



Avaya 1210 IP Deskphone User Guide

Avaya Communication Server 1000

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Welcome

Your Avaya 1210 IP Deskphone brings voice and data to your desktop. Avaya 1210 IP Deskphone can directly connect to a Local Area Network (LAN) through an Ethernet connection.

This guide contains the following topics:

- [“Using your Avaya 1210 IP Deskphone” on page 27](#)
- [“Installing your Avaya 1210 IP Deskphone” on page 36](#)
- [“Advanced features” on page 56](#)
- [“Operating your Avaya 1210 IP Deskphone” on page 72](#)
- [“Troubleshooting your Avaya 1210 IP Deskphone” on page 113](#)

In this guide, self-labeled line or programmable feature key labels appear beside the keys, and context-sensitive soft key labels appear directly above the keys.

Feature overview

Your Avaya 1210 IP Deskphone supports the following features:

- four context-sensitive soft keys (self-labeled)
Note: Context-sensitive soft keys are Avaya Communication Server dependent. Some IP Deskphones are not configured to support context-sensitive soft key functionality. Contact your system administrator for further details.
- six call-processing fixed keys:
 - Hold
 - Goodbye
 - Mute
 - Headset
 - Handsfree
- three specialized feature keys:
 - Conference

- Services
- Applications
- wall-mountable
- LCD display screen
- high-quality speaker phone
- volume control keys to adjust the ringer, speaker, handset, and headset volume
- hearing aid compatibility
- 10/100 Ethernet ports
 - one Ethernet port for LAN connection
 - one Ethernet port for optional PC connection
- Power over Ethernet (POE) or power through a supported AC adapter
- support to Network Diagnostic Utility
- Accessory Expansion Module (AEM) port to connect the Expansion Module
- supports special text display and audio message playing (see [“Audio and text message broadcast” on page 35](#))

The Avaya 1210 IP Deskphone does not support wideband audio or the WML Browser.

[Figure 1 on page 15](#) shows an Avaya 1210 IP Deskphone.

Figure 1: Avaya 1210 IP Deskphone

Regulatory and safety information

This equipment has been tested and complies with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used according to the instructions, can cause harmful interference to radio communications. However, there is no guarantee that interference cannot occur in a particular installation. If this equipment causes harmful interference to radio or television reception, which you can determine by turning the equipment off and on, you are encouraged to try to correct the interference by performing one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced technician for help.

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Warnings

- This is a Class B product. In a domestic environment this product can cause radio interference; in which case, you must take adequate measures.
- Operation is subject to the following two conditions: (1) this device cannot cause interference, and (2) this device must accept interference, including interference that can cause undesired operation of the device.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

| Jurisdiction | Standard | Description |
|-----------------------|---------------------|---|
| United States | UL 60950-1 | ITE equipment - Safety - Part 1: General requirements |
| Canada | CSA 60950-1-03 | ITE equipment - Safety - Part 1: General requirements |
| European Community | EN 60950-1 +A11 | ITE equipment - Safety - Part 1: General requirements |
| Australia/New Zealand | AS/NZS 60950.1:2003 | Safety of Information Technology Equipment |

Other Safety Approvals: IEC 60950-1: ITE equipment - Safety - Part 1: General requirements

Table 1 on page 17 shows the EMC compliance for various jurisdictions.

Table 1: EMC compliance for various jurisdictions (Part 1 of 2)

| Jurisdiction | Standard | Description |
|-----------------------|--------------------|---|
| United States | FCC CFR 47 Part 15 | Class B Emissions: FCC Rules for Radio Frequency Devices |
| Canada | ICES-003 | Class B Emissions: Interference-Causing Equipment Standard: Digital Apparatus |
| Australia/New Zealand | CISPR 22 | Class B Emissions: Information technology equipment - Radio disturbance |

Table 1: EMC compliance for various jurisdictions (Part 2 of 2)

| Jurisdiction | Standard | Description |
|--------------------|--------------|---|
| European Community | EN 55022 | Class B Emissions: Information technology equipment - Radio disturbance |
| | EN 55024 | Information technology equipment - Immunity characteristics Limits and methods of measurement |
| | EN 61000-3-2 | Limits for harmonic current emissions (equipment input current ≤ 16 A per phase) |
| | EN 61000-3-3 | Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current ≤ 16 A |
| Japan | VCCI | Regulations for voluntary control measures. |
| Korea | MIC: KN22 | |
| | MIC: KN24 | |

Table on page 19 shows the Safety compliance for various jurisdictions.

Table 2: Safety compliance for various jurisdictions

| Jurisdiction | Standard | Description |
|-----------------------|---------------------|---|
| United States | UL 60950-1 | Safety of Information Technology Equipment |
| Canada | CSA 60950-1-03 | Safety of Information Technology Equipment |
| European Community | EN 60950-1 | ITE equipment - Safety - Part 1: General requirements |
| Australia/New Zealand | AS/NZS 60950.1:2003 | Safety of Information Technology Equipment |

Other Safety Approvals: IEC 60950-1: ITE equipment - Safety - Part 1: General requirements.

Other

US/Canada: Hearing Aid Compatibility (HAC) as per FCC Part 68.

This equipment complies with the CE Marking requirements. 

Australia: AS/ACIF S004: Voice Frequency Performance Requirements for Customer Equipment

EU Countries: This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. You can obtain a copy of the Declaration from www.avaya.com or Avaya Inc., 211 Mt. Airy Road,

Basking Ridge, NJ 07920 USA. Table 3 lists EMC compliance for various jurisdictions

Table 3: EMC compliance

| Jurisdiction | Standard | Description |
|-----------------------|----------------------|---|
| United States | FCC CFR 47 Part 15 | Class A Emissions: FCC Rules for Radio Frequency Devices (see Notes 1 and 2) |
| Canada | ICES-003 | Class A Emissions: Interference-Causing Equipment Standard: Digital Apparatus |
| Australia/New Zealand | AS/NZS 3548 CISPR 22 | Class A Emissions: Information technology equipment - Radio disturbance |
| European Community | EN 55022 | Class A Emissions: Information technology equipment - Radio disturbance |
| | EN 55024 | Information technology equipment - Immunity characteristics Limits and methods of measurement |
| | EN 61000-3-2 | Limits for harmonic current emissions (equipment input current ≤ 16 A per phase) |
| | EN 61000-3-3 | Limitation of voltage fluctuations and flicker in low-voltage supply systems for equipment with rated current ≤ 16 A |

Note: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

The user should not make changes or modifications not expressly approved by Avaya. Any such changes could void the user's authority to operate the equipment

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

Note: The user should not make changes or modifications not expressly approved by Avaya. Any such changes could void the user's authority to operate the equipment

This Class A digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe A est conforme à la norme NMB-003 du Canada

Warnings:

- This is a Class A product. In a domestic environment this product can cause radio interference in which case the user must take adequate measures.
- Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.
- Privacy of communications may not be ensured when using this telephone.
- Use the following procedure to prevent radio interference to the licensed service, this device must be operated indoors only and should be kept away from windows to provide maximum shielding.

Table 4: Safety standards (Part 1 of 2)

| Jurisdiction | Standard | Description |
|---------------|----------------|---|
| United States | UL 60950-1 | ITE equipment - Safety - Part 1: General requirements |
| Canada | CSA 60950-1-03 | ITE equipment - Safety - Part 1: General requirements |

Table 4: Safety standards (Part 2 of 2)

| Jurisdiction | Standard | Description |
|-----------------------|---------------------|---|
| European Community | EN 60950-1 +A11 | ITE equipment - Safety - Part 1: General requirements |
| Australia/New Zealand | AS/NZS 60950.1:2003 | Safety of Information Technology Equipment |
| Mexico | NOM approvals | |

Other

US/Canada:

- FCC Part 68 Hearing Aid Compatibility (HAC)
- IC CS-03 HAC

This equipment complies with the CE Marking requirements.



Australia: AS/ACIF 004

New Zealand: PTC 220

EU Countries: This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC. A copy of the Declaration may be obtained from Avaya Inc., 211 Mt. Airy Road, Basking Ridge, NJ 07920 USA.

This device complies with the essential requirements and other relevant provisions of Directive 1999/5/EC10 and Reduction of Hazardous Substances (RoHS) – (6 of 6) as part of European Union Environmental Directive

This device has American Disabilities Act (ADA) compliant dialpad.

DenAn regulatory notice for Japan



警告

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Warning

Please be careful of the following while installing the equipment:

- Please only use the Connecting cables, power cord, AC adaptors shipped with the equipment or specified by Avaya to be used with the equipment. If you use any other equipment, it may cause "failures, malfunctioning or fire".
- Power cords shipped with this equipment must not be used with any other equipment. In case the above guidelines are not followed, it may lead to death or severe injury

Connecting Power

Use only Avaya-approved Limited Power Source 48 VDC 520 mA (FSP Group Inc. Model: FSP025-1AD207A) with the IP Deskphone.

Connecting to the Local Area Network

Severe damage to your IP Deskphone can occur if you plug the phone into an ISDN connection. Consult your system administrator to ensure you plug your Avaya 1210 IP Deskphone into a 10/100 BaseT Ethernet jack.

Operation

The earpiece and mouthpiece of the handset can attract and retain small objects.

Location

Avaya recommends that you install your Avaya 1210 IP Deskphone away from direct sunlight.

Customer service

Visit the Avaya Web site to access the complete range of services and support that Avaya provides. Go to www.avaya.com or go to one of the pages listed in the following sections.

Navigation

- “Getting technical documentation” on page 25
- “Getting product training” on page 25
- “Getting help from a distributor or reseller” on page 25
- “Getting technical support from the Avaya Web site” on page 25

Getting technical documentation

To download and print selected technical publications and release notes directly from the Internet, go to www.avaya.com/support.

Getting product training

Ongoing product training is available. For more information or to register, you can access the Web site at www.avaya.com/support. From this Web site, you can locate the Training contacts link on the left-hand navigation pane.

Getting help from a distributor or reseller

If you purchased a service contract for your Avaya product from a distributor or authorized reseller, contact the technical support staff for that distributor or reseller for assistance.

Getting technical support from the Avaya Web site

The easiest and most effective way to get technical support for Avaya products is from the Avaya Technical Support Web site at www.avaya.com/support.

Using your Avaya 1210 IP Deskphone

After you familiarize yourself with the Avaya 1210 IP Deskphone features, you can start to use the phone. This section describes how to use the Avaya 1210 IP Deskphone.

Getting started

The following section introduces the important details of the Avaya 1210 IP Deskphone. Carefully read every section before you operate the new Avaya 1210 IP Deskphone.

- [“Before you begin” on page 27](#)
- [“Avaya 1210 IP Deskphone display” on page 28](#)
- [“Avaya 1210 IP Deskphone controls” on page 28](#)
- [“Installing your Avaya 1210 IP Deskphone” on page 36](#)

Before you begin

Take the appropriate precautionary measures before you connect the Avaya 1210 IP Deskphone.

**CAUTION**

Consult your system administrator to ensure that you plug your IP Deskphone into a 10/100BaseT Ethernet jack. To avoid severe damage to your IP Deskphone, do not plug your Avaya 1210 IP Deskphone into a regular phone jack.

**CAUTION**

Use your Avaya 1210 IP Deskphone in an indoor environment only.

