



## **4630/4630SW IP Telephone**

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User's Guide

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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, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or is not 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.

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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
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**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.

**Standards Compliance**

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 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

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

## Electromagnetic Compatibility (EMC) Standards

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 and EN55022:1998. 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:

#### For 4630:

**Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the 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.**

#### For 4630SW:

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### Part 68: Answer-Supervision Signaling

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

- answered by the called station,
- answered by the attendant, or
- routed to a recorded announcement that can be administered by the customer premises equipment (CPE) user.

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

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

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

## Means of Connection

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

### Canadian Department of Communications (DOC) Interference Information

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

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

### Declarations of Conformity

United States FCC Part 68 Supplier's Declaration of Conformity (SDoC)

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

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

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

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

### European Union Declarations of Conformity



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

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

## Japan

### For 4630:

This is a Class A 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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### For 4630SW:

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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## About This Guide

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### Overview

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This guide covers how to use your 4630/4630SW IP Telephone. The 4630/4630SW 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 ten chapters, geared to how you actually use the phone, each of which is described in the section below titled [Document Organization](#).

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### Intended Audience

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

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### Issue Date

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This document was issued for the first time in December, 2001. This document was revised for Release 1.7 in September, 2002, and revised for Release 1.8 in June, 2003. This is the current version of the document, revised for Release 2.0 in December, 2003.

## How to Use This Document

This guide is organized to help you find topics in a logical manner. Read it from start to finish to get a thorough understanding of how to use your 4630/4630SW IP Telephone, or review 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:

<a href="#">Chapter 1 Introducing Your 4630/4630SW IP Telephone</a>	Describes each element on the face of the telephone, explains how to navigate the touchscreen, introduces the 4630/4630SW applications, and covers how to log your phone on and off.
<a href="#">Chapter 2 Using Your 4630/4630SW IP Telephone</a>	Covers all call-related information, such as initiating calls, speed dialing, conferencing, and transferring calls.
<a href="#">Chapter 3 Using the Speed Dial Application</a>	Describes how to add, update, and remove single Speed Dial entries, and add or update Speed Dial groups.
<a href="#">Chapter 4 Using the Call Log Application</a>	Describes how to view the log of calls, call a party listed, add a log entry to a Speed Dial button/group, and remove log entries.
<a href="#">Chapter 5 Using the Directory Application</a>	Explains how to search the Corporate Directory, call a person listed, add a Directory entry to a Speed Dial Group List, and troubleshoot directory-related problems.
<a href="#">Chapter 6 Using the Voice Mail Application</a>	Describes how to access, review, and manage messages received via your voice messaging system.
<a href="#">Chapter 7 Using the Web Access Application</a>	Explains how to use the 4630/4630SW's web access functions.
<a href="#">Chapter 8 4630/4630SW IP Telephone Options</a>	Provides setup and maintenance procedures for 4630/4630SW IP Telephone options and preferences.
<a href="#">Chapter 9 Headsets and Handsets</a>	Provides a list of headsets and handsets compatible with 4600 Series IP Telephones, and ordering information.
<a href="#">Chapter 10 Troubleshooting</a>	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:** These symbols precede additional information about a topic.

⇒ **NOTES:**

### Typographic Conventions

This guide uses the following typographic conventions:

<u>Document</u>	Underlined type indicates a chapter, section, or sub-section in this document containing additional information about a topic. When viewed online, select the underlined item to move to and display that information.
<i>“Document”</i>	Italic type enclosed in quotes indicates a reference to an external document or a specific chapter/section of an external document.
<i>italics</i>	Italic type indicates the result of an action you take or a system response in step by step procedures.
<b>Call</b>	In step by step procedures, words shown in bold represent a single telephone button that should be pressed/selected.

## Related Documentation/Training

This guide and other related documentation are 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 Communication Manager Software* (Document Number 555-233-767).



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# Introducing Your 4630/4630SW IP Telephone

# 1

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## Introduction

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The 4630 and 4630SW IP Telephones are new and innovative telephones that combine traditional telephony features with an easy-to-use touchscreen, exciting display options such as a stock ticker, and access to the World Wide Web. Using a phone has never been easier with the 4630/4630SW's online corporate phone directory, a call log, and more than 100 available Speed Dial buttons.

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

**⇒ NOTE:**

The 4630 and 4630SW telephones have the exact same appearance, user interface, and functionality. The only differences between the sets are due to differing electrical design - the 4630SW supports local or LAN-based powering and has an Ethernet switch, while the 4630 supports local powering only and has an internal shared repeater. The 4630 can use an external hub. In general, you need not be concerned with these differences. Any reference in this document to "4630" also applies to the 4630SW.

## The 4630/4630SW IP Telephone

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

Figure 1-1. The 4630/4630SW IP Telephone





**Table 1-1. 4630/4630SW IP Telephone Button/Feature Descriptions**








Callout Number	Button/Feature Name	Button/Feature Description
1	<b>Screen Brightness Control</b>	This dial adjusts the display screen's brightness, and is located on the back side of the upper right corner of the telephone main housing.
2	<b>Top Display Line</b>	The top line of every application screen provides the following information or options: <ul style="list-style-type: none"> <li>■ Time of Day and Current Date, Help Tips, or switch-generated messages.</li> <li>■ <b>Options</b> () icon. When selected, displays the Options and Preferences menu screen.</li> <li>■ <b>Lock</b> () icon. When selected, locks the phone, which can be unlocked with a password you specify.</li> </ul>
3	<b>Display</b>	The display screen is 4 1/2 inches by 3 1/3 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. Volume control (when a volume arrow is pressed), instructional messages/prompts and the call/interval time (when on an active call) also display in the top area as appropriate, and if you've set up the Stock Ticker option (as described in <a href="#">Chapter 8</a> ), the top line displays current information on your selected stocks and indices. While dialing out and during phone usage, the call area for the active line shows the name/phone number you are calling. For calls on hold, the call area shows elapsed time, as applicable.
4	<b>Stylus Storage Well</b>	Provides a place to rest the stylus (screen pointer) when it is not in use.
5	<b>Headset</b> (  )	With a headset connected, changes audio control from the handset or speaker to the headset. The LED next to this button lights when the headset is active.
6	<b>Mute</b> (  )	Turns off the active handset, headset, and Speakerphone microphone, to prevent the other person from hearing you. The LED next to the <b>Mute</b> button lights when the microphone is muted.

Table 1-1. 4630/4630SW IP Telephone Button/Feature Descriptions — *Continued*

Callout Number	Button/Feature Name	Button/Feature Description
7	<b>Volume Control</b> (  )	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 a visual “volume meter” showing the volume level.
8	<b>Numeric (Dialing) Pad</b>	Standard 12 button pad for dialing phone numbers.
9	<b>Speaker</b> (  )	Accesses the two-way Speakerphone feature. The LED next to this button lights when the Speaker is active.
10	<b>Voice Message Light</b> (  )	When lit, indicates you have a message waiting on your voice messaging system.

## Using the Touchscreen

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

- To initiate an action or select a Feature button, lightly touch the button or screen area you wish to activate, then lift.
- If you have large fingers or do not wish to touch the screen directly, use the stylus provided with your phone, a pencil eraser, or other soft, non-abrasive object; do not use your fingernails, pencil points, or other sharp objects to make selections.
- Do not press and slide your finger (or any other implement being used for selection) across the display area.
- Do not “drag and drop” as you would do with a PC mouse. The exception is when you’ve selected a button or action in error. If you select a button or action in error, move your finger away from the button and then lift your finger; your action will be ignored and you can then make the proper selection.
- If the display screen appears wavy or if text is displayed off to one side, use the calibration procedure, described in [Chapter 8](#), to re-orient the display.

- Clean the screen on a regular basis using screen wipes or another non-abrasive product designed for this purpose.
- If the display “times out” (goes blank) due to inactivity, touch the screen, pick up the handset, or press any button to restore the display.

## Navigating Application Screens

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Navigate the 4630’s application screens by selecting Feature buttons or application-specific buttons, depending on the activity you want to perform. Feature and application buttons are either enabled (meaning the button is active and available for selection) or disabled (not active, not available for selection). When a button is enabled on an application screen, the button is highlighted with black on the bottom and white on the top, giving it a three-dimensional appearance. Disabled buttons are bordered in gray.

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

## 4630/4630SW IP Telephone Applications

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

Each application tab and its associated screen is color-coded, to provide visual recognition of the application with which you are working. Applications and their respective color-coding are described in [Table 1-2](#) below.

**Table 1-2. Application Tab/Screen Color Coding**

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

 **NOTE:**



One or more application tabs may not be available, depending on your local network and 4630 configuration.

## Phone Application

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

The Phone display screen has five distinct areas:

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



The Phone application is described in [Using Your 4630/4630SW IP Telephone](#).

## Speed Dial Application

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

The main Speed Dial screen has five distinct areas:

1. The Top Line includes: Time of Day/Current Date, Volume Control, call/feature information and/or application screen Help, the ability to lock the phone via the **Screen Lock** (  ) icon, and access to the Options and Preferences screen via the **Options** (  ) icon.
2. Buttons labeled with names or designations of persons in a selected Group.
3. Group Number/Name for each of the five available groups.
4. An **Edit/Delete** button, used to modify or delete the Group Name or group members' names or numbers.
5. Application tabs which provide access to the other 4630 applications. You can always access Speed Dial from any other application by selecting the Speed Dial application tab.



Making calls using the Speed Dial application is described in [Using Your 4630/4630SW IP Telephone](#). [Using the Speed Dial Application](#) covers setting up and modifying Speed Dial Groups and Buttons.

## Call Log Application

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

The Call Log screen has five distinct areas:

1. The Top Line includes: Time of Day/Current Date, Volume Control, call/feature information and/or application screen Help, the ability to lock the phone via the **Screen Lock** () icon, and access to the Options and Preferences screen via the **Options** () icon.
2. Call information area, including name of caller/called party, telephone number, time and date of call, type of call (outgoing, incoming answered, or incoming unanswered), and length of call.
3. Scroll buttons for viewing the Call Log.
4. Feature buttons, such as **Call** or **Add to SD (Speed Dial)**, used to initiate a call to a selected log entry or add a selected entry's name and number to a Speed Dial Group. When you select a specific Call Log entry, the Scroll buttons (Item 3 above) are temporarily replaced by more Feature buttons, one of which allows you to delete that entry.
5. Application tabs which provide access to the other 4630 applications. You can always access the Call Log from any other application by selecting the Call Log application tab.

Making calls from the Call Log is described in [Using Your 4630/4630SW IP Telephone](#). [Using the Call Log Application](#) covers log viewing, direct-dialing of a log entry, and adding an entry to a Speed Dial Group.

## Directory Application



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

**NOTE:**

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

The Directory screen has four distinct areas:

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

[Using the Directory Application](#) covers search procedures, direct-dialing of a directory entry, and adding a directory name/number to a Speed Dial Group.

## Voice Mail Application



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The **Voice Mail** application allows users whose System Administrator has established a link to their corporate voice messaging system to retrieve, respond to, and manage their messages.

