4690 IP Conference Telephone

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User's Guide

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About This Guide

Overview

This guide covers how to use your Avaya 4690 IP Conference Telephone. The 4690 IP Conference Telephone is simple to use while offering the latest advances in telephony systems. Internet Protocol (IP) telephones obtain their operational characteristics from your central telephone server rather than residing in the telephone unit itself. Updates and new features are downloaded to your telephone without intervention or the need for phone replacement.

This guide contains four chapters, geared to how you actually use the phone. It covers the buttons and features on the telephone, making, receiving and handling calls, and troubleshooting you can perform if your 4690 IP Conference Telephone is not operating properly.

Intended Audience

This document is intended for IP conference telephone users who use a 4690 IP Conference Telephone in the conference room. It is not intended to be a technical reference guide for System Administrators or phone technicians.

Issue Date

This is the second issue of this user guide, which supports software releases 2.0 and prior.

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 4690 IP Conference 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, Introducing Your Avaya 4690 IP Conference Telephone	Describes each button and feature on the face of the conference telephone.
Chapter 2, Using Your Avaya 4690 IP Conference Telephone	Describes all call-related information, such as initiating calls, conferencing, and transferring calls.
Chapter 3, Avaya 4690 IP Conference Telephone Options	Describes how to set or view the telephone options.
Chapter 4, Telephone Management and Troubleshooting	Describes testing your telephone's basic 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

These symbols, NOTE: or NOTES: precede additional information about a topic.

Typographic Conventions

This guide uses the following typographic conventions:

Document	Blue underlined type indicates a section or sub-section in this document containing additional information about a topic.
"Document"	Italic type enclosed in quotes indicates a reference to an external document or a specific chapter/section of 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 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).

Standard telephone features are described in Chapter 21, *"Telephony"* of the *Overview for Avaya Communication Manager* (Document Number 03-300468).

Introducing Your Avaya 4690 IP Conference Telephone

1

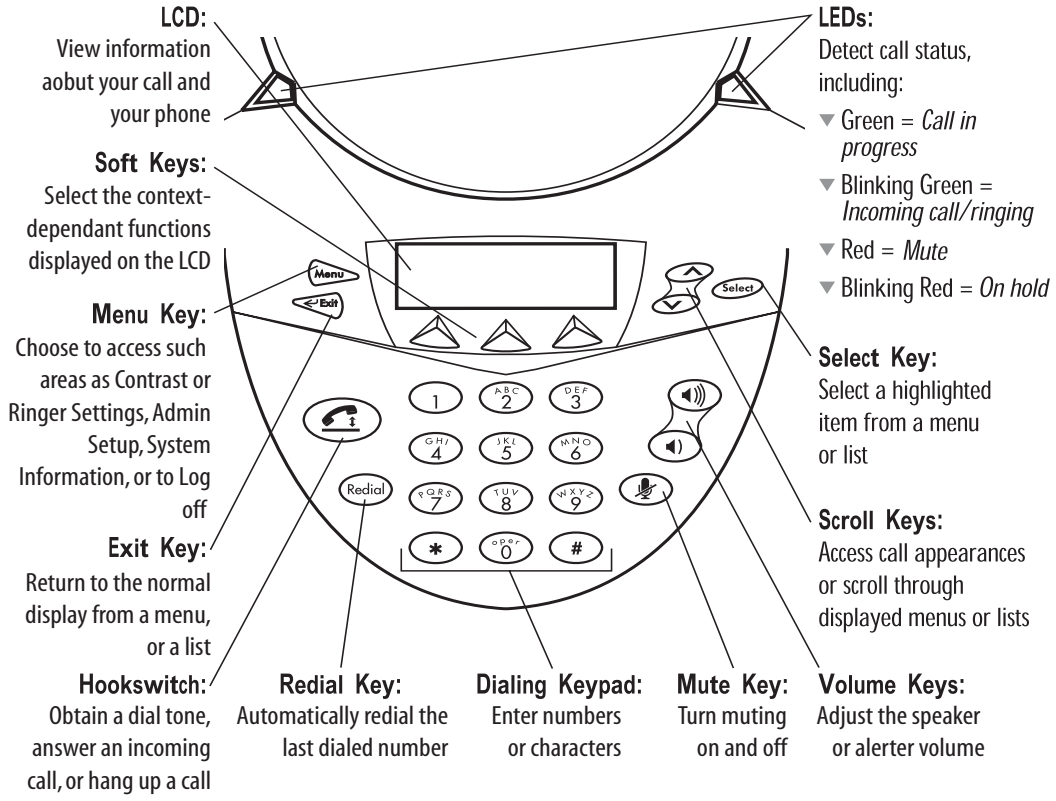
Introduction

This chapter introduces you to the layout of the 4690 IP conference phone. It provides a description for each functional button and other phone characteristics.

