

DEFINITY[®] **4606 IP Telephone**

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User's 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.

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Preventing Toll Fraud

“Toll fraud” is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or working on your company’s behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Fraud Intervention

If you suspect you are being victimized by toll fraud and you need technical support or assistance, call the appropriate Avaya National Customer Care Center telephone number. Users of the MERLIN®, PARTNER®, and System 25 products should call 1 800 628-2888. Users of the System 75, System 85, DEFINITY® Generic 1, 2 and 3, and DEFINITY® ECS products should call 1 800 643-2353.

Providing Telecommunications Security

Telecommunications security of voice, data, and/or video communications is the prevention of any type of intrusion to, that is, either unauthorized or malicious access to or use of, your company’s telecommunications equipment) by some party.

Your company’s “telecommunications equipment” includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (i.e., “networked equipment”).

An “outside party” is anyone who is not a corporate employee, agent, subcontractor, or working on your company’s behalf. Whereas, a “malicious party” is anyone, including someone who may be otherwise authorized, who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization of capabilities special to the accessed equipment
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company including, but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs.

Your Responsibility for Your Company’s Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you – an Avaya customer’s system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including, but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure your:

- Avaya-provided telecommunications systems and their interfaces
- Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

Avaya does not warrant that this product or any of its networked equipment is either immune from or will prevent either unauthorized or malicious intrusions. Avaya will not be responsible for any charges, losses, or damages that result from such intrusions.

Federal Communications Commission Statement

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

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- Reorient the receiving television or radio antenna where this may be done safely.
- To the extent possible, relocate the receiver with respect to the telephone equipment.
- Where the telephone equipment requires ac power, plug the telephone into a different ac outlet so that the telephone equipment and receiver are on different branch circuits.

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Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 Rules. This equipment returns answer-supervision signals to the public switched network when:

- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered
- A busy tone is received
- A reorder tone is received

Industry Canada (IC) Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of Industry Canada.

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le règlement sur le brouillage radioélectrique édicté par le Industrie Canada.

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Warranty

Avaya provides a limited warranty on this product. Refer to the "Limited Use Software License Agreement" card provided with your package.

European Union Declaration of Conformity

The "CE" mark affixed to the equipment means that it conforms to the above directives. Avaya Business Communications Systems declares that equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:

EMC Directive 89/336/EEC
Low-Voltage Directive 73/23/EEC

Acknowledgment

This document was prepared by Avaya University, Avaya, Denver, CO.

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About This Document

Purpose

The DEFINITY® 4606 IP Telephone User's Guide describes the 4606 IP Telephone's operation and functionality.

Intended Audience

This document is intended for telephone users who have a 4606 IP Telephone at their desks. It is not intended to be a technical reference guide for System Administrators or phone technicians.

Issue Date

This document was issued for the first time in July, 2001. IP Telephone user documentation has been available online at the Avaya support site, <http://support.avaya.com> since October, 2000.

How to Use This Document

This Guide is organized to help you find topics in a logical manner. Read it from start to finish to get a thorough understanding of how to use your 4606 IP Telephone, or review the Table of Contents to locate information specific to a task or function you want to perform.

Document Organization

This guide contains the following chapters:

Chapter 1, 4606 IP Telephone Description	Describes each element on the face of the telephone.
Chapter 2, Using Programmable Buttons	Explains how to program certain Line/Feature buttons for additional functionality.
Chapter 3, Using the Display Screen	Describes the display screen area at the top of the phone.
Chapter 4, Call Handling Features	Describes dedicated Feature buttons, such as Conference, Hold, Redial and Transfer.
Chapter 5, IP Telephone Features	Explains the telephone features accessed using Line/Feature buttons or Feature Access Codes.
Chapter 6, Message Retrieval	Covers how to access messages left on your phone.
Chapter 7, IP Telephone Management Features	Explains how to test your phone and personalize its ringing pattern. Interpreting ringer tones and indicator lights are also covered in this chapter.
Chapter 8, Using a Headset or Specialized Handset	Describes the headsets and handsets that are compatible with your IP Telephone.
Chapter 9, Troubleshooting	Provides basic Troubleshooting actions if you encounter errors or experience problems.

Conventions Used

This guide uses the following textual, symbolic, and typographic conventions to help you interpret information.

Symbolic Conventions



NOTE:

This symbol precedes additional information about a topic.

Typographic Conventions

This guide uses the following typographic conventions:

<i>"italics"</i>	Italic type enclosed within quotation marks indicates a document or section in this document containing additional information about a topic.
<i>italics</i>	Italic type indicates the result of an action you take or a system response in step by step procedures.
Enter	In step by step procedures, words shown in bold represent a single telephone button that should be pressed. These include Menu , Exit and # .

Related Documentation/Training

An online, interactive IP Telephone User's Guide can be found at:
[www.http//support.avaya.com](http://support.avaya.com)

For information related to installing an IP Telephone, see the "4600 Series IP Telephone Installation Guide" (Document Number 555-233-128; Comcode 700197858).

For information related to maintaining an IP Telephone System on a Local Area Network, see the "4600 Series IP Telephone LAN Administrator's Guide" (Document Number 555-233-507; Comcode 700197841).

Introduction








This chapter introduces you to the layout of the 4606 IP Telephone. It provides a description for each functional button and other phone characteristics.

The 4606 IP Phone

The 4606 IP telephone is a multi-line phone with 6 Line/Feature buttons, 6 dedicated feature buttons, a 2-line by 16 character display area, and a full-duplex, two-way speakerphone.



Match the numbered callouts on the 4606 illustration to the descriptions below.




