



DEFINITY[®]
4630 IP Telephone

Release 1
User's Guide

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AVAYA

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Preventing Toll Fraud

“Toll fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company’s behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

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Your company’s “telecommunications equipment” includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (i.e., “networked equipment”).

An “outside party” is anyone who is not a corporate employee, agent, subcontractor, or working on your company’s behalf. Whereas, a “malicious party” is anyone, including someone who may be otherwise authorized, who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization of capabilities special to the accessed equipment
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company including, but not limited to,

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Your Responsibility for Your Company’s Telecommunications Security

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- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- Avaya-provided telecommunications systems and their interfaces
- Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

Avaya does not warrant that this product or any of its networked equipment is either immune from or will prevent either unauthorized or malicious intrusions. Avaya will not be responsible for any charges, losses, or damages that result from such intrusions.

Federal Communications Commission Statement

Part 15: Class A Statement. This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

Part 15: Class B Statement. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio-frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient the receiving television or radio antenna where this may be done safely.
- To the extent possible, relocate the receiver with respect to the telephone equipment.
- Where the telephone equipment requires ac power, plug the telephone into a different ac outlet so that the telephone equipment and receiver are on different branch circuits.

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Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 Rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Industry Canada (IC) Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of Industry Canada.

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le reglement sur le brouillage radioélectrique édicté par le Industrie Canada.

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The "CE" mark affixed to the equipment means that it conforms to the above directives. Avaya Inc. declares that equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:

EMC Directive 89/336/EEC
Low-Voltage Directive 73/23/EEC

Acknowledgment

This document was prepared by Avaya Inc., Denver, CO.

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About This Document

Purpose

The DEFINITY® 4630 IP Telephone User's Guide describes the 4630 IP Telephone's operation and functionality.

Intended Audience

This document is intended for IP telephone users who have a 4630 IP Telephone at their desks. It is not intended to be a technical reference guide for System Administrators or phone technicians.

Issue Date

This document was issued for the first time in December, 2001.

How to Use This Document

This Guide is organized to help you find topics in a logical manner. Read it from start to finish to get a thorough understanding of how to use your 4630 IP Telephone, or review the Table of Contents to locate information specific to a task or function you want to perform.

Document Organization

This guide contains the following chapters:

Chapter 1, 4630 IP Telephone Description	Describes each element on the face of the telephone.
Chapter 2, Making Calls	Covers all call-related information, such as initiating calls, speed dialing, conferencing, and transferring calls.
Chapter 3, Speed Dialing Functions	Describes how to add, update and remove single Speed Dial entries, and add or update Speed Dial groups.
Chapter 4, Using the Call Log	Describes how to view the log of calls, call a party listed, add a log entry to a Speed Dial button/group, and remove log entries.
Chapter 5, Using the Directory	Explains how to search the Corporate Directory, call a person listed, add a Directory entry to a Speed Dial Group List, and troubleshoot directory-related problems.
Chapter 6, 4630 Telephone Options	Provides setup and maintenance procedures for 4630 IP Telephone preferences and options.
Chapter 7, Web Access	Explains how to use the 4630's web access functions.
Chapter 8, Compatible Headsets	Provides a list of 4630-compatible headsets and operation instructions.
Chapter 9, Troubleshooting	Provides basic troubleshooting actions, if you encounter errors or experience problems.

Conventions Used

This guide uses the following textual, symbolic, and typographic conventions to help you interpret information.

Symbolic Conventions



NOTE:

This symbol precedes additional information about a topic.

Typographic Conventions

This guide uses the following typographic conventions:

<i><u>Document</u></i>	Underlined type indicates a document or section in this document containing additional information about a topic.
<i>"Document"</i>	Italic type enclosed in quotes indicates a reference to an external document.
<i>italics</i>	Italic type indicates the result of an action you take or a system response in step by step procedures.
Call	In step by step procedures, words shown in bold represent a single telephone button that should be pressed/selected.

Related Documentation/Training

For information related to installing an IP Telephone, see the *4600 Series IP Telephone Installation Guide* (Document Number 555-233-128; Comcode 700213168).

For information related to maintaining an IP Telephone System on a Local Area Network, see the *4600 Series IP Telephone LAN Administrator's Guide* (Document Number 555-233-507; Comcode 700213150).

Standard DEFINITY® telephone features are described in Chapter 4, "Managing Phone Features" of the *Enterprise Communication Server Administrator's Guide* (Release 8.4 or later).

4630 IP Telephone Description

1

Introduction



This chapter introduces you to the layout of the 4630 IP Telephone. It provides a description for the phone screen, each functional button and other phone characteristics, such as effective use of the touchable display screen. The 4630's applications are also introduced in this chapter, as well as how to navigate application screens.

The 4630 IP Phone



The 4630 IP telephone is a multi-line phone with from 3 to 5 call appearance (incoming/outgoing) lines, up to 21 administrable Feature buttons (as assigned by your System Administrator and including 5 fixed feature buttons), a 4 1/2 inch by 3 1/3 inch screen display, and a two-way speakerphone.



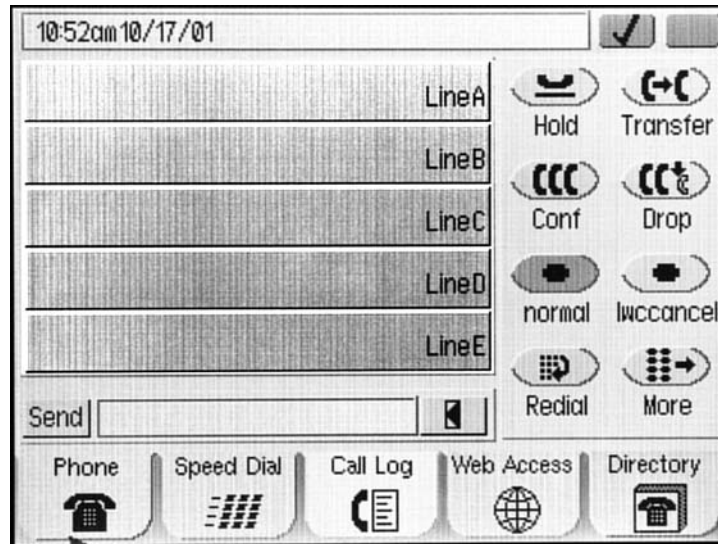
Match the numbered callouts on the 4630 IP Telephone illustration to the descriptions below.







1. **Display Screen** - Most telephone activity takes place on the display screen. All 4630 applications, presented as tabs across the bottom of the display, are accessible from this screen. The display's center portion presents Feature buttons, information and other buttons associated with specific applications. The display screen's top line shows the current date and time, application-specific Help, or feature-specific information provided by your DEFINITY telephone system. The top line also displays volume control (when a Volume Control arrow is pressed).
2. **Stylus Storage Well** - Provides a place to rest the stylus (screen pointer) when it is not in use.
3. **Headset** () - Turns the headset on, when one is plugged in. The LED next to this button lights when a headset is active.
4. **Mute** () - Turns off the active microphone (handset or speaker), to prevent the other person from hearing you. The LED next to the Mute button lights when the microphone is muted.



5. **Volume Control** () - Adjusts the speaker, handset or ringer volume, depending on which item is in use. The display's top line graphically shows the volume level as you adjust it.
6. **Speaker** () - Accesses the built-in, two-way Speakerphone. The LED next to this button lights when the speakerphone is active.
7. **Numeric (Dialing) Pad** - Standard 12 button pad for dialing phone numbers.
8. **Voice Mail Indicator LED** - Positioned along the front edge of the phone, this LED lights when a message has been left in the user's voice mailbox.

When the Phone application screen is active, the following Feature buttons may appear in a panel on the right side of the display screen, depending on how your System Administrator has configured your phone system:



9. **Hold** () - Places an active call on hold.
10. **Transfer** () - Transfers a call to another phone.
11. **Conference** () - Sets up conference calls with more than one other person.
12. **Redial** () - Redials the last number dialed from the phone.
13. **Drop** () - Drops a party from an ongoing conference call.
14. **More** () - Displays the next group of Feature buttons. This button appears when more than eight Feature buttons are available.

Using the Touch Screen

New 4630 IP Telephone users may be unfamiliar with touching a screen to initiate an action or feature instead of pressing a button. Once you begin using your phone on a regular basis, you will find it has been designed for simplicity and ease of use. Following are some tips for effective use of the touchable display screen:

- To initiate an action or select a Feature button, lightly touch the button or screen area you wish to activate, then lift.
- If you have unusually large fingers or do not wish to touch the screen directly, use a pencil eraser or other soft, non-abrasive object; do not use your fingernails or other sharp objects to make selections.
- Do not press and slide your finger (or any other implement being used for selection) across the display area.
- Do not “drag and drop” as you would do with a mouse. One exception is when you’ve selected a button or action in error. If you select a button or action in error, move your finger away from the button and then lift your finger; your action will be ignored and you can then make the proper selection.
- If the display screen appears wavy or if text is displayed off to one side, use the calibration procedure, described in Chapter 6, to re-orient the display.
- Clean the screen on a regular basis using screen wipes or another non-abrasive product designed for this purpose.
- The display “times out” (goes blank) after two hours of inactivity. Touch the screen, pick up the handset, or press any button to restore the display.


Navigating Application Screens

Navigate the 4630’s application screens by selecting Feature buttons or application-specific buttons, depending on the activity you want to perform. Feature and application buttons are either enabled (meaning the button is active and available for selection) or disabled (not active, not available for selection). When a button is enabled on an application screen, the button’s color matches that of the application screen’s background color (see Table 1-1 for color schemes) and its upper left edge is bordered in white, giving it a two-dimensional appearance.

To initiate an action or select a button, lightly touch the button or screen area you wish to activate, then lift.

As shown below, the top line of every application screen provides the following information or options:



- Time of Day and Current Date, Help Tips, or switch-generated messages.
- Checkmark icon (). When selected, displays the Preferences and Options menu screen.

4630 IP Telephone Applications

Your phone provides up to five major applications via the screen display, which replace many of the buttons you may have used on other office telephones.

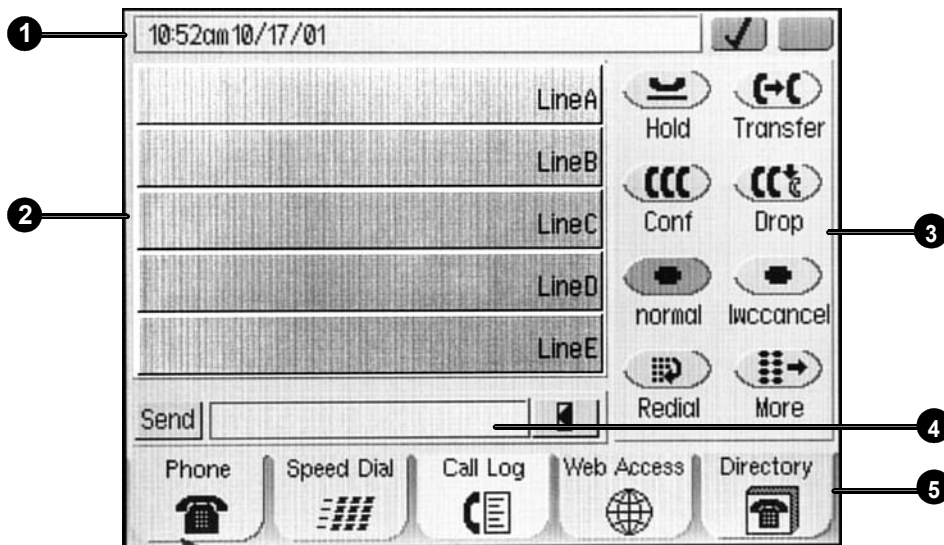
Each application tab and its associated screen is color-coded, to provide visual recognition of the application with which you are working. Applications and their respective color-coding are described in Table 1.1 below.

Table 1-1. Application Tab/Screen Color Coding

Application	Tab/Screen Color
Phone	Blue
Speed Dial	Orange
Call Log	Magenta
Directory	Green
Web Access	Yellow

Phone Application

The primary application is the **Phone** application, through which you can make calls or select administered Feature buttons from the Feature button panel on the right side of the screen. When the Phone application is displayed, the phone is in its “default” state.



