Avaya 4610 Quick Reference Guide

USING THE SOFT KEYS

Used to navigate to or initiate application-specific actions, such as Speed Dial, Call Log, or Web applications as well as control certain actions within the features.

Speed Dial Application

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

Call Log Application

Call logs are useful for:
- tracking who called while you were away from the phone
- redialing the number of a previous call you made
- obtaining telephone numbers from previous calls

The IP telephone also allows you to set up a Speed Dial button for any call listed, facilitating dialing of frequently-called numbers.

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

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

Each Call Log can contain a maximum of 15 entries. When a log contains more than three entries, **Page Right** and **Page Left** buttons are available to help you scroll through the log three entries at a time. Calls are listed in order from top to bottom, the most recent call first.

Two additional telephone Feature buttons are:

● **Phone/Exit** - used to exit call-related features and restore the Phone screen to the display, and

● **Options** - used to access the Options function to set certain telephone parameters and view telephone/server/connection status and other information for troubleshooting.

> *IP Telephone Options*
>
> *Access the Options function using the Options button below and to the right of the display area. Using Options menus, you set certain phone parameters, such as display area contrast, how you want the **Redial** button to work, when you want your saved information backed up or restored, the language you want displayed, or how you want your Feature buttons labeled. You can also view telephone status screens for troubleshooting or information purposes.*

The **Page Left** and **Page Right** buttons between the Phone/Exit and Options buttons are also considered telephone buttons. Use the Right Arrow to move forward or the Left Arrow to move backward from one display screen to another. These paging buttons work in conjunction with the paging indicators ( ) you might see on an application screen. Paging indicators show that a screen has more than one page, and help you navigate forward and back through those additional pages.
To activate the function or feature represented by a telephone button, just press the appropriate button.

Line/Feature buttons ( ) appear on both sides of the display area. These buttons provide call appearance Lines and other call-related features in the Phone Applications.

Line/Feature buttons 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, so you can take further action with your selection.
When you enter text on a screen, for example labeling a Speed Dial button, several Line/Feature buttons provide editing features like backspacing or hyphenation.

Here is an example of the difference between Line/Feature button functionality in the Phone Application as opposed to other applications. To call someone from the Phone Application, which is the default display screen, you press the first Line/Feature button and dial your party.

In the Call Log Application, pressing the first Line/Feature button selects or highlights the first call log entry and displays detailed call information.

Standard/Fixed Features

Call Appearance: In the Phone application, both call appearance lines and administered feature buttons take up half the display width. The half-width display area allows more Line/Feature buttons per screen. With half-width call appearances, only the Line/Feature buttons on the appropriate left or right side of the button can be used to select that call appearance. Any call-associated messages for that call appearance show on the top display line. When placing a call *outside* the office, the phone number must be preceded by a "9".

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

Placing a call on hold
Press the Hold ( ) button. *The line's display area changes to white text with a dark gray background, and the Hold ( ) icon displays.*

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

Conference: The Conference feature allows you to conference up to the maximum number of 6 parties.

Adding another party to a call

1. Dial the first party, then press the **Conference** ( ) button. *The line's display area changes to white text with a dark gray background. The current call is placed on hold, the Soft Hold ( ) icon displays, and you hear a dial tone.*
2. Dial the number of the next party and wait for an answer.
3. Press the **Conference** ( ) button again to add the new party to the call.
4. Repeat Steps 1- 3 for each party you want to conference in to the call.

Adding a held call to the current call

1. Press the **Conference** ( ) button. *The icon on the current line changes to the Soft Hold ( ) icon.*
2. Press the Line/Feature button of the held call.
3. Press the **Conference** ( ) button again. *All parties are now connected.*

Press the **Drop** ( ) button. *The last party connected to the conference call is dropped from the call.*

Manual Dialing

Dial a call manually by picking up the handset, activating your headset, pressing the **Speakerphone** button or simply starting to dial with the handset on-hook.

1. Pick up the handset, activate your headset, or press the **Speakerphone** button and dial. You may also start dialing with the phone on-hook. In this case, the phone automatically goes off-hook and activates the speaker after you press the first keypad digit.

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

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

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

   (See Application Options to activate/deactivate call timer)

   A. To change this option, press the corresponding Line/Feature button.
   B. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey. (To restore the previous setting without changing it, press the **Cancel** softkey.) *After saving or canceling, the first Options Main screen displays.*

2. Use the dial pad to enter the number you want to call.

   The number entered displays on the active call appearance line and the telephone initiates the call.

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

Redialing a party

Depending on how you have set up your Redial option, selecting Redial automatically dials the most recent number dialed, or displays a list of the last three outgoing calls for selection of the number to be dialed. (See Application Options).

Redialing the last number called:

Press the **Redial** ( ) Feature button. *The last number dialed is automatically redialed.*

Redialing using a list of the last three numbers called:

1. Press the **Redial** (⬤) Feature button. *The Redial screen displays the last three unique numbers dialed and the prompt "Select number to dial." appears at the top of the display.*
2. Press the Line/Feature button associated with the number you want to redial. *If the call can be dialed, the Phone application screen displays and the selected number dials automatically. If the selected number cannot be dialed (for example, if all call appearance lines are currently on Hold), all Redial entries are disabled. If you press a number for redialing while in this state, an error beep tone sounds and no further action occurs.*
3. Proceed with the call. *A Call Log entry is created for this call.*

Dialing a party using a Speed Dial button

Automatic dialing of pre-stored numbers is the most common method of automatic dialing. You can set up Speed Dial buttons and select the party you want to call by pressing that button.   (For more information see adding a speed dial button).

