



IP Office

5620/4620 Phone User Guide

Table of Contents

The Telephone	4
Overview.....	4
Call Appearance Keys	6
Call Appearance Keys Icons	7
System Features	7
Basic Call Handling	8
Answer Incoming Calls	8
Make a Call.....	8
Clearing a Call	8
Headset Working	9
Speakerphone	10
Mute.....	10
Hold	11
Speed Dial	11
Redial	11
Transfer	12
Conference.....	12
Speed Dials	13
Overview of Speed Dials	13
Accessing the Speed Dial Directory/Dialing a Speed Dial.....	13
Adding a Speed Dial from the Call Log	14
Editing a Speed Dial.....	14
Deleting a Speed Dial.....	14
Adding a New Speed Dial.....	15
Using the Call Log	16
Overview of the Call Log	16
To Access the Call Logs.....	17
To Display an Individual Log Entry	17
Making Calls from the Call Log.....	18
To Turn a Log Entry into a Speed Dial	18
To Delete an Individual Log Entry	18
To Delete All Entries from a Log.....	18
To Exit the Call Logs	18
Changing Options	19
Overview.....	19
Personal Ringing	19
View IP Settings	20
Contrast Control	20
Logging Off.....	21
Reinstating the Phone	21
Feature Button Labeling	21
Display Language Selection	22
Application Options.....	23
Phone Screen on Answer	23
Phone Screen on Calling	23
Display Call Timers	23
Message Display Rate	24
Call Appearance Width	24
Visual Alerting	24
Function Keys	25
Overview of the Function Keys.....	25
Function Key Programming	26
Shorthand Programming Mode	27

Longhand Programming Mode	28
System Features	29
Introduction	29
Making Calls	29
Answering Calls	29
Call Waiting	30
Call Forwarding	30
Diverting Calls	30
Do Not Disturb	31
Voicemail	31
Default Feature Codes	32
Web Browsing	33
Overview of Web Browsing	33
Accessing External WAP Websites	33
Web Navigation Controls	34
Entering Data	35
Management and Troubleshooting.....	36
Overview	36
Testing the Telephone's Lights and Display	36
Troubleshooting	37
Index.....	39

The Telephone

Overview

This guide covers the use of the Avaya 5620 and 4620 telephone on Avaya IP Office telephone system. These two phones are physically similar, the key difference being that the 5620 is only supported on the IP Office where as the 4620 is supported on a range of Avaya phone systems.

The diagram below shows the main telephone features.



1. Display and Feature buttons:

The Call Appearance Keys allow the user to handle multiple calls with the display showing call information, e.g. the name/phone number, etc. There are four pages in the display; giving up to 24 system features that can be allocated to the function keys. See Call Appearance Keys and Overview of the Function Keys. The information displayed varies according to the active feature.

2. Message waiting lamp:

Lit continuously when the user has voicemail messages waiting. Can also be set to flash when the phone is ringing.






3. ◀▶Page Right/Left:

Shifts from one page to another in the same application when the display presents the paging indicator (↔). These buttons have no effect when the paging indicator is not displayed.

4. Options:

Displays the Options main screen, from which display and application settings can be updated

5. Call Handling Buttons:

-  **Hold:** Red button used to place a call on hold.
-  **Transfer:** Transfers a call to another phone.
-  **Conference:** Sets up conference calls with more than one other person.
-  **Drop:** Drops the current call or, if on a conference call, drops the last person to join the conference.
-  **Redial:** Redials the last number dialed or displays the last 6 numbers dialed from the phone, depending on configuration via the Options menu.

6. Numeric (Dialing) Pad:

Standard 12 button pad for dialing phone numbers.

7. ▼▲Volume Controls:

Adjusts the handset, speaker, headset, or ringer volume, depending on which item is in use. As you increase or decrease the volume, the top display area provides either a speaker, headset, handset, or ringer icon to indicate for which item you are adjusting volume, followed by a visual “volume meter” showing the volume level. These buttons also control the volume of the key click sounds made when you press fixed buttons on the phone, such as the dial pad or softkeys.

8.  Mute and LED Indicator:

Turns off the active Speaker, handset, or headset microphone to prevent the other person from hearing you. The associated LED lights steadily when the handset or headset is muted.

9.  Headset and LED Indicator:

With a headset connected, changes audio control from the handset or speaker to the headset. The associated LED lights steadily when the headset is active. The headset jack socket is located on the base of the telephone underneath the front edge.

