Avaya 4610/4620/4621SW IP Desk Phone Quick Reference Guide

Main Screen

Call Appearances – You have three available lines to make, receive and transfer calls. Appearances to other lines can be added to answer other lines; this is most commonly done on phones assigned to a School or department Administrative Assistant.

Directory – Press this button to access the dial by name directory. You should type the last name of the person you are looking for.

Next – Press this button within the directory application to scroll to the next alphabetical listing

CFrwd (Call Forwarding) – Press this button to forward all incoming calls to another station or phone number. While call forwarding is active, you will hear a short burst ring alerting you of an incoming call, but it will be automatically forwarded to the selected location.

>   **Using Call Forwarding:**
>
>   After pressing the CFrwd soft button the speaker will activate with a dial tone, if you want to transfer incoming calls to another internal extension, simply enter that extension and three pulse tones will sound confirming the entry. If you would like to forward calls to a number outside the college, press the CFrwd button, enter 9-1-(area code)-phone number, if you are forwarding to a local (617) number, only use 9-(617)-phone number. Again, you will hear three pulse tones if you are successful.
>
>   **Deactivating Call Forwarding:**
>
>   When call forwarding is active, you will see a grey tint covering the area of the CFrwd button. Simply push the soft button again and call forwarding will be deactivated.

Voicemail – Pressing the voicemail button will connect you directly to the Audix Voicemail system.

SendAllCalls – Press this soft button to send all incoming calls directly to your voicemail box. While SendAllCalls is active, you will hear a short burst ring alerting you of an incoming call, but it will be automatically forwarded to your voicemail box.

RingerOff – Activating this soft button will deactivate the ringer on your phone. You will not be alerted to any incoming calls to your extension.

SpDial – Selecting this soft button will open your personal speed dial list.

>   Adding New Numbers:
>
>   Open your personal speed dial list and push the Add soft button. Enter a name using the alphanumeric keypad, then press the soft button near Number to enter a phone number or extension. Please note that if you are entering an outside phone number you should

MCPHS
UNIVERSITY

enter 9-1-(area code)-phone number or for a local (617) number, use 9-(617)-phone number.

Log – Selecting this soft button will show you the log for missed, answered, and outgoing calls to your extension.

Phone Options

Changing the Ring Pattern

To change your ring pattern, press the **Options** soft button then press the **Personal Ringing** soft button.

Use the soft buttons for Patterns 1 through 8 to preview the ring patterns, the last pattern previewed will be the selected pattern, press the **Save** soft button to save your selection.