4620SW/4621SW
SIP IP Telephone
Release 2.2
User Guide

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

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- Mischief (troubling, but apparently innocuous, tampering)
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Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you - Avaya's customer system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

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

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

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

TCP/IP Facilities

Customers may experience differences in product performance, reliability and security depending upon network configurations/design and topologies, even when the product performs as warranted.

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Avaya Inc. is not responsible for any radio or television interference caused by unauthorized modifications of this equipment or the substitution or attachment of connecting cables and equipment other than those specified by Avaya Inc. The correction of interference caused by such unauthorized modifications, substitution or attachment will be the responsibility of the user. Pursuant to Part 15 of the Federal Communications Commission (FCC) Rules, the user is cautioned that changes or modifications not expressly approved by Avaya Inc. could void the user's authority to operate this equipment.

Product Safety Standards

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.

One or more of the following Mexican national standards, as applicable: NOM 001 SCFI 1993, NOM SCFI 016 1993, NOM 019 SCFI 1998

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

Limits and Methods of Measurement of Radio Interference of Information Technology Equipment, CISPR 22:1997, EN55022:1998, and AS/NZS 3548.

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

CE

Avaya Inc. declares that the equipment specified in this document bearing the "CE" (*Conformité Europeénne*) 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 11
Typographic Conventions 11
Related Documentation 11

Chapter 1: Introducing Your 4620SW/4621SW SIP IP Telephone 13
Introduction 13
The 4620SW/4621SW SIP IP Telephone 13
Navigating Application Screens 18
4620SW/4621SW SIP IP Telephone Applications 20
Phone Application 20
Speed Dial Application 20
Call Log Application 21
Web Access Application (Optional) 21
4620SW/4621SW Telephone Options 21
Additional 4620SW/4621SW Functionality 22
Automatic Backup/Retrieval Feature 22

Chapter 2: Using Your 4620SW/4621SW SIP IP Telephone 23
Introduction 23
Session Appearances 23
Making Calls 24
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

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 . . . 39
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 . . . 52
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: 4620SW/4621SW 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 the Call Appearance Width 64
Setting Visual Alerting 64
Enabling/Disabling the Call Log 64
Personal Ringing Options 65
Status Screen Viewing Options 66
Viewing IP Address Status 66
Viewing Quality of Service (QoS) Status 66
Viewing Interface Status 67
Viewing Miscellaneous Status 67
Changing the Display Contrast 67
Viewing the Network Audio Quality 68
Logging Off the 4620SW/4621SW SIP IP Telephone 68
Logging On to the Telephone 69
Backup/Restore Options 69
Settings Saved During a Backup 70
Setting the Automatic Backup Option 71
Verifying Backup/Retrieval Status 72
Retrieving and Restoring Data from a Backup File 73
Setting a User ID, Password, and other File Transfer Protocol Options 74
Feature Button Labeling 76
Changing a Telephone/PC Ethernet Interface 78
Selecting a Display Language 79
Changing the Transfer Type 80

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 4620SW/4621SW Applications. 88
Resetting and Power Cycling the SIP IP Telephone. 91
Resetting Your Telephone 91
Power Cycling the Telephone. 92

Index 93

About This Guide

Overview

This guide covers how to use your new 4620SW/4621SW SIP IP Telephone. The 4620SW/4621SW 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 4620SW/4621SW 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 4620SW/4621SW 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 4620SW/4621SW SIP IP Telephone	Describes each element on the face of the telephone. Also covers telephone navigation, applications, and features.
Chapter 2: Using Your 4620SW/4621SW 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, accessing and retrieving voice mail messages, 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: 4620SW/4621SW SIP IP Telephone Options	Provides setup and maintenance procedures for 4620SW/4621SW 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:

Document	Underlined type indicates a section or subsection in this document containing additional information about a topic.
“Document”	Italic type enclosed in quotes indicates a reference to a specific chapter/section of an external document.
Italics	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 4620SW/4621SW features and applications, see the *4620SW/4621SW SIP IP Telephone Quick Reference* (Document Number 16-300475).

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 *4620/4620SW/4621SW/4622SW/4625SW IP Telephone Stand Instructions* (Document Number 16-300299).

Chapter 1: Introducing Your 4620SW/4621SW SIP IP Telephone

Introduction

This chapter introduces you to the layout of the 4620SW/4621SW SIP IP Telephone. It provides a description for each functional button and other telephone characteristics, briefly describes each application, and provides basic instructions for navigating display screens.

