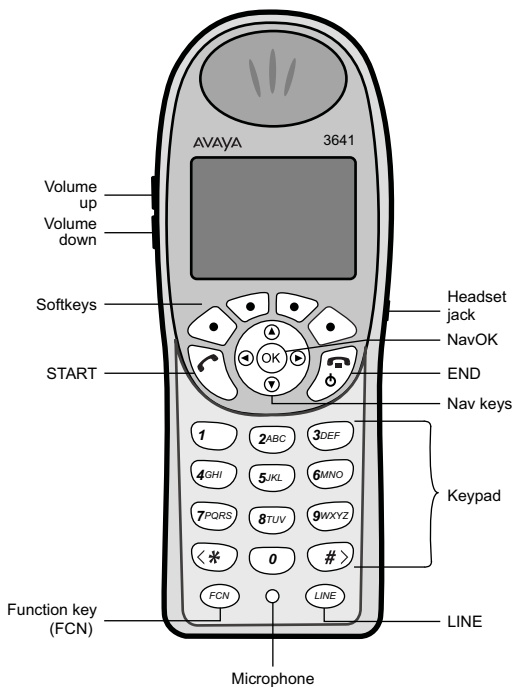


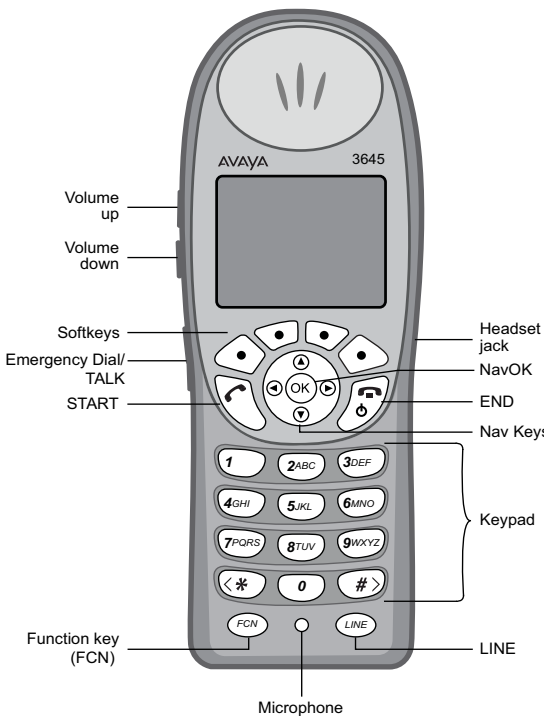


## **3641/3645 Wireless IP Telephone and Accessories User Guide**

# Avaya 3641 Wireless IP Telephone



# Avaya 3645 Wireless IP Telephone



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# Introduction

Your Avaya 3641/3645 Wireless IP Telephone is a state-of-the-art communication device that uses radio wave technology to send and receive voice and data transmissions. It is designed to operate much like a cell phone. However, the handset uses the private telephone system installed in your facility and will not operate outside the area covered by this system.

## About This Guide

This guide is meant to provide general information about your handset. Contact your system administrator for additional information on how your handset functions within your telephone system. This guide includes information about:

- The Handset
- Getting Started
- Handset Operation
- Advanced Features
- Handset Accessories
- Safety Information

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# The Handset

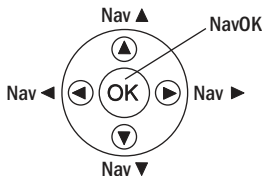
## Modes of Operation

Your handset has six modes of operation

Mode	Description
Standby	The handset is on-hook and idle.
Predial	To place a call using predialing (cell phone dialing), dial the number while in standby mode and then press <b>START</b> . This transitions the Wireless IP Telephone to active off-hook mode and the number is immediately called.
Active	The handset is in a call, a call is coming in, or a call is being dialed.
Config Menu	User preferences are being accessed in the <b>Config Menu</b> . In this mode the handset is on, but will not receive calls.
Messaging	Custom text messaging applications may be programmed for your facility. This mode is activated through the <b>FCN</b> menu.
Push-to-talk (PTT)	The Avaya 3645 Wireless IP Telephone uses channels for incoming and outgoing radio communication. While PTT is active, the handset is in PTT mode.



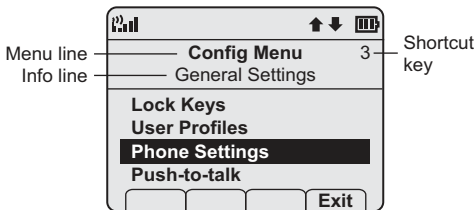
## Menu Navigation



The navigation keys (Nav keys) just below the softkeys are used to navigate through menu options. These are referred to in this guide as **Nav▲**, **Nav▼**, **Nav◀**, **Nav▶**, and **NavOK**.

### Shortcut Keys

When a menu is displayed, a shortcut key may be displayed on the right edge of the menu line. Press the corresponding number on the keypad to activate the corresponding menu option.



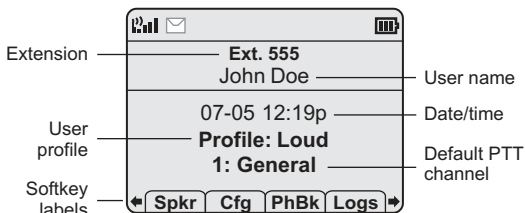
## Handset Displays

The top row of the display provides status indicators for various handset conditions. It is referred to as the status bar.

The middle lines display information about the handset identity, user profile, calls in progress, menu options, and data from telephone.

The bottom row displays softkey labels.

### Standby Mode Display

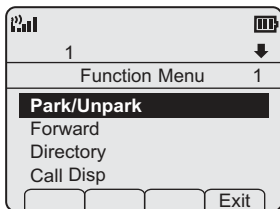


This display shows that there is excellent signal strength, a voicemail message is waiting, a text message may be retrieved, the Battery Pack is fully charged, the extension number assigned to this handset is 555, the date is July 5<sup>th</sup>, the time is 12:19 p.m., the user profile is Loud, and the default PTT channel (Avaya 3645 model only) is 1: General. Press **Nav** ◀ or ▶ to display the second set of available softkeys:



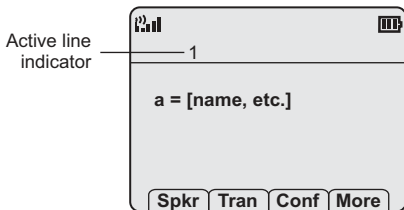
**Note:** In certain facilities, the **Logs** softkey is absent and the **Redl** (Redial) softkey is between the **Prof** and **Spdl** softkeys.

### Feature Menu Display Example



This display is reached by pressing the **FCN** key. It displays a list of features that may be activated while on a call. Available features depend on the configuration of your communication server. The up/down icons indicate that there are additional menu items. The **Exit** softkey will take you back to the active in-call display.









### Active in-call Display











This display shows that you are on an active telephone call on line 1. Additional information may display about the call. The available softkeys allow you to convert the call to the speakerphone, transfer the call, or place the call in conference. Press the **More** softkey for additional call handling features — placing a call on hold, muting a call, and redialing a number.



