HP 4120 IP Phone

User Guide

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Applicable Products

HP 4120 IP Phone (J9766A)

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Welcome to the new world of Microsoft® Lync™ 2010 Phone Edition communications software. With Lync 2010 Phone Edition, you have voice communication capabilities that are not available with your traditional desk phone. You can view call logs, join meetings, and make Voice over Internet Protocol (VoIP) calls. In short, you can do everything that you can do today with your regular phone and more.

The HP 4120 desk phone is designed to be used by information workers. For more information on the specifications for the HP 4120 desk phone, see the HP website, at http://www.hp.com/networking.

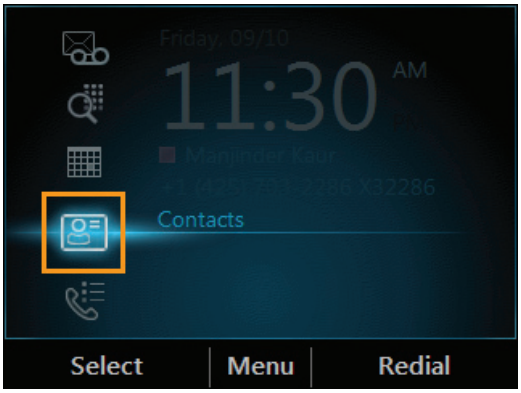
Make a Call

You can make calls by picking up the handset and dialing, or you can use one of the following methods:

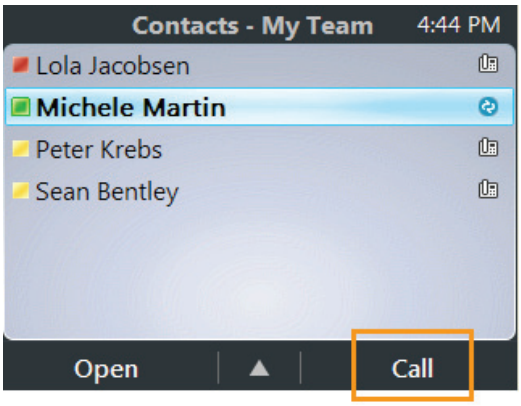
Note If the phone is locked, unlock it by selecting the **Lock** icon, and then selecting **Unlock**.

Call from the Contacts screen on your phone

1. From your phone's home screen, select the **Contacts** icon, and then select the contact group the user is in.



2. From the **Contacts** screen, use the up and down arrow keys on the keypad to select the contact, and then press **Call**.



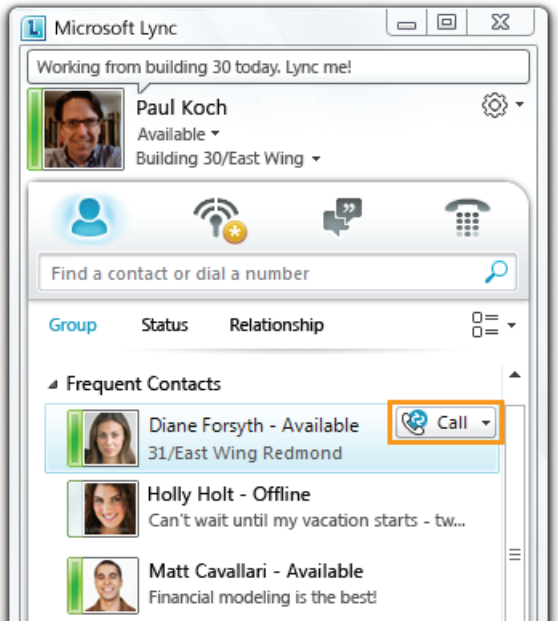
Call by searching for a contact using the keypad

1. Press the numbers on the phone keypad that correspond to the contact's name or phone extension. For example, to find "Tony Smith," begin pressing 8669*76484, where "*" is the space between the first and last name.
2. When you find the contact you want to call, press **Call**.

Call from Lync 2010 on your computer

Important: The USB cable connecting the phone to your computer must be plugged in.