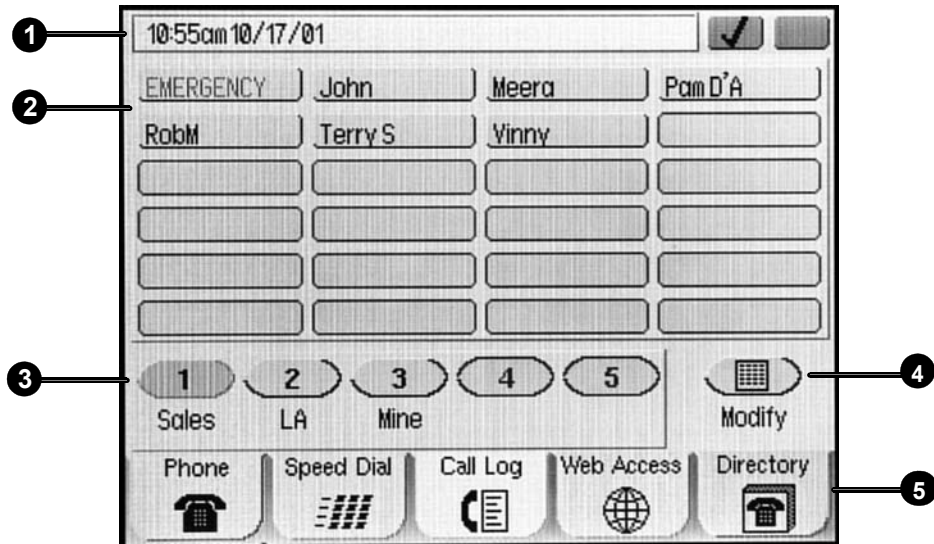
The Phone display screen has five distinct areas, related to the numbered callouts in the above illustration:

1. Time of Day/Current Date, Volume Control, call/feature information and/or application screen Help, and access to the Preferences and Options screen (via the checkmark icon).
2. Call Appearance (incoming/outgoing) lines.
3. Feature buttons.
4. If set on the Preferences and Options screen, an Edit Dialog display panel.
5. Application tabs which provide access to the other 4630 applications. You can always access the Phone function from any other application screen by selecting the Phone application tab.

The Phone application is described in Chapter 2, [Call Handling](#).

Speed Dial Application

The **Speed Dial** application provides access to Speed Dial Group Lists, which facilitate automatic dialing.



The main Speed Dial screen has five distinct areas, related to the numbered callouts in the above illustration:

1. Time of Day/Current Date, Volume Control, call/feature information and/or application screen Help, and access to the Preferences and Options screen (via the checkmark icon).
2. Buttons labeled with names or designations of persons in a selected Group.
3. Group Number/Name for each of the five available groups.
4. A **Modify** button, used to set up/modify the Group Name or group members' names or numbers.
5. Application tabs which provide access to the other 4630 applications. You can always access Speed Dial from any other application by selecting the Speed Dial application tab.

Making calls using the Speed Dial application is described in Chapter 2, [Call Handling](#). Chapter 3, [Speed Dialing Application](#), covers setting up and modifying Speed Dial Groups.

Call Log Application

The **Call Log** application provides a list of up to 100 outgoing and incoming (answered and unanswered) calls. This application also allows you to call a person directly from the Call Log screen and add a log entry's name and number to a Speed Dial Group List.



The Call Log screen has five distinct areas, related to the numbered callouts in the above illustration:

1. Time of Day/Current Date, Volume Control, call/feature information and/or application screen Help, and access to the Preferences and Options screen (via the checkmark icon).
2. Call information area, including name of caller/called party, telephone number, time and date of call, type of call (outgoing, answered or unanswered) and length of call.
3. Scroll buttons, for viewing the Call Log.
4. Feature buttons, either **Call** or **Add to SD (Speed Dial)**, used to initiate a call to a selected log entry or add a selected entry's name and number to a Speed Dial Group, respectively.
5. Application tabs which provide access to the other 4630 applications. You can always access the Call Log from any other application by selecting the Call Log application tab.

Chapter 4, Using the Call Log, covers log viewing, direct-dialing of a log entry, and adding an entry to a Speed Dial Group.

Directory Application

The **Directory** application allows users whose System Administrator has established a Corporate phone directory to search for telephone numbers by name and to initiate direct dialing from the Directory list. This application also allows users to add a Directory entry's name and number to a Speed Dial Group List.

⇒ NOTE:

The Directory application tab may not be available, depending on your local network and 4630 configuration.



The Directory screen has four distinct areas, related to the numbered callouts in the above illustration:

1. Time of Day/Current Date, Volume Control, call/feature information and/or application screen Help, and access to the Preferences and Options screen (via the checkmark icon).
2. Name entry field for a Directory search and related Feature buttons (**Search** and **Clear**).
3. Keyboard for entry of search criteria.
4. Application tabs which provide access to the other 4630 applications. You can always access the Directory from any other application by selecting the Directory application tab.

Chapter 5, Using the Directory, covers search procedures, direct-dialing of a directory entry and adding a directory name/number to a Speed Dial Group.

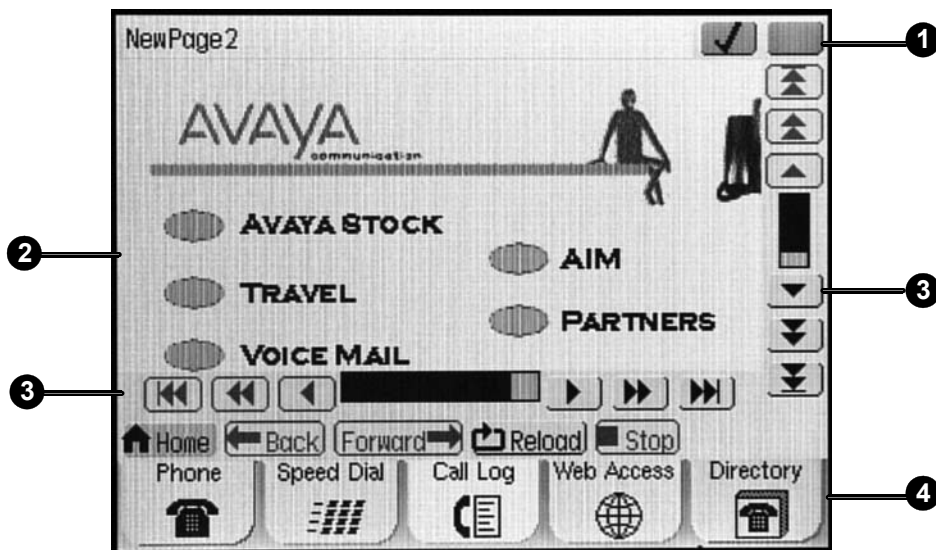
Web Access Application

The **Web Access** application offers a way to browse and connect to specific Corporate Intranet information, as well as to Avaya support for the 4630 IP Telephone. Your System Administrator has established a “home page” for your office system containing the sites available for browsing. This home page’s address (URL) is downloaded as part of the 4630 IP Telephone’s initialization/installation process.

Although not intended to replace your PC’s browser capabilities, the Web Access application can provide quick reference to information related to your business. For example, a Human Resources Director may want to access and review a specific area of the company’s online policy on terms and conditions of employment during a phone conference; selecting the Web Access application makes it easy to review the policy while on the call.

➤ NOTE:

The Web Access application tab may not be available, depending on your local network and 4630 configuration.



The Web Access Home Page display screen has four distinct areas, related to the numbered callouts in the above illustration:

1. Volume Control, call/feature information and/or application screen Help.
2. Web page display area.
3. Web page control buttons.
4. Application tabs which provide access to the other four 4630 applications. You can always get to Web Access from any other application by selecting the Web Access application tab.

Depending upon the type of web page displayed, other control buttons may replace those shown in the illustration above. The Web Access application is described fully in Chapter 7, [Web Access](#).

Introduction

Call handling features are those you would use while making a call, while a call is in progress or related to receiving a call. They are features which may have a dedicated phone button (such as Mute), or may be accessed using a display screen action or Feature button.

This chapter describes the various ways of making calls, including manual and automatic dialing, as well as options for handling calls in progress.

Making Calls

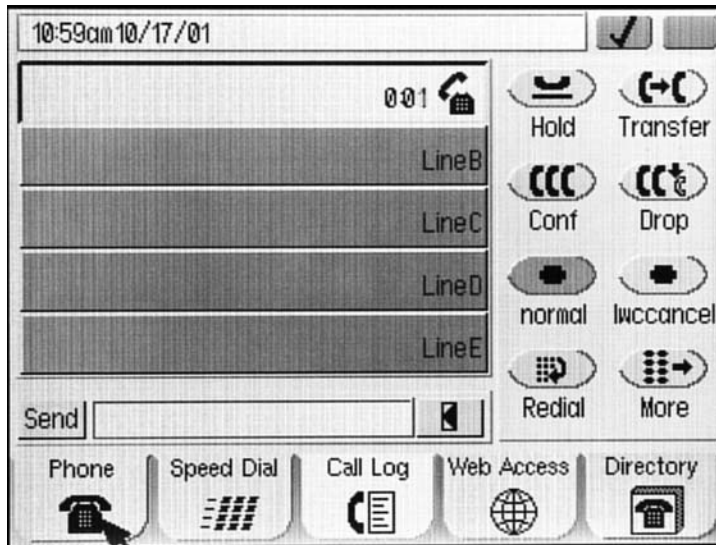
Manual Dialing

Dial a call manually by picking up the handset or pressing the Speakerphone button. Then, depending on your preference, use either procedure below to initiate dialing.

Direct (Manual) Dialing

1. Pick up the handset or press the Speakerphone button.

The first available call appearance highlights, displays the off-hook icon, and starts the Call Timer.



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 4630 IP Telephone initiates the call.

3. Hang up the handset or press the Speakerphone button to end the call.

Edit Dialing


This feature lets you correct a number as you enter it, before actual dialing and call connection occur. Use the Speakerphone for ease of dialing.

⇒ NOTE:

When using Edit Dial, dialing is not initiated until you select the **Send** button.

1. Select the **Edit Dial** button.

A dial line displays below the last call appearance line.

2. Using the dial pad, enter the number you want to call. To correct an entry, select the **Backspace** () button and retype the digit in error.

The digits entered display on the dial line as you type.

3. When the number is complete, select **Send**.

A call appearance line highlights, displays the off-hook icon and starts the Call Timer. The number entered displays on the active call appearance line and the 4630 IP Telephone initiates the call.

4. Pick up the handset if desired, or use the Speakerphone to proceed with the call.

5. Hang up the handset or press the Speakerphone button to end the call.

Automatic (Speed) Dialing

Speed dial is the most common method of automatic dialing. Your System Administrator may have programmed individual numbers on Feature buttons (this is called Abbreviated Dialing), or you can set up speed dial groups and select the party you want to call from a Group List. For information on setting up speed dial group lists, see Chapter 3, [Speed Dialing Application](#). Because of the 4630 IP Telephone's advanced capabilities that allow up to 120 speed dial entries, speed dialing using Group Lists as described in the following procedures is convenient and efficient.

Speed Dialing a party using a Feature button

If your System Administrator has set up one or more Abbreviated Dial buttons, they are displayed on the Phone screen with the labels the system Administrator has assigned.

If the label for the number you want to call is displayed on the Feature button panel, select the appropriate button,

or

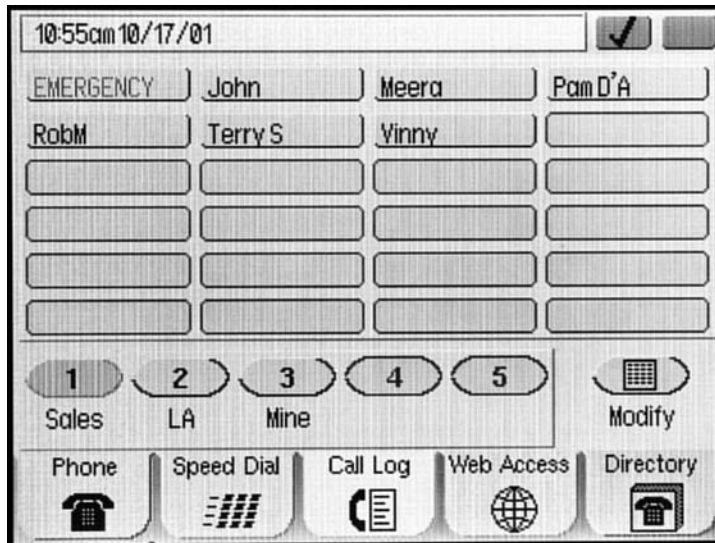
Select **More** until the label of the party you want to call is displayed, then select that button.

The number dials automatically and the screen displays the appropriate call appearance line as active.

Speed Dialing a party on a Group List

1. Select the Speed Dial tab at the bottom of the display screen.

The first Speed Dial Group List displays, one name/number per button.



2. If the party you want to call appears in this group, proceed to Step 3. If the party you want to call is not in this group, select the (Group Number) button representing the Group in which that person is included. If you do not know the Group Number, press each Group Number button until the party you want displays.
3. Select the name of the person you want to call.
The number of the selected person is dialed automatically.
4. Pick up the handset if desired, or use the Speakerphone to proceed with the call.
5. Hang up the handset or press the Speakerphone button to end the call.

⇒ NOTE:

If your System Administrator has administered one, the first Speed Dial Group contains an EMERGENCY speed dial number, shown in red type. This number is set up to obtain quick response in an emergency situation. Because emergency procedures differ between organizations, your System Administrator can provide information regarding the services connected to your EMERGENCY speed dial number.

