AVAYA

Avaya one-X™ Quick Edition
Release 3.1.0
Telephone User Guide

Contents

Contents

Customizing Your Quick Edition IP Telephone

Introducing Your Telephone

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

The softkeys functions change, depending on the current status of the telephone — softkeys reflect the options available to you within the context of the selected application.

Accessing Telephone Applications and Options

Softkeys and the OPTIONS (⬤) button will access user-specific and system-wide options.

Default Function	Softkey Label	
	4610 SW IP	4621 SW IP
Do not disturb	n/a	DND
Retrieve a parked call.	Retrv	Retrv
Call forwarding	CFwd	CFwd
Directory	Dir	Dir
Voicemail	Vmail	Vmail
Log	n/a	Log

☀ **Tip:**
Press the PAGE LEFT and PAGE RIGHT (⬤) buttons to view all options. For the functions of the telephone buttons, see the *Avaya one-X Quick Edition Telephone Quick Reference Card* (Document No. 16-601410).

Note:
For information about viewing and changing options using a web browser, see the *Avaya one-X Quick Edition System Administration Guide* (Document No. 16-601412). See Appendix A: Options Menus on page 43 for a list of configuration options and methods of accessing.

Press the **#** key and then PAGE LEFT and PAGE RIGHT (⬤) buttons to display the IP address for the telephone. Press the OPTIONS (⬤) button and select **Set Details** on the **Main** menu to view network configuration information about your telephone such as its extension number and name, the version and release number of the software load, the IP address and MAC address, and the one-X Quick Edition network name (site identifier).

Programmable Softkeys

From the idle screen, you can program softkeys to access frequently-used functionality, such as paging, do not disturb, call log, call forward. There are four programmable softkeys on the Quick Edition 4610SW IP phone and eight on the Quick Edition 4621SW IP phone. Table 1, below, lists all possible softkey functions.

To program a softkey

1. Press the selected softkey for two seconds to access the programmable softkeys menu.

2. The screen will display all possible options. A check mark indicates the current function assigned to the key and a 'D' indicates the default function of the key.

3. Select the Line/Feature ( ) button beside the new function. Press the PAGE LEFT and PAGE RIGHT ( ) buttons to view all options.

4. Click **Ok** at the "key assigned" message.

To disable a softkey

1. Press the selected softkey for two seconds to access the programmable softkeys menu.

2. Select **Disable** from the list of functions.

3. Press **Ok**.

To reset softkeys to factory defaults

1. Access the user options menu (see Displaying the User Options Menu on page 7).

2. Select **Reset Softkeys** on the **User Options** menu.

3. Select **Yes**. The system will return a confirmation message.

Table 1: Telephone Softkey Functions

Label	Function
Retrv	Retrieve parked calls
Dir	Corporate Directory
MyDir	My Personal Directory
CFwd	Call Forward
Vmail	Voicemail
VMSet	Voicemail options
Page	Paging
DND	Do Not Disturb

Table 1: Telephone Softkey Functions

MySts	My Status
Lgout	Outgoing call log
Log	Incoming call log
SDial	Speed Dial
Tw	Teleworker
Rng Tn	Personalized ringing
CWtTn	Call waiting tone
CnLvl	Contrast level
Grtn	Greeting (night switching) will let you select the default or a custom auto attendant greeting (key must be programmed by the administrator)
Disable	Disable Softkey

Displaying the User Options Menu

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

Tip:
While you are on an active call, you can access the Main menu to configure your options, access the Corporate Directory, modify Status information (see page 33), or dial a directory entry (see page 30).

Accessing user options when password protection is enabled

1. Press the OPTIONS (⬤) button below and to the right of the display.
2. Select **Options** on the **Main** menu, or press 1 on the dialpad.
3. Select **User Options** on the **Options** menu, or press the indicated dialpad key.
4. When you are prompted, enter the password (the default password is 123456).
5. Select the **Done** softkey to display the **User Options** menu.

Accessing user options when password protection is disabled

1. Press the OPTIONS (⬤) button below and to the right of the display.
2. Select **Options** on the **Main** menu, or press the indicated dialpad key.

3. Select **User Options** on the **Options** menu. The **User Options** menu is displayed.

Setting Password Options

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

Based on your organizations security policy, the administrator can enable or disable the password expiration function. If this feature is enabled, you will receive a password expiry warning at log in.

To change your password

1. Access the **User Options** menu as described above.
2. Select **Password** on the **User Options** menu.
3. Select **Change Password** on the **Password** menu.
4. Enter the new password, and then select the **Next** softkey.
5. When you are prompted to confirm the new password, re-enter the new password and then select the **Next** softkey.
6. Enter your old password, and then select the **Next** softkey.
7. Select the **Ok** softkey.
8. Press the PHONE/EXIT (⬤) button.

To set a new password when the old one expires

1. Access the **User Options** menu. You are informed of password expiration and prompted to set a new one.
2. Select the **Ok** softkey.
3. Enter the new password, and then select the **Next** softkey.
4. Re-enter the new password to confirm it and then select the **Next** softkey.
5. Enter your old password, and then select the **Next** softkey.
6. Select the **Ok** softkey.
7. Press the PHONE/EXIT (⬤) button.

To enable or disable password protection

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

1. Access the **User Options** menu (see Displaying the User Options Menu on page 7).

2. Select **Password** on the **User Options** menu.

3. Perform one of the following actions:

   - To disable password protection, select **Turn Pswd OFF**.

   - To enable password protection, select **Turn Pswd ON**.

4. When you are prompted to deactivate or activate password protection, select **Yes**.

5. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬤) button.

