



Avaya 4610SW IP Telephone End User Guide

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About Your Telephone

The 4610SW IP telephone is an innovative telephone that gives you access to the World Wide Web while offering the latest features and applications. The display area allows up to six application-specific buttons to be presented and labeled at one time. Additionally, six Line/Feature buttons and four softkeys provide access to powerful capabilities such as:

- call server-based features,
- speed dialing,
- a Call Log, and
- a WML (Wireless Markup Language, a web development protocol) browser.
-

The WML browser provides access to websites tailored specifically for devices with smaller display screens like cell phones and Personal Data Assistants.

In addition to these features and applications, the IP telephone provides a robust menu of options to customize your phone preferences.

Your IP telephone's display area coincides with how your System Administrator sets up the Line/Feature buttons. On the phone itself, these features provide ease of use and flexibility:

- 4 softkeys (which assist you in using the IP telephone's applications and features)
- 14 standard (labeled) buttons (which assist in IP telephone operation and call handling)
- a built-in, two-way speakerphone
-

You can also attach the IP telephone to an adjustable stand, to optimize your viewing position.

Telephone Diagram

This diagram illustrates the face of the IP telephone, and contains numbered "callouts" which identify the phone's primary features and buttons.



1. **Message Waiting Lamp**  - When lit, indicates you have a message waiting on your voice messaging system. This indicator can also be optioned to flash for incoming calls.
2. **Display** - When the phone is idle, the top area displays the current date and time. When someone is calling you, the name/phone number of that person displays in the top area. The display has five lines. Three lines are devoted to the current application. One line shows softkey labels for the current application, and the top line shows Help and other procedural messages. Four grayscale colors indicate phone/application activity.
3. **Line/Feature buttons**  - Six Line/Feature buttons provide both call appearances (lines for incoming and outgoing calls) and application-specific functionality -- other call-related features that are provided with your telephone system or administered by your System Administrator in the Phone application. Line/Feature buttons also serve as application-specific buttons in other applications, such as the Call Log.
4. **Softkeys**  - Used to navigate to, or start application-specific actions, such as Call a number, Cancel the current activity, Save entered data, and Store a speed dial label.
5. **Phone/Exit**  - Displays the Phone application main screen or, if applicable, exits the current call server-based feature and normalizes the display.
6. **Options**  - Displays the first Options main screen, from which display and application settings can be updated.
7. **Page Right/Left**  - Shifts from one page to another in the same application, when the display presents the "paging indicator" . These buttons have no effect when the Paging Indicator is not displayed.
8. **Speaker LED Indicator** - Lights steadily when the Speakerphone is active.
9. **Speaker**  - Accesses the Speakerphone feature.
10. **Headset LED Indicator** - Lights steadily when the headset is active.
11. **Headset**  - With a headset connected, changes audio control from the handset or speaker to the headset.
12. **Mute LED Indicator** - Lights steadily when the handset, headset, or Speakerphone is muted.
13. **Mute**  - Turns off the active Speakerphone, handset, or headset microphone, to prevent the other person from hearing you.

14. **Volume Control**  - Adjusts the handset, speaker, headset, or ringer volume, depending on which item is in use. When you increase or decrease the volume, the top display area shows an icon to indicate the item for which you are adjusting the volume. A visual "volume meter" that shows the volume level follows the icon. This button also controls the volume of the key click sounds. Key clicks sound when you press fixed buttons on the phone such as the dialpad or softkeys.
15. **Headset Jack** - Provides a port for connecting a headset on the underside of the phone.
16. **Hold**  - Red button used to place a call on hold.
17. **Transfer**  - Transfers a call to another phone.
18. **Conference**  - Sets up conference calls with more than one other person.
19. **Drop**  - Drops the last person added to a Conference call or ends the current call, if you are not on a Conference call.
20. **Redial**  -Redials the last number dialed from the phone or displays a list of the last three numbers dialed for selection. Set using the Options button.
21. **Numeric (Dialing) Pad** - Standard 12 button pad for dialing phone numbers.

Automatic dialing abilities, using your IP telephone, include:

- redialing a previously called number
- speed dialing a number programmed on a Speed Dial button
- using an administered Abbreviated Dialing Feature button to initiate a call
- dialing a party listed on your Call Log
- dialing a party from a web page displayed via the Web Access application
-

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

Note: If all lines are in use, automatic dialing will not work.

Navigating Application Screens

Your IP telephone uses a combination of Phone Feature buttons, Line/Feature buttons, and Softkeys to allow you maximum flexibility in operating the phone and working with its applications.

Phone Feature buttons are used in the Phone application and appear on the face of the telephone around the dialpad. Phone buttons have an icon on the top of the button, to indicate the button's function. These buttons provide mostly call-handling features like Transfer, Conference, Hold, or Redial. Two additional phone feature buttons available on the IP telephone are:

- **Phone/Exit**  - used to exit call server-based features and restore the Phone screen to the display), and
- **Options**  used to access the Options function to set certain phone parameters and view phone/server/connection status and other information for troubleshooting).
-

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

Line/Feature buttons  appear on both sides of the display area. These buttons provide call appearances (Lines) and other call-related features (as administered by your System Administrator) in the Phone application. They 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, allowing you to 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 a Line/Feature button's functionality in the Phone application versus other applications. To call someone from the Phone application (the default display screen) you press the first Line/Feature (call appearance) button and dial your party. But in the Call Log application, pressing the first Line/Feature button selects (highlights) the first call log entry and displays detail information about that call.