Calling a Party From the Call Log

Your 4630 IP Telephone maintains a log of up to 100 outgoing, answered, and unanswered calls to/from your phone.

NOTE:

Only Call Log entries with a call type of “Outgoing” can be dialed directly from the Call Log. If all call appearance lines are in use, the Call Log feature will not proceed with dialing.

1. To call a party listed in the Call Log, be sure the Call Log is displayed and that the Dial Permission (accessed via the Preferences and Options screen, described in Chapter 6) is set to Yes.
2. With the Call Log displayed, select an outgoing entry.
3. Select **Call**.

The phone goes off-hook and the selected party's number is dialed. If the “Go to Phone” option is set to “Yes” in your Preferences and Options, the Phone application screen displays. A Call Log entry is created for this call.

4. Proceed with the call as you normally would.

See Chapter 4, [Using the Call Log](#) for more information about the Call Log.

Calling a Party from the Directory

Your System Administrator may have set up a Corporate phone directory. If a directory has been established, you can search for individuals by name and automatically initiate a call. See Chapter 5, [Using the Directory](#) for information.

Call Handling

Access call handling features while on a call using the Feature button panel or the dedicated feature buttons, as applicable.

Conference

The Conference feature allows you to conference up to the maximum number of parties set by your System Administrator.

Adding another party to a call

1. Dial the first party, then select the **Conference** Feature button.
The current call is placed on hold and you hear a dial tone.
2. Dial the number of the next party and wait for an answer.

-
3. Select **Conference** 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. Select the **Conference** Feature button.
The current line and the held line lights change to a patterned background.
2. Press the line button of the held call.
3. Select **Conference** again.
All parties are now connected.

Dropping the last person added to the call

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

Hold

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

Placing a call on hold

- Select **Hold**.
- The call appearance line of the held call changes to a patterned background and the Held Call icon displays.*

Retrieving the held call

- Select (press) the call appearance line of the held call.
- The call is now active.*

Mute

During an active call, the Mute feature prevents the party with whom you are speaking from hearing you. This feature is most commonly used in conjunction with the Speakerphone, but can be used to hold an off-line conversation at any time during a call.

Preventing the other person on the line from hearing you

1. Press the **Mute** button next to the dial pad.

The other party cannot hear you. The indicator next to the Mute button lights.

2. To reinstate two-way conversation, press **Mute** again.

Redial

Depending on how you have set up your Redial option (as covered in Chapter 6, [4630 Telephone Options](#)) the Redial feature automatically initiates dialing of the most recent number dialed, or displays a list of the last eight outgoing calls for selection of the number to be dialed. Both procedures follow.

NOTE:

If all call appearance lines are in use, the Redial feature will not proceed with dialing, or allow selection of a number to be redialed from the Redial screen.

Redialing the last number called

Select the **Redial** Feature button.

The last number dialed is automatically redialed.

Redialing using a list of the last eight numbers called

1. Select the **Redial** Feature button.

The Redial screen displays the last eight unique numbers dialed.

NOTE:

Following a power-up or phone reset, the Redial list displays only those numbers dialed after the reset or power-up; numbers dialed prior to the reset or power-up do not display.

2. Select 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.

Speakerphone

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

 **NOTE:**

It is also possible to disable the Speakerphone feature. If your Speakerphone does not operate as indicated, contact your System Administrator to be sure your telephone's Speakerphone is enabled.

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

1. Press the **Speaker** button on the dial pad.

The indicator next to the Speaker button lights and voice control is handled by the speaker. 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 display screen shows the volume level.

Changing from the speakerphone to the handset

Pick up the handset and talk.

The Speaker indicator next to the Speaker button goes off.

Changing from the handset to the speakerphone

Press the **Speaker** button on the dial pad, then hang up the handset.

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 on the dial pad.

The Speaker indicator next to the Speaker button lights. Both the speaker and handset are now operational.

Turning the speaker off during a call

Lift the handset at any time.

The speaker and the corresponding indicator light turn off; voice control reverts to the handset.

Ending a call while the speaker is active

Press the **Speaker** button on the dial pad.

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.

Sending a call to another telephone

1. With the call active (or with only one held call and no active calls), select the **Transfer** Feature button.

The call is placed on hold; you hear a dial tone and the next available call appearance line activates.

2. Dial the number to which you want to transfer the call.
3. 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 button on which it is being held.
4. Press the **Transfer** Feature button again.

The call is sent to the extension or number you dialed.

5. Hang up your handset.

Introduction

This chapter describes how to label and use a Speed Dial Group and how to add, update, or remove a button label (representing a phone number) from a Speed Dial Group List. To make a call using a Speed Dial button, see [Automatic \(Speed\) Dialing](#) in Chapter 2.

Speed Dial Groups

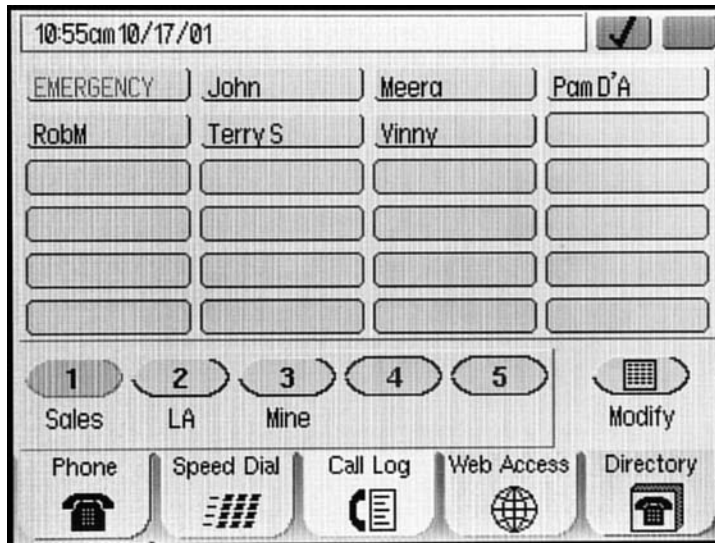
Your 4630 IP Telephone maintains up to 5 Speed Dial Groups with up to 24 Speed Dial buttons (each representing a phone number) per group. You can set up your own group labels/buttons as desired, with the possible exception of one number in the first Group. That number is an EMERGENCY number, optionally established by your System Administrator, to allow you quick access to emergency services for your site. When administered, the EMERGENCY button is labeled in red type, to allow you to recognize it immediately if needed.

When you use your telephone for the first time, the only active Speed Dial button is the EMERGENCY button in Speed Dial Group 1. You must set up any other buttons or groups, and can change the Group 1 default label to represent the name of your first group as well.

Activating a Speed Dial Group or Changing a Group Label

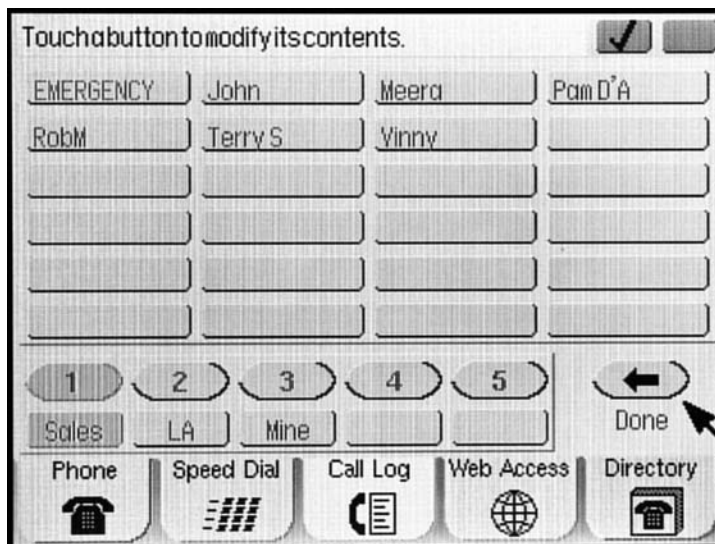
1. To access the Speed Dial application from any other application, select the Speed Dial tab at the bottom of the display screen.

The Speed Dial screen displays.



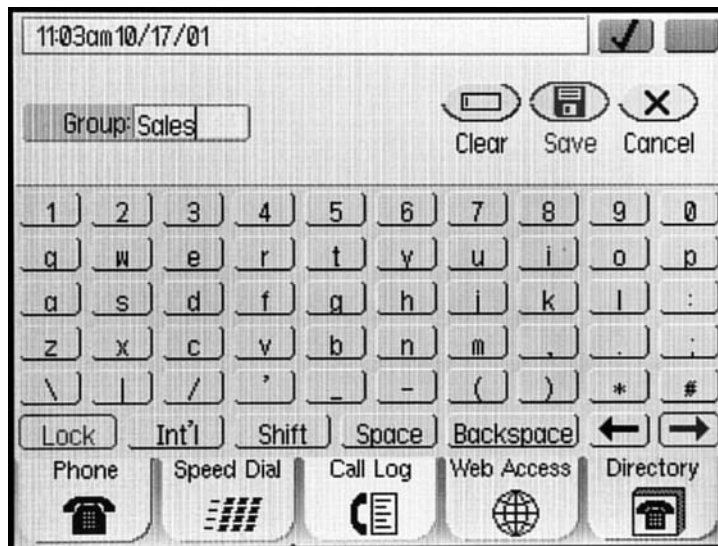
2. Select **Modify**.

The Modification Screen displays, prompting "Touch a button to modify its contents." The label below each Speed Dial Group number is enabled.



3. Select the **Group label button** you want to activate or change.

The Keyboard Entry screen displays with the cursor in the Group field:



4. Touch the appropriate keyboard letters to enter the label you want to assign to this group.

As you press each letter, the Group field populates. When modifying an existing label, your new label will overwrite the current one.

5. Choose one of the following options:

If you want to	Then
Make a change, one character at a time	Touch the appropriate directional arrow to move to the character in error, then touch Backspace . <i>The character to the left of your current position erases.</i> Retype the character(s) in error and proceed to Step 6.
Erase the entire Group Name and retype the label	Select Clear . Repeat Steps 4 and 5, then proceed to Step 6.
Return to the Modification screen without entering a label	Select Cancel . Proceed to Step 7.

6. Verify the label and select **Save**.

The Modification screen redisplay showing the new label beneath the applicable Group.

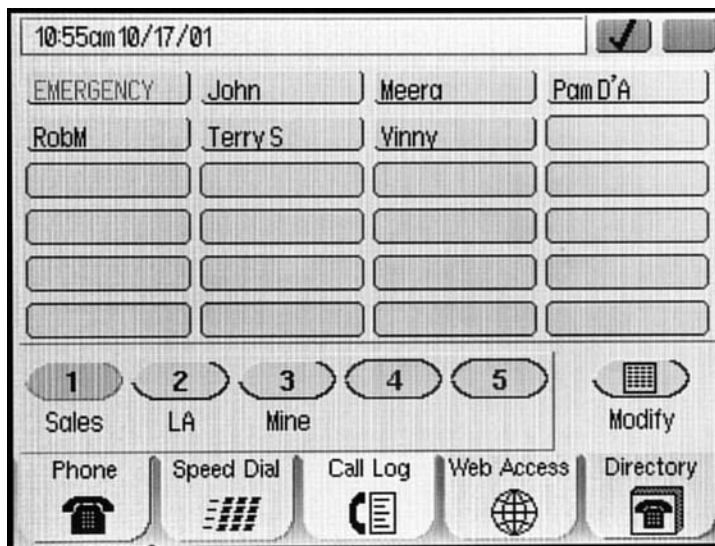
7. Select **Done** to return to the Speed Dial screen, or, repeat Steps 3 - 6 to continue to activate/modify Group Labels.

Deactivating a Speed Dial Group

The procedure that follows does not specifically delete a group and its associated Speed Dial Numbers (buttons). It removes the Speed Dial Group Label only, retaining any Speed Dial buttons assigned to the group. To fully delete a Speed Dial Group, remove (clear) each individual Speed Dial button assigned to the group (as described in the procedure later in this chapter titled [Deactivating a Speed Dial Button](#)), then follow this procedure to deactivate the Group.

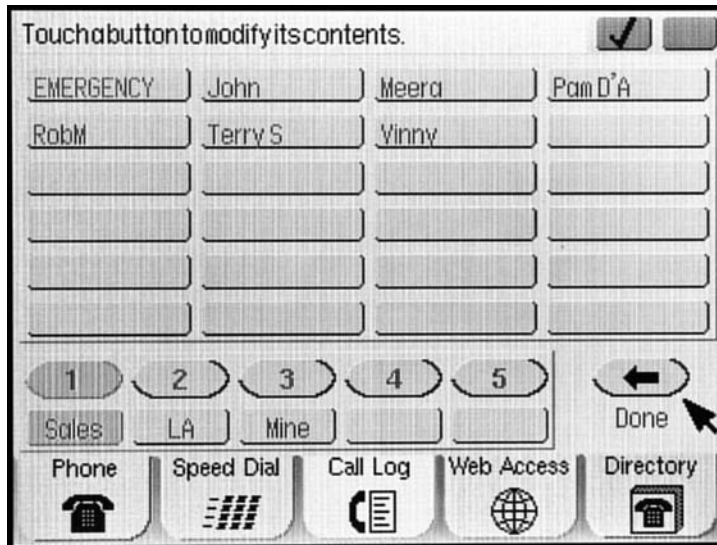
1. To access the Speed Dial application from any other application, select the Speed Dial tab at the bottom of the display screen.