Account lockout after failed login attempts

The administrator can set the allowed number of consecutive login attempts for system security. If you fail to log in successfully within three attempts, you will be temporarily locked out of the programming interface. If you fail to log in after a set number of temporary lockouts, you must contact the system administrator to reset your account.

Viewing and Modifying User Preferences

Adjusting the Volume

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

Muting the Active Microphone

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

To activate and deactivate muting while on a call

- Press the MUTE (⬤) button. The mute indicator is on while the microphone is muted.

- To activate the microphone again, press the MUTE (⬤) button.

Viewing and Changing the User Language

To view the language settings

1. Access the **User Options** menu (see Displaying the User Options Menu on page 7).

2. Select **Language Settings** on the **Main Menu**.

3. Language is displayed for each of the system and telephone components.

4. Click the **Ok** softkey to display the previous menu, or press the PHONE/EXIT (⬭) button.

To change the user language

1. Access the **User Options** menu.
2. Select **Language** on the **User Options** menu.
3. Press **Chg**.
4. Select the Line/Feature (▬) button beside the language of your choice.
5. Select the **Yes** softkey and then the **Ok** softkey.
6. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬭) button to clear the display.

Choosing a Personalized Ringer Tone

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

To select a ringer tone

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

Setting the Call Waiting Tone

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

To set the call waiting tone

1. Access the **User Options** menu.
2. Select **Call Waiting Tone** on the **User Options** menu.
3. Select the **ON** softkey to enable the waiting tone or the **OFF** softkey to disable it.

    When the call waiting tone is enabled, you will hear a beep when a second call comes in. See also

4. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬭) button.

Setting the Contrast Level of the Display

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

To adjust the contrast level of the display

1. Access the **User Options** menu (see).

2. Select **Contrast level** on the **User Options** menu.

3. To brighten the background, select the **-** softkey. To dim the background, select the **+** softkey.

4. When you are satisfied with the contrast level, select the **Save** softkey.

5. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬭) button.

Telephone Accessories

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

Using Avaya headset models AWH-55/65, you can answer or disconnect calls directly from these wireless headsets.

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

Making and Answering Calls

Making Calls

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

Note:

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

To make calls manually

1. To place a call, perform one of the following actions:

    ● handset operation: pick up the handset.

    ● hands-free operation: press the SPEAKER (◀◗) button or a Line/Feature (▶) button.

    ● headset operation: press the HEADSET (⌒) button.

2. Dial the number.

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

    ● handset operation: return the handset to its cradle.

    ● speakerphone: press the SPEAKER (◀◗) button.

    ● headset: press the HEADSET (⌒) button.

To make a call using a speed dial

You must first create a speed dial entries. See To add a speed dial entry manually on page 37. Refer to Programmable Softkeys on page 6 to program a softkey.

1. Press the OPTIONS (✓) button.

2. Select **Speed Dial** on the **Main** menu.

3. Using the keys on the dialpad, press the number that corresponds to the entry that you want to call.

To make a call from the list of call logs

Note:

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

1. Press the OPTIONS (✓) button.

2. Select **Call Log** on the **Main** menu.

3. If you want to dial a previously dialed number, select the **Out** softkey.

4. Select the Line/Feature (▶) button beside the number that you want to dial.

5. To place the call, either pick up the handset or press the SPEAKER (◀◗) button.

Tip:

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

To make calls using the corporate or personal directory

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

   Tip:

   To view the next or previous set of entries, press the PAGE LEFT and PAGE RIGHT ( ) buttons.

2. Select the Line/Feature ( ) button beside the number that you want to dial.

3. To place the call, perform one of the following actions:

   - pick up the handset.

   - press the SPEAKER ( ) button.

   - press a Line/Feature ( ) button.

   - press the HEADSET ( ) button.

Making Restricted Calls

Your system may be configured with dialing restrictions and authorization codes to override them. Emergency calls will always override a restriction.

To make a restricted call using an authorization code

1. Dial the external number using any of the above dialing methods.

2. You will hear a stutter tone prompting you for an authorization code.

3. Dial the 6-10 digit authorization code, provided by the system administrator.

4. The call will complete.

Receiving Calls

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

Tip:
If you do not want to receive calls, you can activate the Do Not Disturb feature. See Do Not Disturb on page 35.

To answer an incoming call

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

2. To hang up, perform one of the following actions:
   - return the handset to its cradle.
   - press the SPEAKER ( ) button.
   - press the HEADSET ( ) button.

To answer or ignore a second incoming call

1. You must choose to **Answer** or **Ignore** the second call before you can perform actions on the first call (i.e. hold, transfer, conference).

2. If you choose to **Answer**, the first call is automatically put on hold.

3. Complete the second call: talk to the caller, transfer, park, or place the caller on hold.

Tip:
When you have multiple incoming calls (more than three for the 4610 and more than four for the 4621) you must Transfer (see page 16), Park (see page 16), or place the active call on Hold (see page 15) before you answer the next call.

To ignore an incoming call

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

   The telephone immediately stops ringing. If call-forwarding has been defined (see Call Forwarding on page 19), the call is handled accordingly.

Call Handling

Putting a Call on Hold

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

To put a single call on hold

● Press the HOLD ( ) button. You can replace the handset without losing the call.

To retrieve a held call

● To take the call off hold, perform one of the following actions:

  ● Pick up the handset and press the HOLD ( ) button.

  ● For hands-free operation, press the Line/Feature ( ) button associated with the held line or press the HOLD ( ) button.

  ● If you are using a headset, press the HOLD ( ) button.