Note:

When this document uses the term 4620SW, the information also applies to the 4621SW, unless otherwise noted. The 4620SW and the 4621SW are almost exactly the same telephone. Both telephones have the same appearance, user interface, and functionality. The telephones have somewhat different internal circuitry, and the 4621SW has a special backlit display. Both the 4620SW and 4621SW support Russian and multibyte characters like Chinese, Japanese, and Hebrew, as covered in Selecting a Display Language in Chapter 6: 4620SW/4621SW SIP IP Telephone Options.

The 4620SW/4621SW SIP IP Telephone

The 4620SW/4621SW SIP IP Telephone is an innovative telephone that gives you access to the World Wide Web while offering the latest features and applications. The large display area allows up to 12 application-specific buttons to be presented and labeled at one time. Additionally, 12 Line/Feature buttons, 4 softkeys, and other fixed buttons 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 detail 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 4620SW/4621SW 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,
- a built-in, two-way Speaker, and
- an infrared interface, which is applicable only to the 4620SW

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 4620SW/4621SW 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: 4620SW/4621SW SIP IP Telephone

Table 1: 4620SW/4621SW 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**	The display screen is 4 inches by 2.9 inches. The information shown varies according to the application/function currently active. 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 eight lines. Six display lines are devoted to the current application. One line shows softkey labels for the current application and one line shows Help and other procedural messages. The telephone uses four grayscale colors to indicate activity.
3	**Line/Feature buttons**	Twelve 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 Options Main screen, to set or 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.

1 of 2

Table 1: 4620SW/4621SW 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 six numbers dialed for selection. Set using the Options button described in Chapter 6: 4620SW/4621SW SIP IP Telephone Options.
21	**Numeric (Dialing) Pad**	Standard 12 button pad for dialing telephone numbers.

2 of 2

Navigating Application Screens

Your 4620SW/4621SW 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: 4620SW/4621SW SIP IP Telephone on page 15.

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 Application as 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 on the 4620SW/4621SW

Icon	Description/ Condition	Feature Button Display Background Color
None	Feature is on/active.	White
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 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.

4620SW/4621SW SIP IP Telephone Applications

Your 4620SW/4621SW 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 4620SW/4621SW SIP IP Telephone provides information on using the Phone Application.

Speed Dial Application

The Speed Dial Application provides access to the 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 4620SW/4621SW SIP IP Telephone.

Call Log Application

The Call Log Application provides three lists, each showing up to 30 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.

You can disable the Call Log for privacy purposes by setting the Call Log Disable option. The Call Log Disable option is described in Chapter 6: 4620SW/4621SW SIP IP Telephone Options.

Chapter 4: Using the Call Log Application covers 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 4620SW/4621SW 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 4620SW/4621SW SIP IP Telephone.

4620SW/4621SW 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,
- the language in which the telephone displays information,
- when you want your saved information backed up or restored, or
- how you want your Feature buttons labeled.

You can also review telephone status screens to get information or troubleshoot. Chapter 6: 4620SW/4621SW SIP IP Telephone Options covers all options.

Additional 4620SW/4621SW 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 4620SW/4621SW 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 procedure, your telephone automatically stores changes you make to Line/Feature buttons and other settings.

For more information, see Backup/Restore Options in Chapter 6: 4620SW/4621SW SIP IP Telephone Options.

Chapter 2: Using Your 4620SW/4621SW SIP IP Telephone

Introduction

This chapter describes how to make calls, receive calls, retrieve voice mail messages, and log off your 4620SW/4621SW 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, a session appearance line, by default, takes up the entire display width. Administered Feature buttons take up half the display width. When a session appearance is full width, use the Line/Feature buttons on either side of that row to select that session appearance. Select any associated messages the same way. With half width session appearances use only the Line/Feature buttons on the appropriate side of that row to select that session appearance. For half-width session appearances, call-associated messages show on the top display line instead of on that row. See Chapter 6: 4620SW/4621SW SIP IP Telephone Options for information about setting the Line/Feature button width.

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 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: 4620SW/4621SW SIP IP Telephone Options.

Manual Dialing

Dial a call manually by:

- picking up the handset, activating your headset, or 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: 4620SW/4621SW 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. *The display prompts "Use dialpad to enter URI.".* 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, 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 redisplays. 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:

Your 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. If appropriately administered, your telephone can 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 six outgoing calls for selection of the number to be dialed.

