



4610 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>
 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.