



Avaya one-X™ Quick Edition
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Telephone User Guide

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Contents

| | |
|--|-----------|
| Customizing Your Quick Edition IP Telephone | 5 |
| Introducing Your Telephone | 5 |
| Accessing Telephone Applications and Options | 5 |
| Displaying the User Options Menu | 6 |
| Setting Password Options | 6 |
| Viewing and Modifying User Preferences | 7 |
| Adjusting the Volume | 7 |
| Muting the Active Microphone | 7 |
| Viewing and Changing the User Language | 8 |
| Choosing a Personalized Ringer Tone | 8 |
| Setting the Call Waiting Tone | 8 |
| Setting the Contrast Level of the Display | 9 |
| Telephone Accessories | 9 |
| Making and Answering Calls | 10 |
| Making Calls | 10 |
| Receiving Calls | 11 |
| Call Handling | 12 |
| Putting a Call on Hold | 12 |
| Transferring Calls | 13 |
| Parking and Retrieving Calls | 13 |
| Conference Calls | 15 |
| Call Forwarding | 16 |
| Zero-Redirect | 18 |
| Using Call Logs | 19 |
| Using Voice Mail | 21 |
| Retrieving Voicemail Messages | 22 |
| Recording and Managing Personalized Voicemail Greetings | 23 |
| Using Other Features | 25 |
| Corporate and Personal Directories | 25 |
| Adding an Entry to Your Personal Directory | 26 |
| Do Not Disturb | 28 |
| Paging | 28 |
| Speed Dial | 29 |
| Registration Information for Optional Features | 31 |
| Email Notification of Voicemail | 32 |
| Teleworker Application | 32 |
| Web-based System Administration | 32 |
| Appendix A: Options Menus | 33 |
| Telephone Options | 33 |

Contents

| | |
|---------------------------------|-----------|
| System Options | 35 |
| Index | 37 |


Customizing Your Quick Edition IP Telephone

Introducing Your Telephone

Avaya one-X Quick Edition software is embedded in each Quick Edition IP telephone. The Line/Feature buttons, the softkeys immediately below the display, and the buttons on the face of the telephone provide access to features.

The functions of the application softkeys change, depending on the current status of the telephone—softkeys reflect the options available to you within the context of the selected application. For example, if you are listening to a voicemail message, the softkeys reflect the options available to you for processing the voicemail message. Softkey labels appear in the display above the softkeys, and they indicate the current function of each softkey.



Accessing Telephone Applications and Options

Softkeys and the Options () button beneath and to the right of the **Vmail** softkey provide access to user-specific options and system-wide options.

| Application/Function | Softkey Label | |
|-------------------------|---------------|------------|
| | 4610 SW IP | 4620 SW IP |
| Do not disturb | n/a | DND |
| Retrieve a parked call. | Retrv | Retrv |
| Call forwarding | CFwd | CFwd |
| Directory | Dir | Dir |
| Voicemail | Vmail | Vmail |
| Log | n/a | Log |




Tip:

To view the next set of options, press the Page Right () button. To view the previous set of options, press the Page Left () button. To view the telephone buttons, see the *Avaya one-X Quick Edition Telephone Quick Reference Card* (Document No. 16-601410).

Note:


Some option settings can be viewed and modified using a web browser. For information about how to view and change option settings using a web browser, see the *Avaya one-X Quick Edition System Administration Guide* (Document No. 16-601412).

Press the # key to display the IP address for the telephone. You can view network configuration information about your telephone such as its extension number and name, the version and release number of the software load, the IP address and MAC address, and the one-X Quick Edition network name (site identifier) by pressing the Options () button and selecting **Set Details** on the **Main** menu.


Displaying the User Options Menu




Tip:

To select a menu item, you can press the associated number on the dialpad or press the Line/Feature () button beside your choice.

Accessing user options when password protection is enabled

1. Press the Options () button below and to the right of the display.
2. Select **Options** on the **Main** menu, or press 1 on the dialpad.
3. Select **User Options** on the **Options** menu, or press the indicated dialpad key.
4. When you are prompted, press the keys on the dialpad to enter the password (initially enabled, the default password is 12345).
5. Select the **Done** softkey to display the **User Options** menu.

Accessing user options when password protection is disabled


1. Press the Options () button below and to the right of the display.
2. Select **Options** on the **Main** menu, or press the indicated dialpad key.
3. Select **User Options** on the **Options** menu. The **User Options** menu is displayed.

Setting Password Options

You can change, disable, or enable a password for accessing user options (the same password is used to access voicemail messages). It is a good policy to change the default password to a password that is known only by you.

To change your password


1. Access the **User Options** menu as described above.
2. Select **Password** on the **User Options** menu.
3. Select **Change Password** on the **Password** menu.
4. Enter the new password, and then select the **Next** softkey.
5. When you are prompted to confirm the new password, re-enter the new password and then select the **Next** softkey.

6. Enter your old password, and then select the **Next** softkey.
7. Select the **Ok** softkey.
8. Press the Phone/Exit () button.

To enable or disable password protection



Note:

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

1. Access the **User Options** menu (see [Displaying the User Options Menu](#) on page 6).
2. Select **Password** on the **User Options** menu.
3. Perform one of the following actions:
 - To disable password protection, select **Turn Pswd OFF**.
 - To enable password protection, select **Turn Pswd ON**.
4. When you are prompted to deactivate or activate password protection, select **Yes**.
5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.

Viewing and Modifying User Preferences



Adjusting the Volume

Use the Volume Control () and () buttons to adjust the handset, speakerphone, headset, or ringer volume, depending on which item is in use. When you increase or decrease the volume, the display area indicates the volume level. The volume setting is returned to the default setting automatically after the telephone has been idle for 30 seconds.

Muting the Active Microphone

The mute feature lets you prevent a caller or callers from hearing you (or background noise behind you) through the handset or hands-free microphone.

