
	1	Rewind.
	2	Pause.
	3	Fast forward.
	4	Replay.
	5	Envelope information.
	7	Delete.

Key	Function
8	Reply.
9	Save.
#	Skip to the next message.
*	Return to main menu.
4	Personal Options
1	Voicemail notification on or off.
2	Record name.
#	Stop Recording.
1	Satisfied and store.
2	Listen to name.
3	Erase and re-record.
4	Add additional recording to the name.
*	Exit without changes and return to record name menu.
3	Record personal greeting.
#	Stop recording.
1	Satisfied and store.
2	Listen to message.
3	Erase and re-record.
4	Add additional recording to the message.
*	Exit without changes and return to personal greeting menu.
4	Delete personal greeting and use standard greeting.
5	Change password.
6	Configure zero redirect.
1	Turn on feature.
2	Turn off feature.
3	Change redirect number.
*	Return to personal greeting menu.

Key	Function
*	Return to main menu.
*	Exit voicemail system.

Caller Keypad Shortcuts

The following table shows the options that a caller can select while leaving 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.

Using Directories

The maximum number of entries is 100 for the corporate directory and 100 for the personal directory.

To view corporate and personal directory entries

1. Press **Dir** to view the corporate directory; then **MyDir** to view your Personal directory.
2. Press PAGE LEFT or PAGE RIGHT to move through directory pages.

To change your name in the Corporate directory

1. Press OPTIONS and log in to **User Options**.
2. Press **Name** and then **Chg**.
3. Type a name starting with the last name and ending with the first name (for example, **Young , Mary**). Press **Bksp** to delete characters if necessary:

Key	Action
1	To enter special characters . , ' & - and @

Case softkey	To change a character to upper- or lower-case. The first character in a line and the first character after a space are capitalized automatically.
PAGE LEFT and PAGE RIGHT	To move the cursor to the left or right without deleting a character.
Bksp softkey	To delete a character.
2 through 9 keys	Press a key 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 "7" three times.

4. Press **Save**, then **Exit**.

To add an entry to your personal directory manually

1. Press **Dir**, **MyDir**, then **Add**.
2. Type a name for the record (for example, the name of the party that you want to call).
3. Press **Next**.
4. Type the phone number or extension (for a PSTN or a SIP number, type the prefix first).
5. Press **Next**, **Save**, then **Exit**.

To copy an entry from the corporate directory

1. Press **Dir**.
2. Select the Line/Feature button beside the number that you want to copy.
3. Press **Copy** then select **My Personal Dir**.
4. Press **Ok**, then **Exit**.

To copy an entry from the call log

1. Select **Log**.
2. Select the Line/Feature button beside the number that you want to copy.
3. Press **Copy**, then select **My Personal Dir**.
4. Press **Ok**, then **Exit**.

To copy an entry from a voicemail record

1. Press **Vmail** and enter the password and then press **Done**.
2. Select the Line/Feature button beside the voicemail record that you want to copy.
3. Press **Copy**, then select **My Personal Dir**.

4. Press **Ok**, then **Exit**.

To edit an entry in your personal directory

1. Press **Dir**, then **MyDir**.
2. Select the Line/Feature button beside the entry that you want to edit.
3. Press **Edit** to modify the entry.
4. Press **Next**; optionally edit the number.
5. Press **Next**, **Save**, then **Exit**.

To delete an entry from your personal directory

1. Press **Dir**, then **MyDir**.
2. Select the Line/Feature button beside the entry that you want to delete.
3. Press **Del**, then **Exit**.

Status

Status information is the advertisement of a user's availability to communicate with others. You can monitor a maximum three telephones on the 4610SW IP and four on the 4621SW IP. You cannot monitor Auto Attendant, group, external numbers, A10 analog extensions, SIP softphone, or WiFi sets.








When Status is set manually, the following status values can be configured by the user:

- Automatic (the default value)
- Busy
- Away
- In-A-Meeting
- Be-Right-Back
- Private
- DND

When Status is set to automatic, the following values can be displayed:

- On Call (off hook)
- Available (on hook)

- All-Call-Forwarded (call forwarding configured to forward all calls).

