

4620

4620/4620SW

IP TELEPHONE

USER GUIDE



RGTS
Rockefeller Group Technology Solutions™



4620/4620SW IP TELEPHONE USER GUIDE



1 MESSAGE WAITING LAMP

2 DISPLAY

3 LINE/FEATURE BUTTONS

4 SOFTKEYS

5 PHONE/EXIT

6 OPTIONS

7 PAGE LEFT/RIGHT

8 SPEAKER LED INDICATOR

9 SPEAKER

10 HEADSET LED INDICATOR

11 HEADSET

12 MUTE LED INDICATOR

13 MUTE

14 VOLUME CONTROL

15 HEADSET JACK

16 HOLD

17 TRANSFER

18 CONFERENCE

19 DROP

20 REDIAL

21 NUMERIC (DIALING) PAD

22 FEATURE KEY EXPANSION
UNIT CONNECTION JACK



4620/4620SW IP TELEPHONE USER GUIDE

1 MESSAGE WAITING LAMP

When lit, indicates you have a message waiting on your voice messaging system. This indicator can also be optioned to flash for incoming calls.

2 DISPLAY

The display screen is 4 inches by 2.9 inches. Information displayed varies according to the application/function currently active. When the phone is idle, the top area displays the current date and time. When someone is calling you, the name/phone number of that person displays in the top area. The display has eight lines. Six display lines are devoted to the current application. One line shows softkey labels for the current application and one line shows Help and other procedural messages. Four grayscale colors are used to indicate activity.

3 LINE/FEATURE BUTTONS

Twelve Line/Feature buttons provide both call appearances (lines for incoming and outgoing calls) and application-specific functionality.

4 SOFTKEYS

Used to navigate to, or start application-specific actions, such as **Call** a number, **Cancel** the current activity, **Save** entered data, and **store** a Speed Dial label.

5 PHONE/EXIT

Displays the Phone application main screen or, if applicable, exits the current call server-based feature and normalizes the display.

6 OPTIONS

Displays the Options main screen, from which display and application settings can be updated.

7 PAGE LEFT/RIGHT

Shifts from one page to another in the same application, when the display presents the "paging indicator" (←→). These buttons have no effect when the Paging Indicator is not displayed.

8 SPEAKER LED INDICATOR

Lights steadily when the Speaker is active.

9 SPEAKER

Accesses the Speaker feature.

10 HEADSET LED INDICATOR

Lights steadily when the headset is active.

11 HEADSET

With a headset connected, changes audio control from the handset or Speaker to the headset.

12 MUTE LED INDICATOR

Lights steadily when the handset, headset or Speaker is muted.

13 MUTE

Turns off the active Speaker, handset, or headset microphone, to prevent the other person from hearing you.

14 VOLUME CONTROL

Adjusts the handset, Speaker, headset, or ringer volume, depending on which item is in use. When you increase or decrease the volume, the top display area shows an icon to indicate the item for which you are adjusting the volume. A visual "volume meter" that shows the volume level follows the icon. This button also controls the volume of the key click sounds. Key clicks sound when you press fixed buttons on the phone such as the dial pad or softkeys.

15 HEADSET JACK

Provides a port for connecting a headset on the underside of the phone.

16 HOLD

Red button used to place a call on hold.

17 TRANSFER

Transfers a call to another phone.

18 CONFERENCE

Sets up conference calls with up to six other persons.

19 DROP

Drops the last person added to a Conference call or ends the current call, if you are not on a Conference call.

20 REDIAL

Redials the last number dialed from the phone or displays a list of the last six numbers dialed for selection, as a set using the **Options** button.

21 NUMERIC (DIALING) PAD

Standard 12 button pad for dialing phone numbers.

22 FEATURE KEY EXPANSION UNIT CONNECTION JACK

Provides a port (on the underside of the phone) for connecting the optional EU24 (Feature Key Expansion Unit), which provides additional telephone Feature buttons.



4620/4620SW IP TELEPHONE USER GUIDE

ADDING A SPEED DIAL BUTTON

1. Press the **SpDial softkey**.
2. Press the **Add softkey**.
3. Enter the **Name** & press the **Line/Feature** button next to the **Number** field.
4. Enter the **Phone Number**.
5. Press the **Save softkey**.

UPDATING A SPEED DIAL BUTTON

1. Press the **SpDial softkey** and use the **Page Left** or **Page Right** buttons to locate the applicable **Speed Dial** button.
2. Press the **Edit softkey**, then press the **Line/Feature** button next to the button you want to update.
3. To update the **Number**, use the **Left** and/or **Right Arrow softkey** to move the cursor and the **Backspace Line/Feature** button to remove characters if needed.
4. To update the **Name**, press the **Line/Feature** button to the left of the **Name** field, then use the **Right** or **Left Arrow softkey** to move the cursor. Use the **Backspace Line/Feature** button to remove characters, if needed and re-type the correct name.
5. Press the **Save softkey**.

DELETING A SPEED DIAL BUTTON

1. Press the **SpDial softkey** and use the **Page Left** or **Page Right** buttons to locate the applicable **Speed Dial** button.
2. Press the **Delete softkey**, then press the **Line/Feature** button next to the button you want to remove.
3. Press the **Delete softkey** again to confirm the deletion.

CALL LOG NAVIGATION

1. Press the **Log softkey** to display the **Call Log** for missed (unanswered) calls.
2. Navigate to either the **Incoming Answered Call Log** or the **Outgoing Calls Log** by pressing the **InAns** or **Outgo softkey**, respectively.

