



2. Use the dialpad to enter the number you want to call.

*The number entered displays on the active call appearance line and the 4620 IP Telephone initiates the call.*

3. Hang up the handset, deactivate the headset, or press the **Speakerphone** button to end the call.

## **Automatic Dialing**

---

Automatic dialing includes redialing a previously called number, speed dialing a number programmed on a Speed Dial button, using an administered Abbreviated Dialing Feature button to initiate a call, or dialing a party listed on your Call Log.

### **Redialing a party**

Depending on how you have set up your Redial option (as covered in [Chapter 6: 4620 IP Telephone Options](#)), the Redial feature automatically initiates dialing of the most recent number dialed, or displays a list of the last six outgoing calls for selection of the number to be dialed. Both procedures follow.

#### **NOTE:**

If all lines are in use, the Redial feature will not proceed with dialing, nor allow selection of a number to be redialed from the Redial screen.

#### **Redialing the last number called:**

Press the **Redial** () Feature button.

*The last number dialed is automatically redialed.*

#### **Redialing using a list of the last six numbers called:**

1. Press the **Redial** () Feature button.

*The Redial screen displays the last six unique numbers dialed and the prompt “Select number to dial” appears at the top of the display.*

2. Press the Line/Feature button associated with the number you want to redial.

*If the call can be dialed, the Phone application screen displays and the selected number dials automatically.*

*If the selected number cannot be dialed (for example, if all call appearance lines are currently on Hold), all Redial entries are disabled. If you press a number for redialing while in this state, an error beep tone sounds and no further action occurs.*

3. Proceed with the call.



*A Call Log entry is created for this call.*

## Dialing a party using a Speed Dial button


Automatic dialing of pre-stored numbers is the most common method of automatic dialing. You can set up Speed Dial buttons and select the party you want to call by pressing that button. For information on setting up Speed Dial buttons, see [Chapter 3: Using the Speed Dial Application](#). Because of the 4620 IP Telephone's advanced capabilities that allow up to 108 speed dial entries, speed dialing as described in the following procedure is convenient and efficient.

1. Press the **SpDial** softkey at the bottom of the display screen.

*The first twelve Speed Dial buttons display, one name/number per button, and the prompt "Select entry to dial." appears at the top of the display area.*

2. If the party you want to call appears on the display, proceed to Step 3. If the party you want to call is not shown, press the **Page Right** () button to display the next page of entries, continuing until the number/party you want displays. You can also press the **Page Left** () button to display the preceding page of entries.
3. Press the Line/Feature button associated with the name/number of the person you want to call.

*The number of the selected person dials automatically.*

4. Pick up the handset, activate the headset, or use the Speakerphone to proceed with the call.
5. Hang up the handset, deactivate the headset, or press the **Speakerphone** () button to end the call.

## Automatically dialing a party using an administered Line/Feature button

Your System Administrator may have programmed individual numbers on Line/Feature buttons (this is called Abbreviated Dialing). If so, they display on the Phone application screen (or the Feature Key Expansion Unit, if this optional device is attached to your phone) with labels assigned by the System Administrator.

If the label for the number you want to call appears in the display area, press the appropriate button,

or

Press the **Page Right** () or **Page Left** () button(s) below the display area until the label of the party you want to call displays, then press that button.

*The number dials automatically and the screen displays the appropriate call appearance line as active.*

## Calling a party From the Call Log

Your 4620 IP Telephone maintains a log of up to 90 outgoing, incoming answered, and incoming unanswered calls to/from your phone (up to 30 calls in each log).

### NOTE:



Only Call Log entries with a call type of “Outgoing” can be dialed directly from the Call Log. If all call appearance lines are in use, the Call Log feature will not proceed with dialing.

1. To call a party listed in the Call Log, press the **Log** softkey at the bottom of the display area.

*The first six missed calls display, one name/number per button, and the prompt “Select entry for details.” appears at the top of the display area.*

2. Press the **Outgo** softkey.

*The Outgoing Call Log displays.*

3. If the party you want to call appears, proceed to Step 3. If the party you want to call is not displayed, press the **Page Right** () button to display the next page of entries, continuing until the number/party you want displays. You can also press the **Page Left** () button to display the preceding page of entries.