1. **Display** - The display screen has two lines of 16 characters each. During phone usage, the top line shows the name/phone number you are calling or the name/phone number of the person calling you; while idle, it displays the current date and time. The second line also displays volume control (when a volume arrow is pressed) and elapsed time (when the Timer feature is active).
2.  **(Conference)** - Set up conference calls with more than one other person. With the phone on-hook, also used to select a personal ringing pattern.
3.  **(Transfer)** - Transfer a call to another phone. With the phone on-hook, also used to test lights and the display screen.
4.  **(Redial)** - Redial the last number dialed from the phone.
5. **Line/Feature buttons** - Several of the six buttons are Line buttons dedicated to incoming and outgoing calls; those line buttons are labeled with an extension number. The Line/Feature buttons not dedicated to incoming or outgoing calls provide access to system features like sending all calls to another phone or speed-dialing. For your specific configuration, see your System Administrator. One red and one green light appear next to each button. Steady red indicates the line is available. Steady green indicates the line or feature is in use; other green light indications (winking, fluttering and flashing) are feature-specific.
6. **Mute/Speaker Light** - Lights steadily when the Speakerphone is active. Flashes when the handset, headset or Speakerphone microphone is muted.
7.  **(Speaker)** - Access the built in two-way, full-duplex Speakerphone feature. The LED above this button lights when the speakerphone is active.
8. **Voice Message Light** - When lit, indicates you have a message waiting.
9.  **(Mute)** - Turn off the active microphone (handset or speaker), to prevent the other person from hearing you. The LED above the Spkr button flashes when the microphone is muted.
10.  **(Volume Control)** - Adjust the speaker, handset or ringer volume, depending on which item is in use.
11. **Numeric (Dialing) Pad** - Standard 12 button pad for dialing phone numbers.
12.  **(Hold)** - Red button used to place a call on hold.

Introduction

Your 4606 IP Telephone has six Line/Feature buttons, some of which are dedicated to incoming and outgoing calls. The remaining Line/Feature buttons can be programmed by your Telephone System Administrator to provide additional phone functionality.

Programmable Line/Feature Buttons

Line buttons available for incoming/outgoing calls are usually the first few buttons on the left-most button column.

The Line/Feature buttons following your incoming/outgoing lines may be reserved for features not available using dedicated buttons like  (Conference),  (Mute) and  (Speaker). Features such as Voice Mail retrieval, Directory search, Inspect phone features and Program may also be assigned to this group of buttons. These features may alternately be available through Feature Access Codes.

Two suggested features for 4606 IP Telephone users to add are **Drop** (which allows a party to be dropped from a conference call) and **Normal** (which clears the display when using certain features like the Directory).

For information regarding how the Line/Feature buttons have been set up for your phone system, contact your System Administrator. Be sure that the Line/Feature button labels are filled in before starting to use your telephone, and that you update them promptly for new, customized features.

IP Telephone Features Available on Programmable Line/Feature Buttons

Regardless of whether a specific feature is available on a Line/Feature button, or via an Access Code, you can find procedures for all 4606 IP Telephone features in Chapter 5, "*IP Telephone Features*."

Introduction

The DEFINITY® 4606 IP Telephone has a 2-line by 16 character display (screen) area located at the top third of the phone. What you see on the display is controlled by the current status of the phone or by selections you make using Line/Feature buttons, Access Codes, or dedicated feature buttons like Redial or Transfer.

The 4606 IP Telephone's display:

- Indicates the date and time of day on the top line when the phone is idle
- Displays call information on both lines, such as the extension being dialed or the name and extension of someone calling you
- Shows feature-related instructions or messages when using certain phone features

About the Display Screen

The two display lines provide (general) information (time of day), feature information/instructions, and/or call information.

Upper Display Line

The Time and Date appear on the upper display line when the phone is idle. Time and date are set at the switch, so if there is an error, contact your Telephone System Administrator.

When plugging in your 4606 IP Telephone for the first time, or after a power outage, it may take several minutes for the time and date to appear on the display screen.

Lower Display Line

Line/Feature Button Information

Line/Feature button information identifies the line being used. Each of the six Line/Feature buttons is given an alphabetic designation of **a** through **c** (left column) and **d** through **f** (right column). When the display shows **a=**, it represents call information for the first Line/Feature button; the next button down would show as **b=**, and so on. Line/Feature buttons are also called "call appearance" buttons.

Call Information

Call information, such as the extension being dialed or the name and extension of the person you are calling, displays. When someone on another extension calls you, the display shows the caller's name. Outside calls show either the telephone number, the words OUTSIDE CALL, or a trunk identifier.

Introduction

Call-handling features are those you would use while a call is in progress or while making a call. They are those features which have a dedicated phone button, such as:



- Conference
- Hold
- Redial
- Speaker
- Transfer
- Mute

Each of the above features is described in detail in this section.


Conference

The Conference feature allows you to conference up to the maximum number of parties set by your System Administrator.

Adding another party to a call

1. Dial the first party, then press .
The current call is placed on hold and you hear a dial tone.
2. Dial the number of the next party and wait for an answer.
3. Press  again to add the new party to the call.
4. Repeat Steps 1- 3 for each party you want to conference in to the call.

Adding a held call to the current call

1. Press .

The current line and the held line lights flutter.

2. Press the line button of the held call.

3. Press  again.

All parties are now connected.

Dropping the last person added to the conference call

Press the Line/Feature button your System Administrator has designated as the "Drop" button.

The last party connected to the conference call is dropped from the call.

Hold

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

Placing a call on hold

Press .

The green light next to the held line blinks.

Returning to the held call


Press the line button of the held call.