**NOTE:**

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

The main Voice Mail screen (your “Inbox”) has four distinct areas:

1. The Top Line includes: Time of Day/Current Date, Volume Control, call/feature information and/or application screen Help, the ability to lock the phone via the **Screen Lock** () icon, and access to the Options and Preferences screen via the **Options** () icon.
2. Message information area, providing the message type, a priority flag, the name or number of the person who sent the message, message date and time, and message subject.
3. Feature buttons to allow you to review message detail, access voice mail options, refresh the screen for new messages received, switch mail folders, obtain voice mail-specific Help, or log off from voice mail.
4. Application tabs which provide access to the other 4630 applications. If administered, you can access your voice mail from any other application by selecting the Voice Mail application tab.

[Using the Voice Mail Application](#) covers retrieving and reviewing messages, voice mail options, and message management.

## Web Access Application

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

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

### NOTE:

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

The Web Access Home page display screen has four distinct areas:

1. The Top Line includes: Time of Day/Current Date, Volume Control, call/feature information and/or application screen Help, the ability to lock the phone via the **Screen Lock** () icon, and access to the Options and Preferences screen via the **Options** () icon.
2. Web page display area.
3. Web page control buttons.
4. A button for quick access to the Phone application. The usual application tabs are not displayed with the Web Access application, to allow more room to display websites. If administered, you can get to Web Access from any other application by selecting the Web Access application tab.

The type of web page displayed will determine the control buttons that appear. Making a call from a web page is described in [Using Your 4630/4630SW IP Telephone](#). The Web Access application is described fully in [Using the Web Access Application](#).



## About the Stock Ticker

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Because it is so advanced, your 4630 IP Telephone can even provide you with an “at a glance” view of current stock market quotes on up to 16 selected stocks and up to 3 major market indices. [4630/4630SW IP Telephone Options](#), describes how to specify your stock symbols and other related preferences, and how to activate/deactivate the ticker.

 **NOTE:**

The Stock Ticker may not be available, depending on your local network and 4630 configuration.

Here's how it works:

1. You specify the stocks and indices you want to track.
2. Once you save that information (and assuming your Stock Ticker is activated), the top display line shows the symbol and the most recently obtained trade price (plus the day's change and/or volume traded - if you included this information when you set up your ticker) of every stock and index you specified.
3. Each symbol is color-coded to provide “at a glance” recognition. When you are tracking more stocks than will fit on the top display line, a group of stocks will display for five seconds, followed by the next group, and so on, until all selected stocks have been displayed. Your quotes are shown in the order you specified during set-up, followed by any of the indices you selected.
4. After all of your symbols display once, the quotes are repeated in the same order with updated information, as appropriate.

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## 4630/4630SW IP Telephone Security

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Telephone security involves preventing unauthorized use of your phone by others. You can log your phone off when you will be out of the office for a period of time, and lock your phone so that it cannot be used by others in your absence. Logging off and/or locking the phone protects your application information (your Call Log and Directory) and prohibits web access. These security measures are described in this section.

Also, your 4630 display screen automatically dims when it has been idle for a pre-set period of time, as covered in [Display Screen Backlighting](#) later in this chapter.

### Locking/Unlocking Your Telephone's Display

---

You may lock your phone's display at any time to prevent unauthorized use of application-specific information or access to the server.

**CAUTION:**


*Locking the phone does not prohibit making or receiving calls!*

Prior to locking the phone for the first time, a display screen prompts you to enter your PBX/switch password; this serves to notify you that the password will be required to unlock the phone and allows you time to obtain the password from your System Administrator (if one has not yet been established or has been forgotten) before proceeding to lock the phone.

### Locking the Display

If your phone is locked, a "Locked" message displays across the screen in capital letters.

To lock your 4630 IP Telephone screen display:

1. Select the **Lock** () icon from the top line of any application screen.

*If you have a valid PBX/switch registration password stored on the server, the Locked screen displays. Or, if the value of your PBX/switch registration password (as stored on the server) is blank or set to a default value, the Screen Lock Password Verification screen displays instead.*

2. Depending on which screen is displayed, choose one of the following options:

<b>If this screen is displayed</b>	<b>Then</b>
THE DISPLAY SCREEN IS LOCKED	The 4630 display area is protected from access. (The telephony capability is active, meaning you may make or receive calls while the display is locked, but you do not have access to Phone Feature buttons such as <b>Transfer</b> or <b>Redial</b> .)
Screen Lock Password Verification	Be sure you know your PBX/switch registration password (or contact your System Administrator to obtain it). Then select the <b>Password</b> field, enter your password using the phone's dialpad, and select <b>Enter</b> .  <i>If the Password entered matches your PBX/switch registration password on the server, the Screen Lock screen displays. If the password does not match, the message "Incorrect Password. Try again." displays.</i>  Re-enter your password if it was incorrect.

3. To make or answer a call while the display is locked, lift the handset, activate the headset, or activate the **Speaker** button as you normally would. If your System Administrator has set up an Emergency number, it will be available on the Locked screen at the touch of the red-labeled button. If your System Administrator has not set up an Emergency number, no such button is displayed.
4. To unlock your screen, see the next procedure, [Unlocking the Display](#).

### Unlocking the Display

1. To unlock the screen display and restore normal application screens, at the "THE DISPLAY SCREEN HAS BEEN LOCKED" screen, select **Password**:
2. Using the dialpad, enter your PBX/switch registration password. Select **Backspace** to erase incorrect entries, one character at a time.
3. When the password is correct, select **Enter**.  
  
*If the Password entered matches your PBX/switch registration password on the server, the display unlocks. If the passwords do not match, the message "Incorrect Password. Try again." displays.*
4. Repeat Step 2 if your password was incorrect.  
  
*The Phone application screen displays.*

## Logging Off the Phone

---

Log your 4630 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.

### NOTES:

- Logging your 4630 IP Telephone off removes all calls from your Call Log.
  - Your Telephone Administrator can disable your ability to log off. If the log off feature has been disabled, attempting the procedure below will have no effect.
1. To log your phone off, press the **Mute** button, then press the following numbers on the dialpad: **5 6 4 6 3 3 #**

*A request to un-register the phone is sent to the server. The phone is now in a logoff state and displays "Ext. = ".*

## Reinstating the Phone After a Logoff

---

*When you are logged off the phone, the top line displays "Extension =."*

1. Using the dialpad, enter your Extension number, then press the Pound key (#).  
*The display prompts for entry of your password.*
2. Using the dialpad, enter your PBX/switch Password, then press the # key.  
*The phone is now ready for use.*

## Display Screen Backlighting

---

Your 4630 IP Telephone's display has two brightness levels, one signifying an active state and the other signifying an idle state.

**NOTE:**

You can set the brightness level and the idle state time period using [Touchscreen Options](#), as described in [Chapter 8](#).

The display screen's brightness level changes to the dimmer, idle state when:

- Your telephone has been on-hook and there has been no call activity for the pre-set period of time
- No button or feature has been selected for the pre-set period of time
- You have not touched the screen for the pre-set period of time

The display screen's brightness level changes to the brighter, active level when:

- You pick up the handset, activate the headset or Speakerphone
- Select a Feature button
- Touch the display screen
- Receive an incoming call



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# Using Your 4630/4630SW IP Telephone

# 2







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## Introduction

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This chapter describes how to make calls and receive calls. The telephone Feature buttons that assist in call handling are also covered in this chapter.

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

Administered Feature buttons	Button/Feature Description
<b>Hold</b> 	Places an active call on hold.
<b>Transfer</b> 	Transfers a call to another phone.
<b>Conference</b> 	Sets up conference calls with more than one other person.
<b>Redial</b> 	Depending on your Phone application redial option setting, either redials the last number dialed from the phone or displays a list of the last six numbers dialed for selection of the number to call.
<b>Drop</b> 	Drops a party from an ongoing conference call.
<b>More</b> 	Displays the next group of Feature buttons. This button appears when more than seven Feature buttons are available.


## Making Calls

You have several ways of making calls, as described in this section.




### ⇒ NOTE:

You can set an option for what displays on an outgoing call. See [Phone Application Options](#) in [Chapter 8](#) for details.

### Manual Dialing

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

#### Direct (Manual) Dialing



1. Pick up the handset, activate the headset, or press the **Speakerphone** (  ) button.  
*The first available call appearance highlights, displays the **Off-Hook** (  ) icon, and starts the Call Timer.*
2. Use the dialpad to enter the number you want to call.  
*The number entered displays on the active call appearance line, and the 4630 IP Telephone initiates the call.*
3. Hang up the handset, deactivate the headset, or press the **Speakerphone** (  ) button to end the call.

#### Edit Dialing


If you have set up your Edit Dial option (as covered in [4630/4630SW IP Telephone Options](#)) to display on the Phone screen, you can correct a number as you enter it, before actual dialing and call connection occur. Use the Speakerphone for ease of dialing.

### ⇒ NOTE:

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

1. Using the dialpad, enter the number you want to call. You don't need to select the Edit Dial box, you can just begin "typing" the numbers. To correct an entry, select the **Backspace** (  ) button and retype the digit in error.  
*The digits entered display on the dial line as you type.*
2. When the number is complete, select **Send**.  
*A call appearance line highlights, displays the **Off-Hook** (  ) icon, and starts the Call Timer. The number entered displays on the active call appearance line and the 4630 IP Telephone initiates the call.*



3. Pick up the handset, activate the handset if desired, or use the Speakerphone to proceed with the call.
4. Hang up the handset, deactivate the handset or press the **Speakerphone** () button to end the call.

## Automatic (Speed) 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,
- dialing a party listed on your Call Log,
- dialing a party listed in your Directory, or
- dialing a party from a web page displayed via the Web Access application.



**NOTE:**

If all call appearance lines are in use, the Speed Dial feature will not proceed with dialing.



**NOTE:**

The 4630/4630SW IP Telephone often receives telephone numbers through the Call Log, Directory, or Web Access application that are not immediately “dialable.” For example, the Call Log may contain an incoming call from the following U.S. phone number: 732-555-1234. In general, if you try to dial that number as is, the call would not go through - you would first have to dial one or more digits to obtain an outside line, access your corporate telephone network, or add some other code before you can return the call. As of Release 1.8, the 4630/4630SW IP Telephone can, if appropriately administered, automatically dial those “extra” digits for you. With one touch, the telephone automatically dials 9-1-732-555-1234. Your telephone administrator has information on setting up this Enhanced Dialing capability.

## Speed Dialing a party on a Group List

The 4630/4630SW IP Telephone's advanced capabilities allow up to 120 speed dial entries. Thus, speed dialing using Group Lists as described in the following procedures is convenient and efficient.

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


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

2. If the party you want to call appears in this group, proceed to Step 3. If the party you want to call is not in this group, select the (Group Number) button representing the Group in which that person is included. If you do not know the Group Number, press each Group Number button until the party you want displays.

3. Select the name of the person you want to call.

*The number of the selected person is dialed automatically.*

4. Pick up the handset or activate the headset if desired, 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.

### NOTE:

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


For information on setting up Speed Dial Group Lists, see [Using the Speed Dial Application](#).

## Speed Dialing a party using an Administered Feature button

Your System Administrator may have programmed one or more individual numbers on Feature buttons. This is called Abbreviated Dialing. If so, the programmed numbers display on the Phone screen's Feature button panel, with labels assigned by the System Administrator.

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

or


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

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

## Calling a Party From the Call Log

---

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

 **NOTE:**

If all call appearance lines are in use, the Call Log feature will not proceed with dialing.