The Avaya 4690 IP Conference Telephone

The 4690 IP Conference Telephone has three call appearances, navigated with menu arrows, an LCD, speaker, and three sensitive microphones.

Figure 1. 4690 IP Conference Telephone



The LCD has five lines of approximately 30 characters each. The exact number varies because of the variable-width font. The phone displays its extension number, and the time and date in the top line. While idle, the phone displays a server-customizable message in the remaining space.

During phone usage, the bottom line displays softkey labels. The middle three lines display the three possible call appearances, with the name and phone number of the caller.

Depending on the current state of the call, the icons in Table 1 display.

Table 1. 4690 IP Conference Telephone Display Icon Descriptions

Display Icon	Description
(No icon)	The call appearance is not in use.
	Active. Indicates the line is in use.
	Ringing. Indicates an incoming call is arriving on this line.
	(Soft) Hold. Indicates this line's call was put on hold pending a conference or transfer.
	On Hold. Indicates a call is on hold on this line.
	Switchhook state. Indicates whether the phone is on-hook or off-hook.

Extension Microphones

The 4690 IP Conference Telephone provides coverage for all parts of a 20 feet (6.1 meters) by 20 feet (6.1 meters) conference room. For larger conference rooms, two extension microphones can be added. The additional microphones provide coverage for conference rooms up to 20 feet (6.1 meters) by 30 feet (9.1 meters).

Each extension microphone has a mute key and indicator which affects the mute status of the entire phone and both extension microphones.

For best performance, the extension microphones must be placed at least three feet away from the 4690 IP Conference Telephone. The microphone grille must face away from the main unit.

Using Your Avaya 4690 IP Conference Telephone

2

Introduction

This chapter covers making calls, receiving calls, and using the 4690 IP Conference Telephone's call handling features.

General Notes on Use of the 4690 IP Conference Telephone

The 4690 IP Conference Telephone is a conference room phone, not a personal desk phone. The phone does not have many personalization features, such as a speed dial list or voice mail notification.

Place the phone in the middle of a room, unobstructed during use. Because the microphones are very sensitive, do not cover the phone, block microphones, or shuffle papers near the phone. Do not raise your voice excessively when speaking. The 4690 IP Conference Telephone provides coverage of a conference room up to approximately 20 feet (6.1 meters) by 20 feet (6.1 meters). The 4690 IP Conference Telephone with extension microphones provide coverage of a conference room up to approximately 20 feet (6.1 meters) by 30 feet (9.1 meters).

If the 4690 IP Conference Telephone or extension microphones are moved during a call, audio quality might be adversely affected during the move.

Making Calls

To place a new call:

1. Press the **Hookswitch** button and listen for a dial tone.

   Your call status LEDs turn green.

2. Enter the number of the party you want to call.

To redial the last number called:

- Press the **Redial** button.

  The last number dialed is automatically redialed.

Receiving Calls

Your call status LEDs blink green as the incoming call rings.

- Press the **Hookswitch** button to answer.

  The call is listed with any other ongoing calls that might be displayed.

Ending Calls

- To terminate a call, press the **Hookswitch** button.

  Your call status LEDs turn off.

- To terminate a call and get a dial tone to start a new call, press the **Drop** softkey.

Call Handling Features

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

Conference

1. While on a call, press the **Conf** softkey (you might need to press the **More** softkey first, if Conf is not visible).

   The call is placed on hold, and you receive a dial tone.

2. Dial the number of the third party in the conference.
3. Once the call is established, press the **Conf** softkey again to activate the conference.

Hold

- While on a call, press the **Hold** softkey (you might need to press the **More** softkey first, if Hold is not visible).

  The status LEDs turn red and flash to indicate that the call is on hold.

- To return to the held call, select the call appearance using the up/down arrow keys and press the **Select** button.

