Avaya 3810 Wireless Telephone

Applies to North America (US and Canada)

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OA Identification

Issue Date: 6 May 2004
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Availability

Avaya announces the General Availability (GA) of the Avaya 3810 Wireless Telephone to Authorized Avaya BusinessPartners and Distributors as follows:

- Distributors will be able to place orders from Avaya on **May 3, 2004**.
- BusinessPartners will be able to place orders with their respective Distributors on or about **May 17, 2004**.

Overview of Release

The Avaya™ 3810 Wireless Telephone is a digital telephone designed to work with IP Office (minimum Release 2.0) using a digital station port and MERLIN MAGIX® (available with all releases) using a TDL station port. This exciting new mobility offer is designed for customers with local mobility needs like small retail locations, warehouses and other businesses that need wireless access within 80,000 square feet (in an average business environment). It offers the mobility inherent in a wireless telephone plus access to a number of features and functionality of the connected communications system.

The Avaya 3810 Wireless Telephone uses 900 MHz digital technology and offers, in the average business environment, a handset range of 160 feet from the base station. Each 3810 Telephone requires its own base unit.

A maximum of ten Avaya 3810 Wireless Telephones can be connected to the same system. Base units should be installed away from any electrical component, such as PCs, monitors, and other telephones. If more than one base unit is being installed, each base unit must be placed at least 5 feet apart. The base units and handsets must be kept away from sources of electrical noise, such as motors and fluorescent lighting. Avaya 3810 Wireless Telephones and the TransTalk® 9040 Wireless System cannot be used on the same premises. Site Planning rules do apply; please refer to installation guidelines that come with each set; also available from the following web site: http://www.avaya.com/support and then select:

- Technical Database
    - Telephone Devices and User Agents

The 3810 Wireless Telephone provides the following features:

- 2-line, 32 character Handset Liquid Crystal Display (LCD)
- 4 displayed operation modes indicating Talk, Ringer On/Off, Battery Low, and Message Waiting
- Single button access to fixed features – Hold, Transfer, Conference, and Redial
- 4 programmable buttons to access features on the PBX
- 10 channels, supporting up to 10 simultaneous conversations

- Headset jack
- Ringer and Handset volume control
- User selectable ring type
- Vibrate alert
- Base Unit and Charger Unit

Hardware

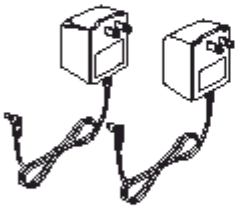
The Avaya 3810 Wireless Telephone is ordered as a single unit containing:

- Base Unit
- Handset
- Telephone Cord
- Base Unit Power Supply Adapter
- Charging Stand Power Supply Adapter
- Rechargeable Battery
- Belt Clip
- Charging Stand
- Installation & User Guide

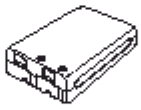
Base Unit

Handset

Telephone Cord

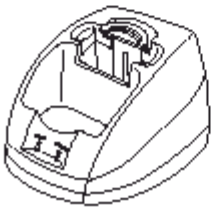


2 AC Adapters

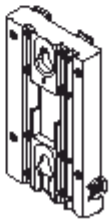


Rechargeable Battery

Beltclip



Charger Unit



Wall Mount Stand

These items are included in the Avaya 3810 Wireless Telephone package along with the Installation and User Guide.

Accessories

A list of accessories and their Material Codes for the Avaya 3810 Wireless Telephone is provided in the following table. Please contact your distributor for information on ordering these accessories.

Accessory Description	Avaya Material Code
AD970 AC Adapter for Charger	700313059
BT2499A Battery (800mAH)	700313067
EXP9660 Wall Mount Plate	700313075
EXP9702 Belt Clip	700313083
EXP9704 AC Adapter for Base Unit	700313091
EXP9783 Leather Carrying Case	700313109
EXP9785 Charger (w/o AC Adapter)	700313117

These items are compatible with the Avaya™ 3810 Wireless Telephone and may be ordered new or reused from existing customer equipment:

Accessories Available Previously	Avaya Material Code
Trans Radium Mobility Headset (requires adapter cord, 3275-DWS)	407720739
Trans Supra Mobility Headset (requires adapter cord, 3275-DWS)	407713718
Adapter Cord 3275-DWS	408121085

Contact your distributor for information regarding ordering accessories.

Positioning

The Avaya™ 3810 Wireless Telephone is the key for mobility for small- and medium-sized business customers using MERLIN MAGIX® or Avaya IP Office systems. The 3810 Wireless Telephone delivers the quality, features and flexibility that will simplify day-to-day operations. Attach a headset to your Avaya 3810 Wireless Telephone and enjoy hands-free mobility. The 3810 should not be considered a replacement product for TransTalk® Wireless System. The TransTalk product has greater range, number of supported lines and users than the 3810 Wireless Telephone. Refer to the matrix for side-by-side comparison of the two products. This is how they compare:

	TransTalk 9040 Wireless System with TDL/DCP	3810 Wireless Telephone with TDL interface only
Number of zones supported	Single and Dual zone	Single zone only
Coverage	500,000 sq. feet typical business environment	80,000 sq. feet typical business environment
Range	900 ft. from Radio Module typical business environment	160 ft. from base unit typical business environment

	TransTalk 9040 Wireless System with TDL/DCP	3810 Wireless Telephone with TDL interface only
Frequency	900MHz frequency hopping, digital	900 MHz digital spread spectrum
Radio Power Level	150mW peak	60mW peak
Simultaneous Users	30 behind MERLIN MAGIX® and DEFINITY® Systems in Hybrid/PBX Mode; 18 in Key Mode	10 with proper site engineering behind IP Office and MERLIN MAGIX Systems
Display	Backlit, 2-line x 16-characters or 1-line x 16-characters user-configurable	2-line x 32-character display
Intercom Button	Programmable	Programmable
Volume Control	Yes	Yes
Message Waiting Indicator	Yes	Yes
Conference Button	Yes	Yes
Vibrate Alert (Silent Mode)	Yes	Yes
Mute Button	Yes	Yes
Hold Button	Yes	Yes
Transfer Button	Yes	Yes
Number of Programmable buttons	12	4
Caller Name Display	Yes	Yes
Display for Internal Callers	Yes	Yes
Headset Option	Yes, requires 9040 headset adapter and headset	Yes, requires 3275-DWS headset adapter and headset
Speakerphone	No	No
Wireless Test Mode	Yes	No
Spare Battery/Charger?	Yes	Yes
Outdoor Mounting of Base Unit or Radio Module?	Yes	No
Handset size	6.0” (L) x 1.0” (D) x 2.25” (W)	6.25” (L) x 1.5” (D) x 2.25” (W)
Handset weight w/battery	8.8 oz.	8.8 oz.
Battery Type	Standard Nickel Metal Hydride Extended Nickel Metal Hydride	Nickel Metal Hydride
Talk Time	Standard – 3 hours typical Extended – 8 hours typical	10 hours typical
Standby Time	Standard – 22 hours typical Extended – 72 hours typical	6 days typical
List Price	$1256	$695

Note: For PARTNER® system users, the TransTalk 9040 Wireless system is currently the only mobility product supported.

Compatibility

The Avaya™ 3810 Wireless Telephone is compatible with MERLIN MAGIX® systems (all releases) and Avaya™ IP Office systems Release 2.0 and up. Connection to MERLIN MAGIX® system is via a TDL station port. Connection to IP Office system is via a digital station port. Avaya 3810 Wireless Telephones *cannot* be used in the same environment as TransTalk® Wireless Systems.

Installation

Base Unit

- Select a location that is not subject to excessive heat or humidity.
- Determine if the base unit will sit on your desk or be wall mounted.
- Place the base unit near a standard 120VAC outlet and within reach of a telephone jack that is connected to the communications system. Avoid a location that is surrounded by metal surfaces.
- **If the base unit is installed in a separate building from the communications system, you must install In-Range Out of Building (IROB) protectors. The IROB used with the Avaya 3810 Wireless Telephone is Module 146E (IROB Two) Dual IROB.**
- Place the base unit away from any electrical component, such as PCs, monitors, and other telephones.
- If more than one base unit is being installed, each base unit must be placed at least 5 feet apart.
- Keep the base unit and handset away from sources of electrical noise, such as motors and fluorescent lighting.

Desk or Table Mounting the Base Unit

- Plug one end of the 14-foot telephone cord into the “Line In” jack on the base unit.
- Plug the other end of the telephone cord into the telephone jack that is connected to your communications system. See Figure 2.

