4601 IP Telephone

User Guide

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Interference

Using a cell, mobile, or GSM telephone, or a two-way radio in close proximity to an Avaya IP Telephone might cause interference.

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About This Guide

Overview

This guide covers how to use your new 4601 IP Telephone. The 4601 is simple to use while offering some of the latest advances in telephony systems. IP (Internet Protocol) telephones obtain their operational characteristics from your central telephone server rather than residing in the phone unit itself. Updates and new functionality are downloaded to your phone without intervention or the need for phone replacement. Although the 4601 is a basic IP telephone model, it shares many characteristics with higher-end IP telephones, including ease of operation for its users.

This guide contains three chapters, geared to how you actually use the phone. It covers the buttons and features on the phone itself, making and receiving calls, getting your voice mail messages, and phone tests/troubleshooting you can perform to ensure your 4601 IP Telephone is operating properly.

Intended Audience

This document is intended for IP telephone users who have a 4601 IP Telephone at their desks. It is not intended to be a technical reference guide for System Administrators or phone technicians.

Issue Date

This is the most recent version of this document, issued in April, 2006.

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 4601 IP Telephone, or review the Table of Contents or Index to locate information specific to a task or function you want to perform.

Document Organization

This guide contains the following chapters:

Chapter 1: Introducing Your 4601 IP Telephone	Describes each button and feature on the face of the telephone.
Chapter 2: Using Your 4601 IP Telephone	Covers all call-related information, such as initiating calls, conferencing, and transferring calls, accessing and retrieving voice mail messages, registering the phone and logging off.
Chapter 3: Telephone Management and Troubleshooting	Covers setting a personalized ringing tone, interpreting LED prompts and messages, testing your phone's operation, and 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

The word **Note:** precedes additional information about a topic.

Typographic Conventions

This guide uses the following typographic conventions:

Document	Underlined type indicates a document, chapter, or section in this document containing additional information about a topic.
"Document"	Italic type enclosed in quotes indicates a reference to an external document.
italics	Italic type indicates the result of an action you take or a system response in step by step procedures.
Conference	In step by step procedures, words shown in bold represent a single telephone button that should be pressed/selected.

Related Documents

This guide and other related documentation is available online at the following URL: http://www.avaya.com/support

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

For information on desk/wall mounting the 4601, see the *"4601/4602/4602SW IP Telephone Stand Instructions"* (Document Number 555-233-147, Issue 3).

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

Standard telephone features are described in the *Overview for Avaya Communication Manager* (Document Number 555-233-767).

Chapter 1: Introducing Your 4601 IP Telephone

Introduction

This chapter introduces you to the layout of the 4601 IP Telephone. It provides a description for each functional button and other phone characteristics.

The 4601 IP Telephone

The 4601 IP Telephone has two Line (Call Appearance) buttons and eight dedicated Feature buttons.

Figure 1: 4601 IP Telephone

Table 1: 4601 IP Telephone Button/Feature Descriptions

Callout Number	Button/ Feature Name	Button/Feature Description
1	**Message Waiting Lamp**	When steadily lit, both this LED and the LED next to the Messages button indicate you have a message waiting on your voice messaging system. When these LEDs are flashing and there is no dial tone, the telephone is not registered with the call server. Flashing indicates the phone is waiting for dialpad input, usually the telephone's extension and password.
2	**Line buttons**	The two Line (Call Appearance) buttons are dedicated to incoming and outgoing calls. They are labeled with an a. (first Line button) and b. (second Line button).
3	Line Active/ Inactive LED Indicator	When the LED next to a Line button is illuminated, the line is in use. When the LED next to a Line button is flashing, the line is on Hold.
4	**Hold**	Red button used to place a call on hold.
5	**Messages Button**	Accesses your Voice Messaging system.
6	Message Waiting Lamp	When steadily lit, both this LED and the LED at the top middle of the phone indicate you have a message waiting on your voice messaging system. When these LEDs are flashing and there is no dial tone, the telephone is not registered with the call server. Flashing indicates the phone is waiting for dialpad input, usually the telephone's extension and password.
7	**Volume Control**	Adjusts the handset or ringer volume, depending on which item is in use.
8	**Numeric (Dialing) Pad**	Standard 12 button pad for dialing phone numbers.

Table 1: 4601 IP Telephone Button/Feature Descriptions (continued)

Callout Number	Button/ Feature Name	Button/Feature Description
9	**Transfer**	Transfers a call to another phone.
10	**Conference**	Allows you to conference additional parties in to an active call. With the phone on-hook, also used to select a personal ringing pattern.
11	**Drop**	Drops the last person added to a conference call.
12	**Redial**	After lifting the handset, pressing this button redials the last number dialed from the phone.