The Speed Dial screen displays.



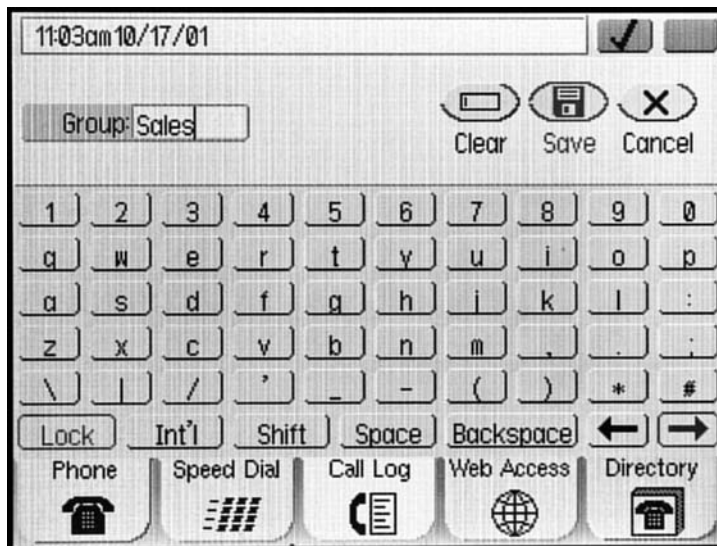
2. Select **Modify**.

The Modification Screen displays, prompting "Touch a button to modify its contents."



3. Select the **Group button** for which you want to remove the label.

The Group Name Keyboard Entry screen displays with the cursor in the Group field:



4. Select **Clear**.

The name in the Group field is removed.

5. Select **Save**.

The Modification screen redisplay showing no label beneath the applicable Group.

6. Select **Done** to return to the Speed Dial screen.

Speed Dial Buttons

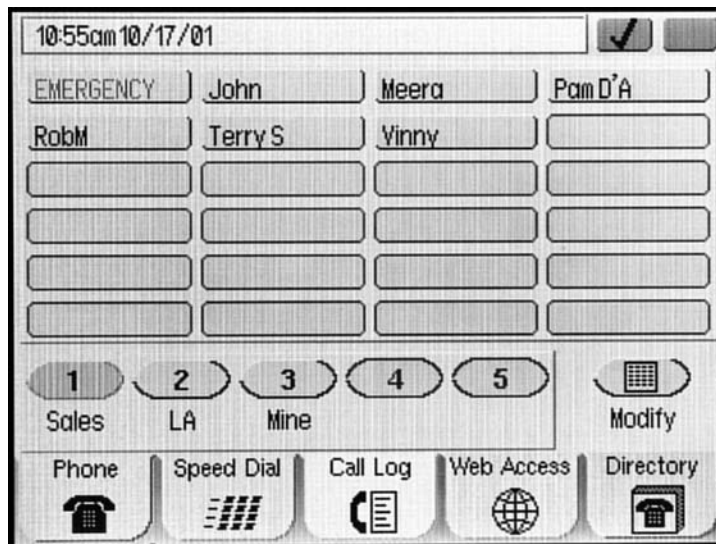
Each Speed Dial Group can have up to 24 Speed Dial buttons associated with it, with each button displayed alphabetically by name. Each button represents a telephone number you call by pressing one button. You can set your own buttons up as desired, with the possible exception of one number (button) in the first Group. That number is an EMERGENCY number, optionally established by your System Administrator, to allow you quick access to emergency services for your site. When administered, the EMERGENCY button is labeled in red type, to allow you to recognize it immediately if needed.

Adding Speed Dial Buttons to a Group or Updating Speed Dial Button Information

Before adding buttons to a Speed Dial Group, be sure to assign a Group name (label), as described in [Activating a Speed Dial Group or Changing a Group Label](#), earlier in this chapter.

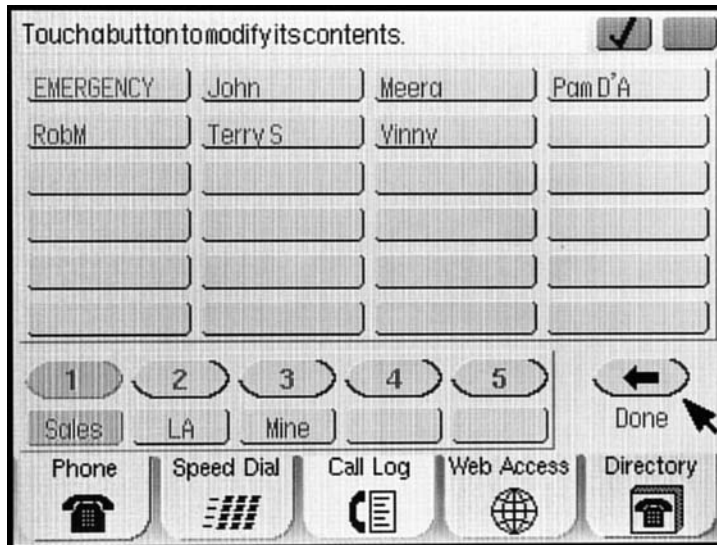
1. To access the Speed Dial application from any other application, select the Speed Dial tab at the bottom of the display screen.

The Speed Dial screen displays.



2. Select **Modify**.

The Modification Screen displays, prompting "Touch a button to modify its contents."



3. Select the **Speed Dial** button to which you want to assign/change a name and/or telephone number.

The Speed Dial Keyboard Entry screen displays with the cursor in the Name field:



NOTE:

When adding an entry, the cursor starts on the Name field. When editing an existing entry, the cursor starts on the Number field.

4. Touch the appropriate keyboard characters to enter the name you want to assign to this button using up to 12 characters. This can be a person's name, phone number, other designation or abbreviation.

As you press each character, the Name field populates. When modifying an existing name, what you type overwrites the current name.

5. Choose one of the following options:

If you want to	Then
Make a change, one character at a time	Touch the appropriate directional arrow to move to the character in error, then touch Backspace . <i>The character to the left of your current position erases.</i> Retype the character(s) in error and proceed to Step 6.
Erase the entire Name or Number, and type new information	Select Name or Number as appropriate, then select Clear . Repeat Steps 4 and 5, then proceed to Step 6.
Return to the Modification screen without entering or changing a name or number	Select Cancel . <i>The Modification screen redisplay.</i>

6. Verify the name and select the **Number** field.
7. Touch the appropriate keyboard characters to enter the telephone number you want to assign to this button using up to 30 characters. Be sure to include trunk numbers (for example, a 1 or 9 to get an outside line), area codes and exchanges when entering outside numbers. You can use any characters you want to format the number - for example, hyphens, parentheses, letters, or periods; these characters are ignored when the number is dialed. For internal numbers, follow your telephone system protocols for extensions or other offices.

As you press each character, the Number field populates. When modifying an existing number, what you type overwrites the current number.

8. Choose one of the following options:

If you want to	Then
Make a change, one character at a time	Touch the appropriate directional arrow to move to the character in error, then touch Backspace . <i>The character to the left of your current position erases.</i> Retype the character(s) in error and proceed to Step 9.
Erase the entire Name or Number and type new information	Select Name or Number as appropriate, then select Clear . Repeat Steps 4-6 to re-enter the Name or Steps 6-8 to re-enter the Number.
Return to the Modification screen without entering or changing a Name or Number	Select Cancel . Proceed to Step 10.


9. Verify the number and select **Save**.

The Modification screen redisplay showing the new/updated button name in alphabetical order.

10. Select **Done** to return to the Speed Dial screen or repeat this procedure from Step 3 to add/modify another button.

Deactivating a Speed Dial Button

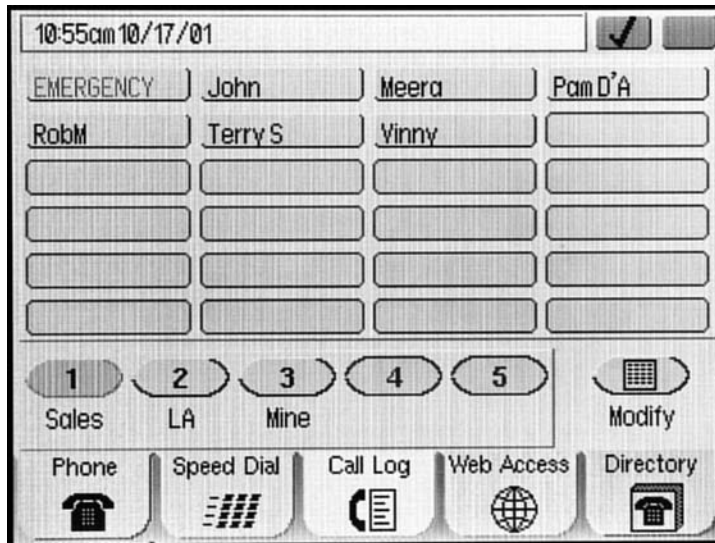
The procedure that follows clears out a single Speed Dial button's name and number, and disables the button on the associated Speed Dial Group List.

 **NOTE:**

You cannot deactivate the EMERGENCY button, if one is administered for your phone.

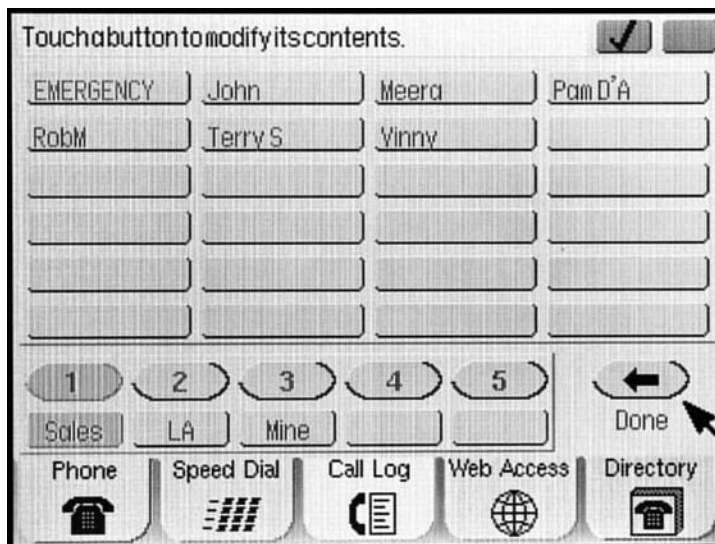
1. To access the Speed Dial application from any other application, select the Speed Dial tab at the bottom of the display screen.

The Speed Dial screen displays.



2. Select **Modify**.

The Modification Screen displays, prompting "Touch a button to modify its contents."



3. Select the **Speed Dial button** you want to remove.

The Speed Dial Keyboard Entry screen displays with the cursor in the Number field:



4. Select **Clear**.
The number is removed.
5. Select the **Name** field, then select **Clear**.
The name is removed.
6. Select **Save**.
The Modification screen redisplay showing no name in the selected button; the button is disabled.
7. Select **Done** to return to the Speed Dial screen.

Introduction

This chapter describes how to view the list of calls made to or from your phone, how to sort the Call Log entries, and how to add a Call Log entry to a Speed Dial Group List. Removing Call Log entries is also covered in this chapter.

For information on calling a party listed in the Call Log, see Chapter 2, [Call Handling](#).

About the Call Log

All calls made to or from your 4630 IP Telephone are added to the Call Log. The log displays the following information for each call as available:

- Caller's Name
- Caller's Phone Number
- Time and Date of the call
- Type of call (incoming, outgoing and unanswered)
- Call length (expressed in hours/minutes/seconds)

You determine how you want your Call Log sorted by selecting the appropriate heading on the Call Log screen. The default sort order is Time/Date order, with the most recent entry first. If you select the Type or Length column heading (or any other column), the list is re-sorted according to your selection and redisplayed. Highlighting in a column heading indicates that column is the current sort criterion. A downward triangle in a column indicates the list is sorted from the most recent to the earliest (for Type), shortest to longest (for Length), alphabetical A to Z (for Name), or numerical (1 and up); re-selecting a [selected] column reverses the display order, and shows an upward triangle.

Calls made or received while the Call Log is displayed are added to the list if they fall within the current order of the list or if you are at the top of the list. For example, if your Call Log is sorted in descending Time/Date order (the most

common method of sorting the list), an incoming call is added to the top of the list as you view it. But if your Call Log sort preference is set to descending Type, an outgoing call will follow any unanswered and incoming calls on the log.

The Call Log's maximum number of entries is 100. When this maximum is exceeded, the oldest (chronological) entry is automatically dropped from the log before a new call is added.