1. Press the **SpDial** softkey at the bottom of the display screen. *The first six Speed Dial buttons display, one name/number per button, and the prompt "Select entry to dial." appears at the top of the display area.*
2. If the party you want to call appears on the display, proceed to Step 3. If the party you want to call is not shown, press the **Page Right** (⬤) button to display the next page of entries. Continue until the number/party you want displays. You can also press the **Page Left** (⬤) button to display the preceding page of entries.
3. Press the Line/Feature button associated with the name/number of the person you want to call. *The number of the selected person dials automatically.*
4. Pick up the handset, activate the headset, or use the Speakerphone to proceed with the call.
5. Hang up the handset, deactivate the headset, or press the Speakerphone (⬤) button to end the call.

Automatically dialing a party using an administered Line/Feature button

Your System Administrator may have programmed individual numbers on Line/Feature buttons (this is called Abbreviated Dialing). If so, such numbers display on the Phone application screen with labels assigned by the System Administrator.

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

or

Press the **Page Right** (⬤) or **Page Left** (⬤) button(s) below the display area until the label of the party you want to call displays. Then press that button. *The number dials automatically and the screen displays the appropriate call appearance line as active.*

Calling a party from the Call Log

Your telephone maintains a log of up to 45 outgoing, incoming answered, and incoming unanswered calls to/from your phone. Each log can have up to 15 calls.

1. To call a party listed in the Call Log, press the **Log** softkey at the bottom of the display area. *The first three missed calls display, one name/number per button, and the prompt "Select entry for details." appears at the top of the display area.*
2. If the party you want to call is in a Call Log other than the one for Missed calls, press the softkey that represents the Call Log where that entry appears (either **Outgo** or **InAns**). *The selected Call Log displays.*
3. If the party you want to call appears, proceed to Step 4. If the party you want to call is not displayed, press the **Page Right** ( ) button to display the next page of entries. Continue until the number/party you want displays. You can also press the **Page Left** ( ) button to display the preceding page of entries.
4. Press the Line/Feature button associated with the name/number of the person you want to call. *The associated Call Detail screen displays.*
5. Select **Call**. *The phone goes off-hook and the selected party's number is dialed. If the "Phone Screen on Calling" option is set to "Yes" (For more details see Call Log Applications) the Phone application screen displays. A Call Log entry is created for this call.*

Mute

During an active call, the Mute feature prevents the party with whom you are speaking from hearing you. You generally use this feature in conjunction with the Speakerphone, but you can hold an off-line conversation at any time during a call.

1. To prevent the other person on the line from hearing you Press the **Mute** ( ) button. *The other party cannot hear you. The indicator next to the Mute button lights when Mute is active.*
2. To reinstate two-way conversation, press the **Mute** ( ) button again.

Speakerphone

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

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

1. Press the **Speaker** ( ) button. *The indicator next to the Speaker button lights and the speaker handles voice control. The first available call appearance line activates.*
2. Place or answer the call, or access the selected feature.
3. Adjust the speaker volume if needed by pressing the **Volume Control** ( ) button until you reach the desired volume level. *As you press the Volume Control button, the top display area shows the volume level.*

Changing from the Speakerphone to the handset or headset

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

Changing from the handset or headset to the Speakerphone

Press the **Speaker** (   ) button, then hang up the handset (the headset is automatically deactivated). *The indicator next to the Speaker button lights and voice control is handled by the speaker.*

Turning the Speaker on during a call

Press the **Speaker** (   ) button. *The Speaker indicator next to the Speaker button lights. The Speaker is now operational.*

Turning the Speaker off during a call

Lift the handset or activate the headset at any time. *The Speaker and the corresponding indicator light turn off; voice control reverts to the handset/headset.*

Ending a call while the Speaker is active

Press the **Speaker** (   ) button. *The Speaker and the corresponding indicator light turn off and the call terminates.*

Transfer

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

1. With the call active (or with only one held call and no active calls), press the **Transfer** (   ) button. *The call is placed on hold. The Hold ( ) icon displays and you hear a dial tone while the next available line activates.*
2. Dial the number to which you want to transfer the call.
3. If you do not want to announce the call, press the **Transfer** (   ) button again and proceed to Step 6. If you wish to wait for an answer and announce the call, see Step 4. *The call is sent to the extension or number you dialed. A two-second display message indicates the transfer is complete.*
4. Remain on the line and announce the call. If the line is busy or if no one answers, return to the held call by pressing the Line/Feature button on which it is being held.
5. Press the **Transfer** (   ) button again. *The call is sent to the extension or number you dialed. A two-second display message indicates the transfer is complete.*
6. Hang up your handset.

Retrieving a Voice Mail Message

When someone leaves a message in your voice mailbox, the **Message Indicator** ( ), the red light at the top middle of the phone illuminates. (For more information see VM Access).