Avaya one-X™ Quick Edition

Release 2.0.0
Telephone User Guide

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About This Guide

Overview

This guide covers how to install and use your new Quick Edition IP Telephone. A Quick Edition IP Telephone is simple to use while offering the latest advances in telephony systems. Your Quick Edition IP Telephone obtains its operational characteristics from the software and settings on the Telephone. Updates and new features can be downloaded to your Telephone without needing to replace the Telephone.

The following sections are included in this chapter:

- Intended Audience
- Issue Date
- How to Use This Document
- Document Organization
- Symbolic Conventions
- Typographic Conventions
- one-X Quick Edition Documentation

Intended Audience

This document is intended for people who use Quick Edition IP Telephones. For information about how to access system-wide options (for example, to set the system date and time), refer to the *Avaya one-X Quick Edition System Administrator Guide*.

Issue Date

This document was issued for the first time in March 2006. Issue 2 of the guide was released in July 2006 with information related to the following new features:

- personalized ringing (see Choosing a Personalized Ringer Tone on page 78),
- call park/retrieve (see Chapter 4: Using the Call Park-Retrieve Application),

- Voicemail audio file attachment to email (see <u>Email Notification of Voicemail</u> on page 92), and

- Teleworker Application (see <u>Extending Services to Remote Users through the Teleworker Feature</u> on page 79).

How to Use This Document

This guide is organized to help you find topics in a logical manner. Read it from start to finish to get a complete understanding of how to use your Quick Edition IP Telephone, or use the Table of Contents or Index to locate information specific to a task or function.

Document Organization

This guide contains the following chapters:

Chapter	Description
<u>Chapter 1: Introducing Your Quick Edition IP Telephone</u>	Describes each element on the face of the Telephone and outlines how to use the buttons and application softkeys.
<u>Chapter 2: Installation</u>	Provides instructions for installing your Quick Edition IP Telephone.
<u>Chapter 3: Using Your Quick Edition IP Telephone</u>	Describes making calls, receiving calls, holding calls, setting up call conferences, and transferring calls.
<u>Chapter 4: Using the Call Park-Retrieve Application</u>	Describes how to park active calls and retrieve parked calls.
<u>Chapter 5: Redirecting Calls through Call Forwarding</u>	Describes how to forward calls from your Quick Edition IP Telephone to the Voicemail Application, another Quick Edition IP Telephone on your one-X Quick Edition network, or an external number.

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Chapter	Description
Chapter 6: Using Directories	Explains how to view and make calls from the Corporate directory, and how to create and work with your own personalized list of frequently called numbers using a Personal directory.
Chapter 7: Using the Voicemail Application	Guides you through retrieving, playing, and monitoring Voicemail messages. Also describes how to manage Voicemail messages and change Voicemail options.
Chapter 8: Using the Call Log Application	Describes how to view, delete, and make calls using Call Logs.
Chapter 9: Setting Telephone Options	Explains how to view and specify Telephone options and user options.
Chapter 10: Web-based Telephone Options	Provides an overview of how to view and change Telephone and user options using a web browser.
User Options Quick Reference	Contains a summary of **User Options** menu items, which can be accessed through the Options ( ) button on your Quick Edition IP Telephone.

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Symbolic Conventions

Note:
This text precedes additional information about a topic.

Tip:
This symbol highlights the benefits and capabilities of the product or makes you aware of alternative methods that can help you increase efficiency.

CAUTION:
This symbol calls attention to situations that can result in harm to software, loss of data, or an interruption to service.

Typographic Conventions

Convention	Description
Document	Underlined text indicates a section or subsection in this document containing additional information about a topic.
"Section"	Text enclosed in double-quotation marks indicates a reference to a specific chapter or section of another document.
Italics	Italic text indicates the title of another document.
User Options	Words shown in bold represent literal elements of the user interfaces.

one-X Quick Edition Documentation

Avaya one-X Quick Edition product documentation and additional documentation is available online at the following URL:

http://support.avaya.com/QuickEdition

For safety information and a quick reference to installing a G10 PSTN gateway, see the *Avaya one-X Quick Edition G10 PSTN Gateway Quick Installation Guide* (Document Number 16-600796).

For complete information about installing a G10 PSTN gateway, see the *Avaya one-X Quick Edition G10 PSTN Gateway Installation Guide* (Document Number 16-600793).

For safety information, a quick reference to installing Quick Edition IP Telephones, and telephone stand/wall-mounting instructions, see the *Avaya one-X Quick Edition Telephone Quick Installation Guide* (Document Number 16-600797).

For detailed information about how to install and use a Quick Edition IP Telephone, refer to this guide, the *Avaya one-X Quick Edition Telephone User Guide* (Document Number 16-600795).

For information about how to access and modify system-wide options including setting the system date and time, configuring paging zones, administering user groups, and using the web-based administration interface, see the *Avaya one-X Quick Edition System Administrator Guide* (Document Number 16-600794). The *Avaya one-X Quick Edition System Administrator Guide* also contains detailed troubleshooting procedures and procedures for configuring G10 PSTN gateways.

For instructions about how to use the Multisite Provisioning Tool to view and update the system settings of one or more Avaya one-X Quick Edition networks at once, see the *Avaya one-X Quick Edition Multisite Provisioning Tool Guide* (Document Number 16-601088).

Chapter 1:   Introducing Your Quick Edition IP Telephone

Introduction

This chapter introduces you to the layout of the Quick Edition IP Telephone. It provides a description of the main buttons, softkeys, features, and applications, and provides basic instructions for navigating the display. To start using the basic features of your Telephone right away, see Chapter 3: Using Your Quick Edition IP Telephone.

The following sections are included in this chapter:

- Telephone Features
- Telephone Buttons and Softkeys
- Interpreting Ringer and Feedback Tones
- Interpreting Display Icons
- Accessing Telephone Applications and Options

Telephone Features

The Avaya one-X Quick Edition system offers a low-cost, server-less Peer-to-Peer (P2P) telephony solution for small and medium sized businesses. By eliminating the need for traditional PBX hardware, the one-X Quick Edition system enables small businesses and branch offices to enjoy significant savings. Users simply plug the ready-to-use Telephones into their Local Area Network (LAN), and the system configures itself—all of the Telephones connected to the same network participate in traffic routing, call handling, and other network-related processes automatically. As an option, a one-X Quick Edition network can be equipped with a G10 PSTN gateway to enable access to traditional telephony systems.

Avaya one-X Quick Edition software is embedded in each Quick Edition IP Telephone. By placing the intelligence in the Telephone and eliminating additional hardware such as call processing and application servers, installation is simple and start-up costs are minimal.

The embedded software includes the most frequently used telephony features and applications, including call park-retrieve, voicemail, call conferencing, and an auto-attendant. All you have to do to install your Telephone is plug it into the same data network used by your Personal Computers (PCs). All Quick Edition IP Telephones connected to the same one-X Quick Edition network communicate with each other and initialize a completely operational one-X Quick Edition system automatically within minutes.

Each Quick Edition IP Telephone has its own software and system backup data, so if one Telephone fails the others continue to work, providing embedded fail-over and business continuity. For example, if one of your Quick Edition IP Telephones is broken or disconnected from the network temporarily, incoming calls continue to be forwarded according to the Telephone's call-forwarding rules, and you can collect Voicemail messages from any touch tone telephone that has access to the one-X Quick Edition network.

Figure 1 shows the face of an Avaya one-X Quick Edition 4621 SW IP Telephone. The diagram contains numbered "callouts" which identify the features, softkeys, and buttons. If you are viewing this guide online, you can click any callout to jump to a corresponding description.

Table 1 summarizes the function of each feature and button. For information about the softkeys and advanced applications included with your Quick Edition IP Telephone, browse through the remainder of this chapter.

The LCD display area is centered between two vertical banks of Line/Feature buttons. The Line/Feature buttons, softkeys immediately below the display area, and buttons on the face of the Telephone provide access to powerful capabilities. In addition, a 4621 SW IP Telephone has an adjustable stand that moves to optimize your viewing position by means of the button on the top middle of the Telephone (at the back).

Figure 1: The Avaya one-X Quick Edition 4621 SW IP Telephone

Note:
The Avaya one-X Quick Edition 4610 SW IP Telephone has similar features, softkeys, and buttons.

Table 1: Quick Edition IP Telephone Feature/Button Descriptions

Callout	Feature/ Button	Description
1	Message Waiting Indicator	When flashing, indicates that you have a Voicemail message waiting.
2	Display Area	The information shown varies according to the application/function currently active. When the Telephone is idle, the top line displays your extension number and the current date and time. When someone is calling you, the name and extension number of that person is displayed[1]. The display area has a certain number of lines—pressing the Page Right or Page Left (◁▷) button may display additional information. The bottom line shows softkey labels for the current application.
3	Line/ Feature ▷	Line/Feature buttons provide a way to initiate and select calls. When no calls are being processed, any Line/Feature button may assume application-specific functionality.
		A 4610 SW IP Telephone has six Line/Feature buttons, and a 4621 SW IP Telephone has 12 Line/Feature buttons. However, the number of active calls that a Telephone can handle simultaneously is limited to three for 4610 SW IP Telephones, and four for 4621 SW IP Telephones.
		If you have a 4621 SW IP Telephone, use the four Line/Feature buttons closest to the top of each vertical bank to initiate and select calls. The Idle icon (see Interpreting Display Icons on page 18) shows which Line/Feature buttons you can use.
4	Softkeys ⬭	Navigate within or start application-specific actions, such as retrieve a parked call, view the call log, access your Personal directory or the Corporate directory, or access voicemail messages.
		If you have a 4621 SW IP Telephone, additional softkeys provide direct access to do-not-disturb and call-forwarding functions.
5	Phone/Exit ☎	Exits the current menu and normalizes the display.
6	Options ✓	Displays the Main menu for accessing application options.
7	Page Left/ Page Right ◁▷	When the display area has more than one page of information to display, these buttons shift the display from one page to the previous or next page, respectively.
8	Speaker Indicator	Lights steadily when the speakerphone is active.
9	Speaker ◁◻	Activates the speakerphone.

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Table 1: Quick Edition IP Telephone Feature/Button Descriptions (continued)

Callout	Feature/ Button	Description
10	Headset Indicator	Lights steadily when the headset is active.
11	Headset	With a headset connected, changes audio control from the handset or speakerphone to the headset.[2]
12	Mute Indicator	Lights steadily when the handset, headset or speakerphone is muted.
13	Mute	Turns off the active speakerphone, handset, or headset microphone, to prevent the parties who have active connections to your Telephone from hearing you.
14	Volume Control	Adjusts 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.
15	Headset Jack	Provides a port on the bottom rear of the Telephone for connecting a headset.[2]
16	Hold	Red button used to place a call on hold.
17	Transfer	Transfers a call to another Telephone.
18	Conference	Sets up conference calls with more than one other person.
19	Drop	Ends a conference call (drops all parties).
20	Redial	Displays a list of all of the dialed numbers recorded in the Call Log.
21	Dialpad	Standard 12-button numeric dialpad for dialing telephone numbers.

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1. Caller ID information usually arrives between the first and second ring. Let the Telephone ring at least once before answering. If external callers are not identified on the display, make sure you subscribe to "Caller ID" services from your local telephone company. "Caller ID" services may have different names in your area—contact your local telephone company for details.

2. 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.

Telephone Buttons and Softkeys

Your Quick Edition IP Telephone has Feature buttons, Line/Feature buttons, and softkeys to help you operate the Telephone and work with its applications. While reviewing this section, see Figure 1: The Avaya one-X Quick Edition 4621 SW IP Telephone on page 13.

The Feature buttons are located on the face of the Telephone. An icon is printed on each button to indicate the function of the button. To activate the feature associated with a telephone button, press the button:

- Options ( )
- Hold ( )
- Transfer ( )
- Conference ( )
- Drop ( )
- Redial ( )
- Phone/Exit ( )
- Speaker ( )
- Headset ( )
- Mute ( )

The Page Left and Page Right ( ) buttons between the Phone/Exit and Options buttons are also considered Feature buttons. Use the Page Right button to move forward and the Page Left button to move backward through the display area when more than one page of menu items is available for display.

Line/Feature ( ) buttons are presented in vertical columns on both sides of the display area. These buttons are associated with call appearances and other call-related features. Line/Feature buttons may also serve as application-specific buttons in the Call Log or other applications. For example, pressing a Line/Feature button in the Call Log Application selects the corresponding entry.

There are four application softkeys ( ) immediately below the display area. The functions of these softkeys change, depending on the current status of the Telephone—softkeys reflect the options available to you within the context of the selected application. For example, if you are listening to a Voicemail message, the softkeys reflect the options available to you for processing the Voicemail message. Softkey labels are displayed in the display area above the softkeys, and they indicate the current function of each softkey. For more information about each application, see Accessing Telephone Applications and Options on page 19.

> **Note:**
> If you have a 4621 SW IP Telephone, the Line/Feature ( ) buttons at the bottom of each vertical bank provide direct access to the do-not-disturb function and the call-forwarding function.

Interpreting Ringer and Feedback Tones

As you become more familiar with your Telephone, you will recognize the various tones that you hear for incoming calls, or while using the handset or headset. Ringer tones accompany an incoming call and are heard through the speakerphone. Feedback tones may be heard through the handset, headset, or speakerphone.

The following table provides an overview of ringer tones.

Ringer Tones	Meaning
1 Ring --------	Call from another extension or the Public Switched Telephone Network (PSTN).

Note:
> You can choose a personalized ringer tone for your Telephone. For more information about the available choices, see Choosing a Personalized Ringer Tone on page 78.

The following table provides an overview of feedback tones.

Feedback Tones	Meaning
Busy --- --- --- A low-pitched, rapid tone repeated 60 times per minute.	The dialed number is in use.
On Hold (ring-ping) - - A short, intermittent, high-pitched tone.	Your call has been placed on hold.
Dial --------- Continuous dial tone.	Dialing can begin.
Reorder -- -- -- -- -- -- Fast busy tone repeated each half-second.	All PSTN lines connected to a G10 PSTN gateway are busy.
Ringback ---- ---- ---- ---- A low-pitched tone repeated 15 times per minute.	The dialed number is ringing.
Call Park Alert (ring-ping) - - A short, intermittent, high-pitched tone.	A call has been parked and needs to be retrieved.

Interpreting Display Icons

As you become more familiar with your Telephone, you will recognize the icons on display in the display area. These icons are associated with the state of a call. The following table provides an overview of the most commonly seen icons.

Icon	Meaning
	Idle. The associated Line/Feature (▷) button can be pressed to initiate a call.
	Engaged. User actions are applied to the call.
HELD	On Hold. The connected call has been placed on hold.
	Ringing. A call has been forwarded to your phone.
	Voicemail. The Voicemail Application is handling the call.
	Parked. A call has been parked and is waiting to be retrieved.
	In Conference. The call is engaged in a conference call.

Accessing Telephone Applications and Options

Your Quick Edition IP Telephone provides direct access to a number of telephone applications and other functions through softkeys:

Application/Function	Softkey Label
Retrieve a parked call.	**Retrv**
Call forwarding	**CFwd**
Directory	**Dir**
Voicemail	**VMail**

If you have a 4621 SW IP Telephone, the Line/Feature ( ) buttons at the bottom of each vertical bank provide direct access to the do-not-disturb function (**DND** softkey) and the Call Log application (**Log** softkey).

The Options button ( ) beneath and to the right of the **VMail** softkey provides access to user-specific options and system-wide options.

> **Note:**
> Some option settings can be viewed and modified using a web browser (see Accessing Telephone Options using a Web Browser on page 21).

For general information about these telephone applications and the options you can configure, see the following sections:

- Enabling/Disabling the Do-Not-Disturb Feature on page 86
- Call Park-Retrieve Application on page 20
- Redirecting Calls through Call Forwarding on page 47
- Directory Application on page 20
- Voicemail Application on page 20
- Call Log Application on page 21
- Telephone Options on page 21

Call Park-Retrieve Application

The Call Park-Retrieve Application (**Retrv** softkey) lets you put the active call on hold in a special way so that the call can be retrieved from any other Quick Edition IP Telephone in the one-X Quick Edition network. You can:

- park the active call,

- if required, use the paging feature to alert someone else to take the call, and

- continue the conversation using a different Quick Edition IP Telephone.

Chapter 4: Using the Call Park-Retrieve Application describes how to park active calls and retrieve parked calls.

Directory Application

Directories contain records of names and telephone numbers. If groups have been configured through system options in the web-based administration interface, group names and extensions may also be displayed in a directory. You can use the entries in your Personal directory or the Corporate directory to dial outgoing calls quickly. These records can be accessed through the Directory Application (**Dir** softkey).

Initially, the Personal directory is empty. You can add records manually, or add existing records from the Call Log to the Personal directory.

The Corporate directory is maintained automatically. It contains up-to-date contact information for every Quick Edition IP Telephone making up the one-X Quick Edition network.

To view and select entries from the Corporate directory or work with your Personal directory, see Chapter 6: Using Directories.

Voicemail Application

Use the Voicemail Application (**VMail** softkey) to view a list of messages, and play, copy, or delete messages. You have the option to save caller records to your Personal directory or a Speed Dial button.