To activate and deactivate muting while on a call

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

Viewing and Changing the User Language

To view the language settings

1. Access the **User Options** menu (see [Displaying the User Options Menu](#) on page 6).
2. Select **Language Settings** on the **Main Menu**.
3. Language is displayed for each of the system and telephone components.
4. Press **Ver** to view the software version.
5. Click the **OK** softkey to display the previous menu, or press the Phone/Exit () button.

To change the user language

1. Access the **User Options** menu.
2. Select **Language** on the **User Options** menu.
3. Select the Line/Feature (▶) button beside the language of your choice.
4. Select the **Yes** softkey and then the **OK** softkey.
5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (▶) button to clear the display.

Choosing a Personalized Ringer Tone

You can choose one of five ringer tones to alert you to incoming calls.

To select a ringer tone


1. Access the **User Options** menu.
2. Select **Personalized Ringing** on the **User Options** menu.
3. Select the Line/Feature (▶) button beside any ring pattern entry on the **Select Ring Pattern** menu to hear the tone. Press the **Play** softkey to hear it again.
4. Press the **Select** softkey to choose the ringer tone.
5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (▶) button.

Setting the Call Waiting Tone

You can enable or disable the call waiting tone used to alert you when a second call comes in while you are engaged in an active call. By default, the call waiting tone is enabled.

To set the call waiting tone


1. Access the **User Options** menu.
2. Select **Call Waiting Tone** on the **User Options** menu.

3. Select the **Yes** softkey to enable the waiting tone or the **No** softkey to disable it.
When the call waiting tone is enabled, you will hear a beep when a second call comes in.
See also [To put an active call on hold while you answer a second call](#) on page 13.
4. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.

Setting the Contrast Level of the Display

Eight contrast levels are available to adjust the contrast to better suit your work environment and lighting.

To adjust the contrast level of the display

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

Telephone Accessories

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

Note:

All configuration data is stored on the telephone and retained indefinitely in the case of power failure. Power is typically supplied to the telephone by connecting to a power-enabled LAN. If your Ethernet network does not provide inline power, you must provide a power adaptor such as the Avaya Model 1151B1.

Making and Answering Calls






Making Calls

The Quick Edition IP telephone provides several ways to initiate a call: manually, using a speed dial button, using the call log, using the corporate directory, and using your personal directory.

Note:


To dial a PSTN or a SIP (VoIP) network number, dial the appropriate code number first. You will not hear a dial tone after you press the prefix number. When you enter a number that places a call to the PSTN or a SIP network, pressing the # key on the dialpad speeds up the dialing process.

To make calls manually

1. To place a call, perform one of the following actions:
 - handset operation: pick up the handset.
 - hands-free operation: press the Speaker () button or a Line/Feature () button.
 - headset operation: press the Headset () button.
2. Dial the number.
3. To hang up, perform one of the following actions:
 - handset operation: return the handset to its cradle.
 - speakerphone: press the Speaker () button.
 - headset: press the Headset () button.

To make a call using a speed dial




You must first create a speed dial entries. See [To add a speed dial entry manually](#) on page 29.

1. Press the Options () button.
2. Select **Speed Dial** on the **Main** menu.
3. Using the keys on the dialpad, press the number that corresponds to the entry that you want to call.

To make a call from the list of call logs

Note:

You must subscribe to a “Caller ID” service for the names and/or numbers of incoming external calls to be recorded in the **Incoming** list. The number may require a prefix to reach the PSTN or a SIP network) and area code.

1. Press the Options () button.
2. Select **Call Log** on the **Main** menu.
3. If you want to dial a previously dialed number, select the **Out** softkey.
4. Select the Line/Feature () button beside the number that you want to dial.
5. To place the call, either pick up the handset or press the Speaker () button.



**Tip:**




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

To make calls using the corporate or personal directory

1. Select the **Dir** softkey to display the list of entries in the Corporate directory; select the **Dir** softkey and then the **MyDir** softkey to display the list of personal directory entries.

**Tip:**

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

2. Select the Line/Feature () button beside the number that you want to dial.
3. To place the call, perform one of the following actions:
 - pick up the handset.
 - press the Speaker () button.
 - press the Headset () button.




Receiving Calls

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



**Tip:**

If you do not want to receive calls, you can activate the Do Not Disturb feature. See [Do Not Disturb](#) on page 28.

To answer an incoming call

1. To answer a call, perform one of the following actions:
 - pick up the handset.
 - press the Speaker () button or the associated Line/Feature () button.
 - press the Headset () button.

2. To hang up, perform one of the following actions:

- return the handset to its cradle.
- press the Speaker () button.
- press the Headset () button.

To ignore an incoming call

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


The telephone immediately stops ringing. If call-forwarding has been defined (see [Call Forwarding](#) on page 16), the call is handled accordingly.

Call Handling





Putting a Call on Hold

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

To put a single call on hold

- Press the Hold () button. You can replace the handset without losing the call.



To retrieve a held call

- To take the call off hold, perform one of the following actions:
 - Pick up the handset and press the Hold () button.
 - For hands-free operation, press the Line/Feature () button associated with the held line or press the Hold () button.
 - If you are using a headset, press the Hold () button.



There may be a slight delay before the call becomes active again.


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

You can hold an active call while you place a call to another party.

1. Press the Hold () button.
2. Press a Line/Feature () button. Place and conclude the new call.
3. Retrieve the held call.

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

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

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

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

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



Transferring Calls




Tip:

You can transfer all incoming calls to another telephone automatically by defining call-forwarding rules. For more information, see [Call Forwarding](#) on page 16.

To transfer a call and speaking to the receiving party

1. With the calling party on the line, press the Transfer () button.
2. When you hear the dial tone, dial the number, or select the **FrDir** softkey and select the number from a directory.
3. After the dialed party answers your call, announce the caller.
4. When you are ready to transfer the call, press the Transfer () button.
5. Select the **Ok** softkey.