The call is restored.


Mute

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

Preventing the other person on the line from hearing you

1. Press .

The other party cannot hear you. The indicator light above  blinks when Mute is active.

2. To reinstate two-way conversation, press  again.

Redial

The Redial (or, Last Number Dialed) feature automatically initiates dialing of the most recent extension or outside number dialed.

Redialing the last number called

Press .

The last number dialed is automatically redialed.

Speakerphone


A two-way, built-in Speakerphone lets you place and answer calls without lifting the handset.

Your telephone may be set for the two-way Speakerphone or for the one-way, listen-only Speaker. Check with your System Administrator to see for which feature your telephone is set.

NOTE:


It is also possible to disable the Speakerphone feature. If your Speakerphone does not operate as indicated, contact your System Administrator to be sure your telephone's Speakerphone is enabled.


Placing a call without lifting the handset or using the Speakerphone with any feature

1. Press .

The Speaker/Mute indicator above  lights and voice control is handled by the speaker.

2. Place or answer the call, or access the selected feature.

3. Adjust the speaker volume if needed by pressing  until you reach the desired volume level.

As you press , the display screen shows the volume level.

Changing from the speakerphone to the handset

Pick up the handset and talk.

The Speaker/Mute indicator above  goes off.

Turning the speaker on during a call

Press .

The Speaker/Mute indicator above  lights. Both the speaker and handset are now operational.

Turning the speaker off during a call

Lift the handset at any time.

The speaker and the corresponding indicator light turn off; voice control reverts to the handset.

Ending a call while the speaker is active

Press .

The speaker and the corresponding indicator light turn off and the call terminates.

Transfer


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

Sending a call to another telephone

1. With the call active (or with only one held call and no active calls), press



The call is placed on hold and its associated indicator light blinks; you hear a dial tone and the next available line activates.

2. Dial the number to which you want to transfer the call.
3. Remain on the line and announce the call; if the line is busy or if no one answers, return to the held call by pressing the line button on which it is being held.
4. Press  again.

The call is sent to the extension or number you dialed. A two-second display message indicates the transfer is complete.

5. Hang up your handset.

Introduction

This chapter contains procedures for using DEFINITY® phone features. Depending on how your 4606 IP Telephone was set up by your System Administrator, you can access some or all of the features discussed in this chapter using Line/Feature buttons or Feature Access Codes.

We cover feature access methods in the next section. Following that section, a "Feature List" provides a reference to the procedures for activating and using features, which are then listed in alphabetical order.

Check with your System Administrator for the configuration of your phone system.

Accessing IP Telephone Features

Your 4606 IP Telephone provides two ways to access IP Telephone features:

1. Your System Administrator may have programmed some of your telephone's Line/Feature buttons to automatically access a feature when pressed. In some cases, features activated via Line/Feature buttons have a "steady green" indicator light to signify active status. When the feature is deactivated (turned off), the indicator light goes off.

 **NOTE:**

Note that because the DEFINITY 4606 IP Telephone has just six line/feature buttons, button-activated features may be limited.

2. If you don't have a button administered on your phone for a specific feature, you may be able to access a feature by entering a two or three digit Feature Access code using the number pad. Note that the procedures in this chapter often provide information about using access codes for applicable features. Your System Administrator assigns access codes.

Whether your DEFINITY® IP telephone system uses access codes and/or feature buttons, be sure to check with your System Administrator to find out your phone system's specific configuration.

Feature List

The following DEFINITY® Features are described in alphabetic order in this chapter:

Table 5-1. DEFINITY® Features

- | | |
|------------------------------------|-------------------------------|
| ■ Abbreviated Dialing | ■ Headset On/Off |
| ■ Account Code Entry | ■ Inspect |
| ■ Automatic Callback | ■ Internal Auto Answer |
| ■ Automatic Intercom | ■ Leave Word Calling |
| ■ Button View | ■ Pause |
| ■ Call Display | ■ Priority Calling |
| ■ Call Forwarding (all calls) | ■ Program Abbreviated Dialing |
| ■ Call Park | ■ Release |
| ■ Call Pickup/Directed Call Pickup | ■ Ringer Off |
| ■ Consult | ■ Self-Administration |
| ■ Directory | ■ Send All Calls |
| ■ Drop (Conference Call party) | ■ Timer |
| ■ Exclusion | ■ View (Stored Number) |
| ■ Group Paging | ■ Whisper Page/Answer/Off |
| ■ Hands Free Answer | |

For information about additional features that your System Administrator may have programmed on your phone, see Chapter 4, "Managing Phone Features" of the *Enterprise Communication Server Administrator's Guide (Release 8.4 or later)*.

Abbreviated Dialing (AD)

The Abbreviated Dialing (AD) feature lets you access stored numbers for quick and easy dialing. The numbers stored can be a complete or partial telephone number, a trunk code (to access an outside line), an extension or a feature Access Code. You can also set up a Personal Abbreviated Dialing list, to allow you to access frequently-dialed numbers using short access codes.

To be programmable for abbreviated dialing, a Line/Feature button must be administered for the Abbreviated Dialing feature; check with your System Administrator to see if AD is available on your phone, then see the “*Program Abbreviated Dialing*” feature later in this chapter. Also, if your telephone’s speaker has been disabled, lift the handset or use the headset to go off-hook before using AD.

Placing an Abbreviated Dialing call

Press the Line/Feature button programmed to dial the number or extension you want to call.

Your call is dialed automatically.

Account

The Account feature allows users to enter Call Detail Recording (CDR) account codes. CDR account codes allow your phone system to associate and track calls according to a particular project or account number.