You can configure email-notification-of-voicemail settings through system options in the web-based administration interface. For more information, see the *Avaya one-X Quick Edition System Administrator Guide*.

Chapter 7: Using the Voicemail Application covers the basic Voicemail functions.

Call Log Application

The Call Log Application (**Log** softkey) contains two temporary lists of caller information. Up to 100 records are stored. Both lists are updated automatically as calls occur:

- The **Incoming** list displays the names and numbers of the most recent incoming calls. The information in each record depends on the services offered by your service provider.

- The **Outgoing** list displays the most recent outgoing calls.

You can use the entries in either of these lists to dial outgoing calls quickly.

Because these lists are temporary, you cannot edit the entries in these lists. You can, however, copy the information contained in these lists to a Speed Dial button (see To copy an entry to a Speed Dial button from the Call Log on page 89) or to your Personal directory (see To copy an entry from the Call Log on page 54).

Chapter 8: Using the Call Log Application covers viewing and deleting entries, and making a call using the Call Log.

Telephone Options

You can change telephone options through the Options ( ) button, which is located below and to the right of the display area. Using menus displayed through the Options ( ) button, you can view and/or set certain telephone parameters such as:

- user and system options,

- paging options,

- do-not-disturb settings,

- email forwarding, web-based administration, and/or Teleworker registration information,

- telephone configuration information, and/or

- speed dial entries.

For more information about how to view and/or set these options, see Chapter 9: Setting Telephone Options.

Accessing Telephone Options using a Web Browser

If your Quick Edition IP Telephone is connected to the same network as your computer, you can use the web browser on the computer to set certain options. For information about how to view and change options using a web browser, see Chapter 10: Web-based Telephone Options.

To connect your Quick Edition IP Telephone so that it shares a network connection with a computer, see Chapter 2: Installation.

Chapter 2:   Installation

Introduction

This chapter provides basic instructions for installing Quick Edition IP Telephones.

The following sections are included in this chapter:

- Network Configuration
- Pre-installation Checklist
- Installing the Quick Edition IP Telephone
- A Word about Extension Numbers

Network Configuration

Figure 2 shows a typical network configuration. A typical configuration consists of a customer-supplied 10/100 Base-T Ethernet/Fast Ethernet LAN with wall jacks or Ethernet switches, to which your Quick Edition IP Telephones and G10 PSTN gateway(s) are connected. In addition, an administration computer may be connected to the LAN to provide web-based access to user-specific and system-wide settings.

Figure 2: Network Configuration
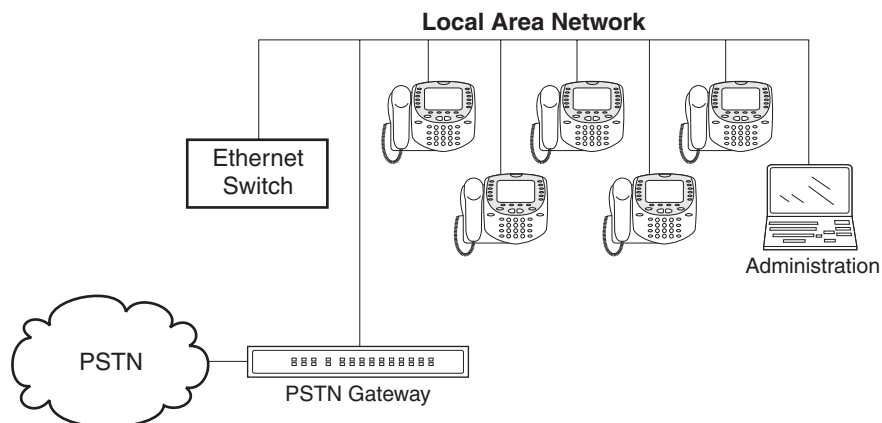
> ☀ **Tip:**
>
> Your one-X Quick Edition network can be equipped with a G10 PSTN gateway to enable access to the Public Switched Telephone Network (PSTN) through PSTN lines supplied by your telephone service provider. For information about how to install a G10 PSTN gateway, see the *Avaya one-X Quick Edition G10 PSTN Gateway Installation Guide*. Install your Quick Edition IP Telephones before you install any G10 PSTN gateways.

You can use either of the following methods to connect one-X Quick Edition devices to the Ethernet LAN:

- a direct connection to the LAN—connect the Telephone to the Ethernet LAN through a wall jack or Ethernet switch

- a shared connection to a computer—the Telephone shares the computer's connection to the Ethernet LAN

Procedures for installing one-X Quick Edition devices in a small-office configuration are provided in this chapter.

Growing Your Network

In a small office, a single network serves the local user community. Users have Quick Edition IP Telephones and can call each other by dialing an extension number from the Corporate directory.

PSTN lines may be connected to the network through one or more G10 PSTN gateway(s). To place external calls to the PSTN, users must dial the 9 prefix before dialing the PSTN number. External calls are routed via PSTN service provider trunks (PSTN lines).

Calls to and from a SIP (VoIP) network are supported through the SIP internetworking feature. To place external calls to a SIP network, users must dial the 8 prefix before dialing the number. External calls are routed via a SIP service provider network (Internet).

There is no absolute limit to the number of devices that can be included in a single one-X Quick Edition network—a single one-X Quick Edition network may include as many as 50 devices, provided that the application needs of your user community are low. However, the configuration and capacity of your LAN may impose practical limitations.

To ensure the best quality of service without needing to optimize network performance, plan on a maximum of 20 Telephones and G10 PSTN gateways per network segment. Beyond 20 devices, the requirement for more complex telephony applications may increase, and quality of service may suffer.

> **Tip:**
> If you need to grow your network beyond 20 devices, it is a good idea to have your network assessed first. You may consider migrating to Avaya IP Office and/or Avaya Communication Manager.
>
> The Avaya Intelligent Communications portfolio supports enterprises on a migration path from traditional telephony to IP, SIP, mobile platforms, Web-based services, and increasingly sophisticated architectures. Avaya Professional Services can help you manage your migration path.

A single central administration interface, the Multisite Provisioning Tool, is available from the Avaya Technical Support site to help simplify the tasks of configuring a large number of individual one-X Quick Edition networks. For example, you can use the Multisite Provisioning Tool to push software upgrades to the devices making up one or more one-X Quick Edition networks. For more information, see the *Avaya one-X Quick Edition Multisite Provisioning Tool Guide.*

Important Networking Concepts

Regardless of whether you are creating a new network or adding Telephones to an existing network, connect the Quick Edition IP Telephones to the *same IP network segment.* If you have a complex network, this means:

● The IP addresses of all Quick Edition IP Telephones and G10 PSTN gateways must belong to the same network address space. Avaya one-X Quick Edition devices assign themselves IP addresses in the same network address space automatically if the Local Area Network (LAN) does not include a Dynamic Host Configuration Protocol (DHCP) server host. Avaya one-X Quick Edition devices try to obtain an IP address from a DHCP server before they assign themselves IP addresses.

● Unless assigned a static IP address previously, Avaya one-X Quick Edition devices assign themselves IP addresses each time they are connected to an Ethernet LAN. If you move devices making up the same one-X Quick Edition network from one LAN to another, they may assign themselves different IP addresses without disrupting communications between established network peers.

● Virtual LANs (VLANs) may be defined on an Ethernet switch. If your IP network includes VLANs, include all of the one-X Quick Edition devices that need to communicate with each other in the same VLAN. If multiple one-X Quick Edition networks need to be run on the same IP network segment, ask your LAN administrator to define the required number of VLANs on the Ethernet switch and assign a single one-X Quick Edition network to each VLAN.

Pre-installation Checklist

You require the following items to install your Quick Edition IP Telephone. These items are shipped with the Quick Edition IP Telephone. Verify that the Quick Edition IP Telephone package includes the following items:

- one Telephone set (includes a telephone stand),

- one Category 5 (Cat5) modular line cord, for connecting the Telephone to an Ethernet LAN or a PC, and

- the *Avaya one-X Quick Edition Telephone Quick Installation Guide.*

Installing the Quick Edition IP Telephone

See Figure 3 and Figure 4 for two possible ways to assemble and connect a 4621 SW IP Telephone. Figure 5 and Figure 6 show two possible ways to assemble and connect a 4610 SW IP Telephone. Choose the assembly that is best for your situation.

Power is typically supplied to the Telephone by connecting the Cat5 modular line cord to a 802.3af PoE-enabled Ethernet LAN. Option A, shown in Figure 3 and Figure 5, shows a wall-jack connection, but you could connect the Cat5 modular line cord directly to a PoE-enabled Ethernet switch. If your Ethernet network does not provide 802.3af-compliant inline power, you must supply a PoE inline power supply such as the Avaya Model 1151B1 (see Option B shown in Figure 4 and Figure 6).

⚠ **CAUTION:**
The last step in installing the Quick Edition IP Telephone must be applying power.

You may optionally connect the Telephone between a computer and the Ethernet LAN—the Telephone and the computer share the connection. In this case, you must supply a second Cat5 (or better) modular line cord to connect the Telephone to the computer. For more information, see To share the Telephone LAN connection with a computer on page 33.

Note:
To assemble and adjust the telephone stand, or wall-mount the Telephone if required, see the *Avaya one-X Quick Edition Telephone Quick Installation Guide.*

Figure 3: Connection Jacks - 4621SW Option A, LAN is 802.3af PoE Enabled

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opcional
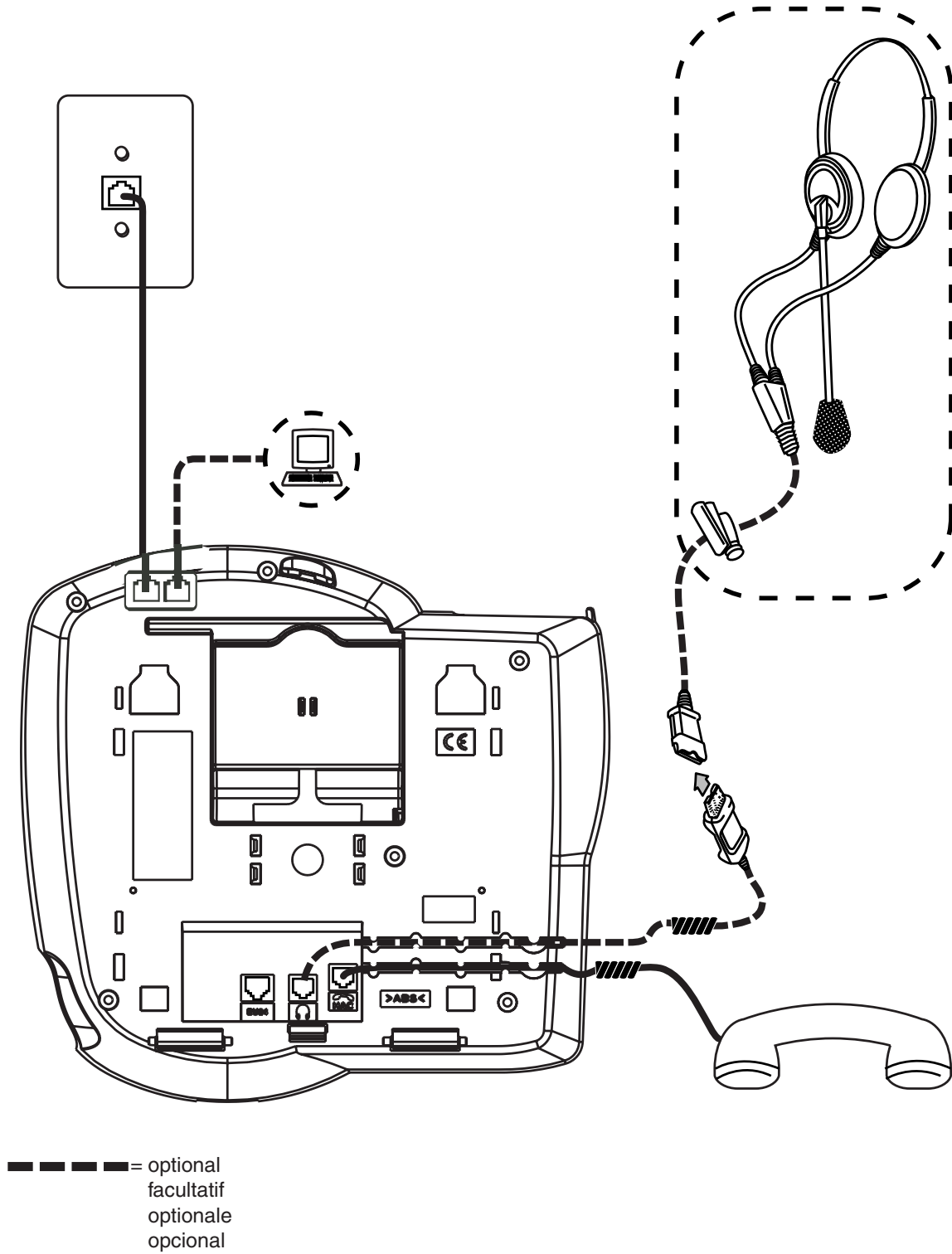
Figure 4: Connection Jacks - 4621SW Option B, LAN is not 802.3af PoE Enabled

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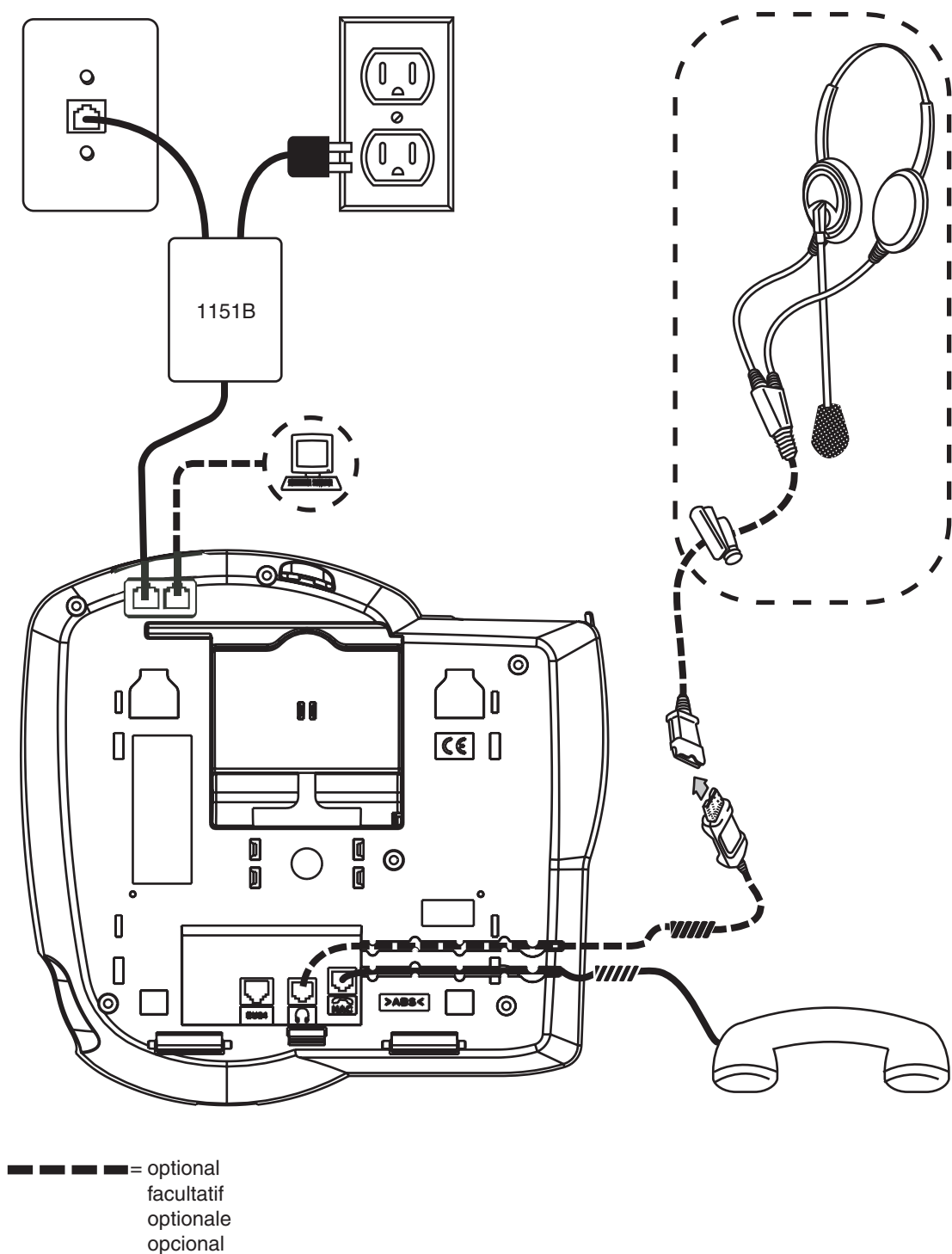
Figure 5: Connection Jacks - 4610SW Option A, LAN is 802.3af PoE Enabled

