



# **Avaya™ 3606 Wireless IP Telephone**

## **User Guide**

555-301-721  
Issue 1  
Part Number: 72-0064-22  
Revision G  
July 2003



**Copyright 2003, Avaya Inc.**  
**All Rights Reserved**  
**Printed in USA**

**Notice.**

While reasonable efforts were made to ensure that the information in this book was complete and accurate at the time of printing, Avaya can assume no responsibility for any errors. Changes and corrections to the information contained in this document may be incorporated into future reissues.

**Your Responsibility for Your System's Security.**

Toll fraud is the unauthorized use of your telecommunications system by an unauthorized party, for example, persons other than your company's employees, agents, subcontractors, or persons working on your company's behalf. Note that there may be a risk of toll fraud associated with your telecommunications system and, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services. You and your system manager are responsible for the security of your system, such as programming and configuring your equipment to prevent unauthorized use. The system manager is also responsible for reading all installation, instruction, and system administration documents provided with this product in order to fully understand the features that can introduce risk of toll fraud and the steps that can be taken to reduce that risk. Avaya does not warrant that this product is immune from or will prevent unauthorized use of common-carrier telecommunication services or facilities accessed through or connected to it. Avaya will not be responsible for any charges that result from such unauthorized use.

**Avaya Fraud Intervention.**

If you suspect that you are being victimized by toll fraud and you need technical support or assistance and are within the United States, call the Technical Service Center Toll Fraud Intervention Hotline at 1 800 643-2353. If you need technical support or assistance and are outside of the United States, contact the equipment vendor from whom you purchased your equipment service maintenance contract. If you need to report toll fraud issues regarding a public telephone, contact the in-country telephone service provider.

**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, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

**Warranty.**

Avaya provides a limited warranty on this product. Refer to the "Limited Use Software License Agreement" card provided with your package.

**Trademarks.**

DEFINITY is a registered trademark, and Avaya and MultiVantage are trademarks of Avaya, Inc. Other product and brand names are trademarks of their respective owners. All rights reserved.



---

## Contents

■ Introduction	1
■ Components of the Wireless IP Telephone	1
■ Turn the Wireless IP Telephone on/off	2
■ Basic Call Handling	2
Answer a call	2
Make a Call	2
Place a second call	3
Place the current call on hold	3
Retrieve a held call	3
Hang up a call	3
Transfer a call	3
Conference a call	4
Mute/unmute a call	4
Adjust the speaker volume	4
Set the Ring Type	5
Adjust the high noise mode setting	5
■ Function Key Strokes	5
■ The Function Menu	6
■ Status/Tone Indicator Summary	7
■ Tips For Use	7
■ General Care of the Wireless Telephone and Chargers	8
■ The Wireless IP Telephone Headset	9
■ Battery Packs	9
About Battery Packs	9
Indications of Low Battery	10
Removing and Replacing the Battery Pack on the Wireless IP Telephone	10
■ Charging the Wireless IP Telephone	10
■ The Dual Battery Charger Stand	11
Using the Dual Battery Charger	11
Cleaning the Dual Battery Charger	11
■ The Quick Charger	12
Using the Quick Charger	12



---

## Contents



---

# Avaya 3606 Wireless IP Telephone User's Guide

---

## Introduction

---

This guide contains basic instructions for using and maintaining the Avaya™ 3606 Wireless IP Telephone.

## Components of the Wireless IP Telephone

---

The following figure shows the components of the 3606 Wireless IP Telephone.





## Turn the Wireless IP Telephone on/off

---

To turn on the wireless telephone, press the **PWR** key. You will hear two “chirps,” indicating that the telephone is “on.”

To turn off the wireless telephone, press the **PWR** key. You will hear one “chirp,” and the telephone turns “off.”

## Basic Call Handling

---

This section describes how to make and handle calls with the wireless telephone.



### NOTE:

If your wireless telephone is associated with your desk telephone, do not use the Call Park feature. You will be unable to retrieve any calls that you park.

### Answer a call

---

Press the **START** key.



### NOTE:

To answer a second call, press the **HOLD** key to place the current call on hold. Then, press the **LINE** key and the digit for the line indicator that is flashing.

### Headset answer

Press any key (other than **PWR** or **END**) to answer a call when a headset is plugged in.

### Silence a call

Press the **END** key to silence a ringing Wireless Telephone. The call is not disturbed, the phone just goes silent.

### Make a Call

---

1. Press the **START** key.  
You hear dial tone.
2. Dial the telephone number you want to call.



### **Place a second call**

---

To place a second call while active on a call:

1. Press the **HOLD** key to place the current call on hold.
2. Press the **LINE** key and the digit for the line you want to use.
3. Dial the telephone number you want to call.

