



4610SW SIP IP Telephone
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User Guide

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- Security documents
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- Telecommunications security experts

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This product complies with and conforms to the following international Product Safety standards as applicable:

Safety of Information Technology Equipment, IEC 60950, 3rd Edition, or IEC 60950-1, 1st Edition, including all relevant national deviations as listed in Compliance with IEC for Electrical Equipment (IECEE) CB-96A.

Safety of Information Technology Equipment, CAN/CSA-C22.2 No. 60950-00 / UL 60950, 3rd Edition, or CAN/CSA-C22.2 No. 60950-1-03 / UL 60950-1.

Safety Requirements for Information Technology Equipment, AS/NZS 60950:2000.

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This product complies with and conforms to the following international EMC standards and all relevant national deviations:

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Information Technology Equipment – Immunity Characteristics – Limits and Methods of Measurement, CISPR 24:1997 and EN55024:1998, including:

- Electrostatic Discharge (ESD) IEC 61000-4-2
- Radiated Immunity IEC 61000-4-3
- Electrical Fast Transient IEC 61000-4-4
- Lightning Effects IEC 61000-4-5
- Conducted Immunity IEC 61000-4-6

Federal Communications Commission Statement

Part 15:

Note: 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 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 instruction manual, 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 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, or
- routed to a recorded announcement that can be administered by the customer premises equipment (CPE) user.

This equipment returns answer-supervision signals on all direct inward dialed (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.

Avaya attests that this registered equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

Means of Connection

Connection of this equipment to the telephone network is shown in the following tables.

Canadian Department of Communications (DOC) Interference Information

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Declarations of Conformity

United States FCC Part 68 Supplier's Declaration of Conformity (SDoC) Avaya Inc. in the United States of America hereby certifies that the equipment described in this document and bearing a TIA TSB-168 label identification number complies with the FCC's Rules and Regulations 47 CFR Part 68, and the Administrative Council on Terminal Attachments (ACTA) adopted technical criteria.

Avaya further asserts that Avaya handset-equipped terminal equipment described in this document complies with Paragraph 68.316 of the FCC Rules and Regulations defining Hearing Aid Compatibility and is deemed compatible with hearing aids.

Copies of SDoCs signed by the Responsible Party in the U. S. can be obtained by contacting your local sales representative and are available on the following Web site: <http://www.avaya.com/support>.

All Avaya media servers and media gateways are compliant with FCC Part 68, but many have been registered with the FCC before the SDoC process was available. A list of all Avaya registered products may be found at: <http://www.part68.org> by conducting a search using "Avaya" as manufacturer.

European Union Declarations of Conformity



Avaya Inc. declares that the equipment specified in this document bearing the "CE" (*Conformité Européenne*) mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (1999/5/EC), including the Electromagnetic Compatibility Directive (89/336/EEC) and Low Voltage Directive (73/23/EEC). This equipment has been certified to meet CTR3 Basic Rate Interface (BRI) and CTR4 Primary Rate Interface (PRI) and subsets thereof in CTR12 and CTR13, as applicable.

Copies of these Declarations of Conformity (DoCs) can be obtained by contacting your local sales representative and are available on the following Web site: <http://www.avaya.com/support>.

Japan

This is a Class B product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may occur, in which case, the user may be required to take corrective actions.

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Contents

About This Guide	9
Overview	9
Intended Audience.	9
Issue Date	9
How to Use This Document	9
Document Organization	10
Conventions Used	10
Symbolic Conventions	10
Typographic Conventions.	11
Related Documentation	11
Chapter 1: Introducing Your 4610SW SIP IP Telephone	13
Introduction	13
The 4610SW SIP IP Telephone	13
Navigating Application Screens	17
4610SW SIP IP Telephone Applications	19
Phone Application	19
Speed Dial Application	19
Call Log Application	20
Web Access Application (Optional)	20
4610SW Telephone Options.	20
Additional 4610SW Functionality	21
Automatic Backup/Retrieval Feature	21
Chapter 2: Using Your 4610SW SIP IP Telephone.	23
Introduction	23
Session Appearances	23
Making Calls	23
Manual Dialing	24
Automatic Dialing	25
Redialing a party	26
Speed Dialing a party	27
Calling a party from the Call Log	27
Calling a party from the Web Access Application	28
Receiving Calls	29
Call Handling Features	29
Conference	29
Hold.	30

Contents

Mute.	30
Speaker.	31
Transfer.	32
Retrieving a Voice Mail Message	33
Logging Off the Telephone	33
Logging On to the Telephone.	34
Chapter 3: Using the Speed Dial Application	35
Introduction	35
Entering Data on Speed Dial Screens	35
Using the Dialpad to Enter Characters.	35
Entering a Name	35
Entering a Number.	36
Entering a URI	36
Editing During or After Entry	37
Name Entry Example	38
URI Entry Example.	39
Adding a Speed Dial Button.	40
Updating Speed Dial Button Labels	41
Deleting a Speed Dial Button Label	43
Chapter 4: Using the Call Log Application.	45
Introduction	45
About the Call Log.	45
Viewing a Call Log	46
Adding a Call Log Entry to a Speed Dial Button.	47
Deleting Call Log Entries	49
Deleting a Single Call Log Entry	49
Deleting All Entries from a Call Log	50
Disabling the Call Log	50
Chapter 5: Using the Web Access Application	51
Introduction	51
Web Access Authentication.	52
Navigating Web Pages	53
Navigating the Home Page and Other Standard-Size Web Pages	53

Entering Text on Web Pages	54
Using the Dialpad to Enter Characters	55
Adding a Speed Dial Button for a Web Site Telephone Number or URI	56
Chapter 6: 4610SW SIP IP Telephone Options	59
Introduction	59
Accessing the Options Main Menus	60
Application Options	61
Setting the Redial Option	61
Setting the Phone Screen on Answer? Option	62
Setting the Phone Screen on Calling? Option	62
Setting the Display Call Timers? Option	63
Setting the Message Display Rate	63
Setting Visual Alerting.	64
Enabling/Disabling the Call Log	64
Personal Ringing Options.	65
Status Screen Viewing Options.	65
Viewing IP Address Status	66
Viewing Quality of Service (QoS) Status	66
Viewing Interface Status	66
Viewing Miscellaneous Status	67
Viewing the Network Audio Quality	67
Changing the Display Contrast.	67
Feature Button Labeling.	68
Logging Off the 4610SW SIP IP Telephone	70
Logging On to the Telephone.	70
Backup/Restore Options	71
Settings Saved During a Backup	72
Setting the Automatic Backup Option	72
Retrieving and Restoring Data from a Backup File	73
Setting a User ID, Password, and Other File Transfer Protocol Options	75
Selecting a Display Language	77
Changing a Telephone/PC Ethernet Interface	78
Changing the Transfer Type.	79

Contents

Chapter 7: Headsets and Handsets	81
Introduction	81
Headsets for 4600 Series SIP IP Telephones.	81
Handsets for 4600 Series SIP IP Telephones	82
Chapter 8: Telephone Management and Troubleshooting	83
Introduction	83
Interpreting Ringer Tones	83
Interpreting Display Icons.	85
Testing Your Telephone	85
Testing the Telephone Lights and Display Area.	85
Basic Troubleshooting Chart	86
Troubleshooting 4610SW Applications	88
Resetting and Power Cycling the SIP IP Telephone.	89
Resetting Your Telephone	89
Power Cycling the Telephone.	90
Index	91

About This Guide

Overview

This guide covers how to use your new 4610SW SIP IP Telephone. The 4610SW is simple to use while offering the latest advances in telephony systems. Session Initiation Protocol (SIP) Internet Protocol (IP) telephones obtain their operational characteristics from the telephone unit itself, and from your central telephone server. Updates and new features download to your telephone without the need for telephone replacement.

This guide contains eight chapters, geared to how you actually use the telephone, each of which is described in the section titled [Document Organization](#).

Intended Audience

This document is intended for telephone users with a 4610SW SIP IP Telephone. It is not intended to be a technical reference guide for System Administrators or telephone technicians.

Issue Date

This document was issued for the first time in August, 2005.

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 complete understanding of how to use your 4610SW SIP IP Telephone. Or, use the Table of Contents or Index to locate information specific to a task or function you want to perform.

Document Organization

This guide contains the following chapters:

[Chapter 1: Introducing Your 4610SW SIP IP Telephone](#)

Describes each element on the face of the telephone. Also covers telephone navigation, applications, and features.

[Chapter 2: Using Your 4610SW SIP IP Telephone](#)

Covers all call-related information. Describes making calls, receiving calls, speed dialing, calling a party on the call log, conferencing and transferring calls, logging off the telephone for security purposes and logging back on to the telephone.

[Chapter 3: Using the Speed Dial Application](#)

Describes how to add, update, and remove Speed Dial buttons, to facilitate quick dialing of frequently called numbers.

[Chapter 4: Using the Call Log Application](#)

Describes how to view entries on each of the three types of call logs. Includes procedures to add a log entry to a Speed Dial button and delete call log entries.

[Chapter 5: Using the Web Access Application](#)

Explains how to use the Web Access functions.

[Chapter 6: 4610SW SIP IP Telephone Options](#)

Provides setup and maintenance procedures for 4610SW Telephone options. Also covers troubleshooting certain telephone functions.

[Chapter 7: Headsets and Handsets](#)

Provides a list of headsets and handsets compatible with 4600 Series SIP IP Telephones, and ordering information.

[Chapter 8: Telephone Management and Troubleshooting](#)

Covers testing telephone operation and 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:

<u>Document</u>	Underlined type indicates a section or subsection in this document containing additional information about a topic.
<i>“Document”</i>	Italic type enclosed in quotes indicates a reference to a specific chapter/section of 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. Italic type also indicates the title of an external document.
Conference	In step by step procedures, words shown in bold represent a single telephone button that can be pressed/selected.

Related Documentation

This guide and other related documentation is available online at the following URL:
<http://www.avaya.com/support>.

For a quick reference to 4610SW SIP IP Telephone features and applications, see the *4610SW SIP IP Telephone Quick Reference* (Document Number 16-300473).

For information about installing a SIP IP telephone, see the *4600 Series IP Telephone Installation Guide* (Document Number 555-233-128).

For information on desk/wall mounting the telephone, see the *4610SW IP Telephone Stand Instructions* (Document Number 555-233-165).

About This Guide

Chapter 1: Introducing Your 4610SW SIP IP Telephone

Introduction

This chapter introduces you to the layout of the 4610SW SIP IP Telephone. It provides a description for each functional button and other telephone characteristics, briefly describes each 4610SW application, and provides basic instructions for navigating display screens.

The 4610SW SIP IP Telephone

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

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

This last feature is covered in [Chapter 5: Using the Web Access Application](#). The WML browser provides access to Web sites tailored specifically for devices with smaller display screens like cell phones and Personal Data Assistants. In addition to these features and applications, the 4610SW provides a robust menu of options to customize your telephone preferences.

The telephone display area coincides with how your System Administrator sets up the Line/Feature buttons. These features provide ease of use and flexibility:

- 4 softkeys, which assist you in using telephone applications and features,
- 14 standard, labeled buttons which assist in telephone operation and call handling, and
- a built-in, two-way Speaker.

The telephone has an adjustable stand that moves to optimize your viewing position by means of the button on the back.

[Figure 1](#) shows the face of the 4610SW SIP IP Telephone. This diagram contains numbered “callouts” which identify the primary features and buttons. If you are viewing this guide online, you can click the callout to jump to the corresponding feature or button description. Otherwise, [Table 1](#) describes each callout in detail following the diagram.

Figure 1: 4610SW SIP IP Telephone



Table 1: 4610SW SIP IP Telephone Button/Feature Descriptions

















Callout Number	Button/ Feature Name	Button/Feature Description
1	Message Waiting Lamp 	When lit, indicates you have a message waiting on your voice messaging system. This indicator can also be optioned to flash for incoming calls.
2	Display Area	When the telephone is idle, the top area displays the current date and time. When someone is calling you, the name/ telephone number of that person displays in the top area. The display area has five lines. Three lines are devoted to the current application. One line shows softkey labels for the current application, and the top line shows Help and other procedural messages. Four grayscale colors indicate telephone/application activity.
3	Line/Feature buttons 	Six Line/Feature buttons provide lines for incoming and outgoing calls and application-specific functionality.
4	Softkeys 	Navigate to, or start application-specific actions, such as Call a number, Cancel the current activity, Save entered data such as a Speed Dial label.
5	Phone/Exit 	Displays the Phone screen or, if applicable, exits the current call-related feature and normalizes the display.
6	Options 	Displays the first Options screen, to set and update display and application settings.
7	Page Left/ Right 	Shifts from one page to another in the same application, when the display presents the paging indicator (←→). These buttons have no effect when the Paging Indicator is not shown.
8	Speaker LED Indicator	Lights steadily when the Speaker is active.
9	Speaker 	Accesses the Speaker feature.
10	Headset LED Indicator	Lights steadily when the headset is active.

Table 1: 4610SW SIP IP Telephone Button/Feature Descriptions (continued)

Callout Number	Button/ Feature Name	Button/Feature Description
11	Headset 	With a headset connected, changes audio control from the handset or Speaker to the Headset.
12	Mute LED Indicator	Lights steadily when the Handset, Headset, or Speaker is muted.
13	Mute 	Turns off the active Speaker, Handset, or Headset microphone, to prevent the other person from hearing you.
14	Volume Control  	Adjusts the Handset, Speaker, Headset, or Ringer volume, depending on which item is in use. When you increase or decrease the volume, the top display area shows an icon to indicate the item for which you are adjusting the volume. A visual “volume meter” that shows the volume level follows the icon. This button also controls the volume of the key click sounds. Key clicks sound when you press fixed buttons on the telephone such as the dialpad or softkeys.
15	Headset Jack	Provides a port for connecting a headset on the underside of the telephone.
16	Hold 	Red button used to place a call on hold.
17	Transfer 	Transfers a call to another telephone.
18	Conference 	Sets up conference calls with more than one other person.
19	Drop 	Drops the last person added to a Conference call or ends the current call, if you are not on a Conference call.
20	Redial 	Redials the last number dialed from the telephone or displays a list of the last three numbers dialed for selection. Set using the Options button described in Chapter 6: 4610SW SIP IP Telephone Options .
21	Numeric (Dialing) Pad	Standard 12 button pad for dialing telephone numbers.