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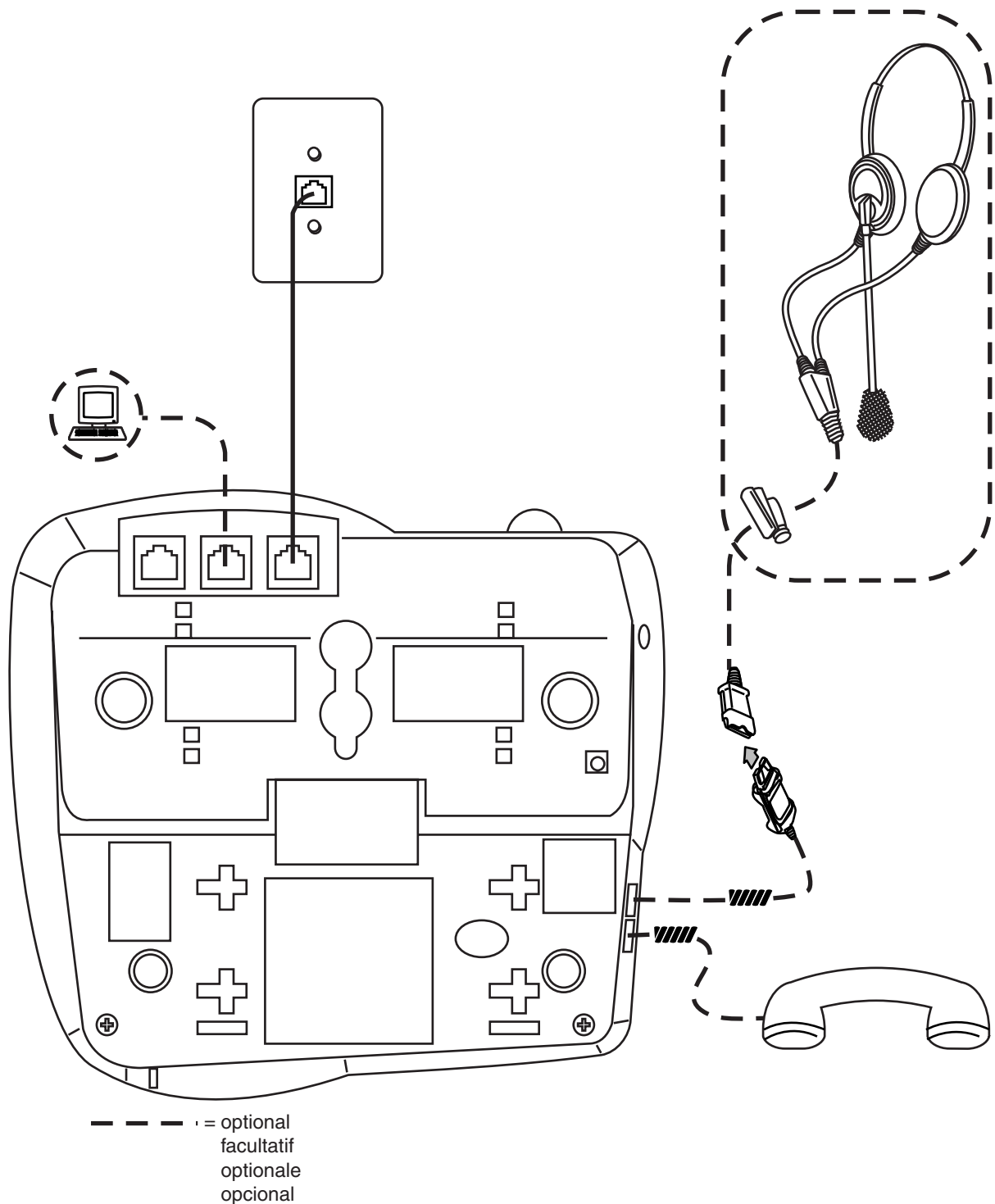
Figure 6: Connection Jacks - 4610SW Option B, LAN is not 802.3af PoE Enabled

1151B

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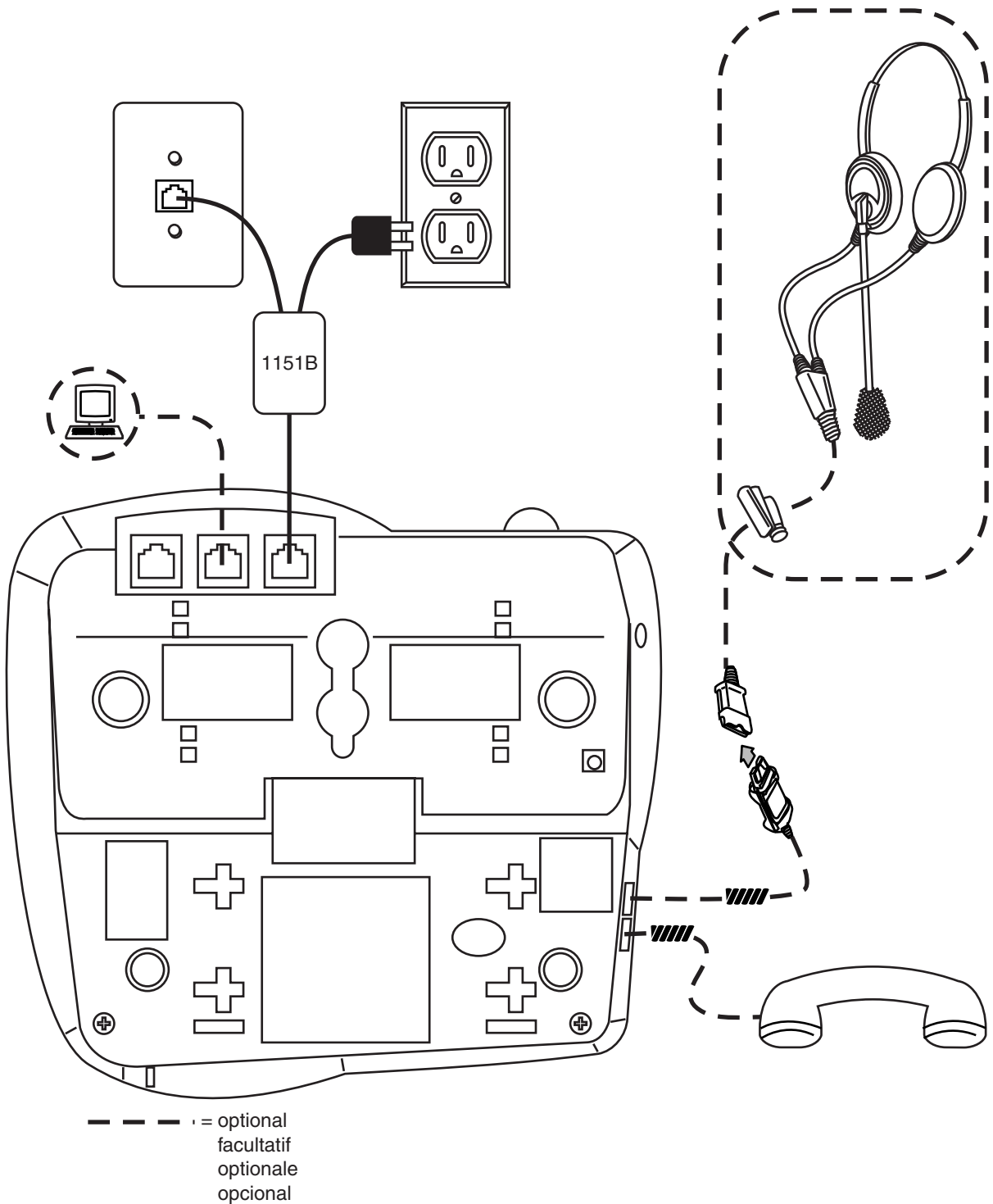
The procedure for connecting the first Quick Edition IP Telephone to the LAN is different compared to the procedure for connecting subsequent Telephones to the LAN. When you connect the first Telephone, the Telephone creates the network (see To connect the first Telephone to an 802.3af PoE-compliant Ethernet LAN on page 31). Additional Telephones that you add subsequently are required to join the network (see To connect additional Telephones to an 802.3af PoE-compliant Ethernet LAN on page 32).

> **Note:**
> Avaya one-X Quick Edition devices frequently check the software running on the network to determine whether all software loads are compatible. You may see messages related to these checks when you add a new Telephone to the network.
>
> If the major software version number of any software running on the network is not compatible (for example, one device has version 3.0 and at least one other device has version 2.0), the Telephones having older builds (lowest version number) will display the software compatibility message "Mismatched software versions". All one-X Quick Edition devices making up the network must have identical major software version numbers.
>
> If the minor version number is not identical (for example, one device has version 2.2 and at least one other device has version 2.1), the Telephones having older builds will display the software compatibility message "Newer software available".
>
> You cannot clear these notification messages—the system clears them automatically when different software versions are no longer detected.

When you install a Quick Edition IP Telephone, you are prompted for a name. The one-X Quick Edition system associates the name with a telephone extension automatically. The name that you enter should belong to the person who will be using the Telephone. Entering the person's last name followed by the first name enables the following recommended system setup:

- The names in the Corporate directory are sorted alphabetically by last name.

- The dial-by-name function of the Auto Attendant feature attempts to match caller key presses to the Corporate directory name, starting with the first character of the last name.

> **Tip:**
> If you have trouble with a Quick Edition IP Telephone after you install it, see the "Troubleshooting" chapter of the *Avaya one-X Quick Edition System Administrator Guide* to resolve the problem.

To connect the first Telephone to an 802.3af PoE-compliant Ethernet LAN

Two Ethernet jacks are located on the back of the Telephone (at the top of the housing). A LAN icon and a PC icon represent their correct use. Take care to plug the Cat5 cable into the LAN port when you connect the Telephone to the LAN.

1. Plug one end of the supplied Cat5 modular line cord into the LAN port on the Telephone, and connect the other end to the Ethernet LAN.

   After the Telephone initializes, you are prompted to create a site.

2. Press 1 on the dialpad to create the site.

3. When you are prompted to enter a site name, press the keys on the dialpad to enter the site name.

   ☀ **Tip:**

   For example, to type "R", press the dialpad key "7" three times. To enter the next character, wait for the cursor to move right or press the Page Right (⬤▷) button. For more information about how to enter text and special characters using the dialpad, see Editing Your Name in the Corporate Directory on page 77.

4. Select the **Next** softkey.

5. When you are prompted to change the default password, select the **Ok** softkey.

6. Press the keys on the dialpad to enter the factory set administration password, `54321`.

7. Select the **Next** softkey.

8. When you are prompted to enter a new password, enter a different password for accessing the system options associated with the new site. The password must contain at least five numbers in the zero to nine range.

   ⚠ **CAUTION:**

   If you forget the password, contact your technical support representative.

9. Select the **Next** softkey.

10. When you are prompted to confirm the password, re-enter the new password.

11. Select the **Next** softkey.

    The site identifier and name of the site is displayed as the Telephone creates the new network.

12. When you are prompted for a name, use the keys on the dialpad to enter a user name for the telephone extension (for example, `Smith, Pat`).

13. Select the **Save** softkey.

To connect additional Telephones to an 802.3af PoE-compliant Ethernet LAN

1. Plug one end of the supplied Cat5 modular line cord into the LAN port on the Telephone, and connect the other end to the Ethernet LAN.

2. When you are prompted to create a new site or join an existing site, press 2 on the dialpad to have the Telephone join the existing network. Wait for the Telephone to join the network automatically.

3. When you are prompted for a name, use the keys on the dialpad to enter a user name for the telephone extension (for example, `Short, Lisa`).

4. Select the **Save** softkey.

To share the Telephone LAN connection with a computer

Two Ethernet jacks are located on the back of the Telephone (at the top of the housing). A LAN icon and a PC icon represent their correct use. Take care to plug your Cat5 (or better) cable into the PC port when you connect the Telephone to the computer.

> **Note:**
> Do not connect a network server PC (for example, a web server, file server, or database server) or a network printer to the PC port on a Quick Edition IP Telephone.

1. Plug one end of your Cat5 (or better) modular line cord into the Ethernet jack on the computer, and the other end into the PC port on the Telephone.

2. Plug one end of the supplied Cat5 modular line cord into the LAN port on the Telephone, and connect the other end to the Ethernet LAN.

3. Complete the installation steps as described in one of these procedures (whichever one applies to your situation):

   - If you are installing the first Telephone, see To connect the first Telephone to an 802.3af PoE-compliant Ethernet LAN on page 31.

   - If you are installing an additional Telephone, see To connect additional Telephones to an 802.3af PoE-compliant Ethernet LAN on page 32.

A Word about Extension Numbers

Extension numbers are assigned to one-X Quick Edition devices automatically when they are connected to the Ethernet LAN and powered on for the first time. Extension numbers are assigned automatically in the order that one-X Quick Edition devices register themselves on the network. These extension numbers are retained by the devices afterward, even through subsequent power cycles.

It is not usually necessary to change the extension number of a one-X Quick Edition device, but if you know the password needed to change system-wide settings, you can change any extension number to a different (unused) extension number manually at any time.

The extension number of a one-X Quick Edition device is stored on the device, which communicates any changes to its extension number to all other one-X Quick Edition devices making up the network. Any changes are also communicated to the system-wide Auto Attendant, and to Quick Edition IP Telephone users through the Corporate directory.

The system may assign any number in the 200 through 399 range to a new device when the device is added to the network. You can change an automatically assigned extension number to an unused extension number in the 201 through 299 range—extension numbers 300 through 399 are reserved for system use and cannot be assigned manually. For information about how to change an extension number, see "Managing Extension Numbers" in the "System Options" chapter of the *Avaya one-X Quick Edition System Administrator Guide.*

Extension numbers 400 through 499 are reserved for groups of Telephones and are assigned manually. Extension numbers 500 through 599 are reserved to invoke Auto Attendant functionality. Any extension number in the 500 through 599 range can be assigned manually to a custom Auto Attendant configuration.

Chapter 3: Using Your Quick Edition IP Telephone

Introduction

This chapter describes how to make and receive calls manually. It also describes how to use call handling features such as putting calls on hold and setting up conference calls. Read the information in this section to use the mute feature, and/or transfer calls.

The following sections are included in this chapter:

- Making Calls
- Receiving Calls
- Putting a Call on Hold
- Setting up Conference Calls
- Muting the Active Microphone
- Transferring Calls

Making Calls

The Quick Edition IP Telephone provides more than one way to initiate and take calls. You can:

- lift the handset,
- press the Speaker ( ) button, or
- press a Line/Feature ( ) button, or
- press the Headset ( ) button.

> **Tip:**
> You can use an automatic dialing feature such as Speed Dial, the Personal or Corporate directory, or the Call Log to initiate a call. For more information, see Adding and Selecting Speed Dial Entries on page 87, Chapter 8: Using the Call Log Application, and/or Chapter 6: Using Directories.

You can view the elapsed time of an active call at any time by viewing the timer in the display area.

Initiating a Call Manually

The following procedure describes how to initiate a call manually.

> ☀ **Tip:**
> To call an outside (PSTN) line, dial 9 first. To call a SIP (VoIP) network, dial 8 first.

To initiate a call manually

1. Use any of the four methods listed above (handset, Speaker button, Line/Feature button, or Headset button) to obtain a dial tone.

2. Press the keys on the dialpad to enter the telephone number or extension of the party that you want to call.

> **Note:**
> To dial a PSTN number, press 9 first. To dial a SIP (VoIP) network number, press 8 first. You will not hear a dial tone after you press the prefix key. 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.

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

   ● Return the handset to its cradle.

   ● If you are using the speakerphone, press the Speaker (◁●) button.

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

Making a Call using the Speakerphone

The speakerphone allows you to speak to someone without using the handset. To switch from the handset to the speakerphone when the handset is off hook, press the Speaker (◁●) button.

> ☀ **Tip:**
> You can pre-dial with the handset on-hook—the entered number is dialed automatically when you press the Speaker (◁●) button.

To initiate a call through the speakerphone

1. Press the Speaker (◁●) button or press a Line/Feature (▷) button.

2. Press the keys on the dialpad to enter the telephone number or extension of the party that you want to call.

Note:
> To dial a PSTN number, press 9 first. To dial a SIP (VoIP) network number, press 8 first. You will not hear a dial tone after you press the prefix key. 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.

3. To hang up, press the Speaker (⬤) button.

Making an Announcement using the Paging Feature

You can use the paging feature to broadcast a message to all of the Quick Edition IP Telephones making up the one-X Quick Edition network. Certain Quick Edition IP Telephones can be assigned to specific paging areas if required to broadcast announcements to those Telephones only.

> **Tip:**
> If your network includes a G10 PSTN Gateway equipped with an audio amplifier and speaker, the paging feature can be used to broadcast a message through the speaker at the same time.

For more information, see Broadcasting Announcements through Paging on page 86.

Receiving Calls

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

Whenever you receive a call, you can choose to answer the call or ignore it.

> **Tip:**
> If you do not want to receive calls, you can activate the do-not-disturb feature. See Enabling/Disabling the Do-Not-Disturb Feature on page 86.

To answer an incoming call

1. Perform one of the following actions:

   - For handset operation, pick up the handset.