10.  Speaker and LED Indicator:

Accesses the Speaker feature. The associated LED lights steadily when the Speaker is active.


11.  Phone/Exit:

Displays the phone application main screen or, if applicable, exits the current IP Office based feature, such as Speed Dial or Call Log, and normalizes the display

12.  Softkeys:

Used to navigate to or initiate certain features, such as Speed Dial or Call Log, as well as control certain actions within the features. These keys correspond to the text prompts in the display screen immediately above them.

Call Appearance Keys

There are four pages of Call Appearance and Function Keys. You can step through these with the  keys. At default, first page of the main call screen contains three keys set as 'call appearance' keys. With these keys the phone is a multi-line phone and are indicated as **a=**, **b=** and **c=**. The remaining 21 Function Keys can have system features allocated to them, by your System Administrator, that are specific to your requirements (see Function Keys).

Your System Administrator can change a call appearance key with:

- **A Bridged Appearance**
A bridged appearance key matches the status and operation of the Call Appearance Key on a pre-defined colleague's telephone. Hence, you can pick-up, make and receive calls on behalf of your colleague.
- **A Line Appearance**
An IP Office exchange line (but not IP lines) can be allocated to you such that the status of that line is displayed and you can use the line appearance key to make and receive calls.
- **Call Coverage Appearance**
A call coverage appearance key alerts you when a pre-defined colleague is receiving a call. The covered user does not need to be using call appearance keys. Hence, you can pick-up calls on behalf of your colleague. · A System Feature
- **System Features:**
System Features, such as Abbreviated Dial (that automatically dials a frequently used number) can be set against key and/or dial pad digits.
See Function Keys.

All of the above can only be allocated to you by your System Administrator.

For details of Bridged, Line and Call Coverage Appearance Keys set-up and their operation, refer the *IP Office Key and Lamp Operation* manual.

CAUTIONS:















1. Having more than two Call Appearance keys is very useful. When holding a call you can answer/make another call and then switch between calls or transfer or conference. If you are set to receive call waiting indication, the waiting call is shown against the next call appearance key.
2. Although the System Administrator can replace the Call Appearance Keys with:
 - A Bridged Appearance
 - A Line Appearance
 - Call Coverage Appearance
 - System Features

This would severely restrict the use of features such as conference and transfer.

It is for these reasons that it is **strongly recommended** that all Call Appearance keys **remain at their default settings**.

Call Appearance Keys Icons

The icons displayed against the Call Appearance/Feature Keys allow you to determine the status (for example, on Hold) of each call. Icons also indicate whether a feature has been activated for a particular button.

- **Incoming Call:**  A  symbol next to a call appearance key indicates an incoming call. Pressing the adjacent   key answers the call and puts any other current call on hold.
- **Connected:**  A  symbol next to a call appearance key indicates that it is the currently connected call. The caller's telephone number (if available) is also shown. Pressing the adjacent   key puts the call on hold. An **H** is also shown on the display.
- **On Hold:**  A  symbol next to a call appearance key indicate a call on hold. Pressing the adjacent   key takes the call off hold and puts any other current call on hold.
- **Function Active:**   The button to the left or right of the function key is active.

System Features

System Features **can only be** set against soft Function Keys by your System Administrator. However, your System Administrator may allocate you two 'self administrator' features that will enable you to add System Features to your soft Function Keys. Refer to Overview of the Function Keys for details of the System Feature that **can only be allocated to you** by your System Administrator.

In addition, there are a number of System Features that you can always access yourself by the use of short codes. Refer to System Features Introduction for details of System Features that you can always access yourself by dialing short codes, e.g. *17 to listen to your voicemail messages.


Basic Call Handling

Answer Incoming Calls


When there is an incoming call, you will hear a ringing tone and a blinking bell icon appears on the associated call appearance screen.

To answer an incoming call, do one of the following:

Answering the first incoming call

1. Pick up the handset or press the  button to use the speakerphone.

Answering waiting calls

1. If you have call waiting switched on, the waiting call is shown against the next call appearance key and a tone is played to further indicate the waiting call. If you choose to answer the waiting call, press the  button corresponding to waiting call and the current call will be placed on hold.


Make a Call

There are several options for making a phone call, depending on what how you want to use the phone.