To transfer a call without speaking to the receiving party

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

Parking and Retrieving Calls



The Call Park-Retrieve feature lets you “park” a call that can then be retrieved from any other Quick Edition IP telephone in the one-X Quick Edition network.

For example, a store clerk can answer a call, “park” the call, and page another department to take the call. Another clerk in a different area of the store can retrieve the call and talk to the party. The second clerk can also “park” the call which can be retrieved at different telephone.

The caller hears music on hold if available, or an “on hold” tone. If the call is not retrieved within one minute, an alert tone is played on the one-X Quick Edition telephone that was used to park the call. The alert tone is played every 30 seconds, for as long as the call remains parked. If no one else addresses the parked call, the call can be retrieved by pressing the **UnPrk** softkey on the telephone that was used to park the call.





To park a call

The display shows a **Park** softkey whenever the active call can be parked. A one-X Quick Edition network can support up to 20 parked calls. You cannot park a call that is engaged in a conference.



1. While the call is active, select the **Park** softkey. Make a note of the displayed identifier.
2. Press the **Ok** softkey.
3. To hang up, perform one of the following actions:
 - return the handset to its cradle.
 - press the Speaker () button.
 - press the Headset () button.



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

An **UnPrk** or **Retrv** softkey appears in the display to retrieve parked calls. You cannot retrieve a parked call if someone else retrieves it first, or the calling party hangs up or is disconnected. An error message is displayed when a parked call cannot be retrieved.

1. At the telephone that was used to park the call, perform one of the following actions:
 - pick up the handset.
 - press the Speaker () button or the associated Line/Feature () button.
 - press the Headset () button.
2. Perform either of the following actions:
 - to retrieve a single parked call, press the **UnPrk** softkey.
 - to retrieve one of several parked calls, press the Line/Feature () button beside the call that you want to retrieve.

To retrieve a parked call from any other telephone

1. At any Quick Edition IP telephone connected to the network (except the telephone that was used to park the call), perform one of the following actions:
 - pick up the handset.
 - press the Speaker () button or the associated Line/Feature () button.

- press the Headset () button.
2. Press the **Retrv** softkey.
A list of parked calls appears, each with a unique identifier. The identifier includes the extension number of the Quick Edition IP telephone that was used to park the call.
 3. Press the Line/Feature () button beside the call that you want to retrieve.



Conference Calls

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

Note:

If one of the conference participants has a SIP phone with “music on hold” enabled, it is possible for that party to interrupt the conversation of the other participants with music by putting P2P participants on hold. If this happens, you may choose to drop the telephone that is playing music on hold.


To create a conference call between three parties

1. Call the first party (see [Making and Answering Calls](#) on page 10).
2. When the call is answered, press the Conference () button.
3. Select the **Dial** softkey and dial the number of the second party, or select the **FrDir** softkey and choose the number from a directory. The first party is put on hold automatically.
4. When the second party answers, press the Conference () button. The second party is added to the conference call and the first party is taken off hold.



To drop a single party from the conference call

1. Select the line that corresponds to the connected party.
2. Select the **Drop** softkey. The remaining party is placed on hold automatically.
3. To retrieve the held call, select the **Select** softkey.

To place one of the participants on hold

1. Select the Line/Feature () button beside the party that you want to speak to privately.
2. Press the **Select** softkey.


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

3. To resume the three-way conference, press the Conference () button, select the line that was put on hold and press the Conference () button.



To place all participants on hold

1. Press the Hold () button.

The display shows an associated **HELD** softkey on the right side of the display.

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

To end the conference call

1. Select the line that corresponds to either of the connected parties.
2. Select the **Drop** softkey.
3. Perform one of the following actions:
 - hang up the handset.
 - press the Speaker () button.
 - press the Headset () button.

Call Forwarding


By default, calls are forwarded to your voicemail after three rings. Call forwarding lets you specify rules for handling your incoming calls. You can forward calls to:

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

Note:


If your network has a G10 PSTN gateway and you forward an incoming outside call to a PSTN number, the call will use two PSTN lines while the call is active.

To forward all calls to voicemail



1. Select the **CFwd** softkey.
2. Select **All Calls** on the **Call Forwarding** menu.
3. Select the **Chg** softkey.
4. Select **Voicemail** on the **Fwd All Calls To** menu.
5. Select the **Save** softkey.
6. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.

To forward unanswered calls to voicemail


Follow this procedure to enable the feature after it has been disabled.

1. Select the **CFwd** softkey.
2. Select **After 3 Rings** on the **Call Forwarding** menu.
3. Select the **On** softkey.
4. Press the Phone/Exit () button.


To forward calls to a directory number

1. Select the **CFwd** softkey.
2. Select **All Calls** or **After 3 Rings**.
3. Select the **Chg** softkey.
4. Select **Directory #** or press the indicated dialpad key.
5. If you want to switch to your Personal directory, select the **MyDir** softkey.
6. Select the Line/Feature () button beside the number to which calls will be forwarded.
7. Select the **Save** softkey.
8. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.

To forward calls to an external number



1. Select the **CFwd** softkey.
2. Select **All Calls** or **After 3 Rings**.
3. Select the **Chg** softkey.
4. Select **Dialed #** or press the indicated dialpad key.
5. Enter the number to which calls will be forwarded. If the call will be forwarded to a PSTN number or to a SIP network number, include the prefix.
6. Select the **Next** softkey.
7. Select the **Save** softkey.
8. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.

To disable call forwarding

1. Select the **CFwd** softkey.
2. Select **All Calls** or **After 3 Rings**.
3. Select the **Off** softkey.
4. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.

To change the number of rings before forwarding

1. Select the **CFwd** softkey.
2. Select **After 3 Rings** on the **Call Forwarding** menu.

3. Select the **Chg** softkey.
4. Select the - or + softkey to decrease or increase the number of rings.
The current number of rings is displayed at the top of the display.
5. Perform one of the following actions:
 - Press 1 on the dialpad to redirect calls to voicemail, and then select the **Save** softkey.
 - Press 2 on the dialpad and select the Line/Feature () button beside the number to which calls will be redirected (or select the **MyDir** softkey to choose a number from your Personal directory).
 - Press 3 on the dialpad, enter the number, and then select the **Next** softkey to redirect calls to your specified number.
6. Press the **Save** softkey.
7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.