   - For hands-free operation, press the Speaker (⬤) button or select the line associated with the incoming call by pressing the associated Line/Feature (▶) button.

   - If you are using a headset, press the Headset (⬤) button.

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

    ● Return the handset to its cradle.

    ● If you are using the speakerphone, press the Speaker (⬤) button.

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

To ignore an incoming call

● Select the **Ignore** softkey while the Telephone is ringing.

The Telephone immediately stops ringing. If call-forwarding rules have been defined (see Setting up Call Forwarding on page 72), the call is handled according to call-forwarding rules. If Voicemail is enabled (see Using the Voicemail Application on page 57), the call is handled by the Voicemail Application.

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 select incoming calls.

To put a single active call on hold

1. If you are handling one active call, press the Hold (⬤) button.

    The display area shows the **HELD** status of the call. You can replace the handset without losing the call.

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

    ● Pick up the handset and press the Hold (⬤) button.

    ● If you are using the speakerphone, press the Line/Feature (⬤) button that corresponds to the held line.

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

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

Putting a Call on Hold while You Make a Second Call

The Quick Edition IP Telephone can accommodate situations where you are engaged in an active call but want to place a call to another party.

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

1. Press the Hold (⬭) button.

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

2. Press a Line/Feature (◗) button to obtain the dial tone. Place and conclude the new call.

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

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

Putting a Call on Hold while You Answer a Second Call

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

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

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

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

2. Conduct and conclude the new call.

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

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

Setting up 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-call participants has a SIP phone with "music on hold" enabled, it is possible for that party to interrupt the conversation of any of the P2P participants with music (or another disruptive sound) by putting P2P participants on hold. If this happens, you may optionally 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 Calls on page 35](#)).

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 automatically.

To drop a single party from the conference call

1. Select the line that corresponds to the connected party.

2. Select the **Drop** softkey.

    The remaining party is placed on hold automatically.

3. To retrieve the held call, select the **Select** softkey.

To place one of the participants on hold

1. Select the Line/Feature ( ) button that corresponds to the party that you want to speak to privately.

2. Press the **Select** softkey.

    The other line is put on hold. The display area shows an associated **HELD** softkey on the right side of the display area.

3. To resume the three-way conference, press the Conference ( ) button.

4. Select the line that was put on hold and press the Conference ( ) button.

To end the conference call

1. Select the line that corresponds to either of the connected parties.

2. Select the **Drop** softkey.

3. Perform one of the following actions:

    *   Hang up the handset.

    *   If you are using the speakerphone, press the Speaker ( ) button.

    *   If you are using a headset, press the Headset ( ) button.

    *   Press the Drop ( ) button.

To place all participants on hold

1. Press the Hold ( ) button.

    All participants are put on hold. The display area shows an associated **HELD** softkey on the right side of the display area.

2. To re-open the conference call, press the Hold ( ) button again or press any **HELD** softkey on the right side of the display area.

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. Pressing the Mute ( ) button mutes the active microphone. Connected parties cannot hear you while the Mute indicator is on.

To activate muting while on a call

●   Press the Mute ( ) button.

    The Mute indicator remains on while the active microphone is muted. To activate the microphone again, press the Mute ( ) button.

Transferring Calls

You can transfer an active call by:

●   dialing a number directly, or

●   using a directory to dial the number for you.

In both cases, you have the option to speak to the receiving party before the call is actually transferred.

> **Tip:**
> You can transfer all incoming calls to another telephone automatically by defining call-forwarding rules. For more information, see Setting up Call Forwarding on page 72.

To transfer a call and speak to the receiving party first

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

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

3. After the dialed party answers your call, speak to the dialed party.

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

   A message confirming the transfer is displayed.

5. Select the **Ok** softkey.

To transfer a call without speaking to the receiving party first

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

2. When you hear the dial tone, dial the number of the receiving party, 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.

   A message confirming the transfer is displayed.

Chapter 4: Using the Call Park-Retrieve Application

This chapter explains how to park calls and retrieve parked calls.

The following sections are included in this chapter:

- Parking and Retrieving Calls
- Parking a Call
- Retrieving a Parked Call

Parking and Retrieving Calls

The Call Park-Retrieve Application lets you put the active call on hold in a special way so that the call can be retrieved from any other Quick Edition IP Telephone in the one-X Quick Edition network.

For example, someone might place a call to a grocery store to ask about the price of an item. A clerk at the store may answer the call initially, "park" the call, and then page the appropriate department with a request to have the inquiry addressed. Any other clerk in a different part of the store could then retrieve the call and continue the conversation with the calling party. The second clerk might need to park the call again to go check the price of the item. If the item is located in a different area of the store, the clerk may choose to continue the conversation by retrieving the call using a different Telephone.

From the perspective of the parked caller, the call seems to be on hold. The caller receives music on hold if available, or an "on hold" tone otherwise. If the call is not retrieved within one minute, an alert tone is played on the one-X Quick Edition Telephone that was used to park the call. The alert tone indicates that the call is still parked and needs to be retrieved. The alert tone is played every 30 seconds, for as long as the call remains parked. If no one else addresses the parked call, the parked call can be retrieved by pressing the **UnPrk** softkey on the one-X Quick Edition Telephone that was used to park the call.

Parking a Call

The display area displays a **Park** softkey whenever the active call can be parked. A one-X Quick Edition network can support up to 20 parked calls.

> **Note:**
> You cannot park a call that is engaged in a conference call.

To park a call

1. While the call is active, select the **Park** softkey.

   The active call is parked, and a unique identifier for the parked call is displayed in the display area. Make a note of this identifier to retrieve the parked call.

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

   - Return the handset to its cradle.

   - If you are using the speakerphone, press the Speaker (⬤) button.

   - If you are using a headset, press the Headset (⬤) button.

Retrieving a Parked Call

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

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

1. At the Quick Edition IP Telephone that was used to park the call, perform one of the following actions:

   - For handset operation, pick up the handset.

   - For hands-free operation, press the Speaker (⬤) button or select the line associated with the parked call by pressing the associated Line/Feature (⬤) button.

   - If you are using a headset, press the Headset (⬤) button.

2. Perform either of the following actions:

   - If a single parked call is displayed in the display area, press the **UnPrk** softkey.

   - If more than one parked call is displayed in the display area, press the Line/Feature (⬤) button beside the call that you want to retrieve.

   The parked call is retrieved.

To retrieve a parked call from any other one-X Quick Edition 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:

   - For handset operation, pick up the handset.

   - For hands-free operation, press the Speaker ( ) button or select the line associated with the parked call by pressing the associated Line/Feature ( ) button.

   - If you are using a headset, press the Headset ( ) button.

2. Press the **Retrv** softkey.

   A list of parked calls is displayed. Each parked call is identified by 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.

   The parked call is retrieved.

Chapter 5: Redirecting Calls through Call Forwarding

Introduction

This chapter describes how to forward calls from your Quick Edition IP Telephone to the Voicemail Application, another Quick Edition IP Telephone on your one-X Quick Edition network, or an external number.

> **Tip:**
> If your Quick Edition IP Telephone is connected to the same network as your computer, you can use the web browser on the computer to set call forwarding options. For more information about the web-based options, see Modifying Call-Forwarding Option Settings on page 100.

The following sections are included in this chapter:

- Forwarding Calls

Forwarding Calls

Call-forwarding features let you specify rules for handling calls that are routed to your Telephone directly or through the Auto Attendant feature. You can forward calls to:

- the Voicemail Application on your Telephone,

- an extension number listed in the Corporate directory or your Personal directory, or

- the 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 consume two PSTN lines (one incoming, and one outgoing) on the G10 PSTN gateway while the call is active.

Initially, unanswered calls are forwarded to the Voicemail Application on your Telephone after three rings. You can increase the number of rings if you would like to have more time to answer the Telephone before an unanswered call is forwarded. If required, you can choose to forward all calls instead of unanswered calls only.

To forward all calls to Voicemail

1. Select the **CFwd** softkey.

2. Select **All Calls** on the **Call Forwarding** menu, or press 1 on the dialpad.

3. Select the **Chg** softkey.

4. Select **Voicemail** on the **Fwd All Calls To** menu, or press 1 on the dialpad.

5. Select the **Save** softkey.

6. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (⬤) button to clear the display area.

To forward all calls to a directory number

1. Select the **CFwd** softkey.

2. Select **All Calls** on the **Call Forwarding** menu, or press 1 on the dialpad.

3. Select the **Chg** softkey.

4. Select **Directory #** on the **Fwd All Calls To** menu, or press 2 on the dialpad.

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

6. Select the Line/Function (▶) 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 clear the display area.

To forward all calls to the number you specify

1. Select the **CFwd** softkey.

2. Select **All Calls** on the **Call Forwarding** menu, or press 1 on the dialpad.

3. Select the **Chg** softkey.

4. Select **Dialed #** on the **Fwd All Calls To** menu, or dial 3 on the dialpad.

5. Using the dialpad, enter the number to which calls will be forwarded. If the call will be forwarded to a PSTN number, include the 9 prefix. If the call will be forwarded to a SIP network number, include the 8 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 clear the display area.

To disable the forwarding of all calls

1. Select the **CFwd** softkey.

2. Select **All Calls** on the **Call Forwarding** menu, or press 1 on the dialpad.

3. Select the **Off** softkey.

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

To redirect unanswered calls to Voicemail

This feature is enabled initially. 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, or press 2 on the dialpad.

3. Select the **On** softkey.

4. Press the Phone/Exit (⬭) button.

To redirect unanswered calls to a directory number

1. Select the **CFwd** softkey.

2. Select **After 3 Rings** on the **Call Forwarding** menu, or press 2 on the dialpad.

3. Select the **Chg** softkey.

4. Select **Directory #** on the **Fwd After 3 Rings To** menu, or dial 2 on the dialpad.

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

6. Select the Line/Function (◗) button beside the number to which calls will be redirected.

7. Select the **Save** softkey.

8. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (⬭) button to clear the display area.

To redirect unanswered calls to the number you dial

1. Select the **CFwd** softkey.

2. Select **After 3 Rings** on the **Call Forwarding** menu, or press 2 on the dialpad.

3. Select the **Chg** softkey.

4. Select **Dialed #** on the **Fwd After 3 Rings To** menu, or dial 3 on the dialpad.

5. Using the dialpad, enter the number to which calls will be redirected. If the call will be redirected to a PSTN line, include the 9 prefix. If the call will be redirected to a SIP network, include the 8 prefix.

6. When you are finished, 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 clear the display area.

To change the number of rings before an unanswered call is forwarded

1. Select the **CFwd** softkey.

2. Select **After 3 Rings** on the **Fwd After 3 Rings To** menu, or press 2 on the dialpad.

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 area.

5. Perform one of the following actions:

    ● If you want the unanswered call to be redirected to Voicemail, press 1 on the dialpad, and then select the **Save** softkey.

    ● If you want the unanswered call to be redirected to a directory, press 2 on the dialpad and select the Line/Function (▶) button beside the number to which calls will be redirected (or select the **MyDir** softkey and choose a number from your Personal directory), and then select the **Save** softkey.

    ● If you want the unanswered call to be redirected to the number you specify, press 3 on the dialpad, enter the number, and then select the **Next** softkey followed by the **Save** softkey.

6. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (◯) button to clear the display area.

To disable forwarding unanswered calls

1. Select the **CFwd** softkey.

2. Select **After 3 Rings** on the **Call Forwarding** menu, or press 2 on the dialpad.

3. Select the **Off** softkey.

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

Chapter 6:   Using Directories

Introduction

This chapter explains how to view and make calls from the Corporate directory, and how to create your own personalized list of frequently called numbers. You will also find information about how to add, edit, and delete the entries in a Personal directory.

The following sections are included in this chapter:

- Working with Directories
- Adding an Entry to Your Personal Directory
- Viewing Corporate and Personal Directory Entries
- Editing an Entry in Your Personal Directory
- Deleting an Entry from Your Personal Directory

Working with Directories

Directories contain stored contact information. You can make calls quickly and easily using the entries stored in a directory. There are two types of directories:

- Corporate directory—This directory is populated and updated automatically. It contains an entry for every Quick Edition IP Telephone in the one-X Quick Edition network. You cannot add entries to this directory, edit the entries, or delete entries from this directory.
- Personal directory—This is your own private directory. You can add entries to your Personal directory, and edit or delete the entries afterward.

Making a call using the Corporate directory

1. Select the **Dir** softkey.

   The list of entries in the Corporate directory is displayed.

   ☀ **Tip:**
   To view the next set of entries, press the Page Right (⊙) button. To view the previous set of entries, press the Page Left (⊙) button.

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

   The information associated with the entry is displayed.

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

   - Pick up the handset.

   - Press the Speaker (🔊) button.

   - Press the Headset (🎧) button.

Making a call using your Personal directory

1. Select the **Dir** softkey.

   The list of entries in the Corporate directory is displayed.

2. Select the **MyDir** softkey.

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

   The information associated with the entry is displayed.

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

   - Pick up the handset.

   - Press the Speaker (🔊) button.

   - Press the Headset (🎧) button.

Adding an Entry to Your Personal Directory

Each entry in the Personal directory can store a name and a telephone or extension number. You can add entries to your Personal directory in any of the following ways:

- Add the entry manually.

- Copy an entry from the Corporate directory.

- Copy an entry from the Call Log.

- Copy an entry 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. At the current cursor position, enter a name for the record (for example, the name of the party that you want to call):

   ● Press the dialpad key with the corresponding letter on it—press 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 dialpad key "7" three times. To enter the next character, wait for the cursor to move to the right automatically or press the Page Right (⬤▷) button.

   ● To move the cursor to the left without deleting a character, press the Page Left (⬤▷) button.

   ● To move the cursor to the right without deleting a character, press the Page Right (⬤▷) button.

   ● To add a space to the end of a line, press the Page Right (⬤▷) button.

   ● To move the cursor to the left and delete a character, select the **Bksp** softkey.

   ● To change a character to upper- or lower-case, select the **Case** softkey. The first character in a line and the first character after a space are capitalized automatically.

   ● The special characters . , ' & - and @ are entered by pressing the 1 dialpad key.

5. Select the **Next** softkey.

6. Press the keys on the dialpad to enter the telephone number or extension to associate with the entry. To associate the entry with a PSTN number, enter 9 first. To associate the entry with a SIP network number, enter 8 first.

7. Select the **Next** softkey.

8. When you are prompted 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 area.

To copy an entry from the Corporate directory

1. Select the **Dir** softkey.

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

   The information associated with the entry is displayed.

3. Select the **Copy** softkey.

4. Select **My Personal Dir** on the **Copy Entry To** menu, or press 1 on the dialpad.

   A confirmation message is displayed.

5. Select the **Ok** softkey.

6. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (⬤) button to clear the display area.

To copy an entry from the Call Log

1. Press the Options ( ) button.

2. Select **Call Log** on the **Main** menu, or press 2 on the dialpad.

    The **Incoming** list is displayed.

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

4. Select the Line/Function ( ) button beside the number that you want to copy.

    The information associated with the call entry is displayed.

5. Select the **Copy** softkey.

6. Select **My Personal Dir** on the **Copy Entry To** menu, or press 1 on the dialpad.

    A confirmation message is displayed.

7. Select the **Ok** softkey.

8. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit ( ) button to clear the display area.

To copy an entry from a Voicemail record

1. Select the **VMail** softkey.

2. Enter your Voicemail password (this password is the same as your user options password), and select the **Done** softkey.

3. Select the Line/Function ( ) button beside the Voicemail record that you want to copy.

    The information associated with the Voicemail record is displayed.

4. Select the **Copy** softkey.

5. Select **My Personal Dir** on the **Copy Entry To** menu, or press 1 on the dialpad.

    A confirmation message is displayed.

6. Select the **Ok** softkey.

7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit ( ) button to clear the display area.

Viewing Corporate and Personal Directory Entries

You can quickly access and view directory entries using various methods.

To view the entries in the Corporate or Personal directory

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.

   ● Using the dialpad, 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 Right or Page Left ( ) button to display the next or previous page.

Editing an Entry in Your Personal Directory

You can add, delete, or edit existing entries in your Personal directory.

To edit an existing entry

1. Select the **Dir** softkey.

2. Select the **MyDir** softkey.

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

   The information associated with the entry is displayed.

4. Select the **Edit** softkey.

5. Optionally edit the name. Use the guidelines included in Step 4 under To add an entry manually on page 52 to edit the text.

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 clear the display area.

Deleting an Entry from Your Personal Directory

You can delete entries from your Personal directory one entry at a time.

To delete a single entry

1. Select the **Dir** softkey.

   The Corporate directory is displayed.

2. Select the **MyDir** softkey.

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

   The information associated with the entry is displayed.

4. Select the **Del** softkey.

5. Select the **Exit** softkey, or press the Phone/Exit (⬭) button to clear the display area.

Chapter 7:   Using the Voicemail Application

Introduction

This chapter guides you through retrieving, playing, and monitoring Voicemail messages. It also describes how to manage Voicemail messages and change Voicemail options.

