



Avaya™ 3410 Wireless Telephone
User Guide

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NOTICE

Every effort was made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

FCC INFORMATION:

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Trademark Information

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3410 Wireless Telephone User Guide
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Turn the Wireless Telephone On

Press the **PWR** key for about 1 second. You will hear a double chirp. Your extension will display. The NO SVC message will display briefly. When it goes out, you are ready to make and receive calls.

Answer A Call

The Wireless Telephone will ring or vibrate to alert you. Additionally, a line indicator on the display may flash, and the display may show information about the call, such as caller's name and extension.

To answer a call, press the **START** key and hold the earpiece to your ear.

If you are on a call and hear subdued ringing, a call is coming in on a second line. To answer this call, put your first call on hold and press the line key then the line number of the second call.

Place A Call

Press the **START** key, wait for dial tone, then dial the number. Dial calls with the Wireless Telephone exactly as with your desk phone. Your telephone system may require you to select a line by pressing the **LINE** key, followed by a line number.

To hang up when you've finished the call, press the **END** key.

Do not use the **PWR** key to end a call, because that will turn your Wireless Telephone off and you will not receive calls until you turn the Wireless Telephone back on.

Turn the Wireless Telephone Off

Press the **PWR** key for about 1 second. You will hear a single chirp.

If you accidentally turn your Wireless Telephone off during a conversation, you can restore your conversation by pressing the **PWR** key and then the **START** key, provided the person you are talking to has not hung up.

Mute Microphone

To mute the microphone so you can hear but won't be heard, press **FCN** then press **1**. MUTED appears on the Wireless Telephone display. Press **FCN** then **1** again to restore voice pickup.

Access To Telephone System Features


To access the features of your telephone system from the Wireless Telephone, press **FCN** anytime while in a call to display a menu of available features. Press the key(s) for the desired feature, or press **FCN** again to display more options. Select EXIT MENUS to exit.








If your telephone system supports softkeys, pressing **FCN** provides access to softkey functions. You will need to press **FCN** twice to display the feature menu.

Because softkey and system features vary, your system administrator will explain them for your telephone system.

Setting User Preferences

When the Wireless Telephone is on but not in use, press and briefly hold  to display menus. Check with your system administrator for specific features supported by your Wireless Telephone.

| | | | |
|-------|--|-------------|-----------------------------------|
| Press |  | Right arrow | to display next menu item. |
| Press |  | Left arrow | to display previous menu item. |
| Press |  | Zero | to select or change item. |
| Press |  | FCN | to return to previous menu level. |
| Press |  | END | to exit menus. |

| Menu | Description | User Entry |
|-----------------|--|---|
| Volume level | Sets audio volume level. | Use keypad to select a level from 1 (softest) to 8 (loudest). |
| Ring Type | Select Telephone Ring to set the standard ring on the Wireless Telephone. Normal is factory default. Vibrator ring works only if your Wireless Telephone has the optional vibrating ringer. Auxiliary Ring is used only by external applications. | Press 0 to select desired ring type. The ring type currently set displays with an asterisk. |
| High Noise Mode | Adjusts the Wireless Telephone to account for background noise. | Select an option that describes the noise in your environment. |
| Extension | Sets extension number associated with your Wireless Telephone. | Use keypad to enter extension number. |
| Language | Sets the default language for Wireless Telephone menus. | Select the language to be used with your Wireless Telephone. |

Switch Volume Levels

The Wireless Telephone has two volume levels, low and high. Set the low volume level by pressing **FCN** until VOLUME displays. Use keypad to select a level from 1 (softest) to 8 (loudest). High volume is automatically set two levels higher than low volume. Toggle between high and low volume by pressing the **VOL** key while in a call.

Headset

The Wireless Telephone Headset



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

To use the headset, simply plug it into the jack on the side of the Wireless Telephone. The headset is specially designed to work properly with The 3410 Wireless Telephone. We do not recommend using other headsets.

Ringling with Headset

To hear ringing through a headset, the ring type must be set to SOFT.

Answer A Call

To answer a call when your headset is plugged in, press any key except **PWR** or **END**.

Low Headset Volume

The volume level can be adjusted separately for headset use. Plug the headset in and press **FCN** until VOLUME displays. Use the keypad to enter a volume level from 1 (softest) to 8 (highest). This sets the low volume. High volume is automatically set two levels higher than low volume. Toggle between high and low volume by pressing the **VOL** key while in a call.

