4602/4602SW IP Telephone

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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.

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An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or is not 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.

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- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

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Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you - Avaya's customer 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
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

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Customers may experience differences in product performance, reliability and security depending upon network configurations/design and topologies, even when the product performs as warranted.

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Avaya Inc. is not responsible for any radio or television interference caused by unauthorized modifications of this equipment or the substitution or attachment of connecting cables and equipment other than those specified by Avaya Inc. The correction of interference caused by such unauthorized modifications, substitution or attachment will be the responsibility of the user. Pursuant to Part 15 of the Federal Communications Commission (FCC) Rules, the user is cautioned that changes or modifications not expressly approved by Avaya Inc. could void the user's authority to operate this equipment.

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This product complies with and conforms to the following international Product Safety standards as applicable:

Safety of Information Technology Equipment, IEC 60950, 3rd Edition including all relevant national deviations as listed in Compliance with IEC for Electrical Equipment (IECEE) CB-96A.

Safety of Information Technology Equipment, CAN/CSA-C22.2 No. 60950-00 / UL 60950, 3rd Edition

One or more of the following Mexican national standards, as applicable: NOM 001 SCFI 1993, NOM SCFI 016 1993, NOM 019 SCFI 1998

Electromagnetic Compatibility (EMC) Standards

This product complies with and conforms to the following international EMC standards and all relevant national deviations:

Limits and Methods of Measurement of Radio Interference of Information Technology Equipment, CISPR 22:1997 and EN55022:1998. Information Technology Equipment – Immunity Characteristics – Limits and Methods of Measurement, CISPR 24:1997 and EN55024:1998, including:

- Electrostatic Discharge (ESD) IEC 61000-4-2
- Radiated Immunity IEC 61000-4-3
- Electrical Fast Transient IEC 61000-4-4
- Lightning Effects IEC 61000-4-5
- Conducted Immunity IEC 61000-4-6

Federal Communications Commission Statement

Part 15:

Note: This equipment has been tested and found to comply with the limits for a Class B 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 instruction manual, 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.

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, or
- routed to a recorded announcement that can be administered by the customer premises equipment (CPE) user.

This equipment returns answer-supervision signals on all direct inward dialed (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.

Avaya attests that this registered equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

Means of Connection

Connection of this equipment to the telephone network is shown in the following tables.

Canadian Department of Communications (DOC) Interference Information

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Declarations of Conformity

United States FCC Part 68 Supplier's Declaration of Conformity (SDoC)

Avaya Inc. in the United States of America hereby certifies that the equipment described in this document and bearing a TIA TSB-168 label identification number complies with the FCC's Rules and Regulations 47 CFR Part 68, and the Administrative Council on Terminal Attachments (ACTA) adopted technical criteria.

Avaya further asserts that Avaya handset-equipped terminal equipment described in this document complies with Paragraph 68.316 of the FCC Rules and Regulations defining Hearing Aid Compatibility and is deemed compatible with hearing aids.

Copies of SDoCs signed by the Responsible Party in the U. S. can be obtained by contacting your local sales representative and are available on the following Web site: http://www.avaya.com/support.

All Avaya media servers and media gateways are compliant with FCC Part 68, but many have been registered with the FCC before the SDoC process was available. A list of all Avaya registered products may be found at: http://www.part68.org by conducting a search using "Avaya" as manufacturer.

European Union Declarations of Conformity

CE

Avaya Inc. declares that the equipment specified in this document bearing the "CE" (*Conformité Europeénne*) mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (1999/5/EC), including the Electromagnetic Compatibility Directive (89/336/EEC) and Low Voltage Directive (73/23/EEC). This equipment has been certified to meet CTR3 Basic Rate Interface (BRI) and CTR4 Primary Rate Interface (PRI) and subsets thereof in CTR12 and CTR13, as applicable.

Copies of these Declarations of Conformity (DoCs) can be obtained by contacting your local sales representative and are available on the following Web site: http://www.avaya.com/support.

Japan

This is a Class B product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may occur, in which case, the user may be required to take corrective actions.

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About This Guide

Overview

This guide covers how to use your new 4602/4602SW IP Telephone. The 4602/4602SW is simple to use while offering 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 features are downloaded to your phone without intervention or the need for phone replacement. Although the 4602/4602SW 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 4602/4602SW IP Telephone is operating properly.

NOTES:

- The 4602 and 4602SW are identical phones from the point of view of user interface, capabilities, administration, etc. The only differences between the sets are due to differing electrical design - the 4602SW has an Ethernet switch, while the 4602 has an internal shared repeater.
- Only the 4602/4602SW (non-SIP) IP Telephones are covered in this guide. The 4602/4602SW SIP IP Telephones are covered in the *"4602/4602SW SIP IP Telephone User's Guide"* (Document Number 16-300035), available in December, 2003 on Avaya's support website.