⚠ WARNING:

If the 4630 IP Telephone loses power or is reset, all Call Log entries will be lost, and cannot be retrieved.

Viewing the Call Log







1. To view the Call Log, select the **Call Log** application tab from any 4630 application screen.

The Call Log screen displays, as illustrated below.



If the Time/Date default sort order is highlighted, the list of the last six incoming, outgoing and unanswered calls displays in time and date order. Scroll buttons display under the following conditions: If less than six entries are returned, no scroll buttons display; if six entries are returned, scroll buttons display but are disabled, and if more than six entries are returned, scroll buttons display as appropriate.

- To scroll through a Call Log of more than six entries, use the Scroll buttons at the bottom left of the screen as follows:

If you want to	Then
Scroll downward one entry at a time	Select 
Scroll downward one screen (6 entries) at a time	Select 
Scroll to the bottom of the Call Log	Select 
Scroll upward one entry at a time	Select 
Scroll upward one screen (6 entries) at a time	Select 
Scroll to the top of the Call Log	Select  Note: Scroll buttons are disabled when they would have no effect.

- To re-sort the log, select the column heading to be used as the new sort criterion.

The Call Log is re-sorted according to the selected criteria and a downward triangle icon displays to indicate the column selected. If "Type" was selected, unanswered calls display first, followed by answered calls, followed by outgoing calls. If "Len (Length)" was selected, calls having the shortest length appear first followed by calls having the longest length.

⇒ NOTE:

Selecting any [selected] column again reverses the triangle and sort order. For example if Type was selected, then re-selected, the sort order changes to outgoing calls, followed by answered calls, then unanswered calls.

- To call a party listed as the recipient of an Outgoing call, select the entry, then select **Call**. Only Outgoing entries can be selected to call. A detailed procedure for making calls from the Call Log can be found in Chapter 2, [Call Handling](#).
- To add an entry to a Speed Dial Group, see the procedure that follows titled [Adding a Call Log Entry to a Speed Dial Group](#).
- To exit the Call Log, select the appropriate application tab at the bottom of the Call Log screen.

Adding a Call Log Entry to a Speed Dial Group

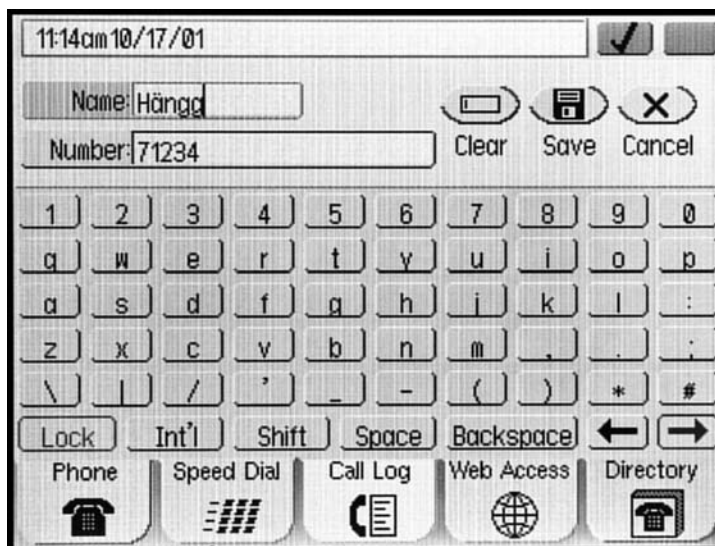
If there is at least one available Speed Dial button and a Call Log entry has been selected, the **Add to SD** button on the Call Log screen is enabled. If all Speed Dial buttons in all Groups have been assigned, this feature will not be available from the Call Log screen.

⇒ NOTE:

Any Call Log entry may be selected for addition to a Speed Dial Group. Entries selected for addition to a Speed Dial Group remain listed in the Call Log.

1. Select the Call Log entry you want to add to a Speed Dial Group, then select the **Add to SD** button.

The Speed Dial Keyboard Entry screen displays, as shown below. The Name and Number fields are populated with those from the selected Call Log entry. The cursor is positioned to the right of the last digit of the telephone number.



2. To change the Name and/or Number, modify them using the keyboard and keyboard control buttons at the bottom of the screen. For example, you may need to add a trunk number (a 9 or other number needed to obtain an outside line), and/or other network dial access codes (such as an Area Code or Country Code) to prepare the number for speed dialing.
3. If the Name and Number are correct, select **Save**.

The Speed Dial Group Select screen displays, as shown below:

11:23am 10/17/01

Name: MeeraMurthy
Number: 732-555-5490

Select the Group into which this Speed Dial button will be added.

Group 1: Sales Group 4:

Group 2: LA Group 5:

Group 3: Mine

Phone Speed Dial Call Log Web Access Directory

4. Select the Group Name to which the Speed Dial button created in Steps 2 and 3 should be added. You can add the new button to any group having an unlabeled speed dial button, including one to which a Group Name label has not yet been assigned.

The new Speed Dial button is added to the specified group in alphabetical order. The Speed Dial Modification screen displays showing the new button for that Group.

5. Select **Done**.

The Speed Dial screen displays.

Removing Call Log Entries

Individual phone users cannot delete or remove Call Log entries themselves. However, all Call Log entries are automatically deleted upon loss of power or telephone reset.

Call Log entry removal is performed automatically, without user intervention. When the 101st log entry is created, the oldest entry is automatically deleted from the log, to maintain a 100 entry maximum.

Introduction

The Corporate Directory is an optional application for your 4630 IP Telephone system. Check with your Telephone System Administrator to be sure a Corporate Directory has been established before proceeding with this chapter.

This chapter describes how to search your Corporate Directory for a name or phone number, call a person listed in the Directory, add a Directory entry to a Speed Dial button, and use the Trouble screen to resolve any search- or directory-related problems.

About the Directory

The Directory application allows you to search a database of names and telephone numbers using the name of the person whose phone number you wish to locate. As with any database search tool, the more specific you are in specifying the search criteria, the more specific the results.

You can optionally enter a few characters of a name and search, or enter a full name. For example, if the number you want is that of someone named Jones, entering “Jo” might produce a long list of *all* names starting with those two letters, including not only all Jones, but any Johnson, Jonas, Jolly, and Jordan. But if you narrow your search criteria by entering “JONES” you will receive a much shorter list containing only those individuals named Jones.

Ask your System Administrator the appropriate way to locate a person based on how your directory is structured. For example, ask whether entering a full name (Last Name followed by First Name or First Name followed by Last Name), a Last Name only, or a partial Name will produce optimal search results.

Locating a Phone Number Using the Directory

1. To access your Corporate Directory, select the **Directory** application tab from any 4630 application screen.

The Query Specification screen displays, as illustrated below.



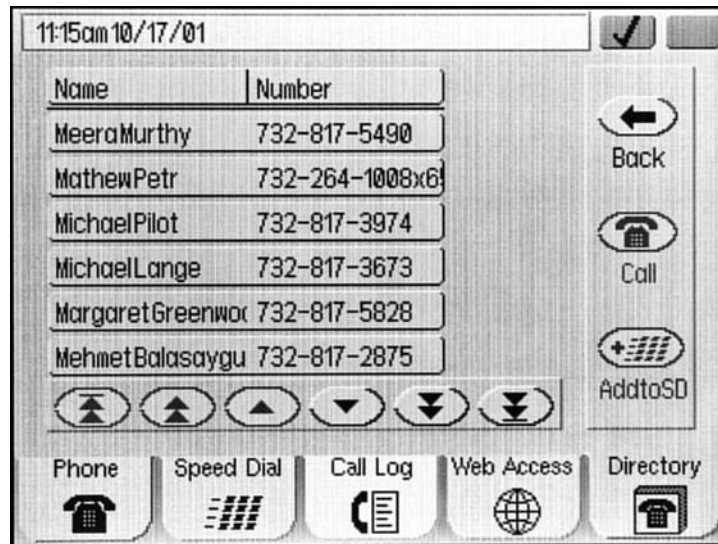
2. In the **Name** field, type the full or partial name of the person whose number you wish to locate.
3. If you make a mistake while entering the name to be searched, you can press **Clear** to remove the entry or use the **Backspace** key, then repeat Step 2.
4. Select **Search**.

The Query Initiation screen displays the Name you specified and the message "Searching."

⇒ NOTE:







To stop the search at any time and return to the Query Specification screen, select **Cancel**.

If the search is not successful, the Directory Trouble screen displays (see the procedure in this chapter titled Resolving Search- or Directory-Related Problems). If the search is successful, the Successful Query screen displays, as illustrated below.



Results are listed in chronological order as they were received by the phone. Only the first 100 entries matching your query are displayed. Scroll buttons display under the following conditions: If less than six entries are returned, no scroll buttons display; if six entries are returned, scroll buttons display but are disabled, and if more than six entries are returned, scroll buttons display as appropriate.

5. Choose one of the following options:

If you want to	Then
Sort the entries in alphabetical or numerical order	<p>To sort the entries in alphabetical order, select the Name column heading.</p> <p><i>The entries re-display in alphabetical order and a triangle symbol displays in the Name column heading.</i></p> <p>To sort the entries in numerical order, select the Number column.</p> <p><i>The entries re-display in phone number order and a triangle symbol displays in the Number column heading.</i></p>
Scroll through the list of entries when it contains more than six names/numbers matching your search criteria	<p>Use the Scroll buttons at the bottom left of the screen as follows:</p> <p>Select  to scroll downward one entry at a time.</p> <p>Select  to scroll downward one screen (6 entries) at a time.</p> <p>Select  to scroll to the bottom of the list of entries.</p> <p>Select  to scroll upward one entry at a time.</p> <p>Select  to scroll upward one screen (6 entries) at a time.</p> <p>Select  to scroll to the top of the list of entries.</p> <p>Note: Scroll buttons are disabled when they would have no effect.</p>
Call a person shown on the list of entries	See the procedure that follows, titled <u>Calling a Person Listed in the Directory</u> .

If you want to	Then
Add an entry to a Speed Dial Group	See the procedure that follows titled <u>Adding a Directory Entry to a Speed Dial Group</u> .
Perform another search	Select Back to return to the Query Specification screen and repeat this procedure from Step 2.
Exit the Directory	Select the appropriate application tab at the bottom of the Directory screen.

Calling a Person Listed in the Directory

This procedure assumes you have performed a search for the number you want to call, as described in the procedure above titled Locating a Phone Number Using the Directory. Begin this procedure with the Successful Query screen displayed.

1. Select the entry you want to call.
2. Select **Call**.

The Directory Number Editing screen displays, as illustrated below.



3. Choose one of the following options:

If you want to	Then
Dial the number as currently shown	Proceed to Step 4.
Edit the number before dialing	Use the keyboard to add numbers (for example, a network dial access code) or to modify the current number so that it is dialable.
Return to the previous screen without dialing the number displayed	Select Cancel . <i>The Query Specification screen redisplay; the Name field displays the original entry to allow you to edit it and perform another query.</i>

4. Select **Call**.

The number is dialed automatically. If your Directory "Go to Phone" option is set to "Yes," the Phone Application screen displays. If your Directory "Go to Phone" option is set to "No," the Successful Query screen redisplay.

Adding a Directory Entry to a Speed Dial Group

If there is at least one available Speed Dial button in any Group, the **Add to SD** button on the Directory screen is enabled. If all Speed Dial buttons in all Groups have been assigned, this feature will not be available from the Directory screen.

 **NOTE:**

Any Directory entry may be selected for addition to a Speed Dial Group.

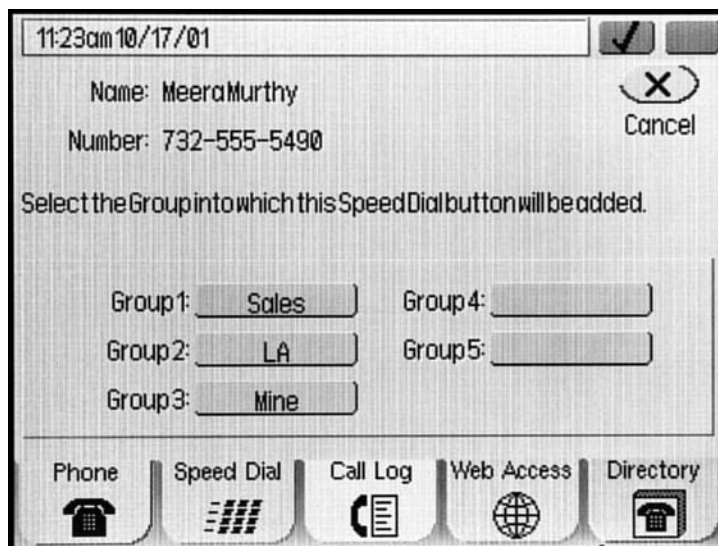
1. Select the Directory entry you want to add to a Speed Dial Group, then select the **Add to SD** button.

