



Avaya CCMS IP and Avaya Call Server with  
4612 IP Telephone Emulation

3600 Series Wireless Telephones  
Configuration and Administration

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#### Notice

All efforts were made to ensure that the information in this book was complete and accurate at the time of printing. However, information is subject to change.

#### Avaya Web Page

The world wide web home page for Avaya is: <http://www.avaya.com>

#### Preventing Toll Fraud

Toll Fraud is the unauthorized use of your telecommunications system by an unauthorized party. For example, a person who is not a corporate employee, agent, subcontractor, or working on your company's behalf. Be aware that there is a risk of toll fraud associated with your system. If toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

#### Avaya Fraud Intervention

If you *suspect that you are being victimized* by toll fraud and you need technical assistance or support, call the Technical Service Center's Toll Fraud Intervention Hotline at 1.800.643.2353.

#### Providing Telecommunications Security

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.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

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

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll-facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there could be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company, including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

#### Your Responsibility for Your Company's Telecommunications Security

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

#### Federal Communications Commission Statement

**Part 15: Class A Statement.** This equipment has been tested and found to comply with the limits for a Class A 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 instructions, could 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.

#### Industry Canada (IC) Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of Industry Canada.

Le Présent Appareil Numérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A prescrites dans le règlement sur le brouillage radioélectrique édicté par le Industrie Canada.

#### European Union Declaration of Conformity

The "CE" mark affixed to the equipment means that it conforms to the referenced European Union (EU) Directives listed below:

EMC Directive 89/336/EEC

Low-Voltage Directive 73/23/EEC

For more information on standards compliance, contact your local distributor.

## 1. Note concerning shielded cable:

Avaya recommends the use of shielded cable is recommended for all external signal connections in order to maintain FCC Part 15 emissions requirements.

## 2. Note concerning the Avaya wireless telephones:

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

<b>WARNING</b> Changes or modifications to this equipment not approved by Avaya may cause this equipment to not comply with part 15 of the FCC rules and void the user's authority to operate this equipment.
---

<b>WARNING</b> Avaya products contain no user-serviceable parts inside. Refer servicing to qualified service personnel.
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## Important Safety Information

*Follow these general precautions while installing telephone equipment:*

- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.

# **DECLARATION OF CONFORMITY**

We

SpectraLink Corporation  
5755 Central Avenue  
Boulder, CO 80301

declare under sole responsibility that the Wireless Business Telephone System Components:

Wireless Telephone Handset Models; SNP2400, RNP2400

Battery Models; BPE100, BPX100

System Controller Models; TGA-116, TGU-116, TGA-104, TGU-104, SVP100

Battery Charger Models; BQC7204, DCE100, DCX100

conform to Directive 89/336/EEC for Electromagnetic Compatibility, R&TTE Directive 1999/5/EEC and LVD Directive 73/23/EEC.

Compliance was demonstrated to the following specifications as listed in the official *Journal of the European Communities*:

EN 61000-6-4:2001 Industrial Emissions:

EN 55022:1994+ A1 Emissions Class A

(SVP100, TGA/TGU-104 & respective power supplies)

EN 55024:1998 Immunity

EN 300-328-1 V1.3.1 2001 ERM

EN 300-489-1/17: 2002 Common, EMC,ERM, RLAN (Class B for Handsets)

EN 300-826 ERM/EMC

EN 50360:2001 SAR

EN 61000 6-2:2001 Immunity

EN 61000 3-2:2000 Harmonic Emissions

EN 61000 3-3:1995 Flicker Emissions

EN 60950:2000 Safety with CB Reports



Mark R. Angliss,  
Manager, Quality & Process Engineering, For the SpectraLink Corporation



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May 23, 2003  
PN 72-0096-00 Rev D

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# 1. About This Document

This document explains how to configure and maintain the 3600 Series Wireless IP Telephones with an Avaya Call Server.

## 1.1 Contacting Avaya

To access software updates, the most current troubleshooting information, and other important information about the Wireless IP Telephones, go to **<http://avaya.com/support>**. If you have questions about or problems with the Wireless IP Telephones that you cannot resolve after reading this document, contact Avaya Technical Support at 1 800 242-2121 (USA only) or your local authorized Avaya dealer.

## 1.2 Icons and Conventions

This manual uses the following icons and conventions.



Caution! Follow these instructions carefully to avoid danger.



Note these instructions carefully.

**NORM**

This typeface indicates a key, label, or button on Avaya hardware.

## 2. 3600 Series Wireless IP Telephone Overview

The 3600 Series Wireless Telephones are a mobile handset for workplace IP telephone systems. The Wireless Telephone operates over an 802.11b wireless Ethernet LAN providing users a wireless voice over IP (VoIP) extension. By seamlessly integrating with an Avaya Call Server (such as an Avaya™ MultiVantage™ on a DEFINITY® Server SI and an Avaya™ S8100 Media Server with CMC1 Media Gateway), Wireless Telephone users are provided with high-quality mobile voice communications throughout the workplace. The Wireless Telephone gives users the freedom to roam throughout the workplace while providing all the features and functionality of an IP desk phone.

The 3600 Series Wireless Telephones provides a wireless extension to the Avaya Call Server. The Wireless Telephones reside on the wireless LAN with other wireless devices using Direct Sequence Spread Spectrum (DSSS) radio technology. The handset radio transmits and receives packets at up to 11Mb/s.

A Wireless Telephone must be administered on the Avaya Call Server for the specific features and lines to be accessed by the Wireless Telephone. After the handset is registered, it receives its configuration information from the Avaya Call Server.

### 2.1 QoS and Security

The AVAYA AVPP is an Ethernet LAN device that works with the AP to provide QoS on the wireless LAN. Voice packets to and from the AVAYA Wireless Telephones are intercepted by the AVAYA AVPP and encapsulated for prioritization as they are routed to and from an IP telephony server or gateway. See the *AVAYA AVPP: Installation, Setup and Maintenance* document for detailed information about this device.

The AVAYA 3600 Series Wireless Telephones supports Wired Equivalent Privacy (WEP) as defined by the 802.11 specification. Avaya offers the product with both 40-bit and 128-bit encryption.

AVAYA Wireless Telephones support basic WMM™ as part of the 802.11e protocol. If the AP supports WMM, the Wireless Telephone automatically discovers and uses it. WMM does not replace the AVAYA AVPP as described in the following paragraph. WMM settings must be configured on the AVPP.

AVAYA Wireless Telephones also support the 802.11i protocol including Wi-Fi Protected Access (WPA™ and WPA2™)—PSK. As vendors introduce access points that are eligible to become Wi-Fi CERTIFIED™ for WPA-PSK and/or WPA2-PSK, Avaya will determine their compatibility with the AVAYA Wireless Telephones and include them on the *AVAYA Wireless Telephone Access Point Compatibility Table*.



The latest software versions are required to support the features described in this document.

## Quick Start Guide

1. A wireless LAN must be properly configured and operational through the use of 802.11b wireless access points (APs).
2. A TFTP Server must be available on the network in order to load the appropriate software into the Wireless Telephones. See Section 6 “License Management” for detailed instructions for loading software on Wireless Telephones.
3. The Avaya Call Server must be connected to your network and completely operational.
4. The Avaya Voice Priority Processor, which controls the QoS on the wireless LAN for the Wireless Telephones, must be on the same subnet as the Wireless Telephones.
5. Download software: Visit <http://www.spectralink.com/service/software.php> to download the latest software. Download the correct AVAYA Wireless Telephone software per Section 6.2 *Configuration Process*. Download updates to the AVPP software per [document].
6. Add a station on the Avaya Call Server for each Wireless Telephone. You will administer each Wireless Telephone as an Avaya 4612 IP Telephone.
7. Configure your Wireless Telephone to ensure that it is associated with the Wireless LAN, has the appropriate software and is registered to the Avaya Call Server. See *License Management* for detailed instructions for loading software onto Wireless Telephones.



The Avaya Voice Priority Processor and all access points must be on the same subnet.



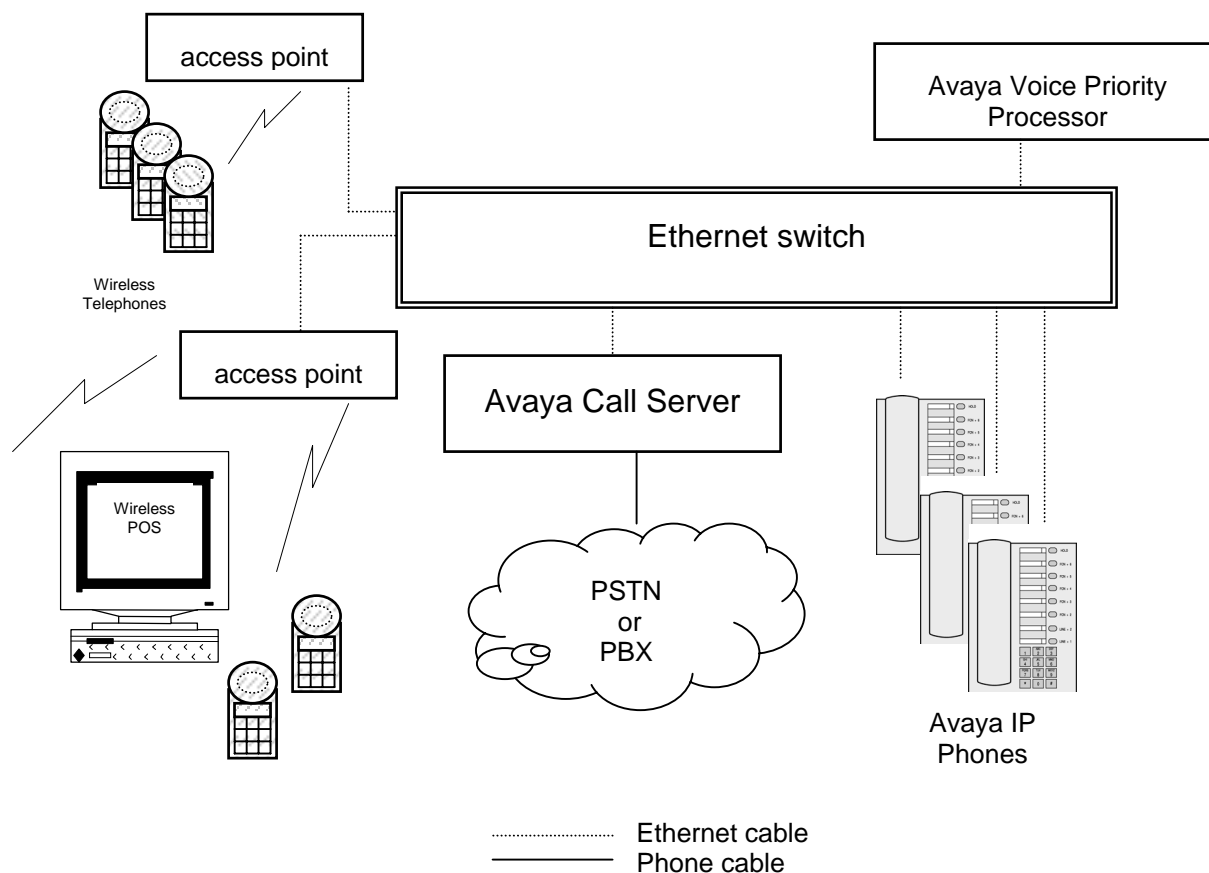
IP multicast addresses are used by the 3626 Wireless IP Telephone system. This requires that multicasting be enabled on the subnet used for the 3626 Wireless IP Telephones and AVPP Server.

Routers are typically configured with filters to prevent multicast traffic from flowing outside of specific domains. The wireless LAN can be placed on a separate VLAN or subnet to reduce the effects of broadcast and multicast traffic from devices in other network segments.



## 2.2 System Diagram

The following diagram shows the components residing on a network with the Avaya Call Server, access points (APs), and wireless LAN Ethernet Switched Hub:



## 2.3 System Components

- **3616 Wireless IP Telephone** – The 3616 Wireless IP Telephone is a lightweight, durable handset specifically designed for mobile workplace use within a facility using the Avaya Call Server and 802.11 APs in a wireless LAN.
- **3620 Wireless IP Telephone** – The 3620 Wireless Telephone is uniquely designed to meet the challenging needs of the healthcare workplace. With more durable plastics, backlit keypad, and multiple charging options, this handset is especially suited for 24-hour shift-based environments. Note that the battery pack for the 3620 is not interchangeable with the battery pack for the 3616.
- **3626 Wireless IP Telephone** – The 3626 Wireless IP Telephone offers a durable design with push-to-talk functionality.

Wireless Telephone functionality is provided by emulating the Avaya IP 4612 telephone. The 3600 Series Wireless Telephones support five predefined feature keys and a mixture of twelve programmable line and feature keys. Among other features, the Wireless Telephone can receive calls directly, receive transferred calls, transfer calls to other extensions, make conference calls, and make outside and long distance calls (subject to the restrictions applied in your facility.) The Wireless Telephones are to be used on-premises; they are not cellular or satellite phones.