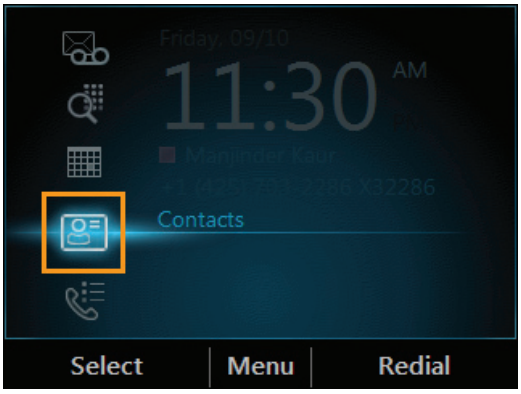
1. Open Microsoft® Lync™ 2010.
2. In the Lync main window, on your Contacts list, point to the person you want to call.
3. Press the **Call** button.



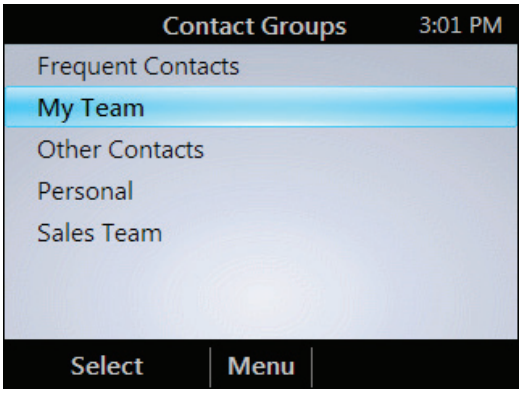
View Contact Card

A contact card provides details about a contact's availability and presence. Depending on the access level that a contact grants you, you can see the contact's phone numbers, schedule information, the phone number of the most recent call, and a personal note if the contact has created one.

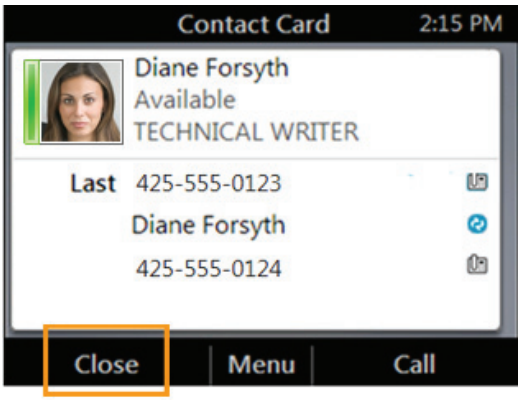
1. From your phone's home screen, select the **Contacts** icon.



2. From the **Contact Groups** screen, select the group your contact is in. Then select a contact name and press **Open**.



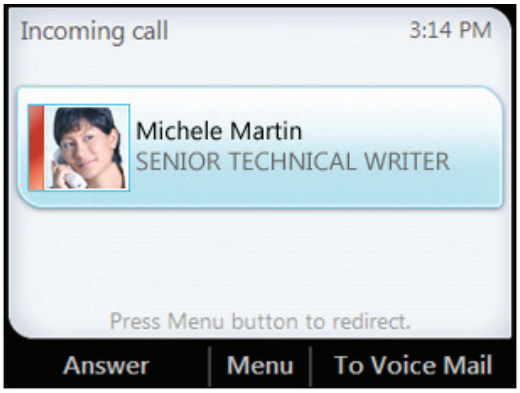
3. When you finish viewing the contact card, press **Close**.



Receive a Call

In addition to answering a received call, you can also redirect it to your voice mail. From the **Incoming call** screen, do one of the following:

- To answer a call, either press **Answer** or pick up the handset.
- To send the caller directly to your voice mail, press To **Voice Mail**.



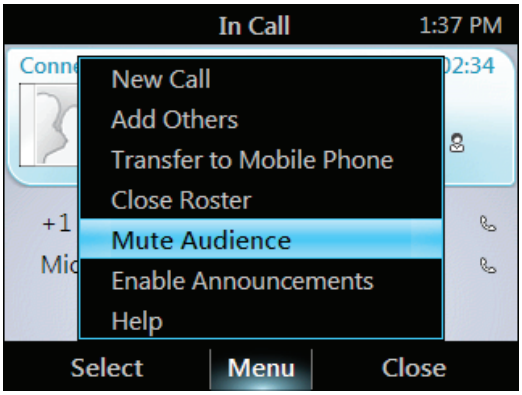
Use Call Controls

Use the buttons on the phone to enable and disable the speakerphone, adjust the loudspeaker or headset volume, or mute the microphone or speaker.