Making a call using the handset

1. Pick up the handset.
2. Dial the phone number of the person you want to contact, including any outside line digits and/or area codes.

Making a call using speakerphone

1. Press .
2. Dial the phone number of the person you want to contact, including any outside line digits and/or area codes.
3. See Speakerphone for more information on using the speakerphone.

Making a call using speed dial


1. See Using Speed Dials.

Clearing a Call


To clear an established call either:

1. Replace the handset

or

2. Press  **Drop**. You will hear dial tone, unless you are in 'call center mode' of working when you will then hear silence.

Headset Working

When a headset is to be used, it must be plugged in to the headset socket on the base of the phone. To activate the headset and switch off the handset, press  **Headset**. The lamp beside the button is illuminated when headset working is activated.

To answer an incoming call:

1. Press the call appearance key  next to the flashing bell icon ():

To clear a headset call:



1. Press  **Drop**.

To manually make a call:

1. Dial the number (remember to include the required access code (for example, 9) for an outside line) and listen to the progress of the call.

To automatically make a call:

Do any of the following:

- Press  Redial and a call appearance key  to have the telephone dial the last number that you dialed. See Redial.

or

- Access the Call Log and initiate a call to a specific entry. See Making Calls from the Call Log.




or

- Access the Speed Dial List in your personal directory and initiate a call to a specific entry. See Dialing a Speed Dial Number.
- When the call is answered, speak to the called party.

Speakerphone

The two-way built-in speakerphone allows you to make and answer calls without lifting the handset. Keep in mind that two-way speakerphones may not operate satisfactorily in every environment (such as in very noisy locations).


Using the speakerphone with any feature:

1. Press .
2. Make or answer the call, or access the selected feature.
3. Adjust the speakerphone volume if necessary.
4. To change the volume, use the  and  buttons. The display bar at the top of the display screen shows the volume level. (There are eight volume levels.)

Changing from speakerphone to handset:

1. Pick up the handset and continue talking.

Changing from handset to speakerphone:

1. Press .
2. Hang up the handset.



Ending a speakerphone call:

1. Press  again.

Mute

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



Preventing the other person on the line from hearing you

1. Press  **Mute**.
2. The other party cannot hear you. The indicator next to the Mute button lights when Mute is active.
3. To reinstate two-way conversation, press  **Mute** again.



Hold

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

Placing a call on hold

1. Press the  **Hold**.
2. The line display area changes to white text with a dark gray background, and the  hold icon displays.




Retrieving the held call

1. Press the corresponding  Line/Feature button on which the call is being held, or press the  **Hold**.
2. The call is now active.

Speed Dial

The Speed Dial feature allows the phone to dial numbers stored in your personal directory (maximum of 104).




To make a call to a personal directory entry using the Speed Dial feature

1. From the Home screen, press the  **SpDial** softkey. The **Speed Dial** screen is displayed.
2. Press the button next to the entry you want to call.
3. If the entry you want is not displayed, use  and  to cycle through the entries **or** key the first letter of the required name to jump to the page with a matching entry.
4. The telephone dials the number for you.

Redial

The Redial feature automatically redials a previously dialed extension or outside number (up to 24 digits). The phone can store the up to ten of the last numbers dialed.





To redial previously dialed number:

1. Press  **Redial**. Use  and  to step through the entries. When you have located the required number, press the associated key.

Transfer

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




Transferring a call to another telephone

1. With the call active (or with only one held call and no active calls), press the  **Transfer**.
2. The call is placed on hold; the  **Hold** icon displays and you hear a
3. dial tone while the next available line activates.
4. Dial the number to which you want to transfer the call.
5. If you do not want to announce the call, press the  **Transfer** again and proceed to Step 6. If you wish to wait for an answer and announce the call, go to Step 7.
6. The call is sent to the extension or number you dialed. A two-second display message indicates the transfer is complete.
7. Remain on the line and announce the call; if the line is busy or if no one answers, return to the held call by pressing the Call Appearance/Feature button on which it is being held.
8. Press  **Transfer** again.
9. The call is sent to the extension or number you dialed. A two-second display message indicates the transfer is complete.
10. Hang up your handset.





Conference

The number of conferences available is dependent on the IP Office unit set up on your system.


