









## During a call

This section describes tasks you can perform when you are currently engaged in a call. Soft key names are in **Bold**. Function key names are in UPPERCASE or identified by the icon that appears on the key. *Phone number* means to dial a phone number or an extension number.

| Task  | Key Sequence  |
|---|---|
| <b>Create conference call with call on hold</b>           | <b>Conf</b> + <i>phone number</i> + <b>Dial</b> + <b>Conf</b> .   |
| <b>End call</b>   | Do one of the following: <ul style="list-style-type: none"> <li>Replace handset or .</li> <li><b>End</b>.</li> </ul> |
| <b>Hold call</b>  | HOLD.   |
| <b>Resume call</b>  | <b>Resume</b> or HOLD.  |
| <b>Mute call</b>  |  .   |
| <b>Resume muted call</b>                                  |  .   |
| <b>Transfer call after consulting (attended transfer)</b> | <b>Trans</b> + <i>phone number</i> + consult with recipient + <b>Trans</b> .  |
| <b>Transfer call without consulting (blind transfer)</b>  | <b>Trans</b> + <i>phone number</i> + <b>Trans</b> .   |

## Other tasks

This section describes tasks you can perform when not currently engaged in a call. Soft key names are in **Bold** and function key names are in UPPERCASE or identified by the icon that appears on the key. *Phone number* means to dial a phone number or an extension number.

| Task                          | Key Sequence  |
|-------------------------------|---|
| <b>Place call</b>             | Do one of the following: <ul style="list-style-type: none"> <li><i>Phone number</i> + <b>Dial</b> + lift handset or .</li> <li><i>Phone number</i> + press the # (pound key) + lift handset or .</li> <li><i>Phone number</i> + lift handset or .</li> <li>Lift handset or  + <i>phone number</i>.</li> </ul> |
| <b>Answer call</b>            | Do one of the following: <ul style="list-style-type: none"> <li>Lift handset or .</li> <li><b>Accept</b>.</li> </ul>  |
| <b>Create conference call</b> | <i>Phone number</i> + <b>Dial</b> + <b>Conf</b> + <i>phone number</i> + <b>Dial</b> + <b>Conf</b> .   |
| <b>Redial previous number</b> | REDIAL + select number + <b>Dial</b> .  |
| <b>Dial missed call</b>       | <b>Missed</b> + select number + <b>Dial</b> .   |
| <b>Access voice mail</b>      | <b>VOICE MAIL</b> + <i>follow voice prompts to listen to message</i>  |

## AudioCodes® 420HD SIP IP Phone

### Quick Reference

These instructions highlight AudioCodes phone features. See your AudioCodes User Guide for more detailed instructions on using soft keys, function keys, and the phone menu.




AudioCodes application firmware requirements for this model are listed on the SIP IP Phones information page available at the Genesys Testlab website, <http://testlab.inin.com>.



Genesys Telecommunications Laboratories, Inc.  
2001 Junipero Serra Boulevard  
Daly City, CA 94014  
Telephone/Fax (844) 274-5992  
[www.genesys.com](http://www.genesys.com)

## Place a call

Use any of the following methods for placing a call:

- Enter a number, press the **Dial** soft key, and then lift the handset or press the  key.
- Press the REDIAL function key, use the navigation control to select a recently dialed number, press the **Dial** soft key, and then lift handset or press the  key.
- Press the **Missed** soft key, use the navigation control to select the missed call, press the **Dial** soft key, and then lift handset or press the  key.


## Hold and resume a call

During a call, you can temporarily put the call on hold. Use the following steps to hold or resume the call:

- To place a call on hold, press the HOLD function key.
- To resume a call that is on hold, press the HOLD function key or press the **Resume** soft key.

## Create a conference call

Use the following steps to create a conference call:

1. Place a call to the first party.
  2. Press the **Conf** soft key to get a new line and place the first call on hold.
  3. Enter the number of the second party and press **Dial**.
  4. When the second party answers, press the **Conf** soft key to join all calls in a conference.
- To end a conference call, replace the headset or press the  key or press the **END** soft key.

## Access voice mail

To access voice mail and to listen to the message, use the following steps:

1. Press **VOICE MAIL**.
2. If using multiple lines, select the line with the message.
3. To listen to the message, follow the prompts.

Voice mail is an optional feature that requires both Interaction Administrator and AudioCodes phone configuration. Contact your system administrator.

### **Note: Do not use the Do Not Disturb/ DnD soft key**

The AudioCodes® 420HD SIP IP Phone natively provides the Do Not Disturb status feature which is not currently supported by Genesys products. This feature will be supported in a future release.

## Transfer a call after consulting

Before you transfer a call, you can consult the party to whom you are transferring the call (attended transfer).

1. During a call, press the **Trans** soft key to put the call on hold.
2. Enter the number to which you want to transfer the call and press the **Dial** soft key.
3. After consulting with the party to whom you are transferring the call, press the **Trans** soft key to complete the transfer.

## Transfer a call without consulting

You can transfer a call without consulting the party to whom you are transferring the call (blind transfer).

1. During a call, press the **Trans** soft key to put the call on hold.
2. Enter the number to which you want to transfer the call and press the **Dial** soft key.
3. When you hear the phone ring, press the **Trans** soft key to complete the transfer.