1. With the Call Log displayed, select an entry.
2. Select **Call**.

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

3. Proceed with the call as you normally would.

 **NOTE:**

If your administrator has set up the Enhanced Dialing feature, the 4630/4630SW automatically adds the appropriate digits to precede phone numbers for **Missed** and **In Ans** (Incoming Answered) calls when you select **Call**. This eliminates you having to add any required internal/external dialing codes yourself. If you select **Call** but the call does not go through, check with your administrator to ensure the Enhanced Dialing feature is properly set up for your environment.

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

## Calling a Party From the Directory

---

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

 **NOTE:**

If your administrator has set up the Enhanced Dialing feature, the 4630/4630SW automatically adds the appropriate digits to precede Directory phone numbers when you select **Call**. This eliminates you having to add any internal/external dialing codes to the numbers yourself. If you select **Call** but the call does not go through, check with your administrator to ensure the Enhanced Dialing feature is properly set up for your environment.

## Calling a Party From the Web Access Application

---

Your 4630's optional Web Access application is capable of automatically dialing web links that have been designated by the web author as phone numbers. To call a party via a web link, just select that link.

### NOTE:

If your administrator has set up the Enhanced Dialing feature, the 4630/4630SW automatically adds the appropriate digits to precede phone numbers. This eliminates you having to add any required internal/external dialing codes yourself. If a call to a web link does not go through, check with your administrator to ensure the Enhanced Dialing feature is properly set up for your environment.

## Receiving Calls

---

When someone calls you, what you see depends on how your "Go to Phone for Incoming Calls" option (as described in [Chapter 8](#)) is set. Depending on the option you select, one of the following displays for incoming calls:

- The "On Ringing" option displays the phone screen whenever your phone rings with an incoming call.
- The "On Answer" option displays the phone screen whenever you answer an incoming call.
- The "No" option (the default value) does not display the phone screen, and allows the screen currently displayed to remain displayed when a call comes in.

To receive the call, press the **Line** button for the incoming call, pick up the handset (or activate the headset or Speakerphone, if desired), and talk.

The **Off-Hook** (  ) icon displays to indicate a call is active.

### NOTE:

To set the option for what displays on an incoming call, see [Setting the Go to Phone on Originate Option](#) in [Chapter 8](#) for details

## Call Handling Features

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Use the Feature button panel in the display area or the phone's dedicated Feature buttons to access call handling features while on a call.

### Conference



---

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


#### Adding another party to a call

1. Dial the first party, then select the **Conference** (  ) Feature button.  
*The current call is placed on hold and you hear a dial tone.*
2. Dial the number of the next party and wait for an answer.
3. Select the **Conference** (  ) Feature 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. Select the **Conference** (  ) Feature button.  
*The current line and the held line lights change to a patterned background.*
2. Press the line button of the held call.
3. Select the **Conference** (  ) Feature button again.  
*All parties are now connected.*

#### Dropping the last person added to the call


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

### Hold

---

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

#### Placing a call on hold

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

## Retrieving the held call

Select (press) the call appearance line of the held call.

*The call is now active.*

## Mute


---

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

## Preventing the other person on the line from hearing you

1. Press the **Mute** (  ) button next to the dialpad.

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

2. To reinstate two-way conversation, press the **Mute** (  ) button again.

## Redial

---

The Redial feature either automatically dials the most recent number dialed or displays the last eight outgoing calls for selection of the number to be dialed. What you see when you select this feature depends on how you have set up your Redial option (as covered in [4630/4630SW IP Telephone Options](#)). This section describes both procedures.

### NOTES:

- If all call appearance lines are in use, the Redial feature will not proceed with dialing or allow selection of a number to be redialed from the Redial screen.
- Your Telephone Administrator can turn off the ability to Redial, or can restrict your phone to dialing only the last number called. If the Redial feature has been turned off, pressing the **Redial** button has no effect. If the Redial feature has been restricted to only the last number dialed, follow the [Redialing the last number called](#) instructions below.

## Redialing the last number called

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

*The last number dialed is automatically redialed.*

### Redialing using a list of the last eight numbers called

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

*The Redial screen displays the last eight unique numbers dialed.*

 **NOTE:**

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

2. Select the number you want to redial.

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

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

3. Proceed with the call.

### Speakerphone

---

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

 **NOTE:**

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

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

1. Press the **Speakerphone** (  ) button next to the dialpad.

*The indicator next to the **Speaker** button lights and voice control is handled by the speaker. The first available call appearance line activates.*

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

3. Adjust the speaker volume if needed by pressing the **Volume Control** button until you reach the desired volume level.

*As you press the **Volume Control** button, the display screen shows the volume level.*

### Changing from the Speakerphone to the handset

Pick up the handset and talk.

*The Speaker and the corresponding indicator next to the **Speakerphone** button turn off.*

### Changing from the handset to the Speakerphone

Press the **Speakerphone** (  ) button next to the dialpad, then hang up the handset.

*The indicator next to the Speaker button lights and voice control is handled by the speaker.*

### Turning the speaker on during a call

Press the **Speakerphone** (  ) button next to the dialpad.

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

### Turning the speaker off during a call

Lift the handset at any time.

*The speaker and the corresponding indicator light turn off. Voice control reverts to the handset.*

### Ending a call while the speaker is active

Press the **Speakerphone** (  ) button next to the dialpad.

*The speaker and the corresponding indicator light turn off and the call terminates.*




## Transfer

---

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

### Sending a call to another telephone

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

*The call is placed on hold. You hear a dial tone, and the next available call appearance line activates.*

2. Dial the number to which you want to transfer the call.
3. Remain on the line and announce the call.



**NOTE:**

If the line is busy or if no one answers, return to the held call by pressing the line button on which it is being held.

4. Press the **Transfer** (  ) Feature button again.

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

5. Hang up your handset.



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# Using the Speed Dial Application

# 3

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## Introduction

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This chapter describes how to label and use a Speed Dial Group. This chapter also describes how to add, update, or remove a button label (representing a phone number) from a Speed Dial Group List. To make a call using a **Speed Dial** button, see [Automatic \(Speed\) Dialing](#) in [Chapter 2](#). To set the Speed Dial-related option, which automatically alphabetizes your Speed Dial buttons when you add or modify a label, see [4630/4630SW IP Telephone Options](#).

**⇒ NOTE:**

Your Telephone Administrator can turn off the ability to make Speed Dial button changes. If this is the case, the **Edit/Delete** button is not shown and you cannot label any unlabeled buttons.

## Speed Dial Groups

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

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

## Changing or Deleting a Group Label

---

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

*The Speed Dial screen displays.*

2. Select **Edit/Delete**.

*The label below each Speed Dial Group number is enabled.*

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

*The Keyboard Entry screen displays with the cursor in the Group field.*

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

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



### NOTE:

If a Group Name already has the maximum number of characters (7), the keyboard is not available. You cannot overwrite the existing Group Name - you must first select **Clear**, or backspace to remove some characters.

5. Choose one of the following options:

<b>If you want to</b>	<b>Then</b>
Make a change, one character at a time	Touch the appropriate directional arrow to move to the character in error, then touch <b>Backspace</b> .  <i>The character to the left of your current position erases.</i>  Retype the character(s) in error and proceed to Step 6.
Erase the entire Group Name	Select <b>Clear</b> . You can type a label at this point by repeating the procedure from Step 4.
Jump the cursor anywhere within the editing field	Touch the editing field position where you want to place the cursor.
Return to the Speed Dial screen without changing any labels	Select <b>Cancel</b> .

6. Verify the label and select **Save** to return to the Speed Dial screen.

## Speed Dial Buttons

---

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

When you save a new or modified **Speed Dial** button, it is placed in alphabetical order within its respective Speed Dial Group if the "Alphabetize Entries?" option is set to "Yes," as described in [4630/4630SW IP Telephone Options](#).

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

---

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

**⇒ NOTE:**

You cannot edit or update the **EMERGENCY** button, if one is administered for your phone.

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

*The Speed Dial screen displays.*

2. Select the **Group** to which you want to add the new button (or the group to which the button you want to modify belongs).
3. To update or delete an existing Speed Dial entry, first select the **Edit/Delete** button.
4. Select the **Speed Dial** button to which you want to assign/change a name and/or telephone number. Selecting a blank button allows you to create a new label. Selecting a labeled button allows you to change or delete that label.

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

**⇒ NOTE:**

When adding an entry, the cursor starts at the end of the Name field. When editing an existing entry, the cursor starts at the end of the Number field.

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

*As you press each character, the Name field populates.*



**NOTE:**

If a Name already has the maximum number of characters, the keyboard is not available. You cannot overwrite the existing Name - you must first select **Clear**, or backspace to remove some characters.

6. Choose one of the following options:

<b>If you want to</b>	<b>Then</b>
Make a change, one character at a time	Touch the appropriate directional arrow to move to the character in error, then touch <b>Backspace</b> .  <i>The character to the left of your current position erases.</i>  Retype the character(s) in error and proceed to Step 6.
Jump the cursor anywhere within an editing field	Touch the editing field position where you want to place the cursor.
Erase the entire Name or Number, and type new information	Select <b>Name</b> or <b>Number</b> as appropriate, then select <b>Clear</b> . Repeat the procedure from Step 4.
Return to the Speed Dial screen without entering or changing a name or number	Select <b>Cancel</b> .  <i>The Speed Dial screen re-displays.</i>

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

*As you press each character, the Number field populates.*



**NOTE:**

If a Number already has the maximum number of characters (7), the keyboard is not available. You cannot overwrite the existing Number - you must first select **Clear**, or backspace to remove some characters.

9. Choose one of the following options:

**If you want to**

Make a change, one character at a time

Jump the cursor anywhere within an editing field

Erase the entire Name or Number and type new information

Return to the Speed Dial screen without changing any labels

**Then**

Touch the appropriate directional arrow to move to the character in error, then touch **Backspace**.

*The character to the left of your current position erases.*

Retype the character(s) in error and proceed to Step 9.

Touch the editing field position where you want to place the cursor.

Select **Name** or **Number** as appropriate, then select **Clear**. You can type new information at this point by repeating Steps 4-6 to re-enter the Name or Steps 7-8 to re-enter the Number. Note that you cannot Save unless both Name and Number contain text or both are empty (blank).

Select **Cancel**. Proceed to Step 9.

10. Verify the label and select **Save** to return to the Speed Dial screen.

## Deleting a Speed Dial Button Label

---

This procedure clears out a single **Speed Dial** button's name and number.

**NOTE:**

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

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

*The Speed Dial screen displays.*

2. Select the **Edit/Delete** button.
3. Select the **Group** for the **Speed Dial** button you want to delete.
4. Select the **Speed Dial** button you want to delete.

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

5. Select **Clear**.

*The number is deleted.*

6. Select the **Name** field, then select **Clear**.

*The name is deleted.*

7. Select **Save** to return to the Speed Dial screen.



---

# Using the Call Log Application

# 4

---


## Introduction

---

This chapter describes how to:

- view the list of calls made to or from your phone,
- sort Call Log entries,
- add a Call Log entry to a Speed Dial Group List, and
- remove Call Log entries.

For information on calling a party listed in the Call Log, see [Using Your 4630/4630SW IP Telephone](#). To set up Call Log-related options (for example, saving Call Log entries in a permanent log, and deactivating the Call Log), see [4630/4630SW IP Telephone Options](#).

 **NOTE:**

Your Telephone Administrator can turn off the ability to display the Call Logs. Your Telephone Administrator can also turn off the ability to move entries from a Call Log to a Speed Dial application. If the Call Log feature has been turned off, the Call Log tab is not displayed at the bottom of your screen. If the ability to add a Call Log entry to a Speed Dial button has been turned off, the **Add to SD** softkey is disabled.