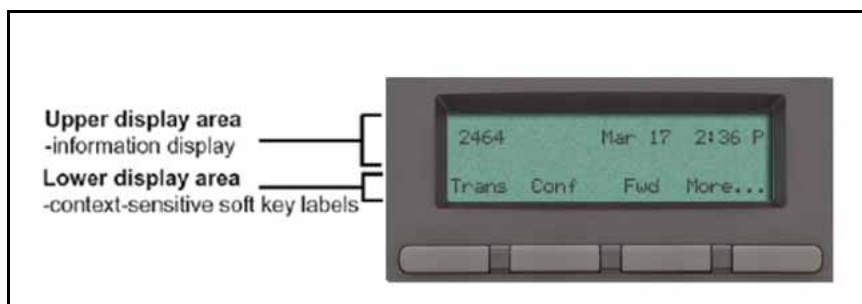
Avaya 1210 IP Deskphone display

Your Avaya 1210 IP Deskphone display is divided into two display areas:

- The upper display area is for information such as caller number, caller name, feature prompt string, user-entered digits, date and time (or call timer, if provisioned in the Telephone Options menu), telephone information, and special text messages from your administrator.
- The lower display area provides labels for the four context-sensitive soft keys.

[Figure 2 on page 28](#) shows the Avaya 1210 IP Deskphone LCD display screen.

Figure 2: Avaya 1210 IP Deskphone display



Avaya 1210 IP Deskphone controls

This section describes the controls on the Avaya 1210 IP Deskphone. Depending on your geographic region, the Avaya 1210 IP Deskphone includes key caps with English text labels. In this document, text in parentheses indicates the labels that appear on the key caps, for example, (Services).

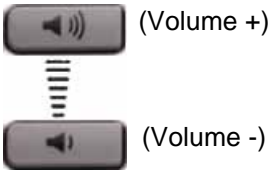


Context-sensitive soft keys are below the LCD. The soft key label is dynamic and depends on the active feature. The label length is a maximum of six characters.



A triangle before a soft key label, indicates the feature is active.

Press the **More** key to access the next layer of context-sensitive soft keys (self-labeled).



Use the **Volume control** buttons to adjust the volume of the ringer, handset, headset, speaker, and Handsfree features. Press the upper button to increase the volume, and press the lower button to decrease the volume.



(Mute)

Your Mute key functionality is enabled or disabled by your system administrator. Contact your system administrator to determine if your Mute key is enabled.

If your Mute key is enabled, press the Mute key to listen to the receiving party without transmitting. Press the Mute key again to return to two-way conversation.

Note: If your Mute key is not enabled, pressing the Mute key places the call on hold. Press the Mute key again to restore the active call or press the line key to restore the active call. You cannot retrieve this call from hold by pressing the Hold key.

The Mute key applies to handsfree, handset, and headset microphones.

The Mute LED indicator, located on the Mute key, flashes to indicate that the microphone is muted.



(Handsfree)

Press the **Handsfree** key to activate handsfree mode.

Note: The Handsfree LED indicator, located on the **Handsfree** key, lights to indicate that the handsfree is in use.



Use the **Navigation** keys to scroll through menus and lists that appear on the LCD screen. The outer part of this key cluster is used for up, down, left, and right movements.

Use the Up and Down keys to scroll up and down the menu, and the Left and Right keys to position the cursor. In some dialog boxes that appear on your phone, you can also use the Left and Right keys to select editable fields. Press the Right key to select the field below the current selection, or the Left key to select the field above the current selection.



Press the **Enter** key, at the center of the Navigation key cluster, to confirm menu selections.

In most menus, you can use the **Enter** key instead of the **Select** or **OK** soft key.



(Hold)

Press the **Hold** key to place an active call on hold. Press the **Hold** key again to return to the caller on hold.



(Applications)

Press the **Applications** key to access external server applications.



(Headset)

Press the **Headset** key to answer a call using the headset or to switch a call from the handset or handsfree to the headset.

Note: The Headset LED indicator, located on the **Headset** key, lights to indicate that the headset is in use.



(Goodbye)

Press the **Goodbye** key to terminate an active call.



When a message is waiting, the red **Visual Alerter/Message Waiting** indicator LED at the top center of the phone flashes. The indicator also flashes to indicate an incoming call. Each alert has a unique flash cadence.

Note: You may also hear an audio Message Waiting Indicator (stutter or beeping dial tone) when you go off-hook.



Press the **Conference** Key to initiate conference.



(Services)

Press the **Services** key and use the navigation keys to access the following items:

- Telephone Options
 - Volume adjustment
 - Contrast adjustment
 - Language
 - Date/Time
 - Display diagnostics
 - Local Dialpad Tone
 - Set Info
 - Diagnostics



(Services)
(continued)

- Ring type
- Call Timer
- On-hook default path
- Change Feature Key Label
- Live Dialpad
- Caller ID display order
- Normal mode indication
- Password Admin
 - Station Control Password

Note: The **Password Admin** menu is not available on all Avaya 1210 IP Deskphones. Consult your system administrator.

- Display Network Diagnostics Utilities
Only your system administrator or service provider can use Display Network Diagnostics Utilities to perform Internet diagnostics.
- Virtual Office Login and Virtual Office Logout (if Virtual Office is configured)



(Services)

Press the **Services** key twice to access the Local Tools menu, and then use the navigation keys to access the following items:

- Preferences
- Local Diagnostics
- Network Configuration
- Lock Menu

Note 1: Access to these local options can be password protected. If you press the **Services** key twice and a password prompt appears, contact your system administrator.

Note 2: Press the **Cancel** context sensitive soft key to exit from any menu or menu item.

License Notification

Notify your system administrator if your phone displays a message in a pop-up window about the licensing feature or evaluation period. License notification provides details to help diagnose why the features are disabled on the phone. You can press the Stop key or lift the handset to close the window. The window redisplay every 24 hours at 1:00 AM (default). The time and time frame can be configured when you provision the phone. For information about provisioning the IP Deskphones, see *Avaya Communication Server 1000 IP Deskphones Fundamentals* (NN43001-368).

Call features and Flexible Feature Codes

Some features are not available on all telephones. Call features and Flexible Feature Codes (FFCs) must be assigned to your telephone and supported by system software. Contact your system administrator to configure these features and codes on your telephone.

Note: Use table “Flexible Feature Codes” on page 116 to record the FFCs that your system administrator assigns to your phone.

Audio and text message broadcast

The Avaya 1210 IP Deskphone can display special messages in the display area of your telephone, and can play special audio messages through the speaker. Your administrator broadcasts these messages, which can be used to inform you of events like company news and weather bulletins. The message can be preceded by an audio alert (a series of beeps).

The Avaya 1210 IP Deskphone supports the following special messages:

- top line: up to three lines of text. The displays of the first two lines alternate; the third line displays continuously
- audio: an audio message streams to the telephone

When an audio message starts, the Interrupt Screen displays. While the audio message plays, you can switch to your handset or headset to listen to the message. Depending on the priority of the message, the message can barge-in during an active telephone call, during an incoming call alert, or when another message is playing.

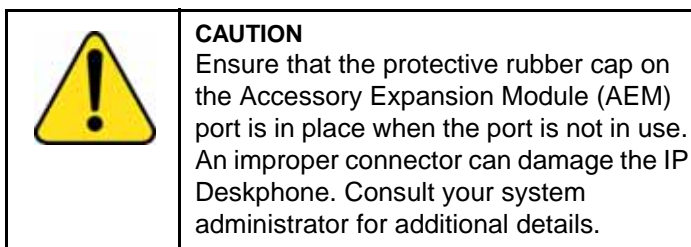
You can also cancel the audio using the following methods:

- if listening on the speaker, pressing the Handsfree key
- if listening on the handset, placing the handset on hook
- if listening on the headset, pressing the Headset key
- by pressing the Cancel soft key
- by pressing any Line or Feature key

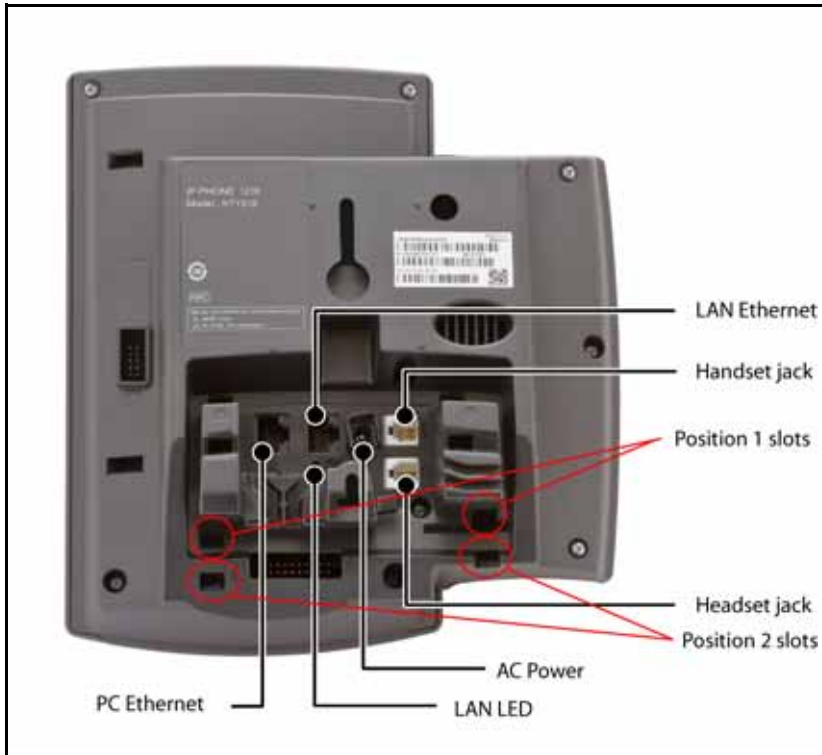
Installing your Avaya 1210 IP Deskphone

This section details the steps and precautionary measures to perform during IP Deskphone installation. The standard Avaya 1210 IP Deskphone package includes the following accessories:

- foot stand
- handset
- handset cord
- 2.1 m (7 ft) CAT5 Ethernet cable
- number plate and lens



[Figure 3 on page 37](#) displays the connections on an Avaya 1210 IP Deskphone.

Figure 3: Connections on the Avaya 1210 IP Deskphone

Perform the following steps to connect the components of the phone and to install the phone.

- [“Attaching the foot stand \(optional\)” on page 38](#)
- [“Connecting the handset” on page 38](#)
- [“Connecting the headset \(optional\)” on page 38](#)
- [“Connecting the power \(optional\)” on page 39](#)
- [“Connecting the LAN Ethernet cable” on page 40](#)
- [“Connecting the PC Ethernet cable” on page 40](#)
- [“Wall-mounting the IP Deskphone \(optional\)” on page 41](#)

Attaching the foot stand (optional)

Attach the foot stand in the appropriate slots depending on the desired angle for your IP Deskphone. If you insert the foot stand into the upper slots, your IP Deskphone sits at a 25-degree angle. If you insert the foot stand into the lower slots, your IP Deskphone sits at a 55-degree angle.

If you install your IP Deskphone on a wall, do not attach the foot stand.

1. Align the bottom tabs on the foot stand with the position 1 slots or the position 2 slots on the back of your IP Deskphone.
In position 1 the IP Deskphone sits at a 25-degree angle.
In position 2 the IP Deskphone sits at a 55-degree angle.

[Figure 3 on page 37](#) shows the slots on the back of the IP Deskphone.

2. Press the foot stand into the slots until it snaps into place.

Connecting the handset


Use the following procedure to connect the handset to the IP Deskphone.