Mute

- While on a call, press the **Mute** button. (Your call status LEDs turn red to indicate that the call is muted.)

  You can still hear the other person, but they cannot hear you.

- To turn off Mute, press the **Mute** button again.

Transfer

1. While on a call, press the **Transfer** softkey (you might have to press the **More** softkey first, if Transfer is not visible).

   The call is placed on hold.

2. Dial the number to which you want to transfer the call.
3. When you hear ringing, press the **Transfer** softkey again.
4. To cancel the transfer, use the arrow keys to select the call to be transferred and press the **Select** button.

Drop

- While on a call, press the **Drop** softkey (you might have to press the **More** softkey first, if Drop is not visible).

  The current call is terminated. You receive and a dial tone so you can start another call.

- While on a locally initiated conference call, the Drop softkey disconnects the last person added to the call.

Selecting Call Appearances

The 4690 IP Conference Telephone supports up to three call appearances, with one line of display reserved for each call appearance.

To select a call appearance, use the “up” and “down” arrow keys to highlight the call appearance you want, and then press the **Select** button.

This procedure is used to:

- Answer a call when there is an existing active call.
- Retrieve a call from hold.
- Start calls on specific call appearances.

From an idle display, the first call appearance can be selected by pressing the Switchhook button.

Changing the Volume

- Ringer Volume - to adjust ringer volume, press the **Volume Up/Down** buttons while in an idle state until the desired volume is reached.
- Speaker Volume - to adjust speaker volume, press the **Volume Up/Down** buttons while in an active call until the desired volume is reached.

Server Administered Features

Other features, such as “Do Not Disturb,” are provided by the server.

These features, if available, are listed when you press the Select button from the idle display or during a call.

To activate or deactivate the features, use the up/down arrow keys to highlight the option, then press the **Select** button to select it.

NOTE:
The features available to you depend on how your system administrator configures the server.

Avaya 4690 IP Conference Telephone Options

3

Introduction

This chapter describes how to set or view telephone options, such as:

- Personalizing the ringtones
- Changing the display area's contrast
- Viewing phone and network parameters
- Logoff

Accessing the Main Menu

To access the options menu, press the **Menu** button to the left of the display.

The four option categories are:

- Personal Ringing Options - provides access to the Set Ringer screen where you can select one of the five ringer patterns.
- Contrast Control - provides access to the contrast adjustment tool.
- System Information - displays the phone's network settings.
- Logoff - allows user to log off from the system

Use the up/down arrow keys and the Select button to the right of the display to highlight and select the menu item you want.

Personal Ringing Options

Your 4690 IP Conference Telephone has five ring patterns. You can hear the patterns and select the one you prefer using the Personal Ringing menu option in the main menu. To hear and select your personal ring pattern:

1. Use the up/down arrow keys to the right of the display to select a ring pattern, then press the **Listen** softkey.
2. Repeat step 1 until you find the ring pattern you want.
3. Press the **Select** button or the **Save** softkey to highlight your selection. Exit the ring pattern menu and save your selection by pressing the **Exit** button.

Contrast Control

Your 4690 IP Conference Telephone's display area contrast is set to level 6 out of 15 levels. To select a different contrast level:

1. To brighten the contrast, press the **Up** arrow key to the right of the screen. To dim the contrast, press the **Down** arrow key.

   A row of box symbols provides visual confirmation of the current level.
2. When you reach the contrast level desired, press the **Save** softkey.

   NOTE:
   To exit the contrast control without making any changes, press the **Cancel** softkey.

System Information

A list of telephone and network information is available. You usually do not need to view this information. Your system administrator might ask you to report certain values from this screen in the event of problems.

NOTE:
System Information screen data can be viewed, but cannot be changed.

System information can be viewed by selecting the System Information item in the main menu, accessed using the phone's Menu button.

1. Use the up/down arrow keys to scroll through the list of settings. Up and down arrow symbols display on the screen next to the up and down arrow keys. Arrow symbols only display when there are more items to view above or below the current display.
2. To exit the system information display, press the **Exit** button.

Telephone Management and Troubleshooting

4

Introduction

The 4690 IP Conference Telephones are relatively trouble free. This chapter provides helpful information for:

- Interpreting the different ringer tones you hear.
- Basic troubleshooting, including common problems and suggested resolutions.
- Resetting or power-cycling your phone, when basic troubleshooting does not resolve a problem.