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

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

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

1. Press the HOLD ( ) button.

2. Press a Line/Feature ( ) button. Place and conclude the new call.

3. Retrieve the held call.

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

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

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

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

2. Conduct and conclude the new call.

3. To retrieve the held call, select the **HELD** softkey that corresponds to the held line.

Transferring Calls

☼ **Tip:**

You can transfer all incoming calls to another telephone automatically by defining call-forwarding rules. For more information, see Call Forwarding on page 19.

To transfer a call and speak to the receiving party

1. With the calling party on the line, press the TRANSFER (⬤) button.

2. When you hear the dial tone, dial the number, or select the **FrDir** softkey and select the number from a directory.

3. After the dialed party answers your call, announce the caller.

4. When you are ready to transfer the call, press the TRANSFER (⬤) button.

5. Select the **Ok** softkey.

To transfer a call without speaking to the receiving party

1. With the calling party on the line, press the TRANSFER (⬤) button.

2. When you hear the dial tone, dial the number, or select the **FrDir** softkey and select the number from a directory.

3. When you hear the telephone at the far end begin to ring, hang up.

Parking and Retrieving Calls

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

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

The caller hears music on hold if available, or an "on hold" tone. If the call is not retrieved within one minute, an alert tone is played every 30 seconds on the one-X Quick Edition telephone that was used to park the call.

To park a call

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

1. While the call is active, select the **Park** softkey. Make a note of the displayed identifier; dialing the identifier from another phone will retrieve the call.

2. Press the **Ok** softkey.

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

   ● return the handset to its cradle.

   ● press the SPEAKER ( ) button.

   ● press the HEADSET ( ) button.

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

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

1. At the telephone that was used to park the call, perform one of the following actions:

   ● pick up the handset.

   ● press the SPEAKER ( ) button or the associated Line/Feature ( ) button.

   ● press the HEADSET ( ) button.

2. Perform either of the following actions:

   ● to retrieve a single parked call, press the **UnPrk** softkey.

   ● to retrieve one of several parked calls, press the Line/Feature ( ) button beside the call that you want to retrieve.

To retrieve a parked call from any other telephone

1. At any Quick Edition IP telephone connected to the network (except the telephone that was used to park the call), perform one of the following actions:

   ● pick up the handset.

   ● press the SPEAKER ( ) button or the associated Line/Feature ( ) button.

   ● press the HEADSET ( ) button.

2. Press the **Retrv** softkey.

   A list of parked calls appears, each with a unique identifier. The identifier includes the extension number of the Quick Edition IP telephone that was used to park the call.

3. Press the Line/Feature ( ) button beside the call that you want to retrieve.

   − or

4. Dial the park displayed identifier, if known (see To park a call).

Conference Calls

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

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

To create a conference call between three parties

1. Call the first party (see Making and Answering Calls on page 11).
2. When the call is answered, press the CONFERENCE (⬯) button.
3. Select the **Dial** softkey and dial the number of the second party, or select the **FrDir** softkey and choose the number from a directory. The first party is put on hold automatically.
4. When the second party answers, press the CONFERENCE (⬯) button. The second party is added to the conference call and the first party is taken off hold.

To drop a single party from the conference call

1. Select the line that corresponds to the connected party.
2. Select the **Drop** softkey.

To place one of the participants on hold

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

   The other line is put on hold. The display shows an associated **HELD** softkey on the right side of the display.
3. To resume the three-way conference, press the CONFERENCE (⬯) button, select the line that was put on hold and press the CONFERENCE (⬯) button.

To place all participants on hold

1. Press the HOLD (⬯) button.

   The display shows an associated **HELD** softkey on the right side of the display.
2. To re-open the conference call, press the HOLD (⬯) button again.

To end the conference call

● Perform one of the following actions:

- Select the **End** softkey
- hang up the handset.
- press the SPEAKER (◀) button.
- press the HEADSET (☏) button.

Call Forwarding

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

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

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

To forward all calls to voicemail

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

To forward unanswered calls to voicemail

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

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

To forward calls to a directory number

1. Select the **CFwd** softkey.
2. Select **All Calls** or **After 3 Rings**.

3. Select the **Chg** softkey.

4. Select **Directory #** or press the indicated dialpad key.

5. If you want to switch to your Personal directory, select the **MyDir** softkey.

6. Select the Line/Feature ( ) button beside the number to which calls will be forwarded.

7. Select the **Save** softkey.

8. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT ( ) button.

To forward calls to an external number

1. Select the **CFwd** softkey.

2. Select **All Calls** or **After 3 Rings**.

3. Select the **Chg** softkey.

4. Select **Dialed #** or press the indicated dialpad key.

5. Enter the number to which calls will be forwarded. If the call will be forwarded to a PSTN number or to a SIP network number, include the prefix.

6. Select the **Next** softkey.

7. Select the **Save** softkey.

8. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT ( ) button.

To disable call forwarding

1. Select the **CFwd** softkey.

2. Select **All Calls** or **After 3 Rings**.

3. Select the **Off** softkey.

4. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT ( ) button.

To change the number of rings before forwarding

1. Select the **CFwd** softkey.

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

3. Select the **Chg** softkey.

4. Select the **-** or **+** softkey to decrease or increase the number of rings.

   The current number of rings is displayed at the top of the display.

5. Perform one of the following actions:

   - Press 1 on the dialpad to redirect calls to voicemail, and then select the **Save** softkey.

- Press 2 on the dialpad and select the Line/Feature (⬤) button beside the number to which calls will be redirected (or select the **MyDir** softkey to choose a number from your Personal directory).

- Press 3 on the dialpad, enter the number, and then select the **Next** softkey to redirect calls to your specified number.

6. Press the **Save** softkey.

7. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬤) button.

Zero-Redirect

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

Callers will not know that they can use the feature unless you mention the feature in your personalized greeting (see Recording and Managing Personalized Voicemail Greetings on page 28). To redirect a call successfully, callers must dial 0 during your personalized greeting. After you specify a redirection number, the zero redirect feature is enabled automatically.