1. Plug the end of the handset cord with the short straight section into the handset.
2. Plug the other end of the handset cord with the long straight section into the handset jack marked with the + symbol on the back of the IP Deskphone.
3. **(Optional)** Thread the cord through the channel in the foot stand (if installed) so that it exits on the side of the foot stand.

[Figure 3 on page 37](#) shows the connections on the back of the IP Deskphone.

Connecting the headset (optional)

If you have a headset, you can connect the headset to the IP Deskphone. For information on how to use your headset with your IP Deskphone, see the *Avaya 1200 Series IP Deskphones User Guide* (NN40010-302).


1. Plug the headset cord into the headset jack on the back of the IP Deskphone marked with the  symbol.

[Figure 3 on page 37](#) shows the connections on the back of the IP Deskphone.

2. Thread the cord through the channel in the side of the foot stand.
3. Set up the headset according to the headset instructions.

Connecting the power (optional)

Your IP Deskphone supports AC power and Power over Ethernet (PoE). For AC power, use only the Avaya-approved Global Power Supply (N0146475) and the country-specific IEC cable that you can order separately. To use PoE, your connected LAN must support PoE.

| | |
|---|---|
|  | <p>CAUTION</p> <p>Use your Avaya 1210 IP Deskphone with the approved Avaya AC Adapter (model #N0089601).</p> |
|---|---|

Note: Your Avaya 1210 IP Deskphone supports AC power and PoE options, including IEEE 802.3 standard power. To use local AC power, you can order the optional AC adapter separately. To use PoE, where power is delivered over the CAT5 cable, the LAN must support PoE, and you do not require an AC adapter.

1. Connect the DC barrel connector to the power jack on the back of the IP Deskphone.
2. Thread the cable through the channel in the foot stand to secure the cable.
3. Plug the country-specific IEC cable into the Global Power Supply, and then plug the Global Power Supply into the nearest AC power outlet.

Connecting the LAN Ethernet cable

Note: Your Avaya 1210 IP Deskphone supports both AC power and PoE options, including IEEE 802.3 standard power. To use local AC power, you can order separately the optional AC adapter. To use PoE, where power is delivered over the CAT5 cable, the LAN must support PoE, and you do not need an AC adapter.

Connect your IP Deskphone to your LAN using a CAT5e Ethernet cable to enable full functionality of your IP Deskphone. If your Ethernet port is equipped with Power over Ethernet (PoE), your IP Deskphone can be powered through the LAN port. Do not extend the LAN Ethernet cable outside the building.

1. Plug one end of the supplied LAN Ethernet cable into the LAN Ethernet port on the back of your IP Deskphone marked with the % symbol.
2. Thread the cable through the channel in the foot stand.
3. Connect the other end of the cable to your LAN Ethernet connection. The LAN LED on the back of the IP Deskphone lights when a LAN connection is established.

[Figure 3 on page 37](#) shows the connections on the back of the IP Deskphone.

Connecting the PC Ethernet cable

Connect the CAT5e PC Ethernet cable between your IP Deskphone and your computer to enable your computer to access the LAN.

1. Plug one end of the PC Ethernet cable (not supplied) into the PC Ethernet port on the back of your IP Deskphone marked with the (symbol.
2. Thread the cable through the channel in the foot stand.
3. Connect the other end of the cable to the LAN port on your computer.

Wall-mounting the IP Deskphone (optional)

You can install your IP Deskphone on a wall. Wall-mount the IP Deskphone using the two keyholes on the back of the IP Deskphone. You do not need the foot stand for wall-mounted applications.

1. Remove the foot stand.
2. Ensure all cables are properly routed and the IP Deskphone is functioning.
3. Make small marks on the wall where you want to align each keyhole slot.
4. Insert the screws (not provided) so that they protrude slightly from the wall.
5. Align the keyholes on the back of the IP Deskphone with the screws in the wall.
6. Slide the IP Deskphone onto the screws to secure the IP Deskphone in position.

Note: Call features and Flexible Feature Codes (FFC) must be assigned to your IP Deskphone and supported by system software. Contact your system administrator to configure these features and codes on your IP Deskphone.

Basic features

This section explains how you can customize the features on your Avaya 1210 IP Deskphone to meet your requirements.

Your Avaya 1210 IP Deskphone has both server-based telephone features and local (telephone-based) tools. Server-based telephone features are accessed through the **Telephone Options** menu item on the Services menu. Press the **Services** key once to access the Services menu, which has the following menu items:

- **Telephone Options**

You can use the Telephone Options menu to configure telephone preferences. For more information, see [“Telephone Options” on page 42](#).

- **Password Admin**

You can use the Password Admin menu to assign or modify the Station Control Password. For more information, see [“Managing your Station Control Password” on page 57](#)

- **Virtual Office Login**

The Virtual Office Login menu is available on the Avaya 1210 IP Deskphone. You must configure the Class of Service for Virtual Office.

Note: The Password Admin, Virtual Office Login, and Test Local Mode menus are not available on all Avaya 1210 IP Deskphone phones. Consult your system administrator.

Telephone Options

The Telephone Options menu item provides you with access to the following features on your Avaya 1210 IP Deskphone:

- [“Adjusting volume” on page 44](#)
- [“Adjusting the display screen contrast” on page 45](#)
- [“Selecting a language” on page 46](#)
- [“Selecting date and time format” on page 47](#)
- [“Accessing display diagnostics” on page 48](#)

- “Selecting a local dialpad tone” on page 48
- “Viewing IP Deskphone information” on page 49
- “Performing diagnostics” on page 50
- “Selecting a ring type” on page 51
- “Enabling or disabling Call Timer” on page 52
- “Enabling OnHook Default Path” on page 53
- “Configuring Live Dialpad” on page 53
- “Configuring Caller ID display order” on page 54
- “Configuring Normal mode indication” on page 55

Note: If a menu includes a submenu, an ellipsis (...) appears after the command.

Use the following procedure to use the **Telephone Options** menu.



(Services)

1. Press the **Services** key.



2. Press the **Up/Down** keys to scroll up or down, and then select **Telephone Options**.



3. Press the **Enter** key.



4. Press the **Up/Down** keys to scroll up or down, and then select an option (for example, **Language**).



- Press the **Enter** key. The display provides information required to adjust your selection.

Select

Cancel



or



or

- Press the **Select** soft key to save changes and return to the **Telephone Options** menu.

Press the **Cancel** soft key to cancel the modifications.

Adjusting volume

Use the following procedure to adjust the volume.



- Press the **Services** key, select **Telephone Options**, and then select **Volume adjustment**.

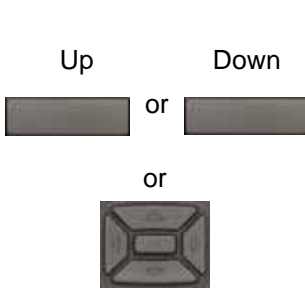


- Press the **Up/Down** keys to scroll up or down, and then select one of the following:

- **Ringer**
- **Handset listen**
- **Handsfree listen**
- **Headset listen**
- **Buzzer**



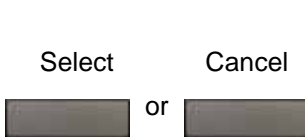
- Press the **Enter** key.



4. Press the **Up** or **Down** soft keys to increase or decrease the volume.

or

Press the Up/Down keys.



5. Press the **Select** soft key to save the volume level and return to the **Telephone Options** menu.

or

Press the **Cancel** soft key to cancel the modifications.

Adjusting the display screen contrast

You can adjust the contrast using the **Local Tools** menu. Avaya recommends that you use the **Telephone Options** menu.

Use the following procedure to adjust the display screen contrast.



1. Press the **Services** key, select **Telephone Options**, and then select **Contrast adjustment**
2. To increase or decrease the display contrast level, press the left or right keys.

Select



or

Cancel



or

3. Press the **Select** soft key to save the changes and return to the **Telephone Options** menu.

Press the **Cancel** soft key to cancel the modifications.

Selecting a language

Information that appears on the display is available in multiple languages. This language setting controls the language only for phone features.

If the Language setting is password-protected, you must enter a password (SCPW) to change the language. If you enter an incorrect password, an error message is displayed. If you enter an incorrect password more than three times, the password functionality is locked. Contact your system administrator to unlock the password.

Use the following procedure to configure the language.



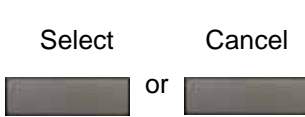
(Services)

1. Press the **Services** key, select **Telephone Options**, and then select **Language**



2. Press the **Up/Down** keys to scroll up or down, and then select the desired language (for example, German [Deutsche]).

Note: You cannot install some languages on your IP Deskphone. Contact your system administrator for additional information about available languages.



3. Press the **Select** soft key to save the desired language and return to the **Telephone Options** menu.

or

Press the **Cancel** soft key to cancel the modifications.

Selecting date and time format

Several date and time formats are available. Formats are based on the 12-hour and 24-hour clocks.

Use the following procedure to select a date and time format.

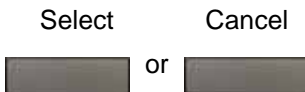


(Services)

1. Press the **Services** key, select **Telephone Options**, and then select **Date/Time**.



2. Press the **Up/Down** keys to scroll up or down, and then select the desired format. Sample formats appear on the upper-right side of the display area.



3. Press the **Select** soft key to save the format and return to the **Telephone Options** menu.

or

Press the **Cancel** soft key to cancel the modifications.

Accessing display diagnostics

The Display diagnostics command tests the IP Deskphone display screen and indicator lights.

Use the following procedure to use Display diagnostics.



(Services)

1. Press the **Services** key, select **Telephone Options**, and then select **Display Diagnostics**.



2. Press the **Up/Down** keys to scroll through the list to view display capabilities.

Cancel



3. Press the **Cancel** soft key to return to the **Telephone Options** menu.

Selecting a local dialpad tone

When you press a key, the response can be a Dual-Tone Multi-Frequency (DTMF) sound, a single tone, or no sound. This is known as the Local Dialpad Tone.

Use the following procedure to choose a local dialpad tone.

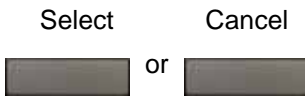


(Services)

1. Press the **Services** key, select **Telephone Options**, and then select **Local DialPad Tone**.



2. Press the **Up/Down** keys to scroll up or down, and then select one of the following dialpad tones:
 - **None** to disable all tones.
 - **Short Click** to enable a single tone for all keys.
 - **DTMF** to turn on a different DTMF tone for each key.



3. Press the **Select** soft key to save the tone selection and return to the **Telephone Options** menu.

or

Press the **Cancel** soft key to cancel the modifications.

Viewing IP Deskphone information

The Local Set Info option displays the following phone-specific information:

- General Info
- Set IP Info
- Ethernet Info
- Server Info
- Encryption Info
- Location Info

Use the following procedure to view IP Deskphone information:



(Services)

1. Press the **Services** key, select **Telephone Options**, and then select **Local Set Info**.



2. Press the **Up/Down** keys to scroll through the list and view IP Deskphone information.

Cancel



3. Press the **Cancel** soft key to cancel the modifications.

Performing diagnostics

The Diagnostics item displays the following phone-specific information:

- Diag Tools (Ping, do Route Traces)
- EtherStats (Speed, Auto Neg, CRC Errors, Collision)
- IP Stats (Packet Info)
- RUDP Stats (Message receive or transmit)
- QoS Stats
- DHCP Info
- Push Agent configuration

Use the following procedure to view diagnostic information.