For all other 4690 IP Conference Telephone questions or problems, contact your system administrator.

Interpreting Ringer Tones

As you become more familiar with the phone, tones you hear in response to incoming calls become more easily recognized. The following table provides an overview of the tones. Check with your system administrator to verify that the descriptions are accurate for your system.

Ringing Tones accompany an incoming call. Feedback Tones are those that you hear through the speaker.

Tones	Meaning
1 Ring --------	Incoming call.
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.

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. This tone indicates the extension called is busy and the called party was given a call waiting tone.
Dial ---------	Continuous tone indicating dialing can start.
Intercept/Time-out -_-_-_-	Alternating high and low tone. This tone indicates 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 short tone bursts followed by a steady dial tone to indicate a feature request was accepted and dialing can start.
Reorder -- -- -- -- -- --	Fast, busy tone repeated each 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.

Basic Troubleshooting Chart

The following troubleshooting items can help solve the most common problems with the 4690 IP Conference Telephone. If the symptoms you are experiencing are not in this table, consult your system administrator for a solution.

Problem/Symptom	Suggested Solution
Phone does not activate after connecting it the first time	Unless your system administrator has initialized your telephone, you might experience a delay of several minutes before your phone becomes operational. Upon plug-in, your telephone immediately starts downloading its operational software, its IP address, and any special features programmed by your system administrator. Report any delay of more than ten minutes to your system administrator.
Phone does not activate after a power interruption	Allow a few minutes for reinitialization after unplugging, turning off the phone, server problems, or other power interruption causes.
Phone worked earlier but does not currently appear to work	Contact your system administrator.
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 system administrator.
Characters do not appear on the Display screen	See Phone does not activate after a power interruption above. ■ Check all lines into the phone to ensure that it is properly connected. ■ Check the power source to ensure that your telephone is receiving power. If these suggested solutions do not resolve the problem, reset or power cycle the phone with your system administrator's assistance.
Audio quality is poor, specifically, you hear an echo, static, sudden silences (gaps in speech), clipped or garbled speech	Various network problems might be causing the problem. Contact your LAN Administrator with as complete a description of the problem as possible.

Problem/Symptom	Suggested Solution
No dial tone	Ensure that the cords into the phone are securely connected. Note that there might be a slight operational delay if you unplug and reconnect the phone. Reset or power cycle the phone with your system administrator's assistance. Contact your system administrator if these steps do not produce the desired result.
Phone does not ring	Use the Up/Down Volume keys to set your ringer volume to a higher level. Verify that the “Do Not Disturb” feature turned off, using the Select button and the arrow keys to scroll down to that item. From another phone, place a call to your extension to test the ringer volume.
A feature does not work as indicated in this guide (for example, the Redial button does not operate as described)	Verify the procedure and retry. For certain features, you must place the phone off-hook first. Contact your system administrator if this action does not produce the desired result. Your telephone system might have been specially programmed for certain features applicable only to your installation.
All other IP Phone problems	Contact your system administrator.

Resetting and Power Cycling the IP Conference Telephone

Reset your IP Conference Phone when other troubleshooting suggestions do not correct the problem or after being advised to do so by your system administrator.

This basic reset procedure can resolve most problems.

1. Press the **Mute** button
2. Using the dial pad, press the following keys in sequence: **73738#**

   *The display shows the message "Reset values? *=no #=yes"*
3. Press ***** (asterisk) or press # (the pound key):

If you want to	Then
Reset the phone without resetting any assigned values	Press ***** (asterisk). The display prompts "Restart phone? *=no #=yes"
Reset the phone and any previously assigned (programmed) values. (Use this option only if your phone has programmed, static values.)	Press # (the pound key). The display prompts "Are you sure? *=no #=yes". If yes the display then prompts "Restart phone? *=no #=yes". The display shows the message "Resetting values" while your conference phone resets its programmed values, such as the IP address, to its default values, and reestablishes the connection to the server.

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

   NOTE:
   Restarting the telephone can take a few minutes.

If the reset procedure cannot be performed or does not solve the problem, and your system administrator approves, the phone can be power cycled.

- To power cycle the phone, unplug the phone then plug it back in.

  The phone reconnects and reinitializes.

  NOTE:
  It might take a few minutes before the phone can be used again.

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