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4610SW IP TELEPHONE USER GUIDE



RGTS
Rockefeller Group Technology Solutions™



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1 MESSAGE WAITING LAMP

When lit, indicates you have a message waiting on your voice messaging system. This indicator can also be optioned to flash for incoming calls.

2 DISPLAY

When the phone is idle, the top area displays the current date and time. When someone is calling you, the name/phone number of that person displays in the top area. The display has five lines. Three lines are devoted to the current application. One line shows softkey labels for the current application, and the top line shows Help and other procedural messages. Four grayscale colors indicate phone/application activity.

3 LINE/FEATURE BUTTONS

Six Line/Feature buttons provide both call appearances (lines for incoming and outgoing calls) and application-specific functionality.

4 SOFTKEYS

Used to navigate to, or start application-specific actions, such as **Call** a number, **Cancel** the current activity, **Save** entered data, and **Store** a speed dial label.

5 PHONE/EXIT

Displays the Phone application main screen or, if applicable, exits the current call server-based feature and normalizes the display.

6 OPTIONS

Displays the first Options main screen, from which display and application settings can be updated.

7 PAGE RIGHT/LEFT

Shifts from one page to another in the same application, when the display presents the "paging indicator" (←→). These buttons have no effect when the Paging Indicator is not displayed.

8 SPEAKER LED INDICATOR

Lights steadily when the Speakerphone is active.

9 SPEAKER

Accesses the Speakerphone feature.

10 HEADSET LED INDICATOR

Lights steadily when the headset is active.

11 HEADSET

With a headset connected, changes audio control from the handset or speaker to the headset.

12 MUTE LED INDICATOR

Lights steadily when the handset, headset, or Speakerphone is muted.

13 MUTE

Turns off the active speakerphone, handset, or headset microphone, to prevent the other person from hearing you.

14 VOLUME CONTROL

Adjusts the handset, speaker, headset, or ringer volume, depending on which item is in use. When you increase or decrease the volume, the top display area shows an icon to indicate the item for which you are adjusting the volume. A visual "volume meter" that shows the volume level follows the icon. This button also controls the volume of the key click sounds. Key clicks sound when you press fixed buttons on the phone such as the dialpad or softkeys.

15 HEADSET JACK

Provides a port for connecting a headset on the underside of the phone.

16 HOLD

Red button used to place a call on hold.

17 TRANSFER

Transfers a call to another phone.

18 CONFERENCE

Sets up conference calls with more than one other person.

19 DROP

Drops the last person added to a Conference call or ends the current call, if you are not on a Conference call.

20 REDIAL

Redials the last number dialed from the phone or displays a list of the last three numbers dialed for selection.

21 NUMERIC (DIALING) PAD

Standard 12 button pad for dialing phone numbers.



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ADDING A SPEED DIAL BUTTON

1. Press the **SpDial softkey**.
2. Press the **Add softkey**.
3. Enter the **Name** & press the **Done softkey**.
4. Enter the **Phone Number**.
5. Press the **Save softkey**.

UPDATING A SPEED DIAL BUTTON

1. Press the **SpDial softkey** and use the **Page Left** or **Page Right** buttons to locate the applicable **Speed Dial** button.
2. Press the **Edit softkey**, then press the **Line/Feature** button next to the button you want to update.
3. To update the **Name**, use the **Left Arrow Line/Feature** button or the **Right Arrow Line/Feature** button to move the cursor and the **Backspace Line/Feature** button to remove characters if needed. Press the **Done softkey**.
4. To update the **Number**, press the **Line/Feature** button to the left of the **Name** field, then use the **Right** or **Left Arrow softkey** to move the cursor. Use the **Backspace Line/Feature** button to remove characters, if needed and re-type the correct name.
5. Press the **Save softkey**.

DELETING A SPEED DIAL BUTTON

1. Press the **SpDial softkey** and use the **Page Left** or **Page Right** buttons to locate the applicable **Speed Dial** button.
2. Press the **Delete softkey**, then press the **Line/Feature** button next to the button you want to remove.
3. Press the **Delete softkey** again to confirm the deletion.

CALL LOG NAVIGATION

1. Press the **Log softkey** to display the **Call Log** for missed (unanswered) calls.
2. Navigate to either the **Incoming Answered Call Log** or the **Outgoing Calls Log** by pressing the **InAns** or **Outgo softkey**, respectively.