(Services)

1. Press the **Services** key, select **Telephone Options**, and then select **Local Diagnostics**.



2. Press the **Up/Down** keys to scroll through the list of diagnostic information.

Cancel



3. Press the **Cancel** soft key to return to the **Telephone Options** menu.

Selecting a ring type

Use the Ring type option to configure the IP Deskphone ring tone.

Use the following procedure to select a ring type:



(Services)

1. Press the **Services** key, select **Telephone Options**, and then select **Ring type**.



2. Press the **Up/Down** keys to scroll up or down, and then select one of the ring types.

Play



3. Press the **Play** soft key to sample the ring tone.

Select



4. Press the **Select** soft key to save the ring type and return to the **Telephone Options** menu.

or

Stop



Press the **Stop** soft key and use the up or down keys to select a different ring type.

or

Cancel



Press the **Cancel** soft key to cancel the modifications.

Enabling or disabling Call Timer

The call timer measures the call duration.

Use the following procedure to enable or disable Call Timer.



(Services)

1. Press the **Services** key, select **Telephone Options**, and then select **Call Timer**.



2. Press the **Up/Down** keys to enable or disable the Call Timer.

Select

Cancel



or



3. Press the **Select** soft key to save the configuration and return to the **Telephone Options** menu.

or

Press the **Cancel** soft key to cancel the modifications.

Enabling OnHook Default Path

Use OnHook Default Path option to choose either the Headset or the Handsfree to operate your IP Deskphone.

Use the following procedure to enable OnHook Default Path.



(Services)

1. Press the **Services** key, select **Telephone Options**, and then select **On Hook default path**.



2. Press the **Up/Down** keys to select one of the following:

- **Handsfree Enabled**
- **Headset Enabled**

Select

Cancel



or



3. Press the **Select** soft key to save the default path and return to the **Telephone Options** menu.

or

Press the **Cancel** soft key to cancel the modifications.

Configuring Live Dialpad

The Live Dialpad option activates the Primary DN key when you make a call by dialing a directory number on the dialpad without picking up the handset or pressing the **Handsfree** key.

Use the following procedure to configure Live Dialpad.



(Services)

1. Press the **Services** key, select **Telephone Options**, and then select **Live Dial Pad**.



2. Press the **Up/Down** keys to scroll up or down, and then select one of the following:

- **On**
- **Off** (default)

3. Press the **Select** soft key to save the configuration.

Select

Cancel



or



or

Press the **Cancel** to cancel the modifications.

Configuring Caller ID display order

Caller ID display order appears in 2 formats:

- Number, name (default)
- Name, Number

Use the following procedure to configure Caller ID display order.

1. Press the **Services** key, select **Telephone Options** and then select **Caller ID** display order.
2. Press the **Up/Down** navigation keys to scroll up or down, and then select one of the following:
 - **Number, name** (default)
 - **Name, number**

3. Press the **Select** soft key to save the configuration, else press the **Cancel** key to cancel the modifications.

Configuring Normal mode indication

The **Normal** mode display indication can be On or Off when the IP Deskphone is in normal mode.

Use the following procedure to configure Normal mode indication.

1. Press the **Services** key, select **Telephone Options**, and then select **Normal mode** indication.
2. Press the **Up/Down** navigation keys to scroll up or down, and then select one of the following:
 - **On**
 - **Off**
3. Press the **Select** soft key to save the configuration, else press the **Cancel** key to cancel the modifications.

Advanced features

You can customize features on your Avaya 1210 IP Deskphone to meet your requirements. This section describes how to customize the advanced features.

**CAUTION**

Many of the options discussed in this section are for the system administrator only. Do not make changes unless you are instructed by an administrator.

You and the system administrator can customize the following advanced features:

- **Password Admin**

Use the Password Admin menu to assign or modify the Station Control Password. See [“Managing your Station Control Password” on page 57](#).

- **Electronic Lock**

Assign a lock on your phone to secure your phone and avoid misuse. See [“Configuring an Electronic Lock on your IP Deskphone” on page 58](#).

- **Local Tools menu**

Use the Local Tools menu to configure personal preferences. See [“Configuring the Local Tools menu” on page 60](#).

- **Virtual Office Login**

The Virtual Office Login menu can be configured on Avaya 1210 IP Deskphone. Class of Service must be configured for the Virtual Office. See [“Using Virtual Office” on page 65](#).

Note: The **Password Admin**, and **Virtual Office Login** menus are not available on all Avaya 1210 IP Deskphone phones. Consult your system administrator.

Managing your Station Control Password

You can assign a Station Control Password (SCPW) to

- lock your IP Deskphone and prevent the misuse of your IP Deskphone
- use password-protected features

Your system administrator defines your initial SCPW. Contact your system administrator for detailed information.

Assigning an SCPW

Use the following procedure to assign an SCPW.



(Services)

1. Press the **Services** key.



2. Press the **Up/Down** keys to scroll up or down, and then select **Password Admin**.



3. Press the **Enter** key.



4. Press the **Up/Down** keys to scroll up or down, and then select **New Password**.



5. Press the **Enter** key.



6. Enter your new password using the dialpad. To enter special characters, press the Up key. For information about entering text, see [“Using the telephone dialpad” on page 72](#).

Select



7. Press the **Select** soft key to accept the new password.

Note: If you are locked out of your IP Deskphone, or if you forget your SCPW, contact your system administrator.

Configuring an Electronic Lock on your IP Deskphone

Use the Electronic Lock feature to prevent others from making calls from your IP Deskphone. Your SCPW controls the Electronic Lock feature. To change your Station Control Password, see [“Managing your Station Control Password” on page 57](#).

Locking your Avaya 1210 IP Deskphone

Use the following procedure to lock your Avaya 1210 IP Deskphone.



1. Lift the handset.



2. Dial the **Electronic Lock Activate** FFC.



3. Dial your **Station Control Password**.



(Goodbye)

or



4. If you dial locally, press the **Goodbye** key.

or

If you dial the FCC remotely, dial your DN.

Unlocking your Avaya 1210 IP Deskphone

Use the following procedure to unlock your Avaya 1210 IP Deskphone.



1. Lift the handset.



2. Dial the **Electronic Lock Deactivate** FFC.



3. Dial your **Station Control Password**.



(Goodbye)

or



4. If you dial locally, press the **Goodbye** key.

or

If you dial the FCC remotely, dial your DN.

Configuring the Local Tools menu

Your Avaya 1210 IP Deskphone has both local and server-based telephone tools and features. This section discusses the various tools and features available locally on your Avaya 1210 IP Deskphone.



CAUTION

Many of the options discussed in this section are for administrator use only. Do not make changes unless you are instructed by an administrator.

Note: Your system administrator can establish a password for the Local Tools menu. If the password is enabled and you attempt to access the **Local Tools** menu, a password prompt dialog box appears. Use dial pad to type the correct password, and then press the **Enter** key. The **Local Tools** menu appears. If the menu does not appear, contact your system administrator.

You can access the Local tools and features through the **Local Tools** menu.

The **Local Tools** menu provides the following menu options:

- “1. Preferences” on page 63
- “2. Local Diagnostics” on page 64
- “3. Network Configuration” on page 65
- “4. Lock Menu” on page 65

If a menu command has a number in front of it, you can select the command by pressing the associated key on the dialpad. For example, in the Local Tools menu, access **Local Diagnostics** by pressing the 2 key on the dialpad.

The function of some keys on the IP Deskphone differs based on the situation. Table 5 describes the function of each key for navigating and using menus.

Table 5: Navigation key functions in menus

| Key | Function |
|-----------------------------|----------------------------------|
| Down arrow keys | Select the next menu item. |
| Up arrow keys | Select the previous menu item. |
| Right arrow key | Select the current menu item. |
| Left arrow key | Close the menu. |
| Enter key | Select the current menu item. |
| Enter digits on the dialpad | Select the associated menu item. |
| Stop soft key | Close the menu. |
| Cancel soft key | Close the menu. |
| Select soft key | Select the current menu item. |

Table 6 on page 61 describes the key functions in dialog boxes.

**Table 6: Navigation key functions in dialog boxes
(Part 1 of 2)**

| Key | Function |
|------------------------|----------------------------|
| Down arrow keys | Scroll down in the window. |
| Up arrow keys | Scroll up in the window. |
| Right arrow key | Go to the next Edit item. |

**Table 6: Navigation key functions in dialog boxes
(Part 2 of 2)**

| Key | Function |
|-----------------------|---|
| Left arrow key | Go to the previous Edit item. |
| Enter key | Turn Edit mode on or off. Select or clear a check box. |

When you work in Edit mode, the first field of the item is selected and a blinking cursor appears to the right of the current edit position. [Table 7 on page 62](#) describes the navigation key functions in Edit mode.

Table 7: Navigation key functions in Edit mode

| Key | Function |
|---|---|
| Down arrow keys | Open the list. Select the next menu item |
| Up arrow keys | Select the previous menu item |
| Right arrow key | Select the current list item Move the cursor to the right |
| Left arrow key | Delete the prior character in the edit field Moves cursor to the left |
| Enter key | Select the current menu item Save modifications to the menu item Exit edit mode box |
| Enter characters or digits on the dialpad | Insert characters or digits at the current cursor position Note: Press the star (*) key to insert a period (.). |

Note: Special characters are under 1 digit key. By repeatedly pressing 1, the characters circle in the following sequence: 1, _, -, ., !, @, \$, %, &, +, :, /, \.

1. Preferences

Use the **1.Preferences** menu to alter the following local preferences:

- “1. Contrast” on page 63
- “2. Language” on page 63

1. Contrast

Use the **Contrast** tool to alter the physical settings of the display.

Note: Changes made to the display **Contrast** using this method are lost if you reset the phone. To avoid this situation, Avaya recommends that you use the Contrast Adjustment control in the **Telephone Options** menu for contrast adjustment.

Use the following procedure to adjust Contrast setting.



(Services)

1. Press the **Services** key twice to open the Local Tools menu, press the 1 key on the dialpad to select **Preferences**, and then press the 1 key to select **Contrast**.



2. Press the right or left arrow keys to increase or decrease the contrast value.



3. Press the **Enter** key to save the changes.

2. Language

Information that appears on the display is available in multiple languages.

Use the following procedure to select a language



(Services)

1. Press the **Services** key twice to open the Local Tools menu, press the 1 key on the dialpad to select **1.Preferences**, and then press the 2 key to select **2.Language**.



2. Press the **Up/Down** keys to scroll up or down, and then select the desired language (for example, German [Deutsche]).



3. Press the **Enter** key to save the changes.

Cancel



4. Press the **Cancel** key to exit the **Preferences** menu without saving the changes.

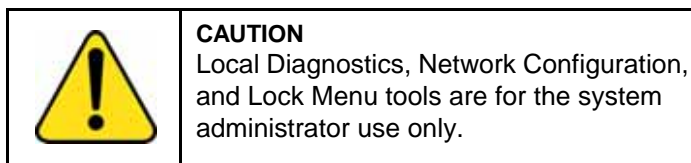
Note: The language setting only controls the language used in the local menus on your phone. To select the language for features on your phone, press the **Services** key, select **Telephone Options**, and then select **Language...**

2. Local Diagnostics

The **2. Local Diagnostics** submenu offers the following choices:

- IP Set and DHCP Information - View reports about Avaya 1210 IP Deskphone and DHCP operation.
- Network Diagnostic Tools - Diagnose network problems using ping and trace route tools.
- Ethernet Statistics tool - View reports about Ethernet operation.
- IP Network Statistics - View reports about network operation.
- License Information - View licenses information.

- Certificate Information - View certificate information.