### **Place the current call on hold**

---

To hold the current call, press the **HOLD** key.

The line you placed on hold flashes.

### **Retrieve a held call**

---

To retrieve (pick up) a held call, press the **LINE** key and the digit for the line on hold.

### **Hang up a call**

---

To hang up an active call, press the **END** key.



**NOTE:**

Make sure to press the **END** key at the end of each call.

### **Transfer a call**

---

1. While active on the call, press the **FCN** key and the **3** key.

The call is placed on hold, the line number for the call on hold flashes, and you hear dial tone.

2. Dial the telephone number to which you want to transfer the call.
3. Do one of the following:
  - To transfer the call without announcing it, press the **FCN** key and the **3** key, and then press the **END** key to hang up.  
The call is transferred. The display shows "Transfer Complete".
  - To announce the call before transferring it, wait for the called party to answer. When the called party answers, announce the call, press the **FCN** key and the **3** key, and then press the **END** key to hang up.  
The call is transferred. The display shows "Transfer Complete".



## **Conference a call**

---

1. While active on the call, press the **FCN** key and the **4** key.  
The call is placed on hold, the line number for the call on hold flashes, and you hear dial tone.
2. Dial the telephone number of the person you want to add to the call.
3. Wait for the person to answer.
4. To add the person to the call, press the **FCN** key and the **4** key. The display shows "Conference X" (X equals number of parties on the conference, minus 1).
5. Repeat Steps 1 through 4 to add other calls to the conference.

## **Mute/unmute a call**

---

To mute a call, press the **FCN** key and the **1** key.

The call is muted. The display shows "<Muted>".

To unmute a call, press the **FCN** key and the **1** key again.

## **Adjust the speaker volume**

---

The wireless telephone has eight volume levels from softest (level 1) to loudest (level 8). The factory default is level 5.

To change the speaker volume level:

1. Press the **FCN** key while the wireless telephone is on hook.
2. Press **0**.
3. Press a number key "1" through "8" to select the desired volume.

To adjust the volume level of a call, press the **VOL** key during the call. The volume level adjusts from low to high. If you press the **VOL** key again, the volume level toggles back from high to low.



### Set the Ring Type

The wireless telephone has two ring settings: Normal Ring (an audible alert) and Vibrator Ring (which only works if your wireless telephone has the optional vibrator ringer).

To set the ring type:

1. Press the **FCN** key while the wireless telephone is on hook.
2. Press the **#** (right arrow) key.
3. Press **0** twice.
4. Press the **#** (right arrow) key to change the ring type. You can toggle from Normal ring to Vibrator ring with the **#** key. An asterisk (\*) indicates which ring type is currently in use.

### Adjust the high noise mode setting

The wireless telephone can be adjusted to account for background noise in your environment. The factory default is "normal."

To adjust the high noise mode:

1. Press the **FCN** key while the wireless telephone is on hook.
2. Press the **#** (right arrow) key twice.
3. Press **0**.
4. Press the **#** (right arrow) key to change the ring type. You can toggle from Normal to High to Severe. An asterisk (\*) indicates which mode is currently in use.

### Function Key Strokes

Pressing the **FCN** key followed by a character (**1-9** or **0**) while off hook enables you to access the feature options programmed for your Wireless Telephone. By default, the first four feature options (**FCN+1**, **FCN+2**, **FCN+3**, and **FCN+4**) are programmed automatically for your telephone. The following table shows these default settings. The remaining feature options depend on how your Wireless Telephone was programmed by your Avaya server administrator. You can view these feature options by going off hook and pressing the **FCN** key repeatedly.



You may find it useful to record the additional **FCN** key strokes programmed for your telephone in the table below.

**Table 1. Function Key Strokes**

Function Key Strokes	Fill in Your Feature Settings
<b>FCN+1</b>	Mute
<b>FCN+2</b>	Last Number Dialed
<b>FCN+3</b>	Transfer
<b>FCN+4</b>	Conference
<b>FCN+5</b>	
<b>FCN+6</b>	
<b>FCN+7</b>	
<b>FCN+8</b>	
<b>FCN+9</b>	
<b>FCN+0</b>	

*NOTE: For example, if **FCN+\*** corresponds to an abbreviated dialing button press **START** and **FCN+\***. The phone will then dial the number corresponding to that abbreviated dialing button.*

## The Function Menu

---

The off-hook Function Menu displays the features on the Wireless Telephone that have been programmed for use by the Wireless Telephone.

Display the Function Menu on the 3606 Wireless Telephone by pressing **START** and then press **FCN**. The display will show the first two features:

**1=Mute**  
**2=LND**

Press **FCN** repetitively to step through the Function Menu. Each display shows two features, the first two displays show the four assigned features as above. The Function Menu will show an asterisk in front of any active feature -- that is, any feature that is currently activated. If a feature is not activated, there will be a blank space in front of the active feature abbreviation.



