4620 IP Telephone

Release 1
User’s Guide
Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company, including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs.

Federal Communications Commission Statement

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

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

Part 15: Personal Computer Statement. This equipment has been certified to comply with the limits for a Class B computing device, pursuant to Subpart J of Part 15 of FCC Rules. Only peripherals (computing input/output devices, terminals, printers, etc.) certified to comply with the Class B limits may be attached to this computer. Operation with noncertified peripherals is likely to result in interference to radio and television reception.

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules. It is identified by FCC registration number AV1USA-43058-MF-E.

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

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

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

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

Providing Telecommunications Security

Telecommunications security of voice, data, and/or video communications is the prevention of any type of intrusion to, that is, either unauthorized or malicious access to or use of, your company’s telecommunications equipment by some party.

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

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

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

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

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Preventing Toll Fraud

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

Avaya Fraud Intervention

If you suspect that you are being victimized by toll fraud and you need technical support or assistance and are in within the United States, call the Technical Service Center Toll Fraud Intervention Hotline at 1.800.643.2353. If you need technical support or assistance and are outside of the United States, contact the equipment vendor from whom you purchased your equipment service maintenance contract. If you need to report toll fraud issues regarding a public telephone, contact the in-country telephone service provider.

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Notice

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Mischief (troubling, but apparently innocuous, tampering)

Eavesdropping (privacy invasions to humans)

Theft (such as, of intellectual property, financial assets, or toll-facility access)

Utilization (of capabilities special to the accessed equipment)
Industry Canada (IC) Interference Information

NOTICE: 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.

Le Présent Appareil Nomérique n’émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A préscrites dans le règlement sur le brouillage radioélectrique édicté par le Industrie Canada.

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For additional documents, refer to the section in About This Guide titled Related Documentation/Training. An online copy of this and other related Avaya product documentation can be found at: http://www.avaya.com/support.

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The “CE” mark affixed to the equipment means that it conforms to the referenced European Union (EU) Directives listed below:

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

For more information on standards compliance, contact your local distributor.
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About This Guide

Overview

This guide covers how to use your new 4620 IP Telephone. The 4620 is simple to use while offering the latest advances in telephony systems. IP (Internet Protocol) telephones obtain their operational characteristics from your central telephone server rather than residing in the phone unit itself. Updates and new features are downloaded to your phone without intervention or the need for phone replacement.

This guide contains eight chapters, geared to how you actually use the phone, each of which is described in the section titled Document Organization.

Intended Audience

This document is intended for IP telephone users who have a 4620 IP Telephone at their desks. It is not intended to be a technical reference guide for System Administrators or phone technicians.

Issue Date

This document was issued for the first time in July, 2002.

How to Use This Document

This guide is organized to help you find topics in a logical manner. Read it from start to finish to get a thorough understanding of how to use your 4620 IP Telephone, or review the Table of Contents to locate information specific to a task or function you want to perform.
Document Organization

This guide contains the following chapters:

- **Chapter 1: Introducing Your 4620 Telephone**
  Describes each element on the face of the telephone.

- **Chapter 2: Using Your 4620 IP Telephone**
  Covers all call-related information, such as initiating 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 phone for security purposes and logging back on to the phone.

- **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, add a log entry to a speed dial button, and delete one or more call log entries.

- **Chapter 6: 4620 IP Telephone Options**
  Provides setup and maintenance procedures for 4620 telephone options. Also covers troubleshooting certain phone functions.

- **Chapter 7: Using a Headset or Specialized Handset**
  Provides a list of 4620-compatible headsets and specialized handsets, and basic headset operation instructions.

- **Chapter 8: Telephone Management and Troubleshooting**
  Covers testing your phone’s 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:

<table>
<thead>
<tr>
<th>Document</th>
<th>Blue underlined type indicates a section or sub-section in this document containing additional information about a topic.</th>
</tr>
</thead>
<tbody>
<tr>
<td>“Document”</td>
<td>Italic type enclosed in quotes indicates a reference to an external document or a specific chapter/section of an external document.</td>
</tr>
<tr>
<td>italics</td>
<td>Italic type indicates the result of an action you take or a system response in step by step procedures.</td>
</tr>
<tr>
<td>Conference</td>
<td>In step by step procedures, words shown in bold represent a single telephone button that should be pressed/selected.</td>
</tr>
</tbody>
</table>

Related Documentation/Training

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

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

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

Standard telephone features are described in Chapter 17, “Telephony” of the Overview for Avaya MultiVantage Software (Document Number 555-233-767).
Chapter 1: Introducing Your 4620 Telephone

Introduction

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

The 4620 IP Phone

The 4620 IP Telephone is a new and 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 numerous other fixed buttons provide access to powerful capabilities such as call server-based features, speed dialing, a Call Log, and a WML (Wireless Markup Language, a web development protocol) browser. This last feature, covered in detail in Chapter 5, provides access to websites tailored specifically for devices with smaller display screens (such as cell phones and Personal Data Assistants).

In addition to the features and applications described above, the 4620 provides a robust menu of options to customize your phone preferences.

Your telephone’s display area coincides with how the Line/Feature buttons are administered by your System Administrator. The 4 softkeys (which assist you in using 4620 applications and features), 14 standard (labeled) buttons (which assist in telephone operation and call handling), a built-in, two-way speakerphone, and an infra-red interface combine to provide ease of use and flexibility.

The diagram on the next page illustrates the face of the 4620 IP Telephone, and contains numbered “callouts” which identify the phone’s primary features and buttons; each callout is described in detail in Table 1-1, which follows the diagram.
Table 1-1. 4620 IP Telephone Button/Feature Descriptions

<table>
<thead>
<tr>
<th>Callout Number</th>
<th>Button/Feature Name</th>
<th>Button/Feature Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Voice Message Light (Voice Message Light)</td>
<td>When lit, indicates you have a message waiting on your voice messaging system.</td>
</tr>
<tr>
<td>2</td>
<td>Display</td>
<td>The display screen is 4 inches by 2.9 inches. Information displayed varies according to the application/function currently active. When the phone is idle, the top area displays the current date and time; when someone is calling you, the name/phone number of that person displays there. The display has eight lines (six lines of which are devoted to the current application, one line showing softkey labels for the current application, and one line for Help and other procedural messages) and four grayscale colors used to indicate activity.</td>
</tr>
<tr>
<td>3</td>
<td>Line/Feature buttons (Line/Feature buttons)</td>
<td>Twelve Line/Feature buttons provide both call appearances (lines for incoming and outgoing calls) and application-specific functionality. Each line may display any of the icons shown immediately below, depending on the current state of the phone.</td>
</tr>
<tr>
<td>4</td>
<td>Softkeys</td>
<td>Used to navigate to, or initiate application-specific actions, such as Call a number, Cancel the current activity, Save entered data, and Store a speed dial label.</td>
</tr>
<tr>
<td>5</td>
<td>Phone/Exit (Phone/Exit)</td>
<td>Displays the Phone application main screen or, if applicable, exits the current call server-based feature and normalizes the display.</td>
</tr>
<tr>
<td>6</td>
<td>Options</td>
<td>Displays the Options main screen, from which display and application settings can be updated.</td>
</tr>
<tr>
<td>7</td>
<td>Page Right/Left    (Page Right/Left)</td>
<td>Shifts from one page to another in the same application, when the display presents the “paging indicator” (Page Right/Left). These buttons have no effect when the Paging Indicator is not displayed.</td>
</tr>
<tr>
<td>8</td>
<td>Speaker LED Indicator</td>
<td>Lights steadily when the Speakerphone is active.</td>
</tr>
</tbody>
</table>
Table 1-1. 4620 IP Telephone Button/Feature Descriptions — Continued

