






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.

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** Soft key. Press **Add** Soft key. 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).

AVAYA

4621 ACD User's Reference