3600 Series Wireless Telephones use direct sequence spread spectrum radio technology (DS) to transmit audio packets over wireless LAN APs that support the Avaya Wireless PC card.

- **Avaya Voice Priority Processor** – SpectraLink Voice Priority (SVP) is the Quality of Service (QoS) mechanism that is implemented in the Wireless Telephone and AP to enhance voice quality over the wireless network. SVP gives preference to voice packets over data packets on the wireless medium, increasing the probability that all voice packets are transmitted efficiently and with minimum or no delay. SVP is fully compliant with the IEEE 802.11 and 802.11b standards.

The Avaya Voice Priority Processor is an Ethernet LAN appliance that works with the AP to provide QoS on the wireless LAN. All packets to and from 3600 Series Wireless Telephones pass through the Avaya Voice Priority Processor and are encapsulated for prioritization as they are routed to and from the Avaya Call Server.

- **Avaya Call Server** – the call-processing component of the Avaya IP telephony solution.
- **Access Points** – provide the connection between the wired Ethernet LAN and the wireless (802.11) LAN. Access points must be positioned in all areas where Wireless Telephones will be used. The number and placement of access points will affect the coverage area and capacity of the wireless system. Typically, the requirements for use of 3600 Series Wireless Telephones are similar to that of wireless data devices.
- **Ethernet Switch** – interconnects multiple network devices, including the Avaya Voice Priority Processor, Avaya Call Server, Avaya IP Phones and the access points. Ethernet switches provide the highest performance networks, which can handle combined voice and data traffic, and are required when using the 3600 Series Wireless Telephones.

Although a single Ethernet switch network is recommended, the Wireless Telephones and the Avaya Voice Priority Processor can operate in larger, more complex networks, including networks with multiple Ethernet switches, routers, VLANs and/or multiple subnets. However, in such networks, it is possible for the Quality of Service (QoS) features of the Avaya Voice Priority Processor to be compromised and voice quality may suffer. Any network that consists of more than a single Ethernet switch should be thoroughly tested to ensure any quality issues are detected.

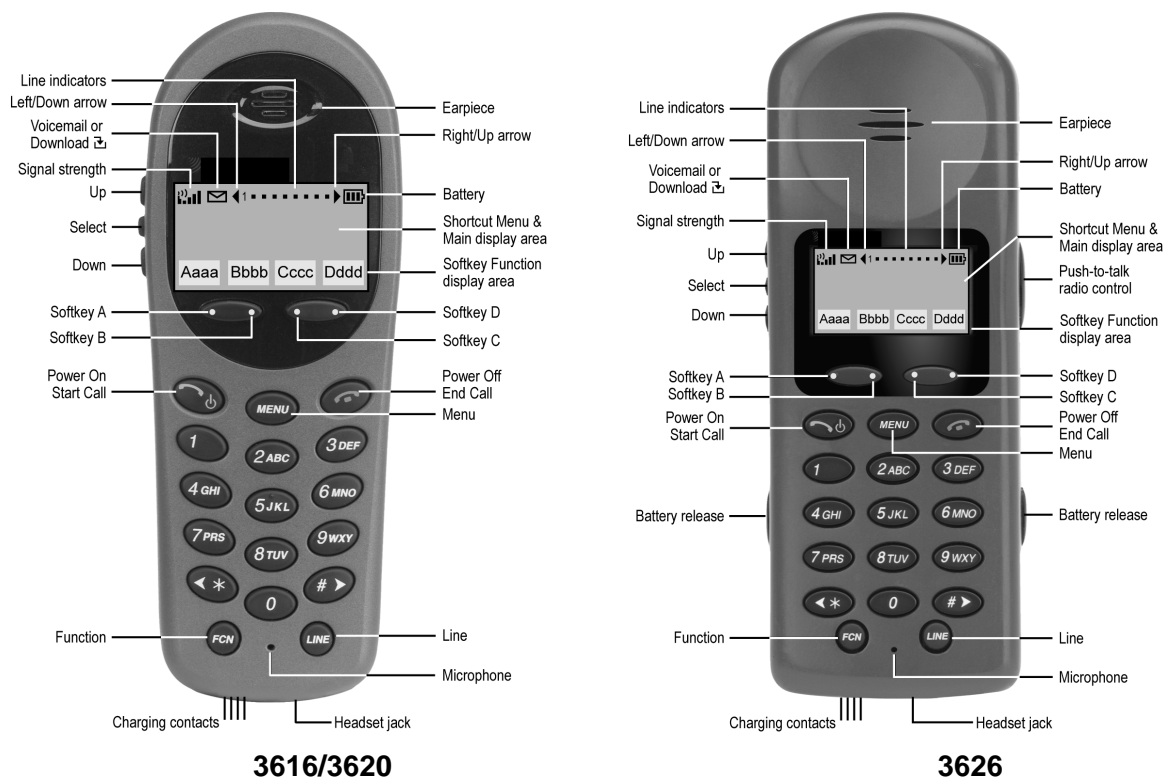
Note that the 3600 Series Wireless Telephones cannot “roam” from one subnet to another. If routers and multiple subnets are in use, the Wireless Telephones must only use access points attached to a single subnet, or be powered off and back on to switch to a different subnet.

- **Avaya IP Phone** – The wired-LAN desk sets provided by Avaya for use with the Avaya Call Server.
- **TFTP Server** – Required in the system to distribute software to the Wireless Telephones. May be on a different subnet than the Avaya Call Server, Avaya Voice Priority Processor, access points and/or Wireless IP Telephones.



The Avaya Voice Priority Processor, all IP Wireless Telephones, and all access points must be on the same subnet.

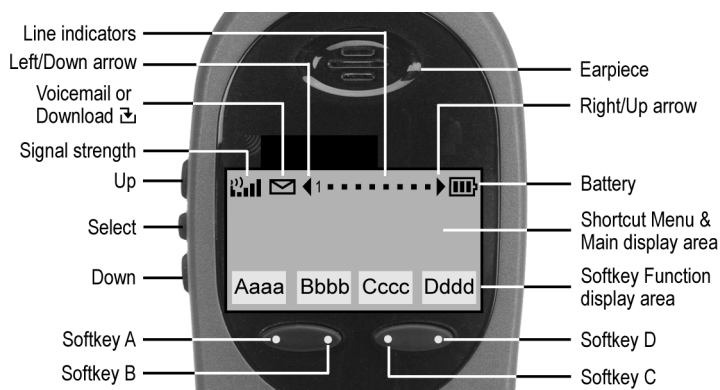
### 3. The 3600 Series Wireless Telephones



#### 3.1 Specifications

Radio frequency	2.4000 – 2.4835 GHz
Transmission type	Direct Sequence Spread Spectrum (DSSS)
Transmit data rate	up to 11 Mb/s
Radio QoS	SpectraLink Voice Priority (SVP) –WMM
Wireless security	Wired Equivalent Privacy (WEP), 40-bit and 128-bit; Cisco FSR; WPA-PSK, WPA2-PSK
FCC certification	Part 15.247
Management	DHCP, TFTP
Voice encoding	G.711, G.729a/ab
VoIP Protocols	CCMS
Transmit power	100 mW peak, < 10 mW average
Display	2 x 16 and 4 x 18 character alphanumeric, plus line and status indicators
3616 Dimensions	5.5" x 2.0" x 0.9"
3626 Dimensions	5.9" x 2.2" x 1.0"
3616 Weight	4.2 ounces
3626 Weight	6.0 ounces
Battery capacity	4 hours talk time, 80 hours standby (30 hours standby if PTT is enabled)

## 3.2 The Display



### Alphanumeric

The 3600 Series Wireless Telephones displays information received from the PBX in two lines of 16 alphanumeric characters each. Display information provided by the Avaya Call Server when the Wireless Telephone is off-hook will be passed directly to the Wireless Telephone display in an emulation of the Avaya 4612 IP Telephone display handling. Certain characters may be used by the Avaya Call Server that are not implemented in the Wireless Telephone such as definable and special characters.

In the CCMS environment, the **MENU** key is unavailable. Press the **FCN** key while off hook to scroll through system features. In this mode, the display has four lines and up to 18 characters. Press the shortcut key to activate the feature. Softkeys are programmed to the fixed feature keys of the Avaya 4612 IP Telephone

### Signal Strength

The Signal Strength icon indicates the strength of the signal from the access point and can assist the user in determining if the WT is moving out of range. It is always present on the display in the upper left corner.

### Battery Charge

The Battery icon indicates the amount of charge remaining in the Battery Pack. There are three levels and when only one level remains, the Battery Pack needs to be charged. It is always present on the display in the upper right corner.

### Voicemail

The Voicemail icon is activated when a new voice mail message is received if the feature is supported by the phone emulation. It appears to the right of the Signal Strength icon.

### Download

Indicates that the WT is checking for or downloading code. This icon only appears while the WT is running the over-the-air downloader. It appears to the right of the Signal Strength icon in the same location as the Voicemail icon.

### 3.3 Startup Sequence

The Wireless Telephone goes through an initialization sequence at startup. The line icons 1-9 display and count down as the Wireless Telephone steps through this sequence. If there is any difficulty at any step that prevents initialization from continuing, an error message will display and the related icon(s) will stay on. Please see the error table at the back of this document for instructions on how to handle error messages that occur during initialization.

Icon	The icon(s) shown in bold turns off when:
123456789	The Wireless Telephone has located and authenticated and associated with at least one AP, and is proceeding to bring up higher-layer networking functions.
12345678	The Wireless Telephone is either configured for Static IP, or if configured for DHCP the DHCP discovery process has started.
1234567	If DHCP is configured, a DHCP response was received which contains a good DNS server configuration.
123456	Note: Only valid on non-SRP protocol. Indicates one of the following: Static IP configuration, or AVPP address found in DHCP response, or AVPP address found via DNS lookup.
12345	All networking functions are complete (notably, DHCP) and the Wireless Telephone is proceeding with establishing the SRP link to either the Gateway or AVPP.
1234	The SRP link is established, all network stack initialization is complete, proceeding with application-specific initialization.
123	The CCMS application has started.
12	At least one IP address for a PBX has been identified.
1	The Wireless Telephone has successfully registered with the PBX.
(no icons) <b>EXT. =XXXXX</b> <b># = OK New =</b>	The Wireless Telephone requires verification of the extension number. See section 7.*
<b>Password = *****</b> <b># = OK</b>	The Wireless Telephone requires verification of the password. See section 7.*
<b>Ext. XXXXX</b>	Initialization is complete. The Wireless Telephone is in standby mode ready to receive and place calls.

\* These prompts do not appear at every startup. They appear at first initialization and when certain conditions require them as described in section 7.

## 3.4 Wireless Telephone Modes

**Standby (on-hook)** In the standby mode the Wireless Telephone is waiting for an incoming call or for the user to place an outgoing call. The extension number is shown on the display and there is no dial tone. In this mode, the Wireless Telephone is conserving battery power and wireless LAN bandwidth.

When an incoming call occurs the handset will ring until the call is answered by pressing the **Start Call** key or the **End Call** key is pressed to silence the ringing.

**Active (off-hook)** To place a call, press the **Start Call** key. This transitions the Wireless Telephone to active off-hook mode. There is a dial tone, the Wireless Telephone is in communication with the PBX, and the display shows information as it is received from the PBX. The user may place a call or press the **FCN** or **LINE** key to access operations.

The Wireless Telephone is also in the active mode when a call is received.

When an incoming call occurs during an active call, the handset will play the second line ringing sound until the call is answered, the caller hangs up, or the caller transfers to voice mail. If **End Call** is pressed, the first call is terminated and the handset reverts to a full ring.

The active modes utilize the most bandwidth and battery power. To conserve these resources, return the Wireless Telephone to the standby mode when a call is completed by pressing the **End Call** key.

## 3.5 Wireless Telephone Displays

- Status display area** Displays information from the PBX in two lines of text and displays available softkeys on the third line. The PBX text may be truncated as the Avaya 4612 IP Telephone has 24 characters and the Wireless Telephone display area is 16 characters.
- LINE display** There are 12 programmable keys that may be allocated to line appearances or features in any combination. The phone will support up to 10 call appearances. Pressing the **LINE** key from the active mode displays the list of line appearances extracted from the programmable keys list. The line appearances are also mapped to corresponding line icons across the top of the Wireless Telephone display.
- FCN display** Pressing the **FCN** key from the active state displays the list of programmable keys that are not on the **LINE** list. OAI features, if assigned, will also be displayed with their shortcuts. The programmable key items that appear on this list each have a state indicator in the second column of the display that shows a plus sign if the associated feature is active. This second column is blank if the associated feature is not active. The plus sign emulates a lit or blinking LED on an Avaya 4612 IP Telephone.



## 4. Avaya Call Server Configuration

You can configure the 3600 Series Wireless Telephones as a stand-alone station or associate it with a desk station. When the 3600 Series Wireless Telephones are associated with a desk station, the user can make and handle calls from either the 3600 Series Wireless Telephones or the desk station.