## Status Bar Indicators

Indicator	Function
	The signal-strength icon indicates the strength of the signal and can assist the user in determining if the handset is moving out of range.
	The letter <b>A</b> or <b>B</b> replaces the radio wave graphic in the signal-strength icon when band roaming is active to indicate which 802.11 band the handset is currently using.
	Missed call icon
	The voicemail icon is activated when a new voicemail message is received—this is available when the feature is supported by the phone emulation.
	Missed call/Voicemail icon. The space allocated to the voicemail icon is shared by the missed call icon. If there is both a missed call and voicemail, the combined icon will display.
	The battery icon indicates the amount of charge remaining in the Battery Pack. When only one level remains, the Battery Pack needs to be charged.
	The speakerphone icon displays when the speakerphone is active.
	The line indicators are associated with telephone line status and access.

Indicator	Function
	Up and down arrows are displayed when the menu has additional options above or below. Left or right arrows are displayed when there are additional softkeys available and during editing when the cursor may be moved left or right.
	Telephone ring icon. A regular telephone call is coming in.
	Messaging ring icon. A call is coming in from a Messaging application.
	The PTT ring con. A PTT call is coming in.
	The priority PTT ring icon. A call is coming in on the priority PTT channel. This call will override any other.
Muted	The muted indicator displays after the <b>Mute</b> softkey has been pressed. It indicates that the microphone is not transmitting sound. Press the <b>Mute</b> softkey again to unmute the microphone.
Locked	Locked indicates that the keypad is locked to prevent accidental activation. Use the <b>Unlk</b> softkey plus the <b>#</b> key to unlock it.
[No Service message]	If warning tones are enabled, an alarm will sound and a descriptive message displays when the handset cannot receive or place calls. You may be outside of the covered area. Walk back into the covered area. The in-service tone indicates service is re-established.

Indicator	Function
	The download icon indicates that the handset is downloading code. This icon only appears while the handset is running the over-the-air downloader. It appears to the right of the signal strength icon in the same location as the voicemail icon.
	The download failure icon indicates that the handset has failed to download code because the code is incompatible with the handset hardware. Contact your system administrator if you see this icon.
	Location Service (RTLS) is enabled.

## Softkey Labels

The bottom row of the handset displays labels associated with the four softkeys just below it. When a softkey is active, a label appears to describe its function. Pressing the softkey will activate the feature. When additional softkeys are available, **Nav** arrows appear to the left and right of the softkey labels. Press **Nav**► or ◀ to view the additional softkey labels.

These are some of the softkeys you will see.

Label	Description	Action
Back	Go back	Returns to the previous menu display.
Call	Places a call	Dials the selected number in the Directory option on the Feature Menu (see page 11).
CAPS caps	Change case	Toggles to allow a change in case when entering alphabetical text.
Cfg	Configure	Opens the <b>Config Menu</b> .
Clr	Clear	Deletes the entry.
Cncl	Cancel	Returns to the previous menu display without saving any data that might have been entered.
Conf	Conference	Enables a conference call with two parties on two active lines.
Del	Delete	In a list: Deletes the highlighted list entry. In an editor: Deletes the character to the left of the cursor.
Done	Finished	Exits a list when more than one selection is possible.

Label	Description	Action
Edit	Edit	Opens an editing window so you can change information about an entry in the phonebook.
Exit	Exit	Exits out of the menus.
Hold	Hold	Places a call on hold.
Logs	Call Logs	Opens the Call Log menu.
More	Additional softkeys available	Displays additional set or sets of available softkeys.
Mute	Mute	Toggles to mute or unmute the microphone.
No	Negative reply	Press to reply “No” to a displayed question.
PhBk	Phonebook	Opens the phonebook.
Play	Play	Plays the selected ring tone.
Prof	Profile	Opens the Profile menu.
ReDI	Off-hook Redial	Calls the last number dialed (only available in active mode).
Redl	On-hook Redial	Where Call Logs are not available, <b>Redl</b> replaces the <b>Logs</b> softkey. It opens a list of the 10 most recently dialed numbers.
Save	Save	Saves the current entry to the phonebook.



Label	Description	Action
Set	Set	From the speed dial assignment display, opens the phonebook listing for assigning a phonebook entry to a speed dial key.
Spdl	Speed dial	Opens the list of speed dial numbers.
Spkr	Speakerphone	Toggles speakerphone function.
Tran	Transfer	Enables the transfer of a call to another party on a second line.
Unlk	Unlock keys	Press <b>Unlk</b> , then the <b>#</b> key to unlock a locked keypad.
View	View	Displays information about an entry in the phonebook.
Yes	Positive reply	Press to reply “Yes” to a displayed question.

## Getting Started

Your Avaya 3641/3645 Wireless IP Telephone is designed for full mobility within the workplace and operates much like a cell phone. It also interfaces with the telephone system at your workplace and incorporates advanced telephony features.

### Charging Your Handset

The handset's Battery Pack must be charged for a minimum of two hours before its first use. See the section *Handset Accessories* for complete information about charging your handset.

### Indications of Low Battery

The Battery Pack icon on the status line of the display gives you a visual indication of the amount of charge remaining in the Battery Pack. Additionally, when the icon shows empty, if the handset is in standby mode, you will hear a brief, modulated-ring signal and the **Battery Low** message displays. The handset may not be used until charged. If you are in a call, soft beeps will sound, first slow and then fast, until the handset becomes unusable. When you first start to hear the beeps, you have two minutes to end the call or change the Battery Pack.

See the *Handset Accessories* section for complete information about chargers.

# Handset Operation

## Basic Operation

If you want to	Then
Remove/replace the Battery Pack	<p>To remove the Battery Pack:</p> <ol style="list-style-type: none"><li>1. Press down on the latch on the Battery Pack at the back off the handset.</li><li>2. Pull the Battery Pack towards you. The Battery Pack releases outward.</li></ol> <p>To replace the Battery Pack:</p> <ol style="list-style-type: none"><li>1. Slide the lip of the Battery Pack into the bottom of the cavity.</li><li>2. Push the top of the Battery Pack until it snaps into place. You should not have to force it into the handset.</li></ol>
Turn the handset on/off	<p>Press and hold <b>END</b>. Two chirps will sound for On, one for Off.</p> <p>If you are in a call, hang up first, then turn off the handset.</p>
Lock/Unlock the keypad	<p>Lock: Press the <b>Unlk</b> softkey, then <b>#</b> to unlock the keypad.</p> <p>Unlock: While in Standby mode, press the <b>Cfg</b> softkey, then <b>NavOK</b> to manually lock the keypad.</p>

**If you want to    Then**

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- Select Line
1. Press **START** and press **LINE** to display the first 4 line appearances. Press **LINE** again to display any remaining lines.
  2. If multiple lines are available, your handset will default to line 1. If a different line is desired, press **LINE** and the number key corresponding to the desired line. You will hear a dial tone.

Exit the **LINE** menu by pressing the **Exit** softkey, then **END**.