Zero-Redirect

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


Callers will not know that they can use the feature unless you mention the feature in your personalized greeting (see [Recording and Managing Personalized Voicemail Greetings](#) on page 23). To redirect a call successfully, callers must dial 0 during your personalized greeting. After you specify a redirection number, the zero redirect feature is enabled automatically.




Tip:

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


To specify a redirect number

1. Access the **User Options** menu (see [Displaying the User Options Menu](#) on page 6).
2. Select **Voicemail** from the **User Options** menu.
3. Select **Zero Redirect** from the **Voicemail Options** menu.
4. Select the **Chg** softkey.
5. Enter the number to which the call will be redirected. You can enter an extension number or an external telephone number. If the call will be redirected to a PSTN number or a SIP network number, include the prefix.
6. Select the **Done** softkey.
7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.

To disable zero redirect

1. Access the **User Options** menu (see [Displaying the User Options Menu](#) on page 6).
2. Select **Voicemail** on the **User Options** menu.
3. Select **Zero Redirect** on the **Voicemail Options** menu.
4. Select the **Off** softkey.
5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.

To enable zero redirect

1. Access the **User Options** menu (see [Displaying the User Options Menu](#) on page 6).
2. Select **Voicemail** on the **User Options** menu.
3. Select **Zero Redirect** on the **Voicemail Options** menu.
4. Select the **On** softkey.
5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.

Using Call Logs


The Call Log contains two lists of telephone numbers comprising up to 200 combined records:

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


You can use the entries in either of these lists to dial outgoing calls. You can copy the information to a Speed Dial button (see page [30](#)) or to your Personal directory (see page [27](#)).

When 200 entries has been stored, a new call is added and the oldest call is deleted.

Note:

If you have a 4621 SW IP telephone, the Line/Feature () button on the bottom right side of the display provides access to the Call Log. You can select the Log softkey instead of performing steps 1 and 2 of the procedure in this section.

To viewing call log entries

1. Press Options () button.
2. Select **Call Log** on the **Main** menu.
3. If you want to view the list of dialed numbers, select the **Out** softkey.

**Tip:**

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

To edit a Call Log number before you dial the number

You can retrieve a call log entry and modify the number immediately before dialing. You cannot save the changes.

1. Press Options (☑) button.
2. Select **Call Log** on the **Main** menu.
3. If you want to edit/dial a previously dialed number, select the **Out** softkey.
4. Select the Line/Feature (▶) button beside the number that you want to edit/dial.
5. Select the **Edit#** softkey.
6. Use the **Bksp** softkey and the keys on the dialpad to enter a different number.
7. Select the **Dial** softkey.

To delete a single entry

1. Press Options (☑) button.
2. Select **Call Log** on the **Main** menu.
3. If you want to delete a previously dialed number, select the **Out** softkey.
4. Select the Line/Feature (▶) button beside the number that you want to delete.
5. Select the **Del** softkey.

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

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

Using Voice Mail

Use the voicemail to view a the list of messages, and play, copy, or delete messages. You can save caller records to your Personal directory or to a Speed Dial button.

The following table shows the options that a caller can select while leaving a message. Each key on the caller's dialpad performs a different function.

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

The voicemail on a Quick Edition IP telephone can store a maximum of 30 voicemail messages or 20 minutes of messages. When your voicemail inbox is full, callers hear a message indicating that voicemail storage is full and no more messages can be saved. To recover storage space, delete some of the existing recordings.

When an individual's telephone is not connected to the network, two other telephones on the network provide backup services and record any new voicemail for that telephone. When the telephone is reconnected, it retrieves any voicemail that is associated with its extension. The two backup telephones can each store up to five minutes of voicemail for the primary user.

For example, if you have 17 minutes of voicemail stored on your telephone and you disconnect the telephone, an additional 10 minutes of voicemail may be collected by two other telephones. When you reconnect your telephone, some of the new voicemail messages may stay on the backup telephones until you delete some of the 17 minutes of voicemail from your own telephone. You can listen to voicemail saved on backup telephones as if the messages were stored on your own telephone—the system handles play back of these messages automatically.

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



Tip:

You can arrange to have a voicemail message sent to you as an e-mail attachment. For more information, see "Supporting Email Notification of Voicemail" in the *Avaya one-X Quick Edition System Administration Guide*.

Note:

See also [Recording and Managing Personalized Voicemail Greetings](#) on page 23 and [Zero-Redirect](#) on page 18).


Retrieving Voicemail Messages

When someone leaves you a message, the Message Waiting indicator flashes red and a count of the number of voicemail messages waiting to be played appears intermittently in the display.

Note:



Your voicemail password is the same as your password for accessing user options (initially, this password is 12345). When you change the password for accessing user options, the voicemail password is updated at the same time.

To play a voicemail message

1. Select the **Vmail** softkey.
2. Enter your voicemail password, and then select the **Done** softkey.
3. Select the Line/Feature () button beside the entry that you want to play. The entry at the top of the list (number 1) corresponds to the most recently received message.
4. Select the **Play** softkey. The recorded message is played.




Tip:

Press the Volume ( ) buttons to adjust the volume while the recording plays back.

5. If you want to pause play back, select the **Pause** softkey. Press **Play** to resume playback.



Tip:

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

To monitor incoming voicemail messages

After a specified number of rings (see [To change the number of rings before forwarding](#) on page 17), voicemail answers the call and prompts the caller to leave a message. During the recording, information about the call appears in the display.

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

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

To access your voicemail using any telephone

You can set voicemail options or retrieve the voicemail messages from any touch tone telephone. You can set the voicemail options through voicemail prompts.