Icon	Meaning
	Off hook (on a call)
	On hook (available)
	All calls forwarded
	Busy, Do Not Disturb, Private
	Be right back
	Away
	In a meeting

Note:

While you are on an active call, you can access the Corporate Directory to modify Status information. Release 3.0 devices will appear as 'Private'.

To add or remove a user status on your monitored list

1. Press **Dir**.
2. Select the Line/Feature button beside the entry that you want to add or remove.
3. Press **StsAd** to add to your monitored list or **StsRm** to remove from your monitored list.

To view the status information for a monitored user

1. The home screen will display monitored users on the right and active calls on the left.
2. Select the Line/Feature button beside the entry for which you want to view information.

To dial a monitored user

1. Select the Line/Feature button beside the entry.
2. Press **Dial**.

To configure your own status information

1. Press **OPTIONS**.
2. Select **My Status**.
3. Press **PAGE LEFT** and **PAGE RIGHT** to view all status options.
4. Select the Line/Feature button beside your status choice.

5. Press **Yes**.

To change or remove your status information

1. Press **OPTIONS**.
2. Select **My Status**.
3. Press **PAGE LEFT** and **PAGE RIGHT** to view all status options.
4. Select the Line/Feature button beside your current status. Select **Auto** to remove your set status.
5. Press **Yes**.

Do Not Disturb

Use the do not disturb (DND) feature to prevent your telephone from ringing or receiving pages.

1. Press **OPTIONS** and select **DND**, or press a programmed **DND** softkey.
2. Select **ON** or **OFF** to toggle between turning the feature on and off.

Paging

To broadcast an announcement to a paging zone

1. Press **OPTIONS** and select **Paging**.
2. Lift the handset and perform one of the following actions:
 - select **General Page** to broadcast a message to all devices in the network.
 - select the Line/Feature button for a specific zone to broadcast a message to the devices in that zone.
3. Wait for the paging tone, and then speak your announcement clearly into the microphone.
4. Press **Done** or hang up and then press **PHONE/EXIT**.

Speed Dial

To view your speed dial list

1. Press **OPTIONS** and select **Speed Dial**.
2. Press **PAGE LEFT** and **PAGE RIGHT** to view all entries.

To add a speed dial entry manually

1. Press **OPTIONS** and select **Speed Dial**.
2. Press **Add**.
3. Type a name for the Speed Dial entry and press **Next**.
4. Type a number and press **Next**.
5. Select the Line/Feature button beside any available Speed Dial number to assign the entry to the Speed Dial number.
6. Press **Save** then **Exit**.

To copy an entry from the corporate directory

1. Press **Dir**.
2. Select the Line/Feature button beside the number that you want to copy.
3. Press **Copy**.
4. Press **Speed Dial**.
5. Select the Line/Feature button beside any available Speed Dial number.
6. Press **Ok**, then **Exit**.

To copy an entry from the call log

1. Select **Log**.
2. If you want to copy an entry from the list of dialed numbers, press **Out**.
3. Select the Line/Feature button beside the number that you want to copy.
4. Press **Copy**, then **Speed Dial**.
5. Select the Line/Feature button beside any available Speed Dial number.
6. Press **Ok**, then **Exit**.

To copy an entry from a voicemail record

1. Press **Vmail**.
2. Type your voicemail password and select **Done**.

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3. Select the Line/Feature button beside the voicemail record that you want to copy.
4. Press **Copy** then **Speed Dial**.
5. Select the Line/Feature button beside any available Speed Dial number.
6. Press **Ok**, then **Exit**.

To edit a speed dial entry

1. Press **OPTIONS**, then select **Speed Dial**.
2. Select the Line/Feature button beside the entry that you want to edit.
3. Press **Edit**.
4. If required, edit the name, then press **Next**.
5. If required, edit the number, then press **Next**.
6. If you want to change the Speed Dial button assignment, select the Line/Feature button beside the entry that you want to use.
7. Press **Save**, then **Exit**.

To delete a speed dial entry

1. Press **OPTIONS** and select **Speed Dial**.
2. Select the Line/Feature button beside the entry that you want to delete.
3. Press **Del**, then **Ok**.
4. Press **Exit**.

Accessing Telephone Applications and Options

Softkeys and the **OPTIONS** button provide access to user-specific and system-wide options.