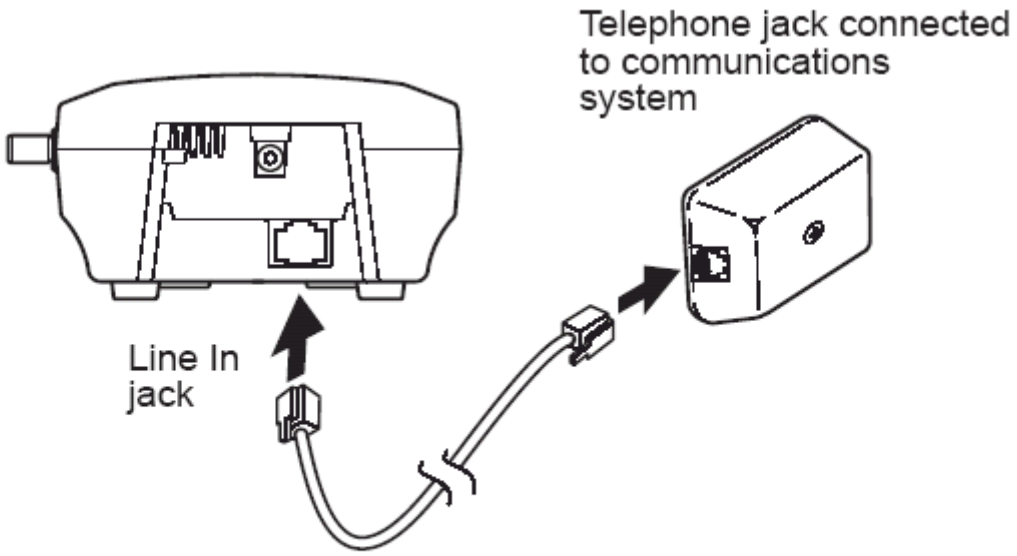


Figure 2: Connect Telephone Cord

- Plug the AC adapter cord into the AC adapter input jack on the base unit.
- Plug the AC adapter into a standard 120VAC wall outlet. See Figure 3.

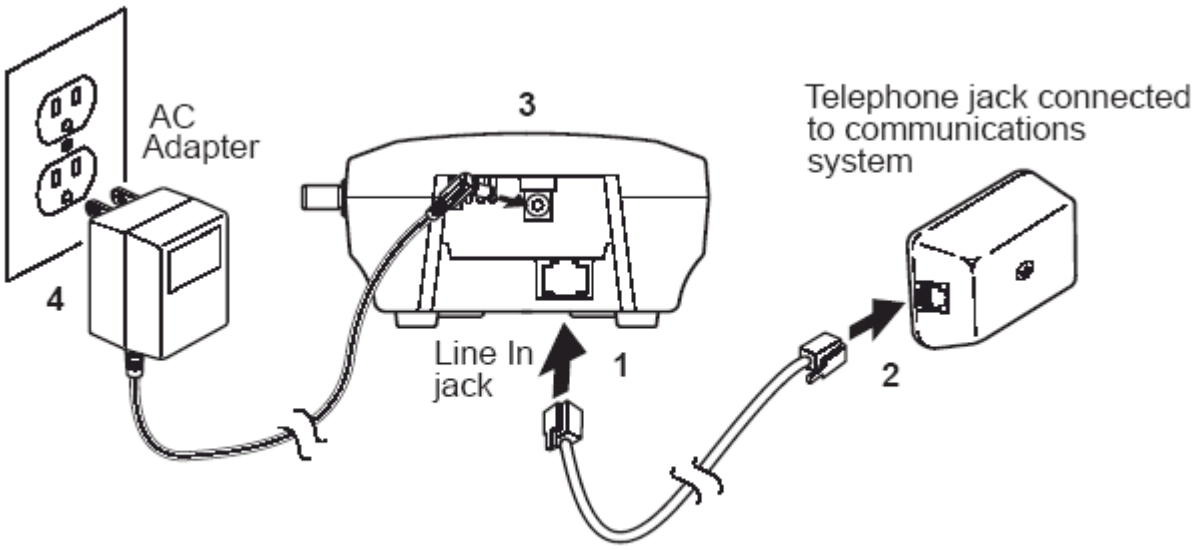


Figure 3: Connections to Base Unit

- Check to see that the power LED is on.
- Raise the base unit antenna to the vertical position. The antenna should be perpendicular to the base unit. See Figure 4.

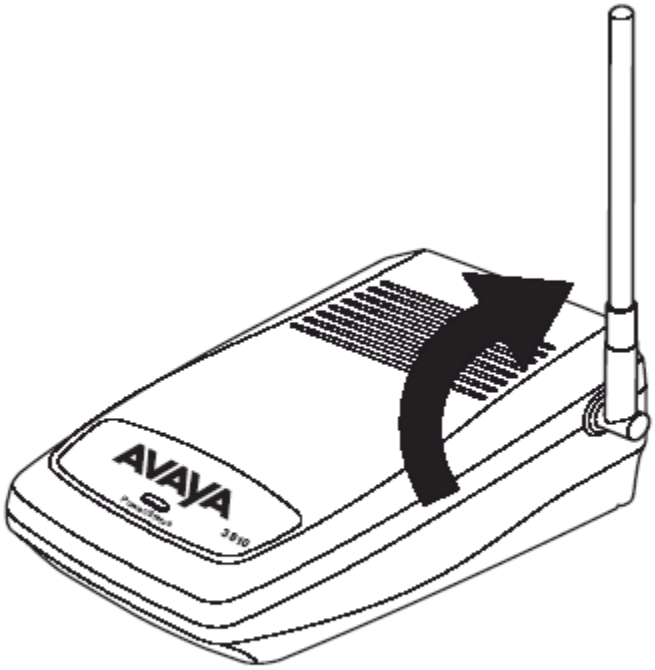


Figure 4: Raise Base Unit Antenna

Installing the Base Unit on a Standard Wall Plate

- To attach the wall mount stand to the base unit, slide the wall mount stand into the notches at the top of the base unit. Then pull the wall mount stand down and snap it into place. ***Do not mount the base unit on the ceiling.*** See Figure 5.

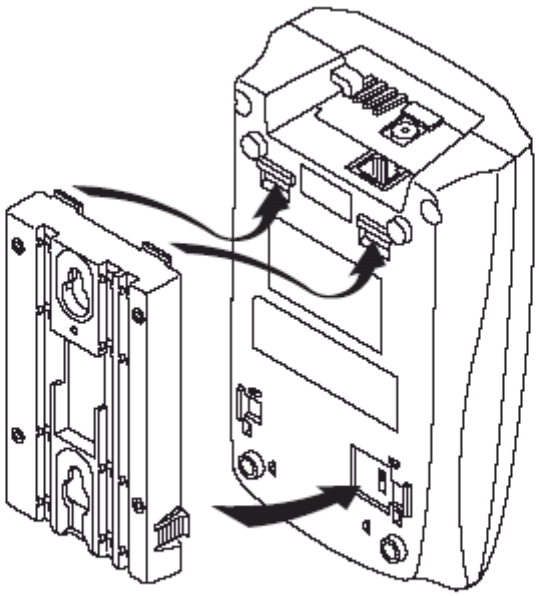


Figure 5: Attach Wall Mount Stand to Base Unit

- Plug one end of the 14-foot telephone cord into the “Line In” jack on the base unit.
- Plug the AC adapter cord into the AC adapter input jack on the base unit. See Figure 6.

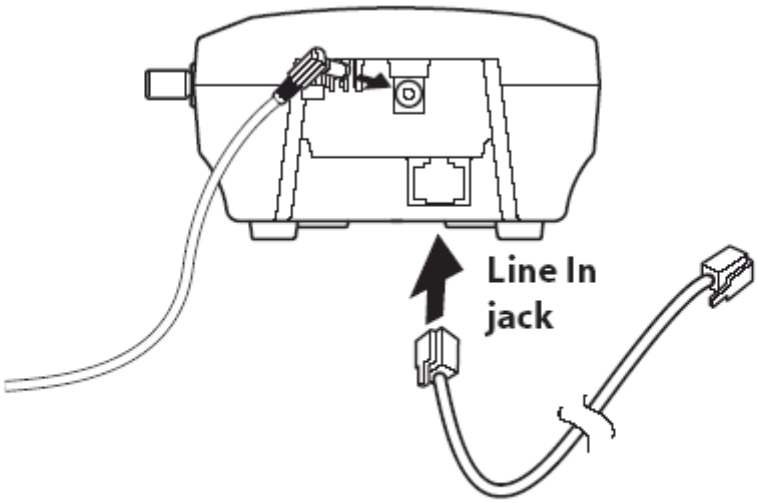


Figure 6: Plug Cords into Base Unit

- Place the AC adapter cord and the telephone cord inside the molded channels of the wall mount stand.
- Plug the other end of the telephone cord into the telephone jack in the wall plate. See Figure 7.

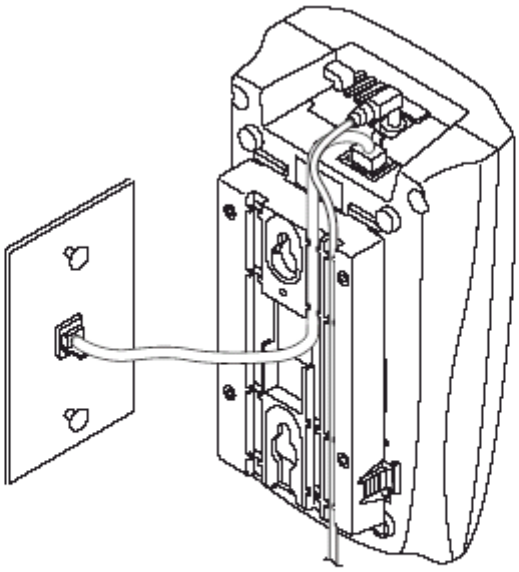


Figure 7: Place Cords in Molded Channels

- Place the base unit on the posts of the wall plate and pull down until the base unit is firmly seated. See Figure 8.