## If you want to    Then

- |              |   |
|--------------|---|
| Place a call | <ol style="list-style-type: none"> <li>1. To dial a number, follow any one of these sequences:           <ul style="list-style-type: none"> <li>• Press <b>START</b> or the <b>Spkr</b> softkey, wait for a dial tone, then dial the extension or number.</li> <li>• To redial the last number called, press <b>START</b>, then press the <b>More</b> softkey, and then press the <b>ReDI</b> softkey.</li> <li>• From standby mode, press the keypad to enter up to 28 numbers, then press <b>START</b>, <b>NavOK</b> or the <b>Spkr</b> softkey.</li> <li>• Press the <b>PhBk</b> softkey from standby mode, highlight the name and press <b>START</b> or the <b>Spkr</b> softkey.</li> <li>• Press and hold the speed dial key assigned to the number.</li> <li>• Press <b>Logs</b>, select a call log, and select the number you wish to call and press <b>START</b> or the <b>Spkr</b> softkey. This option is locally enabled or disabled. See your system administrator if you need assistance.</li> <li>• In certain facilities, Call Logs are not available. Instead, press <b>Nav▶</b> and use <b>Redl</b> to open a list of the 10 most recently dialed numbers. Select the number you wish to call and then press <b>START</b> or the <b>Spkr</b> softkey.</li> </ul> </li> <li>2. Listen for the ring to indicate the alerting of the called party. Note: Line 1 is the default line.</li> </ol> |
|--------------|---|

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**If you want to    Then**


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Answer a call

When you receive a call:

- The handset will ring or vibrate to alert you of the incoming call.
- A line indicator on the display will flash and the display will show information about the call, such as caller's name and extension.
- If you are in a call, an in-ear tone will alert you to the incoming call.

To answer a call, press **START** and hold the earpiece to your ear. You may also activate the speakerphone function or use a headset.

Answer a call on a  
second line

If you are on a call and hear subdued ringing, a call is coming in on a second line. The line number on the display will be flashing.

To answer this call:

1. Put your first call on hold by pressing the Hold softkey.
2. The **LINE** menu opens.
3. Press the line number of the second call.

Headset answer

Press any key (other than **END** a **Nav** key or a softkey) to answer a call when a headset is plugged in.

**Note:** To adjust the headset volume, press the volume up/down buttons on the side of the handset during the call.

If you want to	Then
Hang up	Press <b>END</b> . Be sure to do this at the end of each call to return to the standby mode.  Normal Mode: If the other party hangs up, the display will show <b>Press End Call</b> , along with a warning tone. If you do not hang up, the phone automatically hangs up after 5 seconds. At this time, the phone returns to idle mode and full ring volume.  Headset Mode or Speakerphone Mode: If the other party hangs up and you do not press <b>END</b> , the handset will immediately hang up and return to idle mode.
Activate or deactivate the speakerphone	Press the <b>Spkr</b> softkey and speak towards the handset. Note that this feature may not be activated in your communication server.
Adjust the speaker volume	Press the volume up/down buttons on the side of the handset during the call.
Silence while ringing	Press <b>END</b> to silence the ring.
Change the ring volume	Press the volume up/down buttons on the side of the handset during ringing. The default ring volumes are set in the <b>Config</b> menu and may be changed.
Place a call on hold	Press the <b>Hold</b> softkey.

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If you want to	Then
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- |                 |   |
|-----------------|---|
| Redial a number | <p><b>PBX Redial:</b><br/>Press <b>START</b>, press the <b>More</b> softkey, and then press the <b>ReDI</b> softkey to dial the last number called.</p> <p><b>Facilities without Call Logs:</b><br/>In certain systems, the Redial function replaces Call Logs. Press <b>Nav►</b> and then press the <b>RedI</b> softkey to display a list of the last 10 numbers called. Select the desired number and then press <b>START</b> to make the call.</p> |
|-----------------|---|



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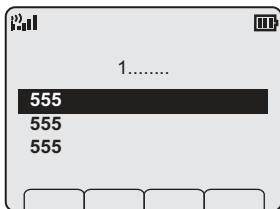
**If you want to      Then**

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Resume or end a  
held call

Press **LINE** followed by the line number key.

If you end a call with one or more calls on hold, the **Line** menu will open automatically listing the lines that do not have softkeys assigned to them. The first call on hold will be highlighted. You must clear all held calls before this display will close.



Press **NavOK** to resume the first held call or scroll to the line appearance of a different held call and press **NavOK** to resume that call. For any call you wish to end without resuming, press **NavOK** and **END**. The **LINE** menu will close when all calls have been handled.

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**If you want to      Then**


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**Make an emergency call**      From standby mode, press the emergency key (key #1) for 3 seconds to activate the call.

To determine if an emergency key has been programmed: Open the speed dial list by pressing the **Spdl** softkey from the standby mode. The emergency key will appear as the first item on the speed dial list with a ► in front of it. It will also appear as entry number 1.

(Avaya 3645 only) The side button may be programmed to place a call to an emergency number. Press the button once to test this. If a message appears prompting you to press the button twice in two seconds, it is programmed to place an emergency call. See the Emergency Dial/PTT section for more information.

- Transfer a call**
1. With the call active (or with only one held call and no active calls), press the **Tran** softkey. This places the call on hold. You will hear a dial tone for the next available line.
  2. Dial the number to which you want to transfer.
  3. Announce the call to the recipient. Press **Tran** again. The call is sent to the extension or number you dialed. A two-second display message indicates the transfer is complete.
  4. Press **END** to hang up your handset.

If the line is busy or if no one answers, return to the held call by pressing its line button.

If you want to	Then
Conference a call	<p>The Conference feature allows you to conference up to the maximum number of parties set by your system administrator.</p> <p>To add another party to a call</p> <ol style="list-style-type: none"> <li>1. Dial the first party, then press <b>Conf</b>. The current call is placed on hold and you hear a dial tone.</li> <li>2. Dial the number of the next party and wait for an answer.</li> <li>3. Press <b>Conf</b> again to add the new party to the call.</li> <li>4. Repeat steps 1- 3 for each party you want to conference in to the call.</li> </ol> <p>Adding a held call to the current call</p> <ol style="list-style-type: none"> <li>1. Press <b>Conf</b>. The current line and the held line icons flutter.</li> <li>2. Press the line button of the held call.</li> <li>3. Press <b>Conf</b> again. All parties are now connected.</li> </ol>
Mute/unmute a call	<p>While in an active call, press the <b>More</b> softkey and then press the <b>Mute</b> softkey.</p> <p>That the call has been muted is indicated on the display.</p> <p>Press the <b>Mute</b> softkey again to unmute the call.</p>
Change profile	<ol style="list-style-type: none"> <li>1. Press the <b>Prof</b> softkey in standby mode.</li> <li>2. Use the <b>Nav</b> keys to select a new profile. The selected profile is marked with an asterisk (*).</li> </ol>

**If you want to    Then**

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Display additional features    During a call, press **FCN** to display additional features that have been customized for your facility.