<table>
<thead>
<tr>
<th>Callout Number</th>
<th>Button/Feature Name</th>
<th>Button/Feature Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>Speaker</td>
<td>Accesses the Speakerphone feature.</td>
</tr>
<tr>
<td>10</td>
<td>Headset LED Indicator</td>
<td>Lights steadily when the headset is active.</td>
</tr>
<tr>
<td>11</td>
<td>Headset</td>
<td>With a headset connected, changes audio control from the handset or speaker to the headset.</td>
</tr>
<tr>
<td>12</td>
<td>Mute LED Indicator</td>
<td>Lights steadily when the handset or headset is muted.</td>
</tr>
<tr>
<td>13</td>
<td>Mute</td>
<td>Turns off the active Speakerphone, handset, or headset microphone, to prevent the other person from hearing you.</td>
</tr>
<tr>
<td>14</td>
<td>Volume Control</td>
<td>Adjusts the handset, speaker, headset, or ringer volume, depending on which item is in use. As you increase or decrease the volume, the top display area provides either a speaker, headset, handset, or ringer icon to indicate for which item you are adjusting volume, followed by visual &quot;volume meter&quot; showing the volume level.</td>
</tr>
<tr>
<td>15</td>
<td>Headset Jack</td>
<td>Provides a port for connecting a headset on the underside of the phone.</td>
</tr>
<tr>
<td>16</td>
<td>Hold</td>
<td>Red button used to place a call on hold.</td>
</tr>
<tr>
<td>17</td>
<td>Transfer</td>
<td>Transfers a call to another phone.</td>
</tr>
<tr>
<td>18</td>
<td>Conference</td>
<td>Sets up conference calls with more than one other person. With the phone on-hook, also used to select a personal ringing pattern.</td>
</tr>
<tr>
<td>19</td>
<td>Drop</td>
<td>Drops the last person added to a Conference call or ends the current call, if you are not on a Conference call.</td>
</tr>
</tbody>
</table>
About the Feature Key Expansion Unit (EU24)

The Feature Key Expansion Unit is an optional device that can be connected to your 4620 IP Telephone. The EU24 contains 24 buttons onto which additional IP Telephone features and/or call appearances (incoming/outgoing lines) can be administered by your System Administrator.

For information about this Avaya product, see our website at: http://www.avaya.com/direct. For usage instructions, see the “Feature Key Expansion Unit User Guide” (Document Number 555-250-702, available on the http://www.avaya.support.com website).

Navigating Application Screens

Your 4620 IP Telephone uses a combination of Phone Feature buttons, Line/Feature buttons, and Softkeys to allow you maximum flexibility in operating the phone and working with its applications. While reviewing this section, it may be helpful to refer to the 4620 illustration on page 2 of this chapter.

Phone Feature buttons are used in the Phone application and appear on the face of the telephone around the dialpad. Phone buttons have an icon on the top of the button, to indicate the button’s function. These buttons provide mostly call-handling features like Transfer, Conference, Hold, or Redial. Two new phone feature buttons available on the 4620 are Phone/Exit ( - used to exit call server-based features and restore the Phone screen to the display), and Options ( - used to access the Options function to set certain phone parameters and view phone/server/connection status and other information for troubleshooting).
The Right and Left Page buttons ( between the Phone/Exit and Options buttons) are also considered phone buttons, and are used to move forward (Right Arrow) or backward (Left Arrow) from one display screen to another. These paging buttons work in conjunction with the paging indicators ( ) you may see on an application screen. Paging indicators show that a screen has more than one page, and allow you to navigate forward and back through those additional pages.

To activate the function or feature represented by a phone button, simply press the appropriate button.

**Line/Feature buttons** ( ) appear on both sides of the display area. These buttons provide call appearances (Lines) and other call-related features (as administered by your System Administrator) in the Phone application, and serve as application-specific buttons in the Call Log, or other applications. For example, pressing a Line/Feature button in the Call Log application can select the entry to which it corresponds, allowing you to take further action with your selection. When entering text on a screen (for example, labeling a Speed Dial button), several Line/Feature buttons also provide editing features like inserting a comma or backspacing.

An example of the difference between a Line/Feature button’s functionality in the Phone application versus other applications is as follows: if you are in the Phone application (the default display screen) and want to call someone, you press the first Line/Feature (call appearance) button and dial your party. But if you are in the Call Log application, pressing the first Line/Feature button selects (highlights) the first call log entry and displays detail information about that call.

In addition to the call-related icons and features explained in Table 1.1, the icons and background display colors in Table 1.2 below are associated with certain administrable features on the call server, and may appear on the display. Several features, such as flash, wink, and flutter, are associated with Call Center operations, and may not apply to many 4620 users.
Table 1-2. Icons/Background Colors for Features Administered on the 4620 Call Server

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description/Condition</th>
<th>Feature Button Display Background Color</th>
</tr>
</thead>
<tbody>
<tr>
<td>None</td>
<td>Feature is on/active.</td>
<td>White</td>
</tr>
<tr>
<td>None</td>
<td>Feature is off/inactive.</td>
<td>Light Gray</td>
</tr>
<tr>
<td>None</td>
<td>Feature denied (Broken Flutter). This is a temporary condition, accompanied by an “error beep” the first time it occurs. This condition then changes to the off/inactive state.</td>
<td>Light Gray</td>
</tr>
<tr>
<td>None</td>
<td>Idle; indicates a (call appearance) line is available.</td>
<td>White</td>
</tr>
<tr>
<td>📣</td>
<td>Ringing; indicates an incoming call is arriving on this line.</td>
<td>White</td>
</tr>
<tr>
<td>📞</td>
<td>Active; indicates the line is in use.</td>
<td>Light Gray</td>
</tr>
<tr>
<td>🕔</td>
<td>On Hold; indicates a call is on hold on this line.</td>
<td>Dark Gray</td>
</tr>
<tr>
<td>🕔</td>
<td>(Soft) Hold; indicates this line’s call was put on hold pending a conference or a transfer.</td>
<td>Dark Gray</td>
</tr>
</tbody>
</table>
Four *softkeys* (†) appear directly below the display area, and allow you to access the other 4620 applications and then 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.