The following sections are included in this chapter:

- Voicemail Overview
- Retrieving Voicemail Messages
- Monitoring Incoming Voicemail Messages
- Accessing Voicemail Options and Messages from any Telephone

Voicemail Overview

The Voicemail Application on a single Quick Edition IP Telephone can store a maximum of 30 voicemail messages or total of 20 minutes of voicemail messages. When your voicemail inbox is full, callers hear a message indicating that voicemail storage has been completely filled and no more messages can be saved. To recover storage space and allow callers to leave new messages, delete some of the existing recordings.

You can optionally monitor calls through the Voicemail Application—while the caller is recording the message, you can listen to the caller's message without the caller's knowledge. If you want to interrupt the caller, simply pick up the handset and speak to the caller before the caller hangs up.

The Voicemail Application answers unanswered calls after a certain number of rings. When you are unable to answer a call, a recording explains that you are unavailable, and prompts the caller to leave a message. The following table shows the options that a caller can select while recording a message. Each key on the caller's dialpad performs a different function.

Key	Function
1	Save the message and end the call.
2	Listen to the message.
3	Erase and re-record the message.
4	Add information to the recorded message.
*	Exit without leaving a message.
#	Pause during recording and play Voicemail prompts.

Voicemail prompts are currently provided in the English language only. You can record a personalized greeting to replace the default Voicemail greeting. For more information, see Recording a Personalized Greeting on page 73.

In addition, you can enable the zero redirect feature, which permits callers to press 0 during your greeting to redirect their call to the number you specify (see Setting Up the Zero-Redirect Feature on page 74).

Voicemail for a particular user is stored on a Quick Edition IP Telephone at a particular extension. 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 that would otherwise be delivered to the disconnected Telephone. When a Quick Edition IP Telephone is reconnected, it automatically checks for and retrieves any voicemail that is associated with its extension. The two backup Telephones can each store up to five minutes of voicemail, for a total of 10 minutes of backup storage space for the primary user.

Here is an example of how Voicemail backup services work. 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 Quick Edition IP 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 (deleting the messages on your Telephone makes room for the other messages to be downloaded to your 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.

If you want to retrieve and/or play voicemail when you are off-site or at another extension, simply call your telephone extension, and when the Voicemail Application answers the call, press the * key on the dialpad during the greeting. You will be prompted for your voicemail password before you can access Voicemail options.

Tip:

> You can arrange to have a voicemail message sent to you as an email attachment. For more information, see Email Notification of Voicemail on page 92.

Retrieving Voicemail Messages

When someone leaves you a Voicemail message, the Message Waiting indicator flashes red. In addition, a count of the number of new Voicemail messages waiting to be played is displayed intermittently in the display area.

Note:

> To retrieve Voicemail, you are prompted to enter a password. Your Voicemail password is the same as your password for accessing user options (initially, this password is 12345). When you change the password for accessing user options, the Voicemail password is updated at the same time.

To play a Voicemail message

1. Select the **VMail** softkey.

2. Using the keys on the dialpad, enter your Voicemail password, and then select the **Done** softkey.

3. Select the Line/Function ( ) 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.

   Information associated with the Voicemail record is displayed.

4. Select the **Play** softkey.

   The recorded message is played.

   Tip:

   > You can 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 while the recording plays back. If you pause the recording, select the **Play** softkey again to resume playback.

   Tip:

   > You can rewind or skip forward through a message by pressing the Page Left or Page Right ( ) button respectively.

6. If you want to delete the message, select the **Del** softkey, and when you are prompted to delete the message, select the **Yes** softkey.

Monitoring Incoming Voicemail Messages

After a specified number of rings (see To change the number of rings before an unanswered call is forwarded on page 50), the Voicemail Application answers an unanswered call and prompts the caller to leave a message. During the recording, information about the call is displayed in the display area. You have the option to listen to the message while the caller records the message.

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.

Accessing Voicemail Options and Messages from any Telephone

You can set Voicemail options or retrieve the Voicemail messages stored on your Quick Edition IP Telephone from any touch tone telephone. See To set Voicemail options or retrieve a Voicemail message using any telephone on page 61 to set the following Voicemail options through Voicemail prompts:

- Enable or disable email notification of voicemail. You may optionally use the web-based **User Options** interface to enable this feature instead (see Specifying an Email Address to Receive Voicemail Notifications on page 105).

- Record your name. You may optionally access the **User Options** menu to record your name instead (see Recording Your Name on page 73).

- Record a personalized greeting. You may optionally access the **User Options** menu to record a personalized greeting instead (see Recording a Personalized Greeting on page 73).

- Delete a personalized Voicemail greeting to switch back to the standard greeting. You may optionally access the **User Options** menu to delete a personalized Voicemail greeting instead (see Switching from a Personalized Greeting to the Standard Greeting on page 74).

● Change the password that you use to access user options and Voicemail. You may optionally access the **User Options** menu to change your password instead (see Setting Password Options on page 71).

● Specify a redirection number for the zero redirect feature. You may optionally access the **User Options** menu to configure this option instead (see Setting Up the Zero-Redirect Feature on page 74).

> **Note:**
> To retrieve Voicemail messages through the PSTN, the one-X Quick Edition network must be equipped with a G10 PSTN gateway. For information about G10 PSTN gateways, see the *Avaya one-X Quick Edition G10 PSTN Gateway Installation Guide.*

To set Voicemail options or retrieve a Voicemail message using any telephone

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 the Voicemail Application or Auto Attendant feature 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 Voicemail options.

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

Chapter 8:   Using the Call Log Application

Introduction

This chapter explains how to view the entries in the Call Log, delete entries, and make calls using the Call Log. To copy an entry from the Call Log to a Speed Dial button, see To copy an entry to a Speed Dial button from the Call Log on page 89. To copy an entry from the Call Log to your Personal directory, see To copy an entry from the Call Log on page 54.

The following sections are included in this chapter:

- Working with the Call Log
- Making Calls using the Call Log
- Editing Call Log Entries
- Deleting and Clearing Call Log Entries

Working with the Call Log

The Call Log contains two lists of telephone numbers comprising up to 100 combined records:

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

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

    > ☀ **Tip:**
    > The display area may display a subset of the total number of entries stored on your Telephone. To view the next set of entries, press the Page Right (⬤▷) button. To view the previous set of entries, press the Page Left (⬤▷) button.

When the maximum number of entries has been stored, the most recent call is added and the oldest call is deleted. You cannot edit Call Log entries.

Either or both of the lists in the Call Log can be cleared in a single action.

If you are unable to answer an incoming call, or you choose to ignore an incoming call, the Quick Edition IP Telephone displays a count of missed calls. You can retrieve information about a missed call from the list of incoming calls and if required, reset the missed-call counter.

> **Note:**
> If you have a 4621 SW IP Telephone, the Line/Function ( ) button on the bottom right side of the display area provides access to the Call Log Application. 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 the Options ( ) button.

2. Select **Call Log** on the **Main** menu, or press **2** on the dialpad.

   The **Incoming** list is displayed.

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

> **Tip:**
> If your Quick Edition IP Telephone is connected to the same network as your computer, you can use the web browser on the computer to view Call Log entries. For more information about the web-based options, see .

Making Calls using the Call Log

You can dial a number quickly from one of the lists in the Call Log. 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. If the number of the caller is unknown or private, you cannot return the call. In addition, the number may require a prefix (9 to reach the PSTN; 8 to reach a SIP network) and area code for you to successfully dial an outside line.

Making a call from the list of incoming or outgoing calls

1. Press the Options ( ) button.

2. Select **Call Log** on the **Main** menu, or press **2** on the dialpad.

   The **Incoming** list is displayed.

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

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

   The information associated with the entry is displayed.

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.

Editing Call Log Entries

It is possible to retrieve an entry from the Call Log and modify the number immediately before you dial the number. You cannot save the changes.

To edit a Call Log number before you dial the number

1. Press the Options (✓) button.
2. Select **Call Log** on the **Main** menu, or press **2** on the dialpad.

   The **Incoming** list is displayed.
3. If you want to edit/dial a previously dialed number, select the **Out** softkey.
4. Select the Line/Function (▷) button beside the number that you want to edit/dial.

   The information associated with the entry is displayed.
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.

Deleting and Clearing Call Log Entries

You can delete individual Call Log entries, or clear all of the entries in the **Incoming** or **Outgoing** list in a single action. You can also reset the missed-call counter.

To delete a single entry

1. Press the Options (✓) button.
2. Select **Call Log** on the **Main** menu, or press **2** on the dialpad.

   The **Incoming** list is displayed.
3. If you want to delete a previously dialed number, select the **Out** softkey.
4. Select the Line/Function (▷) button beside the number that you want to delete.

   The information associated with the entry is displayed.
5. Select the **Del** softkey.

To clear the Incoming or Outgoing list, all Call Logs, and/or reset the missed-call counter

1. Press the Options (⬭) button.

2. Select **Call Log** on the **Main** menu, or press **2** on the dialpad.

   The **Incoming** list is displayed.

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 the lists of incoming and outgoing calls.

5. When you are prompted to clear one or more lists or the missed-call counter, select the **Yes** softkey.

6. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (⬭) button to clear the display area.

Chapter 9:   Setting Telephone Options

Introduction

This chapter describes how to set telephone and user options using the Options ( ) button on your Quick Edition IP Telephone. For information about how to set telephone and user options through the web-based interface, see Web-based Telephone Options on page 95.

For information about how to access and modify system-wide options such as setting the system date and time, configuring paging zones, administering user groups, and using the web-based administration interface, see the "Web-based Administration" chapter of the *Avaya one-X Quick Edition System Administrator Guide*.

The following sections are included in this chapter:

- Accessing the Main Menu
- Viewing and Modifying User Options
- Enabling/Disabling the Do-Not-Disturb Feature
- Broadcasting Announcements through Paging
- Adding and Selecting Speed Dial Entries
- Viewing Registration Information for Special Features
- Viewing Network Information about Your Telephone

Accessing the Main Menu

You can change the way that your Telephone works through user options. Most telephone options can be accessed through the Options ( ) button, which displays the **Main** menu. The following **Main** menu items are displayed:

- **Options**—Lets you change user options (see Viewing and Modifying User Options on page 68). To change system-wide options, see the *Avaya one-X Quick Edition System Administrator Guide*.
- **Call Log**—Lets you view the history of incoming and outgoing calls (see Using the Call Log Application on page 63), as well as clear the Call Log and/or reset the missed-call counter.

- **DND**—Lets you disable ringing and play a recorded message to callers that explains you are not available (see Enabling/Disabling the Do-Not-Disturb Feature on page 86).

- **Paging**—Lets you broadcast an announcement to all one-X Quick Edition devices in a paging zone (see Broadcasting Announcements through Paging on page 86).

- **Speed Dial**—Lets you store and access frequently dialed numbers (see Adding and Selecting Speed Dial Entries on page 87).

- **Opt Features**—Lets you view registration information for special features such as email notification of voicemail, web-based administration, and the Teleworker application (see Viewing Registration Information for Special Features on page 91).

- **Set Details**—Lets you view information about your Quick Edition IP Telephone, such as the extension number and name, the version and release number of the software load, the IP and MAC address, and the site identifier of the one-X Quick Edition network to which the Telephone belongs (see Viewing Network Information about Your Telephone on page 94).

Viewing and Modifying User Options

All user options are accessed through the **User Options** menu. The following menu items are available:

- **Password**—Enable or disable password access to user-option settings (see Setting Password Options on page 71).

- **Call Forward**—Enable or disable the forwarding of calls to Voicemail or another number, and/or change the number of rings before an unanswered call is forwarded (see Redirecting Calls through Call Forwarding on page 47).

- **Voicemail**—Create a personalized greeting, which may include the option for callers to redirect their calls to another number if their calls are unanswered (see Recording and Managing Personalized Voicemail Greetings on page 72).

- **Call Log**—Clear the Call Log and/or reset the missed-call counter (see Clearing Call Log Entries on page 76).

- **Name**—Edit the name that is associated with your Corporate directory entry (see Editing Your Name in the Corporate Directory on page 77).

- **Personalized Ringing**—Choose a personalized ringer tone to alert you to incoming calls (see Choosing a Personalized Ringer Tone on page 78).

- **Call Waiting Tone**—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 (See Setting the Call Waiting Tone on page 78).

● **Contrast Level**—Adjust the contrast between the characters and background displayed in the display area (see Setting the Contrast Level of the Display Area on page 79).

● **Teleworker**—Enable the Teleworker feature and/or view the status of an active connection (see Extending Services to Remote Users through the Teleworker Feature on page 79).

Displaying the User Options Menu

You can enable password protection to prevent others from changing the user options on your Quick Edition IP Telephone. If this level of security is not required, you can disable password protection as described in To enable or disable password protection on page 72. Initially, password protection is enabled and you can access user options by entering the default password, `12345`.

Accessing user options when password protection is enabled

1. Press the Options (⬭) button below and to the right of the display area.

2. Select **Options** on the **Main** menu, or press **1** on the dialpad.

3. Select **User Options** on the **Options** menu, or press **1** on the dialpad.

4. When you are prompted to enter a password, press the keys on the dialpad to enter the password (initially, the password is 12345). If you changed the default password previously to a password known by you only, enter that password instead.

5. Select the **Done** softkey.

    The **User Options** menu is displayed.

Accessing user options when password protection is disabled

1. Press the Options (⬭) button below and to the right of the display area.

2. Select **Options** on the **Main** menu, or press **1** on the dialpad.

3. Select **User Options** on the **Options** menu, or press **1** on the dialpad.

    The **User Options** menu is displayed.

For information about how to view and change the available user options, refer to one of the following sections:

● To change your password on page 71

● To enable or disable password protection on page 72

● To forward all calls to Voicemail on page 48

● To forward all calls to a directory number on page 48

● To forward all calls to the number you specify on page 48

● To disable the forwarding of all calls on page 49

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Setting Password Options

You can change, disable, or enable a password for accessing user options. Using a password prevents others from viewing or changing your user-option settings. A default password (12345) is factory installed and enabled on the Telephone. If you choose to leave password protection enabled, it is a good policy to change the default password to a password that is known only by you.

> **Note:**
> You can change the password for accessing user options when password access is enabled. When you change the password for accessing user options, the Voicemail password is updated at the same time (the same password is used to access user options and Voicemail messages).

To change your password

1. Access the **User Options** menu as described in Displaying the User Options Menu on page 69.
2. Select **Password** on the **User Options** menu, or press **1** on the dialpad.
3. Select **Change Password** on the **Password** menu, or press **1** on the dialpad.
4. Enter your existing password, and then select the **Next** softkey.
5. Enter the new password, and then select the **Next** softkey.
6. When you are prompted to confirm the new password, re-enter the new password and then select the **Next** softkey.

   A confirmation message is displayed.
7. Select the **Ok** softkey.
8. Press the Phone/Exit (⬭) button.

> ☀ **Tip:**
> If your Quick Edition IP Telephone is connected to the same network as your computer, you can use the web browser on the computer to change the password. For more information about the web-based options, see Changing Your User Options and Voicemail Passwords on page 100.

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 as described in <u>Displaying the User Options Menu on page 69</u>.

2. Select **Password** on the **User Options** menu, or press **1** on the dialpad.

3. Perform one of the following actions:

    ● To disable password protection, select **Turn Pswd OFF** or press **2** on the dialpad.

    ● To enable password protection, select **Turn Pswd ON** or press **2** on the dialpad.

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

5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (⬭) button to clear the display area.

Setting up Call Forwarding

You can select the **CFwd** softkey directly from the display area instead of setting up call forwarding through user options. For instructions, see <u>Chapter 5: Redirecting Calls through Call Forwarding</u>.

Recording and Managing Personalized Voicemail Greetings

You can record your name and/or a personalized greeting that may be played to callers when you are unable to answer the Telephone. In addition, button-based Voicemail options let you specify a number that the Voicemail Application dials automatically if a caller dials 0 during your personalized greeting (for example, you can redirect the call to another extension or your mobile telephone).

> **Tip:**
>> As an alternative to pressing telephone buttons, you may choose to access and set Voicemail options through Voicemail prompts (see <u>Accessing Voicemail Options and Messages from any Telephone</u> on page 60). Additional options (such as the ability to enable or disable the email-notification-of-voicemail feature) are available through Voicemail prompts.

Recording Your Name

When you record your name, the recording is played when callers dial by name using the Auto Attendant feature.

To record your name

1. Access the **User Options** menu as described in Displaying the User Options Menu on page 69.

2. Select **Voicemail** on the **User Options** menu, or press **3** on the dialpad.

3. Select **Record Name** on the **Voicemail Options** menu, or press **2** on the dialpad.

4. Lift the handset and prepare yourself 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:

   - To listen to your recording, select the **Play** softkey.

   - If you are satisfied with the recording, select the **Save** softkey followed by the **Ok** softkey.

   - If necessary, 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 clear the display area.

Recording a Personalized Greeting

When you record a personalized greeting, your personalized greeting is played instead of the standard Voicemail greeting when you do not answer a call that has been redirected to the Voicemail Application.

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." For a complete list of caller options, see Using the Voicemail Application on page 57.

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

To record a personalized greeting

1. Access the **User Options** menu as described in Displaying the User Options Menu on page 69.

2. Select **Voicemail** on the **User Options** menu, or press **3** on the dialpad.

3. Select **Record Greeting** on the **Voicemail Options** menu, or press **3** on the dialpad.

4. Lift the handset and prepare yourself 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:

   - To listen to your recording, select the **Play** softkey.