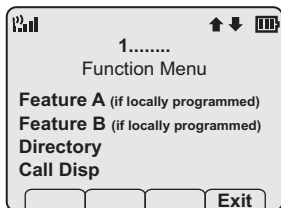
Turn on the backlight    The backlight comes on when any key is pressed or when there is an incoming call and stays on for 10 seconds. It turns off after 10 seconds if another key is not pressed within that period.

# System Directory

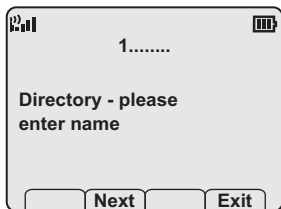
If you want to	Then
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\*Open system directory

1. In active (off hook) mode, press **FCN** to open the **Function** menu.



2. Scroll down to the **Directory** option and press **NavOK** to open the system directory.



\*The Directory is a locally programmed feature and may appear in a different sequence than shown here. Contact your system administrator if you have problems finding or opening the Directory feature.

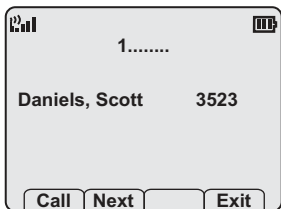
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**If you want to    Then**


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3. Press the digits that correspond to the letters of the name you want to find.

Example - press 3-2-6-6, etc. to display the name "DANIELS".:

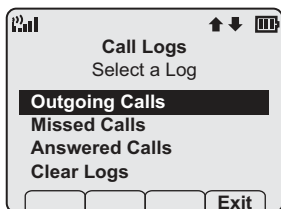


4. Scroll through system directory entries by pressing the **Next** softkey
  5. Call the displayed entry by pressing the **Call** softkey.
- Use the **Exit** softkey to exit the Directory without making a call.

Place call to system  
directory number

## Call Logs

If you want to	Then
Open a call log	<p>Each log displays the 20 most recent calls by name, number and time with the most recent first.</p> <ol style="list-style-type: none"> <li>In standby mode, press the <b>Logs</b> softkey. The following list of call logs will show: <ul style="list-style-type: none"> <li><b>Outgoing</b> - Calls dialed from this handset</li> <li><b>Missed</b> - Incoming calls not answered</li> <li><b>Answered</b> - Incoming calls answered</li> </ul> </li> </ol>



In some facilities missed calls and answered calls are not available. In this case those options will not appear on the display.

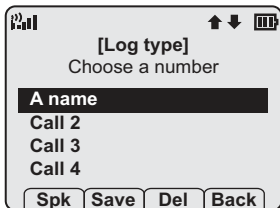
**Note:** Call Logs might not be available in your facility.

---

**If you want to    Then**


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2. Use the **Nav** keys to highlight the log you want to view and press **NavOK**.



Use the softkeys to save or delete the selected number.

Call a number in the call log    Press **START** or the **Spkr** softkey to place a call.

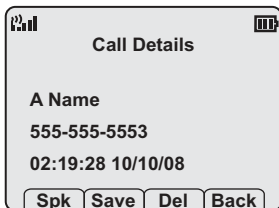
If the call back feature is disabled, the **Spkr** softkey will not appear and the **START** key will not work to place a call from any call log. You must exit the call log and place the call as described in *Place a call* above.



If you want to	Then
Save a number from a call log to the phonebook	<ol style="list-style-type: none"><li>1. Select the number from the log using <b>Nav</b> keys.</li><li>2. Press the <b>Save</b> softkey.</li><li>3. See instructions below for editing a phonebook entry.</li></ol> <p>The <b>Save</b> softkey will not be available if this number is already in the phonebook or if the phonebook is full. Only the number as it was received is ported over to the phonebook, the name will need to be manually entered. You must enter alphanumeric characters, not blank spaces. Note that the number may need to be edited with additional digits when saving Missed or Answered calls.</p>
Delete a call from a call log	<ol style="list-style-type: none"><li>1. In the call log, select the call you wish to delete.</li><li>2. Press the <b>Del</b> softkey. A confirmation screen will prompt you to press a <b>Yes</b> or <b>No</b> softkey before the deletion is done.</li></ol>

**If you want to    Then**

- View call details
1. Open the call log.
  2. Select the call you wish to view and press **NavOK**. The **Call Details** screen appears:



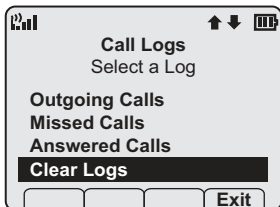
The number may be saved to the phonebook or deleted using the **Save** and **Del** softkeys. If the number is already in the phonebook or if the phonebook is full, the **Save** softkey will not appear.

Press **START** or the **Spkr** softkey to place a call.

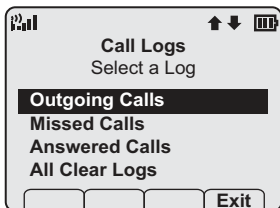
If the call back feature is disabled, the **Spkr** softkey will not appear and the **START** key will not work to place a call from any call log. You must exit the **Call Details** screen and place the call as described in *Place a call* above.

**If you want to      Then**

- Clear a call log  
or  
Clear all call logs
1. Open the Call Logs and select **Clear Logs**. Press **NavOK**.



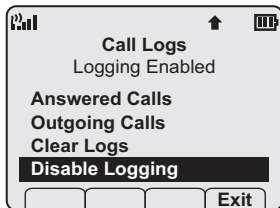
2. Select which log you want to clear or All Call Logs to clear all logs. Press **NavOK**.



3. A confirmation screen will prompt you to press a **Yes** or **No** softkey before the deletion is done.

If you want to	Then
----------------	------

Enable/disable call logging	Open the Call Logs and scroll down to reveal and select the <b>Disable Logs</b> option. This is a toggle option. The info line indicates if logging is disabled or enabled. Press <b>NavOK</b> to disable if enabled or to enable if disabled.
-----------------------------	--



Clear call log icons	<p>The missed call icon appears when a call is missed and automatically clears when the missed call log is opened.</p> <p>The missed call icon also clears when the handset is turned off.</p> <p>The missed call icon shares space with the voicemail icon. See icon table.</p>
----------------------	--

---

**If you want to    Then**

---

Enhanced local dialing    Enhanced Local Dialing is controlled by the system administrator.

If enabled, numbers called from the Missed and Answered call logs will be automatically processed to determine if any additional digits are needed (e.g. 9 to reach an outside line) and if so, the system adds them and places the call. You will see these additional digits being added to the number on the display during the calling process. If the call fails, please contact your system administrator.

If disabled, numbers stored in your call logs will be dialed as stored and may not go through if digits are missing.

Call log dialing may be completely disabled by the system administrator. If so, the call logs will not display the **Spkr** softkey and **START** will not work if you try to place a call from a call log.

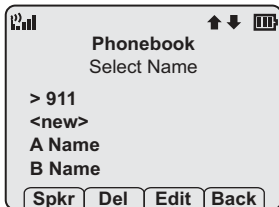
# Phonebook

If you want to	Then
----------------	------

Open the phonebook	
--------------------	--

	Press the <b>PhBk</b> softkey from standby mode.
--	--

The phonebook may also be opened by pressing the **Save** softkey when it appears in a call log or during predialing.



