Avaya 4610 Phone User Guide

1 Voice Message Light: When lit, indicates you have a message waiting on your voice messaging system.	**2 Display** Information displayed varies according to the application/function currently active. When the phone is idle, the top area displays the current date and time; when someone is calling you, the name/phone number of that person displays there. The display has eight lines (six lines of which are devoted to the current application, one line showing softkey labels for the current application, and one line for Help and other procedural messages) and four grayscale colors used to indicate activity.
3 Line/Feature buttons Twelve Line/Feature buttons provide both call appearances (lines for incoming and outgoing calls) and application-specific functionality. Each line may display any of the icons shown immediately below, depending on the current state of the phone.	**4 Softkeys** Used to navigate to, or initiate application-specific actions, such as **Call** a number, **Cancel** the current activity, **Save** entered data, and **Store** a speed dial label.
5 Phone/Exit Displays the Phone application main screen or, if applicable, exits the current call server-based feature and normalizes the display.	**6 Options** Displays the Options main screen, from which display and application settings can be updated.
7 Page Right/Left Shifts from one page to another in the same	**8 Speaker LED Indicator** Lights steadily when the Speakerphone is

application, when the display presents the "paging indicator" (◄ ►). These buttons have no effect when the Paging Indicator is not displayed.	active.
9 Speaker Accesses the Speakerphone feature.	**10 Headset LED Indicator** Lights steadily when the headset is active.
11 Headset With a headset connected, changes audio control from the handset or speaker to the headset.	**12 Mute LED Indicator** Lights steadily when the handset or headset is muted.
13 Mute Turns off the active Speakerphone, handset, or headset microphone, to prevent the other person from hearing you.	**14 Volume Control** **(▲ ▼)** Adjusts the handset, speaker, headset, or ringer volume, depending on which item is in use. As you increase or decrease the volume, the top display area provides either a speaker, headset, handset, or ringer icon to indicate for which item you are adjusting volume, followed by visual "volume meter" showing the volume level.
15 Headset Jack Provides a port for connecting a headset on the underside of the phone.	**16 Hold** Red button used to place a call on hold.
17 Transfer Transfers a call to another phone.	**18 Conference** Sets up conference calls with more than one other person. With the phone on-hook, also used to select a personal ringing pattern.
19 Drop Drops the last person added to a Conference call or ends the current call, if you are not on a Conference call.	**20 Redial** Redials the last number dialed from the phone or displays a list of the last six numbers dialed for selection, as set using the Options button described in Chapter 6.
21 Numeric (Dialing) Pad Standard 12 button pad for dialing phone numbers.	**22 Feature Key Expansion Unit Connection Jack** Provides a port (on the underside of the phone) for connecting the optional EU24 (Feature Key Expansion Unit), which provides additional telephone Feature buttons.

Status Icons

Icon		Definition
🔔	Ringing	An incoming call is waiting to be answered. See "Tones and Their Meaning" on page 47 for information about the corresponding audio alert.
)	Active	The call you are currently handling.
☲	On hold	A call currently on hold.
☐	On soft hold	A call put on hold during a transfer or conference.
▶	Feature active	Feature on left side of the display currently is active.
◀	Feature active	Feature on right side of the display currently is active.

4610 VOICE TERMINAL INSTRUCTIONS

Call-Handling Features

Answer a Call

When a call arrives at your 4610 Digital Telephone, you hear a ringing tone and a blinking bell icon appears on the associated call appearance. In addition, call identification information is displayed.

To answer an incoming call, do one of the following:
- If not active on another call, answer the call using your handset or speakerphone.
- If active on a call already, place the active call on hold and then answer the incoming call.

Make a Call

To make a call manually:

1. Go off hook using the handset or speaker.
2. When you hear dial tone, enter the extension or telephone number using the dial pad.

To have the 4610 telephone make a call automatically, do one of the following:
- Press Redial to have the phone dial the last number that you dialed
- Access the Call Log and initiate a call to a specific entry.
- Access the Speed Dial List in your personal directory and initiate call to a specific entry

Hold

- To put call on hold, press red hold button. Call stays on hold until you can return to it.
- To return to held call, press the call appearance button of the held call.

Speakerphone

1. To make or answer call without lifting the handset, press Speaker button.
2. Place or answer the call.
3. Adjust the speaker volume if needed by pressing the volume control arrow buttons
4. Press Speaker button again to end the call.

Transfer
1. While on a call, press the Transfer button
2. When you hear dial tone, dial the number to which you want to transfer the call.
3. Do one of the following:
    a. To transfer without announcing it, press the Transfer button again and hang up. Transfer is complete.
    b. To announce the call before transferring it, wait for the called party to answer. Go to step 4.
4. When the called party answers, announce the call.
5. Press Transfer again and hang up to complete the transfer

Conference

The conference feature allows you to conference up to six parties (including yourself) on a call.

To add another party to a call:
1. Press Conference button.
2. When you hear dial tone, dial the number of the person you want to add to a call.
3. Wait for an answer
4. Press the Conference button again to add the new party to the call.
5. Repeat steps 1-4 for each party you want to conference in to the call.

To add a held call to an active call:
1. Press Conference button
2. When you hear dial tone, press the call appearance button corresponding to the held call.
3. Press Conference again.

To remove the last person added to the conference call:
1. Press the Drop button. The last person added to the conference call is dropped from the call.

Selected Voice Features

Send All Calls
1. Press the send call button (while on-hook). All calls will be sent to your cover path.
2. To cancel, press the send call button again.