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

To specify a redirect number

1. Access the **User Options** menu (see Displaying the User Options Menu on page 7).

2. Select **Voicemail** from the **User Options** menu.

3. Select **Zero Redirect** from the **Voicemail Options** menu.

4. Select the **Chg** softkey.

5. Enter the number to which the call will be redirected. You can enter an extension number or an external telephone number. If the call will be redirected to a PSTN number or a SIP network number, include the prefix.

6. Select the **Done** softkey.

7. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬤) button.

To enable or disable zero redirect

1. Access the **User Options** menu (see Displaying the User Options Menu on page 7).

2. Select **Voicemail** on the **User Options** menu.

3. Select **Zero Redirect** on the **Voicemail Options** menu.

4. Select the **On** or **Off** softkey.

5. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬭) button.

Using Call Logs

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

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

- **Outgoing**—Contains a record of dialed numbers.

You can use the entries in either of these lists to dial outgoing calls. You can copy the information to a Speed Dial button (see page 37) or to your Personal directory (see page 32).

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

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

To view call log entries

1. Press OPTIONS (⬭) button.

2. Select **Call Log** on the **Main** menu.

3. If you want to view the list of dialed numbers, select the **Out** softkey.

Tip:
> The display area may show a subset of the total number of entries stored on your telephone. To view the next or previous set of entries, press the PAGE LEFT and PAGE RIGHT (◁▷) buttons.

To edit a Call Log number before you dial the number

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

1. Press OPTIONS (⬭) button.

2. Select **Call Log** on the **Main** menu.

3. If you want to edit/dial a previously dialed number, select the **Out** softkey.

4. Select the Line/Feature (▢) button beside the number that you want to edit/dial.

> **Note:**
> Do not pick up the handset. Otherwise a call is automatically initiated to the number that you want to edit/dial.

5. Select the **Edit#** softkey.

6. Use the **Bksp** softkey and the keys on the dialpad to enter a different number.

7. Select the **Dial** softkey.

To delete a single entry

1. Press OPTIONS (⬭) button.

2. Select **Call Log** on the **Main** menu.

3. If you want to delete a previously dialed number, select the **Out** softkey.

4. Select the Line/Feature (▣) button beside the number that you want to delete.

> **Note:**
> Do not pick up the handset. Otherwise a call is automatically initiated to the number that you want to delete.

5. Select the **Del** softkey.

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

1. Press OPTIONS (⬭) button.

2. Select **Call Log** on the **Main** menu.

3. Select the **Clear** softkey.

4. Select one of the following options from the **Call Log Options** menu:

    - **Reset Counter**—Clears the missed-call counter.

    - **Clear Incoming**—Clears the list of incoming calls.

    - **Clear Outgoing**—Clears the list of outgoing calls.

    - **Clear All**—Clears the missed-call counter, and both lists of calls.

5. At the prompt, select the **Yes** softkey.

6. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬭) button.

Using Voice Mail

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

You can access your voicemail from any touch tone telephone, internal or external. Refer to the procedure,

User Keypad Shortcuts

The following table show user shortcuts available from the keypad after you enter the password.

Key		Function
1	1	Listen to new messages.
Main Menu		
1		Listen to voicemail messages
	1	Rewind.
	2	Pause.
	3	Fast forward.
	4	Replay.
	5	Envelope information.
	7	Delete.
	8	Reply.
	9	Save.
	#	Skip to the next message.
	*	Return to main menu.
4	**Personal Options**	
	1	Voicemail notification on or off.
	2	Record name.
	#	Stop Recording.
	1	Satisfied and store.
	2	Listen to name.
	3	Erase and re-record.
	4	Add additional recording to the name.
	*	Exit without changes and return to record name menu.

Key		Function
3		Record personal greeting.
	#	Stop recording.
	1	Satisfied and store.
	2	Listen to message.
	3	Erase and re-record.
	4	Add additional recording to the message.
	*	Exit without changes and return to personal greeting menu.
4		Delete personal greeting and use standard greeting.
5		Change password.
6		Configure zero redirect.
	1	Turn on feature.
	2	Turn off feature.
	3	Change redirect number.
	*	Return to personal greeting menu.
*		Return to main menu.
*		Exit voicemail system.

Caller Keypad Shortcuts

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

Key	Function
#	Skip greeting and begin leaving a message.
#	Stop recording.
1	Save the message and end the call.
2	Listen to the message.
3	Erase and re-record the message.

Key	Function
4	Add information to the recorded message.
*	Exit without leaving a message.

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

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

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

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

Note:
See also Recording and Managing Personalized Voicemail Greetings on page 28 and Zero-Redirect on page 21).

Retrieving Voicemail Messages

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

Note:
Your voicemail password is the same as your password for accessing user options (initially, this password is 123456). When you change the password for accessing user options, the voicemail password is updated at the same time. Based on your organizations's security policy, the administrator can enable or disable the password expiration function. You will be reminded prior to the expiry date if this function is enabled.
To change the default password or set a new one, see Setting Password Options on page 8.

To play a voicemail message

1. Select the **Vmail** softkey.

2. Enter your voicemail password, and then select the **Done** softkey.

3. Select the Line/Feature (◗) button beside the entry that you want to play. The entry at the top of the list (number 1) corresponds to the most recently received message.

4. Select the **Play** softkey. The recorded message is played. You can also pick up the handset to listen to the message.

   Note:
   Do not pick up the handset before you select the **Play** softkey. Otherwise a call is automatically initiated to the party who left the message.

   Tip:
   Press the Volume (▲ ▼) buttons to adjust the volume while the recording plays back.