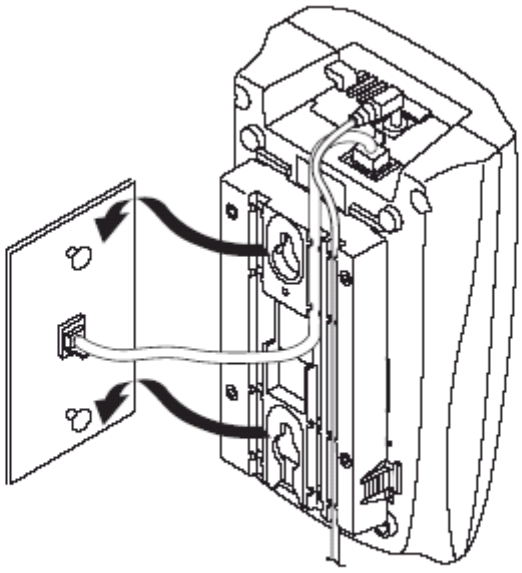


Figure 8: Mount Base Unit on Wall Plate

- Plug the AC adapter into a standard 120VAC wall outlet. See Figure 9.

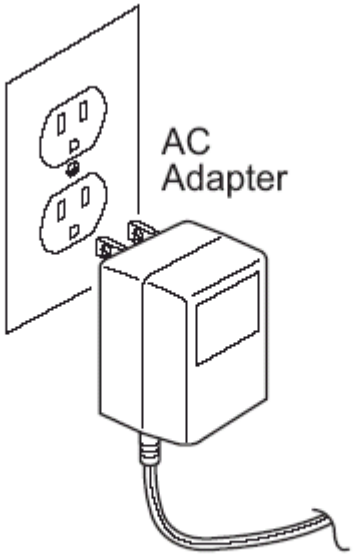


Figure 9: Plug AC Adapter into Wall Outlet

- Check to see that the power LED is on.
- Raise the base unit antenna to the vertical position. The antenna should be perpendicular to the base unit.

Installing the Base Unit directly on the Wall

- If a standard wall plate is not installed, Use #10 screws and, if necessary, anchoring devices that are suitable for the wall material where the base unit will be placed.
- Insert two mounting screws into the wall 3 and 15/16 inches apart. Allow about 3/16 of an inch between the wall and screw heads for mounting the base unit. See Figure 10.

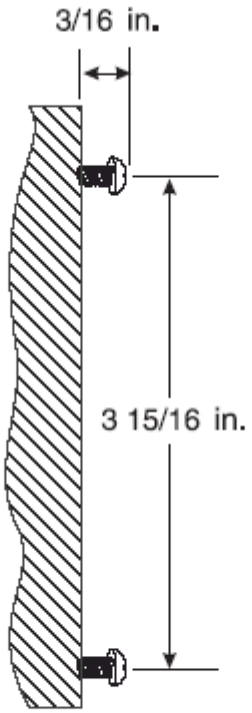


Figure 10: Insert Mounting Screws

- To attach the wall mount stand to the base unit, slide the wall mount stand into the notches at the top of the base unit. Then pull the wall mount stand down and snap it into place. See Figure 11.

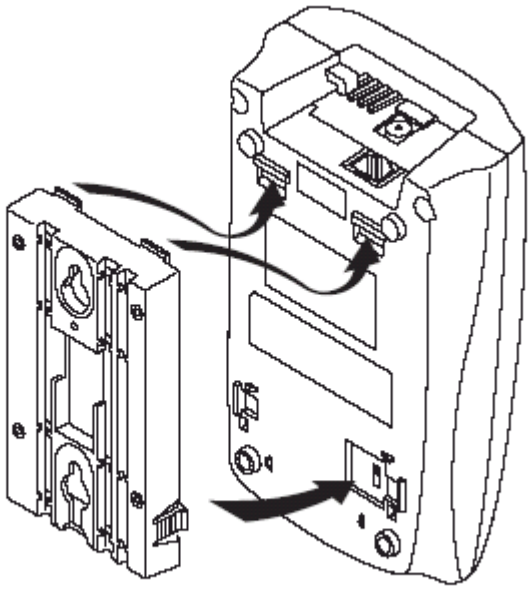


Figure 11: Attach Wall Mount Stand to Base Unit

- Plug one end of the 14-foot telephone cord into the “Line In” jack on the base unit.
- Plug the AC adapter cord into the AC adapter input jack on the base unit.

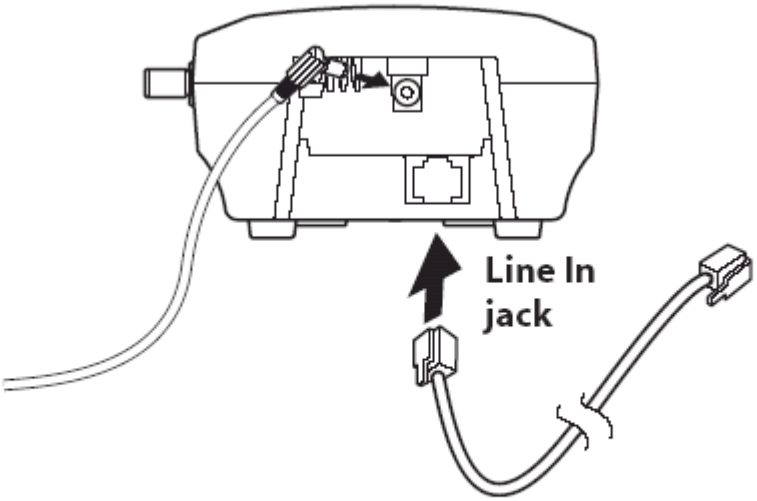


Figure 12: Plug Cords into Base Unit

- Place the AC adapter cord and the telephone cord inside the molded channels of the wall mount stand. See Figure 13.

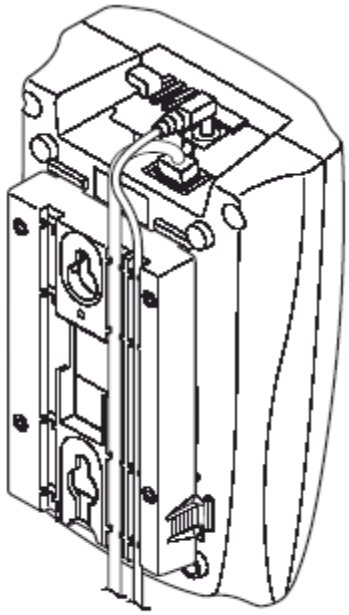


Figure 13: Place Cords in Molded Channels

- Plug the other end of the telephone cord into the telephone jack in the wall plate.
- Place the base unit on the posts of the wall plate and pull down until the base unit is firmly seated. See Figure 14.

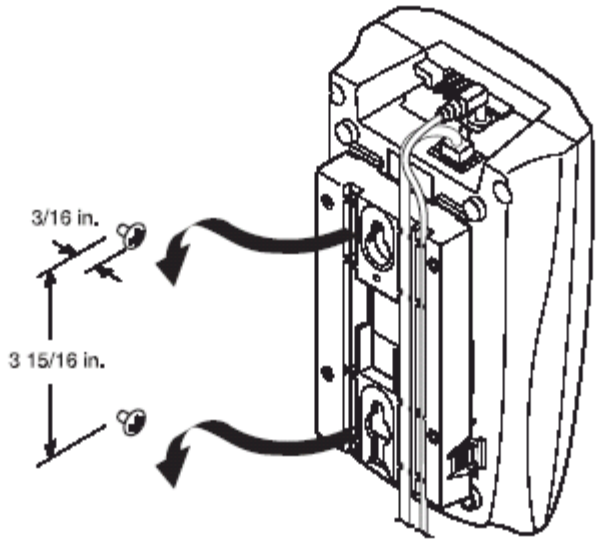


Figure 14: Place Base Unit on Wall Screw Posts

- Plug the other end of the telephone cord into the telephone jack connected to the communications system. See Figure 15.

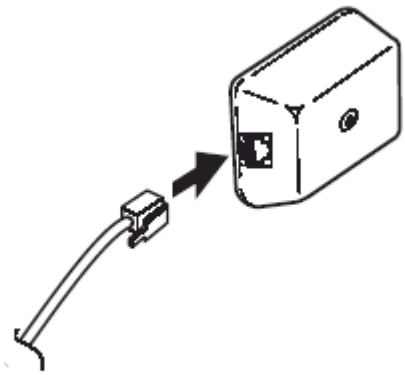


Figure 15: Plug Telephone Cord into Telephone Jack

- Plug the AC adapter into a standard 120VAC wall outlet. See Figure 16.

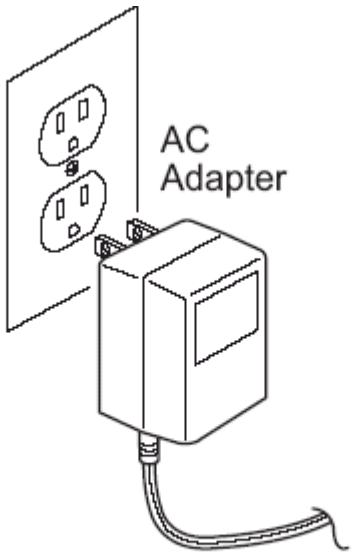


Figure 16: Plug AC Adapter into Wall Outlet

- Check to see that the power LED is on.
- Raise the base unit antenna to the vertical position. The antenna should be perpendicular to the base unit.

Apply Power to Base Units

- Plug the AC adapter cord into the input jack on the back of the charger unit.
- Wrap the AC adapter cord around the strain relief.
- Plug the AC adapter into a standard 120VAC wall outlet.
- Always route the power cord away from high-traffic areas, and where it cannot become chafed and create a fire or electrical hazard. See Figure 17.