Navigating Application Screens



Your 4610SW SIP IP Telephone uses telephone Feature buttons, Line/Feature buttons, and softkeys for maximum flexibility in operating the telephone and working with its applications. While reviewing this section, see [Figure 1: 4610SW SIP IP Telephone](#) on page 14.

Telephone Feature buttons are used in the Phone Application and appear on the face of the telephone around the dialpad. Telephone buttons have an icon on the top to indicate the button function. These buttons provide mostly call-handling features like:


- **Transfer**,
- **Conference**,
- **Hold**, and
- **Redial**.

Two additional telephone Feature buttons are:

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

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






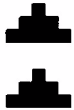
To activate the function or feature represented by a telephone button, just press the appropriate button.


Line/Feature buttons () appear on both sides of the display area. These buttons provide call appearance Lines and other call-related features in the Phone Applications administered by your System Administrator. Line/Feature buttons also serve as application-specific buttons in the Call Log or other applications. For example, pressing a Line/Feature button in the Call Log Application selects the corresponding entry, so you can take further action with your selection. When you enter text on a screen, for example labeling a Speed Dial button, several Line/Feature buttons provide editing features like backspacing or hyphenation.

Here is an example of the difference between Line/Feature button functionality in the Phone Application as opposed to other applications. To call someone from the Phone Application, which is the default display screen, you press the first Line/Feature button and dial your party. But in the Call Log Application, pressing the first Line/Feature button selects or highlights the first call log entry and displays detailed call information.

[Table 1](#) explains call-related icons and features. The icons and background display colors in [Table 2](#) relate to certain administrable features, and can also appear on the display.

Table 2: Icons/Background Colors for Features Administered on the 4610SW

Icon	Description/Condition	Feature Button Display Background Color
None	Feature is on/active.	Light Gray
None	Feature is off/inactive.	Light Gray
None	Feature denied (Broken Flutter). A temporary condition, accompanied by an “error beep” on the first occurrence. This condition then changes to the off/inactive state.	Light Gray
None	Idle. Indicates a call appearance line is available.	White
	Ringing. Indicates an incoming call is arriving on this line.	White
	Active. Indicates the line is in use.	Light Gray
	On Hold. Indicates a call is on hold on this line.	Dark Gray
	(Soft) Hold. Indicates this call was put on hold pending a conference or a transfer.	Dark Gray
	Flash. Used for visual alerting and self-testing.	Light Gray
	Flutter. Used for self-testing.	Light Gray

Four **softkeys** () appear directly below the display area. Softkeys provide access to the other 4610SW applications. In an application, softkeys perform application-specific functions, like add, save, edit, delete, or cancel. The labels above the softkeys reflect their function relative only to that specific screen.

4610SW SIP IP Telephone Applications

Your 4610SW SIP IP Telephone provides four applications:

- Phone,
- Speed Dial,
- Call Log, and
- Web Access.

Additionally, use the Options function to define settings, personalize your telephone, and troubleshoot certain functions. All applications appear in the display area, accessed by the softkeys appearing below the display.

A brief description of each application follows.

Phone Application

The Phone Application is the primary application. Use this application to make and receive calls. Also use this application to perform call-handling operations like conference calls or transferring calls to another telephone.

[Chapter 2: Using Your 4610SW SIP IP Telephone](#) provides information on using the Phone Application.

Speed Dial Application

The Speed Dial Application provides access to Speed Dial buttons, which facilitate automatic dialing.

Use this application to:

- set up buttons for speed dialing,
- update Speed Dial button labels, or
- remove the label from a Speed Dial button.

[Chapter 3: Using the Speed Dial Application](#) describes how to set up, update, and remove labels from Speed Dial buttons. Calling using a Speed Dial button is covered in [Chapter 2: Using Your 4610SW SIP IP Telephone](#).

Call Log Application

The Call Log Application provides three lists, each showing up to 15 outgoing, incoming answered or missed calls. Use this application to:

- call a person directly from the Call Log, or
- add the name and telephone number of a log entry to a Speed Dial button.


[Chapter 4: Using the Call Log Application](#) covers log viewing, deleting log entries, and adding a Call Log entry to a Speed Dial button. Making a call from the Call Log is covered in [Chapter 2: Using Your 4610SW SIP IP Telephone](#).

Web Access Application (Optional)

The Web Access Application provides access to Web pages reachable through links from a Home page and connected pages. This application is optional. Your System Administrator must specifically administer the Web Access Application for your business environment. Depending on the Home page links available, you can browse Corporate intranet sites or browse the World Wide Web.

[Chapter 5: Using the Web Access Application](#) covers navigating Web access screens and pages, and provides information about entering text on Web pages. Making a call from the Web Access Application is covered in [Chapter 2: Using Your 4610SW SIP IP Telephone](#).

4610SW Telephone Options

Access the Options function using the **Options** () button below and to the right of the display area. Using Options menus, you set certain telephone parameters, such as:

- display area contrast,
- how you want the **Redial** button to work,
- when you want your saved information backed up or restored,
- the language in which the telephone displays information, or
- how you want your Feature buttons labeled.

You can also review telephone status screens to get information or troubleshoot.

[Chapter 6: 4610SW SIP IP Telephone Options](#) covers all options.

Additional 4610SW Functionality

Automatic Backup/Retrieval Feature

If your telephone is appropriately administered, you can store the following information on a File Transfer Protocol (FTP) server in your network:

- Speed Dial button data,
- options settings, and
- other personal settings.

The telephone you use regularly displays your settings and preferences. When you log in to another 4610SW SIP IP Telephone, that telephone attempts to retrieve your data from that server. Assuming both telephones are properly administered, the second telephone displays your data and settings, even if you have never used that telephone before. Your System Administrator has more information about how this feature operates.

If the telephone is administered to support the automatic retrieval feature, your telephone automatically stores changes you make to Line/Feature buttons and other settings.

For information, see [Backup/Restore Options](#) in Chapter 6.

Introducing Your 4610SW SIP IP Telephone

Chapter 2: Using Your 4610SW SIP IP Telephone

Introduction

This chapter describes how to make calls, receive calls, retrieve voice mail messages, and log off your 4610SW SIP IP Telephone. This chapter also covers the telephone Line/Feature buttons that assist in call handling.

Session Appearances

What is referred to as a call appearance for an IP telephone is called a “session appearance” for a SIP IP telephone.

In the Phone Application, both session appearance lines and administered Feature buttons take up half the display width. The half-width display area allows more Line/Feature buttons per screen. With half-width session appearances, use only the Line/Feature buttons on the appropriate left or right side of the button to select that session appearance. Any call-associated messages for that session appearance show on the top display line.

Depending on how your telephone is administered, you might have some blank Line/Feature button labels. Pressing a Line/Feature button associated with a blank button label has no effect.

Making Calls

You have several ways of making calls. You can:

- lift the handset, activate a headset if one is connected to your telephone, or use the Speaker,
- on the Phone screen, press an idle line, regardless of whether the telephone is on- or off-hook,
- use an automatic dial feature like speed dial, redial, or calling directly from the Call Log, or
- press the **Drop** button to disconnect an active session appearance and use that line to start another call.

This section describes these calling methods. Your SIP IP telephone accepts either a telephone number or a Uniform Resource Identifier (URI) for dialing.


Note:

You can opt to see the Phone screen when you make an outgoing call, or to keep the current screen when you dial. For more information, see [Application Options](#) in [Chapter 6: 4610SW SIP IP Telephone Options](#).

Manual Dialing

Dial a call manually by:

- picking up the handset, activating your headset, pressing the **Speaker** button,
 - pressing an idle session appearance with the telephone on- or off-hook, or
 - pressing the **Drop** button to disconnect an active session appearance and using that line to start a new call.
1. Use any method listed to obtain a dial tone. You can also start dialing with the telephone on-hook. In this case, the telephone automatically goes off-hook and activates the Speaker after you press the first keypad digit.

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

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

If applicable, the top of the display area shows the Call Timer.

Note:

Displaying the Call Timer is optional and is set using the **Options** button. See [Chapter 6: 4610SW SIP IP Telephone Options](#) for information.


2. Choose one of the following options:

If you want to	Then
Dial a telephone number	Use the dialpad to enter the number you want to call.
Dial a URI	Press the URI softkey. <i>The display prompts “Use dialpad to enter URI.”</i> Use the dialpad to enter the URI you want to call and press Send . If you are not familiar with entering characters or using symbols, see Entering a URI on page 36.

▲ Important:

If your administrator has set up a dialing plan structure, the telephone recognizes completion of dialing and automatically proceeds with the connection. In other cases, and when dialing a URI, you might need to press the **Send** softkey to direct the telephone to proceed with the connection.

If the “Phone Screen on Calling” option is set to “Yes,” the Phone screen redisplay. The active session appearance line displays the number or URI entered and the telephone starts the call.

3. To end the call, hang up the handset, deactivate the headset, press the **Speaker** button or **Drop** () button.

Automatic Dialing

Automatic dialing includes:

- redialing a previously called number or URI,
- speed dialing a number or URI programmed on a Speed Dial button,
- dialing a party listed on your Call Log, or
- dialing a party from a Web page.

Note:

The 4610SW SIP IP Telephone often receives telephone numbers or URIs through the Call Log or Web Access Application that are not immediately “dialable.” For example, the Call Log might contain an incoming call from the following U.S. telephone number: 732-555-1234. Usually, if you try to dial that number as is, the call cannot go through. You must dial one or more digits for an outside line, access your corporate telephone network, or add some other code to return the call. The 4610SW SIP IP Telephone can, if appropriately administered, automatically dial those “extra” digits for you. So, with one touch, the telephone automatically dials 91-732-555-1234. Your Telephone Administrator has information on setting up this Enhanced Dialing capability.

If all lines are in use, automatic dialing does not work.

Redialing a party

Depending on your Redial option setting, selecting **Redial** either:

- automatically dials the most recent number or URI dialed, or
- brings up a list of the last three outgoing calls for selection of the number to be dialed.

[Chapter 6: 4610SW SIP IP Telephone Options](#) covers setting the Redial feature. Both redial procedures follow.

Note:

Your Telephone Administrator can turn off the Redial feature, or can restrict your telephone to dial only the last number dialed. If the Redial feature is turned off, pressing the **Redial** button generates an error tone. If the Redial feature is restricted to only the last number dialed, follow the instructions for redialing the last number called.

Redialing the last number called:

Press the **Redial** () Feature button.

The last number or URI dialed is automatically redialed.

Redialing using a list of the last three numbers called:

1. Press the **Redial** () Feature button.

The Redial screen displays the last three unique numbers or URIs dialed and the prompt “Select number to dial.” appears on the top display line.

2. Press the Line/Feature button associated with the number you want to redial.

If the call can be dialed, the telephone displays the Phone screen. The selected number dials automatically.

If the selected number cannot be dialed, for example, if all call appearance lines are currently on Hold, all Redial entries are disabled. If you press a number for redialing while in this state, an error beep tone sounds and no further action occurs.

3. Proceed with the call.



A Call Log entry is created for this call.

Speed Dialing a party


Automatic dialing of stored numbers or URIs is the most common method of automatic dialing. You can set up Speed Dial buttons and select the party you want to call by pressing that button. For information on setting up Speed Dial buttons, see [Chapter 3: Using the Speed Dial Application](#). The 4610SW SIP IP Telephone has advanced capabilities that allow up to 48 Speed Dial entries, making speed dialing convenient and efficient.

1. Press the **SpDial** softkey at the bottom of the display screen.

The first six Speed Dial buttons display one name and number/URI per button. The prompt "Select entry to dial." appears at the top of the display area.

2. If the party you want to call appears on the display, proceed to Step 3. If the party you want to call is not shown, press the **Page Right** () button to display the next page of entries. Continue until the screen displays the number/party you want. You can also press the **Page Left** () button to display the preceding page of entries.
3. Press the Line/Feature button associated with the name and number/URI of the person you want to call.

The number of the selected person dials automatically.

4. Pick up the handset, activate the headset, or use the Speaker to proceed with the call.
5. Hang up the handset, deactivate the headset, or press the **Speaker** () button to end the call.

Note:

Usually, you can label administered Feature buttons as you see fit, as described in [Feature Button Labeling](#) on page 68.

Calling a party from the Call Log

Your 4610SW SIP IP Telephone maintains a log of up to 45 outgoing, incoming answered, and incoming unanswered calls to/from your telephone. Each log can have up to 15 calls.

Note:

You or your Telephone Administrator can disable the Call Log Application. If the Call Log Application is unavailable, selecting the **Log** softkey generates an error tone.



1. To call a party listed in the Call Log, press the **Log** softkey at the bottom of the display area.

The first three missed calls display a name and number/URI. The prompt "Select entry for details." appears at the top of the display area.

2. If the party you want to call is in a different Call Log, press the softkey that represents either the **Outgo** or **InAns** Call Log.

The display area shows the selected Call Log.

Using Your 4610SW SIP IP Telephone

3. If the party you want to call is shown, proceed to Step 4. If the party you want to call is not shown, press the **Page Right** () button to see the next page of entries. Continue until you find the number/party you want. You can also press the **Page Left** () button to display the preceding page of entries.
4. Press the Line/Feature button associated with the name/number or name/URI of the person you want to call.

The display areas shows the associated Call Detail screen.

5. Select **Call**.

The telephone goes off-hook and the number is dialed. If the “Phone Screen on Calling” option is “Yes” the telephone displays the Phone screen. For more information on setting this option, see [Setting the Phone Screen on Calling? Option](#). A Call Log entry is created for this call.

Note:

If your administrator has set up the Enhanced Dialing feature, selecting **Call** causes the 4610SW to add any appropriate digits to the selected telephone number. The additional digits are, for example, those required to get an outside line. If the call does not go through after pressing **Call**, ask your Telephone Administrator to ensure that the Enhanced Dialing feature is set up properly.

6. Proceed with the call as usual.

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

Calling a party from the Web Access Application

The optional Web Access Application can automatically dial Web links designated by the Web page author as telephone numbers. To use a Web link to call a party, just select that link.

Note:

If your administrator has set up the Enhanced Dialing feature, selecting a link causes the telephone to add any appropriate digits to that telephone number. The additional digits are, for example, those required to get an outside line. If you select a call link, but the call does not proceed, ask your Telephone Administrator to ensure that this feature is set up properly.

Receiving Calls

When someone calls you and the Phone screen is active, the Bell (🔔) icon appears as the telephone rings. Additionally, if so administered, the Voice Message light flashes. When the Phone screen is active, the incoming session appearance line displays call information. If the Phone screen is not active, call information appears on the top display line.