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

   Tip:
   You can rewind or skip forward through a message by pressing the PAGE LEFT or PAGE RIGHT (◖◗) button respectively.

To monitor incoming voicemail messages

After a specified number of rings (see To change the number of rings before forwarding on page 20), voicemail answers the call and prompts the caller to leave a message. During the recording, information about the call appears in the display.

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

1. When the caller begins to record a message (after ringing stops), select the **Lstn** softkey.

   You can hear the caller speaking, but the caller cannot hear you.

2. If you want to speak to the caller before the caller hangs up, select the **Answ** softkey.

   You are connected to the caller, and any recording up to this point is saved.

To access your voicemail using any telephone

You can set voicemail options or retrieve the voicemail messages from any touch tone phone.

   Note:
   To retrieve voicemail messages through the PSTN, the one-X Quick Edition network must be equipped with a PSTN gateway.

1. Using any touch tone telephone that has access to the one-X Quick Edition network, dial the extension of your Quick Edition IP telephone.

2. Wait for voicemail to answer the call.

3. As soon as the greeting starts to play, press * on the dialpad.

4. When you are prompted for your voicemail password, enter the password followed by the # key. The voicemail password is the same one that you use to access user options.

5. Follow the prompts to access and play voicemail messages and/or change options.

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

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

Recording and Managing Personalized Voicemail Greetings

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

To record your name

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

1. Access the **User Options** menu (see Displaying the User Options Menu on page 7.)

2. Select **Voicemail** on the **User Options** menu.

3. Select **Record Name** on the **Voicemail Options** menu.

4. Lift the handset to make the recording.

5. Select the **Rec** softkey, speak your name clearly into the microphone, and then select the **Stop** softkey or hang up.

6. Perform one of the following actions:

   ● select the **Play** softkey to listen to your recording.

   ● press the **Save** softkey and the **Ok** softkey if you are satisfied with the recording.

   ● select the **Rec** softkey again to re-record your name.

7. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬤) button.

To record a personalized greeting

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

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

> **Note:**
> Personalized greetings must be longer than three seconds in duration.

1. Access the **User Options** menu (see [Displaying the User Options Menu](#) on page 7).

2. Select **Voicemail** on the **User Options** menu.

3. Select **Record Greeting** on the **Voicemail Options** menu.

4. Lift the handset to make the recording.

5. Select the **Rec** softkey, speak your greeting clearly into the microphone, and then perform one of the following actions:

    ● select the **Stop** softkey,

    ● hang up, or

    ● press the number (#) key on the dialpad.

6. Perform one of the following actions:

    ● select the **Play** softkey to listen to your recording.

    ● press the **Save** softkey and the **Ok** softkey if you are satisfied with the recording.

    ● select the **Rec** softkey again to re-record your greeting.

7. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬤) button.

To delete a personalized greeting

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

1. Access the **User Options** menu (see [Displaying the User Options Menu](#) on page 7).

2. Select **Voicemail** on the **User Options** menu.

3. Select **Record Greeting** on the **Voicemail Options** menu.

4. Select the **Del** softkey.

5. When you are prompted to delete the greeting, select the **Yes** softkey.

6. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬤) button.

Using Directories

Corporate and Personal Directories

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

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

- **Personal directory**—This is your own directory. You can add, edit, or delete your entries.

To view corporate and personal directory entries

1. Select the **Dir** softkey. The list of entries in the Corporate directory is displayed.

2. If you want to view the entries in your Personal directory, select the **MyDir** softkey.

3. To navigate through the items in a directory, perform one of the following actions:

   - select the PAGE LEFT or PAGE RIGHT (⬬) button to move through directory pages.

   - use the dialpad to enter the first character of the name associated with the entry.

☀ **Tip:**

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

To change your name in the Corporate directory

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

1. Access the **User Options** menu (see).

2. Select **Name** on the **User Options** menu.

3. Select the **Chg** softkey. The cursor is placed at the end of the existing name.

4. At the current cursor position, **Bksp** to delete characters if necessary. Enter a name starting with the last name and ending with the first name (for example, `Young, Mary`):

Table 2: Typing with the keypad

Key	Action
1	To enter special characters . , ' & - and @
Case softkey	To change a character to upper- or lower-case. The first character in a line and the first character after a space are capitalized automatically.
PAGE LEFT and PAGE RIGHT (◁▷)	To move the cursor to the left or right without deleting a character.
Bksp softkey	To delete a character.
2 through 9 keys	Press a key once to enter the first letter, twice for the second letter, three times for the third letter, and four times for the fourth letter. For example, to type "R", press the "7" three times.

5. Select the **Save** softkey.

6. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬭) button.

Adding an Entry to Your Personal Directory

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

To add an entry manually

1. Select the **Dir** softkey.

2. Select the **MyDir** softkey.

3. Select the **Add** softkey.

4. Enter a name for the record (for example, the name of the party that you want to call).

5. Select the **Next** softkey.

6. Enter the phone number or extension (for a PSTN or a SIP number, enter the prefix first).

7. Select the **Next** softkey.

8. To add the entry to the Personal directory, select the **Save** softkey.

9. Select the **Exit** softkey, or press the PHONE/EXIT (⬭) button to clear the display.

To copy an entry from the corporate directory

1. Select the **Dir** softkey.

2. Select the Line/Feature (▣) button beside the number that you want to copy.

3. Select the **Copy** softkey.

4. Select **My Personal Dir** on the **Copy Entry To** menu.

5. Select the **Ok** softkey.

6. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬤) button.