The Speed Dial Keyboard Entry screen displays, as shown below. The Name and Number fields are populated with those from the selected Directory entry. The cursor is positioned to the right of the last digit of the telephone number. (Note that Names/Numbers exceeding the available field space may not be shown or saved.)



2. To change the Name and/or Number, modify them using the keyboard and keyboard control buttons at the bottom of the screen. For example, you may need to add a trunk number (a 9 or other number needed to obtain an outside line), and/or other network dial access codes to prepare the number for speed dialing.
3. When the Name and Number are correct, select **Save**.

The Speed Dial Group Select screen displays, as shown below:



-
4. Select the Group Name to which the Speed Dial button created in Steps 2 and 3 should be added. You can add the new button to any group having an unlabeled speed dial button, including one to which a Group Name label has not yet been assigned.

The new Speed Dial button is added to the specified group in alphabetical order. The Speed Dial Modification screen displays showing the new button for that Group.

5. Select **Done**.

The Speed Dial screen displays.

Resolving Search- or Directory-Related Problems

Search-related problems may occur due to improper search criteria being entered or when valid search criteria does not produce the desired result. For example, you may enter an invalid name which cannot be located on the Telephone Number database being searched, or enter a valid name which is not included in the database.

Because using the Directory application to locate telephone numbers involves connection to your Corporate Directory server, directory- or network-related problems may occur from time to time. Such problems may involve not being able to connect to, or receive a response from, the server, or a slow response due to server or network congestion.

When a search (or query) cannot be successfully completed, a Trouble screen (an example of which is illustrated below) displays messages to help you determine the problem. Based on the message displayed, you can determine whether to re-initiate the search, or contact your Telephone System Administrator for assistance.



Trouble Message Resolution

Most Trouble messages require the involvement of your System Administrator. Those which are search-related require you to re-initiate your search after verifying and/or modifying your search criteria.

If you receive either of the following messages, verify your search criteria and re-try the query:


-
- **Server Timed Out** - The Corporate Directory may be too big for this search, or your network may be congested. Narrowing your search criteria (for example, typing a full name rather than a partial name) may help.
 - **(Name) Field Not Found** - The Name you entered is not in your Corporate Directory. Verify that you typed the Name whose number you want to locate correctly and that it is in the format appropriate for your Corporate Directory, and re-initiate the search.

If you cannot resolve a Directory Trouble message yourself, contact your Telephone System Administrator for assistance.

Introduction

This chapter describes the procedures available on the Main Options and Preferences screen. For example, you can change the appearance of your touchscreen, set a different ringer tone, add a timer to each call, or set up a “go to phone” option within each application to automatically take you back to the Phone application to make calls. At your first opportunity we suggest you review the default settings by reviewing each options screen; you may change your options and preferences at any time.

Accessing the Options and Preferences Screen

Access your preferences and phone options by selecting the  symbol at the top of any application screen.

The Main Options and Preferences screen provides access to the setup/maintenance information for each application, or allows you to return to the application screen displayed prior to selecting the Options and Preferences screen.

The procedures that follow describe the options for each application.

Screen Options

Screen Options are those which control:

- How you want your keyboard screen (for use in Speed Dial and other procedures) displayed,
- How the display screen is oriented, or
- How to clean the 4630 Touchscreen without selecting application features or buttons during cleaning.

You select these options from the Screen Options and Preferences screen, accessed by selecting **Screen Options** from the Main Options and Preferences screen.

When you are finished, select **Done** to return to the Main Options and Preferences screen. There are five Screen options and preferences available, which show the current settings. Each option has a specific purpose as described in the procedures that follow.

Setting the Keyboard Layout

Applications which allow speed dial entries to be created use a keyboard screen into which a name and/or number is typed. Two keyboard layout options are available:

- QWERTY - the standard arrangement for (personal computer and other) keyboard-reliant devices. This is the default keyboard layout setting.
 - ABCDEF - characters are arranged in alphabetical order, for those users who find the QWERTY layout confusing.
1. To modify the your keyboard layout, select **Keyboard Options** from the Screen Options and Preferences screen.

The Select Keyboard Layout screen displays. The current setting is highlighted.

2. Select either **QWERTY** or **ABCDEF**, to indicate how you want any screen with a keyboard layout to appear.
3. To save your selection, select **Save**. To exit without making a change, select **Cancel**.

The Screen Options and Preferences screen redisplay.

Calibrating the Screen

If needed, adjust the screen display orientation using this option.

1. To change the orientation of your 4630 display, select **Calibrate...** from the Screen Options and Preferences screen.

The Calibrate the Screen screen displays, with an instruction to start calibration.

2. Touch (select) the upper left corner of the screen.

The screen redisplay with a second instruction.

3. Touch (select) the lower right corner of the screen.

The screen reorients as appropriate. The message "The screen is now calibrated." displays.

4. To save the calibration, select **Done**.

The screen adjustment is stored and the Screen Options and Preferences screen redisplay.

Cleaning the Screen

Use this option to display instructions for cleaning the 4630 IP Telephone's screen. Cleaning the screen with the instructions displayed ensures that touching the screen during cleaning will not cause buttons, options or applications to be inadvertently selected.

1. To clean the screen and/or review instructions about cleaning the screen, select **Clean the Screen...** from the Screen Options and Preferences screen.

The Clean the Screen screen displays.

2. Review the instructions on the screen. Pay particular attention to the Warning note regarding use of harsh liquids or solvents.

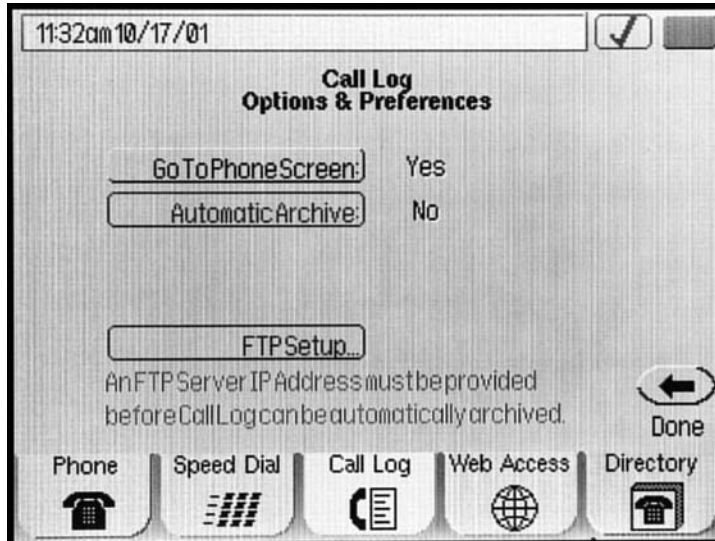
3. After cleaning the screen or reviewing the cleaning instructions, select **Done**.

The Screen Options and Preferences screen redisplay.

Call Log Options

The Call Log option allows you to have the Phone screen display automatically when you place an outgoing call from the Call Log screen,

You select this option from the Call Log Options and Preferences screen, accessed by selecting **Call Log Options** from the Main Options and Preferences screen:



⇒ NOTE:

Automatic Archive and FTP Setup are reserved for use as future enhancements.

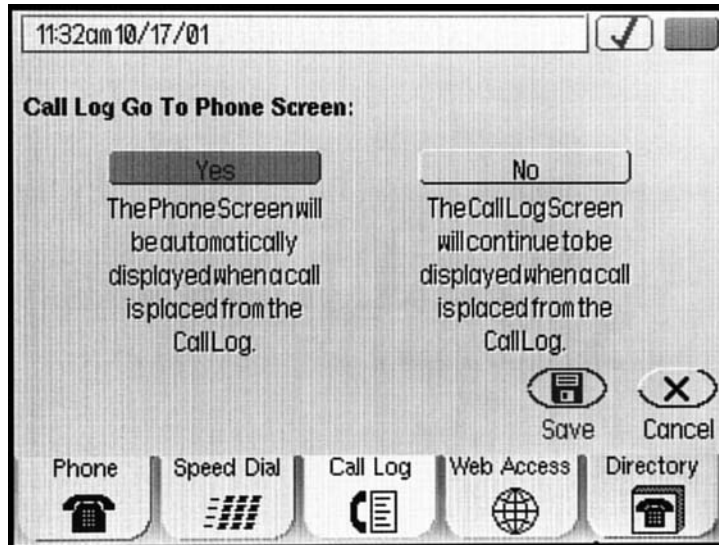
When you are finished, select **Done** to return to the Main Options and Preferences screen. The Call Log option is described in the procedure that follows.

Setting the Call Log “Go to Phone” Option

When this option is selected, the Phone screen will be displayed automatically whenever you place an outgoing call to someone from the Call Log. When this option is not selected, the Call Log screen will remain displayed whenever you place a call from the Call Log. The default setting is to *not* display the Phone screen upon placing a call from the log (although you can always manually select the Phone application tab, if desired).

1. To modify the current Go to phone setting, select **Go to Phone Screen** from the Call Log Options and Preferences screen.

The Call Log Go to Phone screen displays, as illustrated below. The current setting is highlighted:



2. Select either **Yes** or **No**, to indicate whether or not you want the Phone screen displayed upon dialing a person listed in the Call Log.
3. To save your selection, select **Save**. To exit without making a change, select **Cancel**.

The Call Log Options and Preferences screen redisplay.

Phone Application Options

Phone application options and preferences allow you establish or modify several phone- or call-related features. These features are:

1. Personalizing your phone's ringing pattern - Choose from eight different ring tones/patterns.
2. Adding (or removing, if already set) an "edit dialing" field to the Phone screen. The Edit Dial field allows you to edit phone numbers prior to dialing them.
3. Opting to choose from a list of the last eight numbers dialed or always redialing the last number called when you select the Redial feature button.
4. Displaying a timer during active and held calls.
5. Optionally choosing the "Phone" screen to display automatically from any of the 4630 application screens upon receiving a call.

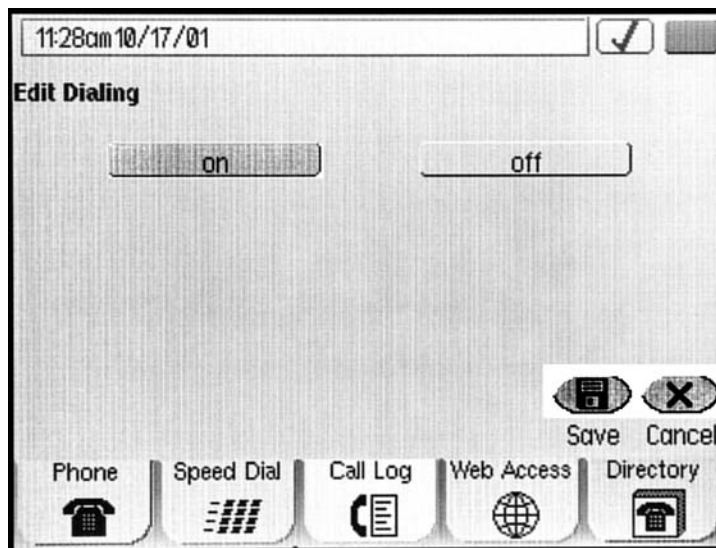
You select any of the above options from the Phone Options and Preferences screen, accessed by selecting **Phone Options** from the Main Options and Preferences screen.

When you are finished, select **Done** to return to the Main Options and Preferences screen. There are five Phone options and preferences available, and the current setting is displayed next to its respective option. Each option is described in the procedures that follow.

Setting Edit Dialing

1. To display the Edit Dialing field on the Phone application screen (or to remove it if it is currently displayed), select **Edit Dialing** from the Phone Options and Preferences screen.

The Edit Dialing screen displays, as illustrated below.



- NOTE:**
The Edit Dialing screen also displays instructions on how to use the Edit Dialing field, if activated.

2. Choose one of the following options:

If you want to	Then
Turn the Edit Dialing option “on” to display the edit dial field on the Phone application screen	Select On . Proceed to Step 3. <i>The button highlights to indicate an “On” status.</i>
Turn the Edit Dialing option “off” so that the edit dial field does not display on the Phone screen	Select Off . Proceed to Step 3. <i>The button highlights to indicate an “Off” status.</i>
Return to the Phone Options and Preferences screen without changing the Edit Dialing setting	Select Cancel . <i>No change is made and the Phone Options and Preferences screen re-displays.</i>

3. Select **Save** to set the Edit Dial field to the option selected.

The Phone Options and Preferences screen displays.

Selecting a Personalized Ring

Change the tone or pattern of your phone’s ring using this procedure.

1. To change the ringing tone/pattern, select **Personalized Ring Options** from the Phone Options and Preferences screen.

The Select Personalized Ring screen displays. The current ring setting is highlighted.

2. Select the ring option number you prefer.

The selected option highlights to indicate an “On” status and the selected pattern/tone sounds for one cycle.

3. Repeat Step 2 until the desired ring pattern or tone sounds.

4. To save your selection, select **Save**. To exit without making a change, select **Cancel**.

The Phone Options and Preferences screen redisplay.