## About the Call Log

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

- Caller's name
- Caller's phone number
- Time and date of the call
- Type of call - incoming unanswered (**Missed**), incoming answered (**InAns**), and outgoing (**Outgo**)
- Call length (expressed in hours/minutes/seconds)

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

Calls made or received while the Call Log is displayed are added to the list if they fall within the current order of the list or if you are at the top of the list. For example, if your Call Log is sorted in descending Time/Date order (the most common method of sorting the list), an incoming call is added to the top of the list as you view it. But if your Call Log sort preference is set to descending Type, an outgoing call will follow any unanswered and incoming calls on the log. When there is more than one call to or from the same party (matching Name, Phone Number and Call Type), the most recent call information overrides the preceding log entry upon hang-up.

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

 **WARNING:**

*If the 4630 IP Telephone loses power or is reset, all un-archived Call Log entries will be lost, and cannot be retrieved. See [Archiving the Call Log in Chapter 8](#) for information on archiving Call Log data.*

## Viewing the Call Log

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

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

### NOTE:


If no recent calls display and the phone has not lost power, has not been reset, or logged off, check the top display line for a “Deactivated; no calls being logged.” message. This means your “Call Log Active?” option is set to “Disabled.” In this case, you can still view, re-sort, or add existing calls to a **Speed Dial** button, but will not see incoming or outgoing calls made since disabling the Call Log. To change this setting, see [Activating/Deactivating Call Logging](#) in [Chapter 8](#).

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


#### If you want to

#### Then


Scroll downward one screen (six entries) at a time

Select 


Scroll to the bottom of the Call Log

Select 

Scroll upward one screen (six entries) at a time

Select 

Scroll to the top of the Call Log

Select 

**Note:** Scroll buttons are disabled when they would have no effect.

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

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

 **NOTE:**

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

4. To call a party, select the entry, then select **Call**. A detailed procedure for making calls from the Call Log can be found in [Using Your 4630/4630SW IP Telephone](#).

 **NOTES:**

- If your administrator has set up the Enhanced Dialing feature, the 4630 automatically adds the appropriate digits to precede the phone numbers for **Missed** and **In Ans** calls when you select **Call**. This eliminates you having to add any required internal/external dialing codes to the number yourself.
  - If you select **Call** but the call does not go through, check with your administrator to ensure the Enhanced Dialing feature is set up properly for your environment.
5. To add an entry to a Speed Dial Group, see the procedure that follows titled [Adding a Call Log Entry to a Speed Dial Group](#).
  6. To remove a Call Log entry, see the procedure that follows titled [Removing Call Log Entries](#).
  7. To exit the Call Log, select the appropriate application tab at the bottom of the Call Log screen.

## Adding a Call Log Entry to a Speed Dial Group

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

### ⇒ NOTES:

- Any Call Log entry may be selected for addition to a Speed Dial Group. Entries selected for addition to a Speed Dial Group remain listed in the Call Log.
- Your Telephone Administrator can turn off the ability to make Speed Dial button changes. If this is the case, the **Add to SD** button is disabled.

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

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

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

*The Speed Dial Group Name Selection screen displays.*

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

*The new **Speed Dial** button is added to the specified group in alphabetical order, if the Speed Dial “Alphabetize Entries?” option (described in [Chapter 8](#)) is set to “Yes.” The Speed Dial screen displays. Alternately, if the Speed Dial “Alphabetize Entries?” option (described in [Chapter 8](#)) is set to “No,” the new Speed Dial label is placed on the first available unlabeled button (from top to bottom, then left to right).*

## Removing Call Log Entries

---

You can delete an individual Call Log entry, as described in the procedure below. Individual Call Log entry removal is also performed automatically without user intervention when the 101<sup>st</sup> log entry is created. In this instance, the oldest entry is automatically deleted from the log, to maintain a 100 entry maximum.

Otherwise, all Call Log entries are automatically deleted upon loss of telephone power, telephone reset, or upon logging your telephone off.

### Removing a Specific Call Log Entry

---

1. Select the Call Log entry you want to delete.

*The scroll buttons no longer display. Two buttons, **Cancel** and **Delete**, display.*

2. Choose one of the following options:

**If you want to**

Return to viewing the log or select a different entry

Proceed with deleting the selected entry

**Then**

Select **Cancel**.  
*No deletion occurs.  
The Call Log re-displays.*

Select **Delete**.  
*The selected entry is deleted and  
the Call Log re-displays.*

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## Using the Directory Application

# 5

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### Introduction

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

This chapter describes how to:

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

To set up a User ID and Password to protect your Directory information, see [4630/4630SW IP Telephone Options](#).

### About the Directory

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Use the Directory application to search a database of names and telephone numbers to locate a person's phone number. As with any database search tool, the more specific your search criteria is (for example, specify a person's full, rather than partial name), the more specific the results.

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

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

## Locating a Phone Number Using the Directory

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

*The Query Specification screen displays.*

2. In the **Name** field, type the full or partial name of the person whose number you wish to locate.

 **NOTE:**

If a Name already has the maximum number of characters (20), the keyboard is not available. You cannot overwrite the existing Name. You must first select **Clear**, or backspace to remove some characters.

3. If you make a mistake while entering the name to be searched, you can press **Clear** to remove the entry or use the **Backspace** key, then repeat Step 2.

4. Select **Search**.

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

 **NOTE:**

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

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

*The telephone waits a few seconds to obtain the search results, then automatically lists the results in alphabetical order. Only the first 100 entries matching your query are displayed. Scroll buttons display under the following conditions: If fewer than six entries are returned, no scroll buttons display; if six entries are returned, scroll buttons display but are disabled. If more than six entries are returned, scroll buttons display as appropriate.*



## 5. Choose one of the following options:

**If you want to**

Sort the entries in alphabetical or numerical order

Scroll through the list of entries when it contains more than six names/numbers matching your search criteria

Call a person shown on the list of entries

Add an entry to a Speed Dial Group

Perform another search

Exit the Directory

**Then**


To sort the entries in alphabetical order, select the **Name** column heading.


*The entries re-display in alphabetical order and a triangle symbol displays in the Name column heading.*


To sort the entries in numerical order, select the **Number** column.


*The entries re-display in phone number order and a triangle symbol displays in the Number column heading.*

Use the Scroll buttons at the bottom left of the screen as follows:

Select  to scroll downward one screen (6 entries) at a time.

Select  to scroll to the bottom of the list of entries.

Select  to scroll upward one screen (6 entries) at a time.

Select  to scroll to the top of the list of entries.

**Note:** Scroll buttons are disabled when they would have no effect.

See the procedure that follows, titled [Calling a Person Listed in the Directory](#).

See the procedure that follows titled [Adding a Directory Entry to a Speed Dial Group](#).

Select **Back** to return to the Query Specification screen and repeat this procedure from Step 2.

Select the appropriate application tab at the bottom of the Directory screen.

## Calling a Person Listed in the Directory

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

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

*The Directory Number Editing screen displays.*

3. Choose one of the following options:

<b>If you want to</b>	<b>Then</b>
Dial the number as currently shown	Proceed to Step 4.
Return to the previous screen without dialing the number displayed	Select <b>Cancel</b> . <i>The Query Specification screen re-displays; the Name field displays the original entry to allow you to edit it and perform another query.</i>

4. Select **Call**.

*The number is dialed automatically. If your "Go to Phone on Originate" option is set to "Yes," the Phone Application screen displays. If your "Go to Phone on Originate" option is set to "No," the Successful Query screen re-displays.*

### **NOTE:**

If your administrator has set up the Enhanced Dialing feature, the 4630 automatically adds the appropriate digits to precede Directory phone numbers when you select **Call**. This eliminates having to add any required internal/external dialing codes to the number yourself. If you select **Call** but the call does not go through, check with your administrator to ensure the Enhanced Dialing feature is set up properly for your environment.

## Adding a Directory Entry to a Speed Dial Group

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

### ⇒ NOTES:

- Any Directory entry may be selected for addition to a Speed Dial Group.
- Your Telephone Administrator can turn off your ability to make changes to Speed Dial buttons. If this is the case, the **Add to SD** button is disabled.

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

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

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

*The Speed Dial Group Select screen displays.*

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

*The new Speed Dial button is added to the specified group in alphabetical order, if the Speed Dial "Alphabetize Entries?" option (described in [Chapter 8](#)) is set to "Yes." The Speed Dial screen displays. Alternately, if the Speed Dial "Alphabetize Entries?" option (described in [Chapter 8](#)) is set to "No," the new Speed Dial label is placed on the first available unlabeled button (from top to bottom, then left to right).*

## Resolving Search- or Directory-Related Problems

---

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

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

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

### Trouble Message Resolution

---

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

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

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

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

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## Using the Voice Mail Application

# 6

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### Introduction

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The 4630's optional Voice Mail application connects you to Avaya's Web Messaging system, from which you can access your messages.

This chapter describes how to access the Avaya Web Messaging Home page and retrieve messages from your mailbox. It also describes the Voice Mail functions which may be available to you, depending on how your system is administered. Contact your System Administrator for specific information about how your Voice Mail system is set up or with related questions.

As with other 4630 applications, note that the top display line on any Voice Mail screen (where the Time and Date usually display) always provides a visual confirmation of any action you request and any system action taking place.

## Accessing the Voice Mail Application

---

1. Access the Voice Mail application by selecting the **Voice Mail** tab at the bottom of any 4630 application screen.

*A Log On screen displays, prompting you to enter your voice mail password.*

 **NOTE:**

The first time you log on, you may need to also enter the Voice Mail Server Name (as provided by your System Administrator), your Voice Mailbox Number, and your Playback # (the extension or number from which you will retrieve your messages). This information is retained and displayed for future log ons.

2. Verify that the Server, Mailbox, and Playback # are correct. If not correct, select or enter the appropriate value using the keyboard screen that displays when you select a field. If you do not know these values, contact your System Administrator.
3. Select the Password field and use the keyboard that displays to enter your voice mail password. Press **Done** to exit the keyboard, then select the **Log On** button.

*When log on is successful, the Inbox screen displays your new messages.*

 **NOTE:**

If your Voice Mail server is not available, the message “Unable to connect with Voice Mail Server” displays. In this case, select the **Retry** button to attempt connection.

## Using the Inbox

After log on, your new messages display on the Inbox screen. The message type can be V (voice message), T (text message), A (attachment), F (fax), or any combination of the four. Pay particular attention to any priority messages (noted in the column with a **Flag** icon).

**NOTE:**

Your phone's message indicator light remains lit until you move your (new) messages from the New folder to another folder or delete them.

Depending on the action you want to perform, choose one of the following options:

**If you want to**

See detailed information about a specific message

Search for a specific message

**Then**

Select the message using any field but the Priority (flag) field.

*The Message Detail screen displays, from which you can listen to a voice message, view a text message, reply to a message, delete the message, or move the message to a folder. For specifics on playing voice mail messages, viewing text messages, or replying to either type of message, see the next section, [Working With Your Messages](#).*

Select **Find**.

*The Find Message screen displays, from which you can specify criteria for a message search.*

After entering your criteria, select the **Find** button.

*The Find Results screen displays all messages meeting that criteria.*

You may now select a specific message to view its details or return to the Inbox.