Note If you adjust the loudspeaker volume during an audio session, the volume setting is retained for all subsequent calls.

Mute everyone except yourself

When you are in a conference call, from the **In Call** screen, press **Menu**, and then select **Mute Audience**.



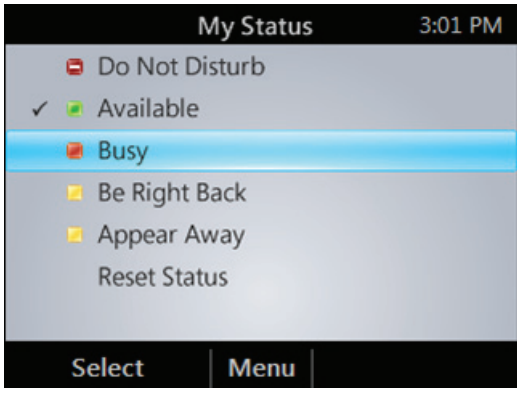
Change Your Status

Your presence status is determined by your calendar and activity. For example, when you're in a scheduled meeting or on a call, your status shows as **Busy**. If you don't use your computer for a certain period of time (as determined by the **Status** options in Lync), your status changes to **Away**.

You can also change your status manually. This might be handy if, for example, you and a colleague start an impromptu meeting in your office or you have a deadline and don't want to be disturbed.

Your status is displayed both in Lync (on your computer) and in Lync Phone Edition (on your phone), and you can change your status from either place. To change it from your phone, do the following:

1. From your phone's Home screen, select **Menu**, then select **My Status**.
2. On the **My Status** screen, select one of the following:



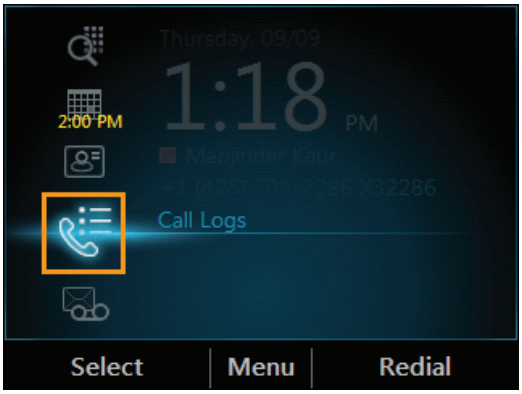
Note The checkmark indicates your current status.

- If you don't want to have any interruptions, select **Do Not Disturb**.
- If you want others to feel free to contact you, select **Available**.
- If you want to let others know you're in a meeting, on a call, or otherwise engaged, select **Busy**.
- If you're stepping away for just a few moments, select **Be Right Back**.
- If you want it to look like you're unavailable, select **Appear Away**.
- If you want Lync to reset your status based on your calendar and activity, select **Reset Status**.

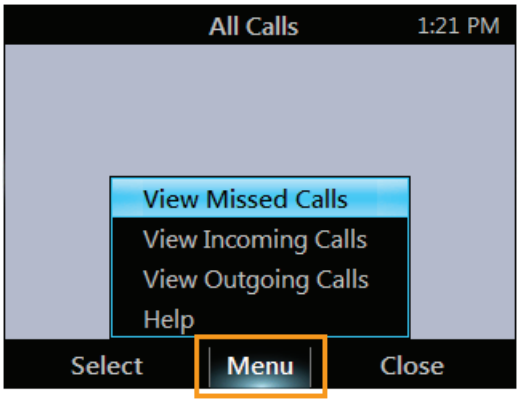
View Call Logs

The **Call Logs** screen displays a history of incoming, outgoing, and missed calls on your phone.

1. From your phone's home screen, select the **Call Logs** icon.



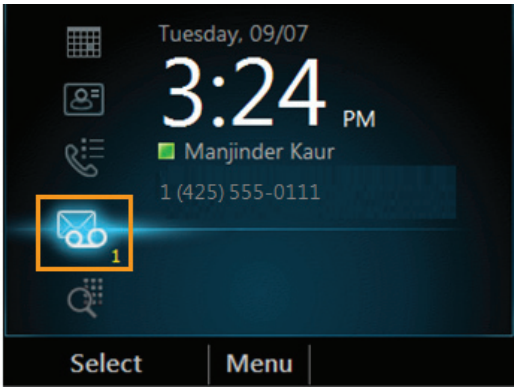
2. From the **All Calls** screen, press **Menu** to sort the calls.