Adding another party to a call

1. Dial the first party, then press  **Conference**.
2. The line display area changes to white text with a dark gray background. The current call is placed on hold, the  Soft Hold icon displays and you hear a dial tone.
3. Dial the number of the next party and wait for an answer.
4. Press  **Conference** again to add the new party to the call.
5. Repeat Steps 1- 3 for each party you want to conference in to the call.

Adding a held call to the current call

1. Press  **Conference**.
2. The icon on the current line changes to the  Soft Hold icon.
3. Press the  Call Appearance/Feature button corresponding to the held call.
4. Press the  **Conference** button again.
5. All parties are now connected.

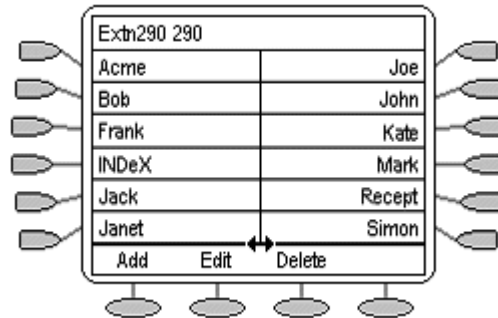
Dropping yourself from the conference

1. Press the  **Drop** button.
2. Disconnects the line on which the drop button is pressed.

Speed Dials

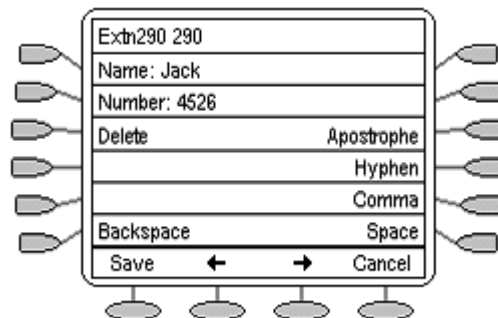
Overview of Speed Dials

The phone can store up to 108 personal speed dials, accessed by selecting **SpDial** on the display.



- The speed dials are sorted alphabetically.
- Pressing the **[Handset]** or **[Handset]** key adjacent to an name, dials the speed dial number stored with that name.
- The **↔** symbol indicates that there are more pages. You can move between pages using the **◀ Page Left** and **▶ Page Right** keys.

Pressing **Add** allows you to add a new speed dial. You can also press **Edit** and an existing speed dial to edit its current settings.



Note: Speed dials can be used for any numbers that can be manually dialed from the extension. If for external calls, a dialing prefix is required; that prefix must be part of the speed dial number.

Accessing the Speed Dial Directory/Dialing a Speed Dial












You can use the speed dial directory to make a call with the handset on hook or off hook.

1. Press **SpDial** to display the speed dial directory.
 - If **SpDial** is not shown, you may have to press **Phone Exit** to exit the current screen function.
2. The **↔** symbol is shown if there is more than one page of speed dials. You can move between pages using the **◀ Page Left** and **▶ Page Right** keys.
3. When the speed dial required is shown on the screen, press the **[Handset]** or **[Handset]** key adjacent to the speed dial name.
4. Continue as per a normal call.











Adding a Speed Dial from the Call Log

You can create a new speed dial from a call log entry. See [To Turn a Log Entry into a Speed Dial](#). This process will start the normal speed entry screen but pre-filled with the name and number from the call log entry.

Editing a Speed Dial

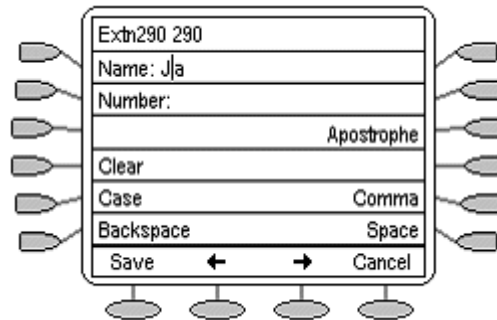
1. Press  **SpDial** to display the speed dial directory.
 - If **SpDial** is not shown, you may have to press  **Phone Exit** to exit the current screen function.
2. The  symbol is shown if there is more than one page of speed dials. You can move between pages using the  **Page Left** and  **Page Right** keys.
3. Go to the page containing the speed dial to edit.
4. Press  **Edit**.
5. Press the  or  key next to the speed dial to edit. The editing process is similar to adding a new speed dial, see [Adding a New Speed Dial](#).
 - When editing an existing speed dial, a  **Delete** option is provided to remove the speed dial from the speed dial directory. When selected press  **Delete** to confirm or  **Cancel** to exit without deleting.