Note: (All logs have the same fields, characteristics and softkeys.)

To review calls

press the **Page Right** button (to review the next 3 calls) or **Page Left** button (to review the previous 3 calls).

To view call detail

press the **Line/Feature** button next to the applicable call, then press the **Return softkey** to re-display the **Call Log** screen.

ADDING A CALL LOG ENTRY OR WEB PHONE NUMBER TO A SPEED DIAL BUTTON

1. From a **Call Log**, press the **Line/Feature** button to the left of the party you want to add. (From a **web page**, start at the next step.)
2. Select the **AddtoSD softkey**; edit the name/number by selecting either field and using the **Arrow softkeys** to move the cursor.
3. Press **Save**, then **Phone/Exit** to return to the **Phone** screen, or select another application tab as desired.

MAKING CALLS

- Pick up the handset, activate the **Speaker** or **Headset**, and dial your party. You can also just start dialing while on-hook. To redial, press the phone's dedicated **Redial** button.
- To speed dial, press the **SpDial softkey**, press **Page Right** or **Page Left** (if needed) to locate the party you want to call, then press the **Line/Feature** button next to that entry.
- From the **Call Log**, press the **Log softkey**. Then select the appropriate Log softkey (**Missed**, **InAns**, or **Outgo**, as applicable). Use the **Page Right** or **Page Left** button to locate the party to be called in any of the three logs (**Missed**, **Incoming Answered** or **Outgoing**), press the **Line/Feature** button next to the desired entry, then press the **Call softkey**.
- From a **Web Page** phone link, simply select the link.

RECEIVING CALLS

Pick up the handset, activate the headset or press the **Speaker** button and talk.



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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.

NOTE: The PBX, not the telephone, generates these tones, which can differ from this list. This difference is especially true when the PBX is outside the United States.

RINGING (INCOMING) TONES

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. This indicates the extension called is busy and the called party was given a call waiting tone.

Confirmation — — —

Three short tone bursts. This indicates a feature activation or cancellation was accepted.

Coverage -

One short tone burst. This indicates your call will be sent to another extension for a covering user to answer.

Dial ———

Continuous tone indicating dialing can begin.

Intercept/Time-out -_-_-

Alternating high and low tone indicating 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 indicate a feature request was accepted and dialing can start.

Reorder — — — — —

Fast busy tone repeated every half-second indicate all phone trunk lines are busy.

Ringback — — — —

Low-pitched tone repeated 15 times a minute indicates the number dialed is ringing.

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. This chart provides an overview of the icons you might see. Check with your System Administrator to verify if the descriptions are accurate for your system.

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.



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BASIC TROUBLESHOOTING

Phone does not activate after connecting it the first time

Unless your System Administrator has already initialized your telephone, you might experience a delay of several minutes before it 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 from the server to which it is connected. Report any delay of more than 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 appear to work

Contact your System Administrator.

Speaker phone does not operate

Ask your System Administrator if your Speaker phone was disabled.

Phone does not ring

Use the **Up/Down Volume** keys to set your ringer volume to a higher level.

From another phone, place a call to your extension to test this suggested solution.

Display shows an error/informational message

Most messages involve server/phone interaction. If you are on a call and the display suddenly shows "Discovering...", the network connection between the telephone and the call server was interrupted, but your call stayed connected. The telephone automatically starts to reregister with the call server, but until re-registration succeeds, you do not have access to switch features and functionality such as Transfer, or to administered feature buttons.

If you cannot resolve the problem based on the message received, contact your System Administrator for resolution.

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 ensure that it is properly connected.

Check the power source to ensure that your telephone is receiving power.

Perform the following Test procedure: with the telephone idle (on-hook), press and release the **Mute** button. Then press the following numbers on the dial pad: **8 3 7 8 #** (which stands for TEST). 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 might need to be replaced.

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 while using a handset, static, sudden silences (gaps in speech), clipped or garbled speech, etc.

Various potential network problems might be causing the problem.

Access the Network Audio Quality screen to be able to provide your System Administrator with specific information related to this problem.

Contact your LAN Administrator with as complete a description of the problem as possible.

No dial tone

Check that both the handset and line 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.

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 lift the handset first or place the phone off-hook.

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.



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