Default Function	Softkey Label	
	4610 SW IP	4621 SW IP
Do not disturb	n/a	DND
Retrieve a parked call.	Retrv	Retrv
Call forwarding	CFwd	CFwd
Directory	Dir	Dir
Voicemail	Vmail	Vmail
Log	n/a	Log

Press the **#** key and then **PAGE LEFT** and **RIGHT** to display the IP address for the telephone. Press **OPTIONS** and select **Set Details** to view network configuration information about your telephone.

Programmable Softkeys

To program a softkey

1. Press the selected softkey for two seconds.
 - The screen will display all possible options. A check mark indicates the current function assigned to the key and a 'D' indicates the default function of the key.
2. Press the Line/Feature button beside the new function. Press **PAGE LEFT** and **PAGE RIGHT** to view all options.
3. Press **Ok** at the “key assigned” message.

To disable a softkey

1. Press the selected softkey for two seconds.
2. Select **Disable** and then press **Ok**.

To reset softkeys to factory defaults

1. Press **OPTIONS**.
2. Select **Options** and **User Options**.
3. Enter the password if password protection is enabled (initially enabled, the default password is 123456).
4. Select **Reset Softkeys**, then press **Yes**.

Table 1: Telephone Softkey Functions

Label	Function
Retrv	Retrieve a parked call
Dir	Corporate Directory
MyDir	My Personal Directory
CFwd	Call Forward
Vmail	Voicemail
VMSet	Voicemail options

Table 1: Telephone Softkey Functions

Page	Paging
DND	Do Not Disturb
MySts	My Status
Lgout	Outgoing call log
Log	Incoming call log
SDial	Speed Dial
Tw	Teleworker
RngTn	Personalized ringing
CWtTn	Call waiting tone
CnLvl	Contrast level
Grtn	Greeting (night switching) will let you select the auto attendant greeting (key is programmed by the administrator)
PkAny	Pick up a call, selected by the system, within your group
PkExt	Pick up a specific call within your group
PkLst	Lists calls available for pickup
Disable	Disable Softkey
VDial	Dials the called party's voicemail

Accessing User Options

To access user options when password protection is enabled

1. Press **OPTIONS**.
2. Select **Options** and **User Options**.
3. Type the password (initially enabled, the default password is 123456).
4. Press **Done**.

To access user options when password protection is disabled

1. Press **OPTIONS**.
2. Select **Options** and **User Options**.

Setting Password Options

To change your password

1. Access the **User Options** menu.
2. Select **Password** and then **Change Password**.
3. Type the new password, and press **Next**.
4. Re-enter the new password and press **Next**.
5. Enter the old password, and press **Next**.
6. Press **Ok** and press PHONE/EXIT.

To enable or disable password protection

1. Access the **User Options** menu.
2. Select **Password**.
3. Select **Turn Pswd OFF** or **Turn Pswd ON**.
4. Press **Yes** to activate or deactivate password protection.
5. Press **Exit**.

Note:

Disabling password protection for accessing user options does not disable the voicemail password.

Adjusting the Volume

Use **Volume Up** and **Volume Down** to adjust the handset, speakerphone, headset, or ringer volume. The volume setting is returned to the default setting automatically after the telephone has been idle for 30 seconds.

Muting the Active Microphone

- Press the MUTE button.
- To activate the microphone, press MUTE again.

Changing the User Language

1. Press **OPTIONS**.
2. Select **Options** and **User Options**.
3. Type the password (initially enabled, the default password is 123456).
4. Press **Done**.
5. Select **Language**.
6. Press **Chg**.
7. Select the Line/Feature button beside the language of your choice.
8. Press **Yes**, then **Ok**, and then **Exit**.

Choosing a Personalized Ringer Tone

1. Press **OPTIONS**.
2. Select **Options** and **User Options**.
3. Type the password (initially enabled, the default password is 123456).
4. Press **Done**.
5. Select **Personalized Ringing**.
6. Select the Line/Feature button beside any ring pattern entry on the **Select Ring Pattern** menu to hear the tone. Press **Play** to hear it again.
7. Press **Select** to choose the ringer tone.
8. Press **Exit**.

Setting the Call Waiting Tone

1. Press **OPTIONS**.
2. Select **Options** and **User Options**.
3. Type the password (initially enabled, the default password is 123456).
4. Press **Done**.
5. Select **Call Waiting Tone**.