Automatic Callback

The Automatic Callback feature sends your phone a priority ring, indicating the previously busy or unanswered extension you dialed is now available. Note that if you initiate call forwarding after activating Automatic Callback, returned calls (callbacks) are not forwarded, and ring at your phone.

Automatically placing another call to an extension that was busy or did not answer, or in response to a returned call waiting ringback tone

1. During a call attempt, press the button your System Administrator has designated for Automatic Callback.

Three tones indicate Automatic Callback is active.

2. Hang up.

You hear a priority ring when both your phone and the number you called are available. The display shows the message "Callback."

3. When you hear the priority ring, lift the handset.

Your call proceeds as originally dialed.

NOTE:

Automatic Callback cancels (automatically) after 30 minutes.

Canceling Automatic Callback

With the handset on-hook, press the button your System Administrator has designated for Automatic Callback again.

One tone indicates automatic callback is canceled; this feature automatically cancels after 30 minutes.

Automatic Intercom

The Automatic Intercom feature places a call to a specific phone associated with this button. The recipient of the call receives a unique alerting ring, and the indicator light associated with the intercom button flashes.

Button View

The Button View feature lets you display the name of the feature that has been programmed on any of your telephone's Line/Feature (call appearance) buttons.

Viewing the feature programmed on a Line/Feature button

1. Press the button your System Administrator has programmed to represent Button View.
2. Press the Line/Feature button for which you want to see its assigned function.

The Line/Feature button assignment or telephone number displays.

3. To see another feature/number, repeat this procedure from Step 2.

Call Display

The Call Display feature initiates a call to the phone extension or number shown on the display screen. The number displayed could be from a Leave Word Calling (LWC) message, or a number you retrieved using the directory feature.

Call Forwarding

The Call Forwarding feature lets you redirect all calls to your phone to another extension or an outside number. Because this feature may operate differently among customers, check your office procedures for call forwarding before performing the procedures below. Call forwarding must be disabled to resume call pickup at your phone.

Temporarily sending your calls to another phone

1. If your System Administrator has programmed one of the Line/Feature buttons to represent Call Forwarding, press that button to initiate call forwarding,

or

Dial the Call Forward Access Code with the phone off-hook.

2. Dial the extension or number to which calls should be sent.
3. Hang up.

When Call Forwarding has been activated, the Line indicator light is on and you may hear a brief ring-ping tone as each call is forwarded.

Canceling Call Forwarding

1. If your System Administrator has programmed one of the Line/Feature buttons to represent Call Forwarding Cancel, press that button,

or

Dial the Call Forward Cancel Access Code with the phone off-hook.

The Line indicator light goes off and you hear a confirmation tone; your calls will now ring at your phone.

Call Park

The Call Park feature lets you place a call on hold at your telephone for retrieval at any extension.

Parking a call at your extension

If your System Administrator has programmed one of the Line/Feature buttons to represent Call Park, press that button to initiate Call Park.

The call is parked at your extension.

Retrieving a parked call from another extension

1. With the handset off-hook, dial the Answer Back Access Code.
2. Dial the extension where you parked the call (usually your own extension).

If an intercept tone sounds, the parked call has been disconnected or retrieved by someone else.

Call Pickup and Directed Call Pickup

The Call Pickup feature lets you answer a call at your telephone for another extension in your call pickup group. Directed call pickup, if available, lets you pick up a call for a specific extension even if that extension is not part of your pickup group. Because these features may operate differently among customers, check your office procedures on picking up calls before performing the procedures below.

Answering a call placed to someone in your pickup group (when your phone is idle)

If your System Administrator has programmed one of the Line/Feature buttons to represent Call Pickup, press the Call Pickup Feature button,

or

Dial the Call Pickup Access Code.

The extension called stops ringing and you are connected to the call for pickup.

Picking up a call for someone in your office using Directed Call Pickup

1. If your System Administrator has programmed one of the Line/Feature buttons to represent Directed Call Pickup, press that button,

or

Dial the Directed Call Pickup Access Code.

2. Dial the extension for which you want to pick up a call.

The extension called stops ringing and you are connected to the call for pickup.

Consult

The Consult feature allows a covering user, after answering a coverage call, to call the principal (the party called) for private consultation. Activating the Consult feature places the caller on hold and establishes a private connection between the principal and the covering user. The covering user may then add the caller to the conversation, transfer the call to the principal, or return to the caller.

Directory

The Directory feature allows you to search a stored list of telephone numbers by keying in the name of the person whose number you want using the dial pad. Initially, your directory will be set up by your System Administrator to include only those phones that are part of your telephone system.

Using the Directory feature

To fully use the Directory, both the **Directory** and **Next** should be programmed on a Line/Feature button by your System Administrator.

1. Press the Line/Feature button your System Administrator has programmed for the Directory.
2. Use the dial pad to key in the name of the person whose number you want to look up. Use this format: **last name, comma** (use the * key), **first name or initial**. For example, to look up the Tom Smith's name, press the following number keys: 76484*8.

The top display line shows your entry. The bottom line displays the results of the directory search. If no match is found, the message "No Match - Try Again" displays.

3. To scroll through the Directory, press the button your System Administrator has programmed to represent **Next**.
4. To search for a new directory name, repeat the procedure from Step 1.

Calling the person whose name is displayed

1. Pick up the handset (or leave it on-hook to use the speakerphone if you have a Call Disp button).
2. With the person's name and extension displayed, press the **Call Disp** Line/Feature button,

or

If you do not have a **Call Disp** button, dial the extension using the dial pad.

Drop (a Person from a Conference Call)

See "Conference" in Chapter 4, "Call Handling Features."