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Chapter 2: Using Your 4601 IP Telephone

Introduction

This chapter covers making calls, receiving calls, and using call handling features. You can use call handling features when making a call or while a call is in progress. These features have dedicated phone buttons, such as **Conference**, **Drop**, **Hold**, **Redial**, and **Transfer**. This chapter also includes information on retrieving messages left in your voice mailbox and reinstating the phone following a power interruption or other forced logoff.

Note:

If both Message LEDs are flashing and you do not have a dial tone, your telephone is not currently registered, meaning you cannot use it to make or receive calls. The only way to register the 4601 IP Telephone is to follow the steps in Registering the Phone on page 17.

Making Calls

To make a call:

1. Pick up the handset.
2. Dial your party.

   Connection proceeds.

Redialing the Last Number Called

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

Lift the handset and press the **Redial** ( ) button.

The last number called is automatically redialed.

Receiving Calls

To receive a call, simply pick up the handset and talk.

If two calls come in at once, select one of the Line buttons. You can then place that call on **Hold**, if desired, and press the other Line button to retrieve that call.

Call Handling Features

The features described in this section are available while calls are in progress.

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 **Conference** ( ) button.

   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 the **Conference** ( ) button 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 **Conference** ( ) button.
2. Press the Line button of the held call.
3. Press the **Conference** ( ) button again.

   All parties are now connected.

Dropping the Last Person Added to a Conference Call

Press 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 **Hold** ( ) button.

The Call Appearance Line indicator flashes to indicate the call is on hold.

Returning to the held call

Press the Line button of the held call.

The call is retrieved.

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 a held call), press the **Transfer** ( ) button.

   The call is placed on hold. You hear a dial tone while the next line activates.

2. Dial the number to which you want to transfer the call.

   The call is sent to the extension or number you dialed.

3. If you do not want to announce the call, press the **Transfer** ( ) button again. If you wish to wait for an answer, remain on the line, then press the **Transfer** ( ) button after announcing the call.

4. Hang up your handset.

Retrieving a Voice Mail Message

When someone leaves a message in your voice mailbox, the red Message Indicators at the top middle of the phone and to the left of the **Message** button illuminate.

To retrieve your voice mail, press the **Messages** ( ) button to the left of the numeric dial pad. The 4601 IP Telephone automatically dials your voice mail system.

Once connected to your corporate Voice Mail, follow your standard voice mail retrieval procedures. If you have voice mail-related questions, contact your Telephone System Administrator.

Note:

It is possible to disable the Voice Mail feature. If voice mail retrieval does not operate as indicated, contact your System Administrator to be sure your telephone's voice mail connection is enabled.

Logging the Telephone Off

Logging the telephone off is not required, but can be requested by your System Administrator to prevent unauthorized use during an absence.

To log your phone off, press and release the **Hold** ( ) button, then press the following numbers on the dialpad: **5 6 4 6 3 3 #** (which stands for **L O G O F F #**). Then press # again.

A request to un-register the phone is sent to the server. The phone is no longer connected to the call server, as indicated by both Message LEDs flashing.

Registering the Phone

If this is the first time you are using your 4601 IP Telephone, you may be required to register the phone with the call server. Alternately, in the rare instance that your phone has been logged off, the phone is no longer connected to the call server. A logoff state is indicated by both Message LEDs flashing and by having no dial tone. Use this procedure to register or re-register your telephone with the call server.

1. Using the dial pad, enter your **Extension number**, then press # (the pound button). If you do not know your Extension, see Determining Your Telephone's Extension Number.
2. Using the dial pad, enter your Password, then press #.

   The 4601 is now ready for use.

Determining Your Telephone's Extension Number

Your phone must be logged off to determine the Extension number. Because the 4601 IP Telephone has no display area, it uses its LEDs to provide feedback.

1. To determine your Extension, press the ***** (asterisk) button.

   The two Call Appearance Line indicators alternate flashing out the Extension number, with a slight pause between flashes.

   For example, if the Extension is 2430, the following flash sequence occurs:

   - *Call Appearance Line **a**'s indicator winks twice to indicate the first digit of the extension is 2,*
   - *Call Appearance Line **b**'s indicator then winks four times to indicate the second digit of the extension is 4,*
   - *Call Appearance Line **a**'s indicator winks three times to indicate the third digit of the extension is 3, and finally,*
   - *Call Appearance Line **b**'s indicator flutters five times (rather than winks) to indicate the last digit is zero.*

   Note:

   For help with interpreting LED flashes, winks and flutters, see Interpreting LED Prompts in Chapter 3: Telephone Management and Troubleshooting.
2. Due to the flash rate timing, you may need to re-check the Extension number. If so, repeat Step 1.

Chapter 3: Telephone Management and Troubleshooting

Introduction

The 4600-Series IP Telephones are relatively trouble-free. This chapter provides helpful information for:

- Interpreting the different ringer tones you hear.
- Interpreting the telephone's LED prompts.
- Personalizing your phone's ringing pattern.
- Testing your telephone to be sure it is operating correctly.
- Basic Troubleshooting; this chart provides the most common problems an end user might encounter and suggested resolutions.