To receive the call, pick up the handset, activate the headset, or press the **Speaker** button and talk.

Note:

You can opt to display the Phone screen or keep the current screen when you receive an incoming call. You can also set an option to flash the Message Waiting Lamp when the telephone rings. For more information, see [Application Options](#) in [Chapter 6: 4610SW SIP IP Telephone Options](#).

Call Handling Features

The features described in this section are available while calls are in progress. Use either the dedicated Feature buttons on the telephone or administered softkey Feature buttons at the bottom of the display area, as applicable.

Conference

Use the Conference feature to conference two additional parties, for a three-way conference call.




Adding another party to a call

1. Dial the first party, then press the **Conference** (☎) button.

That line changes to white text with a dark gray background. The current call is placed on hold. That session appearance line displays the Soft Hold (🔇) icon, and you hear a dial tone.

2. Dial the number of the next party and wait for an answer.
3. Press the **Conference** (☎) button again to add the new party to the call.

Adding a held call to the current call

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



Dropping the last person added to the call

- Press the **Drop** () 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

- Press the **Hold** () button.
- That line changes to white text with a dark gray background, and shows the Hold () icon.*



Retrieving the held call

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

Mute

During an active call, the Mute feature prevents the party with whom you are speaking from hearing you. In most situations, you use this feature in conjunction with the Speaker, but you can hold an offline conversation at any time during a call.

Preventing the other person on the line from hearing you

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




Speaker

You can use the two-way, built-in Speaker to place and answer calls without lifting the handset.

Note:

The Speaker feature can be disabled or limited to one-way operation. If your Speaker does not operate as indicated, contact your System Administrator to ensure that your telephone Speaker is properly administered.

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


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

Changing from the Speaker to the handset or headset

Pick up the handset or activate the headset.

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

Changing from the handset or headset to the Speaker

Press the **Speaker** () button, then hang up the handset. Note that the headset is automatically deactivated.

The indicator next to the Speaker button lights and the Speaker handles voice control.

Turning on the Speaker during a call

Press the **Speaker** () button.

The Speaker indicator next to the Speaker button lights. The Speaker is now operational.

Turning off the Speaker off during a call

Lift the handset or activate the headset at any time.

The Speaker and the corresponding indicator light turn off. Voice control reverts to the handset/headset.

Ending a call while the Speaker is active

Press the **Speaker** button.

The Speaker and the corresponding indicator light turn off and the call terminates.

Transfer


Use the Transfer feature to transfer a call from your telephone to another extension or outside number. Based on the Transfer Type option setting, SIP IP telephones perform one of two types of transfers:


- **Attended Transfer** - You control the transfer. Press **Transfer** to put the caller on hold and dial the party to which you want to transfer the call. Either announce the transfer or hang up after pressing the **Transfer** button again.
- **Unattended Transfer** - The SIP telephone controls the transfer after you dial the number to which you want to transfer the call. Press **Transfer**, dial the party to which you want to transfer the call and hang up or go on-hook. The transfer automatically occurs without speaking to the receiving party or pressing the **Transfer** button a second time.

The following procedures describe each transfer type in detail. To verify or change your Transfer Type option setting, see [Chapter 6: 4610SW SIP IP Telephone Options](#).

Sending a call to another telephone (Attended Transfer)


To perform attended transfers, the Transfer Type option setting must be “Attended” as described in [Chapter 6: 4610SW SIP IP Telephone Options](#).

1. With the call you want to transfer active and one other line available, press the **Transfer** () button.

The call is placed on hold. That session appearance line displays the Hold () icon and you hear a dial tone while the next available line activates. The top line displays “Attended Transfer: Enter Number” or “Attended Transfer: Enter URI” as applicable.


2. Dial the number to which you want to transfer the call. You might have to press the **Send** softkey before transferring the call.

The top line display prompts “Press transfer to complete.”

3. If you do not want to announce the call, press the **Transfer** () button again and proceed to Step 6. If you want to wait for an answer and announce the call, see Step 4.

The call is sent to the extension or number you dialed. A two-second display message indicates the transfer is complete.

4. Remain on the line and announce the call.


5. Press the **Transfer** () button again.

The call is sent to the extension or number you dialed. A two-second display message indicates the transfer is complete.

6. Hang up your handset.

Sending a call to another telephone (Unattended Transfer)

To perform unattended transfers, the Transfer Type option setting must be “Unattended” as described in [Chapter 6: 4610SW SIP IP Telephone Options](#).

1. With the call active and one other line available, press the **Transfer** () button.


The top line displays “Unattended Transfer: Enter Number” or “Unattended Transfer: Enter URI” as applicable.

2. Dial the number to which you want to transfer the call.

The call is sent to the extension or number you dialed. A two-second display message indicates the transfer is complete.

3. Hang up your handset.

Retrieving a Voice Mail Message

When someone leaves a message in your voice mailbox, the Message Indicator () , the red light at the top middle of the telephone illuminates.

Follow your standard voice mail retrieval procedures to retrieve your messages. If you have voice mail-related questions, contact your Telephone System Administrator.

Logging Off the Telephone

Log your 4610SW SIP IP Telephone off to prevent unauthorized use during an absence. Logging off erases your unique set of Options, deletes your Call Log and restores any relabeled Feature buttons to their default values. Logging off does not change your Speed Dial entries.

You can also log off directly through the Options menu. See [Chapter 6: 4610SW SIP IP Telephone Options: Logging Off the 4610SW SIP IP Telephone](#) for details.

Note:

Before you can log off, ensure that the telephone is on-hook and idle with no session appearance lines in use.

1. To log your telephone off, press the **Mute** button. Then press the following numbers on the dialpad: **5 6 4 6 3 3 #** which stand for the word LOGOFF.

A request to unregister the telephone is sent to the server. The telephone is now in a logged-off state and displays “Ext. =”.

Logging On to the Telephone

To log on to the telephone after a logoff:

1. Using the dial pad, enter your Extension number, then press **Pound (#)**.

The telephone prompts for entry of your password.

2. Using the dial pad, enter your Password, then press the **#** key.

The 4610SW is now ready for use.

Note:

You can log on to more than one SIP IP telephone at a time. The call server usually offers incoming calls to the telephone to which you most recently logged on.

Chapter 3: Using the Speed Dial Application

Introduction

This chapter describes how to add, update, and delete a Speed Dial button label. Up to 48 Speed Dial buttons are allowed, each containing a name and corresponding telephone number or Uniform Resource Identifier (URI).

Entering Data on Speed Dial Screens

Review this section if you are unfamiliar with entering data with a telephone dialpad or with using softkeys for editing functions.

Using the Dialpad to Enter Characters

Use the dialpad keys 0 through 9, * and # to enter characters in a Name, Number, or URI field. To select a field, press the Line/Feature button on either side of the field to which you want to move.

Entering a Name

When entering a name, the first press of a dialpad key displays the first alphabetic character associated with that key. This character is shown to the right of the current cursor position in uppercase. The cursor does not move. A subsequent press of the same key replaces the character shown with the next alphabetic character assigned to that key. Once you press a key three times, the telephone displays the number assigned to that key.

For example, pressing the “2” on your dialpad displays the letter “A.” Pressing the 2 key again replaces the A with a “B.” Pressing the key again replaces the B with a “C” and pressing it again replaces the C with a “2.” Pressing the same key again redisplay the letter “A,” and so on. Pressing a different key moves the cursor one position to the right and displays the first alphabetic character associated with that key. All letters after the first display by default in lowercase. Any letter following a space, hyphen, or apostrophe is uppercase. Repeat this key press/entry process to enter the rest of the name. In addition, you can use the **Left Arrow** (←) and **Right Arrow** (→) softkeys to move the cursor to the left or right, respectively. Use the **Space** Line/Feature button to place a space between characters, for example, between a first and last name. For more information, see the [Name Entry Example](#) later in this chapter if you need help entering a name.

Entering a Number

When you enter a telephone number in the Number field, the telephone recognizes a key press as a number or typographic character like #. The telephone automatically moves the cursor to the right. A telephone number can be up to 24 characters. Use any of the editing Line/Feature buttons to insert appropriate spaces in the number being entered. Remember to include any trunk number(s) needed to obtain an outside line.


Entering a URI

Enter a Uniform Resource Indicator (URI) the same way you enter a name. SIP URIs usually take the form **employee_name@company.com**. The only difference from entering a name is that your entry shows in all lowercase characters instead of uppercase and lowercase. Use the **Case** Line/Feature button to change the case, if necessary.

When you enter a URI, the Line/Feature buttons below the URI field display several common characters, symbols, and text strings. These items, like @, .com and .org, are there to help you enter URIs. By selecting the corresponding Line/Feature button, you can place the character, symbol, or text string in your URI at the cursor position. Thus, you do not have to use the dialpad to enter each character. If available, the **More** softkey displays one or more additional screens of characters, symbols, or text strings from which to choose. A URI can be up to 256 characters. If you need help entering a URI, see the [URI Entry Example](#) later in this chapter.

You can also assign text entry strings, for example, **Get Messages**, to Line/Feature buttons. To do so, use the [Feature Button Labeling](#) option described in Chapter 6.

Note:

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

Editing During or After Entry

You can find editing commands below the Name, Number, or URI field, next to certain Line/Feature buttons. When more than one screen of editing commands exists, use the **More** softkey to see one or more additional screens of commands. Examples of some editing commands and their actions are:

- **Backspace** - Deletes the character to the immediate left of the cursor.
- **Clear** - Removes all characters from the field in which the cursor currently resides.
- **Case (softkey 2)** - Changes the character to the right of the cursor from lowercase to uppercase or vice versa, depending on its original case. Note that when entering a name, the first character entered is in uppercase, with subsequent characters in lowercase letters. When you enter a URI, all characters are in lowercase.
- **Symbol (softkey 3)** - Displays the Symbol Character screen, from which you can select one of the following attributes:
 - . **Period** - Inserts a period at the cursor position.
 - , **Comma** - Inserts a comma at the cursor position. In a Number field, a comma creates a short pause when the telephone automatically dials that number.
 - - **Hyphen** - Inserts a hyphen at the cursor position.
 - **Space** - Inserts a blank space at the cursor position.
 - / **Slash** - Inserts a slash at the cursor position.
 - ‘ **Apostrophe** - Inserts an apostrophe at the cursor position.

Note:

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

The **Symbol** softkey is not shown if the text string already contains the maximum number of characters.

Name Entry Example

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

5 (J)

2 (a)

66 (n)

33 (e)

666 (o)

44 (h)

2 (a)

777 (r)

2 (a)

After you enter this sequence, the display shows: **Janeohara**. By incorporating the editing Line/Feature buttons and softkeys during entry, you format the name as: **Jane O'Hara**. Your actual key press sequence must be:

5 (J)

2 (a)

66 (n)

33 (e)

➡ Use the Right Arrow softkey to move the cursor one character to the right

666 (o)

Case (softkey 2) to change the "o" to uppercase

Symbol (softkey 3) to display the Symbol Character screen

Line/Feature button 6 (Apostrophe)

44 (h)

Case (softkey 2) to change the "h" to uppercase

2 (a)

777 (r)

2 (a)

URI Entry Example

To add a Speed Dial button for the URI **tsmith@web.com**, press the following dialpad buttons and select the Line/Feature buttons and softkeys indicated:

Note:

If you or your administrator have relabeled the Line/Feature buttons, your Line/Feature button array can differ from those in the example. Use the appropriate counterparts on your display.

8 (T)

7777 (s)

6 (m)

444 (i)

8 (t)

44 (h)

Line/Feature button 5 (@) - if the @ symbol is not shown, press the **More** softkey as applicable to locate this symbol.

9 (w)

33 (e)

22 (b)

Line/Feature button 10 (.com) - If you do not see a **.com** Line/Feature Button, press the **More** softkey as applicable to locate this symbol.

Adding a Speed Dial Button

To add a Speed Dial button:

1. Access the Speed Dial Application by pressing the **SpDial** softkey.

The telephone displays the Speed Dial Main screen.

Note:

Your Telephone Administrator can turn off the ability to make changes to the Speed Dial buttons. If this is the case, you are not shown softkeys labeled **Add**, **Edit**, or **Delete**, and you cannot perform any of those actions.

2. Press the **Add** softkey.

The telephone displays the Speed Dial Name Entry screen with a cursor in the Name field, and with the prompt "Use dialpad to enter Name."

Note:

For assistance with entering information on this screen, see the previous section titled [Entering Data on Speed Dial Screens](#).

3. Use the dialpad to enter the name of the person being added to a Speed Dial button. Use up to 13 characters, or press **Cancel** to return to the Speed Dial Main screen without adding a name.
4. After completing the Name field, press the **Done** softkey.

The Speed Dial Field Selection screen displays the prompt "Use dialpad to enter Number." The cursor is positioned at the start of the Number field.

5. Choose one of the following options:

If you want to

Then

Add a telephone number

Use the dialpad to enter the number of the person for whom you are establishing a Speed Dial button. For more information, see [Entering a Number](#) on page 36.

Add a URI

Press the **URI** softkey.

The Speed Dial URI Entry screen displays the prompt "Use dialpad to enter URI."


Use the dialpad to enter the URI of the person for whom you are establishing a Speed Dial button. If you are not familiar with entering characters or using symbols, see [Entering a URI](#) on page 36.

6. Press the **Done** softkey.

The telephone displays the Speed Dial Field Selection screen.

7. Verify that the name and number/URI entered in Steps 3 and 5 are correct.
8. To change an entry, press the Line/Feature button next to the field you want to change. Use the **Left Arrow** softkey or the **Right Arrow** softkey to move the cursor to the right of the character(s) to be changed. Press the **Backspace** button to remove that character, and reenter that character. Alternately, to erase a field entirely, press the Line/Feature button on either side of that field, then press the **Clear** Line/Feature button. You can then enter new data in the cleared field and press the **Done** softkey when the change is complete.
9. Press the **Save** softkey to add the information to a Speed Dial button. Press the **Cancel** softkey to exit without saving.

The entry is added to the Speed Dial list in alphabetical order by name. The Speed Dial Main screen redisplay, for you to verify that the new Speed Dial label is now available for automatic dialing.

10. To add another Speed Dial button, repeat this procedure from Step 2.
11. To exit the Speed Dial Application, press the **Phone/Exit** () button.