Check Your Voice Mail

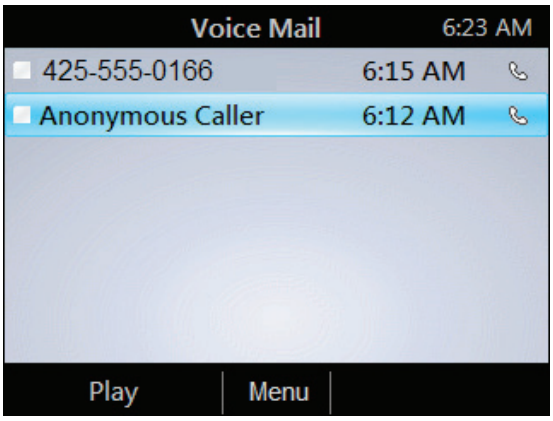
If your organization has enabled voice mail, you can access your voice mail to check messages or to change your voice mail greeting.

Note The voice mail indicator (the number to the bottom right of the **Voice Mail** icon) displays the number of unheard voice mail messages.



1. Select the **Voice Mail** icon from your phone's home screen.

   The **Voice Mail** screen displays the sender's phone number (if available) and the time of the call. For contacts listed in your personal contacts or corporate directory, the name and contact card of the sender is also displayed. Anonymous callers are listed as "Anonymous Caller."



2. Use the up and down arrow keys on the keypad to select a message, and then press **Play**.

Change Your Voice Mail Greeting

To change your voice mail greeting:

1. Select the **Voice Mail** icon from your phone's home screen.
2. Press **Call Voice Mail**.

   Note: If you have messages waiting in your voice mailbox, you must press **Menu** to get the **Call Voice Mail** option.

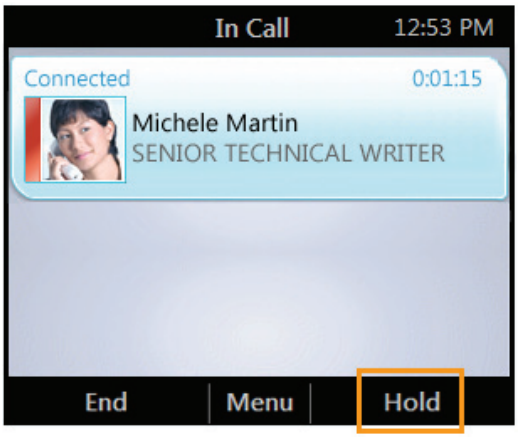
3. When prompted, say "Personal Options."
4. Press 2 and follow the prompts.

Manage Multiple Calls

When you are in a call, you will see several call controls that you can use to manage multiple calls.

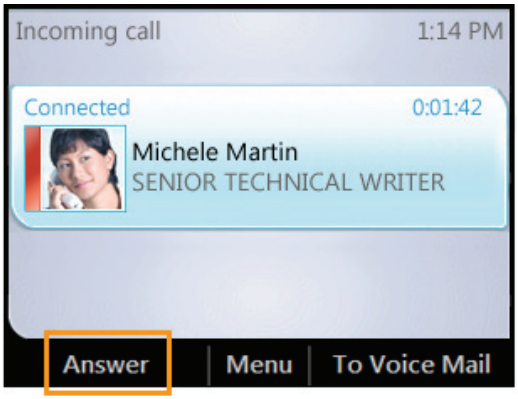
Place a call on hold

- From the **In Call** screen, press **Hold**.



Answer a second call

- When you are in an active call, from the **Incoming call** screen, press **Answer**. Your active call is placed on hold, and your second call is answered.



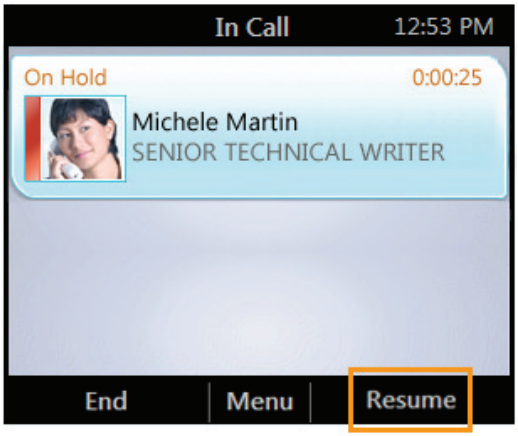
Switch between calls

When you have an active call and one or more calls on hold (or if you just have several calls on hold), you will see them listed on the screen. To navigate through the calls:

1. Use the up and down arrow keys to make your selection.
2. Press **Resume**.

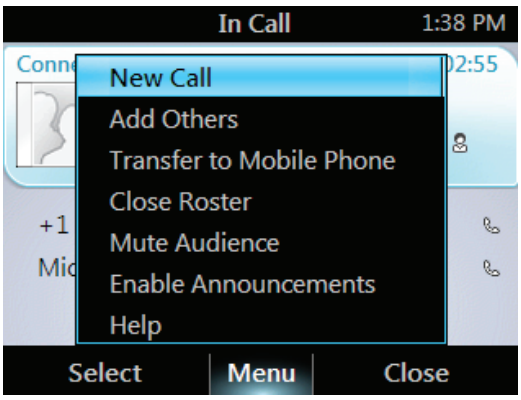
If you do not see the list of calls on your screen, you may have pressed the **Home** key on the keypad and are no longer in the **In Call** screen. In this case:

1. Select the **Active Call** icon.
2. From the **In Call** screen, use the up and down arrow keys to make your selection.
3. Press **Resume**.



Make a new call, and put the active call on hold

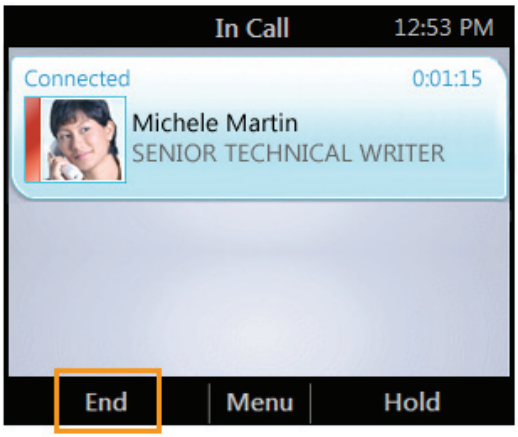
1. From the **In Call** screen, press **Menu**, and then select **New Call**. Your active call is put on hold.



2. Enter a phone number or select a contact, and then press **Call**.

End a call

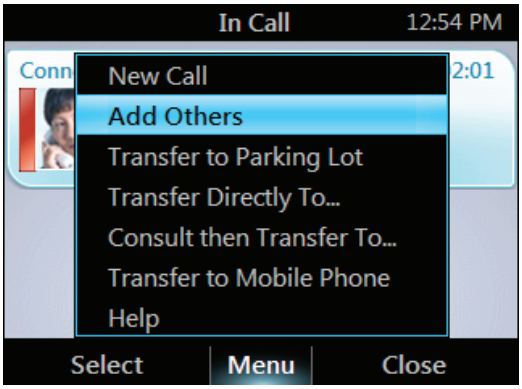
- From the **In Call** screen, press **End**.



Escalate a Call to a Conference Call

You can start a conference call during a phone call and add more participants.

1. From the **In Call** screen, press **Menu**, and then select **Add Others**.



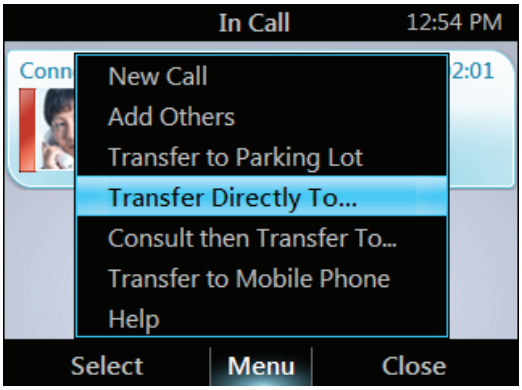
2. To add a participant, enter a phone number or select a contact, and then press **Add**. To add more participants repeat this step.

Transfer a Call

You can transfer calls directly to someone else, to a “parking lot,” or to your mobile phone. If you are not sure where to transfer a call, you can also consult someone before transferring a call.