Note:

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

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



Tip:

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

6. To end the call, hang up or select the **End** softkey.


Recording and Managing Personalized Voicemail Greetings

You can specify a number that voicemail dials if a caller dials 0 during your greeting (for example, you can redirect the call to another phone or your mobile).

To record your name

This is the recording that is played when callers dial by name using the Auto Attendant.

1. Access the **User Options** menu (see [Displaying the User Options Menu](#) on page 6.)
2. Select **Voicemail** on the **User Options** menu.
3. Select **Record Name** on the **Voicemail Options** menu.

4. Lift the handset and prepare yourself to make the recording.
5. Select the **Rec** softkey, speak your name clearly into the microphone, and then select the **Stop** softkey or hang up.
6. Perform one of the following actions:
 - select the **Play** softkey to listen to your recording.
 - press the **Save** softkey and the **Ok** softkey if you are satisfied with the recording.
 - select the **Rec** softkey again to re-record your name.
7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.


To record a personalized greeting

A personalized greeting will be played instead of the default voicemail greeting.

Callers can choose voicemail options after your personalized greeting is played. You may optionally say what these options are in your personalized greeting. For example, "Please leave a message. When you are finished, press the number key to hear voicemail options."

Note:


Personalized greetings must be longer than three seconds in duration.

1. Access the **User Options** menu (see [Displaying the User Options Menu](#) on page 6).
2. Select **Voicemail** on the **User Options** menu.
3. Select **Record Greeting** on the **Voicemail Options** menu.
4. Lift the handset to make the recording.
5. Select the **Rec** softkey, speak your greeting clearly into the microphone, and then perform one of the following actions:
 - select the **Stop** softkey,
 - hang up, or
 - press the number (#) key on the dialpad.
6. Perform one of the following actions:
 - select the **Play** softkey to listen to your recording.
 - press the **Save** softkey and the **Ok** softkey if you are satisfied with the recording.
 - select the **Rec** softkey again to re-record your greeting.
7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.

To delete a personalized greeting

If you delete your personalized greeting, you are switching to the default greeting.

1. Access the **User Options** menu (see [Displaying the User Options Menu](#) on page 6).
2. Select **Voicemail** on the **User Options** menu.

3. Select **Record Greeting** on the **Voicemail Options** menu.
4. Select the **Del** softkey.
5. When you are prompted to delete the greeting, select the **Yes** softkey.
6. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.


Using Other Features

Corporate and Personal Directories

Directories contain stored contact information such as names and telephone numbers. There are two types of directories:


- **Corporate directory**—Populated and updated automatically, it contains an entry for every Quick Edition IP telephone in the one-X Quick Edition network. You cannot add or delete these entries. Group names and extensions may also appear in a directory.
- **Personal directory**—This is your own directory. You can add, edit, or delete your entries.

To view corporate and personal directory entries

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



Tip:

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

To change your name in the Corporate directory

Enter your last name then first name to ensure that all names in the Corporate directory are sorted alphabetically by last name. The dial-by-name function of the Auto Attendant can match caller key presses to the directory name, starting with the first character of the last name.

1. Access the **User Options** menu (see [Displaying the User Options Menu](#) on page 6).
2. Select **Name** on the **User Options** menu.

3. Select the **Chg** softkey. The cursor is placed at the end of the existing name.
4. Select the **Bksp** softkey to delete the name. At the current cursor position, enter a name starting with the last name and ending with the first name (for example, **Young, Mary**):
 - Press the dialpad key with the corresponding letter on it—press once to enter the first letter, twice for the second letter, three times for the third letter, and four times for the fourth letter. For example, to type “R”, press the “7” three times.
 - To move the cursor to the left without deleting a character, press Page Left (◀).
 - To move the cursor to the right without deleting a character, press Page Right (▶).
 - To add a space to the end of a line, press the Page Right (▶) button.
 - To change a character to upper- or lower-case, select the **Case** softkey. The first character in a line and the first character after a space are capitalized automatically.
 - The special characters . , ' & - and @ are entered by pressing the 1 dialpad key.
5. Select the **Save** softkey.
6. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (☎) button.

Adding an Entry to Your Personal Directory


You can add entries to your Personal directory manually, from the Corporate directory, from the Call Log, or from a voicemail record.

To add an entry manually



1. Select the **Dir** softkey.
2. Select the **MyDir** softkey.
3. Select the **Add** softkey.
4. Enter a name for the record (for example, the name of the party that you want to call).
5. Select the **Next** softkey.
6. Enter the phone number or extension (for a PSTN or a SIP number, enter the prefix first).
7. Select the **Next** softkey.
8. To add the entry to the Personal directory, select the **Save** softkey.
9. Select the **Exit** softkey, or press the Phone/Exit (☎) button to clear the display.

To copy an entry from the corporate directory



1. Select the **Dir** softkey.
2. Select the Line/Feature (▣) button beside the number that you want to copy.
3. Select the **Copy** softkey.

4. Select **My Personal Dir** on the **Copy Entry To** menu.
5. Select the **Ok** softkey.
6. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.



To copy an entry from the call log

1. Select the **Log** softkey. The **Incoming** list is displayed.
2. If you want to copy an entry from the list of dialed numbers, select the **Out** softkey.
3. Select the Line/Feature () button beside the number that you want to copy.
4. Select the **Copy** softkey.
5. Select **My Personal Dir** on the **Copy Entry To** menu.
6. Select the **Ok** softkey.
7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.



To copy an entry from a voicemail record

1. Select the **Vmail** softkey.
2. Enter your voicemail password and select the **Done** softkey.
3. Select the Line/Feature () button beside the voicemail record that you want to copy.
4. Select the **Copy** softkey.
5. Select **My Personal Dir** on the **Copy Entry To** menu.
6. Select the **Ok** softkey.
7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.