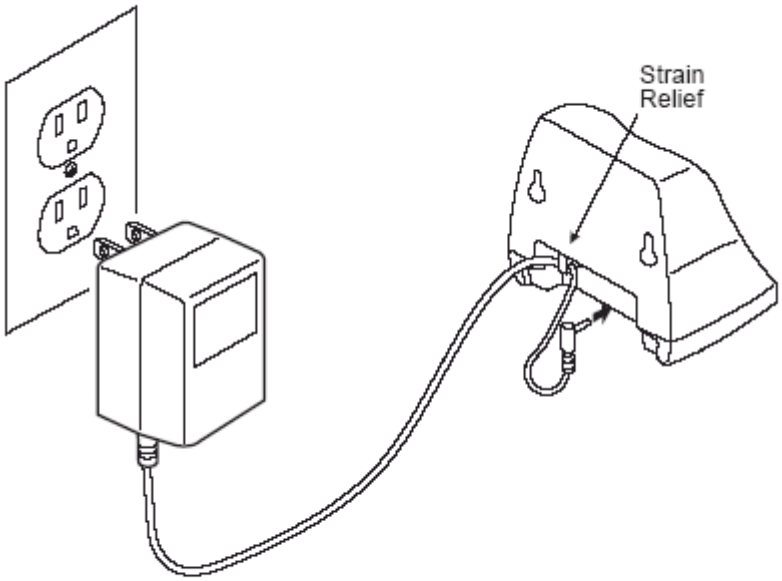


Figure 17: Apply Power to Charger Unit

Mounting the Charging Unit on the Wall (Optional)

- The charger unit can be mounted directly on the wall. Use #10 screws and, if necessary, anchoring devices that are suitable for the wall material where the charger unit will be placed. Insert two mounting screws into the wall 1 9/10 inches apart. Allow about 3/16 of an inch between the wall and screw heads for mounting the charger unit. See Figure 18.

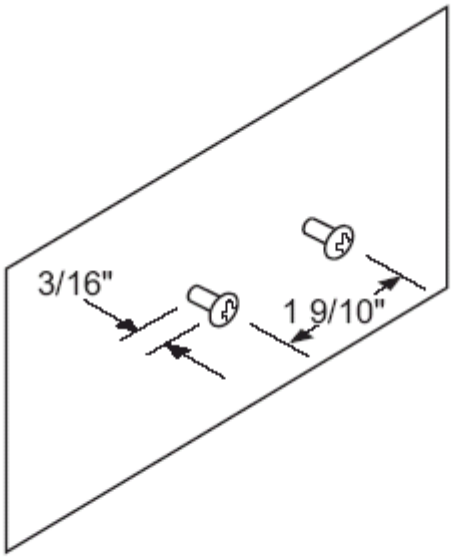


Figure 18: Insert Mounting Screws into Wall

- Place the charger unit on the posts of the wall screws and push down until it is firmly seated. See Figure 19.

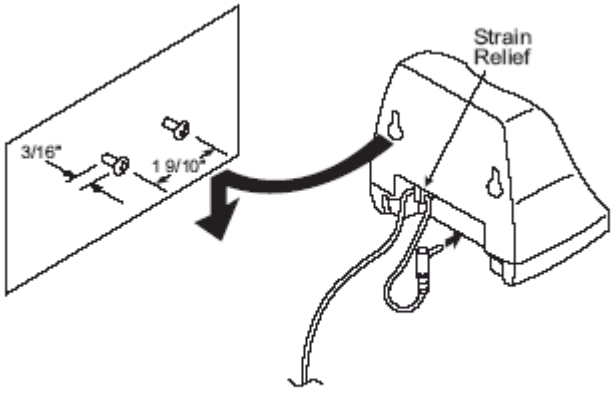


Figure 19: Place Charger Unit on Wall Screw Posts

Install the Handset Battery

- Remove the battery cover from the back of the handset by pressing the latch and sliding the cover down until it comes off the handset. See Figure 20.

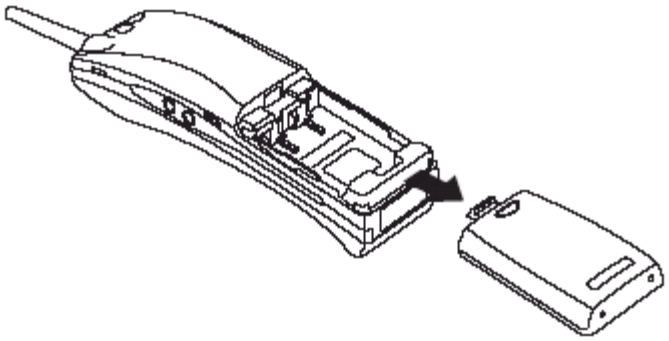


Figure 20: Remove Battery Cover

- Slide the battery down into the handset. See Figure 21.

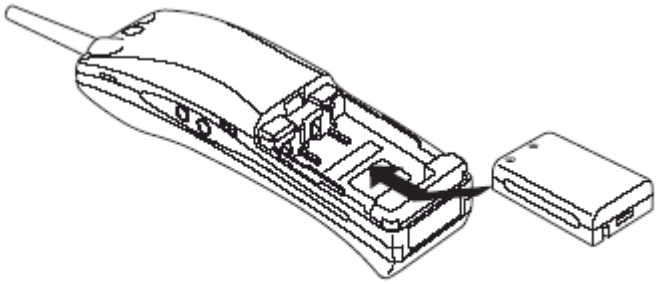


Figure 21: Install Handset Battery

- Close the battery compartment cover by sliding it up until it snaps into place. See Figure 22.

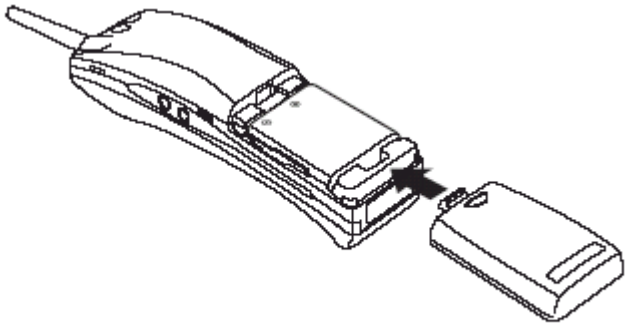


Figure 22: Close Battery Cover

Charging the Battery for the First Time

- Before using your handset for the first time, the battery must be continuously charged for 16 to 20 hours. (After the battery is charged for the first time, it will only take five to six hours for the battery to be fully recharged.) See Figure 23.
  - Install the battery in the handset.

– Place the handset in the Charger.

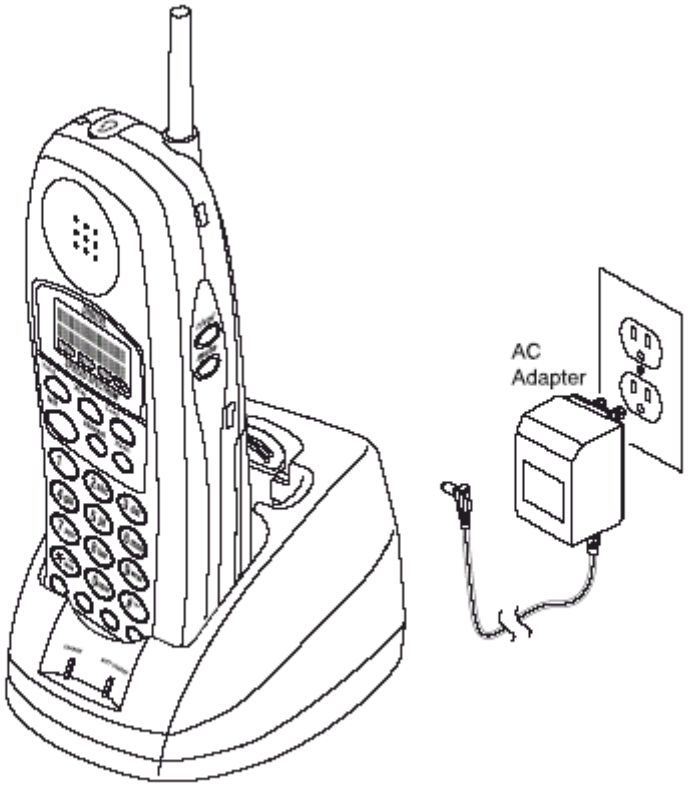


Figure 23: Place Handset in Charger Unit

- Ensure that the **Charge** LED lights. If it does not, make sure that the AC adapter is plugged in and that the Handset is making good contact with the charger unit.

Charge the Spare Battery

- It is recommended that you have a spare battery always charging to protect against complete battery discharge. The charger unit is equipped to charge the spare battery with or without the handset in the front slot.
- Slide the spare battery into the rear slot in the charger unit until the retaining clip snaps over the top of the battery. See Figure 24.