<b>If you want to — <i>Continued</i></b>	<b>Then — <i>Continued</i></b>
Sort the messages shown in a different order	Select the column heading of the field by which you want to sort.  For example, if messages are currently shown in Date/Time order and you want to see them listed according to who sent the message, select the <b>From</b> column heading. The order changes to show all messages by phone number first, then those with a caller name in alphabetical (Last Name, First Name) order. For example, Bourke, Rob; Brown, Ann; Celli, Tom, and so on.  To reverse the order of messages, select the column heading again.
Update the Inbox with any new messages received while reviewing the Inbox	Select <b>Refresh</b> .  <i>The Inbox displays any messages received while you were viewing the screen.</i>
Review messages in a different folder from your message Inbox	Select the <b>Downward Arrow</b> in the Folder field, then select the desired folder from the Folder list.
Change an option, such as your password, or return to the default sort order	Select the <b>Options</b> button and see the procedure titled <a href="#">Changing Voice Mail Options</a> .
Exit the Voice Mail application	Select the <b>Log Off</b> button from the Inbox (or any other Voice Mail screen displaying this button).  If the screen displayed does not show a <b>Log Off</b> button, select either <b>Inbox</b> or <b>Cancel</b> first, then <b>Log Off</b> .  <i>The Log On screen displays.</i>  To exit the Voice Mail application, select a different application tab at the bottom of the screen.



## Working With Your Messages

All message-related activities are described in this section.

### Voice Message Options

After selecting a specific voice message from your Inbox, the Message Details screen displays. This screen lets you:

- listen to the message,
- call the sender,
- reply by sending a voice or text message,
- move the message to another folder, or
- delete the message.

1. Choose one of the following options:

#### If you want to

#### Then

Listen to the voice message

Select the **Play** button.

*The Voice Mail system dials your phone.*

Pick up the handset or press the **Speakerphone** button to start the message.

To stop the message before it ends, select the **Stop** button.

*The message plays for the time specified in the **Size: field**, unless you stop it sooner by selecting either the **Stop** or **Hang Up** button.*

Listen to the same message again

Select the **Rewind** button, then **Play**.

Disconnect from playing the message

Select the **Hang Up** button.

Call the person back

Select the **Call Sender** button.

*The 4630 automatically dials your phone first to connect you, then the sender's number.*

Send a voice or text message back to the sender

Select the **Reply** button. See [Replying to Messages](#).

<b>If you want to — <i>Continued</i></b>	<b>Then — <i>Continued</i></b>
Put this message in a different folder	Select the folder to which the message should be moved. If a folder button is not active, note that you cannot move messages out of your Old folder (except by deletion) and cannot move new messages to the Unopened folder.
Remove this message entirely from your Voice Mail box	Select the <b>Delete</b> button. <i>The prompt “Are you sure you want to permanently delete the message?” displays.</i> Select <b>Yes</b> to remove the message or <b>No</b> to leave the message in its folder. (Note that you can specify No Confirmation. See <a href="#">Changing Voice Mail Options</a> on <a href="#">page 6-8</a> .) <i>The folder from which the message was removed displays.</i>
Exit the Voice Mail application	Select the <b>Log Off</b> button. <i>The Log On screen displays.</i> To exit the Voice Mail application, select a different application tab at the bottom of the screen.

## **Text, File, and Fax Message-Specific Options**

---

After selecting a specific message from your Inbox, the Message Detail screen displays. This screen provides detail information about the call and gives you the option of reading the message or printing it on your fax machine.

1. To read the text message, select the **Text/File/Fax View** button in the lower right corner of the Detail screen.  
*The Text View screen displays.*
2. After reading the message, select the **Done** button. To print a fax, enter the fax prefix (contact your System Administrator for the prefix if you don't know it) followed by your fax number, then select **Done**.



### **NOTE:**

The **File View** function is not available in the current 4630 IP Telephone release. While the Name of any file attachment can be viewed, the contents of the attachment must be viewed or printed using your PC.

*The Message Detail Screen re-displays.*

3. Choose one of the available message options. They are the same as those described in [Voice Message Options](#).

---

## Replying to Messages

---

When you select the **Reply** button on the Message Detail screen, the Reply screen displays.

1. If you want to reply with a voice message, select the **Record Voice Message** button. To type a text reply, select the **Add Text Message** button instead.

*Depending on your selection of a voice or text reply, either the Audio Reply or the Text Reply screen displays.*

2. For voice messages, record your voice reply using the **Record** button.

*Your Voice Mail Server automatically dials your phone, enabling you to record your voice message using your phone.*

3. For text messages, select the text entry area to bring up the Keyboard Entry screen, type your reply, and select **Done**.

4. When your message is complete, select the **Save** button, or select the **Cancel** button to exit the screen without saving your message.

*The Reply screen re-displays.*

5. Now that you have saved your message, select the **Send** button to send your message.

*The Inbox displays.*

## Changing Voice Mail Options

---

Use the Options screen to:

- Change the password you enter for Voice Mail application log on.
- Indicate whether you want to see a confirmation message when you delete messages from a folder.
- Restore the Inbox sort order to the default of Time and Date, in ascending (oldest to most recent message) order.
- Change the Playback # displayed on the Log On screen, for example, if you are retrieving your messages from a different phone/extension.

### Changing Your Password

---

1. To change your password, select the first Password field and use the Keyboard Entry screen to type your **current (old) password**.
2. Type your **new password**.
3. Type your **new password** again in the confirmation field.
4. To store the new password, select the **Save** button. To cancel without saving the new password, select the **Cancel** button and continue to use your old (current) password when logging on to the Voice Mail application.

*The Inbox displays.*

### Setting Delete Confirmation

---

1. Scroll down until the "Do not show Message Delete Confirmation" line displays.
2. If you do not want to see a confirmation message when you delete messages from a folder or your Inbox, select the box next to the "Do not show Message Delete Confirmation" line.

*The box appears shaded or filled in. You will no longer see a confirmation when you delete messages.*

3. To change this option to display a confirmation message, select the box again.

*The box appears empty (not shaded). You will now see a confirmation when you delete messages.*

---

## Restoring the Default Sort Order

---

1. Scroll down until the **Restore Default Sort Order** button displays.
2. To change the order in which Inbox messages display back to the original (default) setting, select the **Restore Default Sort Order** button.

*Inbox messages are re-sorted into Time/Date ascending order (oldest to most recent message).*

---

## Changing the Playback Number (#)

---

The Playback # displayed on the Log On screen represents the number or extension being used to access your messages. This normally is your office extension, but may be changed to allow you to pick up messages from another extension or an outside phone.

1. Scroll down until the Playback # field displays.
2. To change the Playback #, select the Playback # field to display the Keyboard Entry screen.
3. Type the extension or complete number at which you want to listen to your messages.
4. Select **Save**.

*The Playback # on the Log On screen now reflects the phone to be used to retrieve your messages.*

---

## If You Need Help

---

All Voice Mail screens have a **Help** button, which accesses detailed online Help. When using Help, scroll down fully to review the entire Help text. After reviewing Help text, scroll to the top of the page and select **Exit Help** to return to the screen on which you were working.

Complete documentation regarding Avaya Web Messaging can be found under "Messaging Application Software" then "www.messenger" at the following website: <http://www.avaya.com/support>. A Quick Reference Guide also can be found at that site for specifics on handling and replying to messages.



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# Using the Web Access Application

# 7

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## Introduction

---

One of the exciting aspects of the 4630/4630SW IP Telephone is its optional Web Access application. You can actually use your telephone to access Avaya-provided information (an online version of this user guide) and your Corporate intranet, if appropriate. Your System Administrator has the option of designing a Home page for a corporate website or using a Home page provided by Avaya for this purpose. When setting up your web options, for security purposes, your System Administrator may also optionally require that an authentication screen display upon selection of the Web Access application. If you see an Authentication screen, you must submit a User Name and Password before gaining access to the Home and other web pages.

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

The website display area is larger than other application displays because the usual application tabs do not display across the bottom on each screen. To access the Phone application, select the **Phone** icon in the lower right of any web page. Selecting this icon displays the Phone screen, from which you can access any other application by selecting the desired application tab.

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

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

## Navigating Web Pages




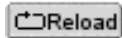


The Web application browser performs similarly to those on your PC.

### Navigating the Home Page and Other Standard-Size Web Pages

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

*The Web Access screen displays the Home page.*

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

<b>If you want to</b>	<b>Then</b>
Redisplay the Home page	Select  <i>Any web page loading/processing stops and the Home page displays.</i>
Return to the previous web page	Select  (This button is enabled only when more than one web address has been accessed/browsed.) <i>Any web page loading/processing stops and the previous web page displays.</i>
Move to the next web page	Select  (This button is enabled only when there is a web address following the web address/page currently displayed.) <i>Any web page loading/processing stops and the next page displays.</i>
Redisplay the current web page	Select  <i>Any web page loading/processing stops and the current page redisplays.</i>
Stop loading or processing a web page for display	Select  <i>The processing or loading of the web page stops.</i>
Return to any other application	Select the  icon in the lower right of the web page. <i>The Phone screen displays, from which you can select the desired application tab.</i>




---

## Introduction

---


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

 **NOTE:**

Your Telephone Administrator can turn off your ability to set any or all of the options this chapter covers. If all options are disabled, a notification message displays when you select the Options icon ( on the top display line. If a given option is disabled, that option is not shown on the applicable Options and Preferences screen.

## Accessing the Options and Preferences Screen

---

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

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

The procedures that follow describe the options for each application.

---

## Touchscreen Options

---

Touchscreen Options are those which control:

- The display's active/idle time period
- How you want your keyboard screen (for use in Speed Dial and other procedures) displayed
- How to turn button click feedback on or off
- How the display screen is oriented
- How to clean the 4630 Touchscreen without selecting application features or buttons during cleaning

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

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

---

### Setting the Screen Idle Timeout Duration

---

New phones have an idle timeout duration of two hours.

1. To change the screen idle timeout duration, select **Screen Idle Timeout** from the Touchscreen Options and Preferences screen.

*The Select Screen Idle Timeout screen displays with the current setting highlighted.*

2. Choose one of the following options:

**If you want to**

Change the duration of how long the screen remains bright before it "times out," reducing the brightness

Return to the Touchscreen Options and Preferences screen without changing the idle timeout duration


**Then**

Select the desired amount of time. Proceed to Step 3.

*The selected duration highlights to indicate an "On" status.*

Select **Cancel**.

*No change is made, and the Touchscreen Options and Preferences screen re-displays.*

 **NOTE:**

Once the display screen has “timed out,” pressing any button, touching the display, or going off-hook will all restore the display screen to its previous brightness level. You may adjust the display screen’s brightness at any time using the Screen Brightness Control dial, located on the back side of the upper right corner of the telephone housing.

3. Select **Save** to set the new brightness/timeout levels.

*The Touchscreen Options and Preferences screen re-displays.*

## Setting the Keyboard Layout

---

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

- QWERTY - the standard arrangement for (personal computer and other) keyboard-reliant devices. This is the default keyboard layout setting.
- ABCDEF - characters are arranged in alphabetical order, for those users who find the QWERTY layout confusing.

1. To modify the your keyboard layout, select **Keyboard Options** from the Touchscreen Options and Preferences screen.

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

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

*The Touchscreen Options and Preferences screen re-displays.*

## Setting Button Click Feedback

---

Click feedback is the audible response your phone makes when you touch (select) and release a button, field, or screen area. Two settings are available:

- Click on contact - an audible “click” will sound when you touch a button on the screen. This is the default setting.
- No click - no audible feedback will occur when you touch the screen.