 **NOTE:**

To raise or lower the ringer volume, use the phone’s Volume Control button.

Selecting a Redial Option

This procedure instructs you in selecting or changing your phone's redial option. The Redial feature button displays on the Phone application screen and you have two choices for how this button operates:

- When selected, the last number called is dialed, or
- When selected, a list of the last eight numbers called is displayed, from which you may choose the number you want to redial.

The default setting is to display the list of the last eight numbers called. See [Redial](#) in Chapter 2, [Call Handling](#) for information on using this feature.

1. To modify the current Redial setting, select **Redial** from the Phone Options and Preferences screen.

The Select Redial Option screen displays. The current setting is highlighted.

2. Select either **Last number** or **Last 8 numbers**, to indicate how you want the Redial feature button to operate.
3. To save your selection, select **Save**. To exit without making a change, select **Cancel**.

The Phone Options and Preferences screen redisplay.

Setting the "Go to Phone On Answer" Option

This option allows you to select or change the "Go to Phone On Answer" option. When this option is set to "Yes," the Phone screen is displayed automatically whenever you answer a call. When this option is not selected, the current screen remains displayed whenever you answer a call (although you can always manually select the Phone application tab, if desired). The default setting is to *not* display the Go To Phone screen upon answering a call.

1. To modify the current Go to Phone On Answer setting, select **Go to Phone On Answer** from the Phone Options and Preferences screen.

The Go to Phone On Answer screen displays. The current setting is highlighted.

2. Select either **Yes** or **No**, to indicate whether or not you want the Phone screen displayed upon answering a call.
3. To save your selection, select **Save**. To exit without making a change, select **Cancel**.

The Phone Options and Preferences screen redisplay.

Setting the Call Timer

This option allows you to have a timer displayed during an active call or for a call that you have put on Hold. Displaying the timer is the default, but you can change it using the procedure below.

1. To modify the current Call Timer setting, select **Call Timer** from the Phone Options and Preferences screen.

The Call Timer screen displays. The current setting is highlighted.

2. Select either **Yes** or **No**, to indicate whether or not you want the Call Timer displayed for each active or held call.
3. To save your selection, select **Save**. To exit without making a change, select **Cancel**.

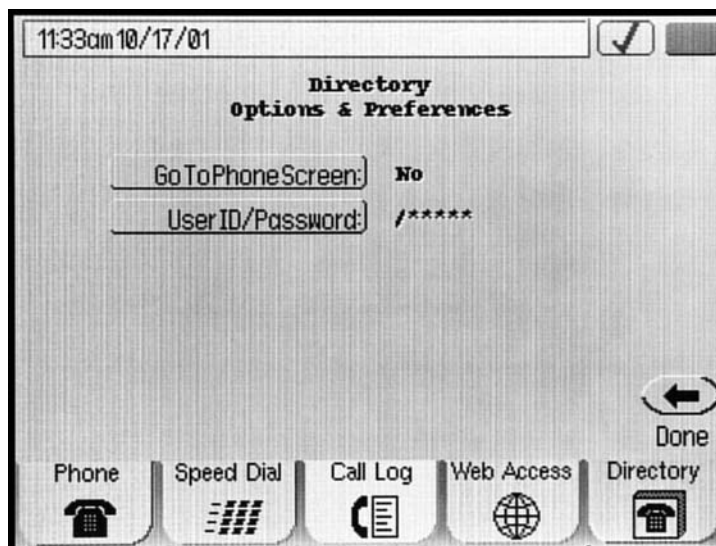
The Phone Options and Preferences screen redisplay.

Directory Options

There are two Directory options, which allow you to:

- Have the Phone screen display automatically when you make an outgoing call from the Corporate Directory screen, or
- Add a User ID and Password to protect Corporate Directory access.

You select either option from the Directory Options and Preferences screen, accessed by selecting **Directory Options** from the Main Options and Preferences screen:



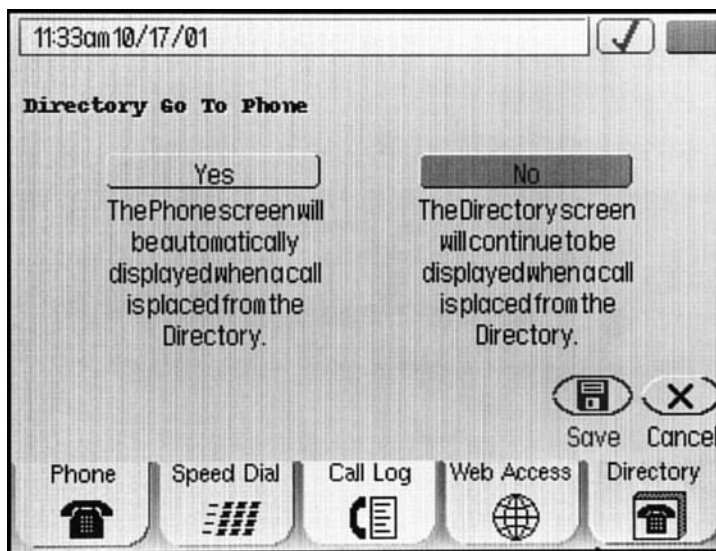
When you finish checking or setting the Directory options, select **Done** to return to the Main Options and Preferences screen.

Setting the Directory “Go to Phone” Option

When this option is selected, the Phone screen will be displayed automatically whenever you place a call to someone found from a Directory search. When this option is not selected, the Directory screen will remain displayed whenever you place a call from the Directory screen. The default setting is to *not* display the Phone screen upon placing a call from the Directory (although you can always manually select the Phone application tab, if desired).

1. To modify the current Go to phone setting, select **Go to Phone Screen** from the Directory Options and Preferences screen.

The Directory Go to Phone screen displays, as illustrated below. The current setting is highlighted:



2. Select either **Yes** or **No**, to indicate whether or not you want the Phone screen displayed upon dialing a person found in the Directory.
3. To save your selection, select **Save**. To exit without making a change, select **Cancel**.

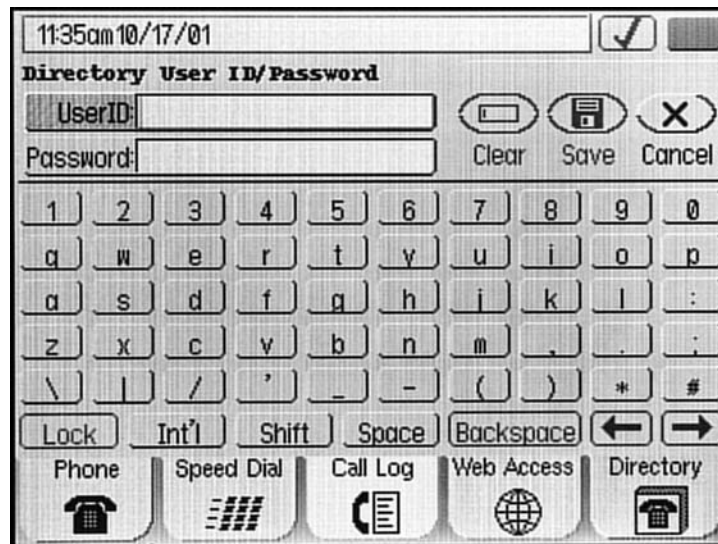
The Directory Options and Preferences screen redisplay.

Setting Up or Modifying a Directory User ID and Password

Establishing a User ID and Password protects the security of your Corporate Directory. Once established, you are prompted to provide both the ID and Password when you use the Corporate Directory. You determine your own ID and Password; your System Administrator does not have access to this information. Use the procedure below to establish your User ID and Password and to modify either item as needed.

1. To add/modify a Directory User ID and Password, select **User ID/Password** from the Directory Options screen.

The Directory User ID/Password Keyboard screen displays.



2. Touch the appropriate keyboard characters to enter the User ID, using up to 12 characters.

As you press each character, the User ID field populates. When modifying an existing User ID, what you type overwrites the current ID.

⚠ CAUTION:

Before proceeding with Step 3, be sure you know the Password you want to use and that you enter it correctly. As you enter the Password, you will not be able to see what you are typing!

3. Select **Password** and touch the appropriate keyboard characters representing the password you want to assign. If you are unsure of what you have entered, select **Clear** and re-type the correct password.

As you type, asterisks display in the Password field. When modifying an existing Password, what you type overwrites the current Password.

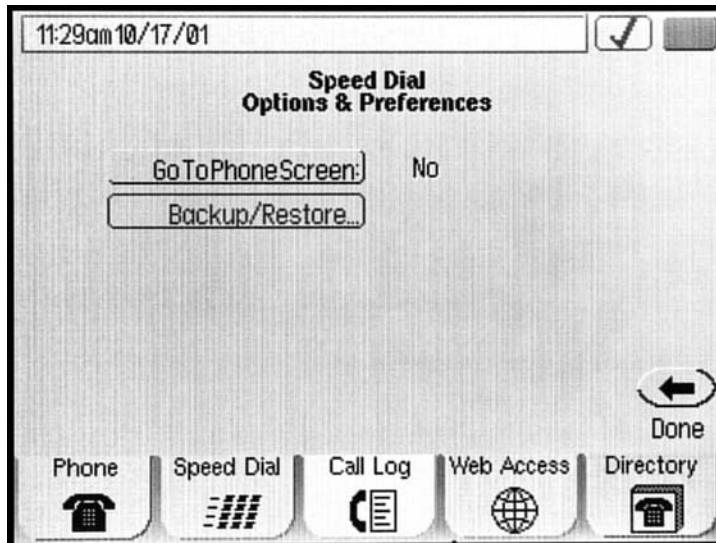
4. To save your selection, select **Save**. To exit without making a change, select **Cancel**.

The Directory Options and Preferences screen redisplay.

Speed Dial Options

One Speed Dial option is available which allows you to display the Phone screen automatically when you place an outgoing call using speed dialing.

You select this Speed Dial option from the Speed Dial Options and Preferences screen, accessed by selecting **Speed Dial Options** from the Main Options and Preferences screen:



⇒ NOTE:

Backup/Restore is reserved for use as a future enhancement.

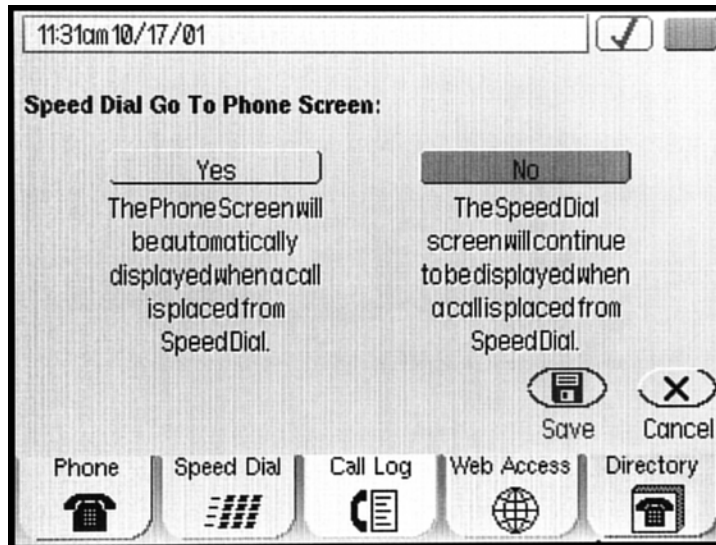
When you are finished, select **Done** to return to the Main Options and Preferences screen. The Speed Dial option is described in the procedure that follows.

Setting the Speed Dial “Go to Phone” Option

When this option is selected, the Phone screen will be displayed automatically whenever you place an outgoing call using a Speed Dial button. When this option is not selected, the Speed Dial screen remains displayed whenever you place a call using a Speed Dial button. The default setting is to *not* display the Phone screen upon speed dialing a call (although you can always manually select the Phone application tab, if desired).

1. To modify the current Go to phone setting, select **Go to Phone Screen** from the Speed Dial Options and Preferences screen.

The Speed Dial Go to Phone screen displays, as illustrated below. The current setting is highlighted:



2. Select either **Yes** or **No**, to indicate whether or not you want the Phone screen displayed upon speed dialing a call.
3. To save your selection, select **Save**. To exit without making a change, select **Cancel**.

The Speed Dial Options and Preferences screen redisplay.

Introduction

An optional Web Access application is provided with the 4630 IP Telephone system, to allow access via your 4630 telephone to Avaya-provided information (an online version of this user guide) and your Corporate intranet, if appropriate. Your System Administrator has the option of designing a Home page on which your web options reside or using a Home page provided by Avaya for this purpose.

Note that the Web Access application offers a basic browser capability; it does not support all the data types found on the Internet and is not intended to replace your PC's browser.

This chapter describes the basic functions available with the Web Access application. These functions include accessing and navigating pages linked to the Home page. Because this application can be customized by your System Administrator for specific business use, not all features described in this chapter may apply to you, and others which result from customizing may not be described here. For this reason, contact your System Administrator for specific information about how your Web Access application has been administered before proceeding.