### 4620 IP Telephone Applications

Your 4620 IP Telephone provides four applications (Phone, Speed Dial, Call Log, and Web) plus an Options function to define settings, personalize your phone, and troubleshoot certain functions. All applications appear in the display area, accessed by the softkeys appearing below the display.

A brief description of each application follows.

#### Phone Application

The Phone application is the primary application, through which you make and receive calls, and perform call-handling operations such as conference calling or transferring calls to another phone.

*Chapter 2: Using Your 4620 IP Telephone* provides information on using the Phone application.

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Table 1-2. Icons/Background Colors for Features Administered on the 4620 Call Server — *Continued*

<table>
<thead>
<tr>
<th>Icon</th>
<th>Description/Condition</th>
<th>Feature Button Display Background Color</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image" alt="Flash Icon" /></td>
<td>Flash; used for Call Center operations.</td>
<td>Light Gray</td>
</tr>
<tr>
<td><img src="image" alt="Flutter Icon" /></td>
<td>Flutter; used for Call Center operations.</td>
<td>Light Gray</td>
</tr>
<tr>
<td><img src="image" alt="Wink Icon" /></td>
<td>Wink; used for Call Center operations.</td>
<td>Light Gray</td>
</tr>
</tbody>
</table>
Speed Dial Application

The Speed Dial application provides access to speed dial buttons, which facilitate automatic dialing. Use this application to set up buttons for speed dialing, update speed dial button label information, 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. Making a call using a speed dial button is covered in Chapter 2: Using Your 4620 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 display and to add a log entry’s name and phone number to a speed dial button.

Chapter 4: Using the Call Log Application covers log viewing, direct-dialing a log entry, and adding a party from your Call Log to a speed dial button. Making a call from the Call Log is covered in Chapter 2: Using Your 4620 IP Telephone.

Web Access Application

The optional Web Access application allows you to access web pages reachable via links from a Home page (and connected pages) as administered by your System Administrator. Depending on the Home page links available, you may 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.

4620 Telephone Options

The Options function, accessed using the Options (button below and to the right of the display area, lets you set certain phone parameters (such as display area contrast and how you want the Redial button to work) and view telephone status screens for troubleshooting or information purposes. Chapter 6: 4620 IP Telephone Options covers all options.
Introduction

This chapter describes how to make calls, receive calls, retrieve voice mail messages, and log off your 4620 IP Telephone. The telephone Line/Feature buttons that assist in call handling are also covered in this chapter.

Making Calls

You have several ways of making calls. You can lift the handset, activate a headset if one is connected to your phone, use the Speakerphone, or use an automatic dial feature like speed dial, redial or abbreviated dialing, all described in this section.

NOTE:
You can set an option for what displays on an outgoing call. See Phone Screen Options in Chapter 6 for details.

Manual Dialing

Dial a call manually by picking up the handset, activating your headset, or pressing the Speakerphone button.

1. Pick up the handset, activate your headset, or press the Speakerphone button and dial.

   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 Call Timer displays at the top of the display area.

NOTE:
Displaying the Call Timer is optional and is set via the Options button. See Chapter 6: 4620 IP Telephone Options for information.
2. Use the dialpad to enter the number you want to call.

The number entered displays on the active call appearance line and the 4620 IP Telephone initiates the call.

3. Hang up the handset, deactivate the headset, or press the **Speakerphone** button to end the call.

### Automatic Dialing

Automatic dialing includes redialing a previously called number, speed dialing a number programmed on a Speed Dial button, using an administered Abbreviated Dialing Feature button to initiate a call, or dialing a party listed on your Call Log.

#### Redialing a party

Depending on how you have set up your Redial option (as covered in Chapter 6: 4620 IP Telephone Options), the Redial feature automatically initiates dialing of the most recent number dialed, or displays a list of the last six outgoing calls for selection of the number to be dialed. Both procedures follow.

> **NOTE:**
> If all lines are in use, the Redial feature will not proceed with dialing, nor allow selection of a number to be redialed from the Redial screen.

**Redialing the last number called:**

Press the **Redial** \(\text{\text{[Redial]}}\) Feature button.

The last number dialed is automatically redialed.

**Redialing using a list of the last six numbers called:**

1. Press the **Redial** \(\text{\text{[Redial]}}\) Feature button.

   The Redial screen displays the last six unique numbers dialed and the prompt “Select number to dial” appears at the top of the display.

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

   If the call can be dialed, the Phone application screen displays and the selected number dials automatically.

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

3. Proceed with the call.

   A Call Log entry is created for this call.
Dialing a party using a Speed Dial button

Automatic dialing of pre-stored numbers is the most common method of automatic dialing. You can set up Speed Dial buttons and select the party you want to call by pressing that button. For information on setting up Speed Dial buttons, see Chapter 3: Using the Speed Dial Application. Because of the 4620 IP Telephone’s advanced capabilities that allow up to 108 speed dial entries, speed dialing as described in the following procedure is convenient and efficient.

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

   The first twelve Speed Dial buttons display, one name/number per button, and the prompt “Select entry to dial.” appears at the top of the display area.

2. If the party you want to call appears on the display, proceed to Step 3. If the party you want to call is not shown, press the Page Right (↑) button to display the next page of entries, continuing until the number/party you want displays. You can also press the Page Left (↓) button to display the preceding page of entries.

3. Press the Line/Feature button associated with the name/number 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 Speakerphone to proceed with the call.

5. Hang up the handset, deactivate the headset, or press the Speakerphone (📞) button to end the call.

Automatically dialing a party using an administered Line/Feature button

Your System Administrator may have programmed individual numbers on Line/Feature buttons (this is called Abbreviated Dialing). If so, they display on the Phone application screen (or the Feature Key Expansion Unit, if this optional device is attached to your phone) with labels assigned by the System Administrator.

If the label for the number you want to call appears in the display area, press the appropriate button,

or

Press the Page Right (↑) or Page Left (↓) button(s) below the display area until the label of the party you want to call displays, then press that button.

The number dials automatically and the screen displays the appropriate call appearance line as active.
Calling a party From the Call Log

Your 4620 IP Telephone maintains a log of up to 90 outgoing, incoming answered, and incoming unanswered calls to/from your phone (up to 30 calls in each log).

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

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

   The first six missed calls display, one name/number per button, and the prompt “Select entry for details.” appears at the top of the display area.

2. Press the Outgo softkey.

   The Outgoing Call Log displays.

3. If the party you want to call appears, proceed to Step 3. If the party you want to call is not displayed, press the Page Right (➡) button to display the next page of entries, continuing until the number/party you want displays. You can also press the Page Left (⬅) button to display the preceding page of entries.

4. Press the Line/Feature button associated with the name/number of the person you want to call.

   The Outgoing Call Detail screen displays.

5. Select Call.

   The phone goes off-hook and the selected party’s number is dialed. If the “Phone Screen on Calling” option is set to “Yes” in your IP Telephone Options (as described in Chapter 6) the Phone application screen displays. A Call Log entry is created for this call.