*Note: (All logs have the same fields, characteristics and **softkeys**.)*

To review calls

Press the **Page Right** button (to review the next 6 calls) or **Page Left** button (to review the previous 6 calls).

To view call detail.

Press the **Line/Feature** button next to the applicable call, then press the **Return softkey** to re-display the **Call Log** screen.

ADDING A CALL LOG ENTRY TO A SPEED DIAL BUTTON

1. From a **Call Log**, press the **Line/Feature** button to the left of the party you want to add.
2. Select the **AddtoSD softkey**; edit the name/number by selecting either field and using the **Arrow softkeys** to move the cursor.
3. Press **Save**, then **Phone/Exit** to return to the Phone screen, or select another application tab as desired.

MAKING CALLS

- Pick up the handset, activate the **Speaker** or **Headset**, and dial your party. To redial, press the phone's dedicated **Redial** button.
- To speed dial, press the **SpDial softkey**, press **Page Right** or **Page Left** to locate the party you want to call, then press the **Line/Feature** button next to that entry.
- From the **Call Log**, press the **Log softkey**. Use the Page Right or Page Left button to locate the party to be called in any of the three logs (**Missed, Incoming Answered or Outgoing**), press the Line/Feature button next to the desired entry, then press the **Call softkey**.
- From a Web Page phone link, simply select the link.

RECEIVING CALLS

Pick up the handset, activate the headset or press the **Speaker** button and talk.



4620/4620SW IP TELEPHONE USER GUIDE

TONES AND THEIR MEANINGS

As you become more familiar with your IP telephone, you will recognize the various tones you hear in response to an incoming call or while using the handset. The following chart provides an overview of the tones you hear. Ringing Tones accompany an incoming call. Feedback Tones are those which you hear through the handset (receiver) or the Speaker.

RINGING (INCOMING) TONES

1 Ring ———

Call from another extension.

2 Rings ——— ———

Call from outside.

3 Rings — — — —

Priority call from another extension, or from an Automatic Callback call you placed.

Half Ring (ring-ping) —

A call is being redirected from your phone to another because Send All Calls or Call Forwarding All Calls is active.

FEEDBACK (HANDSET) TONES MEANING

Busy — — —

Low-pitched, rapid tone (repeated 60 times per minute), signifying the number dialed is in use.

Call Waiting Ringback Tone — _

A ringback tone with lower-pitched signal at the end. This indicates the extension called is busy and the called party was given a call waiting tone.

Confirmation — — —

Three short tone bursts. This indicates a feature activation or cancellation was accepted.

Coverage -

One short tone burst. This indicates your call will be sent to another extension for a covering user to answer.

Dial ———

Continuous tone indicating dialing can start.

Intercept/Time-out -_-_-

Alternating high and low tone indicating a dialing error, denial of a requested service, or failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.

Recall Dial - - - ———

Three shorts tone bursts followed by a steady dial tone indicate a feature request was accepted and dialing can start.

Reorder - - - - -

Fast busy tone repeated every half-second indicate all phone trunk lines are busy.

Ringback — — — —

Low-pitched tone repeated 15 times a minute indicates the number dialed is ringing.

INTERPRETING DISPLAY ICONS

As you become more familiar with your IP telephone's display, you will recognize the icons or symbols associated with the state of a call or the state of the phone. This chart provides an overview of the icons you might see.

NO ICON DISPLAYED **Idle.** Indicates the line is available.



Active. Indicates the line is in use.



On Hold. Indicates a call is on hold on this line.



Ringling. Indicates an incoming call is arriving on this line.



(Soft) Hold. Indicates this line's call was put on hold pending a conference or a transfer.



4620/4620SW IP TELEPHONE USER GUIDE

BASIC TROUBLESHOOTING

Phone does not activate after connecting it the first time

You might experience a delay of several minutes before it becomes operational. Upon plug-in, your telephone immediately starts downloading its operational software, its IP address, and special features programmed from the server to which it is connected.

Phone does not activate after a power interruption

Allow a few minutes for re-initialization after unplugging, powering down the phone, server problems, or other power interruption causes.

Characters do not appear on the Display screen

See "Phone does not activate after connecting it the first time."

Check all lines into the phone to ensure that it is properly connected.

Perform the following Test procedure: with the telephone idle (on-hook), press and release the **Mute** button. Then press the following numbers on the dial pad: **8 3 7 8 #** (which stands for TEST). The display should indicate the self-test has started, then report if the test was successful or failed. If nothing appears on the display, and the phone is receiving power, your phone might need to be replaced.

If these suggested solutions do not resolve the problem, reset or power cycle the phone.

Audio quality is poor, specifically, you hear an echo while using a handset, static, sudden silences (gaps in speech), clipped or garbled speech, etc.

Various potential network problems might be causing the problem.

No dial tone

Check that both the handset and line cords into the phone are securely connected. Note that there might be a slight operational delay if you unplug and reconnect the phone.

Reset or power cycle the phone.

Phone does not ring

Set your ringer volume to a higher level using the **Up/Down Volume** keys.

From another phone, place a call to your extension to test this suggested solution.

A feature does not work as indicated in this guide (for example, the Redial button, does not operate as described)

Verify the procedure and retry. For certain features, you must lift the handset first or place the phone off-hook.

Your telephone system might have been specially programmed for certain features applicable only to your installation.



NEW YORK – HEADQUARTERS
1221 Avenue of the Americas
New York, NY 10020-1095
(212) 282-2200

www.rgts.com