



## GS620 IP Phone Quick Reference Guide



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# 1. Getting Started

## About

The GS620 is a feature rich IP telephone that works with the ICON Cloud ICONnect hosted communications platform as well as other manufacturer's systems that support connection of a SIP terminals.

## Technical Specifications

Item	Description
Screen	High-definition Color LCD with back light 480x272 pixels (2 ¼ " x 3 ¼ ")
Line Buttons	8 VoIP Line buttons (dual-colors LED),
Function Buttons	4 Soft Keys, 4 Navigation buttons, OK button, C button Volume adjust, Hand-free, Mute, Headset, Message, Service, Directory, Menu, Conference, Transfer, Redial, Hold
VoIP Protocol	SIP 2.0
Network Protocols	HTTP, BOOTP, TFTP, *IEEE 802.1Q, *IEEE 802.1X
Codec	G.723.1 (5.3K 6.4K b/s), G.729 A(8Kb/s), G.711 A/U (64Kb/s), G722
QoS	TOS, Jitter Buffer, VAD, CNG, G.168 (32ms)
Network	2*RJ45 10/100/1000M Ethernet interfaces(LAN/PC) IP Assignment: Static IP or DHCP or PPOE VPN(L2TP) DNS Clients (Primary and Secondary)
Conversation Mode	Handset, Headset or Hand-free Mode, RJ11 and 3.5mm headset jack, 9-level volume adjustment
Call Processing	Line status indicator (dual-colors LED), Multiple Accounts, Call Waiting, Call Queuing, Line Switching, Auto-answer Call Transfer, Call Holding, Call Pickup, One Button Dial, Redial Speed dial via Phone directory, Dial directly via Call record 3-way conference, DND, Voice Mail, BLF (dual-colors LED)
Expansion Module	EXT: ESM32 programmable button module, support up to 6 ESM32s SOR: FXS, FXO, USB (reserved)
Application	Public phone directory Private phone directory, Other customizable applications, XML
Security	Password Login Web Signaling encryption, Media encryption
Management	Upgrade: HTTP/TFTP/FTP/Auto-provision Configurations: Phone/Web/Auto-provision Debug: Telnet/Phone/Web
Power Supply	Power adapter: AC 100-240V input and DC 12V/1A output PoE (IEEE 802.af)
Physical Features	Storage Temperature: 0°C-60°C Operating Humidity: 10%-90% Size: 254mm*205mm*87mm
Net weight:	3.02 lbs.
Certifications	CE, RoHS

## 2. Connecting Your Phone

Your telephone will be preconfigured to connect to ICON Cloud’s ICONnect hosted communications platform. This section describes the connection.