Chapter 6: 4620SW/4621SW 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/URI dialed is automatically redialed.

Redialing using a list of the last six numbers called:

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

   The Redial screen displays the last six 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/URI 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. To set up Speed Dial buttons, see Chapter 3: Using the Speed Dial Application. The SIP IP telephone has advanced capabilities that allow up to 108 Speed Dial entries, making speed dialing convenient and efficient.

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

   The first twelve Speed Dial buttons display one name and number/URI per button. The prompt "Select entry to dial" appears on the top display line.

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 see 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 or **Drop** ( ) 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 76.

Calling a party from the Call Log

Your 4620SW/4621SW SIP IP Telephone maintains a log of up to 90 outgoing, incoming answered, and incoming unanswered calls to/from your telephone. Each log can have up to 30 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 six missed calls display a name and number/URI. The prompt "Select entry for details." appears on the top display line.

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.

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 see 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 area 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 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 telephone 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 **Call** causes the telephone 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.

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, call information displays on the incoming call appearance line. If the Phone screen is not active, call information appears on the second 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 information, see Application Options in Chapter 6: 4620SW/4621SW 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 using 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 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 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: 4620SW/4621SW 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: 4620SW/4621SW 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: 4620SW/4621SW 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 4620SW/4621SW 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. For information see Logging Off the 4620SW/4621SW SIP IP Telephone in Chapter 6: 4620SW/4621SW SIP IP Telephone Options.

Note:

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

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 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 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 108 Speed Dial buttons are allowed, each containing a name and either a 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 redisplays 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 URI's 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: 4620SW/4621SW SIP IP Telephone Options.

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:

- **Clear** - Removes all characters from the field in which the cursor currently resides.
- **Case** - 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.
- **Backspace** - Deletes the character to the immediate left of the cursor.
- **Apostrophe** - Inserts an apostrophe 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.
- **Period** - Inserts a period at the cursor position.
- **Slash** - Inserts a (forward) slash at the cursor position.
- **Space** - Inserts a blank space 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 to change the "o" to uppercase

Symbol to display the Symbol Character screen

Line/Feature button 6 (Apostrophe)

44 (h)

Case 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 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 redisplays, 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 non alphabetic character. For example, "*Bruce" is placed before "Aaron" on the 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.

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. If this is the case, you are not shown softkeys labeled **Add**, **Edit**, or **Delete**, and you cannot perform any of those actions.

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.

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

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

Deleting a Speed Dial Button Label

To delete a Speed Dial button label:

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

   The telephone displays the Speed Dial Main screen.

2. 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. If this is the case, you are not shown softkeys labeled **Add**, **Edit**, or **Delete**, and you cannot perform any of those actions.

3. Press the **Delete** softkey.

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

4. 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.".

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

If you want to	Then
Cancel the deletion without removing this Speed Dial button	Press **Cancel**. *No deletion occurs and the telephone displays the Speed Dial Main screen*.
Complete removing this Speed Dial button	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.*

Chapter 4: Using the Call Log Application

Introduction

This chapter describes the three Call Logs available on your 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 4620SW/ 4621SW 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 or 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 detail screen. The main screens provide the name and 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.

Each Call Log can contain a maximum of 30 entries. When a log contains more than six entries, **Page Right** and **Page Left** buttons help you scroll through the log six 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 six 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 six calls	Press the **Page Right** button.
Review the last six 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 (108) 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.
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 Line/Feature button next to the **URI:** field. *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.
Save the new Speed DIal label without making changes	Proceed to Step 7.

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 redisplays 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 shown, then choose one of the following options:

If you want to	Then
Cancel the deletion without removing this Call Log entry	Press **Cancel**. *No deletion occurs and the telephone displays the Call Log Main screen*.
Complete removing this Call Log entry	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	Then
Cancel the deletion without removing all the entries for this Call Log	Press **Cancel**. *No deletion occurs and the telephone displays the Call Log Main screen*.
Complete the deletion of all entries for this Call Log	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: 4620SW/4621SW SIP IP Telephone Options.