Battery Packs

About Battery Packs

The Wireless Telephone will need to have its Battery Pack recharged periodically. The Nickel Metal Hydride (NiMH) rechargeable Wireless Telephone Battery Pack gives you four hours of talk time or 80 hours of stand-by time. Stand-by time is when the phone is turned on, but you are not using it.

The Wireless Telephone also supports a Nickel-Cadmium (NiCd) Battery Pack, which supports two hours talk time and 40 hours stand-by.

Indications of Low Battery

The Wireless Telephone will notify you when the charge on the Battery Pack becomes low. If the Wireless Telephone is in use, the BATT message will display and you will hear a soft beep through the earpiece every six seconds. You have two minutes to complete the call or change the Battery Pack.

The Battery Pack can be changed while the call is still in progress. Do not press **END**. Quickly remove the discharged Battery Pack and replace with a charged Battery Pack, press **PWR**, and then press **START** to resume the call in progress.

If the Wireless Telephone is idle, you will hear a brief modulated ring signal and the Low Battery message will display. Your Wireless Telephone will not operate until you replace the Battery Pack.

Depending on the charging equipment you have purchased, you will either place the Wireless Telephone in a Battery Charger to charge the Battery Pack, or you will remove the Pack from the Wireless Telephone and install it in the Charger.

Removing and Replacing the Battery Pack on the Wireless Telephone

To remove the Battery Pack, press down on the oval button above the Battery Pack on the back of the Wireless Telephone. Slide the Pack toward the bottom of the Wireless Telephone until it stops, then lift up.

To replace the Battery Pack, first properly align the top of the Battery Pack with the arrows on the label on the back of the Wireless Telephone. Gently press and slide the Pack toward the top of the Wireless Telephone until it snaps into place. You should not have to force it against the Wireless Telephone.

Take care not to short the Battery contacts on the Pack with metal objects such as coins, keys or paper clips. Shorting the contacts can cause permanent damage.



Charging the Wireless Telephone

Chargers are shipped with the appropriate power supply for the site's location. Connect the Stand or Charger to an appropriate wall outlet via its power supply and it's ready for use. Chargers operate in a 50° to 85° F (10° to 30° C) environment. Do not expose them to freezing temperatures or direct sunlight.

The Dual Battery Charger

The Dual Battery Charger is a two-slot desktop charger designed to charge the Nickel Metal Hydride (NiMH) Battery Packs required to operate Wireless Telephones. Full charging is accomplished in approximately two hours.



Only NiMH Battery Packs with a YELLOW label on the handset contact side may be charged in the Dual Battery Charger. Nickel-Cadmium (NiCd) and older NiMH Battery Packs with a GREEN label will not charge. If the indicator light does not come on when a Wireless Telephone or Battery Pack is first placed in the Charger, check to make sure the Battery Pack has a YELLOW label.

Do not place anything in the Dual Battery Charger other than the Wireless Telephone. You might damage the contacts. Bent contacts can keep the Wireless Telephone from charging.

Using the Dual Battery Charger

Place the Dual Battery Charger on a flat, horizontal surface.

The user must end any call in progress by pressing the **END** key on the Wireless Telephone before placing the handset into the Charger. Place the Wireless Telephone in the front compartment facing forward. It may be on or off during charging. A spare Battery Pack may be placed in the rear slot. Either slot can be chosen to take priority. The first Battery Pack placed into either slot is charged first.

There are two indicator lights, one for each charging slot. Verify that the light for the corresponding slot comes on when a Wireless Telephone or Battery Pack is placed into a charging slot. The light turns off when the Charger is finished charging or a short time after a fully charged Battery Pack is placed in a slot. An indicator light will not come on when the slot is empty, when a Battery Pack is improperly seated or is the wrong type, or when the Charger has no power applied. A fast flash indicates the Battery Pack is not charging and must be replaced.

Cleaning the Dual Battery Charger

Clean the Dual Battery Charger by wiping the surface with a clean, water-dampened cloth or paper towel. A mild detergent solution may be used. Be sure to wipe away any

detergent residue with a plain water dampened cloth. **DO NOT IMMERSER THE DUAL BATTERY CHARGER IN WATER OR OTHER LIQUID.**

The Battery Pack contacts may be cleaned with isopropyl (rubbing) alcohol applied with a Q-tip, cloth, or paper towel. Do not push or pull the exposed Battery Pack contacts. **DO NOT POUR LIQUIDS INTO THE SLOTS.**

The Quick Charger

The Quick Charger holds a single Battery Pack and can charge it in approximately one hour.