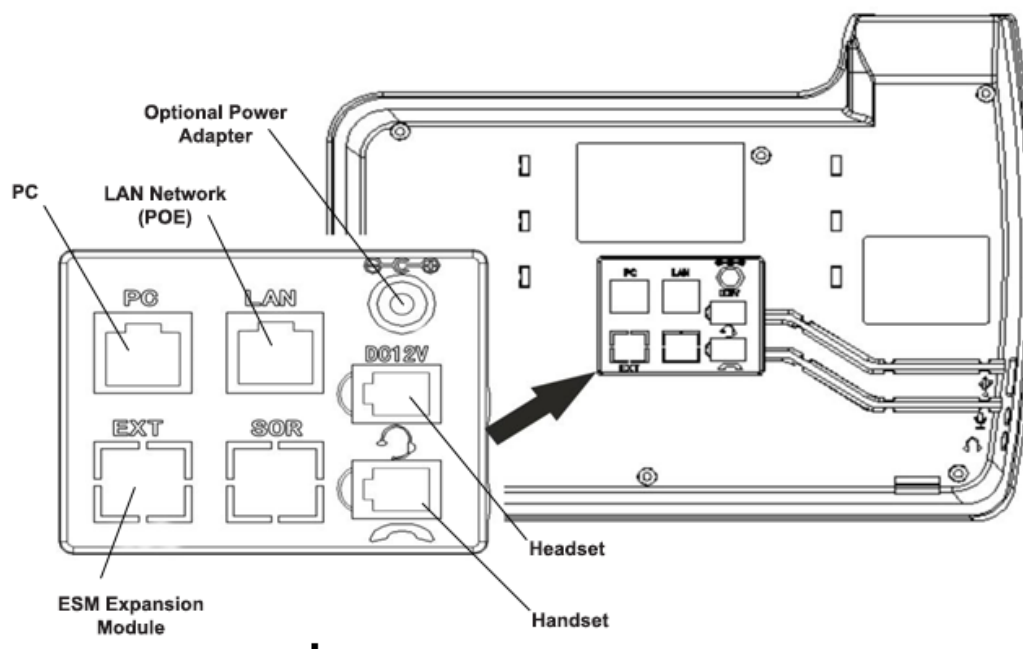
### Packing List

- 1 - IP Phone
- 1 - Handset
- 1 - Handset Cord
- 1 - Power adapter
- 1 - RJ45 cable
- 1 - CD
- 1 - Quick Reference Guide
- 1 - Product certification

### Connecting Your Phone

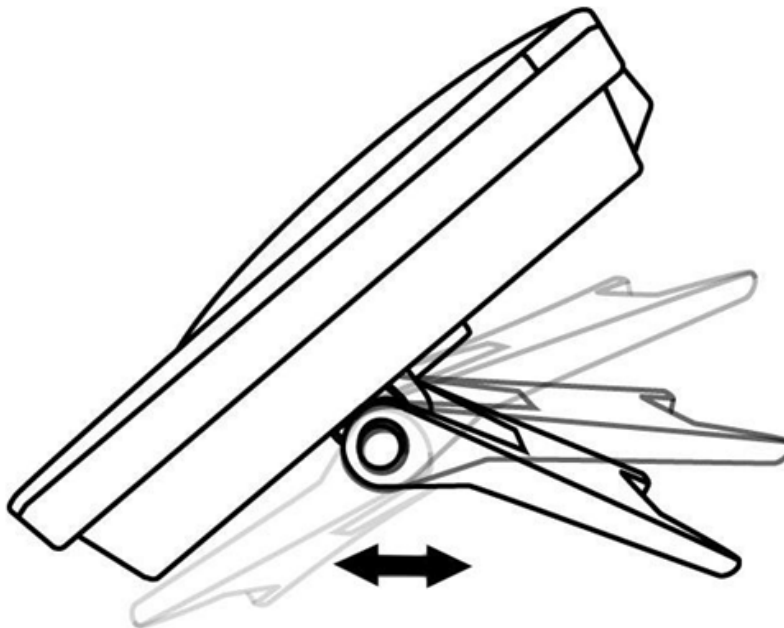
As illustrated below:

1. Plug your LAN network cable into the LAN connector. If your network is equipped with POE this connection will also provide power to the phone. If your LAN is not equipped with POE, then you must also use the power adapter.
2. Use the “PC” port to connect your PC.
3. The station handset is plugged into the jack with the handset icon.
4. If using a headset, plug the headset into the jack labeled with a headset icon.
5. Plug the optional line expansion module into the EXT port.