### 4.1 Configuring a Standalone Station

To configure 3600 Series Wireless Telephones as a stand-alone station, you must add a station on the Avaya Call Server for the 3600 Series Wireless Telephones.

To administer a stand-alone station on the Avaya Call Server for a Wireless Telephone:

1. From the Avaya Call Server administration software, add a new station.
2. Set “Type” to “4612.”
3. Administer a station security code.
4. Complete the remainder of the station form as you would for a desk station.
5. Repeat Steps 1 through 5 for each stand-alone Wireless Telephone.

### 4.2 Configuring an Associated Station

To configure 3600 Series Wireless Telephones as an associated station, you must add a station on the Avaya Call Server for the 3600 Series Wireless Telephones and then associate that station with a desk station.

To administer an associated station on the Avaya Call Server for a Wireless Telephone:

1. From the Avaya Call Server administration software, add a new station.
2. Set “Type” to “4612.”
3. Set “Security Code” to the same security code used for the extension to which this Wireless Telephone will be associated (that is, the desk station). You can use a different security code, but to make it easier for the user it is recommended that you use the same security code as the desk station.
4. Set “Message Lamp Ext” to the extension of the associated desk station.
5. Set “Bridged Call Alerting” to “y.”
6. Set “Auto Select Any Idle Appearance” to “y.”
7. For Button Assignments, create bridged appearances to the line appearances on the desk station.
8. Add additional feature buttons to unassigned buttons, if desired.
9. Repeat Steps 1 through 8 for each Wireless Telephone.



When making changes to feature buttons, the phone must be power cycled.

## 5. 3600 Series Wireless Telephones Configuration

The Wireless Telephone can be automatically configured for IP address and/or ESSID by enabling DHCP and/or ESSID Learning, respectively.

Each Wireless Telephone may be configured for site-specific requirements by opening the Admin menu and selecting options or entering specific information. Any settings entered in the Admin menu must conform to system settings. Only the Wireless Telephone being configured is affected by the Admin menu settings.

The Wireless Telephone user may select several usability options from the standby menu, described below in the *User-defined Preferences* section. This information is also provided in the end user manual.

The AVAYA Configuration Cradle is an accessory device designed to automate configuration of 3600 Series Wireless Telephones. The Configuration Cradle is connected to a PC via a serial cable. A downloadable Configuration Cradle program runs on the PC and enables the system administrator to establish and store configuration options for system, group and user levels. A configuration plan may be set up in the program and downloaded into a Wireless Telephone or a configured Wireless Telephone may be placed in the cradle and its configuration may be uploaded and edited or saved.

Please see your service representative or contact Avaya Customer Service for more information about this time-saving device.

### 5.1 The Admin Menu

The Admin menu contains configuration options that are stored locally (on each Wireless Telephone). Every Wireless Telephone is independent and if the default settings are not desired, the admin options must be set in each Wireless Telephone requiring different settings.

#### Opening the Admin menu

1. With the Wireless Telephone powered OFF, simultaneously press and hold the **Power On** and **Power Off** keys.
2. Release the **Power On** key, wait for a single beep, then release the **Power Off** key. The first option on the Admin menu displays.



If an admin password has been set, the display will require its entry before opening the Admin menu. If no password is set, the display will proceed directly into the Admin menu.

## Entering and editing Admin menu options

An asterisk (\*) next to an option on the display indicates that it is selected. Use the **Up**, **Down**, and **Select** side buttons and the softkeys to navigate and select:

<b>Up/Down</b> buttons:	display previous/next menu item.
<b>Select</b> button:	selects the menu item or option.
<b>OK</b> softkey	selects the menu item or option.
<b>Save</b> softkey:	saves the entry.
<b>Bksp</b> softkey:	backspaces to allow editing of entry.
<b>Cncl</b> softkey:	cancels edit and returns to previous menu level.
<b>Up</b> softkey:	returns to previous menu level.
<b>Exit</b> softkey:	exits the menu (at the top level).
<b>End Call</b> key:	exits to standby state (from any level)

## Alphanumeric String Entry

1. Press the first digit/letter. The digit displays. Press the key again to scroll through the letters associated with that key.

Example: if you press 2 repeatedly, you will see 2, A, B, and C, a, b, and c.

The following table shows which key will allow you to enter non-numeric characters or other characters not represented on the keypad.

To Enter	Press
. - _ ! # \$ % & ' ( ) , : ; / \ = @ ~	1
Space	0
Q,q	7
Z,z	9

2. When the correct entry displays, press Right Arrow to move on to the next character. Repeat for each digit/letter of the entry.
3. Press the **Save** softkey to save the entry.  
Press the **Cncl** softkey to abort and return to the menu without saving any changes.

The following table lists the Admin menu items. The default settings have an \* prior to the option. Detailed descriptions of each item appear below the table.

**Admin menu**

Admin Menu Items	2 <sup>nd</sup> Level	3 <sup>rd</sup> Level	4 <sup>th</sup> Level	5 <sup>th</sup> Level
Phone Config	License Option	Set Current	[List per download]	
	Ext. xxxx			
	Password			
	IP Office	IP Ofc Enabled Disabled	What is default?	
	OAI on/off	Enable OAI Disable OAI	What is default?	
	Push-to-talk	*Enable Channels	*Channel 1 *Channel 2 *Channel 3 *Channel 4 *Channel 5 *Channel 6 *Channel 7 *Channel 8	
		Allow/Disallow	*Allow PTT Disallow PTT	
	Admin Password	Enter Admin P.W.	Re-enter Password	
Network Config	IP Addresses	*Use DHCP		
		Static IP	Phone IP TFTP Server IP Default Gateway Subnet Mask Syslog Server IP Call Server IP Call Server Port AVPP IP OAI Server IP	
	ESS ID	*Learn Once Learn Always Static Entry		
	Security	*None		
		WEP	Authentication	Open System Shared Key
			WEP On/Off	
			Key Information	Default Key Key Length Key 1-4
			Rotation Secret	
		Cisco FSR	Username Password	
		WPA-PSK	Passphrase Direct Entry	
		WPA2-PSK	Passphrase Direct Entry	
	Reg. Domain: None			
	Transmit Power	*Maximum 50 mW † 30 mW † 20 mW 15 mW 10 mW 5 mW		
Diagnostics	Run Site Survey			
	Diagnostics Mode	Diagnostics On *Diagnostics Off		
	Syslog Mode	*Disabled Errors Events Full		
Restore Defaults				

\* default setting

† 50 mW and 30 mW only appear if Regulatory Domain is set to None or 01.

## **Phone Config**

### **License Option**

License Management lets you select the VoIP protocol that your site is licensed to download and run. The CCMS Protocol to use for the 3600 Series Wireless Telephones is **009**. Any other protocol will cause the Wireless Telephone to malfunction.

### **Ext.**

Each 3600 Series Wireless Telephones must have an extension assigned to it, as well as having the same extension administered in the Avaya Call Server. This extension is used to register the Wireless Telephone with the Avaya Call Server.

### **Password**

Each 3600 Series Wireless Telephones must have a password entered into it that matches the password (station security code) administered in the Avaya Call Server. This password can be up to 7 digits.



The Ext. and Password entries have been retained in the Admin menu in the current release of firmware for compatibility. It is no longer necessary to enter the extension or password using the Admin menus. See section: *Avaya Call Server Integration Factors* for a complete explanation of the extension and password assignments.

### **IP Office**

For proper display handling on the Wireless Telephone, enable the IP Office when using the IP Office system.

### **OAI On/Off**

The Open Application Interface (OAI) enables third-party computer applications to display alphanumeric messages on the WT display and take input from the WT keypad. Refer to the Open Application Interface (OAI) Specification (Version 1.2) documentation for information about administering the OAI Gateway and the services it can provide.

If you have an OAI Gateway installed in your system, OAI may be optionally enabled in each WT. You may select whether the WT should attempt to connect to the OEM OAI Gateway by choosing either the Enable or Disable options in this menu.

If OAI is enabled, and an OAI IP Address is available to the telephone (either via DHCP or Static IP configuration), the telephone will communicate with the OAI Server at power on, and periodically while it is powered on. If you don't have an OEM OAI Gateway installed at your site, you should disable the OAI feature to preserve network bandwidth and battery life.

### **Push-to-talk**

All eight Push-to-talk channels are allowed by default. To toggle the allowed status of any channel, select **Allowed Channels**, scroll to the channel to be disallowed and press the **Select** side button. Allowed channels are displayed with an \* in the left column. Only those channels allowed in the Admin menu will appear on the Standby menu where they can be enabled or disabled by the end user. To disallow push-to-talk entirely, select **Allow/Disallow**, scroll to and select **Disallow PTT**.

### **Admin Password**

The Admin Password controls access to the administration functions in the Admin Menu. The password must be set in each Wireless Telephone for which controlled access is desired. Wireless Telephones are shipped without any Admin Menu password. Data entry for the password uses the alphanumeric string entry technique. Type the password and press the Save

softkey. A confirmation prompt will appear. Type the password again and press the Save softkey. If the passwords match, the Admin password has been set.



If you **Save** with no entry, the password is erased and the display will not require it before displaying the Admin Menu.

## **Network Config**

### **IP Address**

There are two modes in which the Wireless Telephone can operate: DHCP enabled or Static IP. Select the mode for operation from the IP Address menu:

**\* Use DHCP:** will use Dynamic Host Configuration Protocol to assign an IP Address each time the Wireless Telephone is turned on. If DHCP is enabled, the Wireless Telephone also receives all other IP Address configurations from the DHCP server.

**Static IP:** allows you to manually set a fixed IP Address. If selected, the Wireless Telephone will prompt for the IP Addresses of each configurable network component. When entering addresses, enter the digits only, including leading zeroes. No periods are required.

Regardless of the mode in which the Wireless Telephone is operating, the following components must be configured:

**Phone IP** – the IP Address of the Wireless Telephone. This is automatically assigned if DHCP is used. If using Static IP configuration, you must obtain a unique IP Address for each phone from your network administrator.

**TFTP Server IP** – the IP address of a TFTP server on your network which holds software images for updating the Wireless Telephones. If this feature is configured (not set to 0.0.0.0 or 255.255.255.255) with either Static IP configuration or using DHCP option 66 (TFTP Server), or the Boot server/next server (siaddr) field, the Wireless Telephone will check for newer software each time it is powered on or comes back into range of your network. This check takes only a second and ensures that all Wireless Telephones in your network are kept up-to-date with the same version of software.

**Default Gateway and Subnet Mask** – used to identify subnets, when using a complex network which includes routers. Both of these must be configured either with an IP address under Static IP (not set to 000.000.000.000 or 255.255.255.255) or with DHCP for the Wireless Telephone to contact any network components on a different subnet. If configured on the DHCP server, use option 3 for the Default Gateway and option 1 for the Subnet Mask. Contact your network administrator for the proper settings for your network.



Note that the Wireless Telephones cannot “roam” across subnets, since they cannot change their IP address while operational. Ensure that all your access points are attached to the same subnet for proper operation. The Wireless Telephone can change subnets if DHCP is enabled and the Wireless Telephone is powered off then back on when within range of access points on the new subnet.

**Syslog Server IP** – the IP address of the syslog server. See the Diagnostics section for more information.

**Call Server IP** – the IP address of the Avaya Call Server, such as the DEFINITY MultiVantage system. If using Static IP configuration, this is the IP address of the Call Server. If DHCP is being used, the Wireless Telephone will try the following, in order: DHCP Option 43 (Keyword MCIPADD), DHCP Option 176 (Keyword MCIPADD), and if DHCP Option 6 (DNS Server) and Option 15 (Domain Name) are configured, DNS lookup of server names found in the above options, and finally the DNS lookup of “AvayaCallServer.DOMAIN”.

**Call Server Port** – the IP port address of the Avaya Call Server, such as the Avaya communication manager. This port normally defaults to 1719, and is rarely changed. The port number entered must be coordinated with the administration of the Call Server, otherwise the wireless phone will not be able to register with the Call Server. If DHCP is being used, this can be changed via DHCP Option 43 (Keyword MCPORT) or DHCP Option 176 (Keyword MCPORT).

**AVPP IP** – the IP address of the Avaya Voice Priority Processor. If using Static IP configuration, this is simply the IP address of the Avaya Voice Priority Processor. Note that the Avaya Voice Priority Processor must be statically configured to have a permanent IP address. If DHCP is being used, the Wireless Telephone will try the following, in order: the DHCP option 151, then a DNS lookup of “SLNKSVP2” if the DHCP options 6 (DNS Server) and 15 (Domain Name) are configured.

**OAI Server IP** – the IP address of the AVAYA OAI Gateway. If using static IP configuration, this is simply the IP address of the AVAYA OAI Gateway. If DHCP is being used, the Wireless Telephone will try the DHCP option 152.

## ESSID

Select the option that will enable the Wireless Telephone to acquire APs with the correct ESSID (Extended Service Set ID, aka SSID) each time it is turned on.