Note:

To position an entry at the beginning of the list, out of alphabetical order, precede the name with a space, asterisk, or other nonalphabetic character. For example, “*Bruce” is placed before “Aaron” on the sorted list.

Updating Speed Dial Button Labels

Use the following procedure to change the name, number, or URI associated with a Speed Dial button.

1. Access the Speed Dial Application by pressing the **SpDial** softkey.

The telephone displays the Speed Dial Main screen.

Note:

Your Telephone Administrator can turn off the ability to make changes to the Speed Dial buttons. If this is the case, you are not shown softkeys labeled **Add**, **Edit**, or **Delete**, and you cannot perform any of those actions.

2. Use the **Page Left** or **Page Right** button as appropriate until the screen displays the entry you want to update.

Note:

Your Telephone Administrator can turn off the ability to make changes to Speed Dial buttons. In this case, you are not shown softkeys labeled **Add**, **Edit**, or **Delete**, and you cannot perform any of those actions.

Using the Speed Dial Application

3. Press the **Edit** softkey.

The top line displays the prompt “Select entry to edit.”

4. Press the Line/Feature button associated with the button you want to update.

The Speed Dial Field Selection screen displays the prompt “Select field to change.”

Note:

For assistance with entering information on either the Name or Number Entry screen, see the previous section titled [Entering Data on Speed Dial Screens](#).

5. Choose one of the following options:

If you want to

Then

Change the name

Press the Line/Feature button next to the **Name:** field.

The Speed Dial Name Entry screen displays the prompt “Use dialpad to enter Name.”

Use the **Left Arrow** softkey or the **Right Arrow** softkey to move the cursor to the right of the character(s) to be changed. Press the **Backspace** button to remove the character(s) and reenter the character(s). The Name field allows up to 13 characters. For more information, see [Entering a Name](#) on page 35.

Change the telephone number

Press the Line/Feature button next to the **Number:** field.

The Speed Dial Number Entry screen displays the prompt “Use dialpad to enter Number.”

Use the **Left Arrow** softkey or the **Right Arrow** softkey to move the cursor to the right of the character(s) to be changed. Press the **Backspace** button to remove the character(s) and reenter the character(s). The Number field allows up to 24 characters. For more information, see [Entering a Number](#) on page 36.

Change the URI

Press the **URI:** softkey.

The Speed Dial URI Entry screen displays the prompt “Use dialpad to enter URI.”

Use the **Left Arrow** softkey or the **Right Arrow** softkey to move the cursor to the right of the character(s) to be changed. Press the **Backspace** button to remove the character(s) and reenter the character(s). The URI field allows up to 256 characters. For more information, see [Entering a URI](#) on page 36.

6. Press the **Done** softkey.


The telephone displays the Speed Dial Field Selection screen.

Note:

Pressing **Delete** while in the Name or Number field deletes the entire Speed Dial label, as covered in [Deleting a Speed Dial Button Label](#). Alternately, pressing **Cancel** at any time returns you to the Speed Dial Main screen without updating the label.

- When the update is complete, press the **Save** softkey to add the information to a Speed Dial button. Press the **Cancel** softkey to exit without saving.

The name/number or URI entry is updated, and all Speed Dial buttons are sorted in alphabetical order by name. The Speed Dial Main screen redisplay.

- To update another Speed Dial button, repeat this procedure from Step 2.
- To exit the Speed Dial Application, press the **Phone/Exit** () button.

Deleting a Speed Dial Button Label

To delete a Speed Dial button label:

- Access the Speed Dial Application by pressing the **SpDial** softkey.

The telephone displays the Speed Dial Main screen.

- Use the **Page Left** or **Page Right** buttons as appropriate until the screen displays the entry you want to delete.

Note:

Your Telephone Administrator can turn off the ability to make changes to the Speed Dial buttons. In this case, you are not shown softkeys labeled **Add**, **Edit**, or **Delete**, and you cannot perform any of those actions.

- Press the **Delete** softkey.

The top line displays the prompt "Select label to delete."

- Press the Line/Feature button associated with the button you want to remove.

The Speed Dial Deletion screen displays the prompt "Press Delete again to confirm."

- Visually verify that you want to delete that name and number or URI, then choose one of the following options:

If you want to

Cancel the deletion without removing this Speed Dial button

Complete deleting this Speed Dial button

Then

Press **Cancel**.
No deletion occurs and the telephone displays the Speed Dial Main screen.

Press **Delete**.
The label is removed. The remaining Speed Dial buttons are sorted by name. The Speed Dial Main screen displays the page from which the entry was removed.

Using the Speed Dial Application

Chapter 4: Using the Call Log Application

Introduction

This chapter describes the three Call Logs available on your 4610SW SIP IP Telephone. It also provides procedures for adding a Call Log entry to a Speed Dial button and deleting one or all Call Log entries.

To call a party listed in any Call Log, see [Making Calls](#) in [Chapter 2: Using Your 4610SW SIP IP Telephone](#).

Note:

Your Telephone Administrator can turn off the Call Log Application, or block Call Log entries from being added to Speed Dial buttons. If the Call Log feature is turned off, the Call Log softkey is not labeled. Pressing the blank softkey has no effect. If the ability to transfer an entry to a Speed Dial button is turned off, the telephone does not display the **Add to SD** softkey.

About the Call Log

Call Logs are helpful for:

- tracking who called while you were away from the telephone,
- redialing the number or URI of a previous call you made, or
- obtaining telephone numbers/URIs from previous calls.

You can also set up a Speed Dial button for any call listed, facilitating dialing of frequently called numbers/URIs.

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

Each log has a main screen, which lists the calls in newest to oldest chronological order, and a details screen. The main screens provide the name and the number/URI of the calling or called party, if available. The main screens also provide a time for the current date or date for calls prior to the current date. The details screen provides this information in a wider format, shows what type of call it was, and provides you with additional actions.

Using the Call Log Application

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

Viewing a Call Log

To view a Call Log:

1. Access the Call Log Application by pressing the **Log** softkey.

The Missed Call Log Main screen displays the Caller name, number or URI (as applicable), and time/date of the first three unanswered calls.

Note:

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

2. Choose one of the following options:

If you want to	Then
Review the next three calls	Press the Page Right button.
Review the last three calls	Press the Page Left button.
Review outgoing calls you made	Press the Outgo softkey.
Review calls you received and answered	Press the InAns softkey.
Review missed calls	Press the Missed softkey.
Delete one or all entries from a log	For information about deleting entries, see the section in this chapter titled Deleting Call Log Entries .
See detailed information about a call	Press the Line/Feature button to the left or right of that entry.
Return to the Call Log Main screen from a Detail screen	Press the Return softkey.
Call a party listed on a log	Press the Line/Feature button to the left or right of that entry. On the Detail screen, press the Call softkey.

The Call Log displays incoming telephone numbers/URIs as they are received from the call server. The Call Log displays outgoing telephone numbers/URIs as you dial them or as they are stored in the Speed Dial Application.

Adding a Call Log Entry to a Speed Dial Button

To add a Call Log entry to a Speed Dial button:

1. Access the Call Log Application by pressing the **Log** softkey.

The telephone displays the Missed Calls Main screen.

2. If the party for whom you want to create a Speed Dial button is listed on the Missed Calls Log, proceed to Step 3. If the Missed Call Log does not list the party you want, press the **Outgo** or **InAns** softkey for a different Call Log.

The telephone displays the Outgoing or Incoming Answered Call Log Main screen, as applicable.

3. Press the Line/Feature button to the left of the party for which you want to create a Speed Dial button.

*The telephone displays the Detail screen for that entry. If the **AddToSD** softkey is not shown, your Telephone Administrator might have blocked changes to Speed Dial buttons. Or the maximum number (48) of Speed Dial buttons have labels. In the latter case, you cannot add a new entry until you remove an existing entry.*

4. Press the **AddToSD** softkey.

The Speed Dial Field Selection screen displays the prompt "Select field to change."

Note:

For more information on this screen, see [Entering Data on Speed Dial Screens](#).

5. Choose one of the following options:

If you want to

Then

Change the name

Press the Line/Feature button next to the **Name:** field.

The Speed Dial Name Entry screen displays the prompt "Use dialpad to enter Name."

Use the **Left Arrow** softkey or the **Right Arrow** softkey to move the cursor to the right of the character(s) to be changed. Press the **Backspace** button to remove the character(s) and reenter the character(s). The Name field allows up to 13 characters. For more information, see [Entering a Name](#) on page 35.

If you want to	Then (continued)
Change the telephone number	Press the Line/Feature button next to the Number: field. <i>The Speed Dial Number Entry screen displays the prompt "Use dialpad to enter Number."</i> Use the Left Arrow softkey or the Right Arrow softkey to move the cursor to the right of the character(s) to be changed. Press the Backspace button to remove the character(s) and reenter the character(s). The Number field allows up to 24 characters. For more information, see Entering a Number on page 36.
Change the URI	Press the Line/Feature button next to the URI: field. <i>The Speed Dial URI Entry screen displays the prompt "Use dialpad to enter URI."</i> Use the Left Arrow softkey or the Right Arrow softkey to move the cursor to the right of the character(s) to be changed. Press the Backspace button to remove the character(s) and reenter the character(s). The URI field allows up to 256 characters. For more information, see Entering a URI on page 36.
Save the new Speed Dial label without making changes	Proceed to Step 7.


2 of 2

6. Press the **Done** softkey.

The telephone displays the Speed Dial Field Selection screen.

7. When the update is complete, press the **Save** softkey to add the information to a Speed Dial button. Press the **Cancel** softkey to exit without saving.

The Name/Number or Name/URI entry is added to a Speed Dial button label, and all Speed Dial buttons are sorted in alphabetical order by name. The telephone redisplay the Speed Dial Main screen.

8. To exit the Speed Dial Application, press the **Phone/Exit** () button.

Deleting Call Log Entries

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

Deleting a Single Call Log Entry

To delete a single Call Log entry:

1. Access the Call Log Application by pressing the **Log** softkey.

The telephone displays the Missed Calls Main screen.

2. If the entry to be deleted is shown, proceed to Step 3. If the entry to be deleted is not shown, use the **Page Left** or **Page Right** buttons to scroll through the Missed Calls Log. Alternately, press the **Outgo** or **InAns** softkey for a different Call Log.

3. With the entry to be deleted displayed, press the Line/Feature button that corresponds to that entry.

The telephone displays the Detail screen for the selected entry.

4. Press the **Delete** softkey.

The prompt "Press Delete again to confirm." displays at the top of the screen.

5. Visually verify that you want to delete the Name and Number/URI shown, then choose one of the following options:

If you want to

Cancel the deletion without removing this Call Log entry

Complete deleting this Call Log entry

Then


Press **Cancel**.

No deletion occurs and the telephone displays the Call Log Main screen.

Press **Delete**.

The entry is removed and the remaining entries on this Call Log remain sorted in chronological order.

The telephone displays the Call Log Main screen.

6. To exit the Call Log Application, press the **Phone/Exit** () button.

Deleting All Entries from a Call Log

To delete all entries from a Call Log:

1. Access the Call Log Application by pressing the **Log** softkey.

The telephone displays the Missed Calls Main screen.

2. To clear the Missed Calls Log, proceed to Step 3.

To clear the Incoming Answered Calls Log, press the **InAns** softkey and proceed to Step 3.

To clear the Outgoing Calls Log, press the **Outgo** softkey and proceed to Step 3.

3. Press the **Delete All** softkey.

The telephone displays the prompt "Press Delete again to confirm."

4. Visually verify that you want to delete all entries for the Call Log, then choose one of the following options:

If you want to

Cancel the deletion without removing all of entries for this Call Log

Complete the deletion of all entries for this Call Log


Then

Press **Cancel**.

No deletion occurs and the telephone displays the Call Log Main screen.

Press **Delete**.

The entries are removed. The telephone displays the Call Log Main screen.

5. To exit the Call Log Application, press the **Phone/Exit** () button.

Disabling the Call Log

If desired, you can disable your Call Log. For more information, see [Enabling/Disabling the Call Log](#) in [Chapter 6: 4610SW SIP IP Telephone Options](#).

Chapter 5: Using the Web Access Application

Introduction

One of the exciting aspects of the 4610SW SIP IP Telephone is its optional Web Access Application. You can actually use your telephone to access your Corporate intranet and the World Wide Web.

Your System Administrator can optionally design a Home page on which your Web options reside or use a Home page Avaya provides. For security purposes, your System Administrator can optionally display an authentication screen when you select the Web Access Application. In this case, you must submit a user name and password before gaining access to the Home and other Web pages/sites.

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

This chapter describes the basic functions available with the Web Access Application. These functions include:

- accessing and navigating pages linked to the Home page,
- entering text on applicable Web pages, and
- setting up a Speed Dial entry for a name and associated telephone number/URI found on applicable Web sites.

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

Because customizing might affect the flow of Web-related activity, this chapter describes only the primary Web screen types.

Web Access Authentication

Depending on how your Web Access Application is administered, you might have to provide identification before gaining access to Web pages. If you do not know your user ID or password, contact your System Administrator for assistance.

1. If the telephone displays the Web Authentication input screen after you select the **Web** softkey, use the dialpad to enter your user ID or name.

Note:

For information about using the dialpad to enter text, see the section in this chapter titled [Using the Dialpad to Enter Characters](#).

2. Press the Line/Feature button to the left of the Password field and enter your password.
3. Choose one of the following options:

If you want to

Then

Authenticate the ID and password

Press the **Submit** softkey.
*When your ID and password are authenticated, the telephone displays the next page.
If your ID or password cannot be authenticated, the top line displays appropriate error messages.*

Exit the Web Access Application without authentication

Press the **Cancel** or **Back** softkey.
The telephone displays the previous application or options screen.

Navigating Web Pages

The Web Access Application browser performs similarly to those on your PDA or cell phone. Use a combination of Line/Feature buttons and softkeys to navigate Web pages.

Note:

Calls made or received while working with the Web Access Application have no impact on Web access, Web page navigation, or Web page text entry.

Navigating the Home Page and Other Standard-Size Web Pages

To navigate the Home page and other standard-size Web pages:

1. Access the Web Access screen by selecting the **Web** softkey at the bottom of the display area.


The telephone displays the Home page.

2. If a line is not selected (highlighted), press the **Line/Feature** button to the left of that line before proceeding. Selecting the line brings it “in focus.”
3. Navigate the Home page and other Web pages as follows:

If you want to

Then

Redisplay the Home page

Press  **Line/Feature button 5.**
Any Web page loading/processing stops and the telephone displays the Home page.