## Adjusting the Angle of Your Phone




1. Press the two tabs on either side of the base to adjust the GS620 to the desired angle.












### 3. Phone Overview

#### Upper Housing

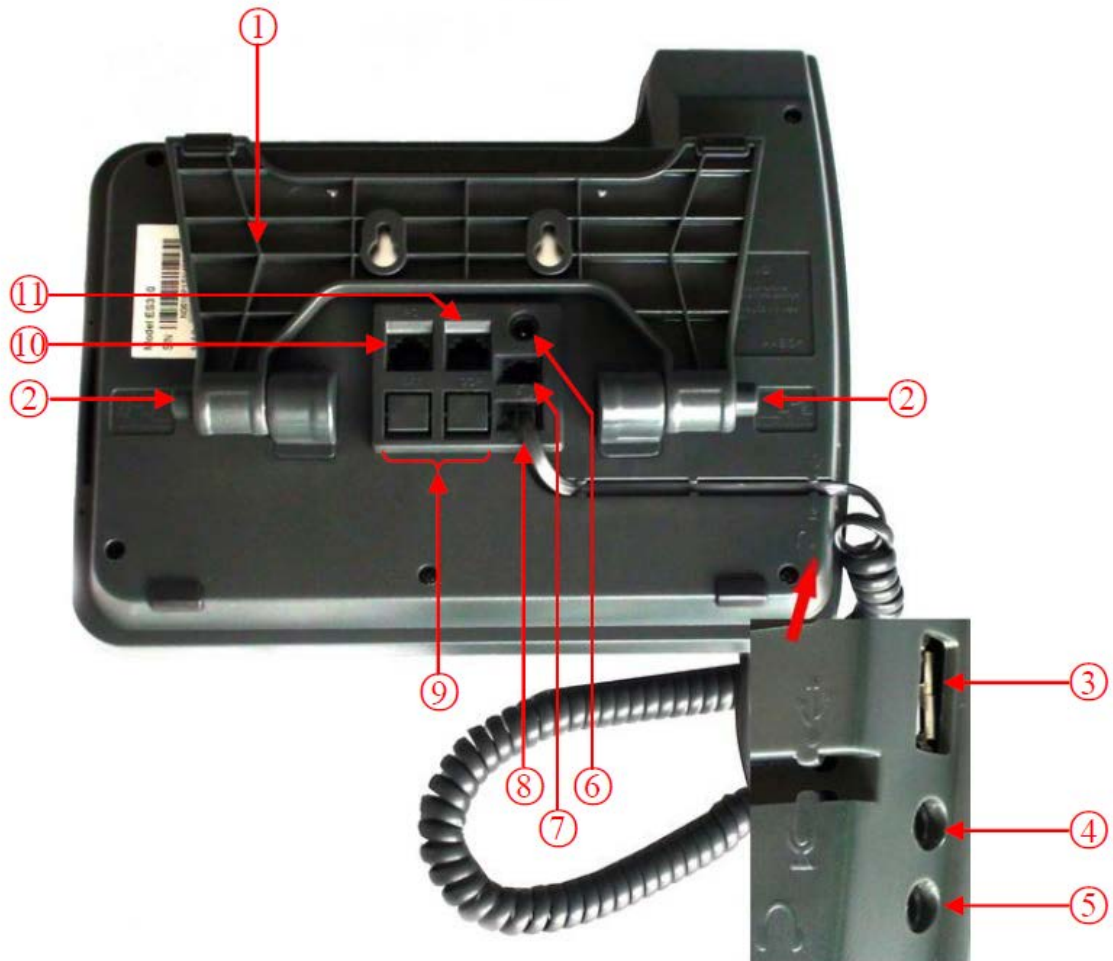


Num	Buttons	Description
1		Headset button: Toggles the headset on or off <b>Red</b> indicates the feature is enabled.
2		Mute button: Toggles the Mute feature on or off. <b>Red</b> indicates the feature is enabled.
3		Message button: Typically auto-dials your voice message service. <b>Red</b> indicates there is an unread voice mail message.
4	Service	Service button: Open or Close the Services menu.
5	Directories	Directories button: Use it to access call logs and corporate directories
6	Menu	Menu button: Allows you to scroll through menus.

Num	Buttons	Description
7		Volume button: Controls the volume and other settings. 
8	Conference	Conference button: Connect calling / called party to the conference
9	Redial	Redial button: To Redial the last number.
10	Transfer	Transfer button: Transfer a call to another extension or number.
11	Hold	Hold button: Put a call on hold
12	0-9, *, #	Basic Call Handling: Enter the desired number then press # to complete the outgoing call. Use the dial pad to navigate automated menus.
13	Speaker button	Speaker button: Toggles the speakerphone on or off.  Red, steady: Pick up and enter normal call.
14	Softkey	Each displays a softkey function, To activate a softkey, press the softkey button.
15	Line/ Programmable Buttons	Outside Line Key 1)  Red, flashing: There is an incoming call. 2)  Red, steady: Pick up and enter normal call. 3)  Yellow-green, flashing: Holding call. 4)  Yellow-green, steady: Active call. Programmable Keys: Extension or Programmable Feature 1)  Red, steady. Extension is busy / Feature in use. 2)  Yellow-green, steady. Extension is idle / Feature idle.
16	C	Back button: Return to the standby interface;
17	Navigation button	“Up”: Open “Speed Call” list; “Down”: Open “Missed Calls” list; “Left”: Open “Received Calls” list; “Right”: Open “Dialed Numbers” list
18	OK	Select an option on the display.
19	Hands-free Speakerphone	Press to answer a call or place a call in the “hands-free” speakerphone mode.
20	LCD Screen	480*272 pixel Color high-definition display.
21	Status Light	Red flashing: There are incoming call ;