The phonebook list is sorted alphabetically.

The **<new>** option appears until the maximum number of entries (20) has been entered.

View system speed dial number	
-------------------------------	--

	If the system speed dial key has been programmed, it will be listed as the first entry with a close bracket (>) as the first character. Only the system administrator may change this entry.
--	--

Search for a phonebook entry	
------------------------------	--

	Use <b>Nav▲</b> and <b>Nav▼</b> to scroll through the names or press the keys corresponding to the first letters of the name. Use <b>Nav◀</b> and <b>Nav▶</b> to edit the search characters as needed.
--	--

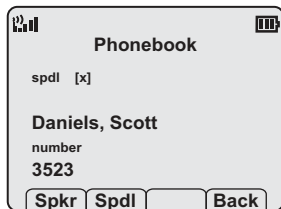
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**If you want to      Then**


---

View a phonebook entry

Select the name and press **NavOK**.



The entry may be called, assigned a speed dial number or edited from this screen. If a speed dial number has been assigned to this name, it will appear beside **spd**.

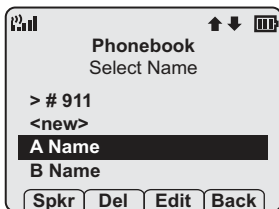
Return to the phonebook list by pressing the **Back** softkey or **NavOK**.

Edit a phonebook entry

1. Select the name to edit from the phonebook list.
2. Press the **Edit** softkey to open the **Edit Number** display and edit the existing number. Use the **Clr** and **Del** softkeys as needed.
3. Press **NavOK** to display the **Edit Name** display and edit the name.
4. Press **NavOK** to save the changes and exit the editing screens. Press the **Back** softkey to exit without saving the changes.

## If you want to Then

Dial phonebook number      Select the entry and press **START** or the **Spkr** softkey.



- |   |  |
|---|--|
| <p>Enter a new name and number in the phonebook</p> | <ol style="list-style-type: none"> <li>1. Open the phonebook.</li> <li>2. Select the <b>&lt;new&gt;</b> option (if available) and press the <b>Edit</b> softkey to open the <b>Enter Number</b> display.</li> <li>3. Enter the name and number by following the steps for editing a name and number. You must enter alphanumeric characters for the name, not blank spaces.</li> </ol> |
| <p>Delete a phonebook entry</p>                     | <ol style="list-style-type: none"> <li>1. Open the phonebook and select the entry.</li> <li>2. Press the <b>Del</b> softkey to delete the entry.</li> </ol>  |

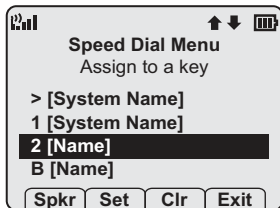


## Speed dial

If you want to	Then
----------------	------

Open the speed dial list from standby	
---------------------------------------	--

	Press the <b>Spdl</b> softkey from standby mode.
--	--



View the system speed dial number

If the system speed dial key has been programmed, it will be listed as the first entry with a close bracket (>) as the first character. It is assigned to number 1. Only the system administrator may change this entry.

**If you want to    Then**

---

- Make a speed dial call
1. From standby or while in the speed dial menu, press and hold the corresponding number key on the keypad for one second. The system speed dial key must be pressed for three seconds.
  2. The handset will display the name and number for one second before the call is dialed. You may press **END** during this second to terminate the call. (You may also use the **Nav** keys to highlight an entry and then press **START** or the **Spkr** softkey to dial the number.)

If you do not place a call, you may return to standby by pressing the **Exit** softkey.

**Note:** If **Predial** is disabled in the **Config** menu, speed dial calls cannot be made from standby mode.

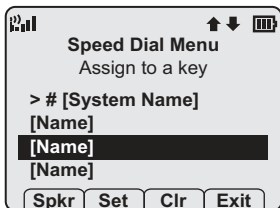
## If you want to Then

Assign a speed dial number

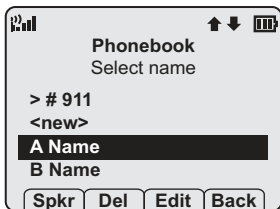
A phonebook entry may be assigned to a speed dial key from the speed dial list or from the phonebook edit number display.

From the speed dial list:

1. Select the speed dial key that you wish to assign.



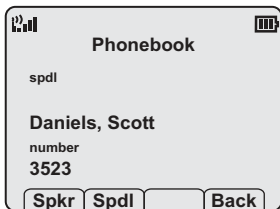
2. Press the **Set** softkey to open the phonebook list.
3. Use the search routine or the **Nav** keys to select the desired entry.



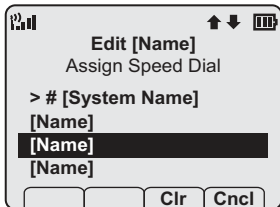
4. Press **NavOK** to assign the selected name to that speed dial key.
5. Press **NavOK** again to exit to standby.

## If you want to Then

From the phonebook view number display:



1. Press the **Spdl** softkey from the view number display in the phonebook.
2. When the speed dial list opens, navigate to an empty slot and press **NavOK**. This sets the speed dial key to the number in the phonebook.



3. Press **END** to exit to standby mode and save the speed dial number assignment.

speed dial entries may be edited through the phonebook, as described above.

## Emergency Dial/Push-to-Talk (PTT)



The large button on the left side of the Avaya 3645 Wireless IP Telephone may provide you with either Emergency Dial or PTT as determined and activated by the system administrator.

Press this button one time. If Emergency Dial is active, an explanatory message will be displayed.

### Emergency Dial

When Emergency Dial has been enabled, the handset will dial an emergency number when it is pressed twice within two seconds. The number dialed may be found under the **Config Menu>System Info** option.



Caution! Emergency Dial will be inoperable if the wireless system or the call server fails for any reason. Do not rely on it as your sole method of emergency notification.

### Push-to-Talk (PTT)

The PTT feature allows Avaya 3645 Wireless IP Telephones to operate in a group broadcast mode that allows the handsets to behave like walkie-talkies, where a single handset can transmit to multiple listeners.



Transmitter



Receivers

PTT is enabled by the system administrator and set up by the user in the **Config Menu**. See the **Config Menu** options for setting up PTT. If the system administrator has disabled PTT, the PTT options will not appear in the **Config Menu**.

If you want to	Then
Make a PTT call	To call on the default channel, from standby mode press and hold the <b>TALK</b> button. Wait for the display to show <b>Transmitting</b> and then hold the handset approximately two inches from your mouth and speak.
Respond to a PTT call	Press and hold the <b>TALK</b> button during the 10-second wait period.
End a PTT call	Press the <b>END</b> key to exit the PTT call.
End wait period	Press <b>END</b> .
Select a different PTT channel	Press and release the <b>TALK</b> button. Select a different channel from the list using the <b>Nav</b> keys or volume up/down buttons.
End one PTT call and start another one	Press the <b>END</b> key to exit the PTT call. Press and release the <b>TALK</b> button and select a different channel from the list. Press and hold the <b>TALK</b> button to begin transmitting on the different channel.
Receive a PTT call while in a telephone call	Press the <b>END</b> key to end the telephone call. Now you can hear the PTT call.
Transmit on the priority channel	Press and release the <b>TALK</b> button. Select the priority channel from the list. Press and hold <b>TALK</b> , then speak.