Deleting a Speed Dial

1. Press  **SpDial** to display the speed dial directory.
 - If **SpDial** is not shown, you may have to press  **Phone Exit** to exit the current screen function.
2. The  symbol is shown if there is more than one page of speed dials. You can move between pages using the  **Page Left** and  **Page Right** keys.
3. Press  **Delete**.
4. Press the  or  key next to the speed dial to delete.
5. Press  **Delete** to confirm the deletion. Press  **Cancel** to exit without deleting.

Adding a New Speed Dial

1. Press **SpDial** to display the speed dial directory.
 - If **SpDial** is not shown, you may have to press **Phone Exit** to exit the current screen function.
2. Press **Add**.



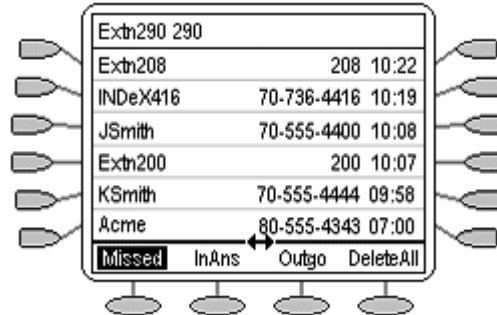
3. The cursor, a | symbol, is initially in the empty name field. You can move between Name and Number entry by pressing the adjacent **←** key.
4. Begin entering text using the telephone keypad. Each key is marked with the letters it provides. You may have to press the key more than once depending on the character you require.
 - For example, the **2** key is also marked as **A**, **B** and **C**. To enter a **C** press the key until a **C** is displayed.
 - If the next character you want to enter is on the same key, press **→** and then enter the next character.
5. As you enter characters you can use a number of other controls. Note: The controls on this screen are context sensitive, ie. they only appear when applicable. For example **Save** only appears when a name and number have been entered.
 - **Save** - Save the speed dial changes.
 - **←** - Moves the cursor left one character.
 - **→** - Moves the cursor right one character.
 - **Cancel** - Return back to the speed dial directory without making any changes.
 - **Clear** - Delete the whole name or number entry.
 - **Case** - Change the case of the current character between upper and lower case.
 - **Backspace** - Delete the character before the cursor.
 - **Apostrophe** - Insert an apostrophe (') symbol.
 - **Comma** - Insert a comma (,) symbol.
 - **Space** - Insert a space.

Using the Call Log




Overview of the Call Log



The phone maintains a call log, accessed by selecting  **Log** on the display.

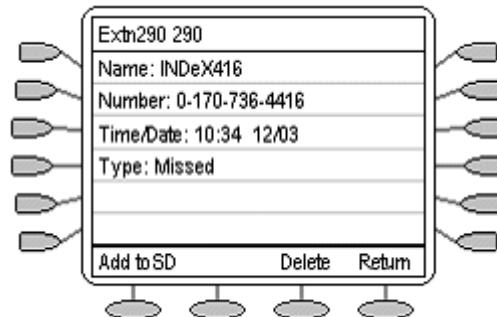
The call logs keeps logs of missed calls, outgoing calls made and incoming calls answered. Each of these logs includes the 30 most recent calls in each category. The details shown are:



Extn290	290	
Extn208	208	10:22
INDeX416	70-736-4416	10:19
JSmith	70-555-4400	10:08
Extn200	200	10:07
KSmith	70-555-4444	09:58
Acme	80-555-4343	07:00
Missed InAns Outgo DeleteAll		

- The name of the called or calling party if available.
- The number of the called or calling party.
- The time of the call.
- The date of the call if prior to the current day.
- The  symbol indicates that the log contain more pages of entries. You can move between pages using the  **Page Left** and  **Page Right** keys.

Pressing the  or  key adjacent to a log entry displays full details of that log entry: Each individual log entry includes:



Extn290	290
Name:	INDeX416
Number:	0-170-736-4416
Time/Date:	10:34 12/03
Type:	Missed
Add to SD Delete Return	

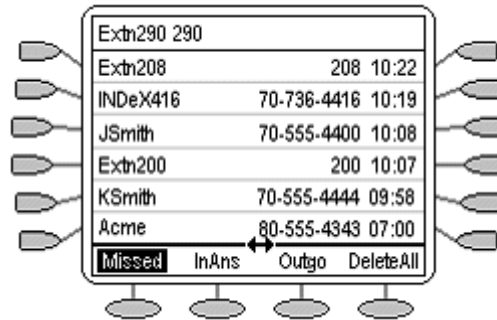
- The name of the called or calling party if available.
- The number of the called or calling party.
- The time of the call.
- The date of the call.
- The duration of the call for outgoing and answered calls.