Using the Quick Charger

Place the Battery Pack on the charger by gently sliding the Pack upward into the charger in a manner similar to installing it on the Wireless Telephone. If placed correctly, the light on the Quick Charger will shine solid green. When the Pack is fully charged, the green light will begin to flash.











Every 11th charge the Quick Charger will automatically recondition the Battery Pack, as indicated by the flashing amber light. This may take from three to six hours depending on the state of the Battery Pack. To enter or exit the reconditioning mode, press the **MODE** button while the Battery Pack is on the Quick Charger.



3410 Wireless Telephone Keypad & Indicators



3410 Wireless Telephone Functions

| Function | Button | Action |
|---------------------------|---|--|
| Power on |  | Press and hold PWR until double chirp, then release |
| Power off |  | Press and hold PWR until single chirp, then release |
| Answer call |  | Press START |
| Hang up |  | Press END |
| Place call |  | Press START , dial number |
| Select line |   | Press START then press LINE , then select line number (1-9) |
| Adjust volume during call |  | Press VOL while you are talking to toggle between base volume level and a louder volume level |
| Put call on hold |  | Press HOLD |
| Mute/Unmute microphone |  | Press FCN then 1 |

Status Indicators

| Indicator | Description |
|-----------|---|
| NO SVC | The Wireless Telephone cannot receive or place calls. You may be outside of the coverage area. Walk back into the covered area. |
| BATT | Your Battery Pack charge is low. You will also hear a beep in the earpiece. Your Battery Pack needs to be recharged. |
| MSG | You have a voice mail message. |

Maintenance

General Care of the Wireless Telephone and Chargers

This section applies to the Wireless Telephone, Dual Battery Charger and the Quick Charger equally.

The Wireless Telephone and chargers have been designed to withstand the wear and tear of normal use; however, avoid dropping the Wireless Telephone or knocking it against hard surfaces. Carrying the Wireless Telephone in a holster or carrying case will help to protect it.

There are no serviceable parts in the Wireless Telephone or Chargers. You should not open the Wireless Telephone case nor disassemble the Chargers. Doing so will void your warranty.

Turn off the Wireless Telephone and unplug the Charger before you clean them. Never immerse either in water. Clean the exterior surfaces, including the charging contacts, with a cloth that has been slightly moistened with water. Take care not to exert undue pressure on the 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 may be used. Be sure to wipe away any detergent residue with a clean water-dampened cloth.

The Wireless Telephone may be cleaned with any general-purpose household glass and surface-type cleaner. **DO NOT SPRAY THE HANDSET DIRECTLY!** Isopropyl alcohol may be used occasionally applied by a cloth or paper towel. When using alcohol, do not rub the keypad characters vigorously. Doing so will significantly degrade legibility.

Do not use any chemical cleaners. They can harm the plastic shell. If necessary, a small amount of mild surface or window cleaner can be applied to the cloth, but do not spray the cleaner onto the Wireless Telephone or Charger.

Tips For Use

- Before you use the Wireless Telephone, the Battery Pack must be charged. See Battery Packs.
- You can only use the Wireless Telephone with your facility's telephone system. It is not a public cellular phone.
- The **PWR** key turns the Wireless Telephone on and off. The **START** and **END** keys begin and end calls. When you finish a call, press the **END** key, not the **PWR** key.
- Keep the Wireless Telephone away from your ear when it is ringing.
- The microphone is in the Wireless Telephone's lower right corner. This is a sensitive microphone that works well when the Wireless Telephone is correctly positioned on your ear. There is no need to speak directly into the microphone, but do not cover it with your hand or cheek when talking on the Wireless Telephone.
- The Wireless Telephone's LCD panel displays information about the status of your Wireless Telephone and prompts you about features.
- If the Wireless Telephone's Battery Pack is low, you will hear a soft beep and see the **BATT** or Low Battery message in the display.
- Improper disposal of Battery Packs can damage the environment. Dispose of batteries properly.
- You can control the Wireless Telephone's volume level and the type of ring. See Setting User Preferences.
- To protect the Wireless Telephone, use a carrying case.

NOTE:

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

To minimize risk of interference, pacemaker users should not carry the Wireless Telephone next to the pacemaker.

Operation of the Wireless Telephone may produce an audible noise noticeable to hearing aid users. It is recommended that a SpectraLink headset be used by hearing aid users.

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