Exclusion

The Exclusion feature allows multi-appearance users to prevent other multi-appearance users having the same extension from bridging on to an existing call.

Group Paging

The Group Page feature allows users make announcements to groups of phone stations by automatically turning on their speakerphones.

Hands Free Answer on Intercom

See “*Internal Auto Answer*” in this chapter.

Headset On/Off

The Headset On/Off feature allows headset usage to be activated or deactivated using a Line/Feature button. When this feature is active, the green indicator light corresponding to the button administered signifies the headset is off-hook; when the indicator is not lit, it signifies on-hook headset status.

Inspect

The Inspect feature provides call-related information for an incoming or held call when you are active on another call.

Using the Inspect feature:

1. Press the Line/Feature button your System Administrator has programmed to represent this feature.
2. Press the Line/Feature button of the incoming or held call.
The display shows the name and/or number of the person calling/on hold, and you remain connected to the active call.
3. To answer the incoming or held call, put the current call on hold (or hang up).
4. Press the Line/Feature button of the incoming or held call.

Internal Auto Answer (Hands Free Answer)

The Internal Auto Answer (or Hands-Free Answer on Intercom) feature lets your Speakerphone-equipped telephone automatically go off-hook to answer internal calls.

Answering internal calls automatically

1. If your System Administrator has programmed one of the Line/Feature buttons to represent Internal Auto Answer, press that button to initiate this feature,
or
Dial the Internal Auto Answer Access Code.
A three-tone warble sounds when your phone goes off-hook on each internal call. The Speaker indicator lights.
2. Use the Speakerphone to proceed with the call.

Canceling Internal Auto Answer

If your System Administrator has programmed one of the Line/Feature buttons to represent Internal Auto Answer (Hands Free Answer), press that button to cancel internal auto answer.

or

Dial the Internal Auto Answer Access Code again.

Control reverts to the handset.

Leave Word Calling

The Leave Word Calling (LWC) feature lets you leave a standard message for a person at another extension. LWC allows the called party to retrieve a short, standard message (your name, extension, date and time called and number of times you called) from your message service (AUDIX, other voice mail system or a covering user).

Leaving a message after dialing an extension (in response to a busy or coverage tone, no answer or Hold status)

1. If your System Administrator has programmed one of the Line/Feature buttons to represent Leave Word Calling, press that button to initiate leave word calling,
The Speaker indicator light activates.
2. Hang up.
The Message Indicator light at the extension called goes on.

Leaving a message without ringing an extension

1. If your System Administrator has programmed one of the Line/Feature buttons to represent Leave Word Calling, press that button to initiate leave word calling,
The Speaker indicator light activates.
2. Dial the extension.
The Message Indicator light at the extension called goes on.
3. Hang up.

Canceling a Leave Word Calling message

You cannot cancel a LWC message left for an AUDIX subscriber.

1. If your System Administrator has programmed one of the Line/Feature buttons to represent Cancel Leave Word Calling, press that button. The phone can be either on- or off-hook.
2. Dial the extension at which you left the message.
You hear a confirmation tone.
3. Hang up.

Pause (During Abbreviated Dialing)

The Pause feature allows a pause to be programmed into an Abbreviated Dialing entry when setting up an abbreviated dialing number or list.

Priority Calling

The Priority Calling feature lets you place an internal call with a distinctive ring (usually a 3-burst ring) to indicate your call needs immediate attention.

Placing a priority call

1. If your System Administrator has programmed one of the Line/Feature buttons to represent Priority Calling, press that button,

or

Dial the Priority Calling Access Code.

2. Dial the extension and wait for the person to answer.

The extension called receives three ring tones and the message "Priority" displays.

If your call is not answered, you can redirect it to a person on coverage. While the phone is ringing, pressing the Line/Feature button your System Administrator has designated as the Go to Cover button.

Changing a regular call into a priority call (when you hear a call waiting ringback tone)

If you use an access code for priority calling, you cannot use an access code after dialing an extension to change a regular call into a priority call.

If you have a Line/Feature button programmed for priority calling, stay on the line when you hear the ringback tone indicating the phone is in use and follow the steps above for placing a priority call. If you still receive a call waiting ringback tone, hang up and place the priority call again in a few minutes.

Program Abbreviated Dialing

To be programmable for abbreviated dialing, a Line/Feature button must be administered for the Abbreviated Dialing feature. Note that two separate procedures follow for programming Abbreviated Dialing numbers — one for programming Line/Feature buttons for abbreviated dialing using the Program feature, and one for programming Line/Feature buttons for abbreviated dialing using an AD Access Code.

Programming or re-programming a single Abbreviated Dialing button on a Line/Feature button using the Program feature

Use this procedure only if your System Administrator has programmed a Line/Feature button for the **Prog** (Program) feature.

 **NOTE:**

If you make a mistake while programming, you **CANNOT** move back a space to erase it. Instead, press the # key or go on-hook to erase the entry and start over.

1. Write down the outside numbers, extensions and/or Feature Access codes you want to program. (Each AD button holds one complete phone number, an inside extension or a Feature Access code.)
2. To enter programming mode, press the Line/Feature button to which your System Administrator has assigned the Program Abbreviated Dialing feature.

The phone goes off-hook, the Speaker indicator lights and the message "Press button to program" displays.

3. Press the pre-administered Line/Feature button you want to program for Abbreviated Dialing.


The message "Enter number" displays.

4. Enter the outside number, extension or Feature Access Code you want to store. An automatic dialing number or code can be from 1 - 16 digits. (24 digits are allowed if the number is associated with an AD list; see your System Administrator for information.) When programming an outside number, be sure to include the trunk code, for example, a "9" if applicable.