   - If you are satisfied with the recording, select the **Save** softkey followed by the **Ok** softkey.

   - If necessary, 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 clear the display area.

Switching from a Personalized Greeting to the Standard Greeting

When you record a personalized greeting, your personalized greeting is played instead of the standard Voicemail greeting. Deleting your personalized greeting causes the Voicemail Application to start using the standard greeting again.

To delete a personalized greeting

1. Access the **User Options** menu as described in Displaying the User Options Menu on page 69.

2. Select **Voicemail** on the **User Options** menu, or press **3** on the dialpad.

3. Select **Record Greeting** on the **Voicemail Options** menu, or press **3** on the dialpad.

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 to clear the display area.

Setting Up the Zero-Redirect Feature

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 a Personalized Greeting on page 73). 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 redirection number for the zero redirect feature

1. Access the **User Options** menu as described in <u>Displaying the User Options Menu on page 69</u>.

2. Select **Voicemail** from the **User Options** menu, or press **3** on the dialpad.

3. Select **Zero Redirect** from the **Voicemail Options** menu, or press **1** on the dialpad.

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 to which calls will be redirected. If the call will be redirected to a PSTN number, include the **9** prefix. If the call will be redirected to a SIP network number, include the **8** prefix.

6. Select the **Done** softkey.

7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (⬭) button to clear the display area.

> 🔆 **Tip:**
>
> If your Quick Edition IP Telephone is connected to the same network as your computer, you can use the web browser on the computer to change the number to which callers are redirected. For more information about the web-based options, see <u>Enabling/Disabling the Zero-Redirect Feature on page 104</u>.

To disable the zero redirect feature

1. Access the **User Options** menu as described in <u>Displaying the User Options Menu on page 69</u>.

2. Select **Voicemail** on the **User Options** menu, or press **3** on the dialpad.

3. Select **Zero Redirect** on the **Voicemail Options** menu, or press **1** on the dialpad.

4. Select the **Off** softkey.

5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (⬭) button to clear the display area.

To enable the zero redirect feature

1. Access the **User Options** menu as described in <u>Displaying the User Options Menu on page 69</u>.

2. Select **Voicemail** on the **User Options** menu, or press **3** on the dialpad.

3. Select **Zero Redirect** on the **Voicemail Options** menu, or press **1** on the dialpad.

4. Select the **On** softkey.

5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit ( ) button to clear the display area.

Clearing Call Log Entries

When you access the Call Log from the **User Options** menu, you can reset the missed-call counter, clear the list of **Incoming** or **Outgoing** calls in the Call Log, or clear both lists and the missed call counter at once.

> **Tip:**
> As an alternative, these actions can be done through the Call Log Application. For more information and related procedures, see To clear the Incoming or Outgoing list, all Call Logs, and/or reset the missed-call counter on page 66.

To reset the missed-call counter

1. Access the **User Options** menu as described in Displaying the User Options Menu on page 69.

2. Select **Call Log** on the **User Options** menu, or press **4** on the dialpad.

3. Select **Reset Counter** on the **Call Log Options** menu, or press **1** on the dialpad.

4. When you are prompted to reset the missed call counter, select the **Yes** softkey.

5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit ( ) button to clear the display area.

To delete all of the entries in the Incoming or Outgoing list

1. Access the **User Options** menu as described in Displaying the User Options Menu on page 69.

2. Select **Call Log** on the **User Options** menu, or press **4** on the dialpad.

3. Perform one of the following actions:

    ● If you want to delete all of the entries in the **Incoming** list, select **Clear Incoming** on the **Call Log Options** menu, or press **2** on the dialpad.

    ● If you want to delete all of the entries in the **Outgoing** list, select **Clear Outgoing** on the **Call Log Options** menu, or press **3** on the dialpad.

4. When you are prompted to clear the call log, select the **Yes** softkey.

5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit ( ) button to clear the display area.

To clear the Call Log and the missed-call counter

1. Access the **User Options** menu as described in Displaying the User Options Menu on page 69.

2. Select **Call Log** on the **User Options** menu, or press **4** on the dialpad.

3. Select **Clear All** on the **Call Log Options** menu, or press **4** on the dialpad.

4. When you are prompted to clear all call logs, select the **Yes** softkey.

5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit ( ) button to clear the display area.

Editing Your Name in the Corporate Directory

You can change the name that is associated with your telephone extension. The name is displayed in the Corporate directory along with your telephone extension.

Entering your last name followed by your first name ensures that:

● All names in the Corporate directory are sorted alphabetically by last name.

● The dial-by-name function of the Auto Attendant feature can match caller key presses to the Corporate directory name, starting with the first character of the last name.

To change your name in the Corporate directory

1. Access the **User Options** menu as described in Displaying the User Options Menu on page 69.

2. Select **Name** on the **User Options** menu, or press **5** on the dialpad.

3. Select the **Chg** softkey.

   The cursor is placed at the end of the existing name.

4. Select the **Bksp** softkey to move the cursor to the left and delete the name. At the current cursor position, enter a different name starting with the last name and ending with the first name (for example, `Young, Mary`):

   ● Press the dialpad key with the corresponding letter on it—press 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 dialpad key "**7**" three times. To enter the next character, wait for the cursor to move to the right automatically or press the Page Right ( ) button.

   ● To move the cursor to the left without deleting a character, press the Page Left ( ) button.

   ● To move the cursor to the right without deleting a character, press the Page Right ( ) button.

   ● To add a space to the end of a line, press the Page Right ( ) button.

- To change a character to upper- or lower-case, select the **Case** softkey. The first character in a line and the first character after a space are capitalized automatically.

- The special characters . , ' & - and @ are entered by pressing the **1** dialpad key.

5. Select the **Save** softkey.

6. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit ( ) button to clear the display area.

> **Tip:**
> If your Quick Edition IP Telephone is connected to the same network as your computer, you can use the web browser on the computer to change your name in the Corporate directory. For more information about the web-based option, see .

Choosing a Personalized Ringer Tone

You can choose one of five ringer tones to alert you to incoming calls. Each ringer tone has a different sound. You can listen to each ringer tone before deciding which one to select.

To select a ringer tone

1. Access the **User Options** menu as described in .

2. Select **Personalized Ringing** on the **User Options** menu, or press **6** on the dialpad.

3. Select the Line/Feature ( ) button beside any ringer tone entry on the **Select Ring Pattern** menu.

4. Perform one of the following actions:

   - Select the **Play** softkey to listen to the ringer tone.

   - Select the **Select** softkey to choose the ringer tone.

5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit ( ) button to clear the display area.

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 as described in <u>Displaying the User Options Menu on page 69</u>.

2. Select **Call Waiting Tone** on the **User Options** menu, or press **7** on the dialpad.

3. Select the **Yes** softkey to enable the waiting tone or the **No** softkey to disable it.

   When the call waiting tone is enabled, you will hear a beep when a second call comes in. See also <u>Putting a Call on Hold while You Make a Second Call</u> on page 38.

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

Setting the Contrast Level of the Display Area

If no adjustments have been made to the contrast setting of the display area, the contrast is set to mid-level. To adjust the contrast to better suit your work environment and lighting, eight contrast levels are available.

To adjust the contrast level of the display area

1. Access the **User Options** menu as described in <u>Displaying the User Options Menu on page 69</u>.

2. Select **Contrast level** on the **User Options** menu, or press **8** on the dialpad.

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 to clear the display area.

Extending Services to Remote Users through the Teleworker Feature

The Teleworker Application extends the one-X Quick Edition network to any location that has high-speed access to the Internet. The software allows workers at remote offices to have access to the Corporate directory and most of the other features and services that are available to everyone who uses the one-X Quick Edition system.

How the Teleworker Application Works

The Teleworker client telephone at the remote office connects to a Teleworker server host on the one-X Quick Edition network—any Quick Edition IP Telephone or G10 PSTN gateway on the one-X Quick Edition network can act as a Teleworker server host.

After you enable Teleworker mode on a Quick Edition IP Telephone, the Telephone becomes a Teleworker client and can be given to a user who works in a remote office, from home, or anywhere else that has a connection to the Internet. When the user installs the Telephone remotely, the Telephone must be connected to a computer, network, or high-speed modem that has high-speed access to the Internet.

> **Note:**
> You can add a Teleworker client telephone to the one-X Quick Edition network from a remote office. For details, see Adding a Teleworker Client to the Network from a Remote Location on page 84.

In addition to being equipped with a high-speed (cable/T1/ E1/ADSL) Internet connection, the remote office must be equipped with Virtual Private Network (VPN) capabilities. A VPN server on the one-X Quick Edition network and the VPN client at the remote office must both be configured to provide a secure VPN tunnel through which P2P communications can take place. The VPN tunnel secures remote access to the one-X Quick Edition network and supports seamless communications among all Quick Edition IP Telephones connected to the network.

Configuring the Teleworker Application

You can add a Teleworker client telephone to the one-X Quick Edition network locally, or from a remote office. This section explains how to configure a Teleworker client telephone by connecting it to the one-X Quick Edition network directly. For information about how to add a Teleworker client telephone to the network when the telephone is already at the remote office, see Adding a Teleworker Client to the Network from a Remote Location on page 84.

Configuring a Teleworker client telephone by connecting it to the one-X Quick Edition network directly involves these high-level steps:

1. Select a new Quick Edition IP Telephone for the remote office. The Telephone must have factory configured settings.

2. Ensure that all other Quick Edition IP Telephones and G10 PSTN gateways making up the one-X Quick Edition network are connected to the network, and that they are operational.

3. Connect the selected Quick Edition IP Telephone to the one-X Quick Edition network.

4. After the Telephone initializes and an appropriate name and extension number for the Teleworker client telephone have been added to the Corporate directory, enable Teleworker mode on the Telephone as described in To enable or disable Teleworker mode on a Quick Edition IP Telephone on page 81.

5. Move the Teleworker client telephone to the remote office.

6. At the remote office, configure a VPN tunnel to the company one-X Quick Edition network. Refer to the manufacturer's documentation to configure the VPN. Ask your LAN administrator to configure complementary VPN settings at the company office to enable access to the one-X Quick Edition network.

7. Verify that the VPN tunnel is operational. For example, if the one-X Quick Edition network and certain company resources (such as a file server or web server) both use the same network address space, use a client application at the remote office (for example, an FTP client or web browser) to access the company file server or web server.

8. At the remote office, connect the Teleworker client telephone to the local LAN.

   Note:
   The LAN at the remote office must be equipped with a router that forwards traffic to the one-X Quick Edition network through a VPN tunnel.

   The Teleworker client telephone at the remote office attempts to connect to one of the devices on the one-X Quick Edition network to establish a Teleworker session. You can view the status of the connection in the display area of the Teleworker client telephone. The information is updated dynamically as the connection status changes. For more information, see To view the connection status of the Teleworker client telephone on page 82.

   One of the Quick Edition IP Telephones or G10 PSTN gateways on the one-X Quick Edition network will act as a Teleworker server to authenticate the Teleworker client and establish the session. After a session has been established, the Teleworker client telephone operates as if it were connected to the one-X Quick Edition network directly.

To enable or disable Teleworker mode on a Quick Edition IP Telephone

1. At the Telephone that you want to use as a Teleworker client, access the **User Options** menu as described in Displaying the User Options Menu on page 69.

   Tip:
   If a computer is connected to the local one-X Quick Edition network, you can use the web browser on the computer to enable the Teleworker Application on the Telephone instead of following this procedure. For more information about the web-based options, see Options on the Teleworker Options Page on page 107.

2. Select **Teleworker** on the **User Options** menu, or press **9** on the dialpad.

3. Select **Mode** on the **Teleworker** menu, or press **1** on the dialpad.

   ● When **Local** is displayed, Teleworker mode is disabled.

   ● When **Teleworker** is displayed, Teleworker mode is enabled.

4. Select the **Chg** softkey to enable or disable Teleworker mode.

5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (⬭) button to clear the display area.

To view the connection status of the Teleworker client telephone

1. At the Teleworker client telephone, access the **User Options** menu as described in Displaying the User Options Menu on page 69.

2. Select **Teleworker** on the **User Options** menu, or press **8** on the dialpad.

3. Select **Status** on the **Teleworker** menu, or press **2** on the dialpad.

    One of the following messages is displayed:

    *   When **Local (No Teleworker)** is displayed, Teleworker mode has not been enabled. See To enable or disable Teleworker mode on a Quick Edition IP Telephone on page 81 to enable Teleworker mode.

    *   When **Idle** is displayed, Teleworker mode is enabled and the telephone is idle.

    *   When **Connecting...** is displayed, the Teleworker client telephone is attempting to connect to a Teleworker server host—a session has not been established. The host IP address of the Teleworker server is also displayed in the display area.

    *   When **Connected** is displayed, the Teleworker client telephone has connected to the Teleworker server host successfully and can access the remote one-X Quick Edition network. The host IP address of the Teleworker server is also displayed in the display area.

    *   When **No Server** is displayed, an IP address for the remote Teleworker server host is required but has not been specified. See To specify the host IP address of a Teleworker server on page 83 to specify the IP address.

    Note:
    > A Teleworker client telephone cannot act as a server for another Teleworker client telephone. If an IP address has been specified and the IP address belongs to a Teleworker client telephone, the **No Server** message will be displayed.

    *   When **Not Authorized** is displayed, the Teleworker server host does not recognize the Teleworker client telephone and the Teleworker server host refuses the connection.

    *   When **Restart Required** is displayed, the Teleworker server has uploaded a new configuration to the Teleworker client telephone. The configuration will not take effect until the Teleworker client telephone is restarted. Press the **OK** softkey to restart the Teleworker client telephone.

    *   When **Server Busy** is displayed, the Teleworker server host is occupied with connections to two other Teleworker client telephones and cannot accept a third connection. The Teleworker client telephone will contact another Teleworker server host for a connection automatically.

    *   When **No Response** is displayed, the Teleworker server host was unable to acknowledge the connection request from the Teleworker client telephone within a predetermined amount of time. If the Teleworker server host is unavailable, it may be because your Internet connection is down, your router or firewall has not been configured to pass P2P packets through a VPN tunnel correctly, or the Teleworker server host has been disconnected from the one-X Quick Edition network. Provided

that the physical connection to the remote one-X Quick Edition network is working properly, the Teleworker client telephone will contact another Teleworker server host for a connection automatically.

- A **Late Approval** message may be displayed after a **No Response** message. The late approval message may be sent to the Teleworker client telephone by a Teleworker server host that was unable to acknowledge a previous connection request.

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

☀️ **Tip:**
For additional information related to troubleshooting connectivity problems, see the "Troubleshooting" chapter of the *Avaya one-X Quick Edition System Administrator Guide*.

Specifying a Teleworker Server Host

It is usually not necessary to specify a Teleworker server host unless the Teleworker client telephone is unable to establish a Teleworker session.

Note:
If you are configuring a Teleworker client telephone at the remote office, you must specify a Teleworker server host as part of the configuration process. For more information, see Adding a Teleworker Client to the Network from a Remote Location on page 84.

Given a connection to the one-X Quick Edition network through a VPN, the Teleworker client telephone at the remote office attempts to connect to one of the Quick Edition IP Telephones or G10 PSTN gateways (a Teleworker server) on the one-X Quick Edition network.

If the selected Teleworker server host is unavailable, the Teleworker client telephone tries another one-X Quick Edition device one-by-one, until all possibilities are exhausted. This process is cyclical and may be repeated indefinitely in order for the Teleworker client telephone to establish a Teleworker session.

To specify the host IP address of a Teleworker server

1. At the Teleworker client telephone, access the **User Options** menu as described in Displaying the User Options Menu on page 69.

☀️ **Tip:**
If a computer is connected to the local network, you can use the web browser on the computer to specify the host IP address of a Teleworker server instead of following this procedure. For more information about the web-based options, see Options on the Teleworker Options Page on page 107.

2. Select **Teleworker** on the **User Options** menu, or press **8** on the dialpad.

3. Select **Default Server** on the **Teleworker** menu, or press **3** on the dialpad.

4. Select the **Chg** softkey and enter the IP address. Press the **.** softkey to add separator characters between the digits.

5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (⬭) button to clear the display area.

Adding a Teleworker Client to the Network from a Remote Location

You can add a Teleworker client telephone to the one-X Quick Edition network without first connecting the Telephone to the one-X Quick Edition network and configuring the Telephone directly. A high-level summary of the configuration steps are given below:

1. Select a Quick Edition IP Telephone for the remote office. The Telephone does not require factory configured settings.

2. Move the Telephone to the remote office.

3. At the remote office, connect the Telephone to the local LAN.

   Note:
   The LAN at the remote office must be equipped with a router that forwards traffic to the one-X Quick Edition network through a VPN tunnel.

4. After the Telephone initializes and a name has been assigned to the Telephone (if the Telephone is in a factory configured state, you will also have to assign a site name), make a note of its MAC address (see Viewing Network Information about Your Telephone on page 94). This information is needed to add configuration settings to the one-X Quick Edition network (see Step 8).