For features that are activated by the Wireless Telephone, the corresponding function key may be pressed while the Function Menu is displaying that feature in order to activate or deactivate the feature.

See your system administrator for details about features programmed into your Wireless Telephone.

## Status/Tone Indicator Summary

---

The following table shows the status/tone indicators for the Wireless IP Telephone.

Status/Tone Indicator	Meaning
NO SVC Alarm Tone	You have lost service (that is, you may be outside of the coverage area). Walk back into the coverage area.
Restore Tone	Service is re-established.
MSG	You have a voice mail message.
BATT Soft beep through the earpiece every six seconds when the Wireless Telephone is off hook.	The battery is low. You have approximately two minutes to complete the call.
BATT A brief modulated ringing when the Wireless Telephone is on hook.	The battery is low. The Wireless Telephone will not operate until you recharge the battery pack.

## Tips For Use

---

- Before you can use the wireless telephone, the Battery Pack must be charged.
- You can only use the wireless telephone with your facility's Avaya call server. It is not a public cellular phone, and will not work at other locations without administration.
- When you finish a call, press the **END** key, not the **PWR** key.
- Keep the wireless telephone away from your ear when it is ringing.
- The microphone is in the telephone's lower right corner. This is a sensitive microphone that works well when the telephone is correctly positioned on your ear. There is no need to speak directly into the microphone, but do not cover it with your hand or check when talking on the Wireless Telephone.



- The wireless telephone's LCD panel displays information about the status of your wireless telephone and prompts you about features.
- If the wireless telephone's Battery Pack is low, you will hear a soft beep and see the "BATT" or "Low Battery" message in the display.
- Improper disposal of Battery Packs can damage the environment. Dispose of batteries properly.
- You can control the wireless telephone's volume level and the type of ring.
- To protect the wireless telephone, use a carrying case.

## **General Care of the Wireless Telephone and Chargers**

---

The wireless telephone and chargers have been designed to withstand the wear and tear of normal use; however, avoid dropping the wireless telephone or knocking it against hard surfaces. Carrying the wireless telephone in a holster or carrying case will help to protect it.

There are no serviceable parts in the wireless telephone or chargers. You should not open the wireless telephone case nor disassemble the chargers. Doing so will void your warranty.

Turn off the wireless telephone and unplug the charger before you clean them. Never immerse either in water. Clean the exterior surfaces, including the charging contacts, with a cloth that has been slightly moistened with water. Take care not to exert undue pressure on the charger electrical contacts while wiping.

Wiping the handset surface with a water-dampened cloth or paper towel will remove most films or residues. If the soiling is too stubborn for plain water, a mild detergent solution may be used. Be sure to wipe away any detergent residue with a clean water-dampened cloth.

The wireless telephone may be cleaned with any general-purpose household glass and surface-type cleaner. **DO NOT SPRAY THE HANDSET DIRECTLY!** Isopropyl alcohol may be used occasionally applied by a cloth or paper towel. When using alcohol, do not rub the keypad characters vigorously. Doing so will significantly degrade legibility.



Do not use any chemical cleaners. They can harm the plastic shell. If necessary, a small amount of mild surface or window cleaner can be applied to the cloth, but do not spray the cleaner onto the wireless telephone or charger.

### NOTE:

It is recommended that standard acceptance procedures be followed prior to operating this equipment in proximity of life-support systems.

To minimize risk of interference, pacemaker users should not carry the wireless telephone next to the pacemaker.

Earpiece may retain magnetic objects.

Operation of the wireless telephone may produce an audible noise noticeable to hearing aid users. It is recommended that an Avaya headset be used by hearing aid users.

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.

## **The Wireless IP Telephone Headset**

---

Avaya offers optional headsets for use in noisy environments or if you need to have your hands free while talking on the wireless telephone.

To use the headset, simply plug it into the jack on the side of the wireless telephone. The headset is specially designed to work properly with the 3606 wireless telephone. We do not recommend using other headsets.

The volume level can be adjusted separately for headset use. Plug the headset in and follow the directions on the other side for adjusting the volume.

## **Battery Packs**

---

### **About Battery Packs**

---

The wireless telephone will need to have its Battery Pack recharged periodically. The Nickel Metal Hydride (NiMH) rechargeable wireless telephone Battery Pack gives you two hours of talk time or 80 hours of stand-by time. Stand-by time is when the handset is turned on, but you are not using it.



## **Indications of Low Battery**

---

The wireless telephone will notify you when the charge on the Battery Pack becomes low. If the wireless telephone is in use, the BATT message will display and you will hear a soft beep through the earpiece every six seconds. You have approximately two minutes to complete the call.