To copy an entry from the call log

1. Select the **Log** softkey. The **Incoming** list is displayed.

2. If you want to copy an entry from the list of dialed numbers, select the **Out** softkey.

3. Select the Line/Feature (▣) button beside the number that you want to copy.

4. Select the **Copy** softkey.

5. Select **My Personal Dir** on the **Copy Entry To** menu.

6. Select the **Ok** softkey.

7. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬤) button.

To copy an entry from a voicemail record

1. Select the **Vmail** softkey.

2. Enter your voicemail password and select the **Done** softkey.

3. Select the Line/Feature (▣) button beside the voicemail record that you want to copy.

4. Select the **Copy** softkey.

5. Select **My Personal Dir** on the **Copy Entry To** menu.

6. Select the **Ok** softkey.

7. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬤) button.

To edit an entry in your personal directory

1. Select the **Dir** softkey.

2. Select the **MyDir** softkey.

3. Select the Line/Feature (▣) button beside the entry that you want to edit.

4. Select the **Edit** softkey.

5. Use the guidelines included in Table 2 under Typing with the keypad on page 31 to edit.

6. Select the **Next** softkey.

7. Optionally edit the number.

8. Select the **Next** softkey.

9. When you are prompted to change the directory entry, select the **Save** softkey.

10. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬤) button.

To delete an entry from your personal directory

1. Select the **Dir** softkey. The Corporate directory is displayed.

2. Select the **MyDir** softkey.

3. Select the Line/Feature (▶) button beside the entry that you want to delete.

4. Select the **Del** softkey.

5. Select the **Exit** softkey, or press the PHONE/EXIT (⬤) button to clear the display.

Status

Status information is the advertisement of a user's availability to communicate with others. You can monitor a maximum three phones on the 4610SW IP and four on the 4621SW IP. Status values appear as an icon on the Corporate Directory screen. You cannot add Auto Attendant, group, or external numbers to your monitoring list and they will not display a status value.

When Status is set manually, the following status values can be configured by the user:

- Automatic (the default value)
- Busy
- Away
- In-A-Meeting
- Be-Right-Back
- Private
- DND

When Status is set to automatic, the following values can be displayed:

- On Call (off hook)
- Available (on hook)

● All-Call-Forwarded (call forwarding configured to forward all calls).

Table 3: Status Icon List

Icon	Meaning
(	Off hook (on a call)
☎	On hook (available)
⏎	All calls forwarded
▤	Busy, Do Not Disturb, Private
⌚	Be right back
⌚	Away
((	In a meeting

> **Note:**
> While you are on an active call, you can access the Corporate Directory to modify Status information.

To add a user to or remove a user from your home screen monitoring list

1. Select the **Dir** softkey.

2. Select the Line/Feature (▶) button beside the entry that you want to ad or remove.

3. Press the **StsAd** (Status Add) softkey to add to your monitored list.
   Press the **StsRm** (Status Remove) softkey to remove from your monitored list.

4. You will return to the corporate directory screen.

To view the status information for a monitored user

1. The home screen will display monitored users on the right and active calls on the left.

2. Press the Line/Feature (▶) button beside the entry for which you want to view information.

> **Note:**
> Release 3.0 devices will appear as 'Private'.

To dial a monitored user

1. Press the Line/Feature (▶) button beside the entry.

2. Press the **Dial** softkey.

To configure your own status information

Refer to to program a softkey.

1. Press the OPTIONS (⬭) button.

2. Select **My Status** on the **Main** menu.

3. Press the PAGE LEFT and PAGE RIGHT (◁▷) buttons to view all status options.

4. Select the Line/Feature (▶) button beside your status choice.

5. Press the **Yes** softkey to set your status and return to the home screen.

To change or remove your set status information

1. Press the OPTIONS (⬭) button.

2. Select **My Status** on the **Main** menu.

3. Press the PAGE LEFT and PAGE RIGHT (◁▷) buttons to view all status options.

4. Select the Line/Feature (▶) button beside your current status. Select **Auto** to remove your set status.

5. Press the **Yes** softkey to change your status and return to the home screen.

To monitor subscribed users on your home screen

● When your phone is in use, the monitored names will shift to the right side of the screen.

Do Not Disturb

You can use the do not disturb (DND) feature to prevent your telephone from ringing or receiving pages. Call forwarding rules handle the call (see Call Forwarding on page 19). Refer to Programmable Softkeys on page 6 to program a softkey.

To enable or disable DND

1. Press the OPTIONS (⬭) button and select **DND** on the **Main** menu

   OR press a programmed **DND** softkey.

2. Select the **ON** or **OFF** softkey to toggle between turning the feature on and off.

Paging

Use the paging feature to broadcast an announcement to all of the Quick Edition IP telephones in the one-X Quick Edition network. All persons in the paging zone hear the broadcast through their telephone speaker unless they are on an active call. Refer to Programmable Softkeys on page 6 to program a softkey.

> ☀ **Tip:**
> If your network includes a PSTN Gateway equipped with an audio amplifier and speaker, the paging feature can also broadcast a message through that speaker.

All telephones are included in general and zone 2 by default. Members of the general zone cannot be changed. Each telephone can be configured to belong to one additional zone.

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

To broadcast an announcement to a paging zone

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

Speed Dial

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

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

To view your speed dial list

1. Press the OPTIONS (⬯) button.

2. Select **Speed Dial** on the **Main** menu.

3. Press the PAGE LEFT and PAGE RIGHT (⬯) buttons to view all entries.

To add a speed dial entry manually

1. Press the OPTIONS (⬯) button.

2. Select **Speed Dial** on the **Main** menu.

3. Select the **Add** softkey.

4. Use the dialpad keys to enter a name for the Speed Dial entry. Use the guidelines included in Typing with the keypad on page 31 to edit the text.