5. At the remote office, configure a VPN tunnel to the one-X Quick Edition network. Refer to the manufacturer's documentation to configure the VPN. Ask your LAN administrator to configure complementary VPN settings at the company office to enable access to the one-X Quick Edition network.

6. Verify that the VPN tunnel is operational. For example, if the one-X Quick Edition network and certain company resources (such as a file server or web server) both use the same network address space, use a client application at the remote office (for example, an FTP client or web browser) to access the company file server or web server.

7. Ensure that all Quick Edition IP Telephones and G10 PSTN gateways making up the existing one-X Quick Edition network are connected to the network, and that they are operational.

8. Using the web-based administration interface to the one-X Quick Edition network, add configuration information for the remote Teleworker client telephone to the system setup (see To add a Teleworker client configuration to the one-X Quick Edition network on page 85).

9. At the remote office, configure the Teleworker client telephone to connect to a Teleworker server host (see Specifying a Teleworker Server Host on page 83).

10. Enable Teleworker mode on the Teleworker client telephone as described in <u>To enable or disable Teleworker mode on a Quick Edition IP Telephone on page 81</u>.

     The Teleworker client telephone at the remote office attempts to connect to the specified Teleworker server host at the company office in order to establish a Teleworker session with the one-X Quick Edition network. You can view the status of the connection in the display area of the Teleworker client telephone. The information is updated dynamically as the connection status changes. For more information, see <u>To view the connection status of the Teleworker client telephone on page 82</u>.

     As part of the authentication process, the Teleworker server compares the MAC address of the Teleworker client telephone to the configuration information stored on the one-X Quick Edition network. In addition, the Teleworker server checks the site identifier of the remote telephone. If the site identifier is not identical to that of the company one-X Quick Edition network, the Teleworker server uploads stored system settings to the remote telephone—the telephone receives a new site identifier (identical to the one belonging to the company one-X Quick Edition network), a new extension number, and the user name associated with that extension number.

     The Teleworker client accepts the new site identifier along with additional configuration information sent by the Teleworker server. However, the new configuration cannot be put into effect until the Teleworker client telephone is restarted.

11. When a message prompting you to restart the Teleworker client telephone is displayed, select the **OK** softkey.

     Tip:
     If you choose to not proceed at this point, disconnecting the source of power to the Teleworker client telephone and then reconnecting the supply of power will restore the configuration of the Teleworker client telephone.

     The next time a session is established, the Teleworker client telephone operates as if it were connected to the one-X Quick Edition network directly.

To add a Teleworker client configuration to the one-X Quick Edition network

1. Log in to the administration interface (see "Logging in to the Administration Interface" in the "Web-based Administration" chapter of the *Avaya one-X Quick Edition System Administrator Guide*).

2. In the **Set Management** list, click **Add Extension**.

     The **Add Extension** dialog box is displayed.

3. In the **Extension** field, type an unused extension number for the Teleworker client telephone.

4. In the **Name** field, type a user name for the telephone extension.

5. In the **MAC Address** field, type the 12-digit MAC address of the Teleworker client telephone (for example, `00:00:5A:99:62:50`).

6. Click **Validate**.

7. When you are prompted to verify the information, click **Add Extension**.

    The information is added to the one-X Quick Edition system configuration.

Enabling/Disabling the Do-Not-Disturb Feature

You can use the do-not-disturb feature to prevent your Telephone from ringing when a call comes in. Call forwarding rules handle the call (see). You can also use this feature to prevent your Telephone from receiving pages.

> ☼ **Tip:**
> If you have a 4621 SW IP Telephone, the Line/Feature (▷) button on the bottom left side of the display area provides softkey access to the do-not-disturb function.

To enable or disable the do-not-disturb feature

1. Press the Options (✔) button.

2. Select **DND** on the **Main** menu, or press **3** on the dialpad.

3. Select the **ON** or **OFF** softkey (whichever one is displayed) to toggle between turning the feature on and off.

> ☼ **Tip:**
> If your Quick Edition IP Telephone is connected to the same network as your computer, you can use the web browser on the computer to enable or disable the do-not-disturb feature. For more information about the web-based option, see .

Broadcasting Announcements through Paging

You can use the paging feature to broadcast an announcement to a predefined zone of Quick Edition IP Telephones. All persons in the paging zone hear the broadcast, unless they are on an active call.

You can select all Quick Edition IP Telephones and G10 PSTN gateways through a general page. If no configuration has been done to change the default paging zones, all Telephones are included in zone 2 and can also be paged by selecting zone 2. If the default paging zones have been modified, consult the person who set up the configuration.

You can broadcast an announcement to all one-X Quick Edition devices or some of the Quick Edition IP Telephones connected to the network. When you activate the paging function, your voice is directed to the speakerphone on each user's Telephone automatically. Users do not have to lift the handset or enable the speakerphone on their Telephones to hear your voice. If a call is active on a Quick Edition IP Telephone, the page does not interrupt the call.

The general zone includes all Quick Edition IP Telephones on the network as well as any external paging equipment connected to the External Paging jack on G10 PSTN gateways. Members of the general zone cannot be changed. Each Quick Edition IP Telephone can be configured to belong to one additional zone. All Quick Edition IP Telephones are initially assigned to zone 2.

Using the web-based administration interface (see "To view or edit the name, extension, or paging zone assigned to a Telephone" under "Using Set Management Options to Configure Telephones" in the "Web-based Administration" chapter of the *Avaya one-X Quick Edition System Administrator Guide*), a Quick Edition IP Telephone can be configured to respond to pages to a specific zone, from 2 to 8. All Quick Edition IP Telephones respond to broadcasts to the general page zone, regardless of their individual zone configurations. External paging equipment connected to G10 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, or press **4** on the dialpad.

3. Lift the handset, and perform one of the following actions:

   ● If you want to broadcast a message to all one-X Quick Edition devices in the network, select **General Page** on the **Select Paging Zone** menu, or press **1** on the dialpad.

   ● If you want to broadcast a message to a specific zone, select the Line/Function ( ) button 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 area.

Adding and Selecting Speed Dial Entries

The Speed Dial Application 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 quickly access and view the Speed Dial list. You can:

● set up buttons for speed dialing,

● update Speed Dial button labels, and/or

● remove the label from a Speed Dial button.

Making a Call using a Speed Dial Button

Once your Speed Dial entries have been set up, making a call is easy.

To view and/or make a call using the Speed Dial list

1. Press the Options ( ) button.
2. Select **Speed Dial** on the **Main** menu, or press **5** on the dialpad.
3. Using the keys on the dialpad, press the number that corresponds to the Speed Dial entry that you want to dial.

Adding a Speed Dial Entry

You can add entries to the Speed Dial list in any of the following ways:

● Add the entry manually.

● Copy an entry from the Corporate directory.

● Copy an entry from the Call Log.

● Copy an entry from a Voicemail record.

> **Tip:**
> If your Quick Edition IP Telephone is connected to the same network as your computer, you can use the web browser on the computer to assign numbers to Speed Dial buttons. For more information about the web-based options, see Viewing and Modifying Speed Dial Assignments on page 102.

To add a Speed Dial entry manually

1. Press the Options ( ) button.
2. Select **Speed Dial** on the **Main** menu, or press **5** on the dialpad.
3. Select the **Add** softkey.
4. Use the dialpad keys to enter a name for the Speed Dial entry. Use the guidelines included in To add an entry manually on page 52 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/Function ( ) button beside any available Speed Dial number to assign the entry to the Speed Dial number.

9. When you are prompted 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 clear the display area.

To copy an entry to a Speed Dial button from the Corporate directory

1. Select the **Dir** softkey.

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

    The information associated with the Corporate directory is displayed.

3. Select the **Copy** softkey.

4. Select **Speed Dial** on the **Copy Entry To** menu, or press **2** on the dialpad.

5. Select the Line/Function (▶) button beside any available Speed Dial number.

    A confirmation message is displayed.

6. Select the **Ok** softkey.

7. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (⬭) button to clear the display area.

To copy an entry to a Speed Dial button from the Call Log

1. Press the Options (⬭) button.

2. Select **Call Log** on the **Main** menu, or press **2** on the dialpad.

    The **Incoming** list is displayed.

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

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

    The information associated with the call entry is displayed.

5. Select the **Copy** softkey.

6. Select **Speed Dial** on the **Copy Entry To** menu, or press **2** on the dialpad.

7. Select the Line/Function (▶) button beside any available Speed Dial number.

    A confirmation message is displayed.

8. Select the **Ok** softkey.

9. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (⬭) button to clear the display area.

To copy an entry to a Speed Dial button from a Voicemail record

1. Select the **VMail** softkey.

2. Enter your Voicemail password (this password is the same as your user options password), and select the **Done** softkey.

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

   The information associated with the Voicemail record is displayed.

4. Select the **Copy** softkey.

5. Select **Speed Dial** on the **Copy Entry To** menu, or press **2** on the dialpad.

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

   A confirmation message is displayed.

7. Select the **Ok** softkey.

8. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit (▬) button to clear the display area.

Editing a Speed Dial Entry

The editing process allows you to change the name, number, and/or button assignment of a Speed Dial entry before you save the changes.

To edit a Speed Dial entry

1. Press the Options (▬) button.

2. Select **Speed Dial** on the **Main** menu, or press **5** on the dialpad.

3. Select the Line/Function (▶) 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/Function (▶) 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 clear the display area.

Tip:

If your Quick Edition IP Telephone is connected to the same network as your computer, you can use the web browser on the computer to edit Speed Dial button assignments. For more information about the web-based options, see .

Deleting a Speed Dial Entry

You can assign telephone numbers to up to nine Speed Dial entries. If you want to add a new entry but all nine Speed Dial numbers have assignments, you have to delete one of the existing entries first.

To delete a Speed Dial entry

1. Press the Options ( ) button.

2. Select **Speed Dial** on the **Main** menu, or press **5** on the dialpad.

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

   The information associated with the Speed Dial entry is displayed.

4. Select the **Del** softkey.

5. Select the **Exit** softkey to display the previous menu, or press the Phone/Exit ( ) button to clear the display area.

Viewing Registration Information for Special Features

You can view registration information about the following Quick Edition IP Telephone features through the **Opt Features** menu:

● email notification of voicemail

● web-based system administration

● Teleworker Application

Features that have been activated are displayed on the **Feature List** menu with a check symbol. You can enable and configure these features. Features that have not been activated are displayed on the **Feature List** menu with an **X** symbol.

☀ **Tip:**

If your Quick Edition IP Telephone is connected to the same network as your computer, you can use the web browser on the computer to view registration information for special features instead. For more information about the web-based options, see Options on the Terminal Settings Page on page 103.

Email Notification of Voicemail

When configured and enabled, the email-notification-of-voicemail feature sends an email message to alert you whenever a new voicemail message is received. The email message contains call header information, including the caller name (if available), caller number, and the time and length of the call.

In addition, a recording of the voicemail message is created as a G.729a-encoded audio file (in WAV file format) and the file is forwarded to your email address as an email attachment whenever a caller leaves a voicemail message on your Telephone.

Note:

To play the audio file, your PC must be equipped with a media player that supports the G.729a CODEC. To listen to the voicemail recording, open the audio file using your media player. For more information, see Playing an Audio File Attachment on page 106.

For information about how to configure and enable this feature, see Specifying an Email Address to Receive Voicemail Notifications on page 105.

To view email notification of voicemail registration information

1. Press the Options (⊘) button.

2. Select **Opt Features** on the **Main** menu, or press **6** on the dialpad.

3. Select **Email Fwd Options** on the **Feature List** menu, or press **1** on the dialpad.

   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 Quick Edition IP Telephones are connected to the same network as a computer, you can configure system-wide options using the web-based administration interface. The web-based administration interface can be accessed using the web browser on the computer.

For information about how to access and use the web-based administration interface, see the "Web-based Administration" chapter of the *Avaya one-X Quick Edition System Administrator Guide.*

To view web-based administration registration information

1. Press the Options (◯) button.

2. Select **Opt Features** on the **Main** menu, or press **6** on the dialpad.

3. Select **WebAdm Sys Options** on the **Feature List** menu, or press **2** on the dialpad.

   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.

Teleworker Application

Using the Teleworker Application, you can connect a Quick Edition IP Telephone to a high-speed Internet connection at any remote office 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.

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

For information about how to configure and use the Teleworker feature, see

To view Teleworker registration information

1. Press the Options (◯) button.

2. Select **Opt Features** on the **Main** menu, or press **6** on the dialpad.

3. Select **Teleworker Options** on the **Feature List** menu, or press **3** on the dialpad.

   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.

Viewing Network Information about Your Telephone

You can view the following network configuration information about your Quick Edition IP Telephone:

- its extension number and name,
- the version and release number of the software load,
- the IP address and MAC address of the device, and
- the one-X Quick Edition network name (site identifier).

To view information about your Quick Edition IP Telephone

1. Press the Options ( ) button.
2. Select **Set Details** on the **Main** menu, or press **7** on the dialpad.
3. Perform one of the following actions:
   - To view the extension number, name, IP address, and MAC address of the Telephone, select the **Ext** softkey, or press **1** on the dialpad.
   - To view the version number and other details about the software load on the Telephone, select the **Release Ver** softkey, or press **2** on the dialpad.
   - To view the name and identifier of the one-X Quick Edition network, select the **Site** softkey, or press **3** on the dialpad.
4. Select the **Back** softkey to display the previous menu, or press the Phone/Exit ( ) button to clear the display area.

Chapter 10: Web-based Telephone Options

Introduction

When a computer is connected to the one-X Quick Edition network, you can use the web browser on the computer to access and manage some telephone and user options through the web-based **User Options** interface. For best results, choose Microsoft Internet Explorer 6.0 (or later) or Mozilla Foxfire 1.0 (or later).

> **Note:**
> To connect your Quick Edition IP Telephone so that it shares a network connection with a computer, see Chapter 2: Installation.

The following sections are included in this chapter:

- Logging in to the Web-based User Options Interface
- Logging Out
- Changing Your User Options and Voicemail Passwords
- Options on the Home Page
- Options on the Caller's Log Page
- Options on the Terminal Settings Page
- Options on the Voicemail Page
- Options on the Teleworker Options Page

Logging in to the Web-based User Options Interface

To log in to the web-based **User Options** interface, you need to know:

- the IP address of your Quick Edition IP Telephone,
- the extension number of your Quick Edition IP Telephone, and
- the password that is needed to access user options on your Quick Edition IP Telephone.

☀ **Tip:**

> To display the IP address of your Quick Edition IP Telephone, press the # key on the dialpad. The IP address is needed to specify which web page to view in your web browser.

When you log in to the **User Options** login page, the system uses the Secure Sockets Layer (SSL) protocol to secure communications between the web browser on your computer and the system. SSL encrypts the information that you enter when you log in before that information is transmitted to the system. When the web browser connects to the one-X Quick Edition network, SSL is used to verify the identity of your computer to the Telephone. As part of the exchange, the Quick Edition IP Telephone generates and downloads a self-signed security certificate to your computer.

Your Quick Edition IP Telephone uses a self-signed security certificate to authenticate itself to a web browser whenever the web browser initiates a secure connection through SSL. When the certificate is downloaded, two security messages are displayed in the web browser:

● The first message informs you that a secure link is going to be set up through SSL. You can select an option to suppress the display of this message.

● The second message prompts you to accept and optionally install the Quick Edition IP Telephone's self-signed security certificate. If you do not accept the certificate, the Telephone refuses the connection. When you accept the certificate, the **User Options** login page is displayed, and the credentials that you enter (the Quick Edition IP Telephone extension number and user options password) are encrypted before the information is sent to the system. If you choose to install the certificate, the prompt is not displayed again.

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 your Telephone (for example, if your IP address is 192.168.0.2, type **https://192.168.0.2**).

   If you have not disabled the first security alert, the following message is displayed:

3. Click **OK**.

    If you have not installed the self-signed security certificate on your computer, the following message is displayed:

4. Perform one of the following actions:
    ● To proceed without installing the security certificate, click **Yes**.

● If you want to install the security certificate, click **View Certificate**. When the Certificate dialog box is displayed, click **Install Certificate** and follow the on-screen instructions.

The **User Options** login page is displayed.
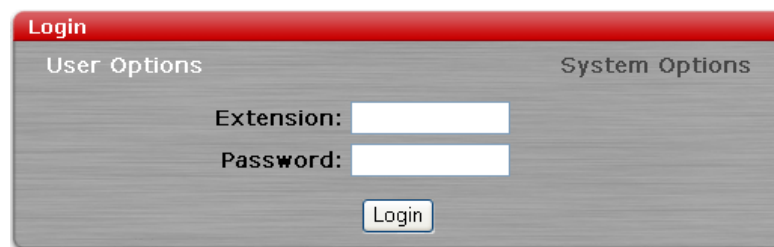
5. Enter the extension number of your Telephone and your password for accessing user options.

The **User Options Home** page for the Telephone is displayed. Links to additional pages for viewing and setting Call Log options, Terminal settings, and Voicemail options, and Teleworker options are displayed in the navigation bar on the left side of the screen.