1. To change the click feedback, select **Click Feedback Options** from the Touchscreen Options and Preferences screen.

*The Select Click Feedback screen displays. The current feedback setting is highlighted.*

2. Select the click feedback option you prefer.

*The selected option highlights to indicate an “On” status.*

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

*The Touchscreen Options and Preferences screen re-displays.*



### NOTE:

To raise or lower the Click Feedback volume, use the phone's **Volume Control** button.

## Calibrating the Screen

---

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

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

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

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

*The screen re-displays with a second instruction.*

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

*The screen reorients as appropriate. The message “The screen is now calibrated.” displays.*

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

*The screen adjustment is stored and the Touchscreen Options and Preferences screen re-displays.*

## Cleaning the Screen

---

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

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

*The Clean the Screen screen displays.*

2. Review the instructions on the screen. Pay particular attention to the Warning note regarding use of harsh liquids or solvents.
3. After cleaning the screen or reviewing the cleaning instructions, select **Done**.

*The Touchscreen Options and Preferences screen re-displays.*

## Call Log Options

---

Call Log options and preferences allow you to:

- Turn the logging of calls on or off
- Archive the Call Log automatically
- Verify the status of an automatic archive
- Verify that an FTP Server IP Address exists and is the correct server to which the Call Log should be archived
- Access the FTP Setup screen to add or update the FTP Server IP Address, if incorrect

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

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

## Activating/Deactivating Call Logging

---

You have the option of not logging calls made to or from your phone by changing the “Call Log Active?” setting from “Yes” (the default setting) to “No.”

1. To activate or deactivate logging calls (depending on the current setting), select **Call Log Active?** from the Call Log Options and Preferences screen.

*The Call Log Activation screen displays. The current option is highlighted.*

2. Select either **Yes** or **No**, to indicate whether or not you want to log calls made to or from your 4630 IP Telephone.

 **NOTE:**

When you select “No” to indicate you no longer want calls logged, calls logged *prior to* the change remain available for viewing, resorting, deleting, or adding to a **Speed Dial** button. In this case, only future calls made to/from your phone will not be logged, nor will they appear on the Call Log.

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

*The Call Log Options and Preferences screen re-displays, showing the new setting.*

## Archiving the Call Log

---

The process of automatically archiving your Call Log protects this information in the event of a telephone failure. Your System Administrator generally specifies whether your phone will participate in automatic archiving, which occurs every two hours (or according to a pre-determined time span your System Administrator establishes) when you have more than 50 log entries.

You can determine if your phone is set for automatic archiving by checking the setting appearing next to the **Automatic Archive** button on the Call Log Options and Preferences screen. If the status is "Yes," the phone is set up for automatic archiving; if the setting is "No," automatic archiving will not occur. If the setting is "Suspended," you must provide an FTP Server IP Address before an archive can automatically occur; the IP Address indicates the server on which archived data is saved.



### NOTE:

See the procedure in this section titled [Reviewing/Updating the FTP Server IP Address](#) for more information on adding or updating the FTP Server IP Address.

Before performing this procedure, first check with your System Administrator for information on how he or she has set up your telephone system's archiving routine. Also check the message appearing under the **FTP Setup** button on the Call Log Options and Preferences screen to determine if there are any existing conditions that would prevent an automatic archive from occurring or to verify the status of automatic archiving, if this option is already set to "Yes." Discuss any such messages with your System Administrator before proceeding.

1. With your System Administrator's approval to proceed, select **Automatic Archive** from the Call Log Options and Preferences screen.

*The Call Log Automatic Archive screen displays. The current archive option is highlighted.*

2. Select either **Yes** or **No**, to indicate whether or not you want automatic archiving of your Call Log to occur every two hours (or at another pre-set interval determined by the System Administrator).
3. To save your selection, select **Save**. To exit without making a change, select **Cancel**.

*The Call Log Options and Preferences screen re-displays.*

## Reviewing/Updating the FTP Server IP Address

Automatic archiving occurs only if there is a valid FTP Server IP Address shown under the **FTP Setup...** option on the Call Log Options and Preferences screen. The FTP Server IP Address indicates the proper location for storing archived data. Messages appearing below the **FTP Setup...** option indicate not only the status of an automatic archive, but also to warn you when automatic archiving cannot take place due to invalid or missing server information. The chart below indicates those messages (displayed below the FTP Setup option) which require you to provide a valid value for the FTP Server IP Address or investigate a related problem:

Message	Meaning/Required Action
<i>An FTP Server IP Address must be provided before Call Log can be automatically archived.</i>	<p>You cannot access the <b>Automatic Archive:</b> setting if the FTP Server IP Address is missing.</p> <p>Select <b>FTP Setup...</b> to review, add or update the server address. See <a href="#">Setting a User ID, Password, and other FTP (File Transfer Protocol) Options</a> later in this chapter for information. Contact your System Administrator if you have any questions.</p>
<i>The FTP Server name is not known. Please check the FTP Server IP Address.</i>	<p>A system protocol (called DNS) was used to attempt to locate the correct server address, but could not do so.</p> <p>Select <b>FTP Setup...</b> to review, add or update the server address. See <a href="#">Setting a User ID, Password, and other FTP (File Transfer Protocol) Options</a> later in this chapter for information. Contact your System Administrator if you have any questions.</p>
<i>The FTP server has denied access. Please check FTP Setup parameters.</i>	<p>The server's directory path may be invalid, or a User ID/password may be required for access.</p> <p>Select <b>FTP Setup...</b> to review the FTP settings. See <a href="#">Setting a User ID, Password, and other FTP (File Transfer Protocol) Options</a> later in this chapter for information. Contact your System Administrator if you have any questions.</p>
<i>The FTP server was unable to store the archive file.</i>	<p>Your System Administrator should investigate this problem. To assist in troubleshooting, select <b>FTP Setup...</b> to review the FTP settings. See <a href="#">Setting a User ID, Password, and other FTP (File Transfer Protocol) Options</a> later in this chapter for information.</p>



## Phone Application Options

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

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

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

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

## Setting Edit Dialing

---

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

*The Edit Dialing screen displays.*



**NOTE:**

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

2. Choose one of the following options:

**If you want to**

Turn the Edit Dial option “on” to display the Edit Dial field on the Phone application screen

Turn the Edit Dial option “off” so that the Edit Dial field does not display on the Phone screen

Return to the Phone Options and Preferences screen without changing the Edit Dial setting

**Then**

Select **On**. Proceed to Step 3.

*The button highlights to indicate an “On” status.*

Select **Off**. Proceed to Step 3.

*The button highlights to indicate an “Off” status.*

Select **Cancel**.

*No change is made and the Phone Options and Preferences screen re-displays.*

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

*The Phone Options and Preferences screen displays.*

## Selecting a Personalized Ring

---

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

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

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

2. Select the ring option number you prefer.

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

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

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

*The Phone Options and Preferences screen re-displays.*



### NOTE:

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

## Selecting a Redial Option

---

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

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

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

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

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

2. Select either **Last number** or **Last 8 numbers**, to indicate how you want the **Redial** Feature button to operate.

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

*The Phone Options and Preferences screen re-displays.*

## Setting the Go to Phone For Incoming Calls Option

---

This option allows you to select or change the Go to Phone for Incoming Calls setting. Three settings are available:

- On Ringing - When you select this option, the Phone screen automatically displays whenever your phone rings with an incoming call.
- On Answer - When you select this option, the Phone screen automatically displays whenever you answer a call.
- No - When you select this option, the current screen remains displayed when your phone rings and when you answer a call (although you can always manually select the Phone application tab, if desired). This is the default setting.

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

*The Go to Phone For Incoming Calls screen displays. The current setting is highlighted.*

2. Select either **On Ringing**, **On Answer** or **No**, to indicate whether or not you want the Phone screen displayed upon ringing or upon answering a call.

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

*The Phone Options and Preferences screen re-displays.*

## Setting the Go to Phone on Originate Option

---

When this option is selected, the Phone screen will be displayed automatically whenever you place an outgoing call from another application screen (for example, when calling a person listed in your Call Log or making a call using a **Speed Dial** button). When this option is not selected, the current screen remains displayed whenever you place a call. The default setting is to *not* display the Phone screen upon originating a call (although you can always manually select the Phone application tab, if desired).

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

*The Go to Phone on Originate screen displays with the current setting highlighted.*

2. Select either **Yes** or **No**, to indicate whether or not you want the Phone screen displayed upon originating a call.

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

*The Phone Options and Preferences screen re-displays.*

## Setting the Call Timer

---

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

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

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

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

*The Phone Options and Preferences screen re-displays.*

## Directory Options

---

There is one Directory option, which allows you to add a User ID and Password to protect Corporate Directory access.

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

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

## Setting Up or Modifying a Directory User ID and Password

### NOTE:

Use this option only if your Directory requires entry of a User ID and/or Password. Contact your System Administrator with any questions you may have regarding whether a User ID and/or Password are required, and the corresponding requirements for each (such as the nature and number of characters required).

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

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

*The Directory User ID/Password Keyboard screen displays.*

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

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

### CAUTION:

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

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

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

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

*The Directory Options and Preferences screen re-displays.*

---

## Speed Dial Options

---

Two Speed Dial options are available which allow you to automatically have your Speed Dial buttons alphabetized when you add or modify a button label and to have your Speed Dial entries backed up automatically.

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

When you are finished, select **Done** to return to the Main Options and Preferences screen. The Speed Dial options are described in the procedures that follow.

### Setting the Speed Dial “Alphabetize Entries?” Option

When this option is set to “Yes,” your Speed Dial buttons will always display in alphabetical name (label) order. When this option is set to “No,” Speed Dial buttons are displayed in the order in which you set them up. The default setting is to alphabetize your Speed Dial buttons each time you add a new one or change the label on an existing one.

1. To modify the current setting, select **Alphabetize Entries?** from the Speed Dial Options and Preferences screen.

*The Alphabetize Entries? screen displays with the current setting highlighted.*

2. Select either **Yes** or **No**, to indicate whether or not you want Speed Dial buttons displayed in alphabetical order.
3. To save your selection, select **Save**. To exit without making a change, select **Cancel**.

*The Speed Dial Options and Preferences screen re-displays.*

## Backing Up and Restoring Speed Dial Groups

---

The process of backing up your speed dial groups and their respective speed dial buttons protects this information in the event of a telephone failure. Restoring this data is a separate step, and works in conjunction with the backup to make the latest Speed Dial information available to you. Manual backup may be performed periodically by your System Administrator (check to see how often this is done); this procedure covers establishing an automatic backup of Speed Dial information on a regular basis.

1. To backup/restore your Speed Dial Groups and buttons, select **Backup/Restore** from the Speed Dial Options and Preferences screen.

*The Backup/Restore Options and Preferences screen displays. The current backup/restore option is shown next to the **Automatic Backup** button.*

2. Choose one of the following:

**If**

The **Automatic Backup** button is not enabled (meaning you cannot access this option)

**Then**

Review the text message beneath the **FTP Setup** button, which indicates that an FTP Server Address must be provided. The server address is needed to allow the backed up information to be stored. Contact your System Administrator for further instructions.

Follow the instructions your System Administrator provides to add the server address, then repeat this procedure.