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

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

Four softkeys  appear directly below the display area. They allow you to access the other IP telephone applications. In an application, they allow you to perform application-specific functions, like add, save, edit, delete, or cancel. The labels above the softkeys reflect their function relative only to that specific screen.

IP Telephony Applications

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

A brief description of each application follows.

Phone Application

The Phone application is the primary application. Use this application to make and receive calls, and perform call-handling operations like conference calling or transferring calls to another phone.

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.

Web Access Application

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

Your System Administrator can optionally design a Home page on which your web options reside or using a Home page provided by Avaya for this purpose. For security purposes, your System Administrator can also optionally require that an authentication screen display upon selection of the Web Access application. In this case, you must submit a User Name and Password before gaining access to the Home and other web pages/sites.

Note that the Web Access application offers a basic browser capability. The application does not support all Internet data types, nor is it intended to replace your PC's browser. The IP telephone's web functions are geared towards use on a small (three line) display screen, more like those of a Personal Data Assistant (PDA) or cellular telephone.

The functions you can perform in the Web Access Application include:

- accessing and navigating pages linked to the Home page
- entering text on applicable web pages
- setting up a Speed Dial entry for a name and associated telephone number found on applicable websites

Because your System Administrator can customize the Web Access application for specific business use, not all features described in this section may apply. Other features which result from customizing may not be described here. For this reason, contact your System Administrator for specific information about your Web Access application before proceeding.

Because customizing may affect the flow of web-related activity, this document only describes the primary web screen types. Depending on how your Web Access application is administered, you might have to provide identification before gaining access to web pages. If you do not know your User ID or Password, contact your System Administrator for assistance.

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.

Call Appearances

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.

Entering Characters Using the Dialpad

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

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

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

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

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

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

Editing During or After Entry

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

- **Backspace** (Line/Feature Button 3) - Deletes the character to the immediate left of the cursor.
- **Clear** (Line/Feature Button 6) - Removes all characters from the field in which the cursor currently resides.
- **Case** (Softkey 2) - Changes the character to the right of the cursor from lower case to upper case or vice versa, depending upon its original case. Note that when entering a name, the first character entered is initially displayed in upper case, with subsequent characters initially displayed in lower case letters.
- **Symbol** (Softkey 3) - Displays the Symbol Character screen, from which you may select one of the following attributes:
 - **Period** (Line/Feature Button 1) - Inserts a period at the cursor position.
 - **Comma** (Line/Feature Button 2) - Inserts a comma at the cursor position. In a Number field, a comma creates a short pause when the telephone automatically dials that number
 - **Hyphen** (Line/Feature Button 3) - Inserts a hyphen at the cursor position.
 - **Space** (Line/Feature Button 4) - Inserts a blank space at the cursor position.
 - **Slash** (Line/Feature Button 5) - Inserts a slash at the cursor position.
 - **Apostrophe** (Line/Feature Button 6) - Inserts an apostrophe at the cursor position.

Some of the above commands, such as **Case**, appear only when there is data in the field in which the cursor is positioned. Pressing one of these buttons causes the respective action to be taken at the current cursor position.

Name Entry Example

To add a Speed Dial button for Jane O'Hara, you would typically press the following dialpad number button/**Right Arrow** softkey in sequence:

5 (J)
2 (a)
66 (n)
33 (e)
666 (o)
44 (h)
2 (a)
777 (r)
2 (a)

After entering the above sequence, the display shows: Janeohara. By incorporating the editing Line/Feature buttons and softkeys during entry, your actual key press sequence should be:

5 (J)
2 (a)
66 (n)
33 (e)
➔(Right Arrow softkey to move the cursor one space to the right)
666 (o)
Case (Softkey 2) to change the "o" to upper case
Symbol (Softkey 3) to display the Symbol Character screen
Line/Feature Button 6 (Apostrophe)
44 (h)
Case (Softkey 2) to change the "h" to upper case
2 (a)
77 (r)
2 (a)

Conventions

Conventions Used in the Procedure Descriptions

Feature and Feature xxxxx

Each of these represents a button that has a feature assigned to it. The button is labeled with the feature name, sometimes followed by an extension number (shown as xxxxx) or a person's name.

LWC CnLWC AutCB Timer

Information that is offset represents the display screen. The second line appearing on the display will most likely list the features you can access with the softkeys.

{handset tones}

The tone that appears in curly quotes after a step, such as {dial tone}, indicates what you should hear from your handset (or speakerphone) after successfully performing that step.

Special Instructions

Use the following special instructions for operating your telephone.

- The first time you use these procedures, you will need to customize them for yourself by obtaining the following information from your system manager:



- Your system manager may assign call appearances or features to the 10 call appearance/feature buttons on your telephone. You may also be able to use up to 12 other features accessed with the softkeys and display control buttons. These features are in addition to the features that are administered on the call appearance/feature buttons on your telephone. Check with your system manager to see which softkey features are available to you.
- You may also be able to use the Speakerphone or the Speaker feature. Check with your system manager to see what other features you can use with your switch.
- Any feature not appearing on a button or accessed with the display and softkeys can be activated or canceled by dialing a 1-, 2-, or 3-digit feature access code. Ask your system manager for the feature access codes for the features you need.
- To operate a feature, you must have the handset off-hook (removed from the cradle of the telephone) or the speaker or speakerphone on unless otherwise noted.
- If you receive an **intercept tone** (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up, get dial tone, and return to Step 1.