Chapter 5: Using the Web Access Application

Introduction

One of the exciting aspects of your 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, six 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 can 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 ⬆ button or the ⬇ button 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 9**. *Any Web page loading/processing stops and the telephone displays the Home page*.
Refresh the current display to redisplay the current Web page	Press **Line/Feature button 10**. *Any Web page loading/processing stops and the telephone redisplays the current page.*
Move down the Web page one text line, from the line currently highlighted	Press **Line/Feature button 11**.
Move up the Web page one text line from the line currently highlighted	Press **Line/Feature button 8**.
Move the Web page down one page to see the next six lines	Press **Line/Feature button 12**.
Move the Web page up one page to see the previous six lines	Press **Line/Feature button 7**.
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 (URI/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	If you are unfamiliar with Web text entry, see Using the Dialpad to Enter Characters. When you complete the current field/text line, take one of the following actions: • 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. *If you press a left-side Line/Feature button, the line displays a cursor if it is the text entry box.* *Pressing a right-side Line/Feature button produces the result indicated by the symbol next to that button.* *Pressing **Done** deactivates the text entry mode*.
Erase any data entered and restore the text entry line to its original format	Press the appropriate application-specific softkey, for example, **Clear**. *Any characters entered are removed*. **Note:** Application-specific softkeys are determined by the application developer. The method of erasing or clearing entered text is therefore subject to the application design.
Save the text you have entered	Press the appropriate application-specific softkey, for example, **Submit** or **Save**. **Note:** Application-specific softkeys are determined by the application developer. The method of saving entered text is therefore subject to the design of the application.

1 of 2

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.

2 of 2

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 the same key 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 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/ URIs 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 information 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. *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.

1 of 2

If you want to	Then (continued)
Change the URI	Press the Line/Feature button next to the **URI:** field. *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.
Save the new Speed DIal label without making changes	Proceed to Step 3.

2 of 2

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 redisplays.

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

Chapter 6: 4620SW/4621SW 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 six 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 4620SW/4621SW user interface
- Changing the width of displayed call appearances
- Allowing the Voice message light to flash when the telephone rings
- Disabling and 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 all options are disabled, pressing the **Options** ( ) button displays a message confirming you cannot set/change any options. If a specific option is disabled, that option no longer displays on the Options Main Screen. Pressing the unlabeled Line/Feature button for a disabled option has no effect.

Accessing the Options Main Menus

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 two Options Main screens.

2. Use the standard paging indicators to move between the two Options Main screens.

   - The six 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 the Call Appearance Width, set a flashing message light on incoming calls for visual alerting, and enable/disable the Call Log.
     - **Personal Ringing:** provides access to the **Personal Ringing Selection** screen, to set a ring pattern other than that provided with your telephone.
     - **View IP Settings:** provides access to the **View Status Main** screen, from which you can view IP Address information/status, quality of service (audio and signaling) status, interfaces status, and miscellaneous telephone/status data.
     - **Contrast Control:** provides access to the **Contrast Option** screen, on which you adjust the 4620SW/4621SW's display area contrast.
     - **Log Off:** allows you to log the telephone off for privacy and security purposes.
     - **Network Audio Quality:** provides access to the **Audio Status** screen, on which you troubleshoot network delay and audio quality. Note that this option is available only when you are on a call.
   - The five options categories the second Options Main screen displays 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).
     - **Feature Button Labeling:** allows you to customize a label on a Feature button, if desired.
     - **PC Ethernet Interface:** allows you to specify communications settings between the telephone and PC (if attached).
     - **Select display language:** you can change the display from the current language to any of seven alternate languages.
     - **Transfer Type:** allows you to select either attended transfers or unattended transfers.

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 either "toggles," presents a screen for you to specify a setting, or asks you to choose from a list of alternatives.

5. After changing an option, use the appropriate softkey to continue.
6. To exit the Options application, press the **SpDial, Log**, and **Web** softkey. To return to the Phone application, press the **Phone/Exit** ( ) button.

The procedures in the rest of this chapter describe each Options category in detail.

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. Two 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 and enable/disable the Call Log. Use the paging indicators to move between the two Application Options screens.

To change or set any 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 selections:

- Automatically redial the **last number** called when the **Redial** button is pressed, or
- Display a list of the **last 6 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 the setting, 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 making a change, 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 page 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 making a change, press the **Cancel** softkey.

   The telephone displays the first Options Main screen.

Setting the Display Call Timers? Option

Your 4620SW/4621SW 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 making a change, 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 making a change, press the **Cancel** softkey.

   The telephone displays the first Options Main screen.

Setting the Call Appearance Width

When the Call Appearance Width is set to the **Full** default, each line on which a call appears extends the full display width. Messages show in the call appearance display area. When this option is set to **Half**, the call appearance area is limited to half of the display area. Call-related messages then appear on the top display line.