The **Automatic Backup** button is enabled but the setting to the right of it is "No"

Review the text message beneath the **FTP Setup** button, which indicates that a manual backup (performed periodically by your System Administrator) can occur.

Select **Done** to return to the Speed Dial Options and Preferences screen or proceed to Step 3 to change the setting to "Yes."

3. Select **Automatic Backup**.

*The Automatic Backup screen displays, as illustrated below. The current setting is highlighted.*

4. Select either **Yes** or **No**, to indicate whether or not you want your Speed Dial entries backed up automatically.
5. To save your selection, select **Save**. To exit without making a change, select **Cancel**.


*The Backup/Restore Options and Preferences screen re-displays.*



## Network Audio Quality

---

In the unlikely event that you experience poor audio quality during a call, and you have determined that the handset, Speakerphone, and headset are functioning properly, your System Administrator may ask you for information from this screen while troubleshooting the problem.

1. Select **Network Audio Quality** from the Main Options & Preferences Screen (accessed by selecting the  icon on the top display line).

*The Network Audio Quality screen displays.*

2. Review the values as requested by your System Administrator.

## Backup/Restore Options

---

The 4630 IP Telephone's backup and restore options provide the ability to:

- Automatically back up your options/preference settings and your Speed Dial Groups and buttons every two hours (or at a different interval specified by the System Administrator) to protect against system failure or to facilitate moving from one telephone to another.
- Restore options/preferences and Speed Dial Groups and buttons following a phone failure or replacement.
- Establish or modify FTP (File Transfer Protocol) settings such as the network server address, directory path for saving backed-up data, and a User ID and Password for server access via your phone.
- Check or verify whether an automatic backup has occurred.

Because each telephone system has unique characteristics and settings, modifying the Backup/Restore options generally require the assistance of the System Administrator. For example, it is unlikely that a 4630 IP Telephone user would know the specific Server IP Address to enter when setting up FTP parameters without consulting his or her System Administrator.

You select Backup/Restore options from the Backup/Restore Options and Preferences screen, accessed by selecting **Backup/Restore** from the Main Options and Preferences screen.

You can also access this screen directly from the Speed Dial Options and Preferences screen.

### NOTE:

Check the setting to the right of the **Automatic Backup** button, to determine whether your phone is already set for automatic backups. Also check the message area under the **FTP Setup** button to obtain the current status of automatic backups.

## Setting the Automatic Backup Option

---

The **Automatic Backup** button must be enabled to perform this procedure. If this button is not enabled, review the chart below to resolve a problem before proceeding.

### If

The **Automatic Backup** button is not enabled (meaning you cannot access this option) and the status is "Suspended"

The **Automatic Backup** button is enabled but the setting to the right of it is "No"

### Then

Review the text message beneath the **FTP Setup** button, which indicates that an FTP Server Address must be provided. The server address is needed to allow the backed-up information to be stored. Contact your System Administrator for further instructions.

Follow the instructions your System Administrator provides to add the server address, then proceed with the Automatic Backup procedure.

Review the text message beneath the **FTP Setup** button, which indicates that a manual backup (performed periodically by your System Administrator) can occur.

Select **Done** to return to the Speed Dial Options and Preferences screen or perform the Automatic Backup procedure below to change the setting to "Yes."

1. To backup/restore all of your options and preferences settings and your Speed Dial Groups and buttons automatically, select **Automatic Backup** from the Backup/Restore Options and Preferences screen.

*The Automatic Backup? screen displays. The current setting is highlighted.*

2. Select either **Yes** or **No**, to indicate whether or not you want your Speed Dial entries backed up automatically.
3. To save your selection, select **Save**. To exit without making a change, select **Cancel**.

*The Backup/Restore Options and Preferences screen re-displays.*

## Restoring Data from a Backup File

Use this procedure to reactivate a backup file following a system failure or replacement.

1. Select **Restore/Download Data...** from the Backup/Restore Options and Preferences screen.

*The 4630 attempts to initiate FTP (File Transfer Protocol) to retrieve the latest backup file from the server. The message "Contacting the FTP server..." displays. Any one of the following additional messages may display, as appropriate:*

<b>If</b>	<b>Then</b>
Connection is made with the FTP server	The message "FTP server contacted" displays and file retrieval proceeds.
Following server connection, the backup file is retrieved with data in the proper format	<i>The message "File successfully retrieved. Select Save to replace current data with data from retrieved file." displays.</i> Select <b>Save</b> . <i>All previous values are replaced with the backup file data. The Backup/Restore Options and Preferences screen re-displays.</i>
Connection to the FTP server cannot be made	The message "Cannot connect to the FTP server. Select Retry or Cancel." displays.  Select <b>Retry</b> . If the connection is made, review the messages in Step 1 and proceed accordingly.  If the connection still cannot be made, the server may be down or busy; select <b>Cancel</b> to return to the Backup/Restore Options and Preferences screen, and try the Restore procedure again later.
The backup file is retrieved but the file's data is not in the proper format	The message "Bad data in file." displays in dark red.  Contact your System Administrator for instructions on how to proceed.
The backup file is located, but access to the file is denied	The message "Permission to access the file was denied." displays.  Contact your System Administrator for instructions on how to proceed.

**If — Continued**

Connection is made with the FTP server, but the file cannot be retrieved for any reason other than permission being denied

The FTP server cannot be accessed

Your backup file cannot be found on the FTP server

**Then — Continued**

The message *“Cannot obtain the file from the FTP server.”* displays.

Contact your System Administrator for instructions on how to proceed.

The message *“The FTP Server name is not known. Please check the FTP Server IP Address.”* displays.

Add or update the Server IP Address, as described on [page 8-22](#).

The message *“File does not exist on the FTP server.”* displays in dark red.

Contact your System Administrator for instructions on how to proceed.

2. If you want to return to the Backup/Restore Options and Preferences screen without restoring the backup file or changing the selected FTP setting, select **Cancel**.

*No change is made and the Backup/Restore Options and Preferences screen re-displays.*

## Setting a User ID, Password, and other FTP (File Transfer Protocol) Options

---

Your System Administrator establishes certain parameters for each 4630 IP Telephone in your network. Most parameters are established at the network server and apply to all telephones in the network. Other parameters may be unique to a specific site, department, or group of telephones. Those settings which may be unique to your phone appear on the FTP (File Transfer Protocol) Setup screen. They are:

- Server IP Address - the specific server to which your 4630 IP Telephone is connected, for backup, restore, Corporate Directory and other network-related functions. If your phone has been repaired, this value will be set to zero and should be re-established.
- Directory Path - the server location to which your telephone's data (for example, Speed Dial groups/lists) is sent during a backup and from which data is restored.
- User ID and Password - unique identifiers assigned to a phone user for server security purposes.

The FTP Setup screen also provides access to online help for file transfer protocol information.

### NOTES:

- All FTP settings are set to blank upon phone manufacture and repair.
- Because FTP information may impact server operation as well as the proper backup of your phone data, contact your System Administrator before updating any settings.
- The User ID and Password in the procedure that follows provide access to your server, which allows you to perform backup and other [future] server-related features; they are not the Communication Manager registration ID and password, which 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 Options and Preferences screen.

*The FTP Setup Parameters screen displays.*

2. Choose one of the following options:

**If you want to**

Add or update the  
Server IP Address

**Then**

Select **Server IP Address**.

*The Server IP Address Entry screen displays with the prompt "Enter IP address" (if no server name is currently assigned) or "Enter FTP server IP Address <or DNS name>" (if you are modifying an existing server address).*

Using the keyboard, enter the server address/name and select **Save** to save the setting and return to the FTP Setup Parameters screen.

Add or update the  
directory path (to which  
backup saves your data)

Select **Directory Path**.

*The Directory Path Entry screen displays with the prompt "Enter Directory Path."*

Using the keyboard, enter the path provided by your System Administrator, and select **Save** to save the setting and return to the FTP Setup Parameters screen.

Alternately, you may select **Clear** to remove the current path prior to entering a new path, or select **Cancel** to return to the FTP Setup Parameters screen without changing the current path.

Add or update the  
Server User ID

Select **User ID**.

*The FTP User ID Entry screen displays with the prompt "Enter User ID."*

Using the keyboard, enter the User Id that gives you access to the server (this is either provided by your System Administrator or selected by you using parameters provided by the administrator). Select **Save** to save the setting and return to the FTP Setup Parameters screen.

**If you want to — Continued    Then — Continued**

Add or modify your Server Password

Select **Password**.

*The FTP Password Entry screen displays with the prompt "Enter Password."*

Using the keyboard, enter the Server Password (using parameters provided by your System Administrator). Select **Save** to save the setting and return to the FTP Setup Parameters screen.

Return to the Backup/Restore Options and Preferences screen without changing the selected FTP setting

Select **Cancel**.

*No change is made and the Backup/Restore Options and Preferences screen re-displays.*

3. Select **Done** to return to the Backup/Restore Options and Preferences screen.

## Stock Ticker Option

---

This option allows you to set up a real-time stock ticker to track up to 16 stock symbols and up to 3 index symbols. After setting up the symbols you want to track, you then activate the ticker, which displays your selections across the top display line. Both Stock Ticker set-up and activation are covered in this section.

You select this option from the Main Options and Preferences screen (accessed by selecting the  icon on the top display line).

When you are finished, select **Done** to return to the Main Options and Preferences screen.

### Setting Up or Modifying the Stock Ticker

---

Set up your Stock Ticker by:

- Adding stock/corporate symbols to any of the 16 buttons at the top of the Administration screen
- Optionally selecting buttons for one, two, or all three major indices (Dow Jones Industrial Average, Standard & Poor's 500, and NASDAQ) to display in addition to the stock symbols you select
- Optionally specifying whether you want the change from the previous day's closing price and/or the current day's trading volume of your selected stocks/indices to display on the ticker

1. To set up or modify the stock ticker, select **Stock Ticker Set-Up** from the Stock Ticker Options and Preferences screen.

*The Stock Ticker Administration screen displays.*

2. Select the button to which you want to add/modify a stock symbol.

**⇒ NOTE:**

When activated, the ticker displays your selected symbols in top-to-bottom, left-to-right order.

*The Stock Ticker Keyboard screen displays with the cursor in the Stock quote symbol field.*

3. Using the keyboard, select the letters for the desired symbol. If you are modifying an existing symbol, press **Clear** and select a new entry, or overwrite the existing symbol.
4. Verify that the entry is correct.
5. To save your selection, select **Save**. To exit without making a change, select **Cancel**.

*The Stock Ticker Administration screen re-displays.*

6. To add one or more indices to your ticker, select the appropriate index(ices).

*The selected **Index** button is highlighted to indicate “enabled” status.*

7. Select either **Change** or **Volume** (or both) to indicate whether you want the change from the previous day’s closing price and/or the current day’s trading volume of your selected stocks/indices to display on the ticker.

**⇒ NOTE:**

When viewing your stock ticker, the current price always displays in black. Any **Change** displays in green (a gain) or red (a loss), and the **Volume** displays in blue.

*The appropriate button is highlighted to indicate “enabled” status.*

8. Repeat Steps 1-5 for every stock symbol you want to track.
9. When all desired symbols have been specified, select **Save** to save all your selections. To exit without making a change, select **Cancel**.

*The Stock Ticker Options and Preferences screen displays.*

For information on the Stock Ticker display, see [About the Stock Ticker](#) in [Chapter 1](#).