6. Proceed with the call as you normally would.

See Chapter 4: Using the Call Log Application for more information about the Call Log.
Receiving Calls

When someone calls you and the Phone screen is active, the Bell (📞) icon appears in the display as the phone rings, and call server-based call information displays on the incoming call appearance line. If the Phone screen is not active, call server-based call information appears on the top display line.

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

➤ NOTE:
You can set an option for what displays on an incoming call. See Phone Screen Options in Chapter 6 for details.

Call Handling Features

The features described in this section are available while calls are in progress. Use the dedicated Feature buttons on the telephone itself, or administered Feature buttons available using the 4620’s softkeys, as applicable.

➤ NOTE:
Features may also be accessed via an optional Feature Key Expansion Unit, described in Chapter 1: Introducing Your 4620 Telephone.

Conference

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

Adding another party to a call

1. Dial the first party, then press the Conference (📞) button.
   - The line’s display area changes to white text with a dark gray background. The current call is placed on hold, the Soft Hold (_hold) icon displays, 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.

4. Repeat Steps 1-3 for each party you want to conference in to the call.
Adding a held call to the current call

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

Dropping the last person added to the call

Press the Drop ( 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 ( Hold ) button. 
*The line’s display area changes to white text with a dark gray background, and the Hold ( Hold ) icon displays.*

Retrieving the held call

Press the Line/Feature button on which the call is being held. 
*The call is now active.*

Mute

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

Preventing the other person on the line from hearing you

1. Press the Mute ( 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 ( Mute ) button again.
Speakerphone

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

\[ \text{NOTE:} \]
It is also possible to disable the Speakerphone feature or limit it to one-way operation. If your Speakerphone does not operate as indicated, contact your System Administrator to be sure your telephone's Speakerphone is properly administered.

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

1. Press the \textbf{Speaker} \( \text{button}\).
   
   \( \text{The indicator next to the Speaker button lights and voice control is handled by the speaker. The first available call appearance line activates.} \)

2. Place or answer the call, or access the selected feature.

3. Adjust the speaker volume if needed by pressing the \textbf{Volume Control} \( \text{buttons}\) until you reach the desired volume level.

   \( \text{As you press the Volume Control button, the top display area shows the volume level.} \)

Changing from the Speakerphone to the handset or headset

Pick up the handset or activate the headset, then press the \textbf{Speaker} \( \text{button}\) and talk.

\( \text{The Speaker indicator next to the Speaker button goes off and audio control reverts to the handset or headset as applicable.} \)

Changing from the handset or headset to the Speakerphone

Press the \textbf{Speaker} \( \text{button}\), then hang up the handset or deactivate the headset.

\( \text{The indicator next to the Speaker button lights and voice control is handled by the speaker.} \)
Turning the Speaker on during a call

Press the Speaker ( ) button.

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

Turning 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

The Transfer feature lets you transfer a call from your telephone to another extension or outside number.

Sending a call to another telephone

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

_The call is placed on hold; the Hold ( ) icon displays and you hear a dial tone while the next available line activates._

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

3. If you do not want to announce the call, press the Transfer ( ) button again and proceed to Step 6. If you wish to wait for an answer and announce the call, go to 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; if the line is busy or if no one answers, return to the held call by pressing the Line/Feature button on which it is being held.

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.
Chapter 2: Using Your 4620 IP Telephone

Retrieving a Voice Mail Message

When someone leaves a message in your voice mailbox, the Message Indicator ( ) at the top middle of the phone 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 Phone

Log your 4620 IP Telephone off to prevent unauthorized use during an absence or to protect your unique set of administered features (such as your speed dial list) when the phone is shared by multiple users.

NOTE: Before you can log off, be sure the telephone is on-hook and idle (no call appearance lines in use).

1. To log your phone off, press the Mute button, then press the following numbers on the dialpad:

   5 6 4 6 3 3 # (which stands for LOGOFF)

   A request to unregister the phone is sent to the server. The phone is now in a logged-off state and displays "Extension = ."

Reinstating the Phone After a Logoff

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

   The display prompts for entry of your password.

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

   The 4620 is now ready for use.
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 corresponding telephone number.

Entering Data on Speed Dial Screens

If you are unfamiliar with entering data using a telephone dialpad or using softkeys for editing functions, review this section before adding or updating a Speed Dial button.

Entering Characters Using the Dialpad

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

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

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

For example, pressing the “2” on your dialpad displays the letter “A.” Pressing the 2 key again replaces the A with a “B,” pressing it again replaces the B with a “C” and pressing it again replaces the C with a “2;” pressing it again redisplay the letter “A;” and so on. Pressing a different key moves the cursor one position to the right and displays the first alphabetic character associated with that key. Repeat this key press/entry process to enter the rest of the party’s name. And, you may
use the Left Arrow (🡃) and Right Arrow (🡝) softkeys to move the cursor to the left or right, respectively.

When entering a telephone number in the Number field, your 4620 IP Telephone recognizes a key press as a numeral (or typographic character such as * or #).

**Editing During or After Entry**

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

- **Clear** - Remove all characters from the field in which the cursor currently resides.
- **Case** - Change the character to the left of the cursor from lower case to upper case or vice versa, depending upon its original case. Note that when entering a name, the first character entered is initially displayed in upper case, with subsequent characters initially displayed in lower case letters.
- **Backspace** - Delete the character to the immediate left of the cursor.
- **Apostrophe** - Insert an apostrophe at the cursor position.
- **Comma** - Insert a comma at the cursor position. In a Number field, a comma creates a short pause when the telephone automatically dials that number.
- **Hyphen** - Insert a hyphen at the cursor position.
- **Space** - Insert a blank space at the cursor position.

**NOTE:**

Some of the above commands, such as **Case**, appear only when there is data in the field in which the cursor is positioned.

Pressing one of these buttons causes the respective action to be taken at the current cursor position. For example, in entering the name “D’Aleo,” pressing the Line/Feature button labeled **Apostrophe** after entering the letter “D” inserts an apostrophe following that letter.
Name Entry Example

To add a Speed Dial button for Tom Brown, you would typically press the following dialpad number button/Right Arrow softkey in sequence:

8 (T)
666 (o)
   (Right Arrow softkey to move the cursor one space to the right)
6 (m)
22 (b)
777 (r)
666 (o)
9 (w)
66 (n)

But after entering the above sequence, the display shows: **Tombrown.** By incorporating the editing Line/Feature buttons during entry, your actual key press sequence should be:

8 (T)
666 (o)
   (Right Arrow softkey to move the cursor one space to the right)
6 (m)
Line/Feature Button 12 (Space)
22 (b)
Line/Feature Button 5 (changes the “B” from lower to upper case)
777 (r)
666 (o)
9 (w)
66 (n)

Adding a Speed Dial Button

1. Access the Speed Dial application by pressing the **SpDial** softkey.  
   *The Speed Dial Main screen displays.*

2. Press the **Add** softkey.  
   *The Speed Dial Entry screen displays, with a cursor in the Name field.*

   **NOTE:**  
   For assistance 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, using up to 10 characters.

4. After completing the Name field, press the Line/Feature button to the left or right of the Number field.
5. Use the dialpad to enter the telephone number of the person for whom you are adding the Speed Dial button, using up to 25 characters and any of the editing Line/Feature buttons to insert appropriate spaces in the number being entered. Don’t forget to include any trunk number(s) needed to obtain an outside line.