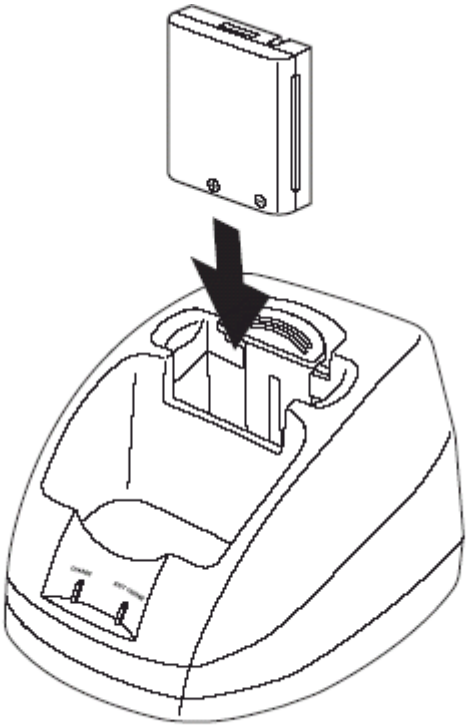


Figure 24: Charge Spare Battery

- Ensure that the **Batt Charge** indicator lights. If it does not, make sure that the AC adapter is plugged in and that the spare battery is making good contact with the Charger Unit.
- Charge the spare battery for 16 to 20 hours.
- When charging is complete, press out on the latch to remove the spare battery for use. If you don't need the spare battery immediately, leave it in the charging compartment; it will not overcharge.

Installing a Headset (Optional)

- The optional headset provides a hands-free option when you use the belt clip to carry the handset and conduct a conversation. All feature operations remain the same except the handset earphone and microphone are disconnected.
- Open the cover over the Headset jack that is located on the top of the Handset.
- Plug in the headset.
- Only use headsets especially designed or modified for use with radio frequency equipment. See Figure 25.

Figure 25: Install Headset

Attach the Belt Clip to the Handset

- You can use the belt clip to attach the handset to your belt or pocket.
- Slide the clip into the tab stop.
- The belt clip is designed to fit snugly onto the handset. See Figure 26.

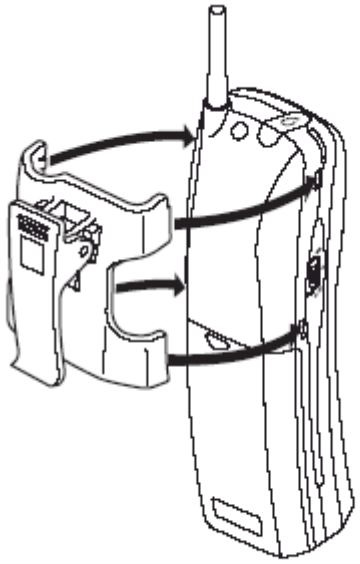


Figure 26: Attach Belt Clip to Handset

- Press firmly until it snaps into place. See Figure 27.

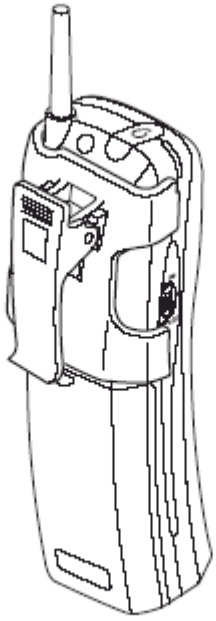


Figure 27: Press Belt Clip onto Handset

Removing the Belt Clip from the Handset

- Press the retain clip in toward the belt clip blade and slide the clip up at the same time.

Placing the Base Units

If you have three or fewer Avaya 3810 Wireless Telephones, place the base units in a centralized location. See Figure 1.

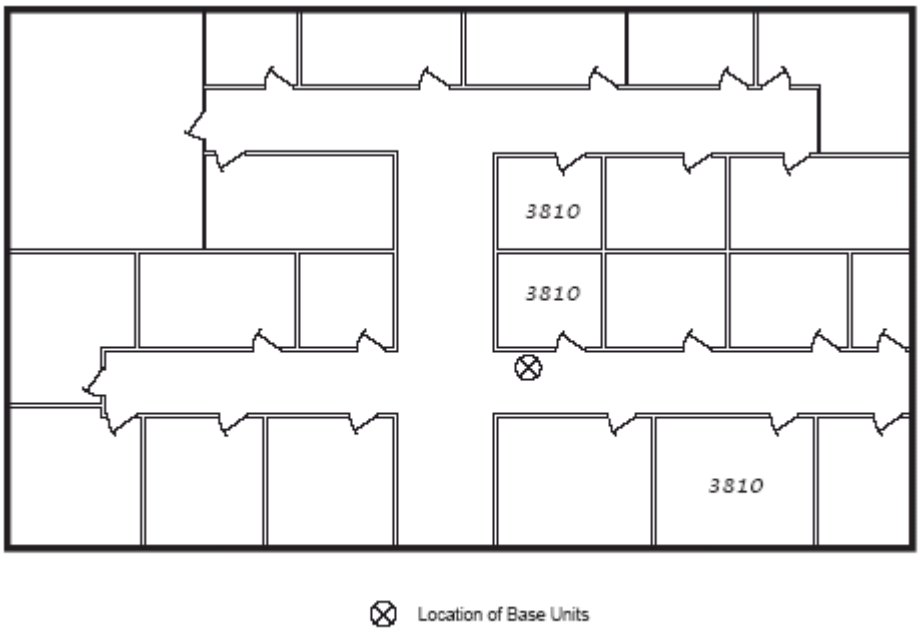


Figure 1: Configuration with Three Avaya 3810 Wireless Telephones

If you have more than three Avaya 3810 Wireless Telephones, follow these instructions:

To obtain the best possible performance from the Avaya 3810 Wireless Telephones, you must install the base units in a location that will provide proper coverage. To determine the location for the base units, perform the following steps:

1. Draw a floor plan of your building. Figure 2 shows the floor plan for a sample company.

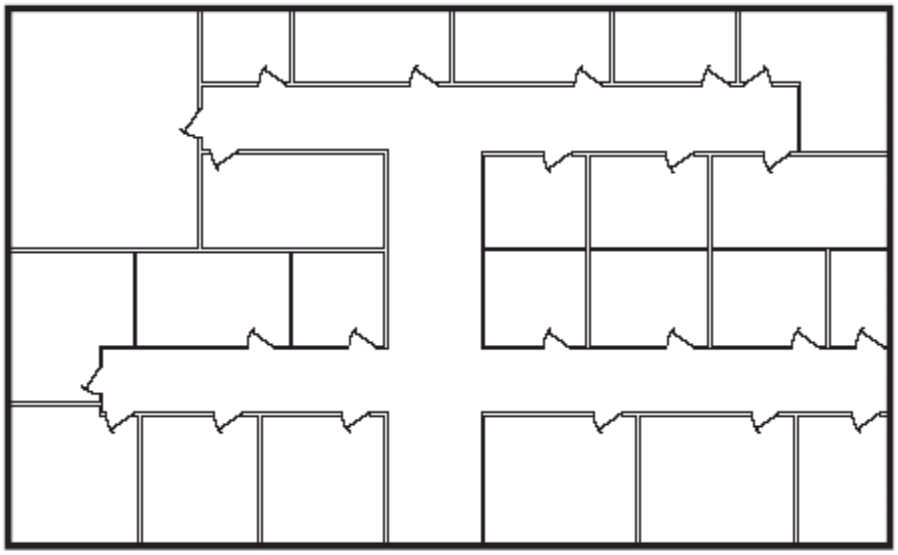


Figure 2: Floor Plan for a Sample Company

2. Identify all of the people in your company who will use an Avaya 3810 Wireless Telephone.
3. On your floor plan, identify all areas (for example, offices, conference rooms, and lobbies) where you expect the Avaya 3810 Wireless Telephones to be used. (See Figure 3.)
4. On your floor plan, identify the location where you want to install the base units for the Avaya™ 3810 Wireless Telephones (for example, a hallway).

Figure 3 shows the completed floor plan and base unit location for the sample company.

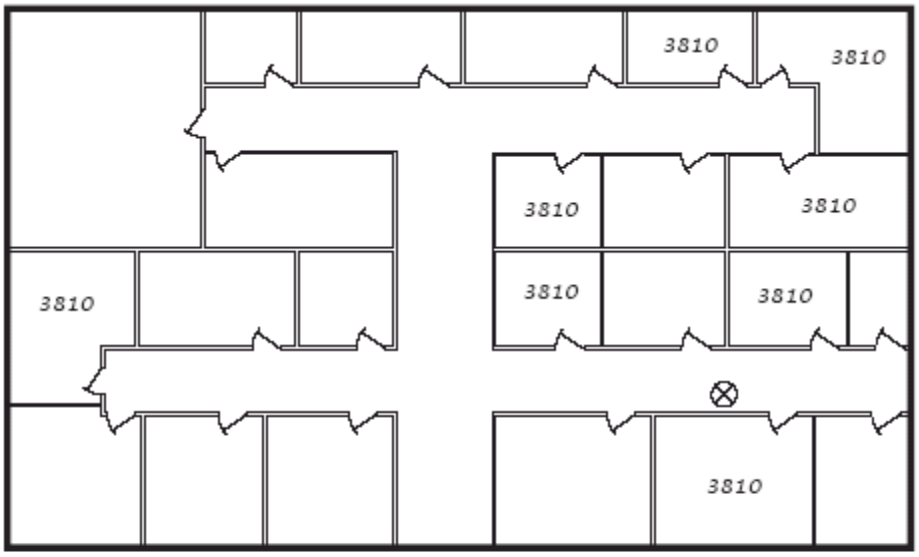


Figure 3: Location of Base Units for a Sample Company

5. Using the base unit location as the center, draw a circle with a 160-foot radius. This circle indicates the coverage area of the base units.

Figure 4 shows the coverage area for the sample company.