Intended Audience

This document is intended for IP telephone users who have a 4602/4602SW 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 August, 2002. The document was revised for Version 1.7 in June, 2003 and for Version 1.8 in November, 2003.

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 4602/4602SW 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 4602/4602SW IP Telephone	Describes each button and feature on the face of the telephone.
Chapter 2. Using Your 4602/4602SW IP Telephone	Covers all call-related information, such as initiating calls, conferencing, and transferring calls, accessing and retrieving voice mail messages, logging off the phone for security purposes and logging the phone back on.
Chapter 3, Telephone Management and Troubleshooting	Covers setting a personalized ringing tone, 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

These symbols, NOTE: or NOTES: precede 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 4602/4602SW, see the *"4602/4602SW IP Telephone Stand Instructions"* (Document Number 555-233-147).

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 17, *"Telephony" of the Overview for Avaya Communication Manager* (Document Number 555-233-767).

Introducing Your 4602/4602SW IP Telephone

1

Introduction

This chapter introduces you to the layout of the 4602/4602SW IP Telephone. It provides a description for each functional button and other phone characteristics.

The 4602/4602SW IP Telephone

The 4602/4602SW IP Telephone has two Line (Call Appearance) buttons, ten dedicated feature buttons, a 2-line by 24 character display area, and a one-way, listen-only speakerphone.

Figure 1-1. 4602/4602SW IP Telephone

Table 1-1. 4602/4602SW IP Telephone Button/Feature Descriptions

Callout Number	Button/Feature Name	Button/Feature Description
1	**Message Waiting Lamp**	When lit, indicates you have a message waiting on your voice messaging system.
2	**Display**	The display screen has two lines of 24 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 displays volume control (when a volume arrow is pressed) and the call/interval time (when on an active call or for a held call). During transfers and conference calls, the second line may also show the name and phone number of the person being called. The top line also may display any of the icons shown immediately below, depending on the current state of the phone.
	(No Icon Shown)	Idle; indicates the line is available.
		Active; indicates the line is in use.
		On Hold; indicates a call is on hold on this line.
		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 a transfer.
3	**Line buttons**	The two line buttons are dedicated to incoming and outgoing calls and are labeled with an
		a. (first Line button)
		and
		b. (second Line button).
4	**Speaker** ( )	Accesses the listen-only, one-way Speakerphone feature (if administered).

Table 1-1. 4602/4602SW IP Telephone Button/Feature Descriptions (Continued)

Callout Number	Button/Feature Name	Button/Feature Description
5	**Speaker LED Indicator**	Lights steadily when the listen-only, one-way Speakerphone is active.
6	**Voice Message Button** ( )	Accesses your Voice Messaging System.
7	**Mute** ( )	Turns off the active handset microphone, to prevent the other person from hearing you.
8	**Mute LED Indicator**	Lights steadily when the handset is muted.
9	**Volume Control** ( )	Adjusts the handset or ringer volume, depending on which item is in use.
10	**Numeric (Dialing) Pad**	Standard 12 button pad for dialing phone numbers.
11	**Hold** ( )	Red button used to place a call on hold.
12	**Transfer** ( )	Transfers a call to another phone. With the phone on-hook, also used to test lights and the display screen.
13	**Conference** ( )	Sets up conference calls with more than one other person. With the phone on-hook, also used to select a personal ringing pattern.
14	**Drop** ( )	Drops the last person added to a Conference call.
15	**Redial** ( )	Redials the last number dialed from the phone.

Using Your 4602/4602SW IP Telephone

2

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**, **Mute**, **Redial**, **Transfer** and **Speakerphone**. This chapter also includes information on retrieving messages left in your voice mailbox.

Making Calls

1. To make a call, pick up the handset.

   The Handset ( ) icon appears in the display.

2. Dial your party.

   Connection proceeds.

Redialing the last number called

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

Press the **Redial** ( ) button.

The last number dialed is automatically redialed.

Receiving Calls

When someone calls you, the Bell ( ) icon appears in the display as the phone rings.

To receive the call, press the Line button for the incoming call, pick up the handset and talk.

The Handset ( ) icon appears in the display to indicate an incoming 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, the Soft Hold ( ) icon displays, 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.

   The icon on the current line changes to the Soft Hold ( ) icon.

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 icon on the current line changes to the Hold ( ) icon.

Returning to the held call

Press the line button of the held call.

The call is retrieved.

Mute

During an active call, the Mute feature prevents the party with whom you are speaking from hearing you. Use this feature 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 **Mute** ( ) button.

   The other party cannot hear you. The indicator light next to the Mute button lights when Mute is active.