Num	Buttons	Description
		Red, steady: Missed Calls, or phone busy;
22	Microphone	Hands free transmit audio
23	Line expansion module	Maximum support 6 ESM32 line expansion module (the total of 192 programmable buttons).

## Lower Housing

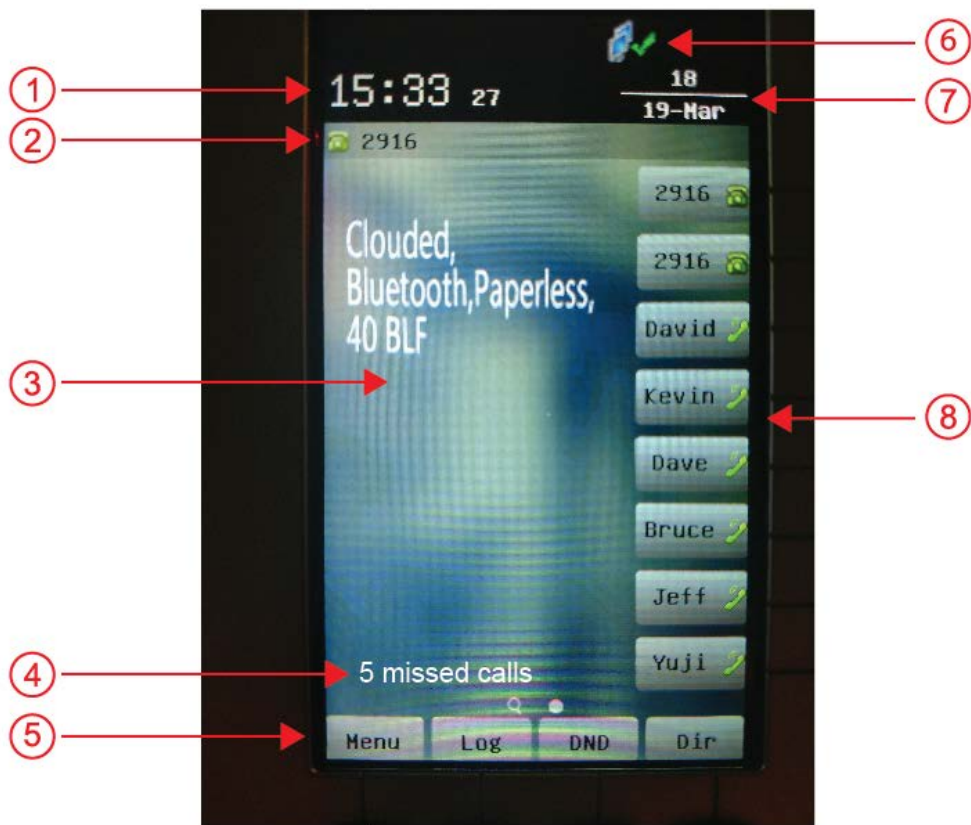


Num	Buttons	Description
1	Adjustable Stand	Multiple angle stand with built-in wall mount bracket.
2	Stand buttons	Press buttons to adjust angle of the phone.
3	USB	Reserved







4	3.5 mm	Headset Jack
5	---	Not included with GS620
6	Power	Connect External Power Supply. Not required for POE LAN connections.
7	Headset	Headset connection port.
8	Handset	Handset connection port.
9	EXT Port	Connector for optional EDM expansion module.
10	LAN Port	Connects phone to LAN for communication with telephone server.
11	PC Port	Connect to a local PC.

### LCD Screen



Num	Buttons	Description
1	Time HH:MM ss	Displays the current time. Can be set to 12 hour or 24 hour clock.