To edit an entry in your personal directory

1. Select the **Dir** softkey.
2. Select the **MyDir** softkey.
3. Select the Line/Feature () button beside the entry that you want to edit.
4. Select the **Edit** softkey.
5. Use the guidelines included in Step [4](#) under [To change your name in the Corporate directory](#) on page 25 to edit the text.
6. Select the **Next** softkey.
7. Optionally edit the number.
8. Select the **Next** softkey.
9. When you are prompted to change the directory entry, select the **Save** softkey.
10. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.

To delete an entry from your personal directory


1. Select the **Dir** softkey. The Corporate directory is displayed.
2. Select the **MyDir** softkey.
3. Select the Line/Feature () button beside the entry that you want to delete.
4. Select the **Del** softkey.
5. Select the **Exit** softkey, or press the Phone/Exit () button to clear the display.

Do Not Disturb


You can use the do not disturb (DND) feature to prevent your telephone from ringing when a call comes in. Call forwarding rules handle the call (see [Call Forwarding](#) on page 16). This feature will also prevent your telephone from receiving pages.



Tip:

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

To enable or disable DND

1. Press the Options () button.
2. Select **DND** on the **Main** menu.
3. Select the **ON** or **OFF** softkey to toggle between turning the feature on and off.

Paging

You can use the paging feature to broadcast an announcement to all of the Quick Edition IP telephones making up the one-X Quick Edition network. All persons in the paging zone hear the broadcast through their telephone speakerphone, unless they are on an active call.






Tip:

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

All telephones are included in general and zone 2 by default. If the default paging zones have been modified, consult the person who set up the configuration. Members of the general zone cannot be changed. Each telephone can be configured to belong to one additional zone.

Using the web-based administration interface (see “Managing Extension Numbers” in the *Avaya one-X Quick Edition System Administration Guide*), a Quick Edition IP telephone can be configured to respond to pages to a specific zone, from 2 to 9. External paging equipment connected to G10 PSTN gateways is activated only when the general page zone is paged.

To broadcast an announcement to a paging zone


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

Speed Dial

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

You can add entries to the Speed Dial list manually, from the Corporate directory, from the Call Log, or from a voicemail record.

To add a speed dial entry manually

1. Press the Options () button.
2. Select **Speed Dial** on the **Main** menu.
3. Select the **Add** softkey.
4. Use the dialpad keys to enter a name for the Speed Dial entry. Use the guidelines included in [To change your name in the Corporate directory](#) on page 25 to edit the text.
5. Select the **Next** softkey.
6. Use the dialpad keys to enter a number.
7. Select the **Next** softkey.

8. Select the Line/Feature (▶) button beside any available Speed Dial number to assign the entry to the Speed Dial number.
9. To assign the entry to the Speed Dial number, select the **Save** softkey.
10. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (ⓞ) button.

To copy an entry from the corporate directory

1. Select the **Dir** softkey.
2. Select the Line/Feature (▶) button beside the number that you want to copy.
3. Select the **Copy** softkey.
4. Select **Speed Dial** on the **Copy Entry To** menu.
5. Select the Line/Feature (▶) button beside any available Speed Dial number.
6. Select the **Ok** softkey.
7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (ⓞ) button.

To copy an entry from the call log





1. Select the **Log** softkey to display the **Incoming** list.
2. If you want to copy an entry from the list of dialed numbers, select the **Out** softkey.
3. Select the Line/Feature (▶) button beside the number that you want to copy.
4. Select the **Copy** softkey.
5. Select **Speed Dial** on the **Copy Entry To** menu.
6. Select the Line/Feature (▶) button beside any available Speed Dial number.
7. Select the **Ok** softkey.
8. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (ⓞ) button.

To copy an entry from a voicemail record




1. Select the **Vmail** softkey.
2. Enter your voicemail password and select the **Done** softkey.
3. Select the Line/Feature (▶) button beside the voicemail record that you want to copy.
4. Select the **Copy** softkey.
5. Select **Speed Dial** on the **Copy Entry To** menu.
6. Select the Line/Feature (▶) button beside any available Speed Dial number.
7. Select the **Ok** softkey.
8. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (ⓞ) button.

To edit a speed dial entry

You can change the name, number, and/or button assignment of a Speed Dial entry.


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

To delete a speed dial entry

1. Press the Options () button.
2. Select **Speed Dial** on the **Main** menu.
3. Select the Line/Feature () button beside the entry that you want to delete.
The information associated with the Speed Dial entry is displayed.
4. Select the **Del** softkey.
5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit () button.

Registration Information for Optional Features

To view registration information for special features using a telephone

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

Email Notification of Voicemail

When configured and enabled, the email-notification-of-voicemail feature sends e-mail messages to alert users whenever new voicemail messages are received. The e-mail message contains call header information, including the caller name (if available), caller number, and the time and length of the call. A recording of the voicemail message is created as a G.729a-encoded audio file (in WAV file format) and the file is forwarded as an e-mail attachment.

Teleworker Application

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


Note:

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

For information about how to configure and use the Teleworker feature, see “Extending Services to Remote Users through the Teleworker Feature” in the *Avaya one-X Quick Edition System Administration Guide*.

To view optional features registration information using a telephone

1. At the telephone, press the Options () button.
2. Select **Opt Features** on the **Main** menu.
3. Select **Teleworker Options** on the **Feature List** menu. The registration code is displayed.