6. Verify the Name and Number entered in Steps 3 and 5 are correct. To change an entry, use the Left Arrow softkey and/or the Right Arrow softkey to move to the cursor to the right of the character(s) to be changed, press the Backspace button to remove that character, and re-enter that character. Alternately, to erase a field entirely, select that field by pressing 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.

7. When the Name and Number are correct, press the Save softkey to add the information to a Speed Dial button. (Press the Cancel softkey to exit without saving.)

   The Name/Number entry is added to the Speed Dial list in alphabetical order by Name. The Speed Dial Main screen redisplayes, allowing you to verify that the new button is now available for automatic dialing.

8. To add another Speed Dial button, repeat this procedure from Step 2.

9. To exit the Speed Dial application, press the Phone/Exit button or select another application as applicable.

Updating Speed Dial Button Label Information

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

1. Access the Speed Dial application by pressing the SpDial softkey.

   The Speed Dial Main screen displays.

2. Press the Edit softkey.

   The prompt “Select entry to Edit.” displays.

3. Press the Line/Feature button corresponding to the button you want to update. If the button to be updated is not displayed, press the Right or Left Arrow softkey until the button to be updated appears.

   The Speed Dial Editing screen displays the prompt “Use dialpad to edit Number.” with the cursor positioned at the end of the Number field.

   \[ \textit{NOTE:} \]
   For assistance with entering information on this screen, see the previous section titled \textit{Entering Data on Speed Dial Screens}.  

4. To change the telephone number, use the Left Arrow softkey and/or the Right Arrow softkey to move to the cursor to the right of the character(s) to be changed, press the Backspace button to remove the character(s), and re-enter the character(s).

**NOTE:**
Pressing the Delete Line/Feature button while in the Name or Number field allows you to delete the entire Speed Dial label (as covered in the next section, Deleting a Speed Dial Button Label).

5. To change the name, press the Line/Feature button to the left of the Name field. Then use the Left Arrow softkey and/or the Right Arrow softkey to move to the cursor to the right of the character(s) to be changed, press the Backspace button to remove the character(s), and re-enter the character(s). Note that

6. When the Name and/or Number have been updated, press the Save softkey to add the information to a Speed Dial button. (Press the Cancel softkey to exit without saving.)

*The Name/Number entry is updated, and all Speed Dial buttons are re-sorted in alphabetical order by Name. The Speed Dial Main screen redisplays.*

7. To update another Speed Dial button, repeat this procedure from Step 2.

8. To exit the Speed Dial application, press the Phone/Exit button or select another application as applicable.

### Deleting a Speed Dial Button Label

1. Access the Speed Dial application by pressing the SpDial softkey.

*The Speed Dial Main screen displays.*

2. Press the Delete softkey.

*The prompt “Select label to Delete.” displays*

3. Press the Line/Feature button corresponding to the button you want to remove. If the button to be deleted is not displayed, press the Right or Left Arrow button until the button to be removed appears.

*The Speed Dial Deletion screen displays the prompt “Press Delete again to confirm.”*
4. Visually verify that you want to delete the Name and Number displayed, then choose one of the following options:

<table>
<thead>
<tr>
<th>If you want to</th>
<th>Then</th>
</tr>
</thead>
</table>
| Cancel the deletion without removing this Speed Dial button | Press **Cancel**.  
*No deletion occurs and the Speed Dial Main screen displays.* |
| Complete deleting this Speed Dial button | Press **Delete**.  
*The button is removed, the remaining Speed Dial buttons are re-sorted by Name and the Speed Dial Main screen displays.* |
Chapter 4: Using the Call Log Application

Introduction

This chapter describes the three Call Logs available on your 4620 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.

For information on calling a party listed on your Outgoing Call Log, see Making Calls in Chapter 2 of this guide.

About the Call Log

Call logs are helpful in tracking who called while you were away from the phone, for redialing the number of a previous call you made, or for obtaining telephone numbers from previous calls. The 4620 also allows you to set up a Speed Dial button for any call listed, facilitating dialing of frequently-called numbers.

All calls made to or from your 4620 IP Telephone are added to one of three Call Logs - Outgoing Calls, Incoming Calls, and Missed (unanswered) Calls. The Missed Call Log displays automatically whenever you access the Call Log application, but you can quickly access a different log if desired. Each log’s main screen displays the following information for each call as available:

- Name of calling or called party
- Phone number of calling or called party
- Time of the call (for the current date)
- Date of the call (for calls made prior to the current date)
- Type of Call (outgoing, incoming, or missed)
- Duration of the call (for answered or outgoing calls)

Each Call Log can contain a maximum of 30 entries. When a log contains more than six entries, Page Right and Page Left buttons are available to 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.
**WARNING:**

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

Viewing a Call Log

1. Access the Call Log application by pressing the Log softkey.

   The Missed Call Log Main screen displays the Caller’s name, number, and time/date of the first six unanswered calls.

**NOTE:**

With the exception of the Outgoing Call Log, which additionally has a Call button, all Call Log screens have the same fields, characteristics, and softkeys.

2. Choose one of the following options:

<table>
<thead>
<tr>
<th>If you want to</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Review the next six calls</td>
<td>Press the Page Right button.</td>
</tr>
<tr>
<td>Review the last six calls</td>
<td>Press the Page Left button.</td>
</tr>
<tr>
<td>Review outgoing calls you made</td>
<td>Press the Outgo softkey.</td>
</tr>
<tr>
<td></td>
<td>The Outgoing Calls Main screen displays.</td>
</tr>
<tr>
<td>Review calls you received and answered</td>
<td>Press the InAns softkey.</td>
</tr>
<tr>
<td></td>
<td>The Answered Calls Main screen displays.</td>
</tr>
<tr>
<td>Review missed calls</td>
<td>Press the Missed softkey.</td>
</tr>
<tr>
<td></td>
<td>The Missed Calls Main screen displays.</td>
</tr>
<tr>
<td>Delete one or all entries from the log displayed</td>
<td>See the section in this chapter titled Deleting Call Log Entries.</td>
</tr>
<tr>
<td>See detailed information about a call</td>
<td>Press the Line/Feature button to the left or right of that entry.</td>
</tr>
<tr>
<td></td>
<td>The Missed Call/Answered Call/Outgoing Call Detail screen displays, as applicable.</td>
</tr>
<tr>
<td>Return to the Call Log Main screen from a Detail screen</td>
<td>Press the Return softkey.</td>
</tr>
</tbody>
</table>
Adding a Call Log Entry to a Speed Dial Button

1. Access the Call Log application by pressing the Log softkey.
   The Missed Calls Main screen displays.

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 party for whom you want to create a Speed Dial button is not listed on the Missed Call Log, press the softkey representing the Call Log with that entry (Outgo, In Ans).
   The Outgoing or Incoming Answered Call Log Main screen displays, 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 Detail screen for that entry displays.