Click **Home** to view the Home page
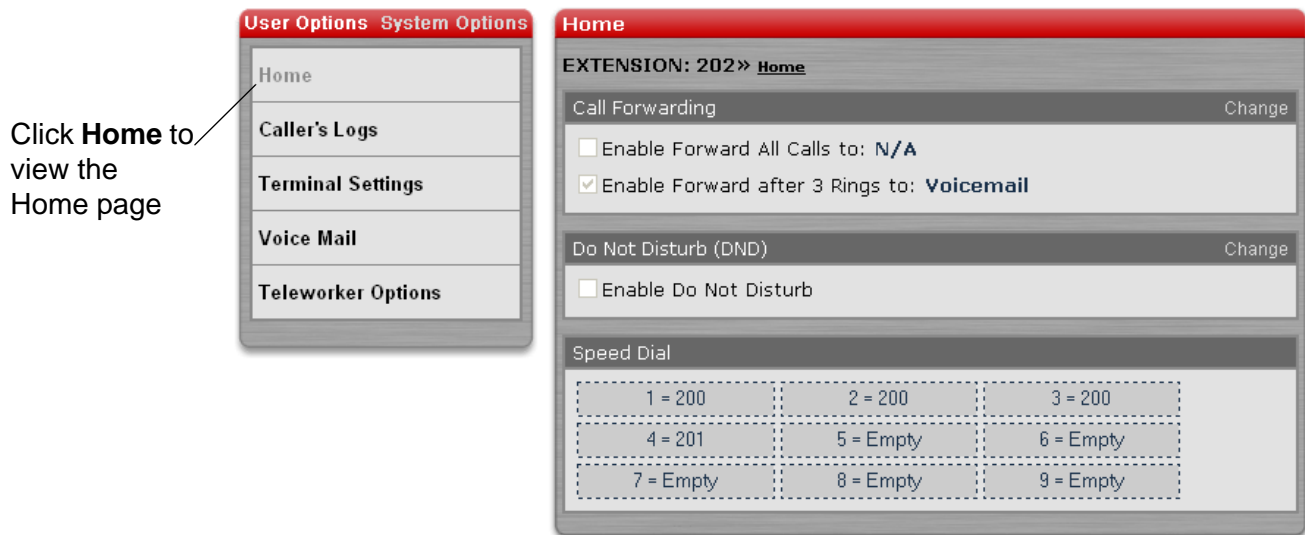
Logging Out

Log out before you exit the web browser.

To log out from the web-based User Options interface
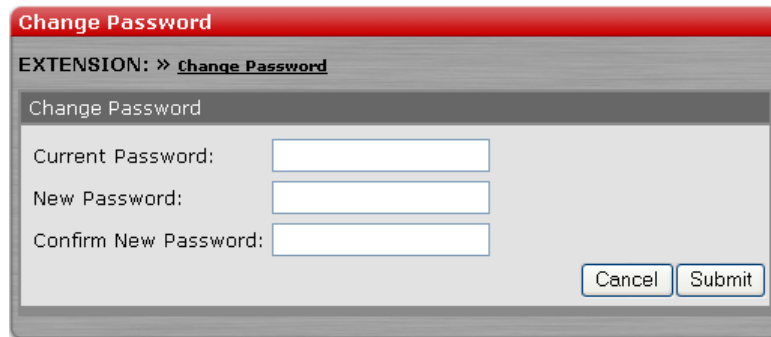
● Click **Logout** in the upper right corner of the **User Options** web page.

Click here

Changing Your User Options and Voicemail Passwords

You can change, enable, or disable a password for accessing user options through the **User Options** menu on your Quick Edition IP Telephone. For more information about this feature, see .

In the web-based **User Options** interface, clicking **Change Password** in the upper right corner of the **User Options** web page enables you to change the password that is used to access user options through buttons on the Quick Edition IP Telephone.

Note:
> The user options password also sets the Voicemail password for the Telephone. If you change the user options password, the Voicemail password is updated at the same time.

Options on the Home Page

The **Home** page displays call-forwarding, do-not-disturb, and Speed Dial options.

Modifying Call-Forwarding Option Settings

Clicking **Change** in the **Call Forwarding** dialog box enables you to modify call-forwarding option settings.

For general information about this feature, see Setting up Call Forwarding on page 72.

Enabling/Disabling the Do-Not-Disturb Feature

Clicking **Change** in the **Do Not Disturb (DND)** dialog box enables you to select the **Enable Do Not Disturb** option.

For general information about this feature, see Enabling/Disabling the Do-Not-Disturb Feature on page 86.

Viewing and Modifying Speed Dial Assignments

Clicking a dotted square in the **Speed Dial** dialog box displays the name and extension or external telephone number that has been assigned to a Speed Dial button.

For general information about this feature, see Adding and Selecting Speed Dial Entries on page 87.

Options on the Caller's Log Page

The **Caller's Log** page displays a list of received calls and a list of dialed numbers. For general information about these features, see Using the Call Log Application on page 63.

Click **Caller's Logs** to view the Caller's Log page

Clicking **Clear Log** clears the list of received calls (Incoming list) or dialed numbers (Outgoing list). Clicking **Reset Missed Call Counter** clears a counter that records the number of unanswered/ignored calls. Clicking **Clear All Logs** resets both lists and the counter of missed/ignored calls.

Options on the Terminal Settings Page

The **Terminal Settings** page displays the name that is associated with your telephone extension in the Corporate directory, and also provides registration information for special Quick Edition IP Telephone features.

For general information about these features, see:

- [Editing Your Name in the Corporate Directory on page 77](#)
- [Viewing Registration Information for Special Features on page 91](#)

Click **Terminal Settings** to view the Terminal Settings page
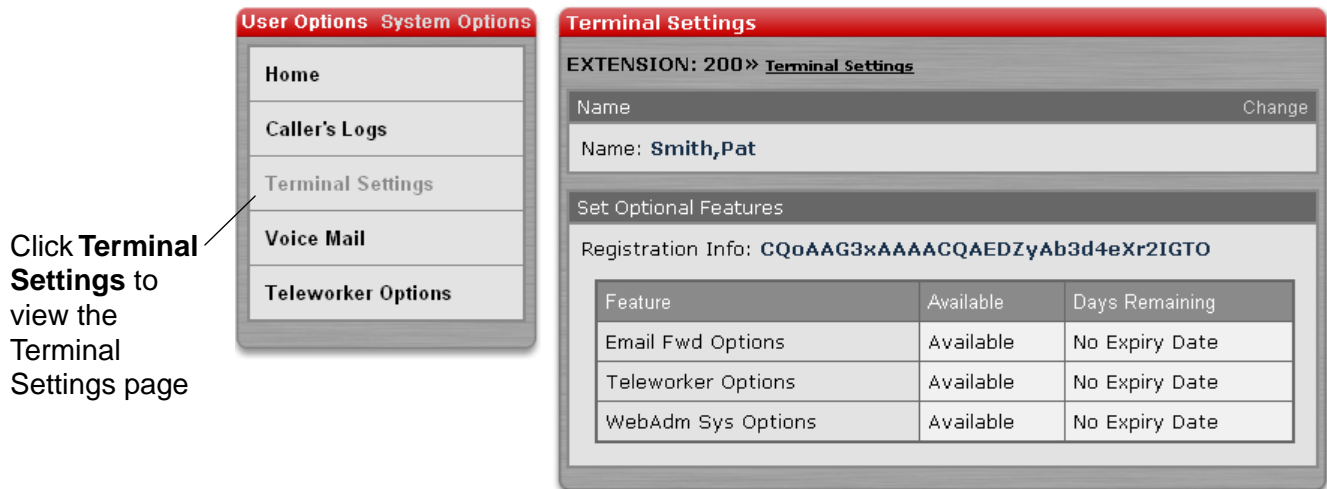
Clicking **Change** in the **Terminal Settings** dialog box enables you to change the name that is associated with your extension number in the Corporate directory.
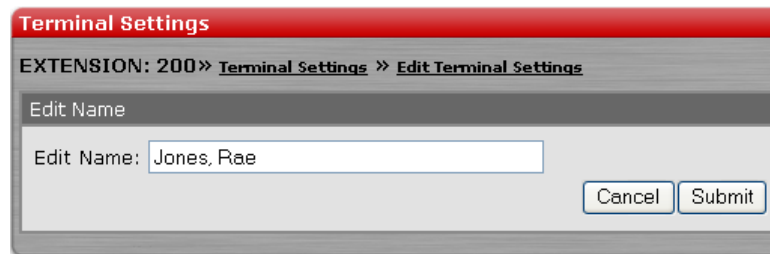
Options on the Voicemail Page

The Voicemail page displays information about the designated operator (see Enabling/Disabling the Zero-Redirect Feature on page 104) and provides a way for you to specify the settings needed to finish configuring the email-notification-of-voicemail feature (see Specifying an Email Address to Receive Voicemail Notifications on page 105).

Click **Voice Mail** to view the Voicemail page

Enabling/Disabling the Zero-Redirect Feature

Click **Change** in the **Zero Redirect** dialog box to enable or disable the zero-redirect feature and specify an extension or telephone number for callers to redirect an unanswered call to the designated operator extension.

For general information about this feature, see Setting Up the Zero-Redirect Feature on page 74.
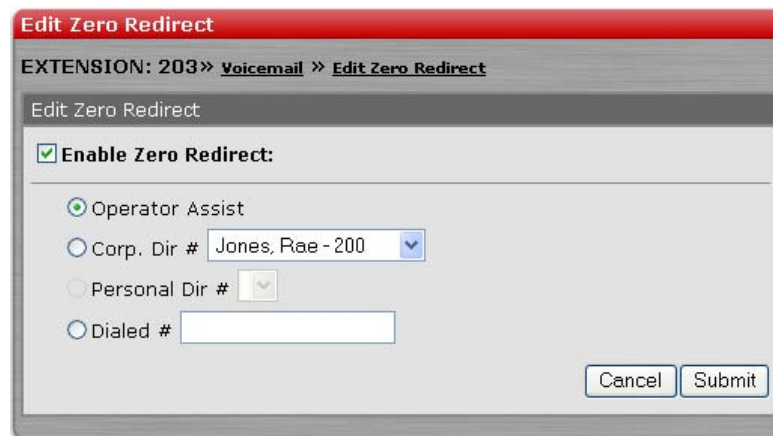
Selecting the Language of Voicemail Prompts

Currently, only English language prompts for Voicemail are supplied with Quick Edition IP Telephones.

Specifying an Email Address to Receive Voicemail Notifications

There are three parts to configure the email-notification-of-voicemail feature:

● First, through system options, an SMTP server has to be specified. See "Configuring SMTP to Support Email Notification" and "Configuring Email Notification of Voicemail" in the *Avaya one-X Quick Edition System Administrator Guide*.

● Second, the email address of the person to whom notification will be sent needs to be specified. This can only be done through web-based user option settings as described in the procedure below.

● Finally, enable the feature through web-based user option settings as described in the procedure below, or through Voicemail prompts (see Accessing Voicemail Options and Messages from any Telephone on page 60). The audio component of the voicemail message is sent as an audio file attachment when you enable the feature.

> **Note:**
> For information about how to obtain the software needed to play the audio file attachment, see Playing an Audio File Attachment on page 106.

Specifying the email address of the SMTP recipient

1. Log in to the web-based **User Options** interface (see Logging in to the Web-based User Options Interface on page 95).

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

3. In the SMTP dialog box, click **Change**.

   The **Edit SMTP** dialog box is displayed.

4. In the **To Address** field, type the email address of the person to whom notifications will be sent (for example, `me@mycompany.com`).

5. In the **From Address** field, type an email address that the Quick Edition IP Telephone can use to place in the "From" field of the email header. This value has to look like an email address, but it does not have to be a real email address (for example, `email@myphone.com` is acceptable). Choose a value that you will recognize as being email from your Quick Edition IP Telephone.

6. Select **Enable Notification**.

7. Click **Submit**.

Playing an Audio File Attachment

To play audio files when they arrive as email attachments, you can download and install a free plug-in for the Microsoft Windows Media Player from the Avaya Technical Support site. Your PC must be running Microsoft Windows XP or 2003, and be equipped with a sound card.

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

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 and is needed to run the plug-in. The Microsoft Installer program handles the installation of the plug-in.

A link to the installation program and the plug-in (http://support.avaya.com/QuickEdition/MediaPlayer) is conveniently included in every email 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.

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 email message will start the playback of the WAV file through the Windows Media Player.

Options on the Teleworker Options Page

The **Teleworker Options** page displays information about Teleworker Application settings.

For more information about this feature, see Extending Services to Remote Users through the Teleworker Feature on page 79.

When **Working Mode** is set to **Local**, Teleworker mode is disabled. When **Working Mode** is set to **Teleworker**, Teleworker mode is enabled.
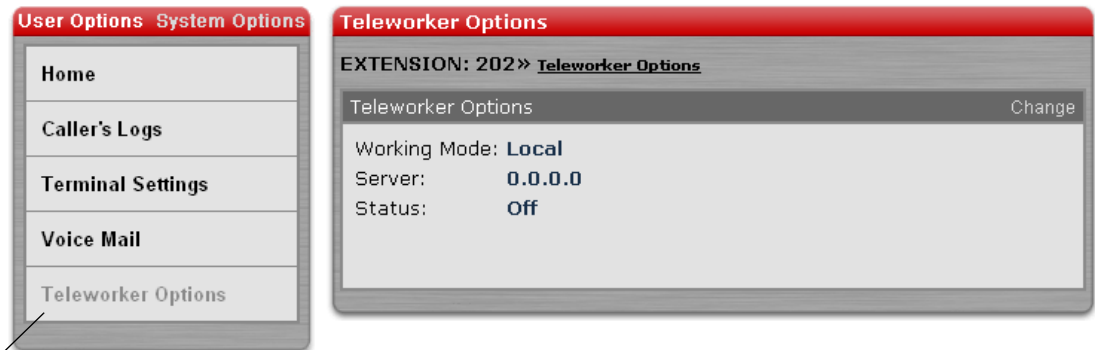
Click **Teleworker Options** to view the Teleworker Options page

Click **Change** in the **Teleworker Options** dialog box to enable or disable Teleworker mode, and if required, specify the IP address of a Teleworker server host.
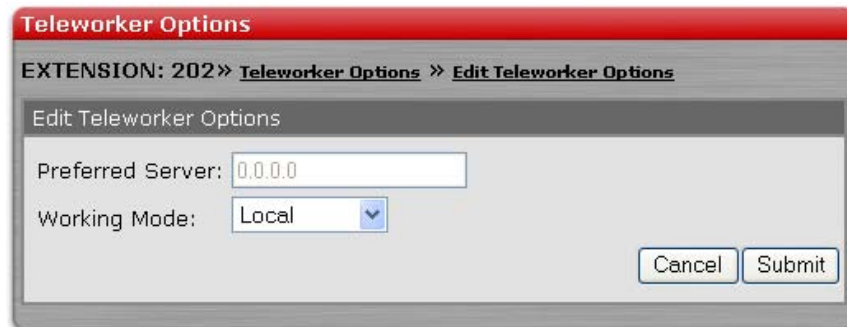
User Options Quick Reference

Introduction

You can change the way that your Telephone works through user options. This appendix provides a quick reference to the **User Options** menu items that can be accessed through the Options (✓) button on your Quick Edition IP Telephone. To access user options through the web-based administration interface, see Chapter 10: Web-based Telephone Options.

To access the User Options menu

1. Press the **Options** (✓) button below and to the right of the display area.

2. Select **Options** on the **Main** menu, or press 1 on the dialpad.

3. Select **User Options** on the **Options** menu, or press 2 on the dialpad.

4. If you are prompted to enter a password (password protection may be disabled), enter your password.

5. Select the **Done** softkey.

   The **User Options** menu is displayed.

Tip:
Read <u>Table 2</u> from left to right.

Table 2: User Options Menu Items

1. Password	1. Change Password	Enter existing password, enter new password, and confirm new password.	
	2. Turn Pswd On/Off	Confirm your selection.	
2. Call Forward	1. All Calls	Turn the feature **On** or **Off**.	If required, select **Chg** to select a different call recipient.
	2. After *x* Rings	Turn the feature **On** or **Off**.	Select **Chg**. Select **-** or **+** to change the number of rings. If required, select a different call recipient.
3. Voicemail	1. Zero Redirect	Select **Chg** to specify number of call recipient.	Turn the feature **On** or **Off**.
	2. Record Name	Record your name and save the recording.	
	3. Record Greeting	Record the greeting and save the recording.	
4. Call Log	1. Reset Counter	Confirm your selection.	
	2. Clear Incoming		
	3. Clear Outgoing		
	4. Clear All		
5. Name	Select **Chg**.	Edit the name and save the text.	
6. Personalized Ringing	Select a ringer tone entry.	Play or confirm your selection.	
7. Call Waiting Tone	**Set the call waiting tone.**	Enable or disable the call waiting tone.	
8. Contrast level	Select **-** or **+** to adjust the setting.	Save your changes.	
9. Teleworker	1. Mode	Select **Chg** to enable or disable Teleworker capability.	
	2. Status	View connection status.	
	3. Default Server	Select **Chg** to enter the IP address of the Teleworker server.	

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