1. To change this option, press the corresponding Line/Feature button.

   The Call Appearance Width changes from Full to Half or Half to Full, as appropriate to the active setting.

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.

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 voice 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 making a change, 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.

You select this option from the Options Main screen, accessed by pressing the **Options** button.

1. To hear a ring pattern, 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.
2. Repeat Step 1 until your preferred pattern appears as the Current Pattern.
3. Save the 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.

   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 Table 1: 4620SW/ 4621SW SIP IP Telephone Button/Feature Descriptions.

Status Screen Viewing Options

Four views of telephone and system information are available. 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.

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.

3. 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

Internet Protocol (IP) 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 Call Server,
- the location and port (connection) of the Call 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

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

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. Press the Line/Feature button on either side of the display line on which you see **4620**. Doing so identifies that you want to adjust the display contrast of the telephone.
3. 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.
4. 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 first Options Main screen.

Viewing the Network Audio Quality

In the event you experience poor audio quality during a call, the problem is likely with your network. Your LAN Administrator might ask you to display this screen to diagnose or troubleshoot audio problems. Although technical in nature, this screen provides 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 the Audio Status screen.

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

Logging Off the 4620SW/4621SW 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 first 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.

   The telephone displays the first of two Options Main screens.

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 changed return to their default values*.

   *Selecting **No** displays the first 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 telephone 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 requires 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 second 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)
- Call Appearance Width (half/full)
- Visual Alerting (yes/no)
- Call Log Enable (yes/no)
- 4620 Contrast setting
- Display Language
- Ethernet setting
- Automatic Backup (yes/no)
- Transfer Type setting (attended/unattended)
- 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 the message “Options, SD entries, & feature button labels may be saved.”	*Automatic backup is already enabled, and no further action is required.* Select **Return** to display the second Options Main screen. To verify when the most recent backup occurred, see Verifying Backup/Retrieval Status on page 72.
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 address and directory in which to store your backup data. Contact your System Administrator for the server address 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 telephone displays the second Options Main screen.

Verifying Backup/Retrieval Status

To determine whether the most recent backup or retrieval was successful, select **FTP Status** on the Backup/Restore Main screen.

The FTP Status screen displays the following messages for the last backup and the last retrieval, plus an individual status for each type of data:

Action	Status/Meaning
Last Backup:	*Successful* - Data was successfully backed up with no problems noted. *N/A* - No backup was started. Ensure that the Automatic Backup setting is **Enabled** on the Backup/Restore Main screen. *In Progress* - The telephone is currently backing up your data. *Failed* - Backup could not be performed, for example, the server could not be accessed, the backup file cannot be accessed, and so on.
Last Retrieval:	*Successful* - Data was successfully retrieved with no problems noted. *N/A* - No retrieval was started. *In Progress* - The telephone is currently retrieving your data. *Failed* - Retrieval could not be performed, for example, the server might not be functioning, the backup file cannot be accessed, and so on.
SpDial: **Feature Buttons:** **Options:** **Note:** A separate status displays for each one of the above applications	*Successful* - Data was retrieved without problems. *N/A* - No retrieval of the associated data started. *Failed* - At least one invalid value was identified for the applicable data category. No retrieval of this type of data occurred.

Note:

In the event of backup/retrieval failure, the bottom line displays the last error message associated with the most recent attempt.

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 Stored 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 retrieved data.". Select **Save**. *All previous values are replaced with the backup file data. The Backup/Restore Main screen redisplays.*
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 redisplays.

Note:

Your Telephone Administrator can turn off the ability to make changes to the 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 label 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 4620SW/4621SW 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 4620SW/4621SW 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 both 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 FTP Settings Main screen.

2. Choose one of the following options:

If you want to	Then
Add or update the Server IP Address	Select the Line/Feature button next to **Server IP Address**. *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).".* 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. Select **Save** to save the setting and return to the FTP Settings Main screen.
Add or update the directory path to which backup saves your data	Select **Directory Path**. *The telephone displays the FTP Directory Path Input screen. The top display area prompts "FTP Directory Path (<23).".* 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. Select **Save** to save the setting and return to the FTP Settings Main screen. 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.
Add or update the [server] user name	Select **User Name**. *The telephone displays the FTP User Name Input screen. The top display area prompts "FTP User Name (<16).".* 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 this 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: Using the Speed Dial Application. Select **Save** to save the setting and return to the FTP Settings Main screen.