Apart from using the call logs for information, you can turn a call log entry into a speed dial for future calls. You can also delete individual log entries or the all entries in a particular log.

Note: Call log entries are lost whenever the telephone system or the individual telephone are reset.



To Access the Call Logs

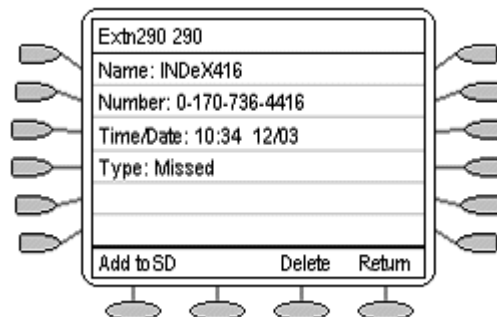
1. Press the  key under **Log**.



- If **Log** is not shown, you may have to press  **Phone Exit** to exit the current screen function.
2. The call log always opens in the **Missed** calls log.
 3. To select the log required press the  key under **Missed**, **InAns** or **Outgo**.
 - **Missed:** The log of missed calls, ie. those that rang your extension but were not answered. This includes calls that were diverted to voicemail or another number after ringing your extension.
 - **InAns:** The log of incoming calls that were answered. This includes both internal and external calls.
 - **Outgo:** The log of calls made. This includes both internal and external calls.
 4. If the selected log contains more than one page of entries, the  is shown. Use the  **Page Left** and  **Page Right** keys to move between pages.








To Display an Individual Log Entry

1. Locate the log entry in which you are interested.
2. Press the  or  key adjacent to the entry.
3. The log entry details are shown.








4. Using  **Return** key to return to the call log.






Making Calls from the Call Log

1. Locate the log entry in which you are interested from  **Missed**,  **InAns** or  **Outgo**.
 2. Press the  or  key adjacent to the entry.
 3. The log entry details are shown.
 4. Press  **Call** make the call. If the number shown is external but doesn't include the external dialing prefix used by your telephone system, go off-hook, dial the prefix and then press  **Call**.
-







To Turn a Log Entry into a Speed Dial

1. Locate the log entry and press the  or  key adjacent to it.
 2. Press  **Add to SD**.
 3. The screen for editing and adding speed dials will appear, prefilled with the information from the log entry. Edit the details if required and press  **Save** or  **Cancel**.
 4. You will be returned to the speed dials selection menu.
-

To Delete an Individual Log Entry

1. Locate the log entry and press the  or  key adjacent to it.
 2. Press  **Delete**.
 3. Press  **Delete** to delete the log entry. Press  **Cancel** to return to the call log without deleting the log entry.
 4. You will be returned to the call log.
-

To Delete All Entries from a Log


1. Press  **Missed**,  **InAns** or  **Outgo** to select the log.
 2. Press the  key under **DeleteAll**.
 3. Select  **Delete** to delete the log entries. Press  **Cancel** to return to the call log without deleting the log entries.
-

To Exit the Call Logs

1. Press  **Phone Exit**.

Changing Options

Overview

The  **Option** button will allow viewing and configuring of certain phone settings. These options are different from the function keys that require configuration by the system administrator.

The phone settings available include:





- Displaying the Phone screen upon answering a call.
- Personalizing the ringing sound.
- Determining how you want the Redial feature to work (redial the last number called or select from a list of the last six calls).
- Displaying the Call Timer.
- Changing the rate at which messages display.
- Changing the display area's contrast.
- Logging off.
- Backing up and restoring Speed Dial button data, feature button labels, and options settings.
- Selecting a different language for the phone display.
- Changing the width of displayed call appearances.
- Allowing the Voice message light to flash when the telephone rings.
- Disabling and re-enabling the Call Log.

This chapter also covers how to verify the status of certain phone/server interactions. This information can be useful in troubleshooting problems or when discussing phone operation with your System Administrator.