For all other IP telephone questions or problems, contact your System Administrator.

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 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 the Send All Calls or Call Forwarding All Calls feature 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.
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.

Interpreting LED Prompts

Since there is no display, the 4601 uses its LEDs to indicate error, wait, data entry, and other conditions. Use the following table to interpret and understand the phone's LED signals.

If This LED	Is Doing This	For This Amount of Time	Then
Message Waiting indicator at the top of the phone *and* the Message button LED on the left middle of the faceplate	Flashing on and off	500 milliseconds on, 500 milliseconds off, continuously	The phone is waiting for you to enter data.
Message Waiting indicator at the top of the phone *and* the Message button LED on the left middle of the faceplate	Illuminated, but not flashing, winking, or fluttering	Steadily	User input is not allowed (i.e., processing is occurring) or a voice message is waiting.
Call Appearance Line **a**'s indicator	Winking one or more times	200 milliseconds on, 50 milliseconds off	The telephone is providing feedback after you enter (press) a numeric digit from 1 to 9. This occurs, for example, when registering your phone for the first time (see Registering the Phone in Chapter 2: Using Your 4601 IP Telephone). Basically, the indicator "winks out" the digit you pressed (for example, if you pressed 4, Call Appearance Line **a**'s indicator winks four times). Each subsequent digit you press causes Call Appearance Lines **a** and **b** to alternate winks.

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If This LED	Is Doing This	For This Amount of Time	Then (continued)
Call Appearance Line **b**'s indicator	Winking one or more times	200 milliseconds on, 50 milliseconds off	The telephone is "displaying" the next numeric digit of a value (from 1 to 9) you entered, depending on how many times the indicator winks. Each subsequent digit you press causes Call Appearance Lines **a** and **b** to alternate winks.
Call Appearance Line **a** or **b**'s indicator	Fluttering 5 times	50 milliseconds on, 50 milliseconds off	You pressed 0 (zero) and the telephone is "displaying" **that digit**.
Call Appearance Line **a** or **b**'s indicator and both Message Waiting LEDs	Winking or fluttering Illuminated but not flashing, winking, or fluttering	600 milliseconds on, 200 milliseconds off	You pressed asterisk (*) and the phone is providing numerical feedback of an existing value (for example, the phone's extension). Call Appearance Lines **a** and **b** alternate winking out digits 1-9, with a 1.8 second pause in between each digit. For zero (0), the appropriate indicator flutters five times. Data entry is not allowed.

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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

To select a personalized ringing patter:

1. With the phone on-hook, press the **Conference** ( ) button.

   The current ringing pattern sounds twice followed by a confirmation tone.

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

3. To save a ringing pattern as it plays, do not continue to press the **Conference** ( ) button for at least seven seconds.

   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.

Testing Your Phone

The Test feature lets you verify that your telephone's LEDs are operating properly.

Testing the Telephone's LEDs

To test the telephone's LEDs:

1. With the telephone idle (on-hook), press and release the **Hold** ( ) button, then dial this sequence: **8 3 7 8 #**.

   The phone immediately begins the self-test. All LEDs (lights) flash on, then off continuously (for 500 milliseconds each) to indicate the self-test was successful. If the self-test fails, the LEDs flutter on and off for a shorter period of time (50 milliseconds each).

2. Press # (the pound button) to end the test procedure.

If the LEDs are not illuminated and flashing and the phone is receiving power, your phone may need to be replaced. Contact your System Administrator for assistance or additional troubleshooting information.

Basic Troubleshooting Chart

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. If both Message indicator LEDs are flashing, the telephone is not registered. Follow the procedure for Registering the Phone on page 17.

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Problem/Symptom	Suggested Solution (continued)
Phone worked earlier but does not currently seem to work	Contact your System Administrator.
Audio quality is poor, specifically, you hear an echo while using a handset or static, sudden silences (gaps in speech), clipped or garbled speech, etc.	Various potential network problems may be causing the problem. Contact your LAN Administrator with as complete a description of the problem as possible.
No dial tone	Make sure both the handset and line cords into the phone are securely connected. If both Message indicator LEDs are flashing, the telephone is not registered, and cannot be used yet to make calls. Follow the procedure for Registering the Phone on page 17. See your System Administrator if the above steps do not produce the desired result.
Phone does not ring	Set your ringer volume to a higher level using the Up/Down Volume keys. From another phone, place a call to your extension to test the above suggested solution.
A feature does not work as indicated in the User Guide (for example, the Message button doesn't operate as described)	Verify the procedure and retry. For certain features, you must lift the handset first. See your 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. Also, some functionality may have been disabled at the call server.
All other IP phone problems	Contact your System Administrator.

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