USING THE SOFT KEYS

Used to navigate to or initiate application-specific actions, such as Call a number, Speed Dial or Call Log, as well as control certain actions within the features. These keys correspond to the text prompts in the display screen. Press Button directly below or beside listed feature. Use the page keys to scroll for the feature you wish to access. When the feature is active, it is highlighted. Press EXIT to leave return to the Home screen.

STANDARD/FIXED FEATURES

Call Appearance: Soft key buttons that provide access to lines/trunks for the making or receiving of calls. When placing a call outside the office, the phone number must be preceded by a “9”.

Hold: Press Hold. The Call Appearance button with the symbol against it changes to . The display area changes to white text with a dark gray background showing that the line is on hold. To retrieve a held call, simply press the Call Appearance button with the against it.

Transfer: To transfer a call to another location, press TRANSFER button, Dial extension, announce call if desired, press TRANSFER button again. Hang up.

Conference: To add another party to a call you’re on press CONFERENCE, dial number to be added, wait for party to answer, press CONFERENCE again. Repeat to add other parties.

To Add A Call You Have Put On Hold To Another Call You Are Connected To –Press CONFERENCE, press the call appearance button of the call on hold (first call), and press CONFERENCE again. Repeat to add other parties.

Redial: Press Redial and select from (up to) one of the last six numbers that you dialed by pressing the associated call appearance button.

FEATURES AND PROCEDURES

Call Coverage: Used for stations if not answered within a predetermined number of rings. Will redirect the call to another station or voice mail.

Send All Calls: Pressing SendAllCalls toggles the extension’s do not disturb state. When on SendAllCalls background appears shaded.

Directory: Used to find others in system
1. Press Directory
2. Use the dial pad keys to start spelling the last name of the person you want to call.
   Note: Press each dial pad key one time for each corresponding letter ( * for comma). For example, for “Hill,” press 4, 4, 5, 5.
3. Select Next to view the next name alphabetically in the directory, if necessary.
4. Select Make Call button when you see the name you want or press Exit to quit
5. To search for a new name press Directory again

Call Forwarding: To temporarily redirect calls. Press CFRWD button; Dial extension where calls are to be sent. Listen for confirmation. CFrwd is highlighted.

TO CANCEL: Press CFRWD button

Call Pickup: To answer a call ringing in your group. Lift handset, press CALL PICKUP button or dial ______.

Bridged Call Appearance: - This feature gives a primary extension the appearance of another extension number.

Answering a call on a bridged line
1. Select the bridged call that you want to answer.
   Note: Answering or placing a call on a bridged line is basically the same as a call on a primary line

Exclusion - Exclusion allows a user of a multi- appearance telephone to keep others with appearances of the same extension from bridging onto an existing call. The user presses the Exclusion button either before placing a call or when the user is active on a call. To turn off exclusion, press the button again. Exclusion is highlighted when it is active.

PROGRAMMING SPEED DIAL:
Press SpDial softkey. Press Add softkey. You can switch between Name and Number entry by pressing the key next to the item you want to edit. The soft keys options also change accordingly. With Name selected, begin entering text using the telephone keypad. Each key is marked with the letters and number it provides. You may have to press the key more than once depending on the character you require. If the next character you want to enter is on the same key, press to move the cursor right and then enter the character. To change the case of the current character press Case.
• To enter a space press Space.
• If you make a mistake, use Backspace to delete the character to the left.
When the name is set as required, select Number. Enter the number required using the dialing keypad. For external numbers remember to enter any external dialing prefix required (9).
• To enter a hyphen, press Hyphen. This does not affect the number dialed but may help make numbers more readable.
• To enter a 1.5 second pause, press Pause. This will appear as a comma character in the telephone number. To save the speed dial and return to the speed dial list, press Save.
• To return to the speed dial list without saving the changes press Cancel.
• To return to the call handling screen press Phone/Exit.

To make a call to a personal directory entry using the Speed Dial feature:
1. Press the SpDial softkey. The Speed Dial screen is displayed.
2. Press the button next to the entry you want to call.
3. If the entry you want is not displayed, use to cycle through the entries or key the first letter of the required name to jump to the page with a matching

Voice Mail: To retrieve your voicemail, press Voice Mail Button or dial ______.
FIXED FEATURES

MESSAGE LAMP - this lamp is lit when a message has arrived in your voice mailbox.

PHONE/EXIT - Pressing this button returns you to the main screen.

PAGE RIGHT/LEFT – Depending on the current screen display, you can use these keys to move between screen page when you see this indicator.

OPTIONS - Allows user to set/change application options and IP settings which may be helpful in troubleshooting.

SPEAKER - Use to place/answer calls without lifting the handset or you can use the speakerphone with any feature. The light associated with this button turns on when the speakerphone is active. Press Speaker to place or answer calls. To hang up, press Speaker button again.

HEADSET BUTTON with headset connected, changes audio control from handset or speaker to headset. The light goes on when the headset is active.

MUTE BUTTON - To prevent other party (handset, speaker, headset) from hearing you. Press MUTE (Red lamp goes on). Press MUTE again (Red lamp goes off).

VOLUME CONTROL BUTTONS – Press the ▲ or ▼ arrow to adjust the volume for the ringer, handset receiver level or speaker depending on which component is in use.

Changing the Display Contrast - On first-time
Select Contrast Control option from the Options menu.

1. To brighten the contrast, press the Right Arrow soft key until you reach the desired contrast level. To dim the contrast, press the Left Arrow soft key until you reach the desired contrast level. NOTE: If you have a EU24 attached to your phone, you must first select the appropriate Line/Feature button to adjust the contrast on either the 4620 display or the EU24 display.
2. Save the contrast level you set by pressing the Save soft key

Or, to restore the previous setting without changing the contrast, press the Cancel soft key.

ACD FEATURES

LOG IN
1. Press LOGIN
2. Dial your login ID: ______(ID) you will hear confirmation tone (3 beeps).
3. The screen darkens next to the Aux Work button
4. When ready to receive calls, press Auto-In.

AUTO-IN
Makes you available to receive ACD calls
1. Press Auto-In when ready to receive ACD calls.

AFTER CALL WORK*
Places you in an unavailable mode to complete work associated with the last call you received. Press AfterCall. The screen darkens when activated.

AUX-WORK*
Places you in an unavailable mode to receive ACD calls
Press when you go to lunch, break or any miscellaneous time away from the ACD calls.

1. Press AUX-WORK to stop ACD calls from ringing at your station.
2. Enter a reason code
0 ---- Default
1 ----
2 ----
3 ----
4 ----
5 ----
6 ----
7 ----
8 ----
9 ----

*NOTE: Remember to receive ACD calls again, you must press AUTO-IN

LOG OUT (with no intention of returning that day))
Pressing the Logout button takes you out of the ACD mode. Press Logout button you will hear confirmation tone (3 beeps).