Note about Automatic Learn options: Broadcast ESSID must be enabled in the access points for ESSID learning to function. Refer to the *Configuration Note* for your access point or call your access point vendor for specifics. Overlapping wireless systems complicate the use of ESSID learning as the Wireless Telephone in an overlapping area could receive conflicting signals. If this is the situation at your site, use Static Entry or Learn Once in an area without overlapping ESSIDs.

\* **Learn Once:** allows the Wireless Telephone to scan all ESSIDs for a DHCP server and/or TFTP server. Once either is found, the Wireless Telephone retains the ESSID from whichever access point it associates with at that point. When overlapping wireless systems exist, the Learn Once feature allows the Wireless Telephone to use only the ESSID established at first learn at all subsequent power ons. This ESSID is retained by the Wireless Telephone until the ESSID option is reselected.

**Learn Always:** allows the Wireless Telephone to automatically learn the ESSID at each power on or loss of contact with the wireless LAN (out of range). This may be useful if the Wireless Telephone will be used at more than one site.

**Static Entry:** If your access points do not accept broadcast ESSID or if there are overlapping wireless systems in use at the site, enter the correct ESSID manually.

## Security

\***NONE** disables any 802.11 encryption or security authentication mechanisms.



For WEP, WPA-PSK and WPA2 PSK set each of the following options to match exactly the settings in your APs.



Encryption codes display as they are entered. For security reasons codes will not display when a user returns to the Admin menu, Encryption options.

**WEP** (Wired Equivalent Privacy) is a wireless encryption protocol that encrypts data frames on the wireless medium allowing for greater security in the wireless network. If ~~WEP/Encryption~~ is required at this site, you must configure each Wireless Telephone to correspond with the encryption protocol set up in the access points. Select the entries from the options below to enable the Wireless Telephone to acquire the system.

#### **Authentication**

Select either **Open System** or **Shared Key**.

#### **WEP On/Off**

Select either **WEP Off** or **WEP On**.

#### **Key Information**

**Default Key:** Enter the key # specified for use by the Wireless Telephones. This will be 1 through 4.

**Key Length:** Select either **40-bit** or **128-bit** depending on the key length specified for use at this location.

**Key 1-4:** Scroll to the key option that corresponds to the **Default Key** that was entered above. Enter the encryption key as a sequence of hexadecimal characters. (Use the **2** and **3** keys to access hexadecimal digits A-F, use the Right Arrow key to advance to the next digit, and the Left Arrow key to backspace.) For 40-bit keys you will need to enter 10 digits, for 128-bit keys you will need to enter 26 digits. The display will scroll as needed.

**Rotation Secret:** This is used for proprietary WEP key rotation. Refer to your custom document if this feature is supported in your system.

**Cisco FSR** (Fast Secure Roaming) In order to provide the highest level of security without compromising voice quality on Cisco Aironet wireless LAN access points, Avaya and Cisco Systems have cooperated to implement the Fast Secure Roaming mechanism. FSR is designed to minimize call interruptions for AVAYA Wireless Telephone users as they roam throughout a facility. Existing Aironet 350, 1100, and 1200 APs may require a firmware upgrade to support FSR. Cisco FSR requires advanced configuration of the Cisco access points in your site. See your Cisco representative for detailed documentation on configuring your access points and other required security services on your wired network. To configure Cisco FSR in your AVAYA Wireless Telephone, you must enter a Radius Server username and password into each handset.

**Username:** Enter a username that matches an entry on your Radius server. Usernames are alphanumeric strings, and can be entered using the alphanumeric string entry technique.

**Password:** Enter the password that corresponds to this Username.

**WPA-PSK:** The security features of WPA (Wi-Fi Protected Access) using PSK (Pre-Shared Key) are available and may be used if supported by the access points in the facility. Select



either **Passphrase** and enter a passphrase between eight and 63 characters in length or **Direct Entry** and enter the 256-bit key code.

**WPA2-PSK:** The security features of WPA2 (Wi-Fi Protected Access) using PSK (Pre-Shared Key) are available and may be used if supported by the access points in the facility. Select either **Passphrase** and enter a passphrase between eight and 63 characters in length or **Direct Entry** and enter the 256-bit key code.



Consult the Configuration Note for the access points (APs) installed in your facility for information on which of the WPA versions are recommended by Avaya engineering. Configure the recommended version on the AP and select the corresponding option on the Admin menu.

### Regulatory Domain

The Regulatory Domain will default to **None** on the Wireless Telephone display. FCC requirements dictate that the menu for changing the domain be available by password, which in our case is the **LINE** key. To change the domain, press **LINE** and then enter the digits that represent the site's domain. Note that both digits must be entered.

**01** - North America

**02** - Europe (except Spain and France); Japan (channels 1-13)

**04** - Spain

**05** - France



As of this writing, Spain and France are adopting the general European Regulatory rules. Check with your wireless LAN administrator or supplier for which domain to enter in these countries.

### Transmit Power

Available transmit power is regulated by domain. The Regulatory Domain setting above affects the options available for this setting. The default setting is **Maximum** which in North America is 100 mW. The Maximum in other domains is 30 mW. Transmit Power may be set to a lower number if necessary by selecting one of the other levels. If changed from the default, ensure the Transmit Power setting is the same on all Wireless Telephones and all APs.

### Diagnostics

#### Run Site Survey

The Site Survey mode is activated by selecting this option. Site survey starts running immediately upon selecting this option. See the Diagnostic Tools section for more information about Site Survey.

#### Diagnostics Mode

See the *Diagnostic Tools* section for a detailed explanation of the Diagnostics Mode options.

#### Syslog Mode

See the *Diagnostic Tools* section for a detailed explanation of the Diagnostics Mode options.

### Restore Defaults

The Restore Defaults option will set all user and administrative parameters to their factory defaults.

## 5.2 User-defined Preferences

The following user-defined preferences are also covered in the Avaya 3600 Series Wireless Telephones user guides. The system administrator can refer to this list for more information about customizing Wireless Telephone settings.

To configure the following options, the Wireless Telephone must acquire the system (no error message may display) and be in standby mode at the extension display. This is the standby state. While in the standby state, press and hold **FCN** briefly to open the user options menu. Use the following keys to display and select options:

<b>Up/Down</b> buttons:	display previous/next menu item.
<b>Select</b> button:	selects the menu item or option.
<b>OK</b> softkey	selects the menu item or option.
<b>Save</b> softkey:	saves the entry.
<b>Bksp</b> softkey:	backspaces to allow editing of entry.
<b>Cncl</b> softkey:	cancels edit and returns to previous menu level.
<b>Up</b> softkey:	returns to previous menu level.
<b>Exit</b> softkey:	exits the menu (at the top level).
<b>End Call</b> key:	exits to standby state (from any level)

**Standby menu**

Standby menu item	2 <sup>nd</sup> Level	3 <sup>rd</sup> Level	4 <sup>th</sup> Level
Lock Keys			
Ring Options	Telephone Ring	Ring Cadence	Off *PBX Continuous Short Pulse Long Pulse
		Ring Tone	*Tone 1 Tone 2 Tone 3 Tone 4 Tone 5
		Ring Volume	Bars
		Vibrate Cadence	*Off PBX Continuous Short Pulse Long Pulse
		Ring Delay*	*No Delay 5 Second Delay 10 Second Delay
	Auxiliary Ring 1 Auxiliary Ring 2		
Phone Options	Noise Mode	*Normal High Severe	
	Key Tones	*Enable Tones Disable Tones	
	Warning Tones	*Enable Warnings Disable Warnings	
	Display Contrast	Contrast %	Default = 50%
	Keypad Autolock	*Disable 5 seconds 10 seconds 20 seconds	
System Info	Phone IP Addr Server IP Addr Firmware Version		
Call Server IP			
Call Server Port			
Push-to-talk <sup>1</sup>	Channel	Current Channel: X 1 2 3 4 5 6 7 8 New Channel = ?	
	Enable/Disable	PTT Enabled *PTT Disabled	
	Audio Volume	Bars	
	Tone Volume	Bars	

\* default setting

\*shows up when Ring Cadence and Vibrate Cadence are both set to a value other than "Off"

<sup>1</sup> Push-to-talk is available only on the AVAYA 3626 Wireless Telephone.

**Main Menu:** Scroll through the list of options by pressing the **Up** and **Down** side buttons. Select an option by pressing the **Select** side button.

Lock Keys
Ring Options
Phone Options
System Info
Call Server IP
Call Server Port
Push-to-Talk [3626]
OK      Exit

**Lock Keys:** When enabled, the Keypad Lock option will lock the keypad immediately. If the keypad is locked, it may be unlocked by the end user pressing the **Unlk** softkey and then the **#** key.

**Ring Options:** The Ring Type option allows the user to set the ring for three separate functions. Telephone ring is used for usual telephony functions. The Auxiliary Rings may be used to set different ringing patterns for OAI applications.

Telephone Ring
Auxiliary Ring 1
Auxiliary Ring 2
OK      Up

**Telephone Ring:** Telephone Ring allows the user to set a distinctive ring style, volume and sequence. Select from an audible ring or a vibrate-only ring or a vibrate ring along with or followed by an audible ring.

Ring Cadence
Ring Tone
Ring Volume
Vibrate Cadence
Ring Delay
OK      Up

**Ring Cadence:** The cadence is the rhythm of the ring. It may be set to a pre-programmed ring cadence or it may be set to obtain its cadence from the PBX. The PBX option is designed to utilize any distinctive rings sent by the PBX while allowing the user to set unique rings for auxiliary applications.

Off
PBX
Continuous
Short Pulse
Long Pulse
OK      Up

Off: silent

PBX: PBX determines ring cadence (e.g. the PBX may send rings that differentiate between internal and external calls.)

Continuous: rings continually until answered

Short Pulse: rings in short bursts

Long Pulse: rings in long bursts

**Ring Tone:** select from five available tones (scroll to Tone 5 option). The Play softkey allows the user to preview the tone before selecting. If Ring Cadence is turned off, the Ring Tone option will not appear on the menu.

Tone 1			
Tone 2			
Tone 3			
Tone 4			
Tone 5			
OK	Play		Up

**Ring Volume:** The user may select a volume level by pressing the **Up** and **Down** side buttons and then pressing the **OK** softkey. The graduated volume bar indicates the levels. This setting may be overridden by adjusting volume while the handset is ringing.

**Vibrate Cadence:** Vibrate Cadence options are the same as for Ring Cadence

**Ring Delay:** Ring Delay determines how long the vibrate cadence will play before the audible ring starts. If the Ring Cadence or Vibrate Cadence is turned off, the Ring Delay option will not appear on the menu.

No Delay			
5 Second Delay			
10 Second Delay			
OK			UP

**Auxiliary Ring 1 and Ring 2:** Auxiliary rings are designed to be utilized by OAI applications, enabling the user to set a distinctive ring for these applications.

#### Phone Options

**Noise Mode:** Provides options that describe the noise level in your environment. Selecting the correct option will adjust the Wireless Telephone to account for background noise. Select **Normal**: for most office environments; **High**: for moderate background noise; or **Severe**: for extremely noisy conditions. Use of the non-Normal modes is not recommended unless you are in a loud environment or you may find it difficult to be heard on your Wireless Telephone.

**Key Tones:** Key tones may be turned on or off and determine if tones play when keys are pressed. Key tones are enabled by default.

**Warning Tones:** The Wireless Telephone plays various warning tones such as system up or down, out of range, etc. These tones may be turned on or off and are enabled by default.

**Display Contrast:** The display may need to be adjusted for different lighting situations. Contrast may be set by pressing the **Up** and **Down** side buttons until the desired contrast is displayed and then pressing the **OK** softkey. The minimum setting is 30% and the maximum setting is 83%.

**Keypad Autolock:** The Wireless Telephone may be set to lock the keypad automatically when in standby mode. The automatic locking function of the keypad may be disabled (the default) or adjusted for a 5, 10 or 20 second delay before locking.

#### System Info

**Phone IP Addr:** Displays the IP address currently assigned to the Wireless Telephone.

**Server IP Addr:** Displays the IP address of the AVPP Server and the OAI Server (if installed).

**Firmware Version:** displays the software version running the Wireless Telephone. The MAC address is the hardware identification number and is set at the factory. Three code numbers correspond to the three files that each version uses.

(MAC address)			
(downloader code) (functional code)			
(phintl file)			
OK			Up

Downloader: pd11gl3.bin

Functional: pd11xxx3.bin

Phintl: phintl24.bin or pi11xxx.bin

**Call Server IP:** This option displays the IP address of the Avaya Call Server with which the Wireless Telephone is registered. The IP address is not set here; it is merely displayed and may not be changed.

**Call Server Port:** This option displays the UDP port number used when registering with the Avaya Call Server. The port address is not set here; it is merely displayed and may not be changed

**Push-to-Talk:** The AVAYA 3626 Wireless Telephone incorporates push-to-talk functionality. PTT may be allowed or disallowed in the Admin menu. If allowed, the user may enable or disable locally, and may set the channel, tone volume and audio volume. The menu for push-to-talk does not appear if PTT is disallowed on the Admin menu or if no channel is enabled on the Admin menu.