<b>If you want to</b>	<b>Then</b>
Change PTT volume	Use the <b>Up</b> and <b>Down</b> volume buttons on the side of the handset.
Answer a telephone call during a PTT transmission	Press the <b>START</b> key. PTT transmissions will be pre-empted by the telephone call.
Start a telephone call during a PTT transmission	Press the <b>START</b> key and dial the number. PTT transmissions will be pre-empted during the telephone call.
Turn off PTT	Change to a different profile (Silent and Vibrate disable PTT by default) or unsubscribe from all PTT channels.
Subscribe to additional PTT channels	Open the <b>Config Menu</b> and select <b>Push-to-talk</b> . Select <b>Subscribed Channels</b> and then select the channels you want to add. Subscribed channels are marked with an asterisk (*).





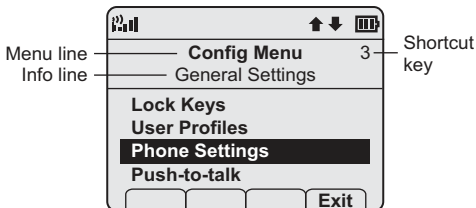
# Advanced Features

## Facility-Specific Features

Press the **FCN** key while off-hook to display the menu of advanced telephony features available in your facility. The features may be activated by pressing the corresponding shortcut key or by using the **Nav** keys to highlight the option and pressing **NavOK**.

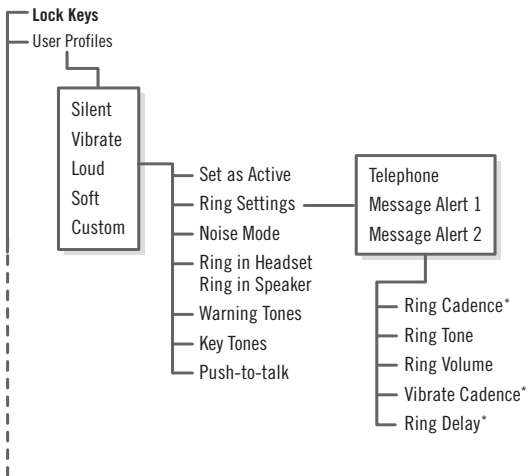
## The Config Menu

When the handset is in standby mode, press the **Cfg** softkey to enter the **Config Menu**. This menu allows you to set user preferences. Refer to the diagrams on pages 45-46. The handset cannot make or receive calls while in the **Config Menu**.



Scroll through menu options by using **Nav▲** and **Nav▼**. When an asterisk (\*) appears to the left of an option, it indicates that the option is currently selected. Press the **Exit** softkey to return to standby mode. Use the **Back** softkey to return to the previous menu.

## Config Menu Options

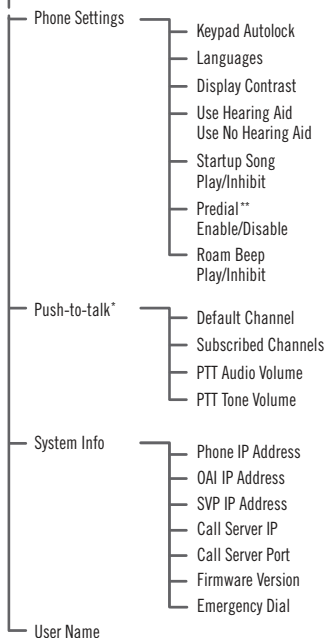


continued on next page

\*Ring Delay determines how long the vibrate cadence will play before the audible ring starts.

If Ring and Vibrate Cadences are turned off, the Ring Delay option will not appear on the menu.

*continued from previous page*

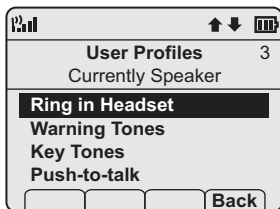


\* Push-to-talk will appear on the Config menu only if activated by the system administrator.

\*\* If Predial is disabled, speed dial calls cannot be made from standby mode.

## Toggle Options

Some menu options that have only two possibilities operate on a toggle basis. The current setting is shown on the second row of the display, called the info line. Press **NavOK** to toggle between the settings. For example, when **Ring in Headset** is the menu option, **Currently Speaker** will show on the info line. If you select **Ring in Headset**, **Currently Headset** will show on the info line and the menu option will toggle to **Ring in Speaker**.

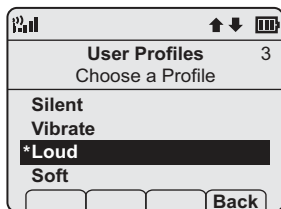


## Band Roaming

Your wireless handset will beep when it "roams" between bands while in a call. Use the **Roam Beep** option to play or inhibit the beep. The signal-strength icon displays the band currently in use.

## User Profile Settings

Your handset ring behavior is established by five User Profiles: **Silent**, **Vibrate**, **Loud**, **Soft**, and **Custom**. The currently-active user profile is shown on the standby display. The ring behavior can easily be changed by pressing the **Prof** softkey and selecting a new profile from the list while the handset is in standby mode. The currently-active profile is marked with an asterisk (\*).



## Changing Ring Settings

To change the ring tone or any other ring setting for any profile, go to **User Profiles** and select the profile. Select **Ring Settings** and then select **Telephone** for standard phone calls or one of the **Message Alerts** for text messages. Then select the ring option you want to adjust. See page 45 for the diagram that shows this sequence graphically.

## Default Profile Settings

Setting/Profile	Silent	Vibrate	Soft	Loud	Custom
Ring Cadence	Off	Off	Telephone	Telephone	Telephone
Ring Tone	Tone 1	Tone 1	Tone 1	Tone 1	Tone 1
Ring Volume	1	1	3	7	5
Vibrate Cadence	Off	Telephone	Off	Off	Telephone
Ring Delay	0	0	0	0	5
Noise Mode	Normal	Normal	Normal	Normal	Normal
Headset/Speaker	Speaker	Speaker	Speaker	Speaker	Speaker
Key Tones	Off	Off	On	On	On
Warning Tones	Off	Off	Off	Off	Off
Push-to-talk*	Off	Off	On	On	On
PTT Vibrate*	Disabled	Disabled	Disabled	Disabled	Disabled
Emergency Dial*	On	On	On	On	On

\*Push-to-talk, PTT Vibrate and Emergency Dial are only available on the Avaya 3645 model.

Contact your system administrator if you want to reset all user profiles back to these default settings.