5. Press the # button to save the number or code.

A three-beep confirmation tone indicates the AD number has been stored and the message "Number saved" displays for one second.

6. Record the number, code or other identification on the label next to the AD button.
7. Repeat Steps 1 through 6 to program additional AD numbers on Line/Feature buttons.

-
8. To end programming, hang up by pressing  or lifting and replacing the handset.

Programming or re-programming a single Abbreviated Dialing button on a Line/Feature button using an AD Access Code

Use this procedure only if your System Administrator has programmed an Abbreviated Dialing Access Code.


Write down the outside numbers, extensions and/or feature access codes you want to program. (Each AD button holds one complete phone number or feature access code.)

1. Pick up the handset.
2. Dial the Abbreviated Dialing Access Code, if your System Administrator has programmed one.
The phone goes off-hook and the Speaker indicator lights.
3. Press the Line/Feature button you want to program for Abbreviated Dialing.



NOTE:

There is a 10-second time limit between your going off-hook and entering the first digit of an AD button, and then a 10-second time limit between each digit. If you hear an intercept tone while you are programming the button, you have exceeded the time limit and must begin again.

4. Dial the outside number, extension or feature Access Code you want to store. An automatic dialing number or code can be from 1 - 16 digits (24 digits are allowed if the number is associated with an AD list; see your System Administrator for information). When programming an outside number, be sure to include the trunk code, for example, a "9" if applicable.
5. Press the # key to save the number.
A confirmation tone indicates the AD number has been stored.
6. Record the number, code or other identification on the label next to the AD button.
7. Repeat Steps 4 through 6 to program additional AD buttons.
8. To end programming, hang up by pressing  or lifting the handset.

Release

The Release feature allows an agent on an ACD (Automated Call Dialing) call to be released from that call. This feature is used in conjunction with other ACD features.

Ringer Off

The Ringer Off feature stops your phone from ringing. Use this feature when you don't want to be disturbed. When your ringer is set to off, the Line indicator lights and the display alerts you to incoming calls. Your phone also gives one short ring burst to indicate an incoming call.

Turning the ringer off

If your System Administrator has programmed one of the Line/Feature buttons to represent ringer off, press that button,

or

Dial the Ringer Off Access Code.

Turning the ringer back on

If your System Administrator has programmed one of the Line/Feature buttons to represent Ringer Off, press that button again to turn the ringer back on.

or

Dial the Ringer Off Access Code again.

Send All Calls

The Send All Calls feature lets you temporarily send your calls to the extension of a person designated by the System Administrator to answer them when you cannot.

Sending all calls (except priority calls) immediately to a coverage extension

Your Telephone System Administrator must provide a coverage path before you can use this feature.

If your System Administrator has programmed one of the Line/Feature buttons to represent Send All Calls, with the phone on-hook, press that button to initiate coverage,

or

With the phone on-hook, dial the Send All Calls Access Code.

You may hear a ring-ping (half-ring) tone as each call is forwarded.

Canceling send all calls

If your System Administrator has programmed one of the Line/Feature buttons to represent Send All Calls, with the phone on-hook, press that button again to cancel coverage,

or

With the phone off-hook, dial the Send All Calls Cancel Access Code.

A confirmation tone indicates coverage cancellation.


Stored Number (View)

The Stored Number feature lets you display:

- The numbers stored in Abbreviated Dialing (AD) locations
- The number you last dialed

Viewing either the last number dialed or a number stored on an AD button

1. If one has been programmed by your System Administrator, press the **View** Line/Feature button.

2. To view the last number dialed, press ,

or

To view the number stored on an Abbreviated Dialing button, press the applicable AD Line/Feature button.

The associated telephone number displays.

3. To return to call handling mode, press **Exit** or, to see another feature/number, repeat this procedure from Step 2.

Timer

The Timer (display) feature lets you measure elapsed time.

Viewing elapsed time (hours, minutes, seconds)

1. Press the Line/Feature button your System Administrator has programmed for the Timer feature.

The elapsed time displays.

2. To stop the Timer and clear the display, press the button your System Administrator has programmed for the Timer feature again.

The time elapsed since initiating the Timer displays for about three seconds, then disappears.

Whisper Page (Activate)

The Whisper Page feature lets you make an announcement to a person at another extension who is currently on a call; only the person being paged hears the announcement.

 **NOTE:**

If you have a headset other than those recommended (see Chapter 8) or a base unit/adaptor other than the M12LU Modular Base Unit plugged into your 4624 telephone, the Whisper Page announcement may be overheard by the other person on the call.

Making an important announcement (such as an incoming call) to an extension with a call in progress

1. If your System Administrator has programmed one of the Line/Feature buttons to represent Whisper Page Activate, press that button,
or
Dial the Whisper Page Activate Access Code.
You hear a dial tone.
2. Dial the number of the person you want to page.
Both parties on the other call hear a beep.

You can now speak to the party you paged without the other person on the call hearing you. The paged party cannot speak to you unless the "Answering a Whisper Page call" procedure is followed.

Whisper Page Answer

The Whisper Page Answer feature lets you speak with a person who pages you while you are on a call.

NOTE:

If you have a headset other than those recommended (see Chapter 8) or a base unit/adaptor other than the M12LU Modular Base Unit plugged into your 4624 telephone, the Whisper Page announcement may be overheard by the other person on the call.

Answering a Whisper Page call

1. When you hear the Whisper Page beep while on a call, press the button your System Administrator has designated for Whisper Page Answer.
Your current call is placed on hold to allow you to speak with the person who paged you. The party on hold cannot hear your conversation.
2. When you finish speaking with the person who paged you, remove the original call from Hold and resume your conversation.