1 of 2

If you want to	Then (continued)
Add or modify your server password	Select **Password**. *The telephone displays the FTP Password Input screen. The top display area prompts "FTP Password (<13).".* 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 FTP Settings Main screen.
Return to the FTP Settings Main screen without changing the selected FTP setting	Select **Cancel**. *No change is made and the telephone redisplays the FTP Settings Main screen.*

2 of 2

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

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	Then
Relabel one or more Feature buttons	Select **Relabel feature buttons**. *The telephone displays the Feature Button Relabeling screen.* *Proceed to Step 3.*
View the default labels for your Feature buttons	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.
Restore the default labels to all your Feature buttons	Select **Restore default labels**. *The telephone displays the Restore Default Feature Button Labels screen. The telephone prompts "Restore all Feature Button labels to default settings?" and "Press Default to confirm.".* To restore the default labels, select **Default.** To return to the Feature Button Labeling Options screen without making a change, select **Cancel**. *The telephone displays the Feature Button Labeling Options screen.*
Return to the second Options Main screen without changing the Feature buttons	Select **Return**. *No change is made and the telephone displays the second Options Main screen.*

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. These 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 redisplays.

   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.

Changing a Telephone/PC Ethernet Interface

The 4620SW/4621SW 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 this communication to a particular setting.

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

   The telephone displays the PC Ethernet Interface screen, which shows the current setting.
2. Press the Line/Feature button on either side of the desired setting.

   The Current setting changes to your selected setting.
3. To save your selection, select **Save**. To restore the original setting without changing it, select **Cancel**.

   The second Options Main screen redisplays.

Selecting a Display Language

The 4620SW/4621SW is factory set to display English language characters. You can change the user interface language, but the specific languages supported depend on your telephone model and its software.

The 4620SW/4621SW IP Telephone always supports the following languages:

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

The Language Selection screen identifies which configuration applies to your 4620SW/4621SW Telephone.

1. Select **Select display language** on the second Options Main screen.

   The telephone displays the Language Selection screen.

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

   If the currently active language was selected, the second Options Main screen redisplays 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 the selected new language.

3. 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 second Options Main screen redisplays. 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 redisplays the Language Selection screen*. Repeat the procedure from Step 2 to select a different language, or select **Return** to return to the second Options Main screen.

Changing the Transfer Type

The **4620SW**/4621SW 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 second 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 second 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 SIP 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 SIP IP Telephones:

- 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 telephones:

- 4610SW
- 4620
- 4620SW/4621SW
- 4630SW

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 4620SW/4621SW applications.
- Resetting or power-cycling your telephone, when Basic Troubleshooting does not resolve a problem.

Additionally, Chapter 6: 4620SW/4621SW 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.

Ringing (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.
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 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	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: • operational software, • an IP address, and • any special features programmed by your System Administrator. Report any delay of more than 10 minutes to your System Administrator.
Telephone does not activate after a power interruption	Allow a few minutes for reinitialization after unplugging, removing power from the telephone, server problems, or other power interruption causes.
Telephone worked earlier but does not currently appear to work	Contact your System Administrator.
Speaker does not operate	Ask your System Administrator if your Speaker was disabled.
Telephone does not ring	Use the **Up/Down Volume** keys to set your ringer volume to a higher level. From another telephone, place a call to your extension to test this suggested solution.
Display shows an error/ informational message	Most messages involve server/telephone interaction. If you cannot resolve the problem based on the message received, contact your System Administrator for resolution.

1 of 3

Problem/Symptom	Suggested Solution (continued)
Characters do not appear on the Display screen	See Telephone does not activate after connecting it the first time. • 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. If these suggested solutions do not resolve the problem, reset or power cycle the telephone with the help of your System Administrator.
Audio quality is poor, specifically: • you hear an echo while using a handset, • static, • sudden silences or gaps in speech, • clipped or garbled speech, and so on	Various potential network problems might cause this problem. Access the Network Audio Quality screen described in Viewing the Network Audio Quality in Chapter 6: 4620SW/4621SW SIP IP Telephone Options. Then provide your System Administrator with specific information related to this problem. Contact your LAN Administrator with as complete a description of the problem as possible.
No dial tone	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. 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. Contact your System Administrator if these steps do not produce the desired result.

Problem/Symptom	Suggested Solution (continued)
A feature does not work as indicated in this guide. For example, the **Redial** button does not operate as described	Verify the procedure and retry. For certain features, you must lift the handset first or place the telephone off-hook. 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.
All other telephone problems	Contact your System Administrator.

