IP PHONE 420/420G QUICK REFERENCE



PHONE OPERATION

Place calls

Use the handset, the speakerphone, or a headset

Lift handset or press



Make a blind conference call

+ ext. +

Make a consultative conference call

to select + ext. + wait +

Use the Directory



Dial from History

to select +

Note: To close Directory or History, press that key again.

Answer calls

Answer a call

Lift handset or press (◄»)



Answer call waiting (incoming call)

Answer an off-screen incoming call

Press blinking call appearance button



Interact with calls

Adjust volume of handset, headset, or speakerphone when off hook; adjust ringer volume when on hook

Mute a call

Place a call on or off hold

Transfer a call (blind)

Transfer a call (with a consultation)

Divert an incoming call to Voicemail

(- +) to select











Adjust the display contrast

Press and hold

Voicemail + Password + #

VOICEMAIL

Log in to Voicemail Main Menu

Log in from another extension

+ # + Ext. + Password + #

Log in or out of workgroup

+ Password + # + 7 Pass Wyyz Ber

Change availability state

+ Password + # + 7 ABC ABC Voicemail

Change extension assignment

Voicemail + Password + $\begin{bmatrix} # \\ \end{bmatrix}$ + $\begin{bmatrix} 7 \\ PORS \end{bmatrix}$ $\begin{bmatrix} 3 \\ DEF \end{bmatrix}$ $\begin{bmatrix} 1 \\ \end{bmatrix}$

Unassign extension assignment

+ Password + # + 7 3 DEF ABC Voicemail

Assign extension to external number

+ Password + $\begin{bmatrix} # \\ \end{bmatrix}$ + $\begin{bmatrix} 7 \\ PQRS \end{bmatrix}$ $\begin{bmatrix} 3 \\ DEF \end{bmatrix}$

EXTENSION ASSIGNMENT CODES

Transfer a call * + destination + # #

Conference a call * + destination + *

Hold a call * * Hang up # | #

Access other star codes * + (numerical code from list below)

QUICK REFERENCE OF COMMON STAR CODES

Park a call

Unpark a call

 $\begin{bmatrix} \mathbf{1} \end{bmatrix} \begin{bmatrix} \mathbf{3} \\ \mathsf{DEF} \end{bmatrix} + \mathsf{ext}.$ Pick up a Remote Extension

* 1 4 Pick up the Night Bell

* 1 5 Use the Intercom

1 6 MNO Barge In 1 7 + ext

+ Hunt Group's ext. Toggle the Hunt Group status

* 1 9 + ext. Whisper Page * 2 ABC + CXT Silent Coach

TROUBLESHOOTING

Silent Monitor

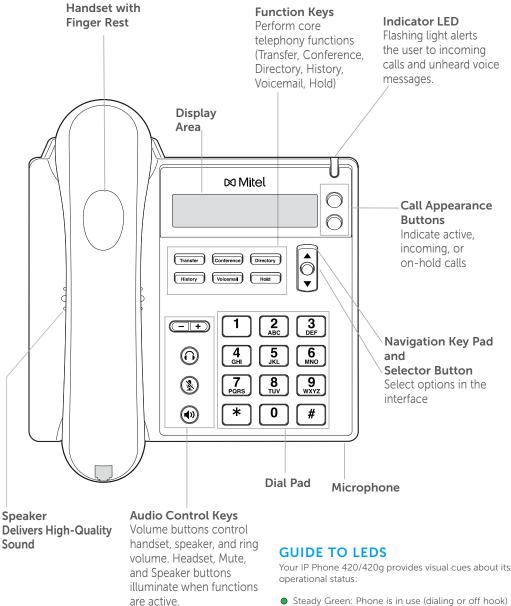
4 6 3 6 # (INFO#) View phone information

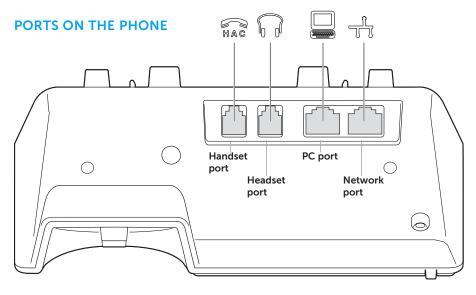
7 3 DEF 7 B B TUV # (RESET#) Reboot your phone

Note: For details about using the phone, see the IP Phone 420/420g User Guide.

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STATUS ICONS

These icons are displayed on the phone to indicate operational status:

- Off-screen call (on main display)
- Voicemail message indicator (on main display)
- Secure call
- Missed call (on main display and in History)
- Inbound call (in History)
- Outbound call (in History)
- Transferred call (in History)
- Workgroup Agent logged in
- Workgroup Agent logged out
- Workgroup Agent wrap up

- Minking Green (Fast): Call on hold or call parked
- Blinking Green (Slow): Incoming call