Feature Finder

Hold

Puts a call on hold until you can return to it. While a call is on hold, you can place another call, activate another feature, answer a waiting call, or leave your telephone to perform another task. Use when you have a call you do not wish to drop, but which you have to interrupt briefly to do something else.

Transfer

Transfers a call from your telephone to another extension or outside number. Use when your caller needs to speak further with someone else.

Call Park

Puts a call on hold at your telephone, for retrieval at any extension. Use when you need to go elsewhere to get information during a call, or whenever you wish to complete a call from a different location. Also, if the call received is for someone else, use it to hold the call until the called party can answer it from the nearest available telephone.

Call Pickup

Lets you answer a call at your telephone for another extension in your pickup group. Use when you wish to handle a call for a group member who is absent or otherwise unable to answer.

Note: You can use this feature only if you and the called party have been assigned to the same pickup group by your system manager.

Conference

Allows you to conference up to six parties on a call (including yourself) so that you can conduct a 6-way discussion. Use to set up timesaving conferences, or to spontaneously include an additional party important to a conversation.

Call Forwarding All Calls

The Call Forwarding feature temporarily forwards all your calls to another extension or to an outside number, depending on your system.

Send All Calls

Temporarily sends all your calls to the extension of a person designated by your system manager to answer them when you cannot (perhaps a secretary or receptionist). Use when you will be away from your desk for awhile, or when you do not wish to be interrupted by telephone calls.

Call Log

The Call Log application provides three lists, each showing up to 15 outgoing, incoming answered or missed calls. Use this application to call a person directly from the Call Log display or to add a log entry's name and phone number to a speed dial button.

Priority Calling

Allows you to call an extension with a distinctive 3-burst ring to indicate your call requires immediate attention. Use when you have important or timely information for someone.

Reset Phone

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

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

Message

The Message light goes on when a caller has left a message. You can then follow your system manager's local message retrieval procedures to get your message.

Mute

For turning off (and then back on again) the microphone of the handset or the speakerphone so the other person on the call cannot hear you.

Speakerphone

Allows you to place and answer calls or access other voice features without lifting the handset. When you press **Shift** (when on-hook) and then **Speaker**, the built-in speakerphone performs a test of the surrounding acoustic environment by using a sequence of tones. When the tones stop, your speakerphone has finished adjusting itself for optimal performance. It is now ready for use. (See "Reset Speakerphone".) Use the built-in speakerphone any time you prefer hands-free communication, both speaking and listening, or for group conference situations.

Note: Your telephone has either the Speaker (listen-only) or the Speakerphone (listen and speak) feature. Check with your system manager to see how your telephone is administered.

Speed Dial Screen

Allows you to store up to 104 speed dial entries in your personal telephone directory for quick dialing access to those numbers.

Redial

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. Both procedures follow. Your Telephone Administrator can turn off the Redial feature, or can restrict your phone to dialing only the last number dialed. If the Redial feature is turned off, pressing the **Redial** button generates an error tone. If the Redial feature is restricted to only the last number dialed, follow the instructions below for Redialing the Last Number Called.

Hold

To place a call on hold:

1. Press the **Hold**  button.
 - o The line's display area changes to white text with a dark gray background.
 - o The **Hold**  icon is displayed.

To retrieve the held call:

1. Press the Line/Feature button on which the call is being held.
or, Press the **Hold**  button.
 - o The call is now active.

Transfer

To send a call to another telephone:

1. With the call active (or with only one held call and no active calls), press the **Transfer**  button.
 - The call is placed on hold.
 - The Hold  icon is displayed.{dial tone}
 - The next available line activates.
2. Dial the number to which you want to transfer the call.
3. If you wish to wait for an answer and announce the call, remain on the line and announce the call.
Note: 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.
4. 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.
5. Hang up your handset.

Call Park

To park a call for retrieval from any extension:

Note: If **Call Park** has been assigned to your telephone, simply press **Call Park** then press **Release**; otherwise, follow the instructions below.

1. Press **Transfer**.
{dial tone}
2. Dial the Call Park code *6.
{confirmation tone}
3. Press **Transfer** again.
 - The call is parked.
4. Press **Release**.

To retrieve a call parked at any extension:

1. Dial the Answer Back code #6.
{dial tone}
2. Dial the extension number where the call is parked.
{confirmation tone}

Note: If you receive intercept tone, parked call has been disconnected or retrieved by someone else.

To return to a call parked at your extension:

1. Press **Call Park**.
or, Dial the Answer Back code #6 and then your extension number.
 - You are connected to the call.

Call Pickup

To answer a call placed to your pickup group when your phone is idle:

Note: You can only use this feature if you and the called party have been assigned to the same pickup group by your system manager.

1. Press **Call Pickup**.
or, Dial the Call Pickup code *7.
 - You are connected to the ringing call.

To answer a new call while active on another:

1. Press **Hold**.
 - The present call is put on hold.
 - The green light flutters.
2. Press **Call Pickup**.

- The called telephone stops ringing.
- You are connected to the incoming call.