4. Press the Add to SD softkey.
   The Speed Dial Editing screen displays, to allow you to make a change to the name or number. The prompt “Use dialpad to edit Number.” displays, with the cursor positioned at the end of the Number field.

   NOTE:
   For assistance with entering information on this screen, see the section in Chapter 3 titled Entering Data on Speed Dial Screens.

5. If no Name/Number changes are needed, proceed to Step 8. To change the telephone number, use the Left Arrow softkey, and/or the Right Arrow softkey to move the cursor to right of the character(s) to be changed, press the Backspace button to remove that character, and re-enter the correct character. Alternately, to erase the telephone number entirely, press the Clear button. Then, enter new data in the cleared field.

6. To change the name, press the Line/Feature button on either side of the Name field to move from the Number to the Name field.

7. Use the Left Arrow softkey, and/or the Right Arrow softkey to move the cursor to the right of the character(s) to be changed, press the Backspace button to remove that character, and re-enter the correct character. Alternately, to erase the name entirely, press the Clear Line/Feature button. You can then enter new data in the cleared field.

8. When the Name and/or Number have been updated, press the Save softkey to add the information to a Speed Dial button. (Press the Cancel softkey to exit without saving.)
   The Name/Number entry is updated, and all Speed Dial buttons are re-sorted in alphabetical order by Name. The Speed Dial Main screen redisplays.

9. To exit the Speed Dial application, press the Phone/Exit button or select another application if applicable.
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

1. Access the Call Log application by pressing the Log softkey.
   *The Missed Calls Main screen displays.*
2. If the entry to be deleted is shown, proceed to Step 3. If the entry to be deleted is not shown, use the Arrow keys to scroll through the Missed Calls Log or press either the In Ans or Outgo softkey to access the Incoming Answered or Outgoing Calls logs, respectively.
3. With the entry to be deleted displayed, press the Line/Feature button corresponding to that entry.
   *The selected entry’s Detail screen displays.*
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 displayed, then choose one of the following options:

<table>
<thead>
<tr>
<th>If you want to</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancel the deletion without removing this</td>
<td>Press Cancel.</td>
</tr>
<tr>
<td>Call Log entry</td>
<td>No deletion occurs and the Call Log's Main screen displays.</td>
</tr>
<tr>
<td>Complete deleting this Call Log entry</td>
<td>Press Delete.</td>
</tr>
<tr>
<td></td>
<td>The entry is removed and the remaining entries on this Call Log are</td>
</tr>
<tr>
<td></td>
<td>re-sorted by Name. The Call Log’s Main screen displays.</td>
</tr>
</tbody>
</table>

6. To exit the Call Log application, press the Phone/Exit ( Button or select another application if applicable.
Deleting All Entries from a Call Log

1. Access the Call Log application by pressing the Log softkey.
   The Missed Calls Main screen displays.

2. To clear the Missed Calls Log, proceed to Step 3.
   To clear the Incoming Answered Calls Log, press the InAns softkey to display that Call Log, then proceed to Step 3.
   To clear the Outgoing Calls Log, press the Outgo softkey to display that Call Log, then proceed to Step 3.

3. Press the Delete All softkey.
   The prompt “Press Delete again to confirm.” displays.

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

<table>
<thead>
<tr>
<th>If you want to</th>
<th>Then</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cancel the deletion without removing all of this Call Log’s entries</td>
<td>Press Cancel. No deletion occurs and the Call Log’s Main screen displays.</td>
</tr>
<tr>
<td>Complete the deletion of all entries for this Call Log</td>
<td>Press Delete. The entries are removed. The Call Log’s Main screen displays.</td>
</tr>
</tbody>
</table>

5. To exit the Call Log application, press the Phone/Exit button or select another application if applicable.
Chapter 6: 4620 IP Telephone Options

Introduction

This chapter describes how to set or view phone parameters, such as:

- Displaying the Phone screen upon dialing/answering
- Personalizing the ringing pattern
- Determining how you want the Redial feature to work (redial the last number called or select from a list of the last six calls)
- Displaying the Call Timer
- Changing the rate at which messages display
- Changing the display area’s contrast

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

Accessing the Options Main Menu

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

   The Options Main screen displays.

   The five option categories displayed are as follows:

   **Phone Screen 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, and set the Message Display Rate.

   **Personal Ringing** - provides access to the Personal Ringing Selection screen, to set a ring pattern other than that provided with your phone.

   **View IP Settings** - provides access to the View Status Main screen, from which you may view IP Address information/status, quality of service (audio and signaling) status, interfaces status, and miscellaneous phone/status data.
Contrast Control - provides access to the Contrast Option screen, on which you adjust the 4620’s display area contrast.

Network Audio Quality - provides access to the Audio Status screen, on which you can troubleshoot network delay and audio quality.

The procedures that follow describe each Options category in detail.

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

The respective Options screen displays.

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

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

4. To exit the Options application, press any of the softkeys labeled for other 4620 applications (SpDial, Log, and Web). To return to the Phone application, press the Phone/Exit button.

Phone Screen Options

Phone screen options let you change the default options that come with your phone. You select this option from the Options Main Screen, accessed by pressing the phone’s Option button.

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

Setting the Redial Option

The Redial option provides one of two redial choices:

- Automatically redial the last number called when the Redial button is pressed, or
- Display a list of the last 6 numbers called when the Redial button is pressed, allowing you to choose the number you want redialed. This is the default 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 or save this setting by pressing the Save softkey (To restore the previous setting without changing it, press the Cancel softkey.)

After saving or cancelling, the Options Main Screen displays.
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 when you answer a call, regardless of the screen you were working with at that time. You will lose any unsaved work in progress on that screen (for example, labeling a Speed Dial button), except for the Web Access application (which “remembers” the current web screen).

When the **Phone Screen on Answer?** option is set to **No**, answering an incoming call has no impact on the application screen displayed, although the top display line will provide an appropriate message. *This is the default 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 or save this setting by pressing the **Save** softkey (To restore the previous setting without changing it, press the **Cancel** softkey.)

*After saving or cancelling, the Options Main Screen displays.*

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 when you make a call, regardless of the screen you were working with at that time. You will lose any unsaved work in progress on that screen (for example, labeling a Speed Dial button), except for the Web Access application (which “remembers” the current web screen).

When the **Phone Screen on Calling?** option is set to **No**, making a call has no impact on the application screen displayed, although the top display line will provide an appropriate message. *This is the default 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 or save this setting by pressing the **Save** softkey (To restore the previous setting without changing it, press the **Cancel** softkey.)