2	Extension Status	Displays the extension number and shows the current status on hook / dialing / ringing / off hook.
3	Call Activity	Displays information about the active call including caller ID.
4	Missed Calls	Shows the number of missed calls.
5	Softkeys	<p>The function of the softkeys will change based on the state of the phone. In idle mode, the following options are displayed.</p> <p>Menu: Phone setup, call history and phone book.</p> <p>Log: Display the call log</p> <p>DND: Activate / Deactivate Do Not Disturb. When active a Lock appears on the upper line of the display.</p> <p>Dir: Access the dial by name directory.</p>
6	Network Status	<p>Displays the current LAN interface network connection status.</p> <p> Connected</p> <p> Disconnected</p>
7	Date	Month, day, year
8	Programmable Keys	<p>DSS / BLF and Line Keys. Multiple screens available.</p> <p>Line Status:</p> <p> Line is registered to system.</p> <p> Line is not registered to the system / out of service</p>

## 4. Operation

### Making a Call

1. Lift the handset or press the Speaker key or press the Headset key.
2. When you hear dial tone, the first outside line LED will light. You can stay on this line or choose another line to make the call.
3. Enter the telephone number.
4. Press the # key on the dial pad or the SEND soft key or wait five seconds.
5. The call is placed.
6. When finished, return the handset to the cradle, press the speaker key or press the END CALL softkey.

### Answering a Call

1. With your phone ringing and one of the Line Keys flashing red,
2. Pickup the handset, or, press the Speaker Key, or, press the Headset Key.
3. Note: if you are on an active call and a second call rings in, press the flashing line key that the second call is ringing in on to answer. Doing so will automatically place the first call on hold.
4. When finished, return the handset to the cradle, press the speaker key or press the END CALL softkey.

### Hold

1. While on a call, press the HOLD key to place the call on hold.
2. The line on which the call is held will flash green.
3. To retrieve the held call, press the appropriate line button where the call is held.

### Redial

1. Press the REDIAL key to view the last number dialed, or,
2. Press the Navigation UP button to view the all call list or press the Navigation DOWN button to view the missed call list.
3. Once you have selected the desired number press the DIAL softkey.

### Directory Dial

1. Press the DIR softkey or the DIRECTORIES key.
2. Navigate to the desired telephone number using the NAVIGATION keys or SOFTKEYS.
3. Press DIAL to complete the call.

### Making a Second Call

1. While on an active call, press the HOLD key.
2. Enter the desired phone number.
3. Press # or SEND to complete the call.

### Transfer a Call (Blind Transfer)

To transfer a call to another extension or outside line without talking to the transfer recipient:

1. Press the TRANSFER button or softkey.
2. Press the BLIND softkey.
3. Enter the number to which you want to transfer the call.
4. Press #, or press SEND, or wait five seconds.
5. The call is transferred.

## Transfer a Call (Supervised Transfer)

To transfer a call to another extension or outside line by first talking to the transfer recipient:

1. Press the TRANSFER button or softkey.
2. Enter the number to which you want to transfer the call.
3. Press #, or press SEND, or wait five seconds.
4. When the transfer recipient answers begin speaking.
5. Hang up to complete the transfer.
6. The call is transferred.

## Mute

1. While on a call press the MUTE key.
2. The Mute key will light red and the outside parties will not be able to hear you. You can still hear them.
3. Press MUTE a second time to return to a normal two-way conversation.

## Do Not Disturb

1. Press the DND softkey.
2. A lock icon will appear on the top line of the display and next to each of the outside line keys. Callers will be routed to your station voice mailbox (or another extension, or busy tone based on desired programming).
3. Press DND a second time to return to disable DND and return to normal mode.

## Conference Call

You can initiate a 3-party conference call.

1. While on an active call, press the CONFERENCE button or the CONFER softkey.
2. The first caller is placed on hold.
3. Dial the phone number of the person you would like to join the conference. After they connect press the CONFERENCE button or the CONFER softkey to complete the conference call.
4. NOTE: If you hang up, the conference call will end for all parties.

To initiate a conference call with a held call:

1. With a call on hold, dial the phone number of the person you would like to join the conference. After they connect press the CONFERENCE button or the CONFER softkey.
2. Press the line key with the held call to complete the conference call.