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

Web-based System Administration

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

Appendix A: Options Menus

Telephone Options

Table 1: Telephone Options - Telephone User Option Menu

| | |
|--------------------------------|--|
| 1. Password | Change password or turn password on or off. |
| 2. Call Forward | Enable, disable, and modify call forwarding settings. Also available through a softkey. |
| 3. Voicemail | Enable and disable operator redirect and the number to which a call will be redirected. Record your name and greeting. Also available through a softkey on the 4621 SW IP. |
| 4. Call Log | View details, Clear, and Reset Missed Call Counter. There are additional options available from Call Logs on the Main Menu. |
| 5. Language | Select a user language from the drop-down list. |
| 6. Name | Enter your name in the corporate directory. |
| 7. Personalized Ringing | Review and select your ringer tone. |
| 8. Call Waiting Tone | Enable and disable the call waiting tone. |
| 9. Contrast Level | Adjust the contrast level of your telephone display. |
| 10. Teleworker | Enable to connect your Quick Edition IP telephone to a high-speed Internet connection and access the Corporate directory. |

Table 2: Telephone Options - Web Interface Menu

| | | |
|---------------------------|--|--|
| Change Password | Enter existing password, enter new password, and confirm new password. | |
| Home | Call Forwarding. | Enable, disable, and modify call forwarding settings. |
| | Do Not Disturb (DND) | Enable and disable audio notification for incoming calls. |
| | Speed Dial | Create, modify, and delete personal speed dial numbers. |
| Caller's Logs | Incoming Calls | View details, Clear, and Reset Missed Call Counter. |
| | Dialed Calls | View details and Clear Log. |
| Terminal Settings | Name | Change name. |
| | Set Optional Features | View e-mail Fwd, Teleworker, and WebAdm Sys Options. |
| Voice Mail | Zero Redirect | Enable and disable Operator redirect and enter the number to which a call will be redirected. |
| | SMTP Settings | Enable or disable SMTP on network, and specify IP address of SMTP server host and/or SMTP port for support of e-mail notification of voice mail. |
| Teleworker Options | Working Mode | Disable (Worker) or enable (Teleworker) teleworker. |
| | Preferred Server | Enter the IP address of the teleworker server host. |

System Options

Table 3: System Options - Telephone Menu

| | | |
|---------------------------|---|---|
| 1. Change Password | Enter existing password, enter new password, and confirm new password. | |
| 2. Set Management | 1. Set Extension | Change telephone extension number. |
| | 2. Remove Extension | Specify extension to remove. |
| | 3. Reset Password | Reset password on accessed telephone. |
| | 4. Upgrade | View software version and/or confirm upgrade. Specify IP address of TFTP server host and start upgrade. |
| 3. System Language | The language will not apply to voicemail or auto attendant prompts, or Web admin. | |
| 4. System Region | The region selection will apply the correct regional tone package. | |
| 5. Date and Time | Edit and save system date and time. | |
| 6. Network Options | 1. IP Address | View or change IP address or network mask of telephone, IP address of default gateway for telephone, and/or IP address of DNS server. |
| | 2. SMTP Settings | Enable or disable SMTP on network, and specify IP address of SMTP server host and/or SMTP port. |
| | 3. Operator Extension | View or change the designated operator extension. |
| 7. Gateways | 1. Details | View PSTN gateway IP address, software version, connection status, and MAC address. |
| | 2. Lines | Select a PSTN line and view or change its loop length setting. |
| | 3. Music On Hold | Enable or disable the playing of audio input. |
| | 4. IP Address | View or change IP address or network mask of PSTN gateway, and/or IP address of default IP gateway. |
| 8. Auto Attendant | 1. Auto Attendant | View extension number, name, selected greeting (prompt), prompt language, and extension number of associated PSTN gateway. |
| | 2. Custom Greeting 1 | Record, play, and/or save a custom greeting. |
| | 3. Custom Greeting 2 | Record, play, and/or save a custom greeting. |

Table 4: System Options - Web Interface Menu

| | | |
|------------------------------|---|--|
| Change Admin Password | Enter existing password, enter new password, and confirm new password. | |
| Set Management | Sets & Operator | Add or remove a telephone and its extension or select a new operator extension number. |
| | Software Upgrade | Upgrade all sets and analog gateways in the network or upgrade only one telephone. |
| | Set Details | View and change the extension number, name, and page zone. Reset the user password back to default. |
| | Networking | You can assign a static IP address. |
| | Features | View e-mail Fwd, Teleworker, and WebAdm Sys Options. |
| Localization | Language and Region | Select a system language and region from the drop-down lists. |
| Groups | Group Details | Add or delete a group; change the group name. |
| | Members | Add and remove members. |
| | Forwarding | Enable and disable forwarding for the group. Provide a number to which group calls will be forwarded. |
| | Dialing Rules | Add and remove dialing rules. Change rule details. |
| Time & Date | Edit and save system time and date. | |
| Gateways | Details | View PSTN gateway IP address, software version, connection status, and MAC address. |
| | Lines | Select a PSTN line and view or change its loop length setting. |
| | Music On Hold | Enable or disable the playing of audio input. |
| | Networking | View or change IP address or network mask of PSTN gateway, and/or IP address of default IP gateway. |
| Dial Plan | Extension ranges, Emergency Code, Operator Code, PSTN Code, and SIP Code are applied, by default, depending on the region specified at install. | |
| Dialing Rules | You cannot delete or modify the emergency, extension, external, operator, or VoIP E164 rules. You can create a new rule that may be modified or deleted. | |
| Networking | SMTP | Enable or disable SMTP; define the SMPT server IP address and port. |
| | Audio Bandwidth | Select High or Low. High provides a better quality voice transmission but with a higher bandwidth consumption. |
| | VLAN Settings | Select enable and priority or disable for voice traffic. Select disabled or pass-through or enabled and priority for data traffic. |
| Service Provider | You can add a service provider with the following configuration components: Domain Name, Proxy Host, Proxy Port, Registrar Host, Registrar Port, Outbound Proxy Host, Outbound Proxy Port, Realm, and Register Expiry Time. | |
| Auto Attendant | You can add, modify, and delete a custom auto attendant. | |

Index

A

| | |
|---|--------------------|
| Announcement, through paging | 28 |
| Answering calls, ways to answer | 11 |
| Applications overview | 5 |
| Auto Attendant, recording your name | 23 |

B

| | |
|--|--------------------|
| Broadcasting an announcement | 29 |
|--|--------------------|