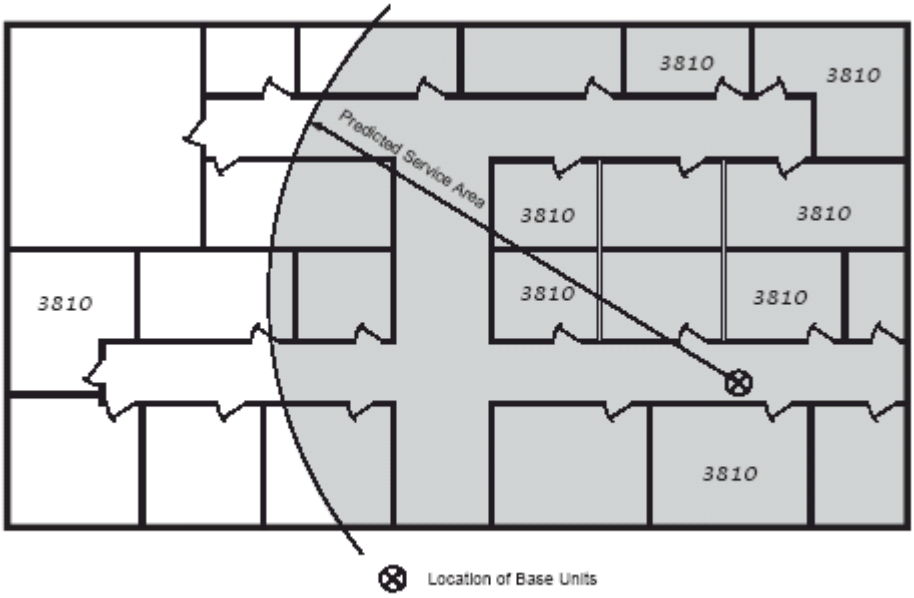


Figure 4: Coverage Area of the Base Units

6. Verify whether the circle encompasses all of the areas where the Avaya 3810 Wireless Telephones will be used.
7. Perform one of the following steps:
    - If the circle encompasses all of the areas where the Avaya 3810 Wireless Telephones will be used, go to Step 9.
    - If the circle does not encompass all of the areas where the Avaya 3810 Wireless Telephones will be used, perform one of the following steps:
        - Select a location for the base units that is “centrally located” within the area where the Avaya 3810 Wireless Telephones will be used. (This new location should encompass all of the areas where the Avaya 3810 Wireless Telephones will be used.)
        - Identify a base unit location for the Avaya 3810 Wireless Telephones that are not covered by the current base unit location. Draw a circle with a 160-foot radius around this second base unit location, and verify that the circle encompasses those Avaya 3810 Wireless Telephones that were not covered by the first base unit location.

Figure 5 shows multiple locations of base units for a sample company.

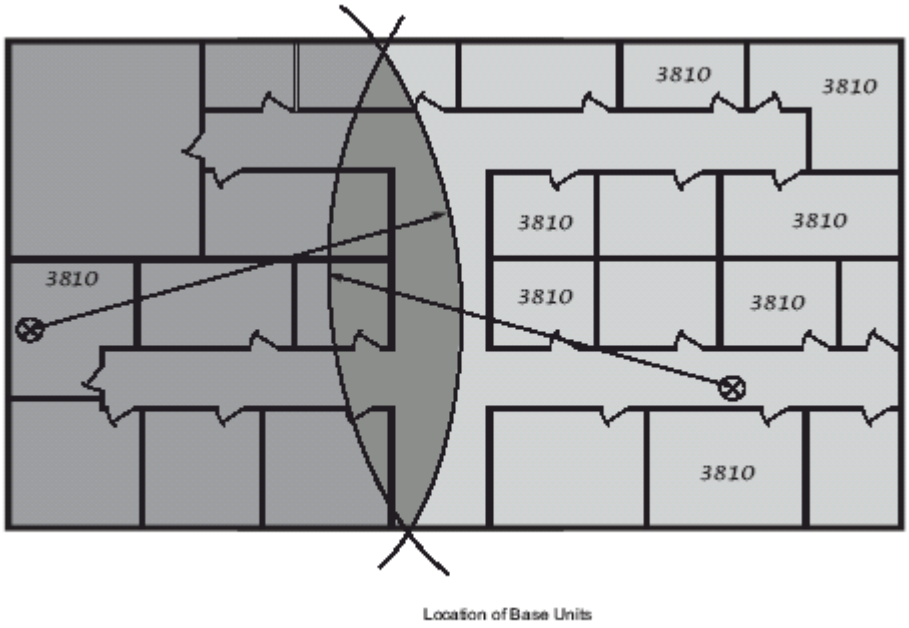


Figure 5: Multiple Locations for Base Units

8. Repeat Step 7 until all of the Avaya 3810 Wireless Telephones are included in an area covered by the base units.
9. After all of the Avaya 3810 Wireless Telephones are covered on your floor plan, perform one of the following steps:
    - If you have one to three base units, install each base unit at least five feet apart in the selected location. Be sure to install each base unit as high as possible so it clears nearby objects (for example, office cubicles and file cabinets). This grouping of base units is referred to as a *cluster*.

- If you have four or more base units:
    a) Install three of the base units in the selected location, with each base unit being five feet away from another base unit. Be sure to install each base unit as high as possible so it clears nearby objects (for example, office cubicles and file cabinets). This grouping of base units is referred to as a *cluster*.
    b) Select a location that is at least 30 feet away from the cluster, and install another cluster of up to three base units. Within this new cluster, make sure each base unit is five feet away from another base unit. Be sure to install each base unit as high as possible so it clears nearby objects (for example, office cubicles and file cabinets).
    c) Repeat Step b until all of the base units are installed. When you are finished determining the location for the base units, install the base units and perform a test call from each handset. Be sure to walk to all areas where the handset will be used so you can determine whether the voice quality is acceptable.

About the 3810 Wireless Telephone

The Avaya 3810 Wireless Telephone is a digital telephone designed to work with MERLIN MAGIX® and IP Office communications systems. It offers the mobility inherent in a wireless telephone plus access to the features and functionality of the communications system. Get full access to all your lines, put calls on hold, see incoming Caller ID, set up conference calls, check messages—all while away from your desk. The Avaya 3810 telephone uses long-range 900 MHz digital technology and provides the following features:

- 2-line x 32-character Handset Liquid Crystal Display (LCD)
- 4 displayed operation modes indicating Talk, Ringer On/Off, Battery Low, and Message Waiting
- Single button access to fixed features – Hold, Transfer, Conference, and Redial
- 4 programmable buttons to access features on the communications system
- 10 channels, supporting up to 10 simultaneous conversations
- Headset jack
- Ringer and Handset volume control
- Vibrate alert
- Base unit and charger unit

Handset

See Figure 29 for an illustration of the 3810 Wireless Telephone Handset.