## Data Entry and Editing

Enter numbers by pressing the buttons on the keypad. The blinking underscore identifies the current cursor position. When entering alphanumeric strings, the **CAPS/caps** softkey will appear and may be pressed to toggle the case. Enter letters by repeatedly pressing the corresponding key until the desired letter displays on the screen.

To edit during entry, delete the character to the left of the cursor by pressing the **Del** softkey. To replace an entry, delete it by pressing the **Clr** softkey and then enter the new data. To edit an existing entry, use **Nav◀** and **Nav▶** to move the cursor position, and then press the **Del** softkey to delete the character to the left. Insert new data by pressing the buttons on the keypad.

Alphanumeric entries:

Key	CAPS	caps
1	1	1
2	2 a b c	2 A B C
3	3 d e f	3 D E F
4	4 g h i	4 G H I
5	5 j k l	5 J K L
6	6 m n o	6 M N O
7	7 p q r s	7 P Q R S
8	8 t u v	8 T U V
9	9 w x y z	9 W X Y Z
0	0	0
*	* . - _ ! \$ % & ' ( ) + , : ; / \ = @ ~	
#	Press # twice to enter a space.	

## Handset Accessories

Accessories for the Avaya 3641/3645 Wireless IP Telephone include three different charger models, three different Battery Pack models, a headset and several carrying options.

### Battery Packs

The Battery Packs must be recharged periodically. Each type of Battery Pack requires a different amount of time to achieve a fully charged state from a fully depleted state. Three Battery Pack options are available.

Type	Talk Time	Standby Time	Charging Time
Standard	4 hours	80 hours	2 hours
Extended	6 hours	120 hours	3 hours
Ultra-Extended	8 hours	160 hours	4 hours

The Battery Pack icon on the status row indicates the charge amount remaining. Additionally the handset will sound warning tones and display the **Battery Low** message when there are fewer than two minutes of talk time remaining.

A melody will play when the handset is powered on for the first time after being fully charged, unless this feature has been disabled. Each Battery Pack type has a different melody.

See your system administrator if you have questions about the type of Battery Pack you have been issued.



The type of Battery Pack is printed on the label. Remove the Battery Pack and view the label to determine the type of Battery Pack you have been issued.



## Notes on Battery Packs

- Battery Pack life will vary depending on handset model and features and system infrastructure.
- Maximum Battery Pack performance is achieved after a few charge/discharge cycles.
- If multiple Battery Packs are supplied with your handset, Polycom recommends that each be fully charged upon receipt to prolong battery life. Battery Packs will slowly lose charge if unused. To maintain battery potential, charge unused Battery Packs occasionally or alternate Battery Pack use.
- After a length of time Battery Packs will lose the ability to maintain a charge and to perform at maximum capacity and will need to be replaced. This is normal for all batteries.
- Overnight charging is best done while the handset is turned off.
- If the handset does not charge, clean Battery Pack, charger, and handset contacts with an alcohol swab.
- When the handset is properly seated, the backlight comes on briefly and the handset beeps to indicate that charging has begun.
- Any battery which exhibits swelling, cracking, or other abnormality should be disposed of promptly and properly.
- If your Battery Pack requires replacement, contact your system administrator.

## About Chargers


Three charger models are available for the Avaya 3641/3645 Wireless IP Telephone. The Single Charger will charge a single handset with an installed Battery Pack. The Dual Charger will charge the handset and a spare Battery Pack. The Quad Charger can charge up to four Battery Packs at a time. Any Avaya 3641/3645 Battery Pack can be charged in any charger.

The Single and Dual Chargers allow the handset to remain operative in speakerphone mode or with a headset while charging. Handsets may be charged while in standby mode, while in an active call or while turned off.

Place the Single or Dual Charger on a flat, horizontal surface. Plug the power supply into the charger and into an appropriate wall outlet. The Quad Charger may be mounted on a horizontal or vertical surface.

## Charging Status

The handset display and the LED on the Dual and Quad Chargers indicate whether or not charging is occurring or completed or if a Battery Pack failure has been detected.\*

Handset/LED	Charging Status
<b>Charging</b> LED Solid On 	The Battery Pack in the handset is charging.  Note that in the Dual Charger, the handset's Battery Pack takes charging precedence, and when it is finished charging, the single Battery Pack in the rear slot will charge.
<b>Charge Complete</b>  LED Off	The Battery Pack in the handset has finished charging.  Battery Pack fully charged, empty slot, or unit is not powered.
<b>Battery Failure</b> LED Flash	Error. Battery Pack not able to be charged. Reinsert Battery Pack or replace Battery Pack.

\* Note: the Single Charger does not have an LED indicator.

## Single Charger



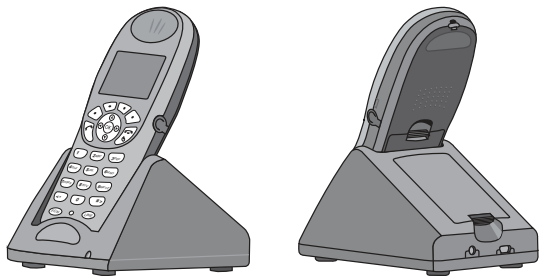
The Single Charger is designed to allow the handset to remain operational through speakerphone or headset use while the handset's Battery Pack is being charged. The handset may also be charged while it is in standby mode or turned off.

Place the handset in the Single Charger facing forward. While the handset is charging in standby mode, it will display its extension number and **Charging....** An animated charge icon will indicate that charging is in progress. The handset is fully operational and will ring if called. When the handset is charging while turned off, only **Charging...** will display and no calls will be received. The dots will be racing during the charging cycle.

When the handset is fully charged, **Charge Complete** will display.

No charging information will display during an active call.

## Dual Charger



The Dual Charger is designed to charge the Battery Pack in the handset while it remains operational and also charge an additional Battery Pack in the rear charging bay. The handset has charging priority when both slots are occupied.

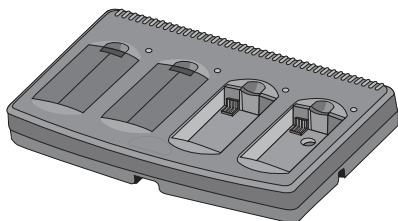
Place the handset in the front slot, facing forward. The Battery Pack alone snaps into the charging bay as shown in the illustration.

The LED indicates the status of the Battery Pack in the rear bay. The handset displays its charging status as described for the Single Charger.

When the handset is fully charged or is removed, the Battery Pack will begin charging.

Note that the time it takes for the Battery Pack to charge will be lengthened if its charging cycle is interrupted by the placement of a handset in the front slot.

## Quad Charger



The Quad Charger is designed to simultaneously charge four Battery Packs. It may be mounted on a horizontal or vertical surface.

The Battery Pack snaps into the charging slot. The LED above the occupied bay indicates the charging status of the Battery Pack in the bay.



A flashing LED may indicate a Battery Pack failure. Verify the condition of the Battery Pack by the following procedure before replacing it. First check the Battery Pack in a different bay or substitute another charger and repeat the operation that caused the failure. If the same Battery Pack lights a steady LED when inserted in a different bay or charger, the first charger may be faulty. Contact your system administrator for service information.