Channel			
Enable/Disable			
Audio Volume			
Tone V olume			
OK			Up

**Channel:** The user may enable any PTT channel that has been allowed in the Admin menu by entering the corresponding number from the keypad. If PTT has been enabled in this handset, the default channel is the lowest allowed channel as set in the Admin menu.

Current Channel: X			
1 2 3 4 5 6 7 8			
New Channel = ?			
			Up

**Enable/Disable:** The user may enable or disable PTT on this handset. PTT is disabled by default.

PTT Enabled			
PTT Disabled			
OK			Up

**Audio Volume, Tone Volume:** The user may select a volume level by pressing the **Up** and **Down** side buttons and then pressing the **OK** softkey. The graduated volume bar indicates the levels. The Audio Volume setting may be overridden by adjusting volume while the handset is in a Push-to-talk call.



If PTT is allowed in the Admin menu and enabled by the user, standby time is decreased to about 30 hours.

## 6. License Management

The 3600 Series Wireless Telephones supports a number of different IP protocol integrations. All 3600 Series Wireless Telephones are shipped from Avaya with a generic software load that allows them to associate to a wireless LAN and download their functional software from a TFTP server. **The Wireless Telephones will not function properly without downloading appropriate software.**

The following details the process to properly configure 3600 Series Wireless Telephones and download software via over-the-air file transfer.

### 6.1 Requirements

- A wireless LAN must be properly configured and operational through the use of 802.11b wireless access points.
- The Avaya Call Server must also be connected to your network and completely operational.
- A TFTP Server must be available on the network in order to load the appropriate software into the Wireless Telephones.
- The AVPP Server is installed and properly configured.
- Finally, ensure that the Battery Pack on the Wireless Telephone is fully charged.

### 6.2 Configuration Process

1. Download the latest IP software for the 3600 Series Wireless Telephones from:  
<http://www.spectralink.com/service/software.php> .
2. Load the latest version of the 3600 Series Wireless Telephones code and place it on the TFTP Server and ensure the TFTP Server is started. The five files that are needed must be named:  
*slnk\_cfg.cfg*  
*pd11gl3.bin*  
*pd11ccd.bin*  
*pd11ccd3.bin*  
*pi110003.bin*.
3. If statically assigning IP addresses, ensure that the **IP Address**, **TFTP Server IP**, **AVPP IP**, **Call Server IP**, **Subnet Mask**, and **Default Gateway** information are accurate in the Admin Menu. If using a DHCP Server, ensure that the DHCP option is set. See “3600 Series Wireless Telephones Configuration” section for detailed configuration instructions.
4. Ensure the Wireless Telephone has properly configured **ESSID** and **Reg Domain** Information within the Admin Menu. If you are accepting broadcast **ESSIDs** at your access points, the handset will automatically learn the ESSID information when powering on. See “3600 Series Wireless Telephones” section for detailed configuration instructions.
5. Using the Admin Menu on the Wireless Telephone, ensure the **License Option** menu option is set to **009**. This ensures the handset will check for the proper software files each time it powers on. See “3600 Series Wireless Telephones Configuration” section for detailed configuration instructions.
6. Power cycle the Wireless Telephone.



7. The code will now download to the handset. The status bar will increment fully across the display for each function that is being performed in the download process. Upon completion of the update process, the handset will re-boot with the new firmware.
8. After code has been downloaded for the first time, the Wireless Telephone will ask for an extension and password. Once these have been entered, the phone will register with the Avaya Call Server.



For future software upgrades, simply update the files that are stored on the TFTP Server. Each time the Wireless Telephone is powered up, it will check with the TFTP Server to ensure it has the proper software version. If a new version of code is downloaded, the currently entered extension and password will be preserved.

## 7. Avaya Call Server Integration Factors

This section describes the mapping between the emulated Avaya 4612 IP Telephone and the 3600 Series Wireless Telephones.

### Voice Messaging Access

Voicemail is accessed on the Wireless Telephone as **FCN** + a character that corresponds to the administered button.

### CODECs

The 3600 Series Wireless Telephones are compatible with the G.711 and G.729a/ab codecs. There is no setting required on the WT. If the wrong codec is used, there will be no voice path.

### DHCP

Dynamic Host Configuration Protocol (DHCP) is a standardized protocol that enables clients to be dynamically assigned with various configuration parameters, such as an IP address, subnet mask, default gateway, and other critical network configuration information. DHCP servers centrally manage such configuration data, and are configured by network administrators with settings that are appropriate for a given network environment. The Wireless Telephone will use the following DHCP options if DHCP use is enabled:

Option	Meaning
1	Subnet Mask
3	Default Gateway
6	DNS Server
7	Syslog Server
15	Domain Name
43	Avaya Specific Options
60	Vendor Class ID
66	TFTP Server
151	Avaya Voice Priority Processor
152	NL OAI Gateway
176	Avaya Specific Options
siaddr	Boot server or next server

### TFTP

The Wireless Telephone uses TFTP to update its software over the 802.11 wireless LAN.

### DNS

Domain Name System (DNS), an industry-standard protocol, locates computers on an IP-based network. IP networks rely on number-based addresses to move information on the network. However, users are better at remembering friendly names than number-based addresses, so, it is necessary to translate user-friendly names into addresses that the network can recognize. The Wireless Telephone will use DNS to automatically translate names into IP addresses for these components: TFTP Server, Avaya Voice Priority Processor, and Avaya Call Server.

## Entering an Extension and Password

Several conditions (new phone, Extension Error, Password Error, and Extension in use) can result in the Wireless Telephone asking the user for a new extension and password. The entry process is described below. When a new extension or password is being entered, the asterisk (\*) key can be used to back up and correct an error.

The Wireless Telephone will display:

**Ext.       =XXX**  
**#=OK     New =**

At this point, a new extension can be entered, or if the # key is pressed, the Wireless Telephone will retain the current extension.

After a new extension is entered, press # to continue.

The Wireless Telephone will then display:

**Password = \*\*\*\*\***  
**# = OK**

A new password can be entered at this time, or if the # key is pressed, the Wireless Telephone will continue with its current password.

After a new password is entered, press # to continue.

## Extension Error

If the Call Server (or all Call Servers if there are more than one) does not recognize the extension the phone is trying to register with, the Wireless Telephone will display:

**Extension Error**

This will last 5 seconds, and then the Wireless Telephone will ask the user to enter a new extension and password.

## Password Error

If the Wireless Telephone has an incorrect password, the display will show:

**Password Error**  
**# to continue**

Press # to continue on to enter a new extension and password.

## Extension Override

The Avaya Call Server will detect when a Wireless Telephone tries to register with the same extension as any telephone that is already registered to that extension. If this happens, the Wireless IP Phone will display:

**Extension in use**  
**# to continue**

Press # to continue.

If the user chooses to continue on with the override information, the Wireless Telephone will register with the override bit set. Any telephone currently registered with the given extension will be unregistered, and any activity on the currently registered telephone will be stopped. If that telephone is in a call, it will be dropped.

If the user does not want to override the existing extension, either enter a different extension and password, or simply power off the Wireless Telephone.



If two Wireless Telephones are assigned to the same extension, the Avaya Call Server will not properly resolve the registration conflict due to the presence of the Avaya Voice Priority Processor. Both Wireless Telephones may fail to operate properly.

**Retry / Restart**

Some errors will result in the following display, once # is pressed to continue:

**\* to Retry**

**# to Restart**

Press \* to immediately retry registering with the Call Server. Press # to restart the Wireless Telephone, which will take about 20 seconds.

## 8. Feature Programming

The 3600 Series Wireless Telephones emulate the Avaya 4612 IP Telephone.



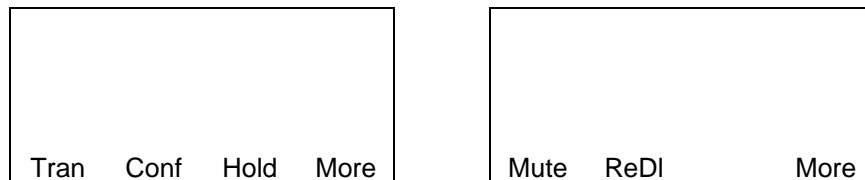
The Twelve programmable keys for line appearances and features are emulated in the Wireless Telephone **LINE** and **FCN** menus. The dedicated Transfer, Conference, Hold, Mute, and Redial buttons are emulated by the Wireless Telephone softkeys.

All telephone functions and messaging features are supported if possible. Functions that require the use of the volume keys are not supported, nor are Speakerphone functions.

The Menu, ◀, ▶, Exit and softkeys on the 4612 IP Telephone are not supported.

### 8.1 Softkey Assignment

The dedicated buttons on the Avaya 4612 IP Telephone are assigned to the softkeys in two sets:



The **More** softkey toggles the screen to the other set. Pressing the softkey activates the feature.

## 8.2 Function Assignment

The keypad mapping for each 3600 Series Wireless Telephone is administered through the Avaya Call Server administration software (for example, Avaya Site Administration). Programmable keys are accessed by pressing the **LINE** or **FCN** key on the Wireless Telephone, followed by the appropriate digit key. The line appearances assigned to any of the twelve programmable feature keys on the Avaya 4612 IP Telephone are emulated by the **LINE** menu on the Wireless Telephone. The features are emulated by the **FCN** menu. Lines and features may be assigned in any combination.

Lines and features are automatically assigned to shortcut keys which may be used to expedite access. The Wireless Telephone receives line and feature information from the Call Server and places it on the appropriate menu for access by the end user.

### Line Appearances

Any of the 12 programmable keys on the Avaya 4612 IP Telephone may be assigned to lines. The 3600 Series Wireless Telephones support a maximum of 10 line appearances as call appearances. Typically, three line appearances are assigned. These line appearances may be displayed on the **LINE** menu. While off hook, press the **LINE** key to view the shortcut keys and assigned extensions for line appearances. There are nine possible line appearances which correspond to the nine indicators at the top of the Wireless Telephone display. When a line is in use, the indicator converts to the line number. Press the **LINE** key again to display the second page of the list if more than four line keys have been programmed. To use an extension, press the corresponding shortcut key. You may also use the **Up**, **Down**, and **Select** side buttons to scroll through the displays and activate the line appearances on this list. Up and down arrows on the display indicate additional items may be viewed by using the side buttons. Press the **End Call** key to exit the Line Appearance list without selecting a line.

### Feature List

Any of the 12 programmable keys on the Avaya 4612 IP Telephone may be assigned to features. Typically, three line appearances are assigned and the remaining nine keys are programmed to features. These features may be accessed through the **FCN** menu on the Wireless Telephone. When **FCN** is pressed, the display lists the first four features and the assigned shortcut keys. A “+” may appear after the shortcut key to indicate that the corresponding feature is turned on. Pressing **FCN** repeatedly will display the remaining items on the list. Shortcuts programmed to OAI features will preempt programming assigned to other keys.

Activate the fixed features on the off-hook Wireless Telephone by pressing **FCN** + the shortcut key. You may also use the **Up**, **Down** and **Select** side buttons to scroll through and activate the features on this list. Up and down arrows on the display indicate additional items may be viewed by using the side buttons. Press the **End Call** key to exit the list without selecting a feature.



Changes to feature programming will take effect after the Wireless Telephone is powered off and back on again.



If an Open Application Interface (OAI) is operational, one or more function key sequences will be assigned in the OAI configuration and they will override any function sequence established here.



The Wireless Telephone relies on the PBX's response to a Button Request message to allocate **LINE** and **FCN** keys to the appropriate list, as well as to supply correct labels for the keys. If the PBX fails to respond, or if the response cannot be properly parsed, the following default behavior is applied:

If the IP Office mode is enabled, six default keys are assigned under the **LINE** key, and are labeled L/F 01 through L/F 06. These keys send the same codes as P1 through P6 on the 4606/4612 terminal.

If the IP Office mode is disabled, an additional six keys labeled L/F 07 through L/F 12 are assigned under the **FCN** key, and send the same key codes as P7 through P12 of the 4612 terminal.

## 9. Testing a Wireless Telephone

Verify proper registration and operation of each Wireless Telephone by performing the following tests on each Wireless Telephone in an active wireless area.

1. Power on the Wireless Telephone by pressing **Power On**. You will see a series of messages displayed as the Wireless Telephone acquires the system. The Wireless Telephone should display the user extension. Any error messages should clear.
2. Press the **Start Call** key. The extension number should be replaced by information from the Avaya Call Server and you should hear dial tone. Place a call and listen to the audio quality. End the call by pressing the **End Call** key.
3. Place a call to the Wireless Telephone and verify ring, answer, clear transmit, and clear receive audio.
4. Press the **Start Call** key.
5. Use the **FCN** key to verify all programmed features on the Wireless Telephone, and press **End Call** when finished.
6. Use the **LINE** key to verify the programmed line appearances, and press **End Call** when finished.
7. Press the **End Call** key. Any line indicators should turn off and the extension number display will return.



## 10. Diagnostic Tools

**Run Site Survey**, **Diagnostic Mode** and **Syslog Mode** are three diagnostic tools provided to assist the WLAN administrator in evaluating the functioning of the WT and the system surrounding it. Diagnostic Tools are enabled in the Admin menu.

