



Product Support Notice

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Name of problem Remote IP Telephones are not registering

Products affected

4600 Series IP Telephones

Problem description

The 4620SW IP Telephones can go into "Discovery" if the firewall is configured as "statefull"

Resolution

The firewall should be configured as "non-statefull".

Remarks

For additional support, contact your Authorized Service Provider. Depending on your coverage entitlements, additional support may incur charges. Support is provided per your warranty or service contract terms unless otherwise specified.

Avaya Support Contact	Telephone
U.S. Remote Technical Services - Enterprise	800-242-2121
U.S. Remote Technical Services – Small Medium Enterprise	800-628-2888
U.S. Remote Technical Services – BusinessPartners for Enterprise Product	877-295-0099
BusinessPartners for Small Medium Product	Please contact your distributor.
Canada	800-387-4268
Caribbean and Latin America	786-331-0860
Europe, Middle East, and Africa	36-1238-8334
Asia Pacific	65-6872-8686

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