*After saving or cancelling, the Options Main Screen displays.*

Setting the Call Timers Display

Your 4620 IP Telephone is capable of displaying two types of call timers. The **Call Timer** displays in the top display area and provides the elapsed time you are connected on a call in h:mm:ss (hours:minutes:seconds) format. The **Hold Timer** displays in the applicable call appearance area and provides the elapsed time a call has been on hold.
When the **Display Call Timers?** option is set to **Yes**, during a call the Call Timer displays on either the active call appearance line (if the Phone screen is displayed) or the top display line (if a screen other than the Phone screen is displayed); likewise, when a call is on hold, the Hold Timer displays in the corresponding call appearance area or the top display line, depending on whether the Phone screen is/is not displayed. *This is the default setting.*

When the **Display Call Timers?** option is set to **No**, neither the Call Timer nor the Hold Timer displays, however call time data is still maintained by the phone 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 or save this setting by pressing the **Save** softkey (To restore the previous setting without changing it, press the **Cancel** softkey.)

*After saving or cancelling, the Options Main Screen displays.*

**Setting the Message Display Rate**

Although rare, the call server may send messages to your phone that are longer than the display area. If this occurs, the first part of the message is presented for a specific time interval, then these characters scroll to the left to allow the remaining characters to display. (Note that earlier 4620 releases do not support scrolling, and instead, display alternate halves of a long message.)

The Message Display Rate can be either **Fast** (display interval is 2 seconds and the rate at which the display scrolls is 12 characters per second) or **Slow** (display interval is 4 seconds and the rate at which the display scrolls is 6 characters per second). *The default rate is Slow.*

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

*Upon saving, the Options Main Screen displays.*
## Personal Ringing Options

Your 4620 IP 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 phone’s **Option** 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, or, to restore the previous setting without changing it, press the **Cancel** softkey.

   *The Options Main Screen displays.*

### 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.

## Status Screen Viewing Options

Four views of telephone and system information are available. A user normally does not need to view this information, however your System Administrator may ask you to report certain values from any of the status screens in the event of problems.

### 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 phone’s **Option** button).
   
   *The View Status Main Screen displays.*

2. To select any option on this screen, press the Line/Feature button on either side of that option. When a screen has more than one page, the Paging Indicator displays to allow scrolling from one page to another using the **Page Right** or **Page Left Indicator** buttons as applicable.

3. To return to the Options Main Screen from any status screen, press the **Return** softkey.

Each option is described in the sub-sections that follow.
Viewing IP Address Status

IP (Internet Protocol) address information encompasses two screens and identifies certain components and connections. IP Address information includes the location (address) of your phone on your system’s 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. Although technical in nature, having this information available and knowing how to get to it can assist your System Administrator in tracking questions about or problems with phone functions or connections.

Viewing Quality of Service (QoS) Status

QoS refers to a number of mechanisms used to improve audio quality over the network.

Viewing Interface Status

Your phone interfaces 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.

Changing the Display Contrast

On first-time startup, your 4620 IP Telephone’s display area contrast is set to a mid-level. Should you need to adjust it to better suit your work environment and lighting, 15 contrast levels are available.

NOTE:
If you have a Feature Key Expansion Unit (EU24) attached to your phone, you can also adjust its contrast using this option.

1. Select the Contrast Control option from the Options Main Screen (accessed by pressing the phone’s Option button).
2. If you don’t have an EU24 installed, skip this step and proceed to Step 3.
   If you have an EU24 attached to your phone, press the Line/Feature button on either side of the display line on which you see 4620, to identify that you want to adjust the telephone’s display contrast.
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 Options Main Screen displays.*

### 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 may ask your help in diagnosing or troubleshooting this problem by asking that you display this screen if you experience audio problems. Although technical in nature, this screen provides information that can help identify causes of poor audio quality.

1. Select **Network Audio Quality** from the Options Main Screen (accessed by pressing the phone’s **Option** button).

*The Audio Status screen displays. The bottom line presents a non-technical summary of network audio quality.*

2. To return to the Options Main screen, press the **Return** softkey.
Chapter 7: Using a Headset or Specialized Handset

Introduction

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

IP Telephone-Compatible Headsets

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

- Earset Starter
- Earset Starter Noise Canceling
- Encore Ultra VT
- Encore Ultra Noise Canceling
- Encore Ultra II
- Encore Ultra II Noise Canceling
- Mirage Ultra
- Mirage Ultra Noise Canceling
- Starter Special VT
- Starter Special Noise Canceling
- Supra Starter Noise Canceling
- Supra Ultra
- Supra Ultra Noise Canceling
- Supra Ultra II Twin Top
- Supra Ultra II Noise Canceling
- Tristar Ultra
- Tristar Ultra Noise Canceling
Operating a Headset

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

IP Telephone-Compatible Specialized Handsets

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

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

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

For the latest list of special purpose handsets and ordering information, access "Products and Services" at http://www.avaya.com/direct.
Chapter 8: Telephone Management and Troubleshooting

Introduction

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

- Interpreting the different ringer tones you hear.
- Interpreting the 4620’s display symbols.
- Testing your telephone to be sure it is operating correctly.
- Basic Troubleshooting; this chart provides the most common problems an end user might encounter and suggested resolutions.
- Application-specific troubleshooting; this chart describes problems and solutions specific to a 4620 application (Phone, Speed Dial, Call Log, or Web Access).
- Resetting or power-cycling your phone, when Basic Troubleshooting does not resolve a problem.

Additionally, Chapter 6: 4620 IP Telephone Options describes several status screens that may be used 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 IP Telephone, you will recognize the various tones you hear in response to an incoming call or while using the handset. The chart below 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.

### Ringing (Incoming) Tones

<table>
<thead>
<tr>
<th>Meaning</th>
<th>Tones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Call from another extension.</td>
<td>1 Ring ------</td>
</tr>
<tr>
<td>Call from outside or the System Administrator.</td>
<td>2 Rings -------</td>
</tr>
<tr>
<td>Priority call from another extension, or from an Automatic Callback call you placed.</td>
<td>3 Rings ------</td>
</tr>
<tr>
<td>A call is being redirected from your phone to another because Send All Calls or Call Forwarding All Calls is active.</td>
<td>Half Ring (ring-ping) ---</td>
</tr>
</tbody>
</table>

### Feedback (Handset) Tones

<table>
<thead>
<tr>
<th>Meaning</th>
<th>Tones</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low-pitched, rapid tone (repeated 60 times per minute), signifying the number dialed is in use.</td>
<td>Busy ---</td>
</tr>
<tr>
<td>A ringback tone with lower-pitched signal at the end; indicates the extension called is busy and the called party has been given a call waiting tone.</td>
<td>Call Waiting Ringback Tone ---</td>
</tr>
<tr>
<td>Three short tone bursts; indicates a feature activation or cancellation has been accepted.</td>
<td>Confirmation --</td>
</tr>
<tr>
<td>One short tone burst; indicates your call will be sent to another extension to be answered by a covering user.</td>
<td>Coverage -</td>
</tr>
<tr>
<td>Continuous tone indicating dialing can begin.</td>
<td>Dial --------</td>
</tr>
<tr>
<td>Alternating high and low tone indicating either a dialing error, denial of a requested service, or failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.</td>
<td>Intercept/Time-out --</td>
</tr>
<tr>
<td>Three short tone bursts followed by a steady dial tone to indicate a feature request has been accepted and dialing can start.</td>
<td>Recall Dial - - -</td>
</tr>
</tbody>
</table>
Chapter 8: Telephone Management and Troubleshooting

Interpreting Display Icons

As you become more familiar with your IP Telephone’s display, you will recognize the icons or symbols associated with the state of a call or the state of the phone. The chart below provides an overview of the icons you may see; check with your System Administrator to verify if the descriptions are accurate for your system.