Call Forwarding All Calls (*2)
1. Press the call forward button.
2. When you hear dial tone, dial the extension or outside number where calls will be sent temporally.
3. When you hear confirmation tome, hang up.
4. Press the button again to cancel, (#2).

Call Park
This feature allows you to put call on hold at your extension for retrieval from any extension.
1. Press the Transfer button then the Call Park button (*6).
2. Hang up.

To retrieve a parked call from another extension:
1. Pick up handset or press Speaker
2. Dial the Answer Back feature code of #6
3. When you hear dial tone, dial the extension at which you parked the call

Directory
1. Press the Directory button
2. Key in the selected name with the dial pad keys: last name, first name
3. Press the Next button for each successive directory name you wish to see.
4. When ready to exit the directory, press the Exit button.

To place a call to the name shown on the display:
1. Pickup the handset or press the Speaker button
2. While the name is shown, press Exit button and then dial the number using the dial pad or press Make Call.

Phone Options

To access the personal Options application:
- Step 1 is to press the Options button located to the right of and below the softkeys
- To select an option, press the Feature button for the desired option
- To return to the Home screen, press the Phone/Exit button.

Redial

The redial option provides two redial choices:
- Automatically redial the last number called or
- Display a list of the last 6 numbers called, allowing you to choose the number to be redialed

Phone Screen upon Answer/Calling

When either option is set to Yes, the Phone screen appears in the display area when you answer a call, regardless of the screen you were working with at that time. You will lose any unsaved work in progress on the screen (for example-labeling a speed dial button).

Display Call Timers

The phone has the option to display 2 types of call timers:
The Call Timer display provides elapsed time you are connected on a call.
The Hold Timer display provides elapsed time call has been on hold.

Message Display Rate
The call server may, though rare, send messages that are longer than the display area. If this occurs, first part message is sent then characters scroll to the left for remaining characters to display. The default rate is set to slow.

Personal Ringing
Your 4610 has 8 ringing pattern options.
1. To hear a ring pattern, press the Feature button of any numbered pattern.
2. Save the setting of the one you want by pressing the Save softkey.

Contrast Control

1. Select the Contrast Control option.
2. To brighten the contrast, press the right arrow softkey until you reach the desired contrast level. To dim, press the left arrow.
3. Press the Save softkey to save the contrast level.

Speed Dial /Personal Directory

Adding Speed Dial Entries

You can store up to 108 personal speed dial entries.

To add speed dial entries to your personal directory.
1. From the Home screen, Press the SpDial softkey.
2. Press the Add softkey.
3. Using the dial pad, enter the name for your speed dial entry. You can enter up to 10 characters. By default, the first letter you enter appears in uppercase and the following characters appear in lowercase.

    Note: You can use the Case softkey switch between uppercase and lowercase. You can use the Space key to insert a space between first and last names. After you enter a space, the next character will be an uppercase letter, and the following characters will appear in lowercase.
4. When you are done, press the feature button to the left of the Number field to advance to that field.
5. Using dial pad, enter the telephone number. Don't forget to enter "9" or "8" for an outside line.
6. Press Save softkey to add the information. (Press Cancel softkey to exit without saving.)
7. Repeat steps 2-6 for additional entries.
8. To exit the speed dial application, press the Phone/Exit button to return to the Home page.

    Note: The Name/Number entry is added to Speed Dial list in alphabetical order by Name.

Making Calls from a Speed Dial

1. From the Home screen. Press the SpDial softkey.
2. Press the feature button for the entry you want to call. (Use the Left/Right arrow keys to cycle to other pages)

Editing Speed Dial Entries

1. From the Home screen, press the SpDial softkey.
2. Press the Edit softkey.
3. Press the feature button corresponding to the entry you want to edit.
    Note: To move to the end of any text displayed on the Name line, press the button to the right of the line. To move to the beginning of any text, press the button to the left of the line. Press the feature button to the right of Insert Mode so that you can backspace without erasing characters during text entry.
4. Using dial pad, edit the Name.
5. When finished, press feature button to the left of the Number field.
6. Using dial pad, edit the number.
7. When done with changes, press Save softkey.

Deleting Speed Dial Entries

1. From Home screen, press the SpDial softkey
2. Press Delete softkey.
3. Press feature button corresponding to entry to be deleted.
4. The" Delete this entry? "prompt is displayed. Press Yes softkey to delete.

Call Logging Application

Viewing the Call Log
1. From the Home screen, press the Log softkey.
2. The Missed Call Log Main screen displays the Caller's name, number, and time/date of the first 6 unanswered calls.
3. Choose one of the following options:
   - Press left/right buttons to review the next/last 6 calls
   - Press **Outgo** softkey to review outgoing calls you made
   - Press **InAns** softkey to review calls you received and answered
   - Press **Missed** softkey to review missed calls.
   - Press the Line/Feature button to the left or right of an entry to see detailed information about a call

Saving a Call Log Entry to Your Speed Dial List
1. From the Home screen, press the Log softkey.
2. Choose the log that holds the correct number for which you wish to make a speed dial (Missed, Outgo, InAns)
3. When you locate entry to be saved, press the button corresponding to the entry.
4. Press the Add to SD softkey
5. Do one of the following;
   a. To save entry as shown, press the Save softkey.
   b. To edit, press the button to the left of the Number line twice. Then, make your changes. When you are done entering changes, press the Save softkey.