## Carrying Options

The following options are available for handset protection and easy handset carrying and removal.

**Belt clip:** Spring-loaded plastic belt clip that attaches to the back of the handset.

**Swivel belt clip:** Swivel-style belt clip that attaches to the back of the handset with full 360 degree swivel or eight-position ratchet options.

**Swivel carrying case:** Black leather case with keypad cover and swivel-style quick release belt clip.

**Rugged holster:** Black holster with belt clip.

**Cord lanyard:** Nylon cord lanyard with quick disconnect.

**Coiled lanyard:** Plastic coiled lanyard with clothing clip.

## Headsets

Avaya offers optional headsets for use in noisy environments or if you need to have your hands free while talking on the handset.

To use the headset, simply plug it into the jack on the right side of the handset.

While using a headset, the handset will ring according to the user profile setting established in the **Headset/Speaker Ring** option. The external ring will ring according to the setting of the profile.

The headsets offered by Avaya are specially designed to work properly with the Avaya 3641/3645 Wireless IP Telephone. Avaya does not recommend using other headsets.

# Safety Information



**WARNING:** Changes or modifications to this equipment that are not approved by Avaya may cause this equipment to fail to comply with part 15 of the FCC rules, voiding the user's authority to operate this equipment.



**WARNING:** Avaya products contain no user-serviceable parts inside. Refer servicing to qualified service personnel.



It is recommended that standard acceptance procedures be followed prior to operating this equipment in proximity of life-support systems.



Earpiece may retain magnetic objects.

## Operational Warnings

### Potentially Explosive Atmospheres

Turn off your handset prior to entering any area with a potentially explosive atmosphere. Do not remove, install, or charge batteries in such areas. Sparks in a potentially explosive atmosphere can cause an explosion or fire resulting in bodily injury or even death.



Areas with potentially explosive atmospheres include fueling areas such as below decks on boats, fuel or chemical transfer or storage facilities, areas where the air contains chemicals or particles such as grain, dust, or metal powders, and any other area where you would normally be advised to turn off your vehicle engine. Areas with potentially explosive atmospheres are often posted, but not always.

## Electromagnetic Interference and Compatibility



Nearly every electronic device is susceptible to electromagnetic interference (EMI) if inadequately shielded, designed, or otherwise configured for electromagnetic compatibility.

### Facilities

To avoid electromagnetic interference and/or compatibility conflicts, turn off your handset in any facility where posted notices instruct you to do so. Hospitals or health care facilities may be using equipment that is sensitive to external RF energy.

### Pacemakers

The Health Industry Manufacturers Association recommends that a minimum separation of 6 inches (15 cm) be maintained between a handheld, wireless-radio product and a pacemaker. These recommendations are consistent with the independent research by, and recommendations of, Wireless Technology Research. Persons with pacemakers should:

- ALWAYS keep the handset more than 6 inches (15 cm) from their pacemaker when the handset is turned ON.
- Not carry the handset in a breast pocket.
- Use the ear opposite the pacemaker to minimize the potential for interference.
- Turn the handset OFF immediately if you have any reason to suspect that interference is taking place.

### Other Medical Devices

If you use any other personal medical device, consult the manufacturer of your device to determine if it is adequately shielded from external RF energy. Your physician may be able to assist you in obtaining this information.



## Use While Driving

Campus installations and warehouse facilities that use vehicles such as forklifts or golf carts should abide by these guidelines when using Wireless Telephones:

- Give full attention to driving and to the road, aisle, or path.
- Use hands-free operation, if available.
- Pull off the road, aisle, or path and park before making or answering a call.

## For Vehicles Equipped with an Airbag

Do not place a portable handset in the area over the airbag or in the airbag deployment area. An airbag inflates with great force. If a handset is placed in the airbag deployment area and the airbag inflates, the handset may be propelled at high speed and cause serious injury to occupants of the vehicle.

## Hearing Aids

Some digital wireless handsets may interfere with some hearing aids. The **Phone Settings** option—**Use Hearing Aid**—is designed to improve the audio for hearing aid users. If interference persists, you may want to consult your hearing-aid manufacturer to discuss alternatives.

## Safe Use of Battery Packs and Chargers

- It is normal for the Battery Pack to become warm when charging.
- Chargers operate in a 50° to 85° F (10° to 30° C) environment. Do not expose them to freezing temperatures or direct sunlight.
- Do not place anything in the charger other than the handset or single Battery Pack as appropriate, to avoid bending the contacts. Bent contacts can keep the Battery Pack from charging.
- Only use Avaya Battery Packs with Avaya chargers.
- Never use a non-Avaya charging unit as it could damage the Battery Pack.
- Only use the original plug-in power adapter for the chargers.
- Contact your service representative for assistance if you have a faulty Battery Pack or a problem with your charger.



Do not dip the Battery Pack in water or throw into fire.



Do not throw away the Battery Pack with your domestic waste. Take used Battery Packs to an appropriate collection point for recycling or send them back to your supplier or servicing agent.



All batteries can cause property damage and/or bodily injury, such as burns, if a conductive material such as jewelry, keys, or beaded chains touches exposed terminals. The conductive material may complete an electrical circuit (short circuit) and become quite hot. Exercise care in handling any charged battery, particularly when placing it inside a pocket, purse, or other container with metal objects.

## Care of Your Handset

- Avoid dropping the handset or knocking it against hard surfaces. Carrying the handset in a holster or carrying case will help protect it.
- There are no serviceable parts in the handset or chargers. You should not open the handset case or disassemble the chargers. Doing so will void your warranty.
- Turn off the handset and unplug chargers before you clean them. Take care not to exert undue pressure on charger electrical contacts while wiping.
- Wiping the handset surface with a water-dampened cloth or paper towel will remove most films or residues. If the soiling is too stubborn for plain water, a mild detergent solution, Lysol or diluted bleach may be used. A spray cleaner may be used with care. Do not spray at an angle. Do not allow liquid cleaners to seep into keypad. Be sure to wipe away any detergent residue with a clean water-dampened cloth. Do not immerse.
- Should the headset connector become dirty, you may experience a scratchy or intermittent signal. To clean the connector, dip the non-padded end of a wooden or paper cotton swab stick in isopropyl alcohol. Gently insert in the connector and twist, repeating several times. If available, blow compressed air into the connector to clear debris.
- Keep the headset jack covered when it is not in-use.
- Using a carrying case may help protect the surfaces and help prevent liquids (e.g., rain) from entering into the interior of the handset.
- If your handset interior gets wet, do not try to accelerate drying with the use of an oven or a dryer as this will damage the handset and void the warranty. Instead, do the following:
  1. Immediately power off the handset.
  2. Remove the Battery Pack from handset.
  3. Shake excess liquid from the handset.
  4. Place the handset and Battery Pack in an upright position in an area that is at room temperature and has good airflow.
  5. Let the handset and Battery Pack dry for 72 hours before reconnecting the Battery Pack and/or powering on the handset.

If the handset does not work after following the steps listed above, contact your phone system administrator for servicing information.

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