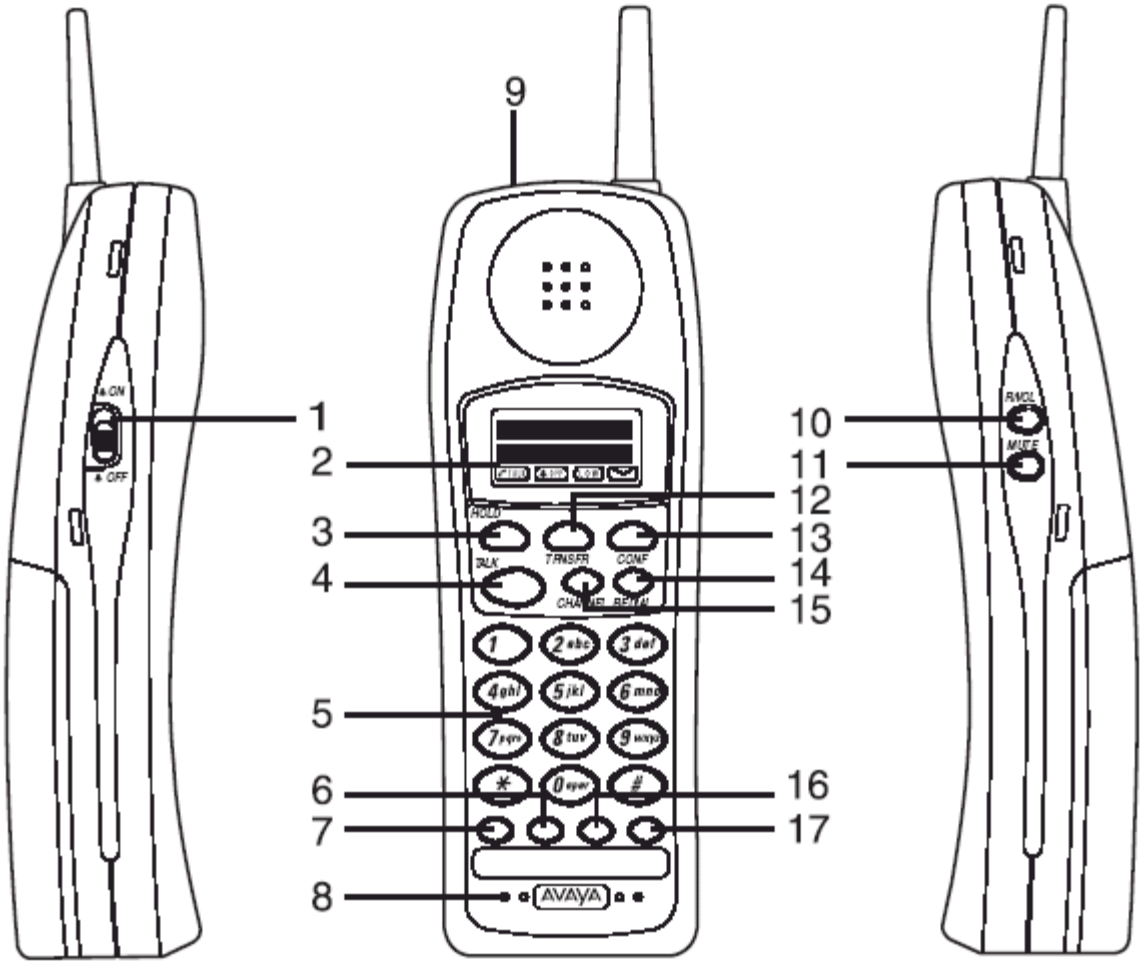


Figure 29: Avaya 3810 Wireless Telephone Handset

1 Ringer ON/OFF switch

2 Handset Display

3 Hold (HOLD) Button

4 Talk (TALK) Button

5 Dialpad

6 Programmable Button

7 Programmable Button

8 Microphone

9 Head Set Jack

10 Volume (R/VOL) Button

11 Mute (MUTE) Button

12 Transfer (TRNSFR) Button

13 Conference (CONF) Button

14 Redial (REDIAL) Button

15 Channel (CHANNEL) Button

16 Programmable Button

17 Programmable Button

Description of Handset Button

Button	Description
Ringer On/Off Switch (on side)	Turns handset ringer on or off. In the “Off” position, the handset will not ring or vibrate.
HOLD	Places a call on hold until you can return to it. The caller on hold will hear Music-on-Hold if available. A distinctive lamp flashing pattern shows that the call is on hold.
TALK	Initiates, answers, and disconnects calls.
Dialpad	12-button dialpad for placing calls or accessing features.
Programmable buttons	Features programmed on the four programmable buttons are determined by communications system programming. See your System Administrator for information about the features programmed on your buttons.
R/VOL (on side)	Changes earpiece volume when pressed during a call. Changes ringer tones and volume when pressed when the handset is out of the charger unit and not active on a call.
MUTE (on side)	Mutes your conversation so that the other party cannot hear your voice but you can hear theirs.
TRNSFR	Transfers a call to another extension.
CONF	Connects another call to a call already in progress for a three-way conversation. (Note: the maximum number of calls on a conference that is initiated from a 3810 Wireless Telephone is three, regardless of the host system’s conferencing capability).
REDIAL	Redials the last number.
CHANNEL	Selects a different channel.

Handset Display

The handset display has two, 16-character lines and one line of icons that provide calling information and operating conditions. See Figure 30.

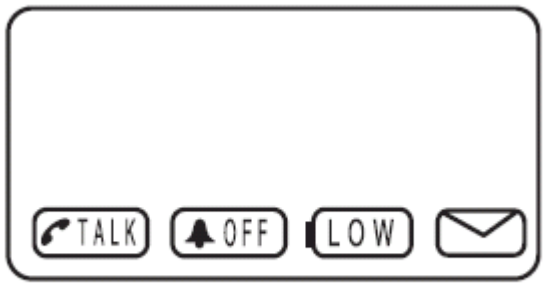


Figure 30: Handset Display

A description of the icons that appear in the handset display are provided in the following table:

Description of Icons on Handset Display

Icon	Description
TALK	The Talk icon indicates a connection between the handset and base unit.
OFF	The Ringer Off icon indicates the handset ringer switch is off.
LOW	The Battery Low icon indicates the battery in the Handset is low and needs to be charged. Return the handset to the charger unit or replace the handset battery with another charged battery.
	The Message Waiting icon indicates you have a message. See your System Administrator for instructions on how to retrieve your messages.

Base Unit

The base unit can be mounted on a wall or placed on a desk. There is one red power LED that indicates the base unit has power. See Figure 31.

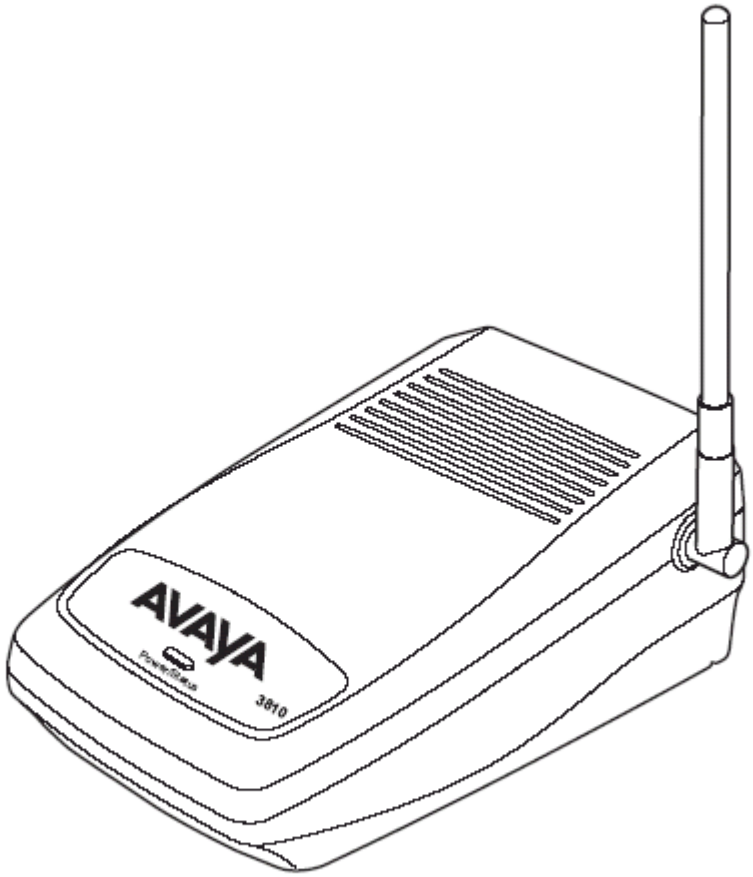


Figure 31: Base Unit

Charger Unit

The handset comes with a charger unit that functions as a cradle for the handset when in Standby Mode (or idle) and a charger for the handset battery. The charger unit also has a rear slot for spare battery charging. Two LEDs indicate the handset battery and spare battery are charging and making good contact with the charger unit. See Figure 32.

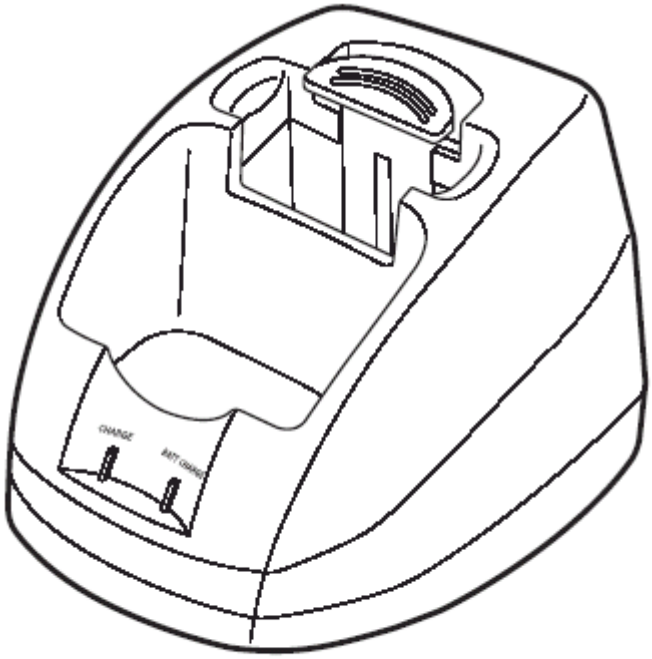


Figure 32: Charger Unit

Clean the Charger Unit Contacts

It is important to clean all charging contacts on the charger unit and on the handset and spare battery about once a month. Use a pencil eraser or a soft dry cloth. Do not use any liquids or solvents. See Figure 33.

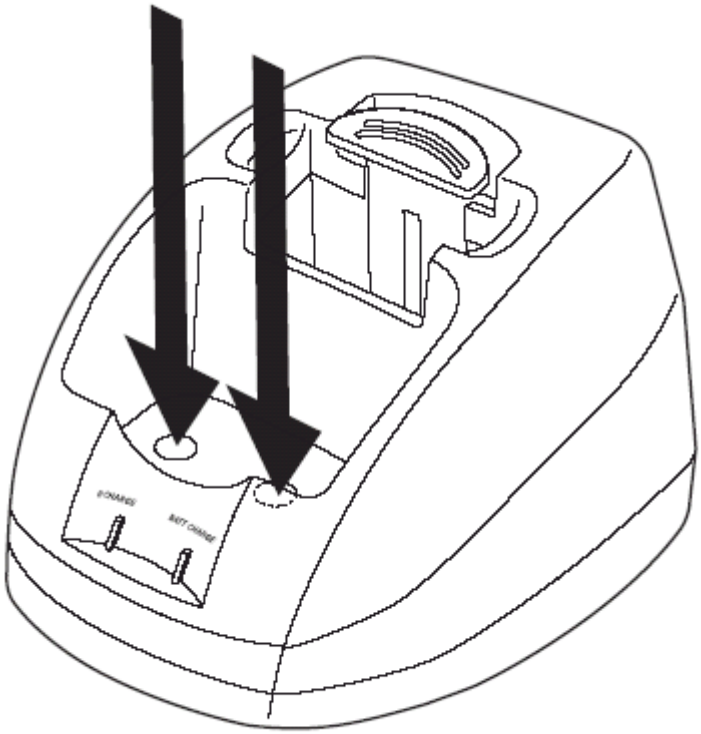


Figure 33: Clean Charger Unit Contacts

Battery

The Avaya™ 3810 Wireless Telephone comes with one nickel-metal hydride rechargeable battery that provides up to 10 hours of talk time (fully charged).

