

## Quick Guide

### 7. Basic Phone Operation (Cont.)

#### ☞ To automatically forward incoming calls:

1. In the phone's idle screen, press the **Forward** softkey.
2. Select the condition upon which you want calls forwarded - **Always**, **Busy** or **No Reply**. If you choose **No Reply**, select after how many seconds the call will be forwarded if not answered.
3. Enter the number to which to forward calls, and then press the **Start** softkey.

To deactivate call forwarding, press the **Forward** softkey.

#### ☞ To make a three-way conference call:

1. Make a call to the first participant in the conference call.
2. Press the **Conf** softkey and then make a call to the second participant.
3. When the second party answers, press the **Conf** softkey.

To end the three-way conference call, hang up the phone or press the **End** softkey.

### Notice Information

This Quick Guide describes the quick setup for Genesys 420HD IP Phone Version 2.0. If you have a later version, verify with Genesys that the information in this document is compatible with your IP Phone.

Information contained in this document is believed to be accurate and reliable at the time of printing. However, due to ongoing product improvements, Genesys cannot guarantee accuracy of printed material after the Date Published nor can it accept responsibility for errors or omissions. Updates to this document and other documents as well as software updates can be viewed on the Genesys documentation site at [docs.genesys.com](https://docs.genesys.com) after logging in through Genesys Customer Care.

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This document is subject to change without notice.

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### 1. Before Installing

Congratulations on purchasing Genesys 420HD IP Phone! Before you begin using the phone, ensure that the following items are included in the shipped box:

- |                               |                        |
|-------------------------------|------------------------|
| ✓ 420HD IP Phone              | ✓ Handset              |
| ✓ AC power adapter (optional) | ✓ Handset cord         |
| ✓ Cat 5e Ethernet cable       | ✓ Wall-mounting screws |
| ✓ Phone base stand            |                        |

### 2. Physical Description



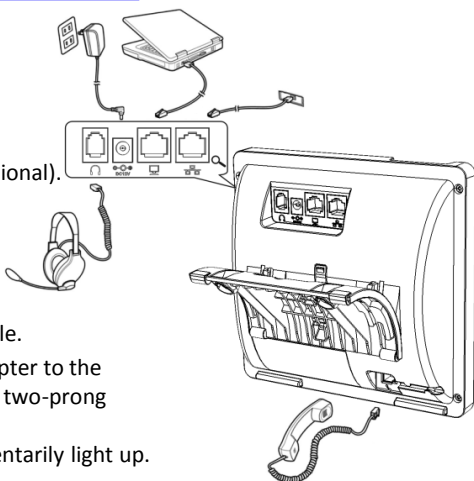
### 3. Cabling the Phone



**Warning:** Prior to connecting power, refer to the Compliance and Regulatory Information at <http://docs.genesys.com/Documentation>.

#### To cable the phone:

1. Connect the short, straight end of the phone cord to the handset and the longer straight end of the cord to the handset jack on the phone.
2. Connect the RJ-9 headset jack to a headset (optional).
3. Connect the RJ-45 LAN port to your LAN network (LAN port or LAN switch/router) with a CAT 5 / 5e Ethernet cable.
4. Connect the RJ-45 PC port to a computer with a CAT 5 / 5e straight-through Ethernet cable.
5. Connect the connector tip of the AC power adapter to the phone's **DC 12V** power socket and connect the two-prong AC adapter directly to the electrical wall outlet. When the phone powers up, all the LEDs momentarily light up.

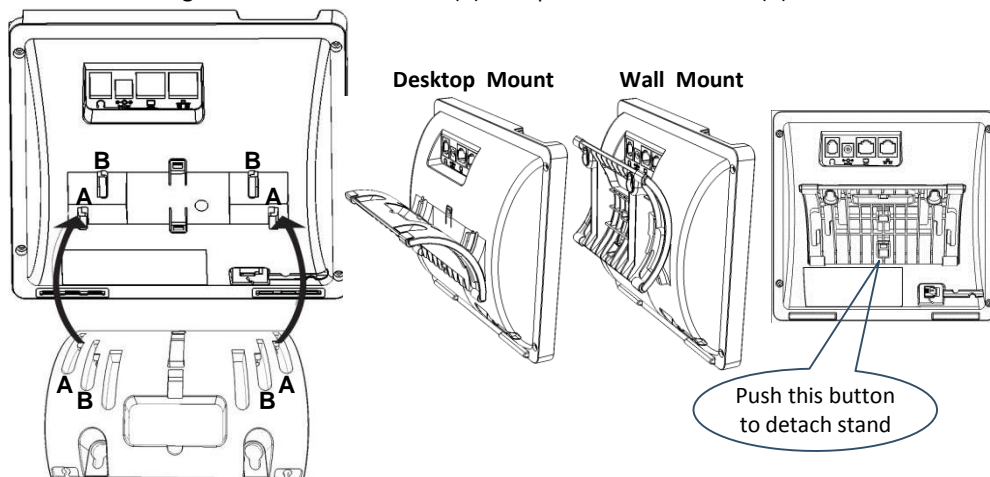


### 4. Attaching Stand to Phone

For instructions on assembling the stand, scan me or visit <https://www.youtube.com/watch?v=oGe9STB9IFE>





- **Desktop mounting:** Slide stand's outer rails (A) onto phone's outer notches (A).
- **Wall mounting:** Slide stand's middle rails (B) onto phone's inner notches (B).



### 5. Upgrade IP Phone Firmware

If you need to upgrade your phone's firmware, please contact Genesys Customer Care at <http://www.genesys.com/customer-care>.

### 6. Basic Phone Operation

- **To make a call:** Pick up the handset, enter a phone number and then press the **Dial** softkey. To call a contact, press the directory icon  softkey, access the Corporate or Personal directory, select the contact and then press the **Dial** softkey.
- **To answer a call:** Pick up the handset or press the **Accept** softkey.
- **To end a call:** On-hook the handset, or press the **End** softkey.
- **To mute a call:** Press the mute  key. To resume the conversation, press the mute key again.
- **To redial a number:** Press the REDIAL key, select a dialed number, and then press the **Dial** softkey.
- **To put a call on hold and make another call:** Press the **Hold** softkey and then the **New Call** softkey, enter a phone number and press the **Dial** softkey. To return to the held call, press the lower rim of the navigation key and then press the **Resume** softkey.
- **To transfer a call:** During a call, press the TRANSFER key, enter the phone number of the party to whom to transfer the call, and then press the **Dial** softkey. After that party answers, press the **Trans** softkey.

To perform a blind transfer, consult your IT manager.