Press the **Return** soft key at any time while you customize the phone using the Local Diagnostics submenu options to return to the previous Local Diagnostics submenu. You can gather information and run tests without exiting and re-entering the Local Tools menu. For example, you can check the Ethernet Statistics, and then press **Return** to enter the Network Diagnostics Tools to ping an IP address.

3. Network Configuration

The Network Configuration tool displays information that was configured when you installed the IP Deskphone. This tool is for administrator use only.

4. Lock Menu

Your system administrator can use the lock menu tool to protect the Local Tools menu items from accidental or unwanted changes. This tool is for administrator use only.

Using Virtual Office

Use the Virtual Office feature to transfer calls and office IP Deskphone settings to a remote IP Deskphone. You can use the remote IP Deskphone as if it were your office Phone when you are out of the office. You can use another IP Deskphone (the remote phone) to log on to your Office IP Deskphone. After you log on, you can access the DNs, and autodial numbers, and you have the same key layout, and voice mail features that are configured on your home or office IP Deskphone.

Use the following procedure to use Virtual Office, you need your DN and a preconfigured SCPW. You must activate Virtual Office on your Office phone before you can connect to it from a remote phone. See [“Logging in to Virtual Office” on page 67](#).

Consult your system administrator to confirm the availability of the Virtual Office feature on your IP Deskphone.

The IP Deskphone used as a remote phone to connect to your Avaya 1210 IP Deskphone need not necessarily be an Avaya 1210 IP Deskphone. [Table 8 on page 66](#) shows the IP Deskphones on which you can use Virtual Office to connect to your Avaya 1210 IP Deskphone.

Table 8: Virtual Office connection availability (Part 1 of 2)

| IP Deskphone | Can I log on to Avaya 1210 IP Deskphone? |
|--------------------------------|--|
| Avaya 1110 IP Deskphone | Yes, with extra key restrictions |
| Avaya 1120E IP Deskphone | Yes, with extra key restrictions |
| Avaya 1140E IP Deskphone | Yes, with extra key restrictions |
| Avaya 1150E IP Deskphone | No |
| Avaya 1165E IP Deskphone | Yes, with extra key restrictions |
| IP Phone 2001 | Yes, with extra key restrictions |
| IP Phone 2002 | Yes, with extra key restrictions |
| IP Phone 2004 | Yes, with extra key restrictions |
| Avaya 2007 IP Deskphone | Yes, with extra key restrictions |
| Avaya 2033 IP Conference Phone | Yes, with extra key restrictions |
| Avaya 2050 IP Softphone | Yes, with extra key restrictions |
| Avaya 1220 IP Deskphone | Yes, with extra key restrictions |

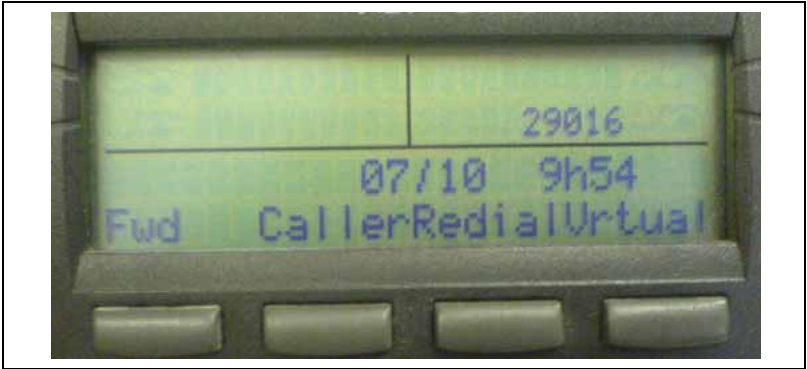
Table 8: Virtual Office connection availability (Part 2 of 2)

| IP Deskphone | Can I log on to Avaya 1210 IP Deskphone? |
|-------------------------|--|
| Avaya 1230 IP Deskphone | Yes, with extra key restrictions |
| Avaya 2210 IP Deskphone | Yes, with extra key restrictions |
| IP Phone 2211 | Yes, with extra key restrictions |
| IP Phone 2212 | Yes, with extra key restrictions |

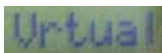
Logging in to Virtual Office

If the IP Deskphone is configured for Virtual Office, the Virtual soft key is displayed, as shown in figure “[Virtual soft key - Avaya 1210 IP Deskphone](#)” on page 67.

Figure 4: Virtual soft key - Avaya 1210 IP Deskphone



To activate Virtual Office from this IP Deskphone on your Office



1. Press the **Virtual** soft key.



2. At the prompt, enter your user ID.



3. Press the **Enter** key.



4. At the prompt, enter the home **Station Control Password (SCPW)**.

If the user ID is not found locally, the message Locating Remote Server appears.

Note: After three failed logon attempts, wait for an hour before you try to log on again. Alternatively, contact your system administrator to reset your password. For more information, see ["Assigning an SCPW" on page 57](#).

IP Deskphone

A successful logon transfers all the features, time, date, and tones of your Office IP Deskphone to your Remote IP Deskphone. Your Virtual Office session expires after a fixed period of time, which your system administrator determines.

Using Virtual Office on your remote IP Deskphone

The display characteristics, including size of the display area, differ with IP Deskphone models. Your Virtual Office display depends on the remote

phone that you use to log on to your Virtual Office. All features are as they appear on your Office Avaya 1210 IP Deskphone.

An Avaya 1120E IP Deskphone, that is logged on as a remote phone to an Avaya 1210 IP Deskphone Office phone, provides less information than the Avaya 1210 IP Deskphone because it has fewer display lines.

When an Avaya 2050 IP Softphone logs on as a remote phone to an Avaya 1210 IP Deskphone office phone, the information display is arranged differently, but all the information is visible at one time.

Regardless of the IP Deskphone model that you use as a remote phone, a user information line appears that lists the number of your Office IP Deskphone.

Using Virtual Office on your office IP Deskphone

When activated for Virtual Office by a remote IP Deskphone, your office IP Deskphone logs off and is no longer operational. When you return to the office, disconnect the remote logon and regain control of your office phone. If you do not explicitly disconnect the remote logon, your Virtual Office session expires after a fixed period of time, which your system administrator determines.

Note: Consult your system administrator to verify if the Virtual Office feature is available for your use.

Disconnecting your office IP Deskphone from a remote IP Deskphone

Use the following procedure to disconnect your office IP Deskphone from a remote IP Deskphone.

Home



or

Virtual



To disconnect your office IP Deskphone from the remote IP Deskphone

- a. Press the **Home** soft key.
- b. Enter your User ID and password (this logs on the Office IP Deskphone to your office network).

or

Press the **Virtual** soft key to log on to another IP Deskphone, and your IP Deskphone becomes a Remote IP Deskphone.

Logging out of Virtual Office

To log out of Virtual Office, press the **Virtual** soft key.

Automatic log out from Virtual Office

Your remote Virtual Office IP Deskphone may be configured to automatically log out of Virtual Office after a predetermined period of inactivity. When automatic logout is about to occur, the following message is displayed on the IP Deskphone: "**Logout phone now?**"

Press **Yes** to allow the IP Deskphone to log out of Virtual Office or press **No** to remain logged in to Virtual Office and reset the IDLE timer. If no key is pressed, the IP Deskphone logs out of Virtual Office.

Emergency calls on your Remote IP Deskphone

If you make an emergency call while logged in to Virtual Office on a Remote IP Deskphone, the call is placed to the local emergency service, not to your home office emergency service.

Note: Some IP Deskphones are configured as Virtual Office-only telephones and have no assigned DN. However, these IP Deskphones can still be used to make emergency calls. “Emergency Calls only “ is displayed on the IP Deskphone display when not logged in to Virtual Office. When the phone goes off-hook, dial tone is available for emergency calls only. All other calls are restricted.

Operating your Avaya 1210 IP Deskphone

This section describes how to operate your Avaya 1210 IP Deskphone. It describes the operations like [“Entering and editing text” on page 72](#) and [“Making a call” on page 73](#).

Entering and editing text

You can enter and edit text on your Avaya 1210 IP Deskphone using the following methods:

- [“Using the telephone dialpad” on page 72](#)
- [“Using the soft keys” on page 72](#)

Using the telephone dialpad

You can use the dialpad to enter text.

For example, to enter the letter A, press the 2 key once. To enter the letter C, press the 2 key three times.

Note: No letters are associated with the 1 or the 0 keys.

Using the soft keys

You can use soft keys to edit text.

[Table 9 on page 72](#) describes the soft key editing functions on the Avaya 1210 IP Deskphone.

Table 9: Editing soft key description (Part 1 of 2)

| Soft key | Description |
|----------|------------------------|
| Cancel | Cancel Action. |
| Choose | Select a symbol. |
| Clear | Clear the input field. |

Table 9: Editing soft key description (Part 2 of 2)

| Soft key | Description |
|-------------------|---|
| Case | Switch the next character to either uppercase or lowercase. |
| Delete | Backspace one character. |
| Done/Select/Enter | Application-dependent. |
| More | Access additional soft keys. |

Making a call

This section describes the various ways you can make a call from your Avaya 1210 IP Deskphone.

- [“Using Off-hook dialing” on page 73](#)
- [“Using On-hook dialing” on page 74](#)
- [“Using Handsfree dialing” on page 75](#)
- [“Using Predial” on page 77](#)
- [“Using Last Number Redial” on page 80](#)
- [“Using Speed Call” on page 80](#)
- [“Using System Speed Call” on page 82](#)

Using Off-hook dialing

Perform the following steps to make a call by using the handset.



1. Lift the handset.



2. Dial the number.



or



(Goodbye)

3. To terminate the call, return the handset to the cradle

or

Press the **Goodbye** key.

Using On-hook dialing

Perform the following steps to make a call without lifting the handset.



1. Leave the handset in the cradle.



2. Press the **Handsfree** key.



3. When the dial tone sounds, dial the number.



4. When the called party answers, lift the handset.



or



(Goodbye)

5. To terminate the call, return the handset to the cradle

or

Press the **Goodbye** key.

Using Handsfree dialing

Use handsfree dialing to make a call using the built-in microphone and speaker, or a headset.



or



1. Press the **Handsfree** key.

or

If a headset is connected, press the **Headset** key.



2. Dial the number.

During a call, you can perform the following tasks:

- [“Terminating a handsfree call” on page 75](#)
- [“Muting a handsfree call” on page 76](#)
- [“Switching from handsfree to handset mode” on page 76](#)
- [“Switching from handset mode to handsfree” on page 76](#)
- [“Using a headset” on page 76](#)
- [“Switching from handsfree to headset” on page 77](#)

Terminating a handsfree call

Use the following procedure to terminate a handsfree call.



(Goodbye)

1. Press the **Goodbye** key.

Muting a handsfree call

Use the following procedure to mute a handsfree call.



(Mute)

1. Press the **Mute** key.
The LED indicator flashes.



(Mute)

2. Press the **Mute** key again to return to a two-way handsfree conversation.

Switching from handsfree to handset mode

Use the following procedure to switch from handsfree to handset mode.



1. Lift the handset.

Switching from handset mode to handsfree

Use the following procedure to switch from handset mode to handsfree.



1. Press the **Handsfree** key.



2. Replace the handset.

Using a headset

Use the following procedure to use a handset.

1. Connect the headset to the headset jack.



2. Press the **Headset** key.

Switching from handsfree to headset

Use the following procedure to switch from handsfree to headset.



1. Press the **Headset** key.

Using Predial

Use the Predial feature to enter, preview, and edit numbers before you make a call.

