



4602/4602SW 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 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.

Note:

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 4602/4602SW (non-SIP) IP Telephones are covered in this guide. The 4602/4602SW SIP Telephones are covered in the “*4602 SIP Telephone User Guide*” (Document Number 16-300035).

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, for Version 1.8 in November, 2003, and for Issue/Release 2.2 in April, 2005. The current release for this document covers software Release 2.4 and was 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 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

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

Typographic Conventions

This guide uses the following typographic conventions:

<u>Document</u>	Underlined type indicates a document, chapter, or section in this document containing additional information about a topic.
<i>“Document”</i>	Italic type enclosed in quotes indicates a reference to an external document.
<i>italics</i>	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 *“4601/4602/4602SW 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 Guide”* (Document Number 555-233-507).

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

About This Guide

Chapter 1: Introducing Your 4602/4602SW IP Telephone

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 Speaker.

Figure 1: 4602/4602SW IP Telephone



Table 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	<p>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. During transfers and conference calls, the second line might also show the name and phone number of the person being called.</p> <p>The top line also might display any of the icons shown immediately below, depending on the current state of the phone.</p>
	(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  	<p>The two Line buttons are dedicated to incoming and outgoing calls and are labeled with an</p> <p>a. (first Line button) and b. (second Line button).</p>
4	Speaker 	Accesses the listen-only, one-way Speaker feature (if administered).

Table 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 Speaker 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.

Chapter 2: Using Your 4602/4602SW 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**, **Mute**, **Redial**, **Transfer** and **Speaker**. This chapter also includes information on retrieving messages left in your voice mailbox.

Making Calls

To make a call:

1. 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.

Speaker

A one-way Speaker 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 Speaker is engaged.

Note:

The 4602/4602SW IP Telephone Speaker 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 Speaker to the handset

Pick up the handset and talk.

The Speaker Indicator Light goes off.

Turning the Speaker 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 Speaker, but they cannot hear you.

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** () button.

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


Note:


It is also possible to disable the Speaker feature. If your Speaker does not operate as indicated, contact your System Administrator to be sure your telephone's Speaker 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 # (LOGOFF #)**.

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

To reinstall 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.

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.
- 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.

Telephone Management and Troubleshooting

Ringling Tones accompany an incoming call. Feedback Tones are those which you hear through the handset (receiver) or the Speaker.

Ringling (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.
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

To select 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 (continued)
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.
Speaker does not operate	Ask your System Administrator if your Speaker has been disabled. Note: The Speaker 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

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 System Administrator.

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