Move the Web page down one page to see the next three lines

Press  **Line/Feature button 6.**

Move the Web page up one page to see the previous three lines

Press  **Line/Feature button 4.**

Traverse multiple pages

Press the **Page Right** or **Page Left** button to navigate to the next or previous page, respectively.

Use a link to go to another page

Press the Line/Feature button to the left of the line that displays an underlined link.

Note:

You can view and scroll through both text and images, if any are presented.

Entering Text on Web Pages

Text entry pages are those on which you can enter data, for example, a name, a Web address (URL), or other identifying information. A set of square brackets [], possibly with text in between, identifies text entry areas.

1. To enter data, first press the Line/Feature button to the left of the line on which you want to enter text.

*The telephone displays four new softkeys: **Done**, **Bksp**, and **Space**, with the fourth softkey labeled “**alpha**” by default. This softkey is called the **Mode** softkey because it changes the mode of text being entered. Any reference in this manual to the “**Mode** softkey” refers to the fourth softkey when entering text on Web pages.*

2. Use the dialpad to enter text. Use the softkey functions to facilitate text entry.

If you want to	Then
Enter text	<p>If you are unfamiliar with 4610SW Web text entry, see Using the Dialpad to Enter Characters.</p> <p>When you complete the current field/text line, take one of the following actions:</p> <ul style="list-style-type: none">● press the Line/Feature button to the left of the next text line you want to enter, or● press one of the Line/Feature buttons on the right side of the display to move to a different line or page, or● press the Done softkey. <p><i>If you press a left-side Line/Feature button, the line displays a cursor if it is a text entry box.</i></p> <p><i>Pressing a right-side Line/Feature button produces the result indicated by the symbol next to that button.</i></p> <p><i>Pressing Done deactivates the text entry mode.</i></p>
Erase any data entered and restore the text entry line to its original format	<p>Press the appropriate application-specific softkey, for example, Clear.</p> <p><i>Any characters entered are removed.</i></p> <p>Note: Application-specific softkeys are determined by the application developer, therefore the method of erasing or clearing entered text is subject to the application design.</p>
Save the text you have entered	<p>Press the appropriate application-specific softkey, for example, Submit or Save.</p> <p>Note: Application-specific softkeys are determined by the application developer, therefore the method of saving entered text is subject to the application design.</p>

If you want to	Then (continued)
Change the case of an alphabetic character to/from lowercase (the default) to uppercase	Press the Mode softkey until that softkey displays ALPHA (uppercase) or alpha (lowercase), as appropriate. Then use the dialpad to select the characters you want to appear in that case. Mode alpha displays all characters entered in lowercase, and is the default mode. Mode ALPHA displays characters in uppercase. Pressing the softkey “toggles” from one mode to the next.
Enter a numeric character(s)	Press the Mode softkey until that softkey displays Num , then use the dialpad to select the appropriate number(s).
Place a symbol in the text entry field	Press the Mode softkey until that softkey displays Symbol . If the desired symbol is not shown, press the More softkey to view additional symbols. To insert a symbol, press the Line/Feature button to the right/left of the desired symbol as appropriate.

Using the Dialpad to Enter Characters

Use the dialpad keys 0 through 9, * and # to enter characters in a text entry field/line.

When entering a name or other alphabetic text, the first dialpad key press displays the first alphabetic character associated with that key. The character appears to the right of the current cursor position. This character is shown in the same case as the **alpha** softkey. The cursor does not move. A subsequent press of the same key replaces the character shown with the next alphabetic character assigned to that key. You can use the # and * keys to display those symbols, even in alpha and ALPHA mode.

For example, when the **Mode** softkey displays “ALPHA” or “alpha,” pressing “2” produces the letter “A” or “a,” depending on which alphabetic mode is active. Quickly pressing **2** again replaces the A with a “B” or “b”, pressing it again replaces the B with a “C” or “c”. Pressing the same key again replaces the C with an “A” or “a”, and so on. Pressing a different key moves the cursor one position to the right and displays the first alphabetic character associated with that key. Repeat this key press/entry process to complete the text field. You can also use the **Bksp** or **Space** softkeys to delete the character to the left of the cursor, or to insert a space, respectively.

When the **Mode** softkey displays **Num**, the telephone recognizes a key press as a number or a typographic character like * or #. The cursor then advances one position to the right.

When the **Mode** softkey displays **Symbol**, use the Line/Feature buttons to select the desired symbol. Use either the **More** softkey to access additional pages of symbols, or the **Page Right** or **Page Left** buttons on the telephone. When you select a symbol, the telephone automatically inserts it to the right of the last character in that field. After insertion, the telephone automatically returns to the **alpha** mode.

Adding a Speed Dial Button for a Web Site Telephone Number or URI

Some Web sites might include the ability to pass names and associated telephone numbers to the telephone. In such cases, applicable Web pages display an **AddToSD** softkey, as provided by the Web site author.

1. Press the **AddToSD** softkey.

The Speed Dial Field Selection screen displays the prompt “Select field to change.”.

Note:

For information on entering data on this screen, see [Entering Data on Speed Dial Screens](#) in [Chapter 3: Using the Speed Dial Application](#).

Your Telephone Administrator can turn off the ability to create Speed Dial buttons from the Web application. In this case, the telephone does not display the **AddToSD** softkey.

2. Choose one of the following options:

If you want to	Then
Change the name	Press the Line/Feature button next to the Name: field. <i>The Speed Dial Name Entry screen displays the prompt “Use dialpad to enter Name.”.</i> Use the Left Arrow softkey or the Right Arrow softkey to move the cursor to the right of the character(s) to be changed. Press the Backspace button to remove the character(s) and reenter the character(s). The Name field allows up to 13 characters. For more information, see Entering a Name on page 35.
Change the telephone number	Press the Line/Feature button next to the Number: field. <i>The Speed Dial Number Entry screen displays the prompt “Use dialpad to enter Number.”.</i> Use the Left Arrow softkey or the Right Arrow softkey to move the cursor to the right of the character(s) to be changed. Press the Backspace button to remove the character(s) and reenter the character(s). The Number field allows up to 24 characters. For more information, see Entering a Number on page 36.

If you want to	Then (continued)
Change the URI	Press the Line/Feature button next to the URI: field. <i>The Speed Dial URI Entry screen displays the prompt "Use dialpad to enter URI."</i> Use the Left Arrow softkey or the Right Arrow softkey to move the cursor to the right of the character(s) to be changed. Press the Backspace button to remove the character(s) and reenter the character(s). The URI field allows up to 256 characters. For more information, see Entering a URI on page 36.
Save the new Speed Dial label without making changes	Proceed to Step 3.


2 of 2

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3. Press the **Done** softkey.

The telephone displays the Speed Dial Field Selection screen.

4. When the update is complete, press the **Save** softkey to add the information to a Speed Dial button. Press the **Cancel** softkey to exit without saving.

The Name/Number or Name/URI entry is added to a Speed Dial button label, and all Speed Dial buttons are sorted in alphabetical order by name. The Speed Dial Main screen redisplay.

5. To exit the Speed Dial Application, press the **Phone/Exit** () button or select another application as applicable.

Chapter 6: 4610SW SIP IP Telephone Options

Introduction

This chapter describes how to set or view telephone parameters, including:

- Displaying the Phone screen on dialing/answering
- Personalizing the ringing pattern
- Determining if you want the Redial feature to redial the last number called or select from a list of the last three calls
- Displaying the Call Timer
- Selecting attended or unattended call transfer
- Changing the rate at which the telephone displays messages
- Changing the display area contrast
- Logging off
- Backing up and restoring Speed Dial button data, Feature button labels, and Options settings
- Personalizing Feature button labels
- Selecting a different language for the 4610SW user interface
- Allowing the Voice Message light to flash when the telephone rings
- Disabling or reenabling the Call Log


This chapter also covers how to verify the status of certain telephone/server interactions. This information can be useful in troubleshooting problems or when discussing telephone operation with your System Administrator.

Note:

Your Telephone Administrator can turn off all user-settable options. If you press the **Options** button while on-hook, and the only option is **View IP Settings**, you cannot change any current settings.

Accessing the Options Main Menu

To access the Options main menus:

1. To access the Options application, press the **Options** button () to the right of and below the softkeys.

The telephone displays the first of four Options Main screens.

2. Use the standard paging indicators to move between the four Options Main screens.
 - The three options categories the first Options Main screen displays are as follows:
 - **Application Options:** provides access to allow you to set the Redial option, set the Phone screen display upon answering or calling options, set the display of Call Timers, set the rate at which messages display across the top of the screen, set Visual Alerting (flashing message light on incoming calls), and disable or enable the Call Log.
 - **View IP Settings:** provides access to the **View Status Main screen #1**, from which you may view IP Address information/status, quality of service (audio and signaling) status, and interfaces status, and the **View Status Main screen #2**, from which you may view miscellaneous telephone/status data.
 - **Network Audio Quality:** provides access to the **Audio Status screen #1**, on which you can troubleshoot received coding, packet loss and packetization delay, and the **Audio Status screen #2**, on which you can troubleshoot network delay and audio quality. Note that this option is available only when you are on a call.
 - The three options categories the second Options Main screen displays are:
 - **Contrast Control:** provides access to the **Contrast Option** screen, on which you adjust the 4610SW display area contrast.
 - **Feature Button Labeling:** allows you to customize a label on a Feature button, if desired.
 - **Log off:** allows you to log the telephone off for privacy and security purposes.
 - The three options on the third Options Main screen are:
 - **Backup/Restore:** provides access to the **Backup/Restore Main** screen. You can then set automatic data backups, restore the previous backup file, or set up and verify the status of your File Transfer Protocol (FTP).
 - **Select display language:** you can change the display from the current language to any of seven alternate languages.
 - **PC Ethernet Interface:** allows you to specify communications settings between your telephone and PC (if attached).

- The two options on the fourth Options Main screen are:
 - **Personal Ringing:** provides access to the Personal Ringing Selection screens, to set a ring pattern other than that provided with your telephone.
 - **Transfer Type:** allows you to select either attended transfers or unattended transfers.

Note:

You can reach the fourth Options Main screen from the first Options Main screen by pressing the **Page Left** paging indicator.

3. To select an option, press the Line/Feature button on either side of the desired option.

The telephone displays the respective Options screen.

4. To change the current setting, press the corresponding Line/Feature button.

The option setting “toggles” to and displays the next option.

5. To exit the Options application, press the **SpDial**, **Log**, or **Web** softkey. To return to the Phone Application, press the **Phone/Exit** () button.

Application Options

Use Application Options to change call-related default options. You select this option from the Options Main screen, accessed by pressing the **Options** button. Three Application Options screens are available. The first screen provides the functionality to change call-related settings. On the second screen, you can set visual alerting. Use the third screen to disable or enable the Call Log. Use the paging indicators to move between the Application Options screens.

To change or set any application screen option press the Line/Feature button on either side of that option. For example, if an option is set to “No” pressing the corresponding Line/Feature button changes the setting to “Yes.”

Setting the Redial Option

The **Redial** feature provides one of two redial options:

- Automatically redial the **last number** called when the **Redial** button is pressed, or
 - Display a list of the **last 3 unique numbers** called when the **Redial** button is pressed, so you can choose the number you want redialed. This option is the default Redial setting.
1. To change this option, press the corresponding Line/Feature button.

2. Press the Line/Feature button for the next setting you want to change, if applicable. Save this setting by pressing the **Save** softkey. To restore the previous setting without changing, press the **Cancel** softkey.

The telephone displays the first Options Main screen.

Setting the Phone Screen on Answer? Option

When the **Phone Screen on Answer?** option is set to **Yes**, the Phone screen appears in the display area whenever you answer a call. You lose any unsaved work in progress when the telephone displays the Phone screen. For example, if you are adding a new Speed Dial button when you answer a call, any unsaved data is lost. The only exception is the Web Access application, which “remembers” the current Web page on which you are working when the telephone rings.

When the **Phone Screen on Answer?** option is set to **No**, answering an incoming call has no impact on the current application screen. The top display line, however, provides an appropriate message. “No” is the default setting for this option.

1. To change this option, press the corresponding Line/Feature button.
2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey. To restore the previous setting without changing it, press the **Cancel** softkey.)

The telephone displays the first Options Main screen.

Setting the Phone Screen on Calling? Option

When the **Phone Screen on Calling?** option is set to **Yes**, the Phone screen appears in the display area whenever you make a call. You lose any unsaved work in progress when the telephone displays the Phone screen. For example, if you are adding a new Speed Dial button when you answer a call, any unsaved data is lost. The only exception is the Web Access Application, which “remembers” the current Web screen on which you are working when you make a call.

When the **Phone Screen on Calling?** option is set to **No**, making a call has no impact on the current application screen. The top display line, however, provides an appropriate message. “No” is the default setting for this option.

1. To change this option, press the corresponding Line/Feature button.
2. Press the Line/Feature button for the next setting you want to change or save this setting by pressing the **Save** softkey. To restore the previous setting without changing it, press the **Cancel** softkey.)

The telephone displays the first Options Main screen.

Setting the Display Call Timers? Option

Your 4610SW SIP IP Telephone has two types of Call Timers. The **Call Timer** is in the top display area, and shows the elapsed call connection time in hours:minutes:seconds (h:mm:ss) format. The applicable session appearance area displays the **Hold Timer** to show how long a call is on hold.

When the **Display Call Timers?** option is set to **Yes**, the call timer shows on either the active call appearance line or top display line. If the Phone screen is active, the Call Timer is on the active call appearance line. If a screen other than the Phone screen is active, the top display line shows the timer. Likewise, when a call is on hold, the Hold timer follows the same display rules depending on which application screen is active. If the Phone screen is active, the Hold Timer is on the corresponding call appearance line. If another application screen is active, the Hold timer shows on the top display line. “Yes” is the default setting for this option.

When the **Display Call Timers?** option is set to **No**, the telephone displays neither the Call Timer nor the Hold Timer. The telephone still maintains call time data for Call Log purposes.

1. To change this option, press the corresponding Line/Feature button.
2. Press the Line/Feature button for the next setting you want to change, if applicable. Save this setting by pressing the **Save** softkey. To restore the previous setting without changing it, press the **Cancel** softkey.

The telephone displays the first Options Main screen.

