



4600 VoIP TELEPHONE VLAN RESET

A. Telephone Reboot/Reset VLAN:

1. As the telephone begins to reboot
 - a. Watch the display for the prompt press * to program.
 - b. Press *
 - c. Press the # key **seven (7) times**
2. Display will prompt for the VLAN ID.
 - i. **Enter** (4 digit VLAN ID) and press the # key.
 1. If you do not know your VLAN ID, go to <https://www.pubapps.vcu.edu/ePhones/viewVLAN.asp>
 2. Log in using your eid and password.
 3. Select your building and floor.
 4. Click submit.
3. Display will read VLANTEST=0, press the # key.
4. Display will prompt Save New Values?
 - a. Press # for yes
 - b. Display will read Restarting...
5. When reboot is complete the display will read "Avaya 4610 IP Telephone with a prompt to Enter Extension and Press #".
 - a. **Enter** your **5-digit extension** and press #
 - b. Display will prompt Enter Password and Press #
 - c. **Enter** your **5-digit extension** and press #

B. If Automatic Reboot Does Not Work:

1. Press the "**Mute**" button
2. Enter **73738** (spells RESET) on the telephone keypad
3. Press the # key
4. At the Reset Values prompt, press the # key (for a Yes response)
5. At the Are you sure prompt, press the # key (for Yes response)
 - a. You will hear a tone and the message waiting light will flicker.
 - b. The telephone begins the reboot cycle.
6. **Go to step A.1.a.** directions and **proceed through A.5.c.** to complete the reboot/reset process.