C

| | |
|---|--------------------|
| Call forwarding | |
| accessing user options | 16 |
| disabling | 17 |
| enable forwarding to Voicemail | 16 |
| forward all calls to dialed number | 17 |
| forward all calls to directory number | 17 |
| forward all calls to Voicemail. | 16 |
| Call log | |
| accessing user options | 19 |
| editing number before dialing | 20 |
| making calls from list | 10 |
| viewing entries | 19 |
| Call waiting tone, setting | 8 |
| Calling | |
| initiating a call manually | 10 |
| putting call on hold to answer a call | 13 |
| putting call on hold to place a call | 12 |
| setting up conference call | 15 |
| transferring incoming call | 13 |
| ways to initiate a call | 10 |
| Conference call | |
| dropping a single party | 15 |
| dropping all parties | 16 |
| putting all participants on hold | 16 |
| putting one participant on hold | 15 |
| setting up | 15 |
| Contrast level, setting | 9 |
| Corporate directory | |
| changing name in. | 25 |
| making calls using | 11 |

D

| | |
|----------------------|--------------------|
| Directories. | 25 |
|----------------------|--------------------|

| | |
|--|--------------------|
| adding entries to Personal | 26 |
| deleting entries from Personal | 28 |
| editing entries in Personal | 27 |
| viewing entries | 25 |
| Display area | |
| entering text in | 26 |
| setting contrast level. | 9 |
| DND (Do Not Disturb). | 28 |
| Do not disturb, enabling and disabling | 28 |

E

| | |
|---|--------------------|
| Email notification of voicemail | |
| enabling forwarding of audio file | 32 |
| registration code | 31 |
| viewing registration information. | 32 |
| Extension number, viewing | 6 |

G

| | |
|-----------------------------|--------------------|
| General Page zone | 28 |
|-----------------------------|--------------------|

H

| | |
|--|--------------------|
| Headset, for telephone | 9 |
| Hold, putting active call on | 12 |

I

| | |
|--|--------------------|
| Ignore softkey | 12 |
| IP address of telephone, viewing | 6 |

M

| | |
|---|--------------------|
| MAC address of telephone, viewing | 6 |
| Main menu, Options button | 31 |
| Microphone, muting. | 7 |
| Muting, activating. | 7 |

N

| | |
|---|--------------------|
| Name | |
| changing in Corporate directory | 25 |
| viewing | 6 |
| Network name, viewing | 6 |

Index

O

- Operator
 - enabling within Voicemail [19](#)
 - redirection from Voicemail [18](#)
 - specifying extension [18](#)
 - Options button
 - summary of menu items [35](#)
 - telephone menu items [33](#)
 - Options web, summary of menu items [34](#), [36](#)
 - Overview
 - of telephone applications [5](#)
 - of this guide [5](#)
-

P

- Paging [28](#)
 - broadcasting announcement [29](#)
 - overview [28](#)
 - Password
 - changing, user options and voicemail [6](#)
 - default user [6](#)
 - enabling or disabling user options [7](#)
 - Personal directory
 - adding entries manually [26](#)
 - copying entry from Call Log [27](#)
 - copying entry from Corporate directory [26](#)
 - copying entry from Voicemail record [27](#)
 - deleting entries [28](#)
 - editing entries [27](#)
 - Personalized ringing, selecting [8](#)
-

R

- Receiving calls, ways to answer [11](#)
 - Recording
 - name for personalized greeting [23](#)
 - personal greeting [24](#)
 - Registration information
 - for special features [31](#)
 - viewing [9](#)
 - Ringer tone, selecting [8](#)
 - Rings, changing number of [17](#)
-

S

- Site identifier, viewing [6](#)
- Softkeys
 - application labels [5](#)
 - CFwd (call forwarding) [5](#)
 - Dir (directory access) [5](#)
 - DND (do not disturb) [5](#)
 - Retrv (retrieve parked call) [5](#)
 - VMail (voicemail) [5](#)

- Software version and release number, viewing [6](#)
 - Speed Dial application [29](#)
 - adding entries to list [29](#)
 - adding entry manually [29](#)
 - copying entry from Call Log [30](#)
 - copying entry from Corporate directory [30](#)
 - copying entry from Voicemail record [30](#)
 - deleting entries [31](#)
 - editing entries [31](#)
 - System Options menu, summary of options [35](#), [36](#)
-

T

- Telephone applications [5](#)
 - Telephone Options menu, summary of options [33](#), [34](#)
 - Teleworker
 - viewing registration code [31](#)
 - viewing registration information [32](#)
 - Text, entering in display area [26](#)
 - Transferring a call [13](#)
-

U

- User Options interface, accessing web-based [5](#)
 - User Options menu [6](#)
 - User Options, Options button
 - accessing with password protection [6](#)
 - accessing without password protection [6](#)
 - call forward menu items [16](#)
 - call log menu items [19](#)
 - contrast level menu items [9](#)
 - language menu items [8](#)
 - optional features menu items [9](#)
 - password menu items [6](#)
 - ringtone menu items [8](#)
 - set details menu items [6](#)
 - voicemail menu items [23](#)
-

V

- Viewing registration information [9](#)
- Voicemail
 - accessing Voicemail options [23](#)
 - caller redirection to operator [18](#)
 - changing password to access user options [22](#)
 - recording a personal greeting [24](#)
 - recording your name [23](#)
 - switching personalized to standard greeting [24](#)
- Voicemail application
 - backup services [21](#)
 - enabling forwarding of audio file [21](#)
 - monitoring messages [22](#)
 - playing a message [22](#)
 - sending audio file attachment [32](#)

| | |
|---|--------------------|
| setting options through telephone buttons | 23 |
| supported callers actions | 21 |
| what callers hear | 21 |
| Volume, adjusting | 7 |

W

| | |
|-------------------------------------|--------------------|
| Web-based administration interface | |
| viewing registration code | 31 |

Z

| | |
|---|------------------------|
| Zero redirect feature | |
| disabling | 19 |
| enabling | 18, 19 |
| specifying Operator extension | 18 |
| Zones | |
| creating via web-based administration | 29 |
| paging overview | 28 |