Setting the Message Display Rate

Although rare, the call server can send messages to your telephone that are longer than the display area. If this occurs, the first and the second parts of the message display separately for a specific time interval.

The Message Display Rate can be either:

- **Fast** - a two second display interval, or
 - **Slow** - a three second display interval, which is the default for this option.
1. To change this option, press the corresponding Line/Feature button.
 2. Press the Line/Feature button for the next setting you want to change, if applicable. Save this setting by pressing the **Save** softkey. To restore the previous setting without changing it, press the **Cancel** softkey.

The telephone displays the first Options Main screen.

Setting Visual Alerting

When this option is set to the default of **No**, ringing is the only notification of an incoming call. When set to **Yes**, your telephone rings and your message indicator flashes to alert you to an incoming call.

1. To change this option, press the corresponding Line/Feature button.
2. Press the Line/Feature button for the next setting you want to change, if applicable, Save this setting by pressing the **Save** softkey. To restore the previous setting without changing it, press the **Cancel** softkey.

The telephone displays the first Options Main screen.

Enabling/Disabling the Call Log

Your Call Log is a standard application that saves incoming and outgoing calls in one of three logs:

- Incoming Answered calls,
- Incoming Unanswered calls, and
- Outgoing calls.

Call Log **Enabled**, meaning active, is the default. For privacy purposes, you can change the status to **Disabled**, to stop call logging and delete any calls currently logged.

1. To change this option, press the corresponding Line/Feature button.
2. Press the Line/Feature button for the next setting you want to change, if applicable. Save this setting by pressing the **Save** softkey. To restore the previous setting without making a change, press the **Cancel** softkey.

The telephone displays the first Options Main screen. If you changed the status from Disabled to Enabled all incoming and outgoing calls will now be logged. If you changed the status from Enabled to Disabled, all calls from each Call Log are deleted and future incoming/outgoing calls are not logged.

Personal Ringing Options

Your telephone has eight ringing pattern options. You can hear the patterns and select the one you prefer using the Personal Ringing option.

1. Select **Personal Ringing** from the fourth Options Main screen.

The Personal Ringing screen #1 displays the first four ring patterns.

2. To hear any of the first four ring patterns, press the Line/Feature button to the left or right of any numbered pattern. To hear additional ring patterns, proceed to Step 3.

The Current Pattern number changes to the selected pattern, which rings once.

3. To display the second Personal Ringing screen and hear the remaining four ring patterns, use the **Page Right** or **Page Left Indicator** buttons. To hear any of these ring patterns, press the Line/Feature button to the left or right of any numbered pattern.

The Current Pattern number changes to the selected pattern, which rings once.

4. Repeat Step 1 or Step 2 until you hear your preferred ring pattern.

5. Save the new ring pattern by pressing the **Save** softkey. To restore the previous setting without making a change, press the **Cancel** softkey.

The telephone displays the fourth Options Main screen.

Note:

Going off-hook, receiving a call, or losing power during ring pattern selection interrupts the process, and you must start over from Step 1. Use the Volume Control buttons to adjust the ringer volume, as discussed in [4610SW SIP IP Telephone Button/Feature Descriptions](#).

Status Screen Viewing Options

Two Status Main screens provide views of telephone and system information. You usually do not need to view this information. However, if problems occur, your System Administrator might ask you to report certain values from any status screen.

Note:

Status screen data can be viewed, but cannot be changed.

1. Select **View IP Settings** from the Options Main screen, accessed by pressing the **Options** button.

The telephone displays the View Status Main screen #1. This screen provides options to view IP Addresses, the quality of service, or interfaces.

2. To select any option on this screen, press the Line/Feature button on either side of that option. Use the **Page Right** or **Page Left Indicator** buttons to scroll from one screen to another as applicable.

The telephone displays the View Status Main screen #2. This screen provides access to additional settings and telephone information.

3. To select any option on this screen, press the Line/Feature button on either side of that option. To view additional screen(s), use the **Page Right** or **Page Left Indicator** buttons to scroll from one page to another, as applicable.
4. To return to the first Options Main screen from any status screen, press the **Return** softkey.

Note:

Each option is described in the following subsections.

Viewing IP Address Status

IP (Internet Protocol) address information encompasses two screens and identifies certain components and connections. IP Address information includes:

- the location (address) of your telephone on your telephone system SIP Registrar,
- the location and port (connection) of the SIP Proxy Server itself,
- the call routing and mask addresses, and
- the identification of the File Server with which your telephone interacts.

This information is technical in nature. However, your System Administrator might need this information to track questions about or problems with telephone functions or connections.

Viewing Quality of Service (QoS) Status

QoS refers to several mechanisms used to improve audio quality over the network.

Viewing Interface Status

Your telephone interacts with several system hardware devices and system software. This screen provides information about three of the main interfaces.

Viewing Miscellaneous Status

Five miscellaneous status screens provide additional information about your telephone and its connections, such as the model, serial number, and MAC address.

Viewing the Network Audio Quality

If you experience poor audio quality during a call, the problem is likely with your network. Your LAN Administrator might ask you to display these screens to diagnose or troubleshoot audio problems. Although technical in nature, these screens provide information that can help identify causes of poor audio quality.

Note:

The telephone displays the **Network Audio Quality** button only when you are on a call (off-hook).

1. Select **Network Audio Quality** from the Options Main screen, accessed by pressing the **Options** button.

If administered, the telephone displays Audio Status screen #1. The bottom line presents a nontechnical summary of network audio quality.

2. To return to the first Options Main screen, press the **Return** softkey.

Changing the Display Contrast

On first-time startup, the display area contrast is set to a mid-level. To adjust it to better suit your work environment and lighting, 15 contrast levels are available.

Note:

Some of the upper and lower contrast level settings can appear identical to adjacent settings, which is normal.


1. Select the **Contrast Control** option from the Options Main screen, accessed by pressing the **Options** button.
2. To brighten the contrast, press the **Right Arrow** softkey until you reach the desired contrast level. To dim the contrast, press the **Left Arrow** softkey until you reach the desired contrast level.

Each softkey press results in the level being increased or decreased, depending on which arrow softkey you press. Chevron symbols provide visual confirmation of the current level.

3. Save the contrast level you set by pressing the **Save** softkey, or, to restore the previous setting without changing the contrast, press the **Cancel** softkey.

The telephone displays the second Options Main screen.

Feature Button Labeling

Line/Feature buttons () appear on both sides of the telephone display area. These buttons provide call appearances (Lines) and other call-related features. Line/Feature button functionality is provided with your telephone or administered by your System Administrator in the Phone Application. Line/Feature buttons serve as application-specific buttons in other applications, such as the Call Log.

You can use the Feature button labeling option to relabel any of the Phone Application Line/Feature buttons. For example, one of your Feature buttons might be labeled **CFwd** for Call Forwarding but you want it to read just **Fwd**. Alternatively, if you have relabeled several Feature buttons, you can view the original default label values and restore them if desired.

1. Select **Feature Button Labeling** on the second Options Main screen.

The telephone displays the Feature Button Labeling Options screen.

2. Choose one of the following options:

If you want to

Relabel one or more Feature buttons

View the default labels for your Feature buttons

Restore the default label to a single Feature button

Then

Select **Relabel Feature buttons**.

The telephone displays the Feature Button Relabeling screen. Proceed to Step 3.

Select **View default labels**.

The telephone displays the Default Feature Button View screen.

Review the default labels, then select **Return** to redisplay the Feature Button Labeling Options screen.

Repeat Step 2, selecting a different option.

Select **Relabel Feature buttons**.

The telephone displays the Feature Button Relabeling screen. Proceed to Step 3.

If you want to	Then (continued)
Restore the default labels to all your Feature buttons	<p>Select Restore default labels.</p> <p><i>The telephone displays the Restore Default Feature Button Labels screen. The top line prompts “Restore all Feature Button labels to default settings?” and “Press Default to confirm.”.</i></p> <p>To restore the default labels, select Default. To return to the Feature Button Labeling Options screen without making a change, select Cancel.</p> <p><i>The telephone displays the Feature Button Labeling Options screen.</i></p>
Return to the second Options Main screen without making a change	Select Return .

2 of 2

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3. If Right/Left Page indicators appear in the softkey button area, your telephone has more than one page of Feature buttons. Use the **Right** or **Left Page** button to move to the page on which you want to relabel one or more Feature buttons.

As you move from page to page, the top display area shows the current page number.

Note:

Your System Administrator might have “locked” one or more labels so that you cannot edit them. Locked labels are shaded in white. When you cannot change a locked button, an error beep tone sounds when you select that button.

4. Press the Feature button you want to relabel or for which you want to restore the default label.

The telephone displays the Feature Button Label Editing screen. For reference, the current label appears next to the first Feature button.

5. To relabel a Feature button, use the dialpad and any applicable Line/Feature buttons. Use 13 or less characters to enter the new label. To restore the default label to the selected Feature button, select **Clear** to remove the label you previously defined. For more information about data entry see [Using the Dialpad to Enter Characters](#) in Chapter 3. For more information, also see [Editing During or After Entry](#) in Chapter 3.
6. Select **Save** to save the new/modified label or to restore the default label as applicable. Alternately, select **Cancel** to exit the screen without saving a change or restoring the default label.

The Feature Button Labeling screen redisplay.

Note:

Some Feature buttons might be provided as part of your telephone software. As part of a software upgrade, such standard Feature button labels can be overwritten with a new, standard label. In this event, any relabeling you performed on those standard Feature buttons is erased.

Logging Off the 4610SW SIP IP Telephone

Log off your telephone to prevent unauthorized use during an absence, or for privacy purposes. Locate the Log Off option on the second Options Main screen.

 **CAUTION:**

Logging off deletes all Call Log entries and unless automatic backup/restore is enabled, returns any options you might have changed to their default values.

1. To log off your telephone from any application screen, press the **Options** button to the right of and below the softkeys. Then press the **Page Right** button.

The telephone displays the second Options Main screen.

2. Select the Line/Feature button on either side of the **Log Off** option.

The Log Off screen displays the prompt “Do you want to log off?”.

3. To proceed, select the Line/Feature button on either side of **Yes**. To return to the Options Main screen, select the Line/Feature button on either side of **No**.

*Selecting **Yes** unregisters your telephone from the call server. Your Call Log entries are deleted and any options you might have set return to their default values.*

*Selecting **No** displays the second Options Main screen. Your telephone remains logged on to the network and your Call Log and options values remain unchanged.*

Logging On to the Telephone

When your telephone is logged off, the top line displays “Ext.=”.

1. To reinstate your telephone following a log off, use the dialpad to enter your extension number, then press the **Pound (#)** key.

The display prompts for entry of your password.

2. Using the dialpad, enter your PBX/switch password then press the **Pound (#)** key.

The telephone is now ready for use.

Note:

You can log on to more than one SIP IP telephone at a time. The call server usually offers incoming calls to the last telephone to which you logged on.

Backup/Restore Options

The backup and restore options provide a way to:

- Back up your options/preference settings, your Speed Dial button labels, names, and numbers, and Feature button labels. This occurs automatically whenever you save a change to any one of those settings or buttons. Automatic backup protects this data against system failure, by providing a way to restore your backup file of active settings and button labels.
- Restore options settings, Speed Dial button labels, names and numbers, and Feature button labels following a telephone failure or replacement.
- Establish or modify File Transfer Protocol (FTP) settings. FTP settings include the network server address, directory path for saving backed-up data, and a user ID and password for server access through your telephone.
- Verify whether an automatic backup has occurred.

Because each telephone system has unique characteristics and settings, modifying the Backup/Restore options usually require assistance. For example, it is unlikely that you know the specific Server IP Address to enter when setting up FTP parameters without consulting your System Administrator.

To verify or change any of these options, select **Backup/Restore** from the third Options Main screen. The Backup/Restore Main screen contains all related backup/restore options and settings.

Note:

On the Backup/Restore Main screen, check the **Automatic Backup** setting to determine if your telephone is already set for automatic backups. The default setting is **Disabled**, meaning automatic backup does not occur unless you change the setting to **Enabled**. If your System Administrator has disabled your Backup/Restore Options through administration, you cannot enable them yourself.

Settings Saved During a Backup

When the Backup/Restore Option is properly administered, Backup/Restore saves the following settings and preferences:

- Speed Dial settings
- Personalized Ring setting
- Redial setting
- Phone Screen on Answer? (yes/no)
- Phone Screen on Calling? (yes/no)
- Display Call Timers? (yes/no)
- Message Display Rate (slow/fast)
- Visual Alerting (yes/no)
- Contrast setting
- Display Language
- Ethernet setting
- Automatic Backup (yes/no)
- Transfer Type setting
- FTP Server IP Address
- FTP Directory Path
- FTP User Name
- User-defined Feature button labels

Setting the Automatic Backup Option

You must change the Automatic Backup setting to **Enabled** to automatically back up data whenever you change any of these values:

- your options settings,
- Feature button labels, and
- Speed Dial button labels, names and numbers.

If this setting is **Disabled**, you might have to first provide additional information before you can change the setting. The required information includes the FTP server on which you want your backed up data to reside.

1. Check below the FTP Status line for one of the following messages and proceed as directed.

If	Then
The telephone displays no message	Proceed to Step 2 to change the automatic backup setting from Disabled to Enabled , or select Return to display the second Options Main screen.
The telephone displays the message "An FTP Server IP Address must be provided for this feature."	You must first provide the server FTP address and FTP directory in which to store your backup data. Contact your System Administrator for the correct address and directory and any specific instructions for your telephone system. Then add the server address as described in Setting a User ID, Password, and Other File Transfer Protocol Options , before proceeding to Step 2.

2. Select the Line/Feature button to the right or left of **Automatic Backup**. Once set, any options settings, Feature button labels, and your Speed Dial information are always backed up following a save to any of these values.

The setting changes from Disabled to Enabled.

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

The third Options Main screen redisplay with the Backup/Restore setting Enabled.

Retrieving and Restoring Data from a Backup File

Restoring data from your most recent backup file is a two-step process. First you start backup file retrieval, usually following a system failure or telephone replacement. Then you confirm that you want the retrieved data to replace the current data.

Note:

Retrieving and restoring backup data takes only a few seconds, however, while in progress, no other telephone activity is allowed.