5. Select the **Next** softkey.

6. Use the dialpad keys to enter a number.

7. Select the **Next** softkey.

8. Select the Line/Feature (⬯) button beside any available Speed Dial number to assign the entry to the Speed Dial number.

9. To assign the entry to the Speed Dial number, select the **Save** softkey.

10. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬯) button.

To copy an entry from the corporate directory

1. Select the **Dir** softkey.

2. Select the Line/Feature (⬯) button beside the number that you want to copy.

3. Select the **Copy** softkey.

4. Select **Speed Dial** on the **Copy Entry To** menu.

5. Select the Line/Feature (⬯) button beside any available Speed Dial number.

6. Select the **Ok** softkey.

7. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬯) button.

To copy an entry from the call log

Refer to Programmable Softkeys on page 6 to program a softkey.

1. Select the **Log** softkey to display the **Incoming** list.

2. If you want to copy an entry from the list of dialed numbers, select the **Out** softkey.

3. Select the Line/Feature (⬯) button beside the number that you want to copy.

4. Select the **Copy** softkey.

5. Select **Speed Dial** on the **Copy Entry To** menu.

6. Select the Line/Feature (▶) button beside any available Speed Dial number.

7. Select the **Ok** softkey.

8. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬭) button.

To copy an entry from a voicemail record

1. Select the **Vmail** softkey.

2. Enter your voicemail password and select the **Done** softkey.

3. Select the Line/Feature (▶) button beside the voicemail record that you want to copy.

4. Select the **Copy** softkey.

5. Select **Speed Dial** on the **Copy Entry To** menu.

6. Select the Line/Feature (▶) button beside any available Speed Dial number.

7. Select the **Ok** softkey.

8. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬭) button.

To edit a speed dial entry

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

1. Press the OPTIONS (⬭) button.

2. Select **Speed Dial** on the **Main** menu.

3. Select the Line/Feature (▶) button beside the entry that you want to edit.

4. Select the **Edit** softkey.

5. If required, edit the name. When you are finished, select the **Next** softkey.

6. If required, edit the number. When you are finished, select the **Next** softkey.

7. If you want to change the Speed Dial button assignment, select the Line/Feature (▶) button beside the entry that you want to use.

8. When you are prompted to change the Speed Dial entry, select the **Save** softkey.

9. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬭) button.

To delete a speed dial entry

1. Press the OPTIONS (⬭) button.

2. Select **Speed Dial** on the **Main** menu.

3. Select the Line/Feature (⬤) button beside the entry that you want to delete.

4. Select the **Del** softkey.

5. Select the **Ok** softkey.

6. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬤) button.

Registration Information for Optional Features

To view registration information for special features using a telephone

1. At the telephone, press the OPTIONS (⬤) button.

2. Select **Opt Features** on the **Main** menu.

3. Select **Email Fwd Options**, **WebAdm Sys Options**, or **Teleworker Options** on the **Feature List** menu. The registration code is displayed.

4. Select the **Exit** softkey to display the previous menu, or press the PHONE/EXIT (⬤) button.

Email Forwarding of Voicemail

When configured and enabled, the email-forwarding-of-voicemail feature sends e-mail messages to users with voicemail messages. The e-mail message contains call header information, including the caller name (if available), caller number, and the time and length of the call. A recording of the voicemail message is created as a G.729a-encoded audio file (in WAV file format) and the file is forwarded as an e-mail attachment. Refer to Playing an Audio File Attachment on page 40 for details of PC and MediaPlayer requirements.

> **Note:**
> Your system administrator must enable SMTP for the system ("E-mail Forwarding of Voicemail" in the *Avaya one-X Quick Edition System Administration Guide*.)

To configure forwarding of email to voicemail

1. If you are logged in to the web-based system administration interface, log out.

2. Using the extension number of the telephone that receives voicemail messages on behalf of the user and the password needed to access user options on that telephone, log in to the web-based **User Options** interface.

3. On the **User Options** menu, click **Voice Mail**.

4. In the **SMTP** area, click **Change**.

5. In the **To Address** field, type the e-mail address of the person to whom notifications will be sent (for example, `user1@mycompany.com`).

6. In the **From Address** field, type an e-mail address that the telephone can use to place in the `From` field of the e-mail header. This value has to look like an e-mail address, but it does not have to be a real e-mail address (for example, `email@user1phone.com` is acceptable). Choose a value that is meaningful to the party who will be receiving e-mail messages from the telephone.

7. Select **Enable Notification**.

8. Click **Submit**.

9. Log out.

Playing an Audio File Attachment

Users may listen to the voicemail recording by opening the audio file using the media player.

User PC requirements:

- a plug-in for the Microsoft Windows Media Player (a free download from the Avaya Technical Support site and installed on each user PC - see Notes, below)

- Microsoft Windows XP or 2003

- audio playback capability

- a media player that supports the G.729a CODEC.

A Simple Mail Transfer Protocol (SMTP) recipient is used to send e-mail messages from voicemail on a telephone to an SMTP server, which in turn forwards the e-mail messages to the specified user's e-mail address.

Note:
The plug-in is not compatible with "N" editions of the Microsoft Windows XP operating system.

Note:
In addition, the plug-in requires that you install Microsoft DirectX 9.0c (or later) runtime software and the Microsoft Installer installation program. DirectX is an addition to the Microsoft Windows operating system.

A link to the installation program and the plug-in (http://support.avaya.com/QuickEdition/MediaPlayer) is conveniently included in every e-mail message. Install the Microsoft Installer program and run the installation program once to install the plug-in. The installation program will remind you to download and install the required DirectX runtime software.

1. After the plug-in has been installed (and provided you installed the DirectX runtime software), double-clicking the WAV file attachment directly from within the e-mail message will start the playback of the WAV file through the Windows Media Player.