Whisper Page Off

The Whisper Page Off feature prevents callers from using Whisper Page Activate to page your telephone.

Blocking Whisper Page on your phone (your phone must be programmed for Whisper Page off)

Press the button your System Administrator has designated as the Whisper Page Off button.

Other parties can no longer page your phone using the Whisper Page Activate procedure.

Message Retrieval

Your message indicator lights when a caller has left you a message. Because voice mail systems are administered differently among customers, check your office procedures for message retrieval. For example, some telephone users may be authorized to retrieve messages for other telephones not equipped with a display.

To retrieve a message by dialing the voice mail system

Dial your voice mail system directly using the dial pad or, if one was programmed by your System Administrator, press the Line/Feature button for voice mail. Some systems also use softkeys for message retrieval.

Follow your standard voice mail retrieval procedures. Contact your System Administrator if you have questions.

Introduction

This chapter explains how to interpret both the different ringer tones you hear and the telephone's indicator lights. Also covered are testing your telephone to be sure it is operating properly, and personalizing your phone's ringing pattern.

Interpreting Ringer Tones

As you become more familiar with your IP Telephone, you will recognize the various tones you hear in response to an incoming call or while using the handset. The chart below provides an overview of the tones you hear; check with your System Administrator to verify if the descriptions are accurate for your system.

Ringing Tones accompany an incoming call. Feedback Tones (as shown on the next page) are those which you hear through the handset (receiver) or the speaker.

Ringing (Incoming) Tones	Meaning
1 Ring -----	Call from another extension.
2 Rings -----	Call from outside or the System Administrator.
3 Rings -----	Priority call from another extension, or from an Automatic Callback call you placed.
Half Ring (ring-ping) ---	A call is being redirected from your phone to another because Send All Calls or Call Forwarding All Calls is active.

**Feedback (Handset)
Tones**


Meaning

Busy --- --- ---	Low-pitched, rapid tone (repeated 60 times per minute), signifying the number dialed is in use.
Call Waiting Ringback Tone ---_	A ringback tone with lower-pitched signal at the end; indicates the extension called is busy and the called party has been given a call waiting tone. If you hear this tone, you may want to activate Automatic Callback.
Confirmation -- -- --	Three short tone bursts; indicates a feature activation or cancellation has been accepted.
Coverage -	One short tone burst; indicates your call will be sent to another extension to be answered by a covering user.
Dial -----	Continuous tone indicating dialing can begin.
Intercept/Time-out -_-_-	Alternating high and low tone indicating either a dialing error, denial of a requested service or failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit
Recall Dial - - - -----	Three shorts tone bursts followed by a steady dial tone to indicate a feature request has been accepted and dialing can start.
Reorder -- - - - - - - -	Fast busy tone repeated every half-second to indicate all phone trunk lines are busy.
Ringback ---- ---- ---- ----	Low-pitched tone repeated 15 times a minute to indicate the number dialed is ringing.


Personalizing Your Telephone's Ringing Pattern


The Select Ring feature lets you choose your own personalized ringing pattern from among eight different patterns.

Selecting a personalized ringing pattern

With the phone on-hook, press .

The current ringing pattern sounds and repeats every three seconds.

Continue to press (and then release)  to cycle through each of the eight ring patterns.

To save a ringing pattern as it plays, do not continue to press . You hear the selected ringing pattern two more times, after which it is automatically saved.

A confirmation tone (two rising tones) sounds and your new ringing pattern is set.



NOTE:

Going off-hook, receiving a call or losing power during ring pattern selection interrupts the process, and you must start over from Step 1.

Interpreting Indicator Lights


As you become more familiar with your IP Telephone, you will recognize the lights associated with a Line/Feature button. The chart below provides an overview of the indicator lights you see; check with your System Administrator to verify if the descriptions are accurate for your system.

Light	Meaning
Steady Red	The line is available.
Steady Green	Indicates the line is in use or the feature programmed for that button is on (active).
Blinking Green	Indicates a call is on hold on this line.
Flashing Green	An incoming call is arriving on this line.
Fluttering Green	This line's call was put on hold pending a conference or a transfer.


Testing Your Phone

The Test feature lets you verify that your telephone's lights and display are operating properly.

Testing the telephone's lights and display

With the phone idle, press and hold .

The Line/Feature indicators light and the display lines each show 16 shaded blocks, representing the 16 characters available on each line.

To end the test, release .

The lights and display return to normal operation.

If any indicator light or the display does not respond during the test, contact your Telephone System Administrator.

Introduction

This chapter describes the headsets and specialized handsets that are compatible with your IP telephone. How to operate a headset is also covered.

IP Telephone-Compatible Headsets

Use any of the following headsets with the 4600-Series IP Telephones:

- Earset Starter
- Earset Starter Noise Canceling
- Encore Ultra VT
- Encore Ultra Noise Canceling
- Encore Ultra II
- Encore Ultra II Noise Canceling
- Mirage Ultra
- Mirage Ultra Noise Canceling
- Starset Supra Starter
- Starter Special VT
- Starter Special Noise Canceling
- Supra Starter Noise Canceling
- Supra Ultra
- Supra Ultra Noise Canceling
- Supra Ultra II Twin Top
- Supra Ultra II Noise Canceling
- Tristar Ultra
- Tristar Ultra Noise Canceling

Operating a Headset

Headset operation must be administered by your System Administrator and requires either an M12LU Modular Base Unit (PEC 3124-022) or a 3124-HIC: Attenuation (headset adapter) Cord (PEC 3124-HIC). For the latest list of compatible headsets and adapters, or for ordering information, access "Products and Services" at www.avayadirect.com.