1. Select **Retrieve restored data** from the Backup/Restore Main screen.

The telephone attempts to start File Transfer Protocol (FTP) to retrieve the latest backup file from the server. The top line displays the message “FTP Retrieval in progress...”. The telephone can display any one of the following additional messages as appropriate:

If	Then
Following server connection, the backup file is retrieved with data in the proper format	The top line displays the messages “File successfully retrieved.” and “Press Save to replace current data with data from retrieved file.”. Select Save . <i>All previous values are replaced with the backup file data. The Backup/Restore Main screen redisplay.</i>
Connection to the FTP server cannot be made	The top line displays the message “Cannot access FTP server.”. Select Retry . If the connection is made, review the messages in the previous row for a successful retrieval and proceed accordingly. If the connection still cannot be made, the server might be busy or not functioning. Select Cancel to return to the Backup/Restore Main screen and try the Restore procedure again later. Optionally, verify with your System Administrator that the Server IP Address is correct.
Connection is made with the FTP server, but the file is not in the specified directory or cannot be retrieved for any reason	The top line displays the message “Cannot obtain file.”. Contact your System Administrator for instructions on how to proceed.

2. If you want to return to the Backup/Restore Main screen without retrieving or restoring the backup file, select **Cancel**.

The retrieval or restoration of backup data is cancelled, and any partially retrieved data is discarded. The Backup/Restore Main screen redisplay.

Note:

Your Telephone Administrator can turn off the ability to make changes to Speed Dial buttons. In this case, you can retrieve the backup file as normal. However, any changes you might have made to Speed Dial button data in that backup file are ignored.

Setting a User ID, Password, and Other File Transfer Protocol Options

Your System Administrator establishes certain parameters for each 4610SW SIP IP Telephone in your network. Most parameters are established at the network server and apply to all telephones in the network. Other parameters can be unique to a specific site, department, or group of telephones. Those settings which can be unique to your telephone appear on the FTP Setup screen. They are:

- **Server IP Address** - the specific server to which your 4610SW SIP IP Telephone is connected for backup, restore, and other network-related functions. If your telephone was repaired, this value was set to zero and must be reestablished.
- **Directory Path** - the server location to which your telephone data is sent during a backup and from which data is restored.
- **User ID and Password** - unique identifiers assigned to a telephone user for server security purposes.

Note:

All FTP settings are set to blank on telephone manufacture and repair.

Because FTP information can impact server operation and the proper backup of your telephone data, contact your System Administrator before updating any settings.

The user ID and password in the following procedure provide access to your server. With server access, you can perform backup and other (future) server-related features. This user ID/ password is not the Avaya Communication Manager registration ID and password. The Avaya Communication Manager registration ID and password identify you as an authorized user of your respective system.

1. To update any of the FTP settings, select **FTP Setup** from the Backup/Restore Main screen.

The telephone displays the first FTP Settings Main screen.

2. Choose one of the following options:

If you want to	Then
Add or update the Server IP Address	<p>Press a Line/Feature button on the row immediately under Server IP Address/Directory Path.</p> <p><i>The telephone displays the FTP Server Address Input screen. The top display area prompts “Enter IP Address.” if no server name is currently assigned. If you are modifying an existing server address the top display area prompts “IP Address or DNS name (<17).”.</i></p> <p>Use the dialpad and any applicable Line/Feature buttons to enter the 16 character or fewer server address/name. For data entry information, see Using the Dialpad to Enter Characters and Editing During or After Entry in Chapter 3: Using the Speed Dial Application.</p> <p>Select Save to save the setting and return to the first FTP Settings Main screen.</p>
Add or update the directory path to which backup saves your data	<p>Press a Line/Feature button on the bottom row under Server IP Address/Directory Path.</p> <p><i>The telephone displays the FTP Directory Path Input screen. The top display area prompts “FTP Directory Path (<23).”.</i></p> <p>Use the dialpad and any applicable Line/Feature buttons to enter the path provided by your System Administrator. The path must be 22 or fewer characters. For data entry information, see Using the Dialpad to Enter Characters and Editing During or After Entry in Chapter 3: Using the Speed Dial Application.</p> <p>Select Save to save the setting and return to the first FTP Settings Main screen.</p> <p>Alternately, you can select Clear to remove the current path prior to entering a new path. Or you can select Cancel to return to the Backup/Restore Main screen without changing the current path.</p>
Add or update the [server] user name	<p>Press the Right Page or Left Page button to display the second FTP Settings Main screen. Select User Name.</p> <p><i>The telephone displays the FTP User Name Input screen. The top display area prompts “FTP User Name (<16).”.</i></p> <p>Use the dialpad and any applicable Line/Feature buttons to enter the user name that gives you access to the server. The user name must be 15 or fewer characters. Either your System Administrator provides the name or you select the name using parameters provided by the administrator. For data entry information, see Using the Dialpad to Enter Characters and Editing During or After Entry in Chapter 3.</p> <p>Select Save to save the setting and return to the first FTP Settings Main screen.</p>

If you want to	Then (continued)
Add or modify your server password	<p>Select Password.</p> <p><i>The telephone displays the FTP Password Input screen. The top display area prompts "FTP Password (<13)."</i></p> <p>Using parameters provided by your System Administrator, use the dialpad and any applicable Line/Feature buttons to enter the password. Select Save to save the setting and return to the first FTP Settings Main screen.</p>
Return to the Backup/Restore Main screen without changing the selected FTP setting	<p>Select Cancel.</p> <p><i>No change is made and the telephone redisplay the most recent FTP Settings Main screen.</i></p>

2 of 2

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- Repeat this procedure from Step 1 for each FTP setting you want to add or modify.

Selecting a Display Language

The 4610SW is factory-set to display English language characters. Users can change the user interface language to any one of the following options:

- English, the default display language
- Français
- Italiano
- Japanese (Katakana only)
- Español
- Deutsch
- Nederlands
- Português

- Select **Select display language** on the third Options Main screen.

The telephone displays the first Language Selection screen.

- If the language to which you want to change is shown, proceed to Step 3. If the language to which you want to change is not shown, use the **Page Right** indicator to move to the second Language Selection screen.

3. Select the Line/Feature button next to the language you want your telephone to use.

If the currently active language was selected, the third Options Main screen redisplay and no action is taken.

If any language other than the currently active language was selected, the telephone displays the Language Confirmation screen. The prompt “Are you sure?” displays in the currently active language and in the new language you selected. The four softkeys are labeled respectively “Yes” and “No” in the currently active language and in the selected new language.

4. Choose one of the following options:

If you want to

Then

Proceed to change the current language to the new language

Select either **Yes** softkey.
The active language changes to the new language you selected. The third Options Main screen redisplay. All screens now display the new user interface language.

Retain the currently active language without changing the user interface display language

Select either **No** softkey.
The language remains unchanged and the telephone redisplay the Language Selection screen.
Repeat the procedure from Step 2 to select a different language, or select **Return** to return to the third Options Main screen.

Changing a Telephone/PC Ethernet Interface

The 4610SW SIP IP Telephone usually communicates with any optionally-attached PC in auto-negotiation mode. This basically means the PC and telephone together decide how to communicate when they are connected. Although unlikely, there might be an occasion where you or your System Administrator want to force the communication to a particular setting.

1. Select **PC Ethernet interface** from the third Options Main screen.

The telephone displays the first PC Ethernet Interface screen, which shows the current setting.

2. If the setting to which you want to change appears on the first screen, see Step 3. If the setting to which you want to change is not shown, use the **Page Right** indicator to move to the second screen.

3. Press the Line/Feature button on either side of the desired setting.

The Current setting on the first screen changes to your selected setting.

4. To save your selection, select **Save**. To restore the original setting without changing it, select **Cancel**.

The third Options Main screen redisplay.

Changing the Transfer Type

The 4610SW SIP IP Telephone allows two types of transfers:

Attended - When transferring a call, you can optionally announce the call to the transfer recipient.

Unattended - You dial the number of the transfer recipient. The call transfers automatically without an announcement or further intervention on your part.

1. Select **Transfer Type** from the fourth Options Main screen.

The telephone displays the Transfer Type Options screen with the current setting. The prompt "Select transfer type." appears on the top display line.

2. To change the current setting, press the Line/Feature button that corresponds to the desired Transfer Type.
3. Save this setting by pressing the **Save** softkey. To restore the previous setting without making a change, press the **Cancel** softkey.

The telephone displays the fourth Options Main screen.

Chapter 7: Headsets and Handsets

Introduction

This chapter provides information about headsets and specialized handsets that are compatible with your SIP IP telephone.

Headsets for 4600 Series SIP IP Telephones

Avaya supports only those headsets and headset adapters that carry an Avaya brand or logo.

There are a variety of Avaya headsets that are compatible with your 4600 Series IP Telephone. To see the available headsets, go to <http://www.avayaheadsets.com/index.html>.

Headsets require headset adapters/connectors to operate. Avaya offers three types of headset adapters for 4600 Series IP Terminals:

- The MIP-1 provides remote call answering and call initialization features with the Avaya Cordless Headset.
- The Modular base amplifier (M12LUCM), which is a high-performance solution for users who continuously wear headsets, and
- The HIP cord, which allows basic, direct headset connection to your Avaya IP Telephone.

Avaya also offers a cordless headset solution (LKA10) with up to a 150 ft. mobile range from the base. In combination, the LKA10 and the MIP-1 provide remote call answering and call initialization features on these IP telephones:

- 4610SW
- 4620
- 4620SW
- 4630SW

Headsets and Handsets

The MIP-1 must be ordered separately. Without the MIP-1, the LKA10 operates with other Avaya IP Telephones, but cannot be used for remote call answering or call initialization.

The following table summarizes the Avaya corded headset connectors and cordless headset options, and provides ordering codes.

Headset Connector	Type	Ordering Code
M12LUCM	Corded	407639715
HIP Cord	Corded	700212442
LKA10 (includes Headset)	Cordless Solution	408271385
MIP-1	Accessory	700281074

Note:

Your System Administrator must administer IP telephones without a fixed headset button for headset operation when using the HIP Cord.

Handsets for 4600 Series SIP IP Telephones

Specialized handsets are available for noisy environments, hearing-impaired users, and other special purposes. The following table describes specialized handsets and replacement handsets for your telephone.

Handset Connector	Type	Ordering Code
AK1A-2001	Replacement Handset	700203797
AK5A-1001	Push-to-Talk	700229727
AK6A-1001	Amplified	700229735
AK8A-1001	Noisy Location	700229743

Chapter 8: Telephone Management and Troubleshooting

Introduction

The 4600 Series SIP IP Telephones are relatively trouble-free. This chapter provides helpful information for:

- Interpreting the different ringer tones you hear.
- Interpreting the telephone display symbols.
- Testing your telephone to ensure that it is operating correctly.
- Basic Troubleshooting. This chart provides the most common problems a user might encounter and suggested resolutions.
- Application-specific troubleshooting. This chart describes problems and solutions specific to 4610SW applications.
- Resetting or power-cycling your telephone, when Basic Troubleshooting does not resolve a problem.

Additionally, [Chapter 6: 4610SW SIP IP Telephone Options](#) describes several status screens to use to troubleshoot certain problems, as requested by your System Administrator. For all other IP telephone questions or problems, contact your System Administrator.

Interpreting Ringer Tones

As you become more familiar with your telephone, you will recognize the various tones you hear for an incoming call or while using the handset. The following chart provides an overview of the tones you hear. Check with your System Administrator to verify if the descriptions are accurate for your system. Ringing Tones accompany an incoming call. Feedback Tones are those which you hear through the handset (receiver) or the Speaker.

Note:





Either the telephone or the PBX generates some of these tones, for example, Reorder. When the PBX generates these tones, they can differ from this list. This difference is especially true when the PBX is outside the United States.

Ring (Incoming) Tones	Meaning
1 Ring -----	Call from another extension.
2 Rings -----	Call from outside or the System Administrator.
3 Rings -----	Priority call from another extension, or from an Automatic Callback call you placed.
Half Ring (ring-ping) ---	A call is being redirected from your telephone to another because Call Forwarding of all calls is active.

Feedback (Handset) Tones	Meaning
Busy --- --- ---	Low-pitched, rapid tone repeated 60 times per minute, signifying the number dialed is in use.
Call Waiting Ringback Tone ---_	A ringback tone with lower-pitched signal at the end. This tone indicates the extension called is busy and the called party was given a call waiting tone. Call waiting ringback tone generation depends on the type of telephone being called.
Confirmation -- -- --	Three short tone bursts indicate a feature activation or cancellation was accepted.
Coverage -	One short tone burst indicates your call is being sent to another extension for a covering user to answer. Coverage tone generation depends on the type of telephone being called.
Dial -----	Continuous tone indicating dialing can start.
Intercept/Time-out -_-_-	Alternating high and low tone. This tone indicates either: <ul style="list-style-type: none"> ● a dialing error, ● denial of a requested service, or ● failure to dial within a preset interval, usually 10 seconds after lifting the handset or dialing the previous digit.
Recall Dial - - - -----	Three shorts tone bursts followed by a steady dial tone indicate a feature request was accepted and dialing can start.
Reorder -- -- -- -- --	Fast busy tone repeated each half-second indicates all telephone trunk lines are busy. A dialing error or the type of telephone being called might cause a Reorder tone.
Ringback ---- ---- ---- ----	Low-pitched tone repeated 15 times a minute indicates the number dialed is ringing.

Interpreting Display Icons

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

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

Testing Your Telephone

The Test feature helps you verify that your telephone lights and display are operating properly.

Testing the Telephone Lights and Display Area

1. With the telephone idle (on-hook), press and release the **Mute** button. Then press the following numbers on the dialpad which stand for **TEST: 8 3 7 8 #**

The display indicates the self-test has started. If the test is successful, the top line displays the message "Self test Passed #=end.". If the test is unsuccessful, the top line instead displays the message "Self test Failed #=end.".

2. Press **#** to return to the Phone screen.

If nothing appears on the display area and the telephone is receiving power, your telephone might need to be replaced. Contact your System Administrator for assistance or additional troubleshooting information.