### 10.1 Run Site Survey

Site Survey is used to evaluate the facility coverage before certifying that an installation is complete. It can also be used at any time to evaluate coverage by testing signal strength, to gain information about an AP, and to scan an area to look for all APs regardless of ESSID. The information available through site survey includes:

- ESSID
- Beacon Interval
- Information regarding support of 802.11d, 802.11g, 802.11h, and other 802.11 amendment standards as required.
- Current security configuration

Start the site survey by selecting **Run Site Survey** from the Admin menu. The mode starts immediately.

When the test is started, it is by default in “single ESSID” mode. When the **Any** soft key is pressed (softkey A), all APs, regardless of ESSID are displayed, and the softkey changes to say **MyID**. Pressing the **MyID** soft key will revert to the “single ESSID” mode and change the softkey back to **Any**.

The display would look like the following for the multiple AP mode.

1	1	1	1	1	1	-	2	2	3	3	4	4	4
1	1	1	1	1	1	-	2	2	3	3	4	4	4
1	1	1	1	1	1	-	2	2	3	3	4	4	4
1	1	1	1	1	1	-	2	2	3	3	4	4	4
A n y											D e t l		

Where:

- 111111 = The last three octets of the on-air MAC address for a discovered AP.
- 22 = The signal strength for the specified AP.
- 33 = The channel number of the specified AP.
- 444 = The beacon interval configured on the specified AP.
- Any/MyID = Softkey to toggle between “single ESSID” and “any ESSID” mode.
- Detl/Smry = Softkey to toggle between the multiple AP (summary) display, and the single (detail) displays for each AP.

The following screen shows how the display would look when there are three APs configured with an ESSID that matches that of the WT. The first has a signal strength of -28dbm, is configured on channel 2, with a beacon interval of 100ms. The second has a signal strength of -48dbm, is configured on channel 6, with a beacon interval of 200ms. The third has a signal strength of -56dbm, is configured on channel 11 with a beacon interval of 100ms.

```

a b 7 b c 8 - 2 8 0 2 1 0 0
2 a e 5 7 8 - 4 8 0 6 2 0 0
2 a e 5 9 6 - 5 6 1 1 1 0 0

A n y D e t l

```

When the any ESSID mode is selected, the summary display contains the first six characters of the APs ESSID instead of the beacon interval as in the example below.

```

a b 7 b - 2 8 0 2 A L P H A
2 a e 5 - 4 8 0 6 W S M T E S
2 a e 5 - 5 6 1 1 v o i c e

M y I D D e t l

```

In detail mode the display would appear as follows. The Left/Right arrow keys will move between AP indices.

```

i : b b b b b b s n c h b c n
e e e e e e e e e e D G H I
r r r r r r r r r r + x x x x
m m m G : g g g g P : p p p p
A n y S m r y

```

Where:

- i = Index of selected AP (value will be from 0 to 3 inclusive)
- bbbbbb = The last three octets of the BSSID for a discovered AP.
- sn = Signal strength in –dbm
- ch = Channel
- bcn = Beacon interval
- eeeeeeeeeee = ESSID (Up to first 11 characters)
- DGHI = Standards supported
- rrrrrrrr = Rates supported. Basic rates will have a “b” following the rate.
- + = more rates are supported than those displayed
- xxxx = WMM or UPSD if those QoS methods are supported
- mmm = Security mode
- G:gggg = Group key security
- P:pppp = Pairwise key security
- Any/MyID = Softkey to toggle between “single ESSID” and “any ESSID” modes.
- Detl/Smry = Softkey to toggle between the multiple AP display (summary), and the single AP display (detail).

Numbers racing across the WT display indicate AP information is being obtained. A **Waiting** message indicates the system is not configured properly and the WT cannot find any APs.

## Solving Coverage Issues

Coverage issues are best resolved by adding and/or relocating access points.

Overlap issues may be resolved by reassigning channels to the access points or by relocating the access points. See the *Troubleshooting* section *Access Point Problems* for more information.

## Diagnostics Mode

The Diagnostics Mode is used to evaluate the overall quality of the link between the WT, AP, and infrastructure side equipment, such as PBX, AVPP, and gateways. Unlike Site Survey, the Diagnostics Mode is used while the functional code is running, and during a call.

When **Diagnostics Mode** is turned on in the Admin menu, the WT can display diagnostic screens any time it is active (in a call).

The display of information is instigated by pressing the **MENU** key. Only four of the diagnostic counters listed below can be shown at a time. Pressing the **MENU** key multiple times will cycle through the various counters and the normal off hook (PBX) display. The numeric icon at the top of the display indicates what screen number is being displayed. For example the first time the **MENU** key is pressed, the **1** icon is shown, and the first four counters are displayed, the next time it is pressed, the **2** icon is shown, and the next four counters are displayed, the counters will be cycled through in this fashion until there are no more counters to be displayed. After all the counters have been displayed, the screen returns to the normal off hook PBX screen.

Note that the normal use of the **MENU** key is not available if **Diagnostics Mode** is enabled.

The information provided by the Diagnostics Mode includes:

### Screen 1

- Missed receive packet count since power up (MissedRcvCnt)
- Missed transmit packet count since power up (MissedXmtCnt)
- Receive retry count since power up (RxRetryCount)
- Transmit retry count since power up (TxRetryCount)

M	i	s	s	e	d	R	c	v	C	n	t	n	n	n	n	n
M	i	s	s	e	d	X	m	t	C	n	t	n	n	n	n	n
R	x	R	e	t	r	y	C	o	u	n	t	n	n	n	n	n
T	x	R	e	t	r	y	C	o	u	n	t	n	n	n	n	n

**Screen 2**

- Jitter (Jitter), average error or “wobble” in received packet timing, in microseconds
- Last successful transmit data rate (LastRate)
- Gateway type (GatewayType)

J i t t e r	n n n n n
L a s t R a t e	n n n n n
G a t e w a y T y p e	m n e m o

Where:

- mnemo – A mnemonic that indicates what type of gateway is being used
  - SawA2 – All WTs are rate limited to 2Mb because a 500 series AVAYA WT is on the network. \*\*\*\*\*Check with SpectraLink R&D to see if this applies to the Avaya phones.\*\*\*\*\*
  - 2Mb – non-AVPP Gateway system (WTs are limited to 2Mb if the AVPP is not used.)
  - 11Mb – Gateway with AVPP and no 500 series AVAYA WTs. This system can run at the full 11Mb speed.

**Screen 3**

- Screen 3 contains a list of the APs that are heard and the following parameters from each AP:
  - Indicator as to whether this is the current AP or an index into the list of other APs heard
  - Last two octets of the MAC address of the AP
  - Channel number
  - Signal strength
  - Either the 802.11 Association ID from the current AP or a mnemonic for the reason code indicating why the WT didn’t hand off to this other AP.

C	:	m m m m	c h	- s s	a i d
1	:	m m m m	c h	- s s	m n e m
2	:	m m m m	c h	- s s	m n e m
3	:	m m m m	c h	- s s	m n e m

Where:

- C: - Indicates the AP that the WT is currently using
- n: - Indicates an index into the list of other APs, where n is equal to 1, 2, or 3
- mmmm – This hexadecimal number is the last 2 octets of this AP’s MAC address
- ch – Channel number the AP is configured on
- -ss – Signal strength for the AP in dBm
- aid – The Association ID for the currently associated AP
- mnem – A mnemonic that indicates why the WT didn’t hand off to this other AP
  - Unkn – Reason unknown

- Weak – Signal Strength too weak
- Rate – One or more basic rates not supported
- Full – AP can not handle bandwidth requirements
- AthT – Authentication Timeout
- AscT – Association Timeout
- AthF – Authentication Failure
- AscF – Association Failure
- SecT – Security Handshake Timeout
- SecF – Security Handshake Failure
- Cnfg – AP not configured correctly for security, QoS mode or infrastructure network.

**Screen 4**

- Association count since power up (AssocCount)
- Re-association count since power up (ReAssocCount)
- Association failures since power up (AssocFailure)
- Re-association failures since power up (ReAssocFail)

A	s	s	o	c	C	o	u	n	t	n	n	n	n	n		
R	e	A	s	s	o	c	C	o	u	n	t	n	n	n	n	n
A	s	s	o	c	F	a	i	l	u	r	e	n	n	n	n	n
R	e	A	s	s	o	c	F	a	i	l	n	n	n	n	n	

**Screen 5**

- Security error count since power up (Sec-ErrCount)
- MAC sequence number of frame with last security error (LstSecErrSeq)

S	e	c	-	E	r	r	C	o	u	n	t	n	n	n	n	n
L	s	t	S	e	c	E	r	r	S	e	q	n	n	n	n	n

## 10.2 Syslog Mode

A syslog server must be present on the network in order for the WT to send the log messages and have them saved. The syslog server will be found with DHCP option 7 if the WT is using DHCP. If static addresses are configured, the syslog server's IP address can be configured statically in the Admin menu.



If the syslog server address is blank (000.000.000.000 or 255.255.255.255) or the WT is using DHCP and no option 7 is received from the DHCP server, the WT will not send any syslog messages.

Admin menu options:

**\*Disabled** turns syslog off.

**Errors** causes the WT to log only events that we consider to be an error (see below).

**Events** logs all errors plus also some other interesting events (see below).

**Full** logs all the above plus a running stream of other quality information (see below).

The table below lists the syslog messages and which level of logging will produce them:

Message type	Errors	Events	Full
Failed Handoff	Yes	Yes	Yes
Successful Handoff	No	Yes	Yes
Security Error	Yes	Yes	Yes
Call Start/End	No	Yes	Yes
Audio stats	No	No	Yes (every 5 secs)
Audio error threshold exceeded	Yes	Yes	Yes
Radio stats	No	No	Yes (every 5 secs)
Radio error threshold exceeded	Yes	Yes	Yes

All syslog messages will include:

- Date and time (to 1/100th of second) since handset power on (currently set to Jan-1 00:00.00)
- WT's MAC address
- WT's IP address
- Sequence number

The table below lists the additional items in each Message type:

Failed Handoff (Sent whenever the WT attempted to handoff, but failed trying.)	Failed AP MAC Failed AP signal strength Current AP MAC Current AP signal strength Failure reason
Successful Handoff	New AP MAC New AP signal strength Old AP MAC Old AP signal strength Reason for handoff Other candidate APs: MAC Signal strength Reason not used
Security Error	AP MAC AP signal strength Security mode Error details (mode dependent)
Call Start	Call type (telephony, OAI, PTT) AP MAC AP signal strength
Call End	AP MAC AP signal strength
Audio stats	AP MAC AP signal strength Payload size (in msec) Payloads sent Payloads received Payloads missed (not received) Payloads missed rate (over last 5 seconds) Payloads late Payloads late rate (over last 5 seconds) Average jitter
Audio error threshold exceeded (Sent if payloads missed rate or payloads late rate exceeds 2%, or if the average jitter is over 2 msec)	Same as audio stats
Radio stats	AP MAC AP signal strength Directed packets sent Directed packets received Multicast packets sent Multicast packets received Broadcast packets sent Broadcast packets received TX dropped count TX drop rate (over last 5 seconds) TX retry count TX retry rate (over last 5 seconds) RX retry count RX retry rate (over last 5 seconds)
Radio error threshold exceeded (Sent if TX drop rate exceeds 2% or TX or RX retry rate exceeds 5%)	Same as radio stats

Messages are formatted like the following example:

```
Jan 1 00:01:26.72 0090.7a02.2a1b (172.16.0.46) [001a] RStat: AP 00:40:96:48:1D:0C (-56 dBm),
Sent 783523, Recvd 791342, MSnt 245, MRcd 5674, BSnt 43, BRcd 10783, TX drop 43 (0.0%),
TX retry 578 (1.2%), RX retry 1217 (1.6%)
```



## 11. Certifying the WTs

Prior to determining that an installation is complete, test the WTs following the sequence given in the previous *Testing a WT* section and conduct a site survey mode test according to the directions given in the previous *Diagnostic Tools* section. Note any areas where coverage is conflicting or inadequate. Note any system difficulties and work with your wireless LAN and/or LAN system administrator to determine the cause and possible remedy. See the section *WT Problems* for clues to possible sources of difficulties. If any adjustments are made to the system, re-test the device in the same vicinity to determine if the difficulty is resolved.

**The installer should not leave the site before performing installation verification.**

These tests must be performed in typical operating conditions, especially if heavy loads occur. Testing sequence and procedure is different for every installation. Generally, you should organize the test according to area and volume, placing numerous calls to others who can listen while you perform coverage tests. Note any areas with excessive static or clarity problems and report it to an OEM service engineer.

The coverage test will also require you to put the WT in **Site Survey** mode and walk the entire coverage area to verify all access points.

### 11.1 Conducting a Site Survey

Conduct a Site Survey of the installation, by walking the site looking for interfering 802.11 systems, adequate coverage and channel assignment, and correct AP configuration.