Note: To return to the call on hold after completing call pickup, press the fluttering call appearance button.

Conference

To add another party to a call:

1. Dial the first party.
2. 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 is displayed.{dial tone}
3. Dial the number of the next party and wait for an answer.
4. Press the **Conference**  button again to add the new party to the call.
5. Repeat Steps 2- 4 for each party you want to conference in to the call.

To add 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.

To drop the last person added to the call:

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

Call Forwarding All Calls

To temporarily redirect all calls:

Note: Calls to an EAS agent login-ID extension cannot be forwarded. Also with EAS, if calls need to be forwarded for the station you are logged into, forwarding must be done before you actually log in.

1. Press **Call Forward**.
or, Dial the Call Forward code *2.
{dial tone}
Note: If you have console permission and are not forwarding your own calls, dial the extension number whose calls are to be forwarded. You will receive dial tone.
2. Dial the extension or phone number where calls are to be sent.
{confirmation tone}
Note: Some telephones have restrictions on where calls can be forwarded (see your system manager).
3. Press **Release**.
Note: You may hear a ring-ping tone from your telephone as each call is forwarded.

To cancel Call Forwarding:

1. Press **Call Forward** again while on-hook.
or, Dial the Call Forward Cancel code #2.
{confirmation tone}
Note: If you have console permission, next dial the extension number whose calls are to be deactivated.
 - Your calls will now ring at your own telephone.

Send All Calls

Note: At a station where an EAS agent is logged in, this feature will direct calls placed to the station extension on to the station's coverage path. Calls to the EAS agent login-ID are sent to the EAS agent login-ID coverage path.

To send all calls (except priority calls) to coverage:

1. Press **Send All Calls** while on-hook.
or, Dial the Send All Calls code *3.
{confirmation tone}

Note: You may hear a ring-ping tone from your telephone as each call is forwarded.

To cancel Send All Calls:

1. Press **Send All Calls** again while on-hook.
or, Dial the Send All Calls Cancel code #3.
{confirmation tone}

Call Log

To scroll through a Call Log of more than six entries using the scroll buttons:

1. Use the Scroll buttons at the bottom left of the screen as follows:
If you want to scroll downward one screen (six entries) at a time, press the **Page Right** button.
If you want to scroll upward one screen (six entries) at a time, press the **Page Left** button.

To view a call log:

1. Access the Call Log application by pressing the **Log** softkey.
 - o The Missed Call Log Main screen displays the Caller's name, number, and time/date of the first six unanswered calls.

Note: All Call Log screens have the same fields, characteristics, and softkeys.

2. **To review the outgoing calls you made**, press the **Outgo** softkey.
 - o The Outgoing Calls Main screen is displayed.

To review the calls you received and answered, press the **InAns** softkey.

- o The Answered Calls Main screen is displayed.

To review the missed calls, press the **Missed** softkey.

- o The Missed Calls Main screen is displayed.

To see detailed information about a call, press the Line/Feature button to the left or right of that entry.

- o The appropriate Detail screen is displayed.

To return to the Call Log Main screen from a Detail screen, press the **Return** softkey.

To call a party from the Call Log:

Note: Your IP 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. Press the **Log** softkey at the bottom of the display area.
 - o 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**).
 - o The selected Call Log is displayed.
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 is displayed. 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.
 - o The associated Call Detail screen is displayed.
5. Select **Call**.
 - o The phone goes off-hook.
 - o The selected party's number is dialed.

- If the **Phone Screen on Calling** option is set to **Yes** the Phone application screen is displayed.
- A Call Log entry is created for this call.

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

6. Proceed with the call as usual.

To delete all entries from a call log:

1. Access the Call Log application by pressing the **Log** softkey.
 - The Missed Calls Main screen is displayed.
2. **If you want to clear the Incoming Answered Calls Log**, press the **InAns** softkey to display that Call Log. **If you want to clear the Outgoing Calls Log**, press the **Outgo** softkey to display that Call Log.
3. Press the **Delete All** softkey.

○ The prompt "Press Delete again to confirm." is displayed.
Note: To cancel the deletion without removing all of this Call Log's entries, press Cancel. No deletion occurs and the Call Log's Main screen is displayed.

4. To complete the deletion of all entries for this Call Log, press **Delete**.
 - The entries are removed.
 - The Call Log's Main screen is displayed.
5. To exit the Call Log application, press the **Phone/Exit**  button.

To delete a single call log entry:

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

1. Access the Call Log application by pressing the **Log** softkey.
 - The Missed Calls Main screen is displayed.
2. If the entry to be deleted is not shown, use the **Page Left** and/or **Page Right** buttons to scroll through the Missed Calls Log or press the softkey for that entry's Call Log (**Outgo**, **InAns**).
3. With the entry to be deleted displayed, press the Line/Feature button corresponding to that entry.
 - The selected entry's Detail screen is displayed.
4. Press the **Delete** softkey.
 - The prompt "Press Delete again to confirm." is displayed at the top of the screen.

Note: To cancel the deletion without removing this Call Log entry, press Cancel. No deletion occurs and the Call Log's Main screen is displayed.

5. To complete deleting this Call Log entry, press **Delete**.
 - The entry is removed.
 - The remaining entries on this Call Log remain sorted in chronological order.
 - The Call Log's Main screen is displayed.
6. To exit the Call Log application, press the **Phone/Exit**  button.