Making a call

Use the following procedure to make a call using the Predial feature.



1. Enter the number to be dialed.



2. Press a **Handsfree** key.



3. Lift the Handset when the called party answers.

or

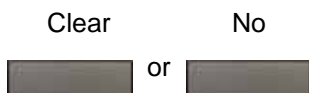
Begin to speak. You are in handsfree mode.

Editing a Predial number

Use the following procedure to edit a Predial number.



1. Use the dialpad to enter the number.



2. To erase all numbers, press the **Clear** soft key.

Reenter the numbers to dial.

or

To change one number at a time, press the **Delete** soft key to backspace. Re-enter the number.



3. Press a **Handsfree** key to dial the number.

Activating Ring Again

Use the Ring Again feature to automatically redial the number if you receive a busy tone, or if your called party does not answer. Your IP Deskphone rings when the person you called becomes available.

Activating Ring Again

Use the following procedure to activate Ring Again.



1. Dial a number.

The called party does not answer or you receive a busy tone.

Ring Again



or



2. Press the **Ring Again** soft key.

or

Enter the **Ring Again Activate** Flexible Feature Code.

Calling a Ring Again party after notification

Use the following procedure to call a Ring Again party after notification.



1. After you receive the notification ring, lift the handset; or, if you use the headset or are in handsfree mode, go to step 2.

Ring Again



2. Press the **Ring Again** soft key to automatically dial the number.

Deactivating Ring Again before notification

Use the following procedure to deactivate Ring Again.

Ring Again



or



1. Press the **Ring Again** soft key a second time.

or

Press the **Ring Again Deactivate** FFC.

Using Last Number Redial

Use the Last Number Redial feature to automatically redial the most recently dialed number, if this feature is configured on your IP Deskphone.



Redial



or



Redial



1. To redial using the handset, lift the handset and press the **Redial** soft key.
2. To redial without lifting the handset, press the **Handsfree** key and then press the **Redial** soft key.

Using Speed Call

Use the Speed Call feature to place internal and external calls by dialing a one-, two-, or three-digit code. You can store, edit, and automatically dial frequently called phone numbers.

Storing a Speed Call number

Use the following procedure to store a Speed Call number.

SpcCtl



1. Press the **SpcCtl** soft key.

The triangular icon flashes to indicate programming mode.



2. At the prompt, enter a one-, two-, or three-digit code (0-999).
3. If required, dial the access code.
4. Enter the phone number (internal, external, or long-distance number).

SpcCtl



5. Press the **SpcCtl** soft key again to save the code and number.

The flashing icon turns off.

Making a call using Speed Call

Use the following procedure to make a call using Speed Call.



1. Lift the handset.

SpcCtl



2. Press the **SpcCtl** soft key.



3. Dial the **Speed Call** code to automatically dial the number.

Using System Speed Call

Use the System Speed Call feature to dial Speed Call codes that override dialing restrictions placed on your IP Deskphone.



1. Lift the handset.

SScUsr

SScCtl

2. Press the **System Speed Call** soft key.



or



or

Press the **System Speed Call Controller (SScCtl)** soft key.



3. Dial the **Speed Call** code to automatically dial the number.

Answering a call

Each incoming call causes the IP Deskphone to ring, the LCD indicator beside the line (DN) key to flash, and the Message Indicator lamp to flash.



1. Lift the handset.

or

or



Press the **Handsfree** button on the left side of the handset.

or

or



Press the **Headset** key if a headset is connected to your IP Deskphone.

Managing calls during a call

You can use the following features during a call:

- “Using Call Hold” on page 83
- “Using Call Waiting” on page 84
- “Transferring a call” on page 85
- “Using Timed Reminder Recall” on page 86
- “Using Attendant Recall” on page 87
- “Using Call Park” on page 88
- “Recording a Calling Party (Caller) Number” on page 90
- “Displaying call details” on page 91

Using Call Hold

Use the Hold feature to retain your current call and answer another call. Place the original call on hold and then answer the second call.

Placing a call on hold

Use the following procedure to place a call on hold.



1. Press the **Hold** key.

The LCD indicator flashes besides the line on hold.

Note: Enabling **Automatic Hold** automatically places the active call on hold when you answer the second call.

Retrieving a call on hold

Use the following procedure to retrieve a call on hold.



(Hold)

or



1. Press the **Hold** key to place an active call on hold. Press the **Hold** key again or the press the **Handsfree** key to return to the caller on hold.

Using Call Waiting

The Call Waiting feature produces a tone to alert you to an incoming call when you are already on a call. Call Waiting also places the current call on hold while you answer the new call.

Answering an call during another call

Use the following procedure to answer a call during another call.



(Hold)

1. Upon receiving a call, press the **Hold** key to place the current call on hold.

Note: Enabling **Automatic Hold** automatically puts the active call on hold when you answer the second call.

CallWait



2. Press the **Call Wait** key.

Returning to the original call

Use the following procedure to return to the original call.



(Hold)

or



(Goodbye)

1. Press the **Hold** key to place the second call on hold.

or

Press the **Goodbye** key to end the second call.



2. Press the **Handsfree** key.

Transferring a call

Use the Transfer feature to redirect a call to the appropriate person.

Transferring a call to a third party

Use the following procedure to transfer a call to a third party.

Trans



1. Press the **Trans** soft key during an active call.

The calling party is placed on hold. You hear a dial tone. The indicator icon flashes steadily.



2. Dial the number to which you are transferring the call.

Trans



3. When that IP Deskphone rings or a person answers the call, press the **Trans** soft key.

The calling party is connected to the appropriate person.

Returning to the original call if the transfer is incomplete

Use the following procedure to return to the original call if the transfer is incomplete.



1. If the called party does not answer the transferred call, press the **Handsfree** key to reconnect to the calling party.

Using Timed Reminder Recall

Use the Timed Reminder Recall feature to receive an automatic reminder tone when a transferred call is not answered.

Transferring a call using Timed Reminder Recall

Use the following procedure to transfer a call using Timed Reminder Recall.

Trans



1. Press the **Trans** soft key.
The call is placed on hold.



2. Dial the number to which you are transferring the call.

Trans



or



3. Press the **Trans** soft key.

or

Replace the handset before the extension answers.

Note: If the transfer is complete, the recall timer stops.

If the transferred call is not answered, your IP Deskphone rings.

Returning to the original call if the transferred call is unanswered

Use the following procedure to return to the original call if the transferred call is unanswered.



Trans



or



(Goodbye)

1. Lift the handset to reconnect to the calling party.
2. Press the **Transfer** soft key and retry call transfer.

or

If the called party answers, press the **Goodbye** key to complete the transfer.

Using Attendant Recall

Use the Attendant Recall feature to contact an attendant during a call and to connect the caller to the attendant.

AttRcl



3. Press the **AttRcl** key and stay on the line until the attendant answers.



(Goodbye)

4. Press the **Goodbye** key.

The caller connects to the attendant.

Using Call Park

Use the Call Park feature to hold (park) your active call temporarily and retrieve a call from any IP Deskphone. Using Call Park does not tie up a line.

Parking a call on the System Park DN

To park a call on the System Park DN or your own DN, perform the following procedure.

Park



1. During an active call, press the **Park** soft key twice.

The call is parked on your DN.

Note: Enabling **System Park DN** automatically parks the calls on the system park DN.

Parking a call on a DN (Not System Park DN or own DN)

To park a call on a DN (Not System Park DN or own DN), perform the following procedure.

Park



1. Press the **Park** soft key.



2. Dial the DN on which to park the call.

Park



3. Press the **Park** soft key.

Parking a call using the SPRE code or FFC

To park a call using the SPRE code or FFC, perform the following procedure.

Trans



or

Conf



1. Press the **Trans** soft key.

or

Press the **Conference** soft key.



2. Dial the **Call Park** FFC.



3. To use an alternative DN from the **System Park** DN or your own DN, dial the DN where you want to park the call. Otherwise, proceed to step 4.

Trans



or

Conf



4. Press the **Transfer** soft key.

or

Press the **Conference** soft key.

Retrieving a parked call

Use the following step to retrieve a parked call.

Note: When Call Park is configured network-wide, you can use this feature across networks. You can configure a System Park extension to automatically park most calls.



1. Lift the handset.

Park



2. Press the **Park** soft key.



3. Dial the DN where you parked the call.

If a parked call is not retrieved within a specific time, it rings back to your IP Deskphone or to the attendant.

Recording a Calling Party (Caller) Number

During a call use the Calling Party Number feature to record the calling party number, or to charge the call to an account number.

CParty



1. Press the **CParty** soft key.

The caller is placed on hold.



2. Dial a charge account number or the caller number.

Note: For information about using the **Charge** soft key, see ["Charging a local or long-distance call to an account before you dial"](#) on page 109.

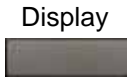
CParty



3. Press the **Call Party** soft key to return to the call.

Displaying call details

During an active call, use the Display feature to display the caller's number and name (if available) without interfering with the call.



1. Press the **Display** key.

The call waiting information appears.

If you use another feature, you can use the **Display** key to access information associated with those feature keys.

Managing calls while away from your desk

You can use the following features when you are away from your desk to manage an incoming call and to ensure you do not miss a call:

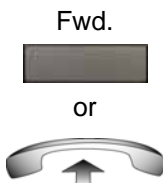
- [“Using Call Forward” on page 91](#)
- [“Using Internal Call Forward” on page 92](#)
- [“Using Remote Call Forward” on page 94](#)

Using Call Forward

Use the Call Forward feature to direct incoming calls to ring on another line (DN). A call already on your IP Deskphone cannot be forwarded.

Activating Call Forward

Use the following procedure to activate Call forward or change the call follow number



1. Press the **Fwd** soft key.

or

Lift the handset and enter the **Call Forward All Calls Activate** FFC.



2. Dial the DN to which you want to forward your calls.

Fwd.



3. Press the **Fwd** soft key.

Deactivating Call Forward

Use the following procedure to deactivate Call Forward.

Fwd.



1. Press the **Fwd** soft key.

or

Lift the handset and enter the **Call Forward All Calls Deactivate FFC**.

or



Reinstating a Call Forward number

Use the following procedure to reinstate Call Forward number.

Fwd



1. Press the **Fwd** soft key twice.

Using Internal Call Forward

Use Internal Call Forward to forward only those calls that originate from internal DNs. Calls that originate outside your IP Deskphone system (External Calls) ring at your IP Deskphone. You cannot forward the currently active call.

Forwarding internal calls only

Use the following procedure to forward internal calls only.

IntForward.



or



1. Press the **IntForward** key.

or

Lift the handset and enter the **Internal Call Forward Activate** FFC.



2. Dial the DN to which you want to forward your internal calls.

IntForward.



3. Press the **IntForward** key.

Deactivating Internal Call Forward

Use the following procedure to deactivate Internal Call Forward.

IntForward.



or



1. Press the **IntForward** key.

or

Lift the handset and enter the **Internal Call Forward Deactivate** FFC.

Reinstating Internal Call Forward number

Use the following procedure to reinstate Internal Call Forward number.

IntForward



1. Press the **IntForward** key twice.

Using Remote Call Forward

Use the Remote Call Forward feature to forward calls on your IP Deskphone to another from a remote IP Deskphone.

Activating Remote Call Forward

Use the following procedure to activate Remote Call Forward.



1. Lift the handset.



2. If you call from an IP Deskphone outside the system, dial your direct system access number and wait for the dial tone.