<table>
<thead>
<tr>
<th>Icon</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>No Icon Displayed</td>
<td>Idle; indicates the line is available.</td>
</tr>
<tr>
<td></td>
<td>Active; indicates the line is in use.</td>
</tr>
<tr>
<td>┌─┐</td>
<td>On Hold; indicates a call is on hold on this line.</td>
</tr>
<tr>
<td>└───┘</td>
<td>Ringing; indicates an incoming call is arriving on this line.</td>
</tr>
<tr>
<td>(Soft) Hold</td>
<td>(Soft) Hold; indicates this line’s call was put on hold pending a conference or a transfer.</td>
</tr>
</tbody>
</table>

Reorder -- -- -- -- -- Fast busy tone repeated every half-second to indicate all phone trunk lines are busy.

Ringback ---- ---- ---- Low-pitched tone repeated 15 times a minute to indicate the number dialed is ringing.
**Basic Troubleshooting Chart**

<table>
<thead>
<tr>
<th>Problem/Symptom</th>
<th>Suggested Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone does not activate after connecting it the first time</td>
<td>Unless your System Administrator has already initialized your telephone, you may experience a delay of several minutes before it becomes operational. Upon plug-in, your telephone immediately begins downloading its operational software, its IP address, and any special features programmed by your System Administrator from the server to which it is connected. Report any delay of more than 10 minutes to your System Administrator.</td>
</tr>
<tr>
<td>Phone does not activate after a power interruption</td>
<td>Allow a few minutes for re-initialization after unplugging, powering down the phone, server problems, or other power interruption causes.</td>
</tr>
<tr>
<td>Phone worked earlier but does not currently seem to work</td>
<td>Contact your System Administrator.</td>
</tr>
<tr>
<td>Display shows an error/informational message</td>
<td>Most messages involve server/phone interaction. If you cannot resolve the problem based on the message received, contact your System Administrator for resolution.</td>
</tr>
<tr>
<td>Speakerphone does not operate</td>
<td>Ask your System Administrator if your Speakerphone has been disabled.</td>
</tr>
<tr>
<td>Problem/Symptom</td>
<td>Suggested Solution</td>
</tr>
<tr>
<td>----------------</td>
<td>--------------------</td>
</tr>
<tr>
<td>Characters do not appear on the Display screen</td>
<td>See &quot;Phone does not activate after connecting it the first time&quot; above. Check all lines into the phone to be sure it is properly connected. Check the power source to be sure your telephone is receiving power.</td>
</tr>
<tr>
<td>Audio quality is poor, specifically, you hear an echo while using a handset, static, sudden silences (gaps in speech), clipped or garbled speech, etc.</td>
<td>Various potential network problems may be causing the problem. Access the Network Audio Quality screen (described in Viewing the Network Audio Quality in Chapter 6, to be able to provide your System Administrator with specific information related to this problem. Contact your LAN Administrator with as complete a description of the problem as possible.</td>
</tr>
<tr>
<td>No dial tone</td>
<td>Make sure both the handset and line cords into the phone are securely connected. Note that there may be a slight operational delay if you unplug and reconnect the phone. Reset or power cycle the phone with your System Administrator’s assistance. (See the section titled Resetting and Power Cycling the IP Telephone for details.) Contact your System Administrator if the above steps do not produce the desired result.</td>
</tr>
<tr>
<td>Problem/Symptom</td>
<td>Suggested Solution</td>
</tr>
<tr>
<td>-------------------------------------------------------------------------------</td>
<td>-----------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Phone does not ring</td>
<td>Set your ringer volume to a higher level using the <strong>Up/Down Volume</strong> keys.</td>
</tr>
<tr>
<td></td>
<td>From another phone, place a call to your extension to test the above suggested</td>
</tr>
<tr>
<td></td>
<td>solution.</td>
</tr>
<tr>
<td>A feature does not work as indicated in this guide (for example, the Redial</td>
<td>Verify the procedure and retry. For certain features, you must lift the handset</td>
</tr>
<tr>
<td>button doesn’t operate as described)</td>
<td>first or place the phone off-hook.</td>
</tr>
<tr>
<td></td>
<td>Contact your System Administrator if the above action does not produce the desired</td>
</tr>
<tr>
<td></td>
<td>result; your telephone system may have been specially programmed for certain</td>
</tr>
<tr>
<td></td>
<td>features applicable only to your installation.</td>
</tr>
<tr>
<td>All other IP Phone problems</td>
<td>Contact your System Administrator.</td>
</tr>
</tbody>
</table>
# Troubleshooting 4620 Applications

<table>
<thead>
<tr>
<th>Problem/Symptom</th>
<th>Suggested Resolution</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GENERAL:</strong> A feature does not work as indicated in this guide, or does not work as it had previously worked</td>
<td>Verify the procedure and retry. Check below to troubleshoot the specific application with which you are working. Ensure that any options have not been changed. Contact your System Administrator if these actions do not produce the desired result.</td>
</tr>
<tr>
<td><strong>PHONE APPLICATION:</strong></td>
<td>Please review the previous section, <a href="#">Basic Troubleshooting Chart</a>.</td>
</tr>
<tr>
<td><strong>SPEED DIAL APPLICATION:</strong> You cannot dial out using any Speed Dial button</td>
<td>Check that all call appearances (incoming/outgoing lines) are not already in use. If all lines are in use, wait until a line is available to make your call.</td>
</tr>
<tr>
<td>You cannot add an entry to the Speed Dial list</td>
<td>You have 108 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.</td>
</tr>
<tr>
<td><strong>CALL LOG APPLICATION:</strong> You cannot dial out after selecting a call log entry</td>
<td>Check that all call appearances (incoming/outgoing lines) are not already in use. If all lines are in use, wait until a line is available to make your call.</td>
</tr>
<tr>
<td>You cannot add an entry to the Speed Dial list</td>
<td>You have 108 Speed Dial entries, the maximum allowed. You must delete at least one entry before adding a new entry.</td>
</tr>
<tr>
<td><strong>WEB ACCESS APPLICATION:</strong> Pressing the Web softkey does not display a website</td>
<td>Check with your LAN Administrator to see if the web server is down, if there are network connectivity problems, or other network problems.</td>
</tr>
</tbody>
</table>
Power Cycling the Phone

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

1. Unplug the phone and plug it back in.
   
   *The phone connection is re-established.*

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

⚠️ **WARNING:**

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