Priority Calling

To place a priority call:

1. Press **Priority**.
or, Dial the Priority Calling code *1.
{dial tone}
2. Dial the extension.

Note: If your call is not answered and you wish to redirect it to coverage, press **Go to Cover** while the call is ringing.

To change a regular call into a priority call:

1. Press **Priority**.
2. Wait for the called party to answer.

Note: If you still receive a call waiting ringback tone, wait a few minutes and try again.

Reset Phone

To reset the IP phone:

Note: Restarting of the telephone may take a few minutes.

1. Press the **Mute** button.
2. Using the dial pad, press the following keys in sequence: **73738#**
 - o The display shows the message "Reset values? *=no #=yes".
3. **If you want to reset the phone without resetting any assigned values**, press * (asterisk).
 - o The display prompts "Restart phone? *=no #=yes".

If you want to reset the phone and any previously assigned (programmed) values, press # (the pound key).

Note: Use this option only if your phone has programmed, static values.

- o The display shows the message "Resetting values" while your conference phone resets its programmed values, such as the IP address, to its default values, and re-establishes the connection to the server.
 - o The display prompts "Restart phone? *=no #=yes".
4. **If you want to restart the phone**, press #.
 5. **If you want to terminate the restart and restore the phone to its previous state**, press *.

Note: If the above reset procedure cannot be performed or does not solve the problem, and your System Administrator approves, the phone may be power cycled.

To power cycle the phone:

1. Unplug the phone then plug it back in.
 - o The phone reconnects to the server and reinitializes everything.

Note: It may take a few minutes before the phone can be used again.

Message

To retrieve a message:

1. See your system manager for instructions regarding your local message retrieval procedures.

Note: If the stutter dial tone (Audible Message Waiting) feature is not presently administered for your station, request that your system manager do the necessary administration.

Mute

To prevent the other person on the line from hearing you:

1. Press the **Mute**  button.
 - o The other party cannot hear you. The indicator next to the **Mute** button lights when Mute is active.

To reinstate two-way conversation:

1. Press the **Mute**  button again.
 - o The other party can hear you again.
 - o The indicator next to the **Mute** button turns off.

Speakerphone

To place or answer a call without lifting the handset, or to use the Speakerphone with any feature:

1. Press the **Speaker**  button.
 - o 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. If needed, adjust the speaker volume by pressing the **Volume Control** ( ) button until you reach the desired volume level.
 - o As you press the **Volume Control** button, the top display area shows the volume level.

To change from the speakerphone to the handset or headset:

1. 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.
-

To turn the speaker off during a call:

1. 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.
-

To turn the speaker on during a call:

1. Press the **Speaker**  button.
 - The Speaker indicator next to the **Speaker** button lights.
 - The Speaker is now operational.
-

To end a call while the speaker is active:

1. Press the **Speaker** button.
 - The Speaker and the corresponding indicator light turn off.
 - The call terminates.
-

Speed Dial

To add a speed dial button:

1. Access the Speed Dial application by pressing the **SpDial** softkey.
 - The Speed Dial Main screen is displayed.
 2. Press the **Add** softkey.
 - The Speed Dial Name Entry screen is displayed, with a cursor in the Name field.
 3. Use the dialpad to enter the name of the person being added to a Speed Dial button.
Note: You can enter up to 13 characters.
Note: To return to the Speed Dial Main screen without adding a name, press Cancel.
 4. After completing the Name field, press **Done**.
 - The Speed Dial Number Entry screen is displayed, with the prompt "Use dialpad to edit Number (<25)".
 5. Use the dialpad to enter the telephone number of the person for whom you are adding the Speed Dial button.
Note: Use up to 24 characters and the Symbol softkey to insert appropriate spaces, hyphens slashes, etc. in the number being entered.
Note: Include any trunk number(s) needed to obtain an outside line.
 6. Verify that the Name and Number entered are correct.
Note: To change an entry, use the **Left Arrow** Line/Feature button and/or the **Right Arrow** Line/Feature button to move the cursor to the right of the character(s) to be changed. Press the Backspace Line/Feature Button to remove that character, and re-enter that character. Alternately, to erase a field entirely, select that field by pressing the Clear Line/Feature button; you can then enter new data in the cleared field.
 7. When the Name and Number are correct, press the **Save** softkey to add the information to a Speed Dial button.
Note: To exit without saving, press the Cancel softkey.
 - The Name/Number entry is added to the Speed Dial list in alphabetical order by Name.
 - The Speed Dial Main screen is redisplayed, allowing you to verify that the new button is now available for automatic dialing.
 8. To add another Speed Dial button, repeat this procedure from Step 2.
 9. To exit the Speed Dial application, press the **Phone/Exit**  button.
Note: You can position an entry at the beginning of the list, out of alphabetical order, by placing a space, asterisk, etc. as the first character of the name. For example, "*Bruce" would be placed before "Aaron" on the list.
-

To add a speed dial button for a website telephone number:

1. Press the **AddToSD** softkey.
 - The Speed Dial Name Entry screen is displayed, to allow you to make a change to the name.
 - The cursor appears to the right of the current name entry.
-

2. If you need to change the name, use the **Left Arrow** Line/Feature button and/or the **Right Arrow** Line/Feature button to move the cursor to the right of the character(s) to be changed. Press the **Backspace** Line/Feature button to remove the character(s), and re-enter the character(s). Or, press the **Clear** Line/Feature button to remove the name entirely, then retype it.
3. Press **Done**.
 - The Speed Dial Number Entry screen displays the prompt "Use dialpad to edit Number (<25)." with the cursor positioned at the end of the Number field.
4. If you need to change the telephone number, use the **Left Arrow** Line/Feature button and/or the **Right Arrow** Line/Feature button to move to the right of the character(s) to be changed. Press the **Backspace** button to remove the character(s), and re-enter the character(s). Or, press the **Clear** Line/Feature button to remove the number entirely, then retype it.