3. Dial the **Remote Call Forward Activate** FFC to activate the feature.



4. Dial your **Station Control Password**.
You hear a dial tone.



or



5. Dial your DN.

or

To reinstate call forward to the previous call forward number, press the **#** key. (Do not perform steps 6 and 7.)



6. Dial the number to which to forward the calls.

If the number dialed is invalid, you hear a fast busy signal.



7. Press the **#** key.

Deactivating Remote Call Forward

Use the following procedure to activate Remote Call Forward.



1. Lift the handset.



2. If you call from an IP Deskphone outside the system, dial the **direct system access** number and wait for the dial tone.



3. Dial the **Remote Call Forward Deactivate** FFC.



4. Dial your **Station Control Password**.



5. After you hear the dial tone, dial your DN.



6. Press the **#** key.

Managing multiparty calls

Use the following features to enable multiparty conversations:

- “Using Call Join” on page 97
- “Setting up a Conference Call” on page 97
- “Using Conferee Selectable Display” on page 98
- “Using Group Call” on page 100

Using Call Join

Use the Call Join feature to connect a new caller to an active call. This connection creates a conference (conversation involving more than two parties) between the two callers and yourself.

Conf



1. To connect a call on hold to your current call, press the **Conf** soft key.



2. Press the **Handsfree** key to connect the caller to your current call.

Conf



3. Press the **Conf** soft key again to join the person on hold to your conversation.

Setting up a Conference Call

Use the Conference feature to initiate a conference call for a group of three to six people including yourself. The maximum number of people

supported in a conference call depends on the IP Deskphone configuration.

Conf



1. During a call, press the **Conference** key to place the party on hold.

You hear a dial tone.



2. Dial the number of the person to add to the conference call.

You can talk to the person without intervention from the party on hold.

Conf



3. Press the **Conference** key again to connect all parties.



(Goodbye)

4. If the party you attempt to add to the conference is unavailable, press the **Goodbye** key.

The call ends.



5. Press the **Handsfree** key to return to your original call.

Using Conferee Selectable Display

Use the Conferee Selectable Display feature to list active conferees and to disconnect a conferee from the conference call.

Viewing active conferees

Use the following procedure to view active conferees.

ConfDsp



1. During a conference call, press the **Confdsp** soft key to turn on the LCD

indicator. Each key press changes the screen to show a different active conferee.

This action has no effect on the display of other IP Deskphones involved in the conference.



(Goodbye)

2. Press the **Goodbye** key.

If configured, the **Conference Count Display** returns an updated count of conferees. The LCD indicator turns off.

Disconnecting a conferee

Use the following procedure to disconnect a conferee.

ConfDsp



1. During a conference call, press the **Confdsp** soft key until the conferee to disconnect appears on the screen.



Press the **Handsfree** button to disconnect the conferee.



(Goodbye)

2. For a single conferee, press the **Goodbye** key. If configured, the **Conference Count Display** returns an updated total count of conferees. The LCD indicator turns off.

or

For multiple conferees, repeat steps 1 and 2 until all conferees are disconnected. Then press the **Goodbye** key.

Using Group Call

Use the Group Call feature to automatically call members of a predefined group, one at a time, until all members answer.

Calling group members

Use the following procedure to call group members.



1. Lift the handset.

GrpCl



2. Press the **GrpCl** soft key or enter the **Group Call FFC**.

The feature automatically calls all group members. The icon flashes until all members answer. The phone numbers of the group members appear on the display as they answer. When the last person answers, the **Group Call** icon lights steadily.

Note: When a person in your group is on a conference call or another group call, they are not connected to your group call.

Note: During a group call, only the person who initiated the group call can put the call on hold.

Answering a group call

Use the following procedure to answer a group call.



1. Lift the handset.
Note the following about notification tones:
 - If you are on a call and receive three 10-second tones, this is the notification of a group call on your IP Deskphone.
 - If you are on a call on another line when a group call is made, you receive a long tone through the handset or speaker.
 - If you are already on a conference call or another group call, you do not receive notification of a group call.

Ending a group call

Use the following procedure to end a group call.



(Goodbye)

1. Press the **Goodbye** key.

Note: When the person who made the group call disconnects, the call terminates for all members of the group. However, the members of the group call can disconnect from the call and not affect other members on the call.

Managing calls while busy at work

Using Make Set Busy

Use the Make Set Busy feature to make your IP Deskphone appear busy to all callers.

Activating Make Set Busy

Use the following procedure to activate Make Set Busy.

MakeSetBsy



or



1. Press the **MakeSetBsy** soft key.

or

Lift the handset, and enter the **Make Set Busy Activate** FFC.

Deactivating Make Set Busy

Use the following procedure to deactivate Make Set Busy.

MakeSetBsy



or



1. Press the **MakeSetBsy** soft key a second time to deactivate the feature.

or

Lift the handset and enter the **Make Set Busy Deactivate** FFC.

Hotel applications

Hotel applications are a group of hospitality features that increase the value of the Avaya 1210 IP Deskphone. In a hotel environment guests can access the following service:

- “Configuring Automatic Wake-Up” on page 103

Configuring Automatic Wake-Up

Use the Automatic Wake-Up feature to receive a timed reminder call. You can program your IP Deskphone to automatically place a call at a predetermined time. When you answer the call, prerecorded music plays for 30 seconds followed by a prerecorded announcement or the attendant on the line.

Entering Automatic Wake-Up call

Use the following procedure to enter Automatic Wake-Up call.



1. Lift the handset.



2. Dial the **Automatic Wake-Up Request** FFC.



3. Dial the **Automatic Wake-Up** time in a 24-hour time format (hhmm).

You hear a tone to confirm your entered time.

To enter the time in a 24-hour time format, enter the hours followed by the minutes. For example, to configure the time to 7:30 a.m., enter 0730; to configure it to 9:45 p.m., enter 2145.



(Goodbye)

4. Press the **Goodbye** key.

Cancelling Automatic Wake-Up call

Use the following procedure to cancel Automatic Wake-Up call.



1. Lift the handset.



2. Dial the **Automatic Wake-Up Quit** FFC.



(Goodbye)

3. Press the **Goodbye** key.

Verifying Automatic Wake-Up call

Use the following procedure to verify Automatic Wake-Up call.



1. Lift the handset.



2. Dial the **Automatic Wake-Up Verify** FFC.



3. Dial the **Automatic Wake-Up** time in a 24-hour time format (hhmm).

You hear a confirmation tone if your query matches the preset time.

To enter the time in a 24-hour time format, enter the hours followed by the minutes. For example, to configure the time to 7:30 a.m., enter 0730; to configure it to 9:45 p.m., enter 2145.



(Goodbye)

4. Press the **Goodbye** key.

Paging features

The Avaya 1210 IP Deskphone supports the following paging voice call features:

- “Using Call Page Connect to make an announcement” on page 105
- “Using Radio Page” on page 106

Using Call Page Connect to make an announcement

Use the Call Page Connect feature to make an announcement over a paging system.

Note: A **Page** key on an attendant console overrides and disconnects the IP Deskphones. The IP Deskphones must reaccess the page trunk.



1. Lift the handset.



2. Dial the **Page Trunk Access Code** to complete the connection to the page system.
3. Make your announcement.



(Goodbye)

4. Press the **Goodbye** key.

Using Radio Page

Use the Radio Page feature to page a user and stay on the line until the called party answers. The paged user answers the call after entering a special Page Meet-Me code from any IP Deskphone.

Using Automatic Preselection (Meet-Me page)

Perform the following procedure to use Automatic Preselection.



1. Lift the handset.



2. Dial the **Radio Paging Access** FFC.

You hear the paging tone (two beeps followed by a dial tone).



3. Dial the number of the party you want to page.

After dialing, you hear the ringback tone.

The paged party can use any IP Deskphone to enter a **Radio Paging Answer** FFC and their own DN number.



4. If your call remains unanswered for a preset time period, during which you hear a 15-second high-pitched tone sounds followed by silence, press the **Goodbye** key or replace the handset.

Using Automatic Post-selection

The called party is either busy on the IP Deskphone or away from their desk. To page the called party, you need not redial the number of the called party.

RadPag



1. Press the **RadPag** soft key.

You hear a special dial tone.



2. Dial the **Radio Paging Access** FFC.

You hear the ringback tone.

The paged party can use any IP Deskphone to enter a **Radio Paging Answer** FFC, and their own DN number.



3. If your call remains unanswered for a preset time period, during which you hear a 15-second high-pitched tone, followed by silence, press the **Goodbye** key or replace the handset.

Answering a Radio Page

If you carry a Radio Pager, a page indicates that a caller tried to reach you by dialing your DN. If the Radio Page system is configured to function in Meet-me mode, you can answer the page call from any IP Deskphone.



1. Lift the handset.



2. Dial the **Radio Page Answer** FFC.

You hear the paging tone.



3. Dial your own DN to connect to the paging caller.

If the caller disconnects, you hear a steadily lit high-pitched (number unavailable) tone.

Miscellaneous Call Features

Some call features are available only if your system administrator configures them. Contact your system administrator to determine if the following call features are available.

- [“Charging a call or charging a forced call” on page 108](#)
- [“Using Privacy Release” on page 112](#)

Charging a call or charging a forced call

Use the Call Charge feature to charge a call to a specific account. The Forced Charge feature charges long-distance calls from an IP Deskphone that is restricted to local calls.

Charging a local or long-distance call to an account before you dial

Use the following procedure to charge a local or long-distance call to an account before you dial.



1. Lift the handset.

Charge



2. Press the **Charge** soft key.

or

Dial the **Call Detail Recording** FFC.



3. Dial the charge account number.



4. When you hear the dial tone, dial the number.

Charging a transferred call to an account

Use the following procedure to charge a transferred call to an account.

Trans



1. Press the **Transfer** soft key.

The call is placed on hold.

Charge



or



Trans



2. Press the **Charge** soft key.

or

Dial the **Call Detail Recording** FFC.

3. Dial the charge account number.

4. After you hear the dial tone, dial the number to which you are transferring the call.

5. Press the **Transfer** soft key when you hear the IP Deskphone ring.

You can talk privately to the person at the transfer number before you press the **Transfer** soft key.

Charging a conference call to an account

Use the following procedure to charge a call to an account when you add someone to a conference call

Conf



1. Press the **Conf** soft key.

The call is placed on hold.

Charge



or



Conf



2. Press the **Charge** soft key.

or

Dial the **Call Detail Recording** FFC.

3. Dial the charge account number.

4. Dial the number of the person you want to add to the conference.

5. Press the **Conference** soft key.

Using Privacy Release

Use the Privacy Release feature to enable one or more people who share your DN to join a call.

PrvRls



1. Press the **PvRls** soft key during a call.

People can join the call by pressing the shared number (DN) key on their IP Deskphone (Multiple Appearance DN feature).

Using External Server Applications

Use External Server Applications to directly access a variety of applications from your Avaya 1210 IP Deskphone.

To learn more about the available features and services, contact your system administrator. Depending on which features are available on your system, your phone can provide information; for example, local news and weather, stock market information, or traffic reports.

For more information about the External Server Applications, see the *Avaya IP Deskphone External Server Applications User Guide* (NN43100-100).

Troubleshooting your Avaya 1210 IP Deskphone

This section provides basic information about troubleshooting your Avaya 1210 IP Deskphone if Virtual Office causes a problem. For additional help, see [“Customer service” on page 25](#).

Virtual Office

Table 10 lists error messages and describes actions to correct the causes.