2. To reinstate two-way conversation, press the **Mute** ( ) button again.

Speakerphone

A one-way Speakerphone lets you listen to calls without lifting the handset. When you press the Speaker button, the indicator light illuminates to remind you that the listen-only Speakerphone is engaged.

NOTE:
The 4602/4602SW IP Telephone Speakerphone is a one-way, listen-only device. The party at the other end of the call will not be able to hear your voice, even though you can hear theirs.

Changing from the Speakerphone to the handset

Pick up the handset and talk.

The Speaker Indicator Light goes off.

Turning the Speakerphone on during a call

Press the **Speaker** ( ) button.

The Speaker indicator next to the Speaker button lights. Both the speaker and handset are now operational. You can hear the person on the other end of the call through the Speakerphone, but they cannot hear you.

Turning the Speakerphone 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** ( ) button.

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

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.

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 **Transfer** ( ) button.

   The call is placed on hold and its associated indicator light blinks; the Hold ( ) icon displays and 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.

   A two-second display message indicates the transfer is complete.

4. Hang up your handset.

Retrieving a Voice Mail Message

When someone leaves a message in your voice mailbox, the red Message Indicator at the top middle of the phone illuminates.

To retrieve your voice mail, press the **Message** ( ) button above the numeric dial pad. The 4602/4602SW 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 Off the Phone

Log off your 4602/4602SW IP Telephone to prevent unauthorized use during an absence or to protect your unique set of administered features when the phone is shared by multiple users.

1. To log off your phone, press the **Mute** ( ) button, then press the following numbers on the dialpad: **5 6 4 6 3 3 #**.

   A request to un-register the phone is sent to the server. The phone is now in a logoff state and displays "Ext. =".

Reinstating the Phone After a Logoff

1. Using the dial pad, enter your Extension number, then press the pound key (**#**).

   The display prompts for entry of your password.

2. Using the dial pad, enter your Password, then press **#**.

   The 4602/4602SW is now ready for use.

Telephone Management and Troubleshooting

3

Introduction

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

- Interpreting the different ringer tones you hear.
- Personalizing your phone's ringing pattern.
- Interpreting the 4602/4602SW's display symbols.
- 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.
- Resetting or power-cycling your phone, when Basic Troubleshooting does not resolve a problem.

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 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.
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.

Feedback (Handset) Tones	Meaning
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

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

   The current ringing pattern sounds and repeats every three seconds.

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.

Interpreting Display Icons

As you become more familiar with your IP Telephone's display, you will recognize the icons or symbols associated with the state of a call or the state of the phone. The chart below provides an overview of the icons you may see; check with your System Administrator to verify if the descriptions are accurate for your system.

Icon	Meaning
No Icon Displayed	Idle; indicates the line is available.
	Active; indicates the line is in use.
	On Hold; indicates a call is on hold on this line.
	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 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 telephone idle (on-hook), press the **Mute** ( ) button while dialing this sequence: **8 3 7 8 #**.

The display should indicate the self-test has started then report if the test was successful or failed.

If nothing appears on the display 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.
Phone worked earlier but does not currently seem to work	Contact your System Administrator.
Characters do not appear on the Display screen	See “Phone does not activate after connecting it the first time” above. Check all lines into the phone to be sure it is properly connected. Check the power source to be sure your telephone is receiving power. Perform the following Test procedure: with the telephone idle (on-hook), press the **Mute** ( ) button while dialing this sequence: **8 3 7 8 #**. The display should indicate the self-test has started then report if the test was successful or failed. If nothing appears on the display, and the phone is receiving power, your phone may need to be replaced. If the above suggested solutions do not resolve the problem, contact your System Administrator. To reset or power cycle the phone, see Resetting and Power Cycling the IP Telephone later in this chapter.
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 for resolution.

Problem/Symptom	Suggested Solution
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. Note that there may be a slight operational delay if you unplug and reconnect the phone. Reset the phone. (See the section titled Resetting and Power Cycling the IP Telephone for details.) 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.
Speakerphone does not operate	Ask your System Administrator if your Speakerphone has been disabled. **Note:** The Speakerphone is one-way, listen-only; when it is on, you can hear the other party but he or she cannot hear you.
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 or place the phone off-hook. 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.

Resetting and Power Cycling the IP Telephone

Reset your IP Telephone when other Troubleshooting suggestions do not correct the problem or after being advised to do so by your System Administrator.

CAUTION:
Use a Power Cycle only with the approval of your System Administrator and only when a reset does not resolve the problem. Power-cycling may cause stored information such as options and settings to be lost.

Resetting your phone

This basic reset procedure should 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. Choose one of the following:

If you want to	Then
Reset the phone without resetting any assigned values	Press ***** (asterisk). *A confirmation tone sounds and 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 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 System Administrator.

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