4. Referring to section *Run Site Survey*, put a WT into Site Survey in the **Any/Smry** ESSID mode. Walk throughout the site checking for any expected APs or other ESSIDs.
5. Then, walk the site again, in **MyID/Smry** ESSID mode, this time checking that every location has adequate coverage (there should be at one AP stronger than -70dBm in all areas) and has good channel allocation (at any point, the strongest AP shown should be on a different channel than the next best choice).
6. Finally, use the single AP (**MyID/Detl**) display to check each AP, to ensure it is configured for the proper data rates, beacon interval, 802.11 options enabled, QoS method, and security method.

Make any necessary adjustments to AP locations and configurations and repeat steps 1-3 until the Site Survey shows adequate coverage and correct configuration at every location.

**The installation is not complete until these certification steps have been performed. Do not hand out WTs at a site that has not been certified.**

## 12. Software Maintenance

The 3600 Series Wireless Telephones use proprietary software programs maintained by Avaya. The software versions that are running on the Wireless Telephones can be displayed during power on by holding down the **Power On** button.

Avaya or its authorized dealer will provide information about software updates and how to obtain the software (for example, downloading from a web site).

### 12.1 Upgrading Wireless Telephones

After software updates are obtained from Avaya, they must be transferred to the appropriate location in the LAN to update the code used by the Wireless Telephones.

3600 Series Wireless Telephones allow over-the-air transfer of software updates from the designated TFTP server to the Wireless Telephones. The downloader function in the Wireless Telephone checks its software version every time the Wireless Telephone is turned on. If there is any discrepancy the Wireless Telephone immediately begins to download the update.

#### Normal Download Messages

When the Wireless Telephone is powered on, it displays a series of messages indicating that it is searching for new software, checking the versions, and downloading. The normal message progression is:

Message	Description
Checking Code	Wireless Telephone is contacting the TFTP Server to determine if it has a newer version of software that should be downloaded.
Erasing Memory	Wireless Telephone has determined that a download should occur and is erasing the current software from memory. This message also displays a progress bar. When the progress bar fills the display line the erase operation is complete.
Updating Code	Wireless Telephone is downloading new software into memory. When the progress bar fills the display line the update operation is complete on that file.

When the update is complete, the Wireless Telephone displays the extension number, and is ready for use.

## Download Failure or Recovery Messages

The following display messages indicate a failure or recovery situation during the download process.

Message	Description
Server Busy	Wireless Telephone is attempting to download from a TFTP Server that is busy downloading other phones and refusing additional downloads. The Wireless Telephone will automatically retry the download every few seconds.
TFTP ERROR(x):yy	a failure has occurred during the TFTP download of one of the files. (x) = The file number which was being downloaded; yy is an error code describing the particular failure. Possible error codes are: 01 = TFTP server did not find the requested file. 02 = Access violation (reported from TFTP server). 07 = TFTP server reported "No such user" error. Check the TFTP server configuration. 81 = File put into memory did not CRC. The Wireless Telephone will attempt to download the file again. FF = Timeout error. TFTP server did not respond within a specified period of time.
Erase Failed	Download process failed to erase the memory in the Wireless Telephone. This operation will retry.
Waiting	Wireless Telephone has attempted some operation several times and failed, and is now waiting for a period of time before attempting that operation again.

## 13. Troubleshooting Wireless Telephone Problems

Wireless Telephones can exhibit transmission problems in several ways. They can cease functioning properly, display error messages, or display incorrect data. When using and troubleshooting Wireless Telephones, consider the following problem sources to determine the best method of approaching any specific situation.

### 13.1 Access Point Problems

Most, but not all, Wireless Telephone audio problems have to do with access point range, positioning and capacity. Performing a Site Survey as described in the *Setup and Maintenance* document can isolate the AP causing these types of problems. If the Wireless Telephone itself is suspected, conduct a parallel Site Survey with a Wireless Telephone that is known to be properly functioning.

**In range/Out of range** – service will be disrupted if a user moves outside the area covered by the wireless LAN access points. Service is restored if the user moves back within range. If a call drops because a user moves out of range, the Wireless Telephone will recover the call if the user moves back into range within a few seconds.

**Capacity** – in areas of heavy use, the call capacity of a particular AP may be filled. If this happens, the user will hear three chirps from the Wireless Telephone. The user can wait until another user terminates a call, or move within range of another AP and try the call again. If a user is on a call and moves into an area where capacity is full, the system attempts to find another AP. Due to range limitations, this may be the same as moving out of range.

**Transmission Obstructions** –prior to system installation, the best location for APs for optimum transmission coverage was determined. However, small pockets of obstruction may still be present, or obstructions may be introduced into the facility after system installation. This loss of service can be restored by moving out of the obstructed area, or by adding APs.

### 13.2 Configuration Problems

Certain problems are associated with improper configuration of either the Avaya Call Server or the Wireless Telephone. Configuration problems are generally corrected by changing the configuration at the Avaya Call Server or on the Wireless Telephone. See the sections “Avaya Call Server Configuration” and “3600 Series Wireless Telephones Configuration” for specific configuration steps. There may also be incorrect programming of the AP. See the *Configuration Note* for the AP in use at the site.

If the Avaya Call Server registration fails, note any error messages on the display including which line icons are active. This information will help with the problem resolution.

## 13.3 Wireless Telephone Status Messages

Wireless Telephone status messages provide information about the 3600 Series Wireless Telephone's communication with the AP and host telephone system. The following table summarizes the status messages, in alphabetical order.

Message	Description	Action
3 chirps	WT is not able to communicate with the best AP, probably because that AP has no bandwidth available.	None. This is only a warning, the call will handoff to the best AP once it becomes available.
Address Mismatch	WT software download files are incorrect or corrupted	Download new software from the OEM site per <i>Software Maintenance</i> .
ASSERT xxx c Line yyy	The WT has detected a fault from which it cannot recover.	Record the error code so it can be reported. Turn the WT off then on again. If error persists, try registering a different WT to this telephone port. If error still persists, contact OEM Technical Support and report the error.
Assoc Failed xxxxxxxxxxxx	x...x = AP MAC address WT association was refused by AP; displays MAC of failing AP.	Check WT and AP security settings. Ensure AP is configured per <i>Configuration Note</i> . Try another AP.
Assoc Timeout xxxxxxxxxxxx	x...x = AP MAC address WT did not receive association response from AP; displays MAC of failing AP	Check WT and AP security settings. Ensure AP is configured per <i>Configuration Note</i> . Try another AP.
Auth Failed xxxxxxxxxxxx	x...x = AP MAC address WT authentication was refused by AP; displays MAC of failing AP	Check WT and AP security settings. Ensure AP is configured per <i>Configuration Note</i> . Try another AP.
Auth Timeout xxxxxxxxxxxx	x...x = AP MAC address WT did not receive authentication response from AP; displays MAC of failing AP	Check WT and AP security settings. Ensure AP is configured per <i>Configuration Note</i> . Try another AP.
Bad Code Type xx Expected Code Type yy	xx, yy = software license types WT software does not match current handset license selection	Download new software from the OEM site per <i>Software Maintenance</i> .
Bad Config	Some needed configuration parameter has not been set	Check all required WT configuration parameters for valid settings
Bad ESSID	The WT is configured for "static ESSID" (as opposed to "Learn once" or "Learn always" and no ESS ID has been entered.	Enter an ESSID in the configuration settings or change to one of the "Learn" modes.

Message	Description	Action
Bad Phintl File	WT software download files are incorrect or corrupted	Download new software from the OEM site per <i>Software Maintenance</i> .
Bad Program File	WT software download files are incorrect or corrupted	Download new software from the OEM site per <i>Software Maintenance</i> .
Bad Term, Type	Gatekeeper rejected registration request from the WT	Verify the gatekeeper or PBX's configuration
(battery icon), Battery Low, beep (audio)	Low battery	<p>In call: the battery icon displays and a soft beep will be heard when the user is on the WT and the battery charge is low. User has 15–30 minutes of battery life left.</p> <p>The Battery Pack can be changed while the call is still in progress. Do not press End Call. Place call on Hold or Park. Quickly remove the discharged battery and replace with a charged battery, power on the WT, and press Start Call to resume the call in progress.</p> <p>Not in call: The battery icon displays whenever the battery charge is low. The message Battery Low and a beep indicate a critically low battery charge when user is not on the WT. The WT will not work until the Battery Pack is charged.</p>
Battery Failure	The Battery Pack is not functioning.	Replace the Battery Pack with a new or confirmed OEM Battery Pack. Any non-Spectra-Link Battery Packs will not work.
Battery Failed	Battery Pack is damaged or incompatible with WT.	Replace the Battery Pack with a new or confirmed OEM Battery pack. Any non-OEM Battery Packs will not work.
CalSig Addr Bad	Gatekeeper rejected registration request from the WT	<p>Check the H.323 gatekeeper configuration in the WT.</p> <p>Verify the gatekeeper or PBX's configuration</p> <p>Verify the handset has been assigned the correct extension and that no other H.323 devices share that extension.</p>
Can't Renew DHCP yyy.yyy.yyy.yyy	y...y = DHCP server IP address DHCP server is not responding to initial renewal attempt	Configuration problem. Check the IP address configuration in the DHCP server.
Charging ...	The WT is charging in the Desktop Charger.	No action needed.

Message	Description	Action
Charge Complete	The WT is now fully charged.	No action needed.
Checking Code	WT is contacting the TFTP Server to determine if it has a newer version of software that should be downloaded.	None, this message should only last for approximately one second. If message remains displayed, power off and contact customer support for a replacement handset.
Checking DHCP IP	The WT is retrieving DHCP information from the DHCP server	None. This is informational only.
CRC Code Error	The software which has been TFTP downloaded has a bad redundancy code check	Try the download again, it is possible the software was corrupted during download. If the error repeats, check that the download image on the TFTP server is not corrupted.
Code Mismatch!	The software loaded into the WT is incorrect for this model handset	Verify the License Management value is correct. Replace the software image on the TFTP server with software that is correct for the handset model.
DCA Timeout	The WT has detected a fault for which it cannot recover, possibly due to a failure to acquire any network.	Turn the WT off then on again. If error persists, contact OEM Technical Support and report the error.
Dest Unreachable	Unable to establish network connectivity with the gatekeeper	Verify gatekeeper is running and has network connectivity to WLAN infrastructure.
DHCP Error (1-5)	DHCP Error 1  DHCP Error 2  DHCP Error 3  DHCP Error 4  DHCP Error 5	The WT cannot locate a DHCP server. It will try every 4 seconds until a server is located.  The WT has not received a response from the server for a request to an IP address. It will retry until a server is found.  The server refuses to lease the WT an IP address. It will keep trying.  The server offered the WT a lease that is too short. The minimum lease time is 10 minutes but OEM engineers recommend at least one hour minimum lease time. The WT will stop trying. Reconfigure the server and power cycle the WT.  Failure during WEP Key rotation process (proprietary feature).
DHCP Lease Exp yyy.yyy.yyy.yyy	y...y = DHCP Server IP address DHCP is not responding to renewal attempts (at least one renewal succeeded)	The WT failed to renew its DHCP lease, either because the DHCP server is not running, or because the configuration has been changed by the administrator. The WT will attempt to negotiate a new

Message	Description	Action
		lease, which will either work, or change to one of the above DHCP errors (1-4).
DHCP NACK error yyy.yyy.yyy.yyy	y...y = DHCP server IP address DHCP server explicitly refused renewal	The DHCP lease currently in use by the WT is no longer valid, which forces the WT to restart. This problem should resolve itself on the restart. If it does not, the problem is in the DHCP server.
Discov. Required	Gatekeeper rejected registration request from the WT	Check the H.323 gatekeeper configuration in the WT. Verify the gatekeeper or PBX's configuration
DL Not On Sector	WT software download files are incorrect or corrupted	Download new software from the OEM site per <i>Software Maintenance</i> .
DO NOT POWER OFF	The WT is in a critical section of the software update	None. Do not remove the Battery Pack or attempt to power off the handset while this is displayed. Doing so may require the handset to be returned to OEM to be recovered.
Duplicate Addr/#	Gatekeeper rejected registration request from the WT	Check the H.323 gatekeeper configuration in the WT. Verify the gatekeeper or PBX's configuration Verify the handset has been assigned the correct extension and that no other H.323 devices share that extension.
Duplicate IP	The WT has detected another device with its same IP address	If using DHCP, check that the DHCP server is properly configured to avoid duplicate addresses. If using Static IP, check that the WT was assigned a unique address
Erase Failed	Download process failed to erase the memory in the WT.	Operation will retry but may eventually report the error "int. error: 0F" Power cycle the handset.
Erasing Memory	WT has determined that a download should occur and is erasing the current software from memory. This message also displays a progress bar. When the progress bar fills the display line the erase operation is complete.	None. When the progress bar fills the display line the erase operation is complete. Do not turn the WT off during this operation.