Table 10: Troubleshooting Virtual Office (Part 1 of 4)

| Displayed message | Probable cause | Action |
|-------------------|--|--|
| Busy, try again | Remote IP Deskphone is active (not idle). | Wait for remote IP Deskphone to become idle and try again. |
| | ACD is logged on. | Log off ACD IP Deskphone before you initiate Virtual Office from another IP Deskphone. |
| | Make Set Busy is inactive on ACD IP Deskphone. | Configure Make Set Busy active on ACD IP Deskphone. |

Table 10: Troubleshooting Virtual Office (Part 2 of 4)

| Displayed message | Probable cause | Action |
|-----------------------|--|--|
| Invalid ID (1) | Incorrect User ID entered. | Enter correct User ID. |
| | User ID is not in Gatekeeper database. | Notify system administrator. |
| Invalid ID (2) | Incorrect User ID entered. | Enter correct User ID. |
| Invalid ID (3) | Incorrect User ID entered. | Enter correct User ID. |
| | User ID in Gatekeeper database points to originating Call Server. | Notify system administrator. |
| Locked from Login | Three failed attempts to enter the correct Station Control Password. | Wait one hour for the lock to clear automatically, or notify system administrator to clear lock. |
| Permission Denied (1) | Remote IP Deskphone has no Station Control Password. | Notify system administrator. |

Table 10: Troubleshooting Virtual Office (Part 3 of 4)

| Displayed message | Probable cause | Action |
|------------------------|---|--|
| Permission Denied (3) | Incorrect User ID entered. | Enter correct User ID. |
| | Remote IP Deskphone has no Station Control Password. | Notify system administrator. |
| Permission Denied (4) | Incorrect User ID entered. | Enter correct User ID. |
| | Attempt to log on to a remote Avaya 1120E IP Deskphone or an Avaya 2050 IP Softphone from an Avaya 140E IP Deskphone (some restrictions apply). | Go to an Avaya 1120E IP Deskphone or an Avaya 2050 IP Softphone and try again, or consult your local system administrator. |
| Permission Denied (6) | Incorrect User ID entered. | Enter correct User ID. |
| | Incorrect Station Control Password entered. | Select Retry, and try again with the correct Station Control Password. |
| Server Unreachable (1) | Network problem. | Notify system administrator if the problem persists. |

Table 10: Troubleshooting Virtual Office (Part 4 of 4)

| Displayed message | Probable cause | Action |
|------------------------|--|--|
| Server Unreachable (2) | Network problem. | Notify system administrator if the problem persists. |
| VOUD configured on TN | Remote IP Deskphone does not have VOUA Class of Service. | Notify system administrator. |

Flexible Feature Codes

Use Table 11 to track and organize the FFCs assigned to features by your system administrator.

Table 11: Flexible Feature Codes (Part 1 of 2)
















| FFC | Feature | FFC | Feature |
|-----|--------------------------------------|-----|--------------------------|
| | Automatic Wake-Up Activate | | Make Set Busy Activate |
| | Automatic Wake-Up Deactivate | | Make Set Busy Deactivate |
| | Automatic Wake-Up Verify | | Malicious Call Trace |
| | Call Detail Recording Charge Account | | Override |
| | Call Forward All Calls Activate | | Pickup Ringing Number |

Table 11: Flexible Feature Codes (Part 2 of 2)






| FFC | Feature | FFC | Feature |
|-----|--------------------------------------|-----|-----------------------------------|
| | Call Forward All Calls Deactivate | | Pickup Directory Number |
| | Call Park | | Pickup Group |
| | Electronic Lock Activate | | Radio Paging Access |
| | Electronic Lock Deactivate | | Radio Paging Answer |
| | Group Call | | Remote Call Forward Activate |
| | Internal Call Forward Activate | | Remote Call Forward Deactivate |
| | Internal Call Forward Deactivate | | RingAgain Activate |
| | RingAgain Deactivate | | Virtual Office Terminal Log Off |
| | Station Control Password Change | | Virtual Office Terminal Log On |

Quick Reference

Feature operation

| | | |
|-------------------------|---|--|
| Call Forward | | |
| Activate | Press Services, Setup, Config, Lines, Select, Fwd, Save. | |
| Deactivate | Press Services, Setup, Config, Lines, Select, Fwd, Delete. | |
| Call Pickup |  | Pickup |
| Call Waiting | | |
| Answer |  (Hold) | Call Waiting |
| Return to first call |  (Goodbye) |  (Handsfree) |
| Conference | Conf | (Soft key 2) |
| Handsfree | | |
| Activate |  (Handsfree) |  (Goodbye) (to end the call) |
| Switch to handset |  | |
| Handset to handsfree |  (Handsfree) |  |
| Activate Headset |  (Headset) |  (Goodbye) (to end the call) |
| Hold | | |
| Place a call on hold |  (Hold) | |
| Return to a held call |  (Handsfree) | or press Hold |
| Transfer | Xfer | (Soft key 4) |
| Adjust volume |  (Volume +) | or  (Volume -) |

Legend

| Icon | Action |
|---|---|
|  | Lift the handset, press the line (DN) key or the Handset key. |
|  | Replace the handset, or press  to end the call. (Goodbye) |
|  | Dial a number. |
|  | Press the Services key to access services menu options. |



Press the **Up/Down Navigation** keys.



Press the **Enter** key.



Press the **Headset** key.



Press the **Handsfree** key.



Press the **Mute** (on/off) key.

Services menu

Services menu



Note: The **Services** menu contains the **Upgrade**, **Logs**, **IM**, and **Setup** options.

The following are the most commonly used options:

Services options menu

Contrast adjustment

Press Services, Setup, Cnt, Up/Down.

Language

Press Services, Setup, Config, Phones, Lang.

Note: This language setting controls the language used by features on your phone only.

Local DialPad Tone



Select

Ring type



Play



Select

OnHook default path



(Handsfree)

Setup menu

Note: The **Setup** menu contains the **Config**, **Contrast**, **Time**, and **Reset** options.

Menu options when the Avaya 1210 IP Deskphone is not on a call

Note: The **menu** shows the **Dnd**, **Redial**, **Book (phone book)**, **Login**, and **Logout** options.

Menu options when the Avaya 1210 IP Deskphone is on a call

Note: The **menu** shows the **Flash**, **Conf**, and **Transfer (Xfer)** options.

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Calling Party Name Display

Information appearing on the LCD display screen, such as the caller's name and phone number. The system must have CPND enabled.

Category 5 (Cat5)

Cable and associated connecting hardware capable of transmitting at speeds up to 100 MHz, used by 10BaseT, 100BaseT4, 100BaseTX.

Category 5e (Cat5e)

Most Cat5 cable manufactured after 1996 also supports 1000BaseT (GigE) installations, and is designated Cat 5e. Cat5e cable normally has four pairs of copper wire.

Category 6 (Cat6)

Cable and associated connecting hardware capable of transmitting at speeds up to 200 MHz. Designed specifically to support 1000BaseT (GigE), it is also compatible with 10BaseT, 100BaseT4, and 100BaseTX installations. The cable normally has four pairs of copper wire.

Cradle

The depression in the base of your telephone where the handset is placed when not in use

Date/time display

The current date and time when the IP Deskphone is in an idle state.

DHCP Server

A service provided by a device on the network that assigns network addresses to other devices, such as your telephone and computer.

Directory Number (DN)

A number consisting of one to seven digits for an IP Deskphone, and also known as an *extension number*.

Feature display

An area that shows status information about the feature in use. It also displays the name and status of the active session.

Feature Status Lamp indicator

An LCD or an LED that indicates a data message, contact, or feature status by a flash, wink, steady on, or off.

Fixed key

The hard-labeled keys on your IP Deskphone.

Flexible Feature Codes (FFCs)

Specialized codes entered using the dialpad that enable features (for example, Ring Again).

Goodbye key

A fixed key used to end an active call.

Idle

The phone is in idle mode when handset is on the cradle, your telephone is not in speakerphone mode or headset mode, and there are no incoming calls. In idle mode, the LCD displays Date and Time along with soft keys.

Indicator

An LCD or an LED that indicates the status of a feature by the flash, wink, steady on, or off.

Information display

Any display of call activity, lists, prompts, and status of calls. If the text message exceeds the available display area, a scroll arrow icon indicates that you must use the scroll keys to view the remaining text.

Interrupted dial tone

A broken or pulsed dial tone that sounds when you access some features on your IP Deskphone.

IM

Instant Message

IP

Internet Protocol

LCD

Liquid Crystal Display

LED

Light Emitting Diode. A semiconductor used as a visual indicator.

Message/Inbox

A fixed key on your Avaya 1140E IP Deskphone that connects to your voice messaging system when the key is pressed.

Navigation keys

Keys used to scroll through menus and lists appearing on the LCD display screen.

Network Address

IP address. Uniquely identifies a device on the network. Used for routing information to that device.

Off-hook

Any line selected to make a call or receive a call. The term *off-hook* is applied whether (a) the end user lifts up the handset, (b) the end user presses a line key, (c) the call is automatically answered at the IP Deskphone, or (d) a line is automatically selected for an outgoing call.

Paging tone

A special tone (two beeps followed by dial tone) that sounds when you use the Radio Paging feature.

Power-Over-Ethernet

Provides power over the network cable that is also used for data communications.

Registrar

See SIP registrar

Ringback/ring tone

A sound indicating that a call you have made is ringing at its destination.

Services key

A fixed key used to access options such as Telephone Options, Password Admin, Virtual Office Login, Virtual Office Logout, Test Local Mode, and Resume Normal Mode.

Shared Directory Number

A DN (extension) that is shared by two or more persons.

SIP

Session Initiation Protocol. This is the call-control protocol used by your telephone.

SIP Proxy Server

A device on the network that acts on behalf of your telephone, translating and routing call-control messages

SIP Registrar

A device on the network that manages user-location information.

SIP Uri

Analogous to a telephone number, e.g. SIP:rhod@example.net. In fact, a URI may contain what at least appears to be a telephone number, e.g., sip:+14085550100@172.16.0.222.

Special Prefix code (SPRE)

Special codes entered using the dialpad, followed by a two-digit access code, that enable features (for example, Call Forward All Calls requires entry of SPRE code + 74).

Soft keys

A set of keys programmed by your system administrator. These four keys, directly below the display area, have four programmable layers. These keys are also used to configure parameters in the **Telephone Options** menu.

Speakerphone Mode

The speaker and microphone in the base are in use instead of the equivalent components in the handset or headset.

Special dial tone

The three consecutive tones followed by dial tone that you hear when accessing IP Deskphone features.

Station Control Password (SCPW)

Enables security features on your phone to prevent others from making calls from your IP Deskphone and to prevent access to protected features (for example, Remote Call Forward).

Status Messages

A message displayed to inform the user of important information. A right arrow appears if more than one Status Message is present. Examples of Status Messages include: Message Waiting, All Lines Forwarded to: 6453, Do Not Disturb On, Ring Again active, and Ringer is OFF.

System or Switch

Your office communication system.

Switchhook

A button on which the handset presses down, disconnecting your call when you replace the handset. The handset (when lifted) releases the switchhook, and you either answer a call or you receive a dial tone to make a call.

User interface

Screen displays that interact with the end user as a result of an action or event.

Visual Alerter/Message Waiting indicator

An LCD or an LED that flashes to indicate that a message is waiting or when the ringer is on.

VoIP

Voice over Internet Protocol. This is a telephone technology where voice and control signals are transmitted over an IP, or Internet Protocol, packet-switched network. This makes more efficient use of network resources and allows more sophisticated features than traditional telephone technology, where audio is transmitted over a circuit-switched network.

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