3 of 3

Troubleshooting 4620SW/4621SW Applications

Problem/Symptom	Suggested Resolution
GENERAL: A feature does not work as indicated in this guide, or does not work as it had previously worked	Verify the procedure and retry. Check troubleshooting for the specific application with which you are working. Ensure that any options have not been changed. Contact your System Administrator if these actions do not produce the desired result.
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.

1 of 3

Problem/Symptom	Suggested Resolution (continued)
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 108 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.
At least one Speed Dial entry is missing or contains erroneous characters	Someone edited the FTP backup file and failed to insert a blank line at the beginning of the file. Or when the FTP backup was edited, the file was not saved in UTF-8 format. Edit the file, insert a blank line at the beginning of the file, and save the file in UTF-8 format. Contact your System Administrator if you have questions on editing the file yourself. Then retrieve the file from the telephone, as explained in Retrieving and Restoring Data from a Backup File.
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 108 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	Check the Options screen to ensure that the Call Log is not Disabled. Many events can clear the Call Log, including power failures, restarting the telephone after logging off, and so on.

Problem/Symptom	Suggested Resolution (continued)
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 108 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.

3 of 3

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 their 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

4620SW/4621SW Applications, Troubleshooting . . . 88
4620SW/4621SW SIP IP Telephone . . . 13
- Additional Functionality . . . 22
- illustration of . . . 15
- Logging Off . . . 33, 68
- Logging On . . . 34, 69
- Resetting and Power Cycling . . . 91
- Telephone Applications . . . 20
- Telephone Button/Feature Descriptions . . . 16
- Telephone Options . . . 21, 59
- Telephone, Using Your . . . 23
- Troubleshooting . . . 83

A

About the Call Log . . . 45
Accessing the Options Main Menus . . . 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 . . . 39
Adding a Speed Dial Button for a Web Site Telephone Number or URI . . . 56
Application Options . . . 61
Application Screens, Navigating . . . 18
Authentication, for Web Access . . . 52
Automatic Backup Option, Setting the . . . 71
Automatic Backup/Retrieval Feature . . . 22
Automatic Dialing . . . 25

B

Backup File, Retrieving and Restoring Data from . . . 73
Backup/Restore Options . . . 69
Backup/Restore, Settings Saved During . . . 70
Backup/Retrieval Status . . . 72
Basic Troubleshooting Chart . . . 86

C

Call Appearance Width, Setting the . . . 64
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 the . . . 50
- Enabling/Disabling the . . . 64
- Troubleshooting . . . 89
- Viewing a . . . 46

Call Log Application . . . 21
Call Log Application, Using the . . . 45
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
Calling a party from the Call Log . . . 27
Calling a party from the Web Access application . . . 28
Changing a Telephone/PC Ethernet Interface . . . 78
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 . . . 17
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

Disabling the Call Log . . . 50
Display Call Timers? Option, Setting the . . . 63
Display Contrast, Changing the . . . 67
Display description . . . 16
Display Icons, Interpreting . . . 85
Documentation, Related . . . 11
Drop button . . . 17
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 28
Entering a Number 36
Entering a URI or URL 36
Entering Characters Using the Dialpad 35, 55
Entering Data on Speed Dial Screens 35
Entering Text on Web Pages 54
Ethernet Interface, between telephone and PC. 78

F

Feature and Telephone Button Descriptions 16
Feature Button Labeling 76
File Transfer Protocol. See FTP
FTP Options 74

H

Handsets and Headsets 81
Headset
  Headset button 17
  Headset Jack. 17
  Headset LED Indicator 16
Hold
  Placing a call on 30
  Retrieving a held call 30
Hold button 17
Hold feature 30

I

Icons/Background Colors for Features on the 4620SW/4621SW 19
Interface Status, Viewing the 67
Interpreting Display Icons. 85
Interpreting Ringer Tones 83
Introducing Your 4620SW/4621SW SIP IP Telephone 13
IP Address Status, Viewing 66

L

Labeling Feature Buttons 76
Language, Selecting a Display 79
Line/Feature buttons 16, 18
Logging Off the Telephone 33, 68
Logging On to the Telephone 34, 69

M

Making Calls 24
Manual Dialing 24
Message Display Rate, Setting the 63
Miscellaneous Status, Viewing 67
Mute button 17
Mute feature 30
Mute LED Indicator 17