### Activating/Deactivating the Stock Ticker

---

You have the option of not displaying the stock ticker by changing the “Stock Ticker Active?” setting from “Yes” (the default setting) to “No.”

1. To activate or deactivate the ticker (depending on the current setting), select **Stock Ticker Active?** from the Stock Ticker Options and Preferences screen.

*The Stock Ticker Activation screen displays. The current option is highlighted.*

2. Select either **Yes** or **No**, to indicate whether or not you want the top display line to show the ticker.
3. To save your selection, select **Save**. To exit without making a change, select **Cancel**.

*The Stock Ticker Options and Preferences screen re-displays, showing the new setting.*



### Introduction

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

### Headsets for 4600 Series IP Telephones

---

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

There are a variety of Avaya headsets that are compatible with your 4600 Series IP Telephone. To see the available headsets, view the *Freedom of Choice Headsets* brochure. To access the *Freedom of Choice Headsets* brochure:

1. Go to <http://www.avaya.com>.
2. Mouse over *Products & Services* and select **Products A-Z**.
3. Select **Headsets**.
4. Under **Find out More...**, select **Brochures**, then **Freedom of Choice Headsets**.

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

- The MIP-1 provides remote call answering and call initialization features with the Avaya Cordless Headset.
- The Modular base amplifier (M12LUCM), which is a high-performance solution for users who continuously wear headsets, and
- An 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. The LKA10, when used with an MIP-1, offers remote call answering and call initialization features on the 4610SW, 4620, 4620SW and 4630SW IP Telephones. The MIP-1 must be ordered separately. The LKA10, when used without an MIP-1, operates with other Avaya IP telephones, but cannot be used for remote call answering or call initialization.

The table below summarizes Avaya's corded headset connectors and cordless headset choices, 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:**

If your IP telephone does not have a fixed headset button, your System Administrator must administer your phone for headset operation when using the HIP Cord.

## Handsets for 4600 Series IP Telephones

Specialized handsets are available for noisy environments, hearing-impaired users, and other special purposes. See the following table for specialized handsets, and replacement handsets for your phone.

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

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**Introduction**

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

## Basic Troubleshooting

Problem/Symptom	Suggested Resolution
Phone does not activate after connecting it the first time	Unless your System Administrator has already initialized your telephone, you may experience a delay of several minutes before it becomes operational. Upon plug-in, your telephone immediately begins downloading its operational software, its IP address, and any special features programmed by your System Administrator from the server to which it is connected. Report any delay of more than five minutes to your System Administrator.
Phone does not activate after a power interruption	Allow a few minutes for re-initialization after unplugging, powering down the phone, server problems, or other power interruption causes.
Characters do not appear on the Display screen	<p>See <a href="#">Phone does not activate after connecting it the first time</a> above.</p> <p>Check all lines into the phone to be sure it is properly connected.</p> <p>Check the power source to be sure your telephone is receiving power.</p> <p>Perform the following Test procedure: with the telephone idle (on-hook), press the <b>Mute</b> button while dialing this sequence: <b>8 3 7 8 #</b>. The display should indicate the self-test has started then report if the test was successful or failed. If nothing appears on the display, and the phone is receiving power, your phone may need to be replaced.</p> <p>If the above suggested solutions do not resolve the problem, reset or power cycle the phone.</p>
Display shows an error/informational message	Most messages involve server/phone interaction. If you cannot resolve the problem based on the message received, contact your System Administrator for resolution.

Problem/Symptom — <i>Continued</i>	Suggested Resolution — <i>Continued</i>
<p>No dial tone</p>	<p>Make sure both the handset and line cords into the phone are securely connected. Note that there may be a slight operational delay if you unplug and reconnect the phone.</p> <p>If nothing appears on the display, check your power source.</p> <p>Check to ensure your phone is communicating with the switch. Select any Speed Dial button or any outgoing Call Log entry. If the outgoing call completes, there is a problem with the dial tone itself, and you should contact your System Administrator for resolution. If the call does not go through, contact your System Administrator who will determine whether the problem is with the phone, the switch, or the network.</p> <p>Always contact your System Administrator if the troubleshooting steps do not produce the desired result.</p>
<p>Echo, noise, or static when using a headset; headset operation works properly</p> <p>Audio quality is poor, specifically, you hear an echo while using a headset or static, sudden silences (gaps in speech), clipped, or garbled speech, etc.</p>	<p>Check the headset connection.</p> <p>If the connection is secure, verify that you are using an approved headset, base unit, and/or adapter, as described in the list of approved Avaya Communication compatible Headsets in <a href="#">Chapter 9</a> of this guide.</p> <p>Various potential network problems may be causing the problem.</p> <p>Contact your LAN Administrator with as complete a description of the problem as possible. The Network Audio Quality screen (described in <a href="#">Chapter 8</a>) may provide information in diagnosing the problem.</p>
<p>When using the Speakerphone, the other party reports hearing an echo; your reception is fine</p> <p>Speakerphone does not sound right</p>	<p>Room acoustics may be causing problems. Make sure there are six inches or so of blank space to the right of the telephone, for maximum speakerphone performance. If this does not resolve the problem, use the handset.</p>

<b>Problem/Symptom — <i>Continued</i></b>	<b>Suggested Resolution — <i>Continued</i></b>
Speakerphone does not operate	Ask your System Administrator if your Speakerphone has been disabled.
Phone does not ring	<p>If the “Ringer Off” feature is programmed on a Feature button, that feature is engaged if the button is darkened or shaded. Reactivate the ringer by pressing that Feature button.</p> <p>Set your ringer volume to a higher level using the Up/Down Volume keys.</p> <p>From another phone, place a call to your extension to test the above suggested solutions.</p>
Screen seems to drift or waver a bit after first being “powered up”	<p>The 4630 display screen takes an hour or so to completely warm up. Images may be distorted until it is fully operational.</p> <p>Wait an hour or so after first powering up the phone, then Calibrate the screen as described in <a href="#">4630/4630SW IP Telephone Options</a>.</p>
A feature does not work as indicated in the User Guide	See the section that follows titled <a href="#">Troubleshooting 4630 Applications</a>



## Troubleshooting 4630 Applications

Problem/Symptom	Suggested Resolution
<p><b>GENERAL:</b></p> <p>A feature does not work as indicated in the User Guide, or does not work as it had previously worked</p>	<p>Verify the procedure and retry.</p> <p>Check below to troubleshoot the specific application with which you are working.</p> <p>Ensure that any options have not been changed. Contact your System Administrator if these actions do not produce the desired result.</p>
<p><b>PHONE APPLICATION:</b></p>	<p>Please review the previous section, <a href="#">Basic Troubleshooting</a></p>
<p><b>SPEED DIAL APPLICATION:</b></p> <p>You cannot dial out using any Speed Dial button</p>	<p>Check that all call appearances (incoming/outgoing lines) are not already in use. If all lines are in use, wait until a line is available to make your call.</p>
<p><b>CALL LOG APPLICATION:</b></p> <p>You cannot dial out after selecting a call log entry</p>	<p>Only entries with a status of "Outgoing" can be called. You cannot call entries with a status of "Answered" or "Unanswered" directly without first editing and saving them.</p> <p>Check that all call appearances (incoming/outgoing lines) are not already in use. If all lines are in use, wait until a line is available to make your call.</p>
<p>Dialing from the application does not go through</p>	<p>Your System Administrator must administer the settings for the Enhanced Dialing feature beyond the defaults.</p>

<b>Problem/Symptom — <i>Continued</i></b>	<b>Suggested Resolution — <i>Continued</i></b>
<b>CALL LOG APPLICATION:</b>	
<p>The Call Log is empty</p>	<p>Many events will clear the Call Log, including power failure or restarting the telephone, for example, following logging off.</p>
<p>You cannot add an entry to a Speed Dial button</p>	<p>No buttons are available in the selected Speed Dial group. Select a different group or delete a button label before trying to add the Call Log entry to your Speed Dial list.</p>
<b>DIRECTORY APPLICATION:</b>	
<p>No Directory tab displays with the other application tabs at the bottom of every screen</p>	<p>Your telephone is not administered to support the Directory application. If you believe it should be available, contact your System Administrator.</p>
<p>Dialing from the application does not go through</p>	<p>Your System Administrator must administer the settings for the Enhanced Dialing feature beyond the defaults.</p>
<p>Directory application tab displays, but you receive an “Attempting to connect to server” message when you select the tab</p>	<p>The telephone cannot connect to the Directory server administered for it. Contact your System Administrator to ensure the server address has been properly administered.</p>
<p>Directory query produces an error message</p>	<p>Verify the spelling of your query. If correct, there is a problem with either the 4630’s administration, the server, or the network. Contact your System Administrator, providing the exact text of the error message you received.</p>
<b>DIRECTORY APPLICATION:</b>	
<p>You cannot add an entry to a Speed Dial button</p>	<p>No buttons are available in the selected Speed Dial group. Select a different group or delete a button label before trying to add the entry to your Speed Dial list.</p>

<b>Problem/Symptom — <i>Continued</i></b>	<b>Suggested Resolution — <i>Continued</i></b>
<p><b>VOICE MAIL APPLICATION:</b></p> <p>No Voice Mail application tab displays with the other application tabs at the bottom of every screen</p>	<p>Your System Administrator has not administered the link between the 4630 Voice Mail application and your corporate voice messaging system. If you believe the link should be available, contact your System Administrator.</p>
<p><b>VOICE MAIL APPLICATION:</b></p> <p>Other questions regarding the Voice Mail application</p>	<p>Every Voice Mail screen has a Help button which connects you to detailed online Help. If you cannot resolve the problem or find an answer for your question, contact your System Administrator.</p>
<p><b>WEB ACCESS APPLICATION:</b></p> <p>No Web tab displays with the other application tabs at the bottom of every screen</p> <p>You cannot add an entry to a Speed Dial button</p> <p>Dialing from the application does not go through</p>	<p>Your telephone is not administered to support the Web Access application. If you believe it should be available, contact your System Administrator.</p> <p>No buttons are available in the selected Speed Dial group. Select a different group or delete a button label before trying to add the entry to your Speed Dial list.</p> <p>Your System Administrator must administer the settings for the Enhanced Dialing feature beyond the defaults.</p>
<p><b>STOCK TICKER APPLICATION:</b></p> <p>The Stock Ticker does not appear, even though the “Stock Ticker Active” option is set to “Yes”</p>	<p>Your System Administrator has turned off the Stock Ticker. If you believe you should have the Stock Ticker active, contact your System Administrator.</p>

## Resetting and Power Cycling the IP Telephone

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

### CAUTION:

*Use a Power Cycle only with the approval of your System Administrator and only when a reset does not resolve the problem. Power-cycling may cause stored information such as the telephone options and preference settings and Speed Dial lists to be lost.*

### Resetting Your Phone

This basic reset procedure should resolve most problems.

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

**If you want to**

Reset the phone without resetting any assigned values

Reset the phone and any previously assigned (programmed) values

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

**Then**

Press \* (asterisk).

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

Press # (the pound key).

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

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

### NOTE:

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

## Power Cycling the Phone

---

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

1. Unplug the phone and plug it back in.  
*The phone connection is re-established.*
2. If power-cycling does not correct the problem, your System Administrator can perform a more severe power cycle routine by unplugging both the phone and the Ethernet cables.

 **WARNING:**

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



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