Message	Description	Action
Extension Error	Displayed for 5 seconds when all of the Call Servers contacted indicate that they do not recognize the current extension as valid.	The user will be asked to enter a valid extension and password
Extension in Use	The phone is trying to register with an extension that is already registered on the Call Server.	See Avaya Call Server Integration Factors section.
Files Too Big	WT software download files are incorrect or corrupted	Download new software from the OEM site per <i>Software Maintenance</i> .
Flash Config Error	WT internal configuration is corrupt.	Perform "Restore Defaults" operation via administrator menus [or reprogram with Configuration Cradle]
Gatekeeper REJ	Gatekeeper rejected Discovery Request from the WT	Check the H.323 gatekeeper configuration in the WT. Verify the gatekeeper or PBX's configuration
H225 Listen Fail	WT cannot communicate with the AP or the AVPP	This message may display with another diagnostic message. Follow diagnostic actions for the second message (such as No Net Found).
H245 Listen fail	WT cannot communicate with the AP or the AVPP	This message may display with another diagnostic message. Follow diagnostic actions for the second message (such as No Net Found).
Incompatible	The switch is rejecting the software version presented by the phone.	If this condition persists, contact the Avaya system administrator.
Initializing ...	The WT is performing power on initialization	None. This is informational only.
Internal Err. # #	The WT has detected a fault from which it cannot recover. OE = Error while writing the Flash (return WT to factory) OF = No functional code (contact OEM Technical Support)	Record the error code so it can be reported. Turn the WT off then on again. If error persists, try registering a different WT to this telephone port. If error still persists, contact OEM Technical Support and report the error.
Invalid Revision	Gatekeeper rejected registration request from the WT	Verify the gatekeeper or PBX's configuration. Ensure the gatekeeper and PBX will support version 2 of the H.323 protocol.

Message	Description	Action
Multiple GW Reg yyy.yyy.yyy.yyy	y...y = Gateway IP address handset received responses from multiple gateways; displays IP address of one responding gateway.	Check each NetLink Telephony Gateway for the Wireless Telephone's MAC address on the Telephone Line Configuration screen. Delete any duplicate entries leaving only one entry on the correct Telephone Gateway and port for this Wireless Telephone.
Multiple AVPP Reg yyy.yyy.yyy.yyy	y...y = AVPP IP address WT received responses from multiple AVPPs; displays IP address of one responding AVPP	This can happen if the WT has been re-configured to use a different AVPP and then powered- up before the previous server has had time to determine that the WT is no longer connected to it. The problem should go away after about 30 seconds.
Must Upgrade SW!	WT software is incompatible with hardware.	Download new software from the OEM site per <i>Software Maintenance</i> .
Net Busy xxxxxxxxxxxxx	x...x = AP MAC address WT cannot obtain sufficient bandwidth to support a call; displays MAC of failing AP.	Try the call again later.
No Answer	Called party did not answer the WT	No action. Not an error.
No Call Server The No Call Server message may include an error indication	This indicates that while a Call Server has responded to the Gatekeeper Request message, it is not responding to the Registration Request message.	Check that the Wireless Telephone is contacting the correct Call Server, and that the Call Server is correctly configured for the extension in question.
No Call Server IP	The Wireless Telephone cannot obtain an IP address for an Avaya Call Server.	Assure that the Wireless Telephone is administered properly for its environment. Refer to the section on Wireless Telephone Configuration and Call Server Integration Factors for details on configuring the Wireless Telephone.
No DHCP Server	WT is unable to contact the DHCP server.	Check that DNCP is operational and connected to WLAN or use Static IP configuration in the WT.
No ESSID	Attempted to run site survey application without an ESSID set.	Let WT come completely up. Statically configure an ESSID in the Admin menu.
No Extension	All WTs require an Extension for H.323	Enter a valid Extension in the configuration settings.
No Func Code	WT software download files are incorrect or corrupted	Reconfigure the handset to gain access to the WLAN and download new code.

Message	Description	Action
No Gatekeeper	The WT has not received a response from the gatekeeper	Verify gatekeeper is running and has network connectivity to WLAN infrastructure.
No Gatekeeper IP	The WT is configured for static IP addresses and no valid unicast IP address is assigned for gatekeeper configuration	Configure a valid IP address in Admin menus.
No Gateway IP	The WT is configured for static IP addresses and no valid unicast IP address is assigned for gateway configuration	Configure a valid IP address in Admin menus.
No Host IP (Addr)	The WT is configured for “static IP” (as opposed to “use DHCP”) and no valid host IP address (the WT’s IP address) has been entered.	Enter a valid IP address in the configuration settings or change to “use DHCP”.
No IP Address	Invalid IP	Check the IP address of the WT and re-configure if required.
No Net Access	Cannot authenticate / associate with AP	Verify the AP configuration. Verify that all the WEP settings in the WT match those in the APs.
No Net Found No APs	WT cannot find any Access Points This indicates any of the following:  No radio link  No ESSID – Auto-learn not supported (or) incorrect ESSID  AP does not support appropriate data rates  Out of range   Incorrect Security settings	Verify that the AP is turned on.  Verify the ESSID of the wireless LAN and enter or Autolearn it again if required.  Check the AP configuration against Configuration Note for AP.  Try getting closer to an AP. Check to see if other WTs are working within the same range of an AP. If so, check the ESSID of this WT.  Verify that all the Security settings in the WT match those in the APs
No Net Found xxxxxxxxxxxx yy	x...x = AP MAC address yy = AP signal strength WT cannot find a suitable access point; displays MAC and signal strength of “best” non-suitable AP found.	Check AP and handset network settings such as ESSID, Security, Reg domain and Tx power. Ensure APs are configured per <i>Configuration Note</i> . Try Site Survey mode to determine more specific cause.
No Reg Domain	Regulatory Domain Not Set	Configure the Regulatory Domain of the WT
No AVPP IP	The WT is configured for “static IP” (as opposed to “use DHCP”) and no valid AVAYA AVPP address has been entered.	Enter a valid AVAYA AVPP IP address in the configuration setting or change to “use DHCP.”

Message	Description	Action
No AVPP Response yyy.yyy.yyy.yyy	y...y = AVPP IP address WT has lost contact with the AVPP.	This may be caused by bad radio reception or a problem with the AVAYA AVPP. The WT will keep trying to fix the problem for 20 seconds, and the message may clear by itself. If it does not, the WT will restart. Report this problem to the system administrator if it keeps happening.
No AVPP	WT can't locate AVPP  AVPP is not working  No LAN connection at the AVPP	IP address configuration of AVAYA AVPP is wrong or missing.  Check error status screen on AVAYA AVPP.  Verify AVAYA AVPP connection to LAN.
No AVPP No DNS Entry	WT unable to perform DNS lookup for AVPP, server had no entry for AVPP	The network administrator must verify that a proper IP address has been entered for the AVPP DHCP option.
No AVPP No DNS IP	WT unable to perform DNS lookup for AVPP, no IP address for DNS server	The network administrator must verify proper DHCP server operation.
No SW Found	A required software component has not been identified.	Check that the WT license type has a corresponding entry in the <i>slnk_cfg.cfg</i> file.  Check that the <i>pd11ccc.bin</i> and <i>pi110003.bin</i> entries exist in under this license type in the <i>slnk_cfg.cfg</i> file.
Not Installed!	A required software component is missing	Check that all required software files are on the TFTP server, if over-the-air downloading is being used. If the error repeats, contact OEM Technical Support.
Password Error	The phone is not encrypting the challenge string correctly. This indicates that the password set in the phone disagrees with the password administered in the Call Server.	Enter the correct password in the phone. See Avaya Call Server Configuration section.
Press End Call	The far end of a call has hung up.	Hang up the near end.
RAS Addr Bad	Gatekeeper rejected registration request from the WT	Check the H.323 gatekeeper configuration in the WT.  Verify the gatekeeper or PBX's configuration
Registration REJ	Gatekeeper rejected registration request from the WT	Check the H.323 gatekeeper configuration in the WT.  Verify the gatekeeper or PBX's configuration

Message	Description	Action
Resource Unavailable	Gatekeeper rejected registration request from the WT	Check the H.323 gatekeeper configuration in the WT. Verify the gatekeeper or PBX's configuration
Retarting...	The WT is in the process of rebooting. There will be a 20 second delay in an attempt to let potential network/system errors clear.	None
Retry / Restart	The Wireless Telephone is waiting for user input prior to retrying the registration process, or restarting after a delay.	See Avaya Call Server Integration Factors section.
Select License	The correct protocol has not been selected from the license set.	Using the administrative menus, select one license from the set to allow the WT to download the appropriate software.
Server Busy	WT is attempting to download from a TFTP Server that is busy downloading other devices and refusing additional downloads.	None, the WT will automatically retry the download every few seconds.
SKT Open Failed	Socket open fail. Occurs when the WT tries to connect to the PBX but there is no response. If resiliency is active, the WT will keep trying.	If the PBX is inoperative and resiliency is not active or the WT cannot locate a backup PBX, turn off the WT and repair the primary PBX. Note that it may be advisable to reconfigure the backup PBX to be the primary PBX if the repair is more time-consuming than the reconfiguration.
Socket Failure	WT cannot communicate with the AP or the AVPP	This message may display with another diagnostic message. Follow diagnostic actions for the second message (such as No Net Found).
Storing Config	WT is storing changes to handset configuration.	None. Informational only. The handset may display this briefly following a configuration change or software download.
AVPP Service Rej.	The AVAYA AVPP has rejected a request from the WT	The WT will restart and attempt to re-register with the AVPP, which should fix the problem. Report to your administrator if it keeps happening.
System Busy yyy.yyy.yyy.yyy	y...y = AVPP IP Address AVPP has reached call capacity.	All call paths are in use, try the call again in a few minutes.
System Busy	Avaya Voice Priority Processor is busy or out of resources	All call paths are in use, try call again in a few minutes.
System Error	An internal failure has occurred in the Avaya Call Server.	If this condition persists, contact the Avaya system administrator.

Message	Description	Action
System Locked (with Busy Tone)	Avaya Voice Priority Processor is locked	Try call again later, system has been locked for maintenance
Terminal Exclude	Gatekeeper rejected registration request from the WT	Verify the handset has been assigned the correct extension and that no other H.323 devices share that extension.
TFTP ERROR(x):yy	A failure has occurred during a TFTP software download. (x) = The file number which was being downloaded; yy is an error code describing the particular failure. Possible error codes are: 01 = TFTP server did not find the requested file. 02 = Access violation (reported from TFTP server). 07 = TFTP server reported "No such user" error. 81 = File put into memory did not CRC. FF = Timeout error. TFTP server did not respond within a specified period of time.	Error code 01, 02 or 07 - check the TFTP server configuration. Error code 81, the WT will attempt to download the file again. For other messages, power off the WT, then turn it on again to retry the download. If the error repeats, note it and contact OEM Technical Support.
Too Many Errors	The WT continues to reset and cannot be recovered.	Fatal error. Return handset to OEM.
Trying xxx.xxx.xxx.xxx	The phone is attempting to register with the Avaya Call Server at IP xxx.xxx.xxx.xxx	This display is a progress indicator, and may not appear long enough to recognize during a normal check-in. If the Wireless Telephone appears to hang at this message, showing one or more IP addresses, it indicates that the Call Server(s) being contacted is not responding. Check that the Call Server is active, that the Wireless Telephone is getting the correct IP address for the Call Server(s), that the Wireless Telephone is correctly configured on the Call Server, and that there is a LAN connection between the AVPP and the Call Server.
Undefined Error	The system is rejecting the registration of the Wireless Telephone with an unrecognized error code.	If this condition persists, contact the Avaya system administrator.
Unknown xx:yy:zz	A phrase is missing from your phintl file.	Download new software from the OEM site per <i>Software Maintenance</i> .

Message	Description	Action
Unreachable	Dialed number does not exist	Check number and try again.
Unsupp Transport	Gatekeeper rejected registration request from the WT	Verify the gatekeeper or PBX's configuration. Ensure the gatekeeper and PBX will support version 2 of the H.323 protocol.
Updating ...	The WT is internally updating its software images	None. The WT may do this briefly after a download. This is informational only.
Updating Code...	WT is downloading new software into memory. The number icons at the bottom of the display indicate which file number is currently being downloaded. This message also displays a progress bar. When the progress bar fills the display line the update operation is complete on that file.	None. When the progress bar fills the display line the update operation is complete on that file. Do not turn the WT off during this operation.
Waiting...	WT has attempted some operation several times and failed, and is now waiting for a period of time before attempting that operation again.	None. The WT is waiting for a specified period of time before attempting that operation again.
Wrong Code Type	The software loaded into the WT is incorrect for this model WT.	Verify the license type is set correctly.  If the license type is correct, replace the software image on the TFTP server with the software that is correct for the WT model.
Wrong Set Type	The set type administered on the Call Server disagrees with the set type for the Wireless Telephone.	Make sure that set type 4612 is used for the Wireless Telephone.
(No message shown)	There is no voice path.	Verify that the CODEC is G.711 or G.729a/ab.
(No message shown)	Messages are left at the principal station, but the MSG icon is not lit on the Wireless Telephone.	Verify that "Message Lamp Ext" on the station form for the Wireless Telephone is set to the extension of the principal station.

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