Because any customizing may affect the flow of web-related activity, the primary web access screens are described in this chapter without a standard procedural flow.

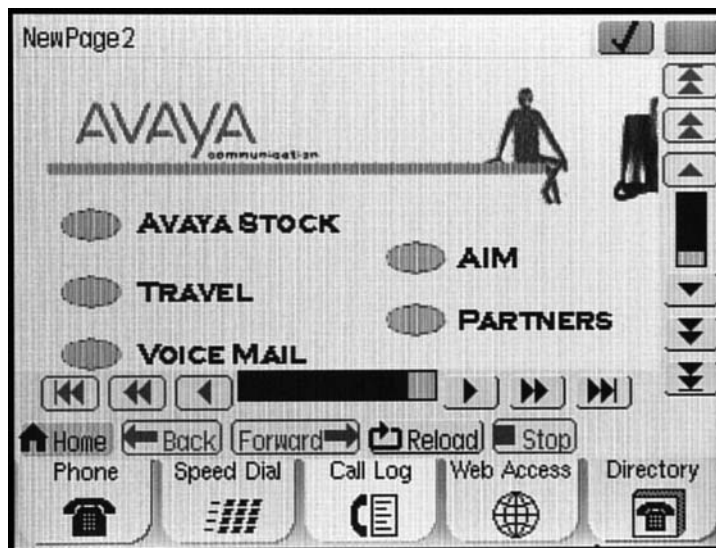
Navigating Web Pages

The Web application browser performs similarly to those on your PC.

Navigating the Home Page and Other Standard-Size Web Pages



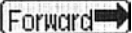


1. Access the Web Access screen by selecting the **Web** tab at the bottom of any application screen.

The Web Access screen displays the Home page, a sample of which is illustrated below:



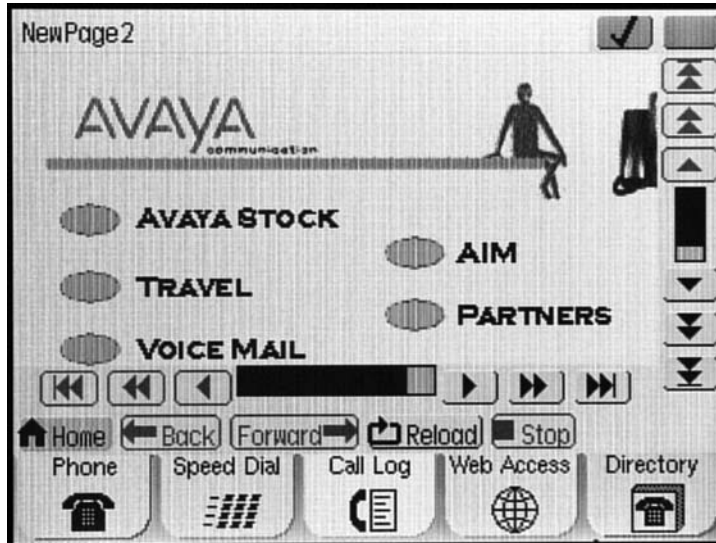
Your Home page may look different, if your System Administrator has set up a local Home page.

2. Navigate the Home page and other web screens as follows:









If you want to	Then
Redisplay the Home page	Select  Home . <i>Any web page loading/processing stops and the Home page displays.</i>
Return to the previous web page or application/options screen	Select  Back . (This button is enabled only when more than one web address has been accessed/browsed.) <i>Any web page loading/processing stops and the previous web page (or 4630 application or options screen, if that was the previous item) displays.</i>
Move to the next web page	Select  Forward . (This button is enabled only when there is a web address following the web address/page currently displayed.) <i>Any web page loading/processing stops and the next page displays.</i>
Redisplay the current web page	Select  Reload . <i>Any web page loading/processing stops and the current page redisplay.</i>
Stop loading or processing a web page for display	Select  Stop . <i>The processing or loading of the web page stops.</i>





Navigating Web Pages Larger than the Display Area

Some web pages may be larger than the 4630 display area. To accommodate such pages, scroll controls appear in addition to the buttons described above, to help you navigate larger web page widths and/or lengths, as illustrated on the sample page below:



Navigate this type of page using the following scroll buttons:

If you want to	Then
Move the web page down one text line	Select  .
Move the web page down one display length	Select  .
Move to the bottom of the web page	Select  .
Move the web page up one text line	Select  .
Move the web page up one display length	Select  .
Move to the top of the web page	Select  .
Move the web page one character to the left	Select  .
Move the web page to the left one display width	Select  .

If you want to	Then
Move to the left side of the web page	Select  .
Move the web page one character to the right	Select  .
Move the web page to the right one display width	Select  .
Move to the right side of the web page	Select  .

Using a Headset or Specialized Handset

8

Introduction

This chapter describes the headsets and specialized handsets that are compatible with your IP telephone. How to operate a headset is also covered.

IP Telephone-Compatible Headsets

Use any of the following headsets with the 4600-Series IP Telephones:

- Earset Starter
- Earset Starter Noise Canceling
- Encore Ultra VT
- Encore Ultra Noise Canceling
- Encore Ultra II
- Encore Ultra II Noise Canceling
- Mirage Ultra
- Mirage Ultra Noise Canceling
- Starset Supra Starter
- Starter Special VT
- Starter Special Noise Canceling
- Supra Starter Noise Canceling
- Supra Ultra
- Supra Ultra Noise Canceling
- Supra Ultra II Twin Top
- Supra Ultra II Noise Canceling
- Tristar Ultra
- Tristar Ultra Noise Canceling

Operating a Headset

Headset operation must be administered by your System Administrator and requires either an M12LU Modular Base Unit (PEC 3124-022) or a 3124-HIC: Attenuation (headset adapter) Cord (PEC 3124-HIC). For the latest list of compatible headsets and adapters, or for ordering information, access "Products and Services" at www.avayadirect.com.

IP Telephone-Compatible Specialized Handsets

The IP Phone's handset interface (labeled HAC on the underside of the phone) is compatible with the following handsets:

- AB1C (the handset provided with your phone)
- AB5C
- AB6C
- AB8C

Specialized handsets are available for noisy environments, hearing-impaired users and other special purposes. These handsets are labeled either as "K-type" or "AJ-type" handsets.

For the latest list of special purpose handsets and ordering information, access "Products and Services" at www.avayadirect.com.

Introduction

The DEFINITY 4600-Series IP Telephones are relatively trouble-free. The Basic Troubleshooting chart provides the most common problems an end user might encounter. The Application Troubleshooting chart provides troubleshooting specific to each of the 4630 applications. The remaining pages in this chapter provide procedures for resetting or power-cycling your phone, when neither Basic nor Application Troubleshooting resolves the problem. If you have a question or experience a problem that is not described in this chapter, contact your Telephone System Administrator.

Basic Troubleshooting

Problem/Symptom	Suggested Resolution
Phone does not activate after connecting it the first time	Unless your System Administrator has already initialized your telephone, you may 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 5 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.
Characters do not appear on the Display screen	See "Phone does not activate after connecting it the first time" above. Check all lines into the phone to be sure it is properly connected. Check the power source to be sure your telephone is receiving power. Perform the following Test procedure: with the telephone idle (on-hook), press and hold the Mute button while dialing this sequence: 8 3 7 8 # . 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 the above suggested solutions do not resolve the problem, reset or power cycle the phone.

Problem/Symptom	Suggested Resolution
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 Telephone System Administrator for resolution.
No dial tone	<p>Make sure both the handset and line cords into the phone are securely connected. Note that there may be a slight operational delay if you unplug and reconnect the phone.</p> <p>If nothing appears on the display, check your power source.</p> <p>Check to be sure your phone is communicating with the switch; select any Speed Dial button or any outgoing Call Log entry. If the outgoing call completes, there is a problem with the dial tone itself, and you should contact your System Administrator for resolution. If the call does not go through, contact your System Administrator who will determine whether the problem is with the phone, the switch or the network.</p> <p>Always contact your Telephone System Administrator if the troubleshooting steps do not produce the desired result.</p>
Echo, noise or static when using a headset; headset operation works properly	<p>Check the headset connection.</p> <p>If the connection is secure, verify that you are using an approved headset, base unit and/or adapter, as described in the list of approved Avaya Communication compatible Headsets in Chapter 8 of this guide.</p>

Problem/Symptom	Suggested Resolution
Audio quality is poor, specifically, you hear an echo while using a handset or static, sudden silences (gaps in speech), clipped or garbled speech, etc.	<p>Various potential network problems may be causing the problem.</p> <p>Contact your LAN Administrator with as complete a description of the problem as possible.</p>
When using the Speakerphone, the other party reports hearing an echo; your reception is fine	Room acoustics may be causing problems. Clear the area around the telephone's speaker; if this does not resolve the problem, use the handset.
Phone does not ring	<p>If the "Ringer Off" feature is programmed on a feature button, that feature is engaged if the button is darkened or shaded; reactivate the ringer by pressing that feature button.</p> <p>Set your ringer volume to a higher level using the Up/Down Volume keys.</p> <p>From another phone, place a call to your extension to test the above suggested solutions.</p>
Speakerphone does not operate	Ask your System Administrator if your Speakerphone has been disabled.
Screen seems to drift or waver a bit after first being "powered up"	<p>The 4630 display screen takes an hour or so to completely warm up; and images may be distorted until it is fully operational.</p> <p>Wait an hour or so after first powering up the phone, then Calibrate the screen as described in Chapter 6, 4630 IP Telephone Options.</p>
A feature does not work as indicated in the User Guide	See the section that follows titled Troubleshooting 4630 Applications .

Troubleshooting 4630 Applications

Problem/Symptom	Suggested Resolution
<p>GENERAL:</p> <p>A feature does not work as indicated in the User Guide, or does not work as it had previously worked</p>	<p>Verify the procedure and retry.</p> <p>Check below to troubleshoot the specific application with which you are working.</p> <p>Ensure that any options have not been changed. Contact your Telephone System Administrator if these actions do not produce the desired result.</p>
<p>PHONE APPLICATION:</p>	<p>Please review the previous section, <u>Basic Troubleshooting</u>.</p>
<p>SPEED DIAL APPLICATION:</p> <p>You cannot dial out using any Speed Dial button</p>	<p>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.</p>
<p>CALL LOG APPLICATION:</p> <p>You cannot dial out after selecting a call log entry</p>	<p>Only entries with a status of "Outgoing" can be called. You cannot call entries with a status of "Answered" or "Unanswered" directly without first editing and saving them.</p> <p>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.</p>
<p>DIRECTORY APPLICATION:</p> <p>No Directory tab displays with the other application tabs at the bottom of every screen</p>	<p>Your telephone is not administered to support the Directory application. If you believe it should be available, contact your System Administrator.</p>

Problem/Symptom	Suggested Resolution
<p>DIRECTORY APPLICATION:</p> <p>Directory application tab displays, but you receive an "Attempting to connect to server" message when you select the tab</p>	<p>The telephone cannot connect to the Directory server administered for it. Contact your System Administrator to ensure the server address has been properly administered.</p>
<p>Directory query produces an error message</p>	<p>Verify the spelling of your query. If correct, there is a problem with either the 4630's administration, the server, or the network. Contact your System Administrator, providing the exact text of the error message you received.</p>
<p>WEB ACCESS APPLICATION:</p> <p>No Web tab displays with the other application tabs at the bottom of every screen</p>	<p>Your telephone is not administered to support the Web Access application. If you believe it should be available, contact your System Administrator.</p>

Resetting and Power Cycling the IP Telephone

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



CAUTION:

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.

Resetting your phone

This basic reset procedure should resolve most problems.

1. Press **Mute**.
2. Using the dial pad, press the following keys in sequence: **73738#**
*The display shows the message "Reset values? * = no # = yes."*
3. Choose one of the following:

If you want to

Reset the phone without resetting any assigned values

Reset the phone and any previously assigned (programmed) values

(Use this option only if your phone has programmed, static values)

Then

Press * (asterisk).

*A confirmation tone sounds and the display prompts "Restart phone? * = no # = yes."*

Press # (the pound key).

*The display shows the message "Resetting values" while your IP Telephone resets its programmed values, such as the IP address, to its default values, and re-establishes the connection to the server. The display then prompts "Restart phone? * = no # = yes."*

4. Press **#** to restart the phone or ***** to terminate the restart and restore the phone to its previous state.

**NOTE:**

Any reset/restart of your phone may take a few minutes.

Power cycling the phone

Use the power cycle with your System Administrator's approval only if the basic or programmed reset procedure cannot be performed or does not correct the problem:

1. Unplug the phone and plug it back in.

The phone connection is re-established.

2. If power-cycling does not correct the problem, your System Administrator can perform a more severe power cycle routine by unplugging both the phone and the Ethernet cables.

**WARNING:**

Because the type of power cycle mentioned in Step 2 involves reprogramming certain values, it should only be performed by your Telephone System Administrator.