Note: Pressing Cancel at any time returns you to the Speed Dial Main screen without updating the label.
5. Press the **Save** softkey to update the **Speed Dial** button.
 - The Name/Number entry is added to an available Speed Dial button.
 - All Speed Dial buttons are re-sorted in alphabetical order by Name.
 - The Speed Dial Main screen is redisplayed.
6. To exit the Speed Dial application, press the **Phone/Exit**  button or select another application if applicable.

To add a call log entry to a speed dial button:

1. Access the Call Log application by pressing the **Log** softkey.
 - The Missed Calls Main screen is displayed.
2. If the party for whom you want to create a Speed Dial button is listed on the Missed Calls Log, proceed to Step 4.
3. If the Missed Call Log does not list the party for whom you want to create a Speed Dial button, press the softkey for that entry's Call Log (**Outgo**, **InAns**).
 - The Outgoing or Incoming Answered Call Log Main screen is displayed, as applicable.
4. Press the Line/Feature button to the left of the party for which you want to create a Speed Dial button.
 - The Detail screen for that entry is displayed.

Note: If the AddToSD softkey is not displayed, you have the maximum number (48) of Speed Dial buttons labeled and cannot add a new entry unless you remove an entry first.
5. Press the **AddToSD** softkey.
 - The Speed Dial Editing screen is displayed, to allow you to make a change to the name or number.
 - The prompt "Use dialpad to edit Number (<25)." is displayed, with the cursor positioned at the end of the Number field.
6. Make any needed changes to the telephone number.

Note: Use the **Left Arrow** softkey, and/or the **Right Arrow** softkey to move the cursor to right of the character(s) to be changed. Press the Backspace button to remove that character, and re-enter the correct character.
7. To change the name, press the Line/Feature button on either side of the Name field to move from the Number to the Name field.

Note: Use the **Left Arrow** softkey, and/or the **Right Arrow** softkey to move the cursor to the right of the character(s) to be changed. Press the Backspace button to remove that character, and re-enter the correct character.
8. Press the **Save** softkey to save the modified information on that Speed Dial button.

Note: To exit without saving, press the Cancel or Delete softkey.
 - The Name/Number entry is updated.
 - A Speed Dial buttons are re-sorted in alphabetical order by Name.
 - The Speed Dial Main screen is redisplayed.
9. To exit the Speed Dial application, press the **Phone/Exit**  button.

To dial a party using a Speed Dial button:

Note: 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. Because the IP telephone's advanced capabilities allow up to 48 speed dial entries, speed dialing as described here is convenient and efficient.

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.

- 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 is displayed.
You can also press the **Page Left**  button to display the preceding page of entries.
- 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.
- Pick up the handset, activate the headset, or use the Speakerphone to proceed with the call.
- Hang up the handset, deactivate the headset, or press the **Speakerphone**  button to end the call.

To change the name or number associated with a Speed Dial button:

- Access the Speed Dial application by pressing the **SpDial** softkey.
 - The Speed Dial Main screen is displayed.
- Use the **Page Left** and/or **Page Right** buttons as appropriate until the entry you want to update is displayed.
- Press the **Edit** softkey.
 - The prompt "Select entry to edit." is displayed.
- Press the Line/Feature button corresponding to the button you want to update.
 - The Speed Dial Name Entry screen is displayed, with the cursor to the right of the current name entry.
- Edit the field as appropriate.
Note: To change the name, use the **Left Arrow** Line/Feature button and/or the **Right Arrow** Line/Feature button to move the cursor to the right of the character(s) to be changed. To remove the character(s), press the Backspace button and re-enter the character(s). Or, press the Clear Line/Feature button to remove the name entirely, then retype it.
Note: You can enter up to 13 characters in the Name field.
- After changing the name, or to change the number without changing the name, press **Done**.
 - The Speed Dial Number Entry screen is displayed with the prompt "Use dialpad to edit Number (<25).", and the cursor positioned at the end of the Number field.
- Edit the field as appropriate.
Note: To change the telephone number, use the **Left Arrow** Line/Feature button and/or the **Right Arrow** Line/Feature button to move to the cursor to the right of the character(s) to be changed. To remove the character(s), press the Backspace button and re-enter the character(s). Or, press the Clear Line/Feature button to remove the number entirely, then retype it. The Number field allows up to 24 characters.
Note: Pressing Cancel at any time returns you to the Speed Dial Main screen without updating the label.
- When the Name and/or Number have been updated, press the **Save** softkey to update the Speed Dial button.
 - The Name/Number entry is updated, and all Speed Dial buttons are re-sorted in alphabetical order by Name.
 - The Speed Dial Main screen is redisplayed.
- To update another Speed Dial button, repeat this procedure from Step 2.
- To exit the Speed Dial application, press the **Phone/Exit**  button.