If the wireless telephone is idle, you will hear a brief modulated ring signal and the Low Battery message will display. Your wireless telephone will not operate until you replace the Battery Pack.

Depending on the charging equipment you have purchased, you will either place the wireless telephone in a Charging Stand to charge the Battery Pack, or you will remove the Pack from the wireless telephone and install it in the charger.

## **Removing and Replacing the Battery Pack on the Wireless IP Telephone**

---

To remove the Battery Pack, press down on the oval button above the Battery Pack on the back of the telephone. Slide the Pack toward the bottom of the wireless telephone until it stops, then lift up.

To replace the Battery Pack, first properly align the top of the Battery Pack with the arrows on the label on the back of the wireless telephone. Gently press and slide the Pack toward the top of the wireless telephone until it snaps into place. You should not have to force it against the wireless telephone.

The Battery Pack may be changed while the call is still in progress by Parking a call prior to removing the Battery Pack during an active call. The call should then be retrieved after the Battery Pack is replaced to rejoin the conversation. Check with the switch administrator for instruction on how to perform this or a similar process on your particular telephone system.

NOTE: The Park function may conflict with the deskphone per Call Handling.

Take care not to short the Battery contacts on the Pack with metal objects such as coins, keys or paper clips. Shorting the contacts can cause permanent damage.

## **Charging the Wireless IP Telephone**

---

Chargers are shipped with the appropriate power supply for the site's location. Connect the Stand or Charger to an appropriate wall outlet via its power supply and it's ready for use. Chargers operate in a 50 degrees to 85 degrees F (10 degrees to 30 degrees C) environment. Do not expose them to freezing temperatures or direct sunlight.



## **The Dual Battery Charger Stand**

The Dual Battery Charger Stand is a two-slot desktop charger designed to charge the Nickel Metal Hydride (NiMH) Battery Packs required to operate wireless telephones. Full charging is accomplished in approximately two hours.

Only NiMH Battery Packs with a YELLOW label on the handset contact side may be charged in the Dual Battery Charger Stand. Older Battery Packs with a GREEN label will not charge. If the indicator light is fast flashing with a Battery Pack or handset in the slot, check to make sure the Battery Pack has a YELLOW label.

The Dual Battery Charger should not be used to charge Nickel-Cadmium (NiCd) Battery Packs.

When you are not using your wireless telephone, keep it turned off and in the Stand.

Do not place anything in the Dual Battery Charger other than the wireless telephone. You might damage the contacts. Bent contacts can keep the wireless telephone from charging.

## **Using the Dual Battery Charger**

Place the Dual Battery Charger on a flat, horizontal surface.

The user must end any call in progress by pressing the END key on the wireless telephone before placing the handset into the Charger. Place the wireless telephone in the front compartment facing forward. It may be on or off during charging. A single spare Battery Pack may be placed in the rear slot. Either slot can be chosen to take priority. The first Battery Pack placed into either slot is charged first.

There are two indicator lights, one for each charging slot. A solid light indicates the Battery Pack in the corresponding slot is charging. A solid dim light indicates that the slot is waiting to charge while the Battery Pack in the other slot is charging. The light turns off when the charger is finished charging the Battery Pack. A fast flash indicates the Battery Pack is not charging and must be replaced. If the light is off, it indicates that the slot is empty, not charging or the unit is powered off.

## **Cleaning the Dual Battery Charger**

Clean the Dual Battery Charger by wiping the surface with a clean, water-dampened cloth or paper towel. A mild detergent solution may be used. Be sure to wipe away any detergent residue with a plain water-dampened cloth. DO NOT IMMERSE THE DUAL BATTERY CHARGER IN WATER OR OTHER LIQUID.



The Battery Pack contacts may be cleaned with isopropyl (rubbing) alcohol applied with a cotton swab, cloth, or paper towel. Do not push or pull the exposed Battery Pack contacts. DO NOT POUR LIQUIDS INTO THE SLOTS.

## **The Quick Charger**

---

The Quick Charger holds a single Battery Pack and can charge it in approximately one hour.

### **Using the Quick Charger**

---

Place the Battery Pack on the charger by gently sliding the Pack upward into the charger in a manner similar to installing it on the wireless telephone. If placed correctly, the light on the Quick Charger will shine solid green. When the Battery Pack is fully charged, the green light will begin to flash.

Every 11th charge the Quick Charger will automatically recharge the Battery Pack, as indicated by the flashing amber light. This may take from three to six hours depending on the state of the Battery Pack. To enter or exit the reconditioning mode, press the **Mode** button while the Battery Pack is on the Quick Charger.