Personal Ringing

The IP Office uses 'distinctive ringing' for different types of calls - a repeated single ring for internal calls, a repeated double ring for external calls and a single ring followed by two short rings for ringback calls. These options are fixed by the IP Office. The phone's own menus allow its ringer sound to be personalized so you can recognize it from other ringing phones.

To hear a ring pattern and change the Personal Ringing options:

1. Press  **Option** and then select  **Personal Ringing**. This alters the tone and style of ringing used by the phone, the ring pattern is still controlled by the IP Office according to the call type.
2. Select the corresponding  button to the left or right of any numbered pattern. The **Current Pattern** number changes to the selected pattern, which rings once as a sample.
3. Repeat Step 1 until the preferred pattern appears as the **Current Pattern**.
4. Save the setting by pressing the  **Save**.
5. Upon saving or canceling, the first Options Main screen displays.

View IP Settings

Views of telephone and system information are available from this screen. A user normally does not need to view this information, however your System Administrator may ask you to report certain values from any of the status screens in the event of problems.

The status screen data can be viewed, but cannot be changed.

1. Press **✓ Option**) and then select **View IP Settings**.
2. There are two pages of display. Use **◀** and **▶** select from:
 - **IP Address Settings**
IP (Internet Protocol) address information identifies certain components and connections. The IP Address information includes the location (address) of your phone on the IP Office unit, the location and port (connection) of the IP Office itself, the call routing and mask addresses, and the identification of the File Server with which your telephone interacts. Although technical in nature, having this information available and knowing how to get to it can assist your System Administrator in tracking questions about or problems with phone functions or connections.
 - **Quality of Service (QoS) Information**
QoS refers to a number of mechanisms used to improve audio quality over the network.
 - **Phone Interface**
Your phone interfaces with several system hardware devices and software. This screen provides information about three of the main interfaces.
 - **Miscellaneous Information**
The miscellaneous status screens provide additional information about your telephone and its connections.
3. To return to the first **View IP Settings** screen, press **Return**.

Contrast Control

On first-time startup, the phone's display area contrast is set to a mid-level. Should you need to adjust it to better suit your work environment and lighting, 15 contrast levels are available.

NOTE: You may not be able to distinguish between all 15 contrast level settings. Some of the upper and/or some of the lower contrast level settings may appear identical to adjacent settings. This is normal.

To adjust the contrast level:

1. Press **✓ Option**) and then select **Contrast Control**.
2. To adjust the contrast, use **◀** or **▶** until you reach the desired contrast level. (**▶▶▶** symbols provide visual confirmation of the current level.)
3. Save the contrast level you set by pressing the **Save**, or, to restore the previous setting without changing the contrast, press the **Cancel**.

Logging Off

Allows you to log your telephone off to prevent unauthorized use during an absence, or for privacy purposes

- **CAUTION:** Logging off deletes all call log entries and returns any options you may have changed to their default values.

To log your phone off:

1. Press **Option**) and then select **Log Off**.
2. Select **Yes** to un-register your phone from the IP Office, delete all Call Log entries and returns any options you may have configured to their default values.
3. Selecting **No** returns you to the main Option menu; your phone remains logged on to the network and your Call Log and options values remain unchanged.

Reinstating the Phone

When your phone not registered on the phone system, the top line displays "Extension=*."

To reinstate your phone following a log off:

1. The telephone screen displays your extension number. Press the Hash (#) key. If the screen does not display your extension number, use the dialpad to enter the number, then press the Hash (#) key.
2. The display prompts for entry of your password. Using the dialpad, enter your PBX/switch Password then press the Hash (#) key. If a password was set by the System Administrator, enter any number and press Hash (#).
3. The phone is now ready for use.

Feature Button Labeling

This action is currently not supported with the 4620 and 5620 phones on IP Office.








Display Language Selection

Non-English speaking users can change the user interface language displayed on their phone.

Language options are:

- English, Français, Italiano, Japanese (Katakana characters), Español, Deutsche, Nederlands, Português.

Note: This does not alter your user language setting on the telephone system.

1. Press  **Option**),  and  **Language**. A menu listing the available languages appears.
2. Press the  or  key next to the language required. You are asked in the original language “Are you sure?” with the same message in the new language below.
3. Do one of the following:
 - To return to the options menu without saving any changes, press  **Return**.
 - To save the settings and return to the options menu, press  **Yes** (which is displayed in both the original and the selected language).