Basic Troubleshooting Chart

Problem/Symptom	Suggested Solution
Telephone does not activate after connecting it the first time	<p>Unless your System Administrator has already initialized your telephone, you might experience a delay of several minutes before the telephone becomes operational. On plug-in, your telephone immediately starts downloading the following from the server to which the telephone is connected:</p> <ul style="list-style-type: none"> ● operational software, ● an IP Address, and ● any special features programmed by your System Administrator. <p>Report any delay of more than 10 minutes to your System Administrator.</p>
Telephone does not activate after a power interruption	Allow a few minutes for reinitialization after unplugging, powering down the telephone, server problems, or other power interruption causes.
Telephone worked earlier but does not currently seem to work	Contact your System Administrator.
Speaker does not operate.	Ask your System Administrator if your Speaker was disabled.
Telephone does not ring	<p>Use the Up/Down Volume keys to set your ringer volume to a higher level.</p> <p>From another telephone, place a call to your extension to test this suggested solution.</p>
Display shows an error/informational message	<p>Most messages involve server/telephone interaction.</p> <p>If you cannot resolve the problem based on the message received, contact your System Administrator for resolution.</p>

1 of 2

Problem/Symptom	Suggested Solution (continued)
Characters do not appear on the Display screen	<p>See Telephone does not activate after connecting it the first time.</p> <ul style="list-style-type: none"> ● Check all lines into the telephone to ensure that it is properly connected. ● Check the power source to ensure that your telephone is receiving power. ● Perform the following Test procedure. With the telephone idle (on-hook), press and release the Mute button. Then press the following numbers on the dialpad: 8 3 7 8 # which stand for TEST. The display should indicate the self-test has started, then report if the test was successful or failed. If nothing appears on the display, and the telephone is receiving power, your telephone might need to be replaced. <p>If these suggested solutions do not resolve the problem, reset or power cycle the telephone with the help of your System Administrator.</p>
<p>Audio quality is poor, specifically:</p> <ul style="list-style-type: none"> ● you hear an echo while using a handset, ● static, ● sudden silences or gaps in speech, ● clipped or garbled speech, and so on 	<p>Various potential network problems might cause this problem. Access the Network Audio Quality screen described in Viewing the Network Audio Quality in Chapter 6: 4610SW SIP IP Telephone Options). Then provide your System Administrator with specific information related to this problem.</p> <p>Contact your LAN Administrator with as complete a description of the problem as possible.</p>
No dial tone	<p>Ensure that both the handset and line cords into the telephone are securely connected. Note that there might be a slight operational delay if you unplug and reconnect the telephone.</p> <p>Reset or power cycle the telephone with the assistance of your System Administrator. For information, see the section titled Resetting and Power Cycling the SIP IP Telephone.</p> <p>Contact your System Administrator if these steps do not produce the desired result.</p>
A feature does not work as indicated in this guide. For example, the Redial button does not operate as described	<p>Verify the procedure and retry. For certain features, you must lift the handset first or place the telephone off-hook.</p> <p>Contact your System Administrator if this action does not produce the desired result. Your telephone system might be specially programmed for certain features applicable only to your installation.</p>
All other telephone problems	Contact your System Administrator.

Troubleshooting 4610SW Applications

Problem/Symptom	Suggested Resolution
GENERAL:	
A feature does not work as indicated in this guide, or does not work as it had previously worked	<p>Verify the procedure and retry.</p> <p>Check troubleshooting for the specific application with which you are working.</p> <p>Ensure that any options have not been changed.</p> <p>Contact your System Administrator if these actions do not produce the desired result.</p>
You are logging on to a new telephone and that telephone does not display your old data and settings	Your new telephone is not retrieving data from the same location as your original telephone, or you need to provide a user name and password. Follow the procedure in Setting the Automatic Backup Option to administer your current telephone with the necessary parameters. If this procedure does not solve the problem, contact your System Administrator.
PHONE APPLICATION:	
Review the previous section, Basic Troubleshooting Chart .	
SPEED DIAL APPLICATION:	
You cannot dial out using any Speed Dial button	Verify that all call appearances (incoming/outgoing lines) are not already in use. If all lines are in use, wait until a line is available to make your call.
You cannot add an entry to the Speed Dial list	You have 48 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.
CALL LOG APPLICATION:	
You cannot dial out after selecting a Call Log entry	Verify that all call appearances (incoming/outgoing lines) are not already in use. If all lines are in use, wait until a line is available to make your call.
You cannot add an entry to the Speed Dial list	You have 48 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.
Dialing from this application does not go through	Your administrator must administer settings for the Enhanced Dialing feature beyond the defaults.
The Call Log is empty	Many events can clear the Call Log, including power failures, restarting the telephone after logging off, and so on.
WEB ACCESS APPLICATION:	
Pressing the Web softkey does not display a Web site	Check with your LAN Administrator to determine if the Web server is not operating, if there are network connectivity problems, or other network problems.
Dialing from this application does not go through	Your administrator must administer settings for the Enhanced Dialing feature beyond the defaults.
You cannot add an entry to the Speed Dial list	You have 48 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.
OPTIONS:	
The telephone displays no Options other than "View IP Settings"	Your administrator has turned off all user-settable options.

Resetting and Power Cycling the SIP IP Telephone

Reset your 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 might cause stored information such as options and settings to be lost.

Resetting Your Telephone

This basic reset procedure resolves most problems. A reset is also used to download new software and to activate or deactivate certain features.

1. Press the **Mute** button.
2. Using the dial pad, press the following keys in sequence: **7 3 7 3 8 #**
*The display shows the message “Reset values? * = no # = yes.”.*
3. Choose one of the following options:

If you want to

Then

Reset the telephone without resetting any assigned values

Press * (asterisk).
*A confirmation tone sounds and the display prompts “Restart phone? * = no # = yes.”.*

Reset the telephone and any previously assigned (programmed) values
 Use this option only if your telephone has programmed, static values

Press # (pound key).
*The top display line shows the message “Resetting values.”. Your telephone resets its programmed values, like the IP Address, to its default values, and reestablishes the server connection. The display then prompts “Restart phone? * = no # = yes.”.*

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

Note:

Any telephone reset/restart can take a few minutes.

Power Cycling the Telephone

Use the power cycle only at the request of your System Administrator. Use power cycling only if the basic or programmed reset procedure cannot be performed or does not correct the problem:

1. Unplug the telephone and plug it back in.

The telephone connection is reestablished.

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



WARNING:

Because the type of power cycle mentioned in Step 2 involves reprogramming certain values, only your System Administrator can perform that step.

Index

Numerical

4600 Series SIP IP Telephones	
Handsets	82
Headsets for	81
4610SW Applications, Troubleshooting	88
4610SW SIP IP Telephone	
about the	13
Additional Functionality	21
Application Options	61
Applications	19
Button/Feature Descriptions	15
Icons/Background Colors for administered features	18
Illustration of	14
Introduction	13
Logging Off.	33 , 70
Logging On.	34 , 70
Options	59
Resetting and Power Cycling	89
Telephone Button/Feature Descriptions	15
Telephone Options	20
Troubleshooting	83
Using Your	23

A

About the Call Log	45
Accessing the Options Main Menu	60
Adding a Call Log Entry to a Speed Dial Button	47
Adding a held call to the current call, during Conference	30
Adding a Speed Dial Button	40
Adding a Speed Dial Button for a Web Site Telephone Number or URI	56
Alternate Language, Selecting an	77
Application Options	61
Application Screens, Navigating	17
Applications, for 4610SW SIP IP Telephone	19
Authentication, for Web Access	52
Automatic Backup Option, Setting the	72
Automatic Backup/Retrieval Feature	21
Automatic Dialing	25

B

Backup File, Retrieving and Restoring Data from.	73
Backup/Restore Options	71
Backup/Restore, Settings Saved During	72
Basic Troubleshooting Chart	86

C

Call Appearances see Session Appearances	23
Call Handling Features	29
Call Log	
About the	45
Calling a Party from the	27
Deleting a Single Entry	49
Deleting All Entries	50
Disabling	50
Troubleshooting	88
Viewing a	46
Call Log Application	20
Call Log Application, Using the	45
Call Log Enabling/Disabling	64
Call Log Entries	
Deleting	49
Deleting a Single Entry	49
Deleting all entries from a log	50
Call Log Entry, Adding to a Speed Dial Button	47
Call Timers Option	62
Calling a party from the Call Log.	27
Calling a party from the Web Access Application	28
Changing the Display Contrast	67
Conference	
Adding a held call to the current call	30
Adding another party to a call	29
Dropping the last person added to the call	30
Conference button	16
Conference feature	29

D

Deleting a Speed Dial Button Label	43
Deleting Call Log Entries	49
Dialing	
Automatic.	25
Calling a Party from the Call Log	27
Calling a Party from the Web Access Application	28
Manual	24
Redialing	26
using a Speed Dial button	27
Dialpad, Entering Characters Using the	35
Disabling the Call Log.	50 , 64
Display Area and Lights, Testing	85
Display Contrast, Changing the	67
Display description	15
Display Icons, Interpreting.	85
Documentation, Related	11

Index

Drop button	16
Dropping the last person added to the call, during Conference	30

E

Editing During or After Data Entry	37
Enabling/Disabling the Call Log	64
Enhanced Dialing	25 , 28 , 88
Entering a URI	36
Entering Characters Using the Dialpad	35 , 55
Entering Data on Speed Dial Screens	35
Entering Text on Web Pages	54

F

Feature and Telephone Button Descriptions	15
Feature Button Labeling	68
Feature buttons	17
File Transfer Protocol. See FTP	
FTP Options	75

H

Handsets and Headsets	81
Headset	
Headset button	16
Headset Jack	16
Headset LED Indicator	15
Headsets and Handsets	81
Hold	
Placing a call on	30
Retrieving a held call	30
Hold button	16
Hold feature	30

I

Icons/Background Colors for Features Administered on the 4610SW	18
Illustration, of phone	14
Interface Status, Viewing the	66
Interpreting Display Icons	85
Interpreting Ringer Tones	83
Introducing Your 4610SW SIP IP Telephone	13
IP Address Status, Viewing	66

L

Labeling Feature Buttons	68
Language, Selecting an Alternate	77
Lights and Display Area, Testing	85
Line/Feature buttons	15 , 17

Logging Off the 4610SW SIP IP Telephone	33 , 70
Logging On to the Telephone	34 , 70

M

Making Calls	23
Manual Dialing	24
Message Display Rate, Setting the	63
Miscellaneous Status, Viewing	67
Mute button	16
Mute feature	30
Mute LED Indicator	16

N

Navigating	
Application Screens	17
Web Pages	53
Navigating Web Pages	
Home Page and Other Standard-Size Web Pages	53
Network Audio Quality, Viewing the	67
Numeric (Dialing) Pad	16

O

Options	
Alternate Language	77
Application	61
Automatic Backup	72
Backup File retrieval/restore	73
Backup/Restore	71
Call Timers	63
Display Contrast	67
FTP	75
Interface Status	66
Labeling Feature Buttons	68
Message Display Rate	63
Miscellaneous Status	67
Network Audio Quality	67
Password, setting	75
Personal Ringing	65
Phone Screen on Answer	62
Phone Screen on Calling	62
Quality of Service (QoS) Status	66
Redial	61
Transfer Type	79
User ID, setting	75
Viewing IP Address Status	66
Visual Alerting	64
Options button	15
Options Main Menus, Accessing the	60
Options Screens, Troubleshooting	88
Options, for 4610SW SIP IP Telephone	20

P

Page Right/Left buttons	15
Paging indicator	15
Password	75
Personal Ringing Options	65
Phone Application	19
Phone Application, Troubleshooting the	88
Phone Screen on Answer? Option	62
Phone Screen on Calling? Option	62
Phone/Exit button	15
Placing a call on hold.	30
Power Cycling the Telephone.	90

Q

Quality of Service (QoS) Status, Viewing	66
--	--------------------

R

Receiving Calls	29
Redial button	16
Redial Option, Setting the	61
Redialing a party.	26
Redialing the last number called	26
Redialing using a list of the last three numbers called	26
Related Documentation	11
Resetting and Power Cycling the 4610SW SIP IP Telephone.	89
Resetting Your Telephone	89
Restoring Data from a Backup File	73
Retrieving a held call	30
Retrieving a Voice Mail Message	33
Retrieving and Restoring Data from a Backup File	73
Ringer Tones, Interpreting	83

S

Sending a call to another telephone (Attended Transfer).	32
Session (Call) Appearances	23
Session Appearances	23
Setting a User ID, Password, and Other FTP Options	75
Setting the Automatic Backup Option	72
Setting the Display Call Timers? Option	63
Setting the Message Display Rate	63
Setting the Phone Screen on Answer? Option	62
Setting the Phone Screen on Calling? Option	62
Setting the Redial Option	61
Setting Visual Alerting	64
Softkeys.	15 , 18

Speaker

Changing from the handset or headset to the Speaker	31
Changing from the Speaker to the handset or headset	31
Ending a call while the Speaker is active	31
Turning the Speaker off during a call	31
Turning the Speaker on during a call	31
Speaker button	15
Speaker feature	31
Speaker LED Indicator	15
Speed Dial Application	19
Troubleshooting.	88
Using the	35
Speed Dial Button	
Adding a	40
Adding a Call Log Entry to a	47
Adding for a Web Site Telephone Number or URI	56
Deleting a Label.	43
Updating Label Information	41
Speed Dial Screens	
Editing During or After Entry	37
Entering Characters Using the Dialpad	35
Entering Data on	35
Speed Dialing	27
Status Screen	65
Status Screen Viewing Options	65

T

Telephone Button/Feature Descriptions	15
Telephone Feature buttons	17
Telephone Lights and Display Area, Testing the	85
Telephone Management and Troubleshooting	83
Telephone/PC Ethernet Interface	78
Testing Your Telephone.	85
Text Entry	
Entering a URI	36
Text, entering	35 , 37 , 54 , 55
Transfer	
Attended	32
Sending a call to another telephone	32 , 33
Unattended	33
Transfer button	16
Transfer feature	32
Transfer Type, Changing	79
Troubleshooting 4610SW Applications	88
Troubleshooting Chart, Basic	86
Troubleshooting, and Telephone Management	83

U

Updating Speed Dial Button Label Information	41
User ID	75
Using the Call Log Application.	45

Index

Using the Speed Dial Application	35
Using the Web Access Application	51
Using Your 4610SW SIP IP Telephone	23

V

Viewing a Call Log	46
Viewing the Network Audio Quality	67
Visual Alerting, Setting	64
Voice Mail Message, Retrieving a	33
Voice Message Light	15
Volume Control buttons	16

W

Web Access Application	
Calling a party from the	28
Troubleshooting	88
Using the	51
Web Access Authentication	52
Web Pages	
Entering Characters Using the Dialpad	55
Entering Text on.	54
Navigating	53
Web Site Telephone Number or URI, Adding a Speed Dial Button for	56