Teleworker Application

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

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

For configuration information, see "Add a Teleworker" in the *Avaya one-X Quick Edition System Administration Guide*.

To view optional features registration information using a telephone

1. At the telephone, press the OPTIONS ( ) button.

2. Select **Opt Features** on the **Main** menu.

3. Select **Teleworker Options** on the **Feature List** menu. The registration code is displayed.

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

Web-based System Administration

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

Appendix A: Options Menus

Telephone Options

Table 4: Telephone Options - Main Menu

1. Options	To log into user or system options.
2. Call Log	View and clear incoming and outgoing log entries.
3. DND	Enable and disable Do Not Disturb.
4. My Status	Set your user status.
5. Paging	Initiate a page.
6. Speed Dial	Add, edit, and delete speed dial entries.
7. Optional Features	View.
8. Set Details	View.
9. Language	View settings.

Table 5: Telephone Options - Telephone User Option Menu

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

Table 6: Telephone Options - Web Interface Menu

Change Password	Enter existing password, enter new password, and confirm new password.	
Home	Call Forwarding	Enable, disable, and modify call forwarding settings.
	Do Not Disturb (DND)	Enable and disable audio notification for incoming calls.
	Speed Dial	Create, modify, and delete personal speed dial numbers.
Caller's Logs	Incoming Calls	View details, Clear, and Reset Missed Call Counter.
	Dialed Calls	View details and Clear Log.
Terminal Settings	Name	Change name.
	Set Optional Features	View e-mail Fwd, Teleworker, and WebAdm Sys Options.
Voice Mail	Zero Redirect	Enable and disable zero redirect and enter the number to which a call will be redirected.
	SMTP	Enable or disable SMTP, specify the IP address that will receive messages and the IP address for the email header.
Teleworker Options	Working Mode	Disable (Local) or enable (Teleworker) teleworker.
	Preferred Server	Enter the IP address of the teleworker server host.
Backup & Restore	Backup & restore user configuration data.	
To access telephone and user options using a web browser: 1. Start the web browser on your computer. 2. In the Address field, enter the IP address of the telephone (for example, type `https://192.168.0.2`).		

System Options

Table 7: System Options - Telephone Menu

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

Table 8: System Options - Web Interface Menu   3.1

Logout	Change Admin Password		Help
Device Management	**Devices**		View all devices; add or remove a device.
		Set Details	**View** Extension, Name, Status, Page Zone, Software Version, Network Name, Network ID. **Change** extension number, name, and page zone. **Reset** user password back to default.
		Networking	View and edit IP address, Netmask, and Gateway.
		Features	View optional features and registration information.
		Gateway Details	View extension, IP address, software version, status, MAC address, network name and ID. Edit the extension.
		Lines	View and edit the incoming, outgoing, and loop length settings.
		MOH	View the current status and enable/disable music on hold.
		Networking	View and edit IP address, Netmask, and Gateway.
		A10 Details	View the MAC address; edit the name and the configurations for each port/SIP Identity.
		G20 Details	View the MAC address; edit the name and the configurations for each SIP Identity; configure the primary identity; enable/disable Caller ID.
	Software Upgrade		Upgrade Quick Edition devices.
	Backup & Restore		Perform a backup and restore of all system configurations.
Corporate Directory	**Add or Remove Entry**		Select from the entry type drop-down list: Sets (Teleworker), Gateways, Groups, Auto Attendants, External Entries.
	Phones		
	Gateways		
	Groups		Add or delete a group; change the group name.
		Members	Add and remove members.
		Forwarding	Enable and disable forwarding for the group. Provide a number to which group calls will be forwarded.
		Dialing Rules	Add and remove dialing rules.
	Auto Attendants		View the extension, name, and prompts. Add, modify, and delete a custom auto attendant.

Table 8: System Options - Web Interface Menu (continued) 3.1

	External Entries	View, add, modify, or delete an external entry.
	SIP Identity	Launch the SIP Proxy Identities dialog for editing.
	Global Dialing Rules	Configure a global dialing rule, it will apply to all telephones in the system.
Applications	**SMTP**	Edit SMTP server settings.
	CDR	Edit CDR server settings.
Dialing Configuration	**Dialing Plan**	Extension ranges, Emergency Code, Operator Code, PSTN Code, and SIP Code are applied, by default, depending on the region specified at install.
	Dialing Rules	You cannot delete or modify the emergency, extension, external, operator, or VoIP E164 rules. You can create a new rule that may be modified or deleted.
Service Provider	**Configuration**	You can add a service provider with the following configuration components to create an Identity: Domain Name, Proxy Host, Proxy Port, Registrar Host, Registrar Port, Outbound Proxy Host, Outbound Proxy Port, Realm, and Register Expiry Time.
	Identities	Add, edit, or delete an identity created under Configuration.
SIP Proxy	**Configurations**	Add, edit, or delete SIP configuration entries.
	Identities	Add, edit, or delete SIP identities.
	Authorized Users	Add, edit, or delete users authorized to challenge communications between 3rd party devices and the QE proxy counterpart.
Security	**General**	**Password Rules** View and modify the configurations governing the system security.
	Authorization Codes	Add or delete codes that must be used for any call made from the system.
	Admin Password	Change Admin Password.
Localization	**Localization**	Select a system language and region from the drop-down lists.
	Time & Date	Edit and save system time and date.
Networking	**Audio Bandwidth**	Select High or Low. High provides a better quality voice transmission but with a higher bandwidth consumption.
	VLAN Settings	Select enable and priority or disable for voice traffic. Select disabled or pass-through or enabled and priority for data traffic.

Index

Index