IP Telephone-Compatible Specialized Handsets

The IP Phone's handset interface (labeled HAC on the underside of the phone) is compatible with the following handsets:

- AB1C (the handset provided with your phone)
- AB5C
- AB6C
- AB8C

Specialized handsets are available for noisy environments, hearing-impaired users and other special purposes. These handsets are labeled either as "K-type" or "AJ-type" handsets.

For the latest list of special purpose handsets and ordering information, access "Products and Services" at www.avayadirect.com.

Introduction

The DEFINITY 4600-Series IP Telephones are relatively trouble-free. The Basic Troubleshooting chart provides the most common problems an end user might encounter. The remaining pages in this chapter provide procedures for resetting or power-cycling your phone, when Basic Troubleshooting does not resolve the problem. For all other IP Telephone questions or problems, contact your Telephone System Administrator.

Basic Troubleshooting



Problem/Symptom	Suggested Solution
Phone does not activate after connecting it the first time	Unless your System Administrator has already initialized your telephone, you may experience a delay of several minutes before it becomes operational. Upon plug-in, your telephone immediately begins downloading its operational software, its IP address and any special features programmed by your System Administrator from the server to which it is connected. Report any delay of more than 8-10 minutes to your System Administrator.
Phone does not activate after a power interruption	Allow a few minutes for re-initialization after unplugging, powering down the phone, server problems or other power interruption causes.

Characters do not appear on the Display screen

See "Phone does not activate after connecting it the first time" above.

Check the power source to be sure your telephone is receiving power.

Check all lines into the phone to be sure it is properly connected.

Perform the Test procedure: with the telephone idle, press and hold ; the line/feature indicators should light and the display should show all shaded blocks. Release  to end the test.

If the above suggested solutions do not resolve the problem, reset or power cycle the phone.

Display shows an error/informational message

Most messages involve server/phone interaction. If you cannot resolve the problem based on the message received, contact your Telephone System Administrator for resolution.

No dial tone

Make sure both the handset and line cords into the phone are securely connected. Note that there may be a slight operational delay if you unplug and reconnect the phone.

If you have a 4612 or 4624 IP Telephone, check to be sure the phone is powered (press **Menu**, then **Exit**); if nothing appears on the display, check your power source.

If you have a 4612 or 4624 IP Telephone, check to be sure your phone is communicating with the switch; press **Menu**, then any of the softkey features (e.g., Timer). If the selected feature activates, the switch/IP phone connection is working.

Reset or power cycle the phone.

See your Telephone System Administrator if the above steps do not produce the desired result.


Echo, noise or static when using a headset; headset operation works properly	<p>Check the headset connection.</p> <p>If the connection is secure, verify that you are using an approved headset, base unit and/or adapter, as described in the list of approved Avaya Communication compatible Headsets in Chapter 8 of this guide.</p>
Phone does not ring	<p>If you have a 4612 or 4624 IP Telephone, use the Menu to access the RngOf (Ringer Off) feature; if a carat (downward triangle) appears above that feature, your phone is set to <i>not</i> ring. To correct, press the softkey below RngOf; when the carat does not display, your ringer is active.</p> <p>If "Ringer Off" is programmed on a Line/Feature button, that button's indicator light will appear as steady green; reactivate the ringer by pressing that Line/Feature button again.</p> <p>Set your ringer volume to a higher level using the Up/Down Volume keys.</p> <p>From another phone, place a call to your extension to test the above suggested solutions.</p>
Speakerphone does not operate	<p>Ask your System Administrator if your Speakerphone has been disabled.</p>
A feature does not work as indicated in the User Guide	<p>Verify the procedure and retry. For certain features, you must lift the handset first or place the phone off-hook.</p> <p>See your Telephone System Administrator if the above action does not produce the desired result; your telephone system may have been specially programmed for certain features applicable only to your installation.</p>
All other IP Phone problems	<p>Contact your Telephone System Administrator.</p>

Resetting and Power Cycling the IP Telephone

Reset your IP Telephone when other Troubleshooting suggestions do not correct the problem. Use a Power Cycle with the approval of your System Administrator *only* when a reset does not resolve the problem.

Resetting your phone

This basic reset procedure should resolve most problems.

1. Press .
2. Using the dial pad, press the following keys in sequence: **73738#**
*The display shows the message "Reset values? * = no # = yes."*
3. Choose one of the following:

If you want to

Reset the phone without resetting any assigned values

Reset the phone and any previously assigned (programmed) values
(Use this option only if your phone has programmed, static values)

Then

Press * (asterisk).

*A confirmation tone sounds and the display prompts "Restart phone? * = no # = yes."*

Press # (the pound key).

*The display shows the message "Resetting values" while your IP Telephone resets its programmed values, such as the IP address, to its default values, and re-establishes the connection to the server. The display then prompts "Restart phone? * = no # = yes."*

4. Press # to restart the phone or * to terminate the restart and restore the phone to its previous state.

 **NOTE:**

Any reset/restart of your phone may take a few minutes.

Power cycling the phone

Use the power cycle with your System Administrator's approval only if the basic or programmed reset procedure cannot be performed or does not correct the problem:

1. Unplug the phone and plug it back in.

The phone connection is re-established.

2. If power-cycling does not correct the problem, your System Administrator can perform a more severe power cycle routine by unplugging both the phone and the Ethernet cables.



WARNING:

Because the type of power cycle mentioned in Step 2 involves reprogramming certain values, it should only be performed by your Telephone System Administrator.