To delete a Speed Dial button label:

- Access the Speed Dial application by pressing the **SpDial** softkey.
 - The Speed Dial Main screen is displayed.
- Use the **Page Left** and/or **Page Right** buttons as appropriate until the entry you want to delete is displayed.
- Press the **Delete** softkey.
 - The prompt "Select label to delete." is displayed.
- Press the Line/Feature button corresponding to the button you want to remove.
 - The Speed Dial Deletion screen displays the prompt "Press Delete again to confirm."
Note: If you want to cancel the deletion without removing this Speed Dial button, press Cancel.
- To finish deleting this Speed Dial button, press **Delete**.
 - The label is removed.
 - The remaining Speed Dial buttons are re-sorted by Name.
 - The Speed Dial Main screen displays the page from which the entry was removed.

Redial

To redial the last number called:

- Press the **Redial**  Feature button.

- The last number dialed is automatically redialed.

To redial 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.
 - 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.

Tones and Their Meanings

The tables below describe the defaults for each ringing and feedback tone. Check with your system manager to verify if the descriptions in the Meaning column are accurate for your system.

Ringing Tones are produced by an incoming call.

<i>Ringing Tones</i>	
Rings	Meaning
1 ring	A call from another extension.
2 rings	A call from outside or from the attendant.
3 rings	A priority call from another extension, or from an Automatic Callback call you placed.
ring-ping (half-ring)	A call redirected from your telephone to another because Send All Calls or Call Forwarding All Calls is active.

Feedback tones are those which you hear through the handset, headset, or the speaker.

<i>Feedback Tones</i>	
Tones	Meaning
busy	A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
call waiting ringback	A ringback tone with lower-pitched signal at the end; indicates the extension call is busy, and the called party has been given a call waiting tone. If you hear this tone, you may wish to activate Automatic Callback.
confirmation	Three short bursts of tone; indicates a feature activation or cancellation has been accepted.
coverage	One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
dial	A continuous tone; indicates dialing can begin.
intercept/ time-out	An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
recall dial	Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
reorder	A fast busy tone repeated 120 times a minute; indicates all trunks are busy.
ringback	A low-pitched tone repeated 15 times a minute; indicates the number dialed is being rung.

Interpreting Display Icons

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

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

Troubleshooting

Basic Troubleshooting Chart

Problem/Symptom	Suggested Solution
Phone does not activate after connecting it the first time	Unless your System Administrator has already initialized your telephone, you might experience a delay of several minutes before it becomes operational. Upon plug-in, your telephone immediately begins downloading its operational software, its IP address, and any special features programmed by your System Administrator from the server to which it is connected. Report any delay of more than 10 minutes to your System Administrator.
Phone does not activate after a power interruption	Allow a few minutes for re-initialization after unplugging, powering down the phone, server problems, or other power interruption causes.
Phone worked earlier but does not currently seem to work	Contact your System Administrator.
Display shows an error/informational message	Most messages involve server/phone interaction. If you cannot resolve the problem based on the message received, contact your System Administrator for resolution.
Speakerphone does not operate	Ask your System Administrator if your Speakerphone was disabled.
Characters do not appear on the Display screen	See "Phone does not activate after connecting it the first time." Check all lines into the phone to ensure that it is properly connected. Check the power source to ensure that your telephone is receiving power. Perform the following Test procedure: with the telephone idle (on-hook), press and release the Mute button, then press the following numbers on the dialpad: 8 3 7 8 # (which stands for TEST). The display should indicate the self-test has started, then report if the test was successful or failed. If nothing appears on the display, and the phone is receiving power, your phone may need to be replaced. If these suggested solutions do not resolve the problem, reset or power cycle the phone with your System Administrator's assistance.
Audio quality is poor, specifically, you hear an echo while using a handset, static, sudden silences (gaps in speech), clipped or garbled speech, etc	Various potential network problems may be causing the problem. Access the Network Audio Quality screen to provide your System Administrator with specific information related to this problem. Contact your LAN Administrator with as complete a description of the problem as possible.
No dial tone	Check that both the handset and line cords into the phone are securely connected.

	Note that there might be a slight operational delay if you unplug and reconnect the phone. Reset or power cycle the phone with your System Administrator's assistance. Contact your System Administrator if the above steps do not produce the desired result.
Phone does not ring	Use the Up/Down Volume keys to set your ringer volume to a higher level. From another phone, place a call to your extension to test this suggested solution.
A feature does not work as indicated in this guide (for example, the Redial button doesn't operate as described)	Verify the procedure and retry. For certain features, you must lift the handset first or place the phone off-hook. Contact your System Administrator if the above action does not produce the desired result. Your telephone system might have been specially programmed for certain features applicable only to your installation.
All other IP Phone problems	Contact your System Administrator.