N

Navigating
  Application Screens 18
  Web Pages 52
Navigating Web Pages
  Home Page and Other Standard-Size Web Pages . 53
Network Audio Quality, Viewing the 68
Numeric (Dialing) Pad 17

O

Options
  Automatic Backup 71
  Backup File retrieval/restore 73
  Backup/Restore 69
  Backup/Retrieval Status 72
  Call Appearance Width 64
  Call Log Enabling/Disabling 64
  Call Timers 63
  Display Contrast. 67
  for applications 61
  FTP 74
  Interface Status 67
  Labeling Feature Buttons 76
  Language 79
  Message Display Rate 63
  Miscellaneous Status 67
  Network Audio Quality 68
  Password, setting 74
  Personal Ringing 65
  Phone Screen on Answer? 62
  Phone Screen on Calling. 62
  Quality of Service (QoS) Status 66
  Redial 61
  Status Screen Viewing. 66
  Transfer Type 80
  User ID, setting 74
  Viewing IP Address Status 66
  Visual Alerting. 64
Options button 16
Options Main Menus, Accessing the 60
Options Screens, Troubleshooting 90
Options, for 4620SW/4621SW SIP IP Telephone . . . 21

P

Page Right/Left buttons . . . 16
Paging indicator . . . 16
Password . . . 74
PC Ethernet/Telephone Interface, Changing . . . 78
Personal Ringing Options . . . 65
Phone Application . . . 20
Phone Application, Troubleshooting the . . . 88
Phone Screen on Answer? Option . . . 62
Phone Screen on Calling? Option . . . 62
Phone/Exit button . . . 16
Placing a call on hold . . . 30
Power Cycling the Telephone . . . 92

Q

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

R

Receiving Calls . . . 29
Redial button . . . 17
Redial Option, Setting the . . . 61
Redialing a party . . . 26
Redialing the last number called . . . 26
Redialing using a list of the last six numbers called . . . 26
Related Documentation . . . 11
Resetting and Power Cycling the Telephone . . . 91
Resetting Your Telephone . . . 91
Restoring Data from a Backup File . . . 73
Retrieval Status . . . 72
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
Setting a User ID, Password, and other FTP Options . . . 74
Setting the Automatic Backup Option . . . 71
Setting the Call Appearance Width . . . 64
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 . . . 16, 19
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 . . . 32
  Turning the Speaker off during a call . . . 31
  Turning the Speaker on during a call . . . 31
Speaker button . . . 16
Speaker feature . . . 31
Speaker LED Indicator . . . 16
Speed Dial Application . . . 20
  Troubleshooting . . . 89
  Using the . . . 35
Speed Dial Button
  Adding a . . . 39
  Adding a Call Log Entry to a . . . 47
  Adding for a Web Site Telephone Number . . . 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 Viewing Options . . . 66

T

Telephone Button/Feature Descriptions . . . 16
Telephone Feature buttons . . . 18
Telephone Lights and Display, Testing the . . . 85
Telephone Management and Troubleshooting . . . 83
Telephone/PC Ethernet Interface, Changing . . . 78
Testing Your Telephone . . . 85
Text Entry
  Entering a Number . . . 36
  Entering a URI or URL . . . 36
Text, entering . . . 35, 37, 54, 55
Transfer
  Attended . . . 32
  Sending a call to another telephone . . . 32, 33
  Unattended . . . 33
Transfer button . . . 17
Transfer feature . . . 32
Transfer Type, Changing . . . 80
Troubleshooting 4620SW/4621SW Applications . . . 88
Troubleshooting Chart, Basic . . . 86
Troubleshooting, and Telephone Management . . . 83

U

Updating Speed Dial Button Label Information . . . 41
URI, Adding a Speed Dial Button for . . . 56
User ID . . . 74

Using the Call Log Application 45
Using the Speed Dial Application 35
Using the Web Access Application 51
Using Your 4620SW/4621SW SIP IP Telephone . . . 23

V

Verifying Backup/Retrieval Status 72
Viewing a Call Log 46
Viewing the Network Audio Quality 68
Visual Alerting, Setting 64
Voice Mail Message, Retrieving a 33
Voice Message Light 16
Volume Control buttons 17

W

Web Access Application 21
Calling a Party from the 28
Troubleshooting 90
Using the 51
Web Access Authentication 52
Web Pages
Entering Characters Using the Dialpad 55
Entering Text on 54
Navigating 52
Web Site Telephone Number or URI, Adding a Speed Dial Button for 56