4. Press the Line/Feature button associated with the name/number of the person you want to call.

*The Outgoing Call Detail screen displays.*

5. Select **Call**.


*The phone goes off-hook and the selected party’s number is dialed. If the “Phone Screen on Calling” option is set to “Yes” in your IP Telephone Options (as described in [Chapter 6](#)) the Phone application screen displays. A Call Log entry is created for this call.*

6. Proceed with the call as you normally would.

See [Chapter 4: Using the Call Log Application](#) for more information about the Call Log.

## Receiving Calls

---

When someone calls you and the Phone screen is active, the Bell (  ) icon appears in the display as the phone rings, and call server-based call information displays on the incoming call appearance line. If the Phone screen is not active, call server-based call information appears on the top display line.

To receive the call, pick up the handset, activate the headset, or press the Speakerphone button and talk.

### ⇒ NOTE:

You can set an option for what displays on an incoming call. See [Phone Screen Options](#) in [Chapter 6](#) for details.

## Call Handling Features

---

The features described in this section are available while calls are in progress. Use the dedicated Feature buttons on the telephone itself, or administered Feature buttons available using the 4620's softkeys, as applicable.

### ⇒ NOTE:


Features may also be accessed via an optional Feature Key Expansion Unit, described in [Chapter 1: Introducing Your 4620 Telephone](#).


## Conference


---

The Conference feature allows you to conference up to the maximum number of parties set by your System Administrator.

### Adding another party to a call

1. Dial the first party, then press the **Conference** (  ) button.


*The line's display area changes to white text with a dark gray background. The current call is placed on hold, the Soft Hold (  ) icon displays, and you hear a dial tone.*

2. Dial the number of the next party and wait for an answer.
3. Press the **Conference** (  ) button again to add the new party to the call.
4. Repeat Steps 1- 3 for each party you want to conference in to the call.

### Adding a held call to the current call

1. Press the **Conference** (  ) button.

*The icon on the current line changes to the Soft Hold (  ) icon.*

2. Press the Line/Feature button of the held call.
3. Press the **Conference** (  ) button again.

*All parties are now connected.*

### Dropping the last person added to the call

Press the **Drop** (  ) button.


*The last party connected to the conference call is dropped from the call.*


## Hold

---

The Hold feature puts a call on hold until you retrieve it.

### Placing a call on hold

Press the **Hold** (  ) button.

*The line's display area changes to white text with a dark gray background, and the Hold (  ) icon displays.*

### Retrieving the held call

Press the Line/Feature button on which the call is being held.

*The call is now active.*

## Mute


---

During an active call, the Mute feature prevents the party with whom you are speaking from hearing you. This feature is most commonly used in conjunction with the Speakerphone, but can be used to hold an off-line conversation at any time during a call.

### Preventing the other person on the line from hearing you

1. Press the **Mute** (  ) button.

*The other party cannot hear you. The indicator next to the Mute button lights when Mute is active.*

2. To reinstate two-way conversation, press the **Mute** (  ) button again.



## Turning the Speaker on during a call

Press the **Speaker** (  ) button.

*The Speaker indicator next to the Speaker button lights. The Speaker is now operational.*

## Turning the Speaker off during a call

Lift the handset or activate the headset at any time.

*The Speaker and the corresponding indicator light turn off; voice control reverts to the handset/headset.*

## Ending a call while the Speaker is active

Press the **Speaker** button.


*The Speaker and the corresponding indicator light turn off and the call terminates.*


## Transfer


---

The Transfer feature lets you transfer a call from your telephone to another extension or outside number.


### Sending a call to another telephone

1. With the call active (or with only one held call and no active calls), press the **Transfer** (  ) button.

*The call is placed on hold; the Hold (  ) icon displays and you hear a dial tone while the next available line activates.*

2. Dial the number to which you want to transfer the call.
3. If you do not want to announce the call, press the **Transfer** (  ) button again and proceed to Step 6. If you wish to wait for an answer and announce the call, go to Step 4.

*The call is sent to the extension or number you dialed. A two-second display message indicates the transfer is complete.*

4. Remain on the line and announce the call; if the line is busy or if no one answers, return to the held call by pressing the Line/Feature button on which it is being held.
5. Press the **Transfer** (  ) button again.

*The call is sent to the extension or number you dialed. A two-second display message indicates the transfer is complete.*

6. Hang up your handset.