Troubleshooting IP Telephony Applications

Problem/Symptom	Suggested Resolution
GENERAL:	
A feature does not work as indicated in this guide, or does not work as it had previously worked.	Verify the procedure and retry. Check below to troubleshoot the specific application with which you are working. Ensure that any options have not been changed. Contact your System Administrator if these actions do not produce the desired result.
PHONE APPLICATION:	Please refer to the Basic Troubleshooting Chart.
SPEED DIAL APPLICATION:	
You cannot dial out using any Speed Dial button.	Verify that all call appearances (incoming/outgoing lines) are not already in use. If all lines are in use, wait until a line is available to make your call.
You cannot add an entry to the Speed Dial list.	You have 48 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.
CALL LOG APPLICATION:	
You cannot dial out after selecting a call log entry.	Check that all call appearances (incoming/outgoing lines) are not already in use. If all lines are in use, wait until a line is available to make your call.
You cannot add an entry to the Speed Dial list.	You have 48 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.
Dialing from this application does not go through.	Your administrator must administer settings for the Enhanced Dialing feature beyond the defaults.
The Call Log is empty.	Many events can clear the Call Log, including power failures, restarting the telephone after logging off, etc.
WEB ACCESS APPLICATION:	
Pressing the Web softkey does not display a website.	Check with your LAN Administrator to determine if the web server is not operating, if there are network connectivity problems, or other network problems.
Dialing from this application does not go through.	Your administrator must administer settings for the Enhanced Dialing feature beyond the defaults.
You cannot add an entry to the Speed Dial list.	You have 48 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.
OPTIONS:	
No Options other than "View IP Settings" display.	Your administrator has turned off all user-settable options.

Glossary

activate

To begin or turn on the operation of a feature.

attendant

The person who handles incoming and outgoing calls at the main console.

AUDIX

Audio Information Exchange, an optional voice mail and message service that provides coverage for calls to you by recording callers' messages and reporting Leave Word Calling messages.

call appearance button

A button used exclusively to place, receive, or hold calls. It has an assigned extension number and is equipped with a red in-use light and a green status light.

console permission

The authorization (from your system manager) to initiate Call Forwarding All Calls for an extension other than your own.

coverage

Automatic redirection of calls from an unanswered phone to another phone. Redirection could be to the extension of a receptionist, secretary, co-worker, AUDIX, or message center. A person who provides coverage is a covering user.

DEFINITY Communications System Generic 1 and Generic 3

The Avaya switch to which your telephone may be connected. Both DEFINITY Communications System Generic 1 and Generic 3 are communications systems which transmit and receive voice and data signals for all communications equipment in a network.

dial pad

The 12 pushbuttons that you use to dial a number and access features.

enhanced list

One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers useful to all system members, and stores each of those numbers as a 1-, 2-, or 3-digit list item.

extension

A dialing number of 1 to 5 digits assigned to each phone connected to your DEFINITY Communications System Generic 1 or Generic 3 switch.

feature

A special function or service, such as Conference, Hold, Send All Calls, etc.

feature code

A dial code of 1, 2, or 3 digits that you use to activate or cancel the operation of a feature.

group list

One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers useful to members of a specific group, and stores each of those numbers as a 2-digit list item.

handset

The handheld part of the telephone that you pick up, talk into, and listen from. This is sometimes called the "receiver".

message retriever

A person authorized by the system manager to retrieve messages for other users.

off-hook

When the handset is removed from the cradle (for example, when you lift the handset to place or answer a call), or speaker is on.

on-hook

When the handset is left on the cradle, and speaker is off.

party

A person who places or answers a call.

personal list

One of the four types of Abbreviated Dialing lists; programmable by the system manager or by you, the user. Contains phone numbers of your choice, and stores each of them as a single-digit list item.

personal list item

One of the 10 available slots on an Abbreviated Dialing personal list. The first nine personal list items are given digits 1 to 9, with 0 for the tenth item.

pickup group

A group of telephone users who can answer calls for each other through the Call Pickup feature. Group members are determined by the system manager and are usually located in the same work area or perform similar job functions.

priority call

An important or urgent call that sends a special 3-burst ring.

program/reprogram

To use your dial pad to assign a phone number to a personal list item or an **AD xxxxx** button for Abbreviated Dialing.

retrieve

To collect phone messages with the Message or Voice Message Retrieval features. (Also, with Call Park, to resume a call from an extension other than the one where the call was first placed or received.)

ringer

The device that produces the electronic ringing sound in your telephone.

stored number

A phone number that has been programmed and stored as a 1-, 2-, or 3-digit list item for use with Abbreviated Dialing. It can be a complete or partial phone number, an extension number, or a trunk or feature code. Once programmed, a number can be accessed by first dialing the list, then the list item digit(s) under which it is stored; if the number is stored on an **AD xxxxx** button, the number can be accessed by simply pressing that button.

switch

The device that makes connections for all voice and data calls for a network, and also contains software for features. Also known as a system, switching system, or ECS (Enterprise Communications Server).

system list

One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers helpful to all system users, and stores each of those numbers as a 2-digit list item.

system manager

The person responsible for specifying and managing the operation of features for all the voice and data equipment in your network.

trunk

A telecommunications channel between your switch and the local or long distance calling network. Trunks of the same kind connecting to the same end points are assigned to the same trunk group.

trunk code

A dial code of 1, 2, or 3 digits that you dial to access a trunk group to place an outside call.

Access Codes

Feature	Code
Answer Back	#6
Call Forward	*2
Call Forward Cancel	#2
Call Park	*6
Call Pickup	*7
Priority Calling	*1
Send All Calls	*3
Send All Calls Cancel	#3