Low Battery Indications

If the battery runs low while a call is in progress, the Battery Low icon appears in the handset display, and the handset beeps once every three seconds. If the battery is low while the telephone is in Standby Mode:

- Battery Low icon appears in the handset display
- Handset beeps every 15 seconds for 3 minutes
- None of the buttons operate
- Handset cannot make or receive calls

It is recommended that you have a spare battery always charging to ensure against complete battery discharge. To restore the battery capacity, return the handset to the charger unit for charging or replace the handset battery with a charged one. The battery can remain in the charger unit for over one month.

Using the 3810 Wireless Telephone

This section describes the three handset modes and provides procedures on how to handle calls and change handset settings.

Handset Modes

There are three modes in which the handset operates:

- **AutoAnswer Mode**. When the handset is in the charger unit, it is in AutoAnswer mode. You are automatically connected to an incoming call when you remove the handset from the charger unit and automatically disconnected from the call when you place the handset back in the charger unit.
- **Standby Mode**. When the handset is out of the charger unit and not in use, it is in Standby mode. You must press **TALK** to answer an incoming call and to hang up.
- **Talk Mode**. When the handset is out of the charger unit and in use, it is in Talk mode. The Talk icon appears in the handset display.

Handling Calls

This section describes how to:

- Make and answer calls
- Place a call on hold
- Transfer a call
- Conference a call
- Redial the last number
- Mute a conversation
- Select a channel

NOTE▶

The Avaya 3810 Wireless Telephone does not have a (Feature). You cannot program a (Feature) to your Avaya 3810 Wireless Telephone. To use account codes on a MERLIN MAGIX system, you must go off-hook on a SA button, press (#), and then enter the account code.

Make a Call

1. Press **TALK**.
2. When you hear dial tone, enter the extension or telephone number using the dialpad.
3. When you are finished with the call, press **TALK** to hang up.

Answer a Call

Do one of the following:

- If the handset is out of the charger unit, press **TALK** to answer the call.
- If the handset is in the charger unit, pick up the handset to answer the call. You are automatically connected to the call.
- When you are finished with the call, press **TALK** to hang up.
- A distinctive lamp flashing pattern shows that a call is coming in.

Place a Call on Hold

1. While on a call, press **HOLD**. The party on hold will hear Music-on-Hold if available.
2. To resume a call, you must be in Talk mode. Depending on your communications system, you either press **HOLD** or press the button representing the call on hold.

Transfer a Call

1. While on a call, press **TRNSFR**.
2. When you hear dial tone, dial the extension or telephone number to which the call is being transferred, do one of the following:
    - To transfer the call without announcing it, press **TRNSFR** again.
    - To announce the call before transferring, wait for the called party to answer. When the called party answers, announce the call and press **TRNSFR** again.
3. Press **TALK** to hang up.

Conference a Call

1. While on a call, press **CONF**. ***Note:*** *Depending on your communications system, you will hear dial tone or you must select a line.*
2. Dial the extension or telephone number.
3. When the other party answers, press **CONF** to have a three-way conversation.

Redial Last Number

Perform one of the following steps:

1. Press **TALK**, and then press **REDIAL**.
2. Press **REDIAL**. The handset will go off-hook automatically and dial the number.

Mute a Conversation

1. While on a call, press **MUTE**.
    - The handset speaker is muted so you can consult another person in the room without the caller hearing you.
2. Press **MUTE** again to turn the handset speaker back on.

Select a Channel

1. When you make or receive a call, an available channel is automatically selected.
2. However, if you have a connection that is not clear, press **CHANNEL** to select a channel that provides the clearest communication.
3. *If you want to use more than one 3810 Wireless Telephone in your office, they must operate on different channels.*

Changing Handset Settings

This section describes how to:

- Change the earpiece volume
- Change the ring type and volume
- Set Vibrate mode
- Turn the ringer off

Change Earpiece Volume

Press **R/VOL** on the side of the handset during a call to change the earpiece volume on the handset.

Change Ring Type and Volume

Press **R/VOL** on the side of the handset in Standby mode (the handset is out of the charger unit and not in use) to change the ring type and volume. Repeatedly press **R/VOL** until you hear the ring type and volume you want.

The handset has three types of rings and each ring type has a high and low volume. As you press **R/VOL**, the ring type and volume selections are audible and visible in the handset display. The ring type and volume combinations are as follows:

1. Ring Type A (High)
2. Ring Type A (Low)
3. Ring Type B (High)
4. Ring Type B (Low)
5. Ring Type C (High)
6. Ring Type C (Low)
7. Ring Off

Set Vibrate Mode

1. Turn the Ringer Switch on the side of the handset to **ON**.
2. Repeatedly press **R/VOL** on the side of the handset until you feel the handset vibrate. Ring Off will also appear in the handset display.
3. ***Note:*** *If the handset is set to vibrate and the handset is in the charger unit when there is an incoming call, you will hear a low ring.*

Turn Ringer Off

Turn the Ringer Switch on the side of the handset to **OFF**.

Troubleshooting

If your Avaya™ 3810 Wireless Telephone is not performing to your expectations, try the suggestions provided in the following table. If you are still unable to resolve the problem, contact your telephone System Administrator.

- ***Note:*** *All service must be done by qualified service personnel.*

Condition	Suggestion
Charge LED does not light when handset is placed in charger unit.	Make sure the AC adapter is plugged into the charger unit and wall outlet. If the AC adapter is plugged into a wall outlet with a switch, make sure the switch is turned on. Make sure the handset is properly seated in the charger unit. Make sure the battery is properly seated in the handset. Make sure that the charging contacts on the handset and

Condition	Suggestion
	charger unit are clean. Use a soft dry cloth to clean contacts. Do not use any liquids or solvents.
Conversation is interrupted frequently.	Make sure that the base unit antenna is fully vertical. Move closer to the base unit.
NO SERVICE appears in the handset display.	You may be at the range limit; move closer to the base unit. Make sure there is power going to the base unit. Check the connection between the communications system and the base unit. Determine the number associated with the telephone. Dial that telephone number from a “wired” telephone. If you hear busy tone, the base unit is not communicating with the communications system. Perform the following steps: • Check the power. • Verify that the telephone cord is connected to the base unit. • Verify that the ID of the handset matches the ID of the base unit. To determine the ID of the handset, remove the battery cover and look at the ID on the bottom of the handset. (A bar code appears below the ID.) To determine the ID of the base unit, look at the ID on the bottom of the base unit. • Verify that the installation guidelines have been followed, especially for systems where there are more than three Avaya 3810 Wireless Telephones.
Echo during conversation.	Depending on the environment from which you are calling, such as a noisy area, a caller may experience echo if the volume control of the handset is set too high. Try lowering the volume on the handset.
No dial tone.	Move closer to the base unit.
Handset does not ring.	The battery could be weak. Charge the battery for 16 to 20 hours. Check the Ringer Switch; it could be turned off. Make sure the base unit antenna is fully vertical. Move closer to the base unit.
An underscore replaces a character in the handset display.	The telephone does not recognize special characters (for example, punctuation marks) that are provided from the communications system.

Technical Specifications

Base Unit	
Receive/Transmit Frequency	***902 MHz to 928 MHz***
Peak power output from base unit	***60 mW (approximately)***
Power Requirements	***10V DC from supplied AC***
Size	***Width — 4 1/4 inches***
	Depth — 7 5/8 inches
	Height — 2 1/4 inches
Weight	***Approximately 15.4 oz.***
Handset	
Receive/Transmit Frequency	***902 MHz to 928 MHz***
Power Requirements	***Nickel Metal Hydride battery***
Battery Capacity	***800 mAh, 3.6 V***
Talk Time	***10 hours (typical)***
Standby Time	***6 days (typical)***
Size	***Width — 2.25 inches***
	Depth — 1.5 inches
	Height — 6.25 inches
Weight	***Approximately 8.8 oz. with battery***

Product Pricing & Ordering Process

The following table lists the Avaya™ 3810 Wireless telephone material code and NPL prices quoted in US and Canadian dollars):

Product Description	SAP Code	NPL ($US)	RPL ($CAD)
AVAYA 3810 Wireless Telephone	**700305105**	**$695**	**$799.25**

Warranty

One-year warranty. For additional information, see www.avaya.com.

Documentation

Documentation is shipped with the Avaya™ 3810 Wireless Telephone unit and will also be available to end-user customers and BusinessPartners from the following web site: http://www.avaya.com/support and then select:

- Technical Database
    - Telephone Devices and User Agents

Technical Support

Technical questions should be directed to SMBS Pre Sales Technical Support at 888-297-4700 or via email at technictr@avaya.com. Please reference the name of the telephone system (IP Office or MERLIN MAGIX®) in the subject field.

Training

Avaya 3810 Wireless Telephone documentation, including Installation Guides, User's Guides and the Dealer Offer Announcement will be the available vehicles for training.