6. Press **ON** to enable the waiting tone or **OFF** to disable it.

When the call waiting tone is enabled, you will hear a beep when a second call comes in.

7. Press **Exit**.

Setting the Contrast Level of the Display

1. Press **OPTIONS**.
2. Select **Options** and **User Options**.
3. Type the password (initially enabled, the default password is 123456).
4. Press **Done**.
5. Select **Contrast level**.
6. To brighten the background, select **-**.
To dim the background, select **+**.
7. Press **Save**, then **Exit**.

Adjusting Sidetone Levels

An echo in your handset may require that you adjust the sidetone levels for your telephone.

1. Press **OPTIONS**.
2. Select **Options** and **User Options**.
3. Type the password (initially enabled, the default password is 123456).
4. Press **Done**.
5. Select **Sidetone level**.
6. Select **-** and **+** to adjust sidetone levels.
7. Press **Save**, then **Exit**.

Registration Information for Optional Features

1. Press **OPTIONS**.

2. Select **Opt Features**.
3. Select **Email Fwd Options**, **WebAdm Sys Options**, or **Teleworker Options** to display the registration code.
4. Press **Exit**.

Web-based System Administration

If your telephones are connected to the same network as the administration computer, you can configure system-wide options using the web-based administration interface. Refer to *Avaya Quick Edition System Administration Guide*.

Options Menus

Table 2: Telephone Options - Main Menu

1. Options	To log into user or system options.
2. Call Log	View and clear incoming and outgoing log entries.
3. DND	Enable and disable Do Not Disturb.
4. My Status	Set your user status.
5. Paging	Initiate a page.
6. Speed Dial	Add, edit, and delete speed dial entries.
7. Optional Features	View.
8. Set Details	View.
9. Language Settings	View settings.
10. Voice Mail Dial	Dials the called party's voicemail.

Table 3: Telephone Options - Telephone User Option Menu

1. Password	Change password or turn password on or off.
2. Call Forward	Enable, disable, and modify call forwarding settings. Also available through a softkey.
3. Voicemail	Enable and disable operator redirect and the number to which a call will be redirected. Record your name and greeting. Also available through a softkey on the 4621 SW IP.
4. Call Log	Clear, and Reset Missed Call Counter.
5. Language	Select a user language from the drop-down list.
6. Name	Enter your name in the corporate directory.
7. Personalized Ringing	Review and select your ringer tone.
8. Call Waiting Tone	Enable and disable the call waiting tone.
9. Contrast Level	Adjust the contrast level of your telephone display.
10. Sidetone Level	Adjust sidetone levels to compensate for echo in the handset.
11. Teleworker	To connect your telephone to high-speed Internet and access the Corporate directory.
12. Reset Softkeys	Reset softkeys to factory defaults.
13. Call Pickup Alert	Select Audio or Visual Alert to display the status screen for audio/visual pickup alerts.

Table 4: Telephone Options - Web Interface Menu

Change Password	Enter existing password, enter new password, and confirm new password.	
Home	Call Forwarding	Enable, disable, and modify call forwarding settings.
	Do Not Disturb (DND)	Enable and disable audio notification for incoming calls.
	Speed Dial	Create, modify, and delete personal speed dial numbers.
	Call Pickup Alert	Enable and disable audio and visual call pickup alert.
Caller's Logs	Incoming Calls	View details, Clear, and Reset Missed Call Counter.
	Dialed Calls	View details and Clear Log.
Terminal Settings	Name	Change name.
	Set Optional Features	View e-mail Fwd, Teleworker, and WebAdm Sys Options.
Voicemail	Zero Redirect	Enable and disable Operator redirect and enter the number to which a call will be redirected.
	SMTP Settings	Enable or disable SMTP on network, and specify IP address of SMTP server host and/or SMTP port for support of e-mail notification of voicemail. See your system administrator.
Teleworker Options	Working Mode	Disable (Local) or enable (Teleworker) teleworker.
	Preferred Server	Enter the IP address of the teleworker server host.
Backup & Restore	Backup & restore user configuration data.	
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 the telephone (for example, type <code>https://192.168.0.2</code>).		

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