Transfer a call to someone else

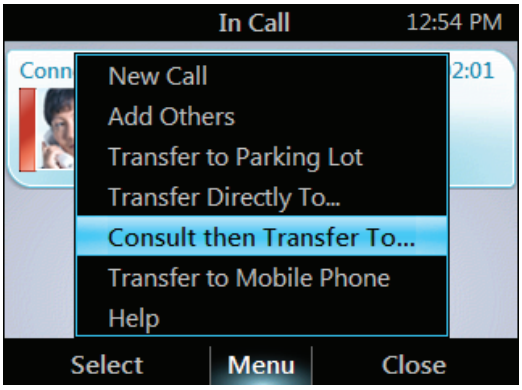
1. From the **In Call** screen, press **Menu**, and then select **Transfer Directly To**.



2. Enter a phone number or select a contact, and then press **Call**.

Consult someone before transferring a call

1. From the **In Call** screen, press **Menu**, and then select **Consult then Transfer To**.

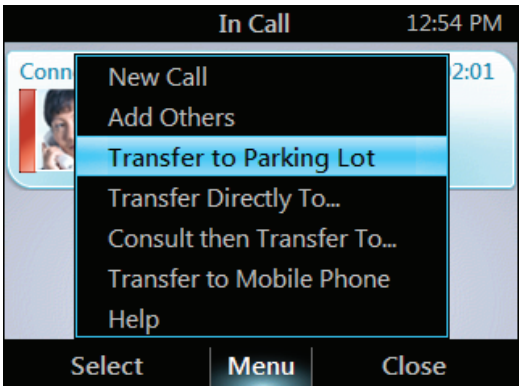


2. Enter a number or select a contact, then press **Consult**.
3. Once the contact accepts, press **Transfer**.

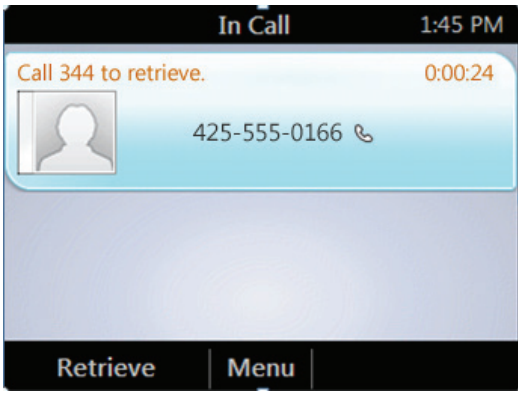
Transfer a call to a parking lot

Note If your system is set up for it, you can park a call. This places the call on hold so that another party can retrieve it.

1. From the **In Call** screen, press **Menu**, and then select **Transfer to Parking Lot**. The call is placed on hold.



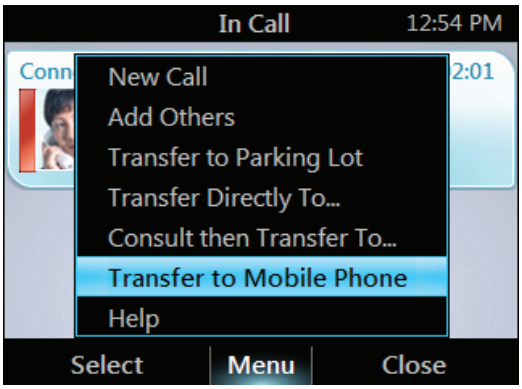
A notification appears, displaying a number to call in order to retrieve the call.



2. Contact the team that you want to answer the call, and give them the number from the notification.

Transfer a call to a mobile phone

From the **In Call** screen, press **Menu**, and then select **Transfer to Mobile Phone**.



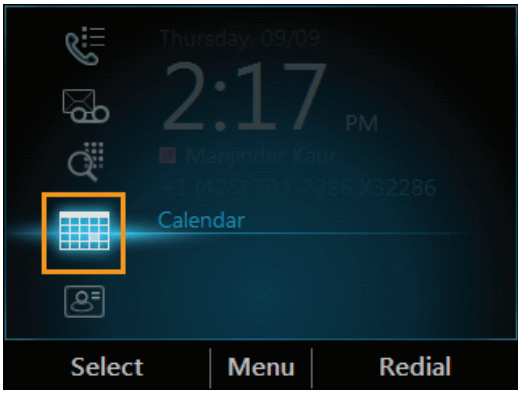
Join a Meeting from the Calendar

Your calendar displays Microsoft® Outlook® appointments for the current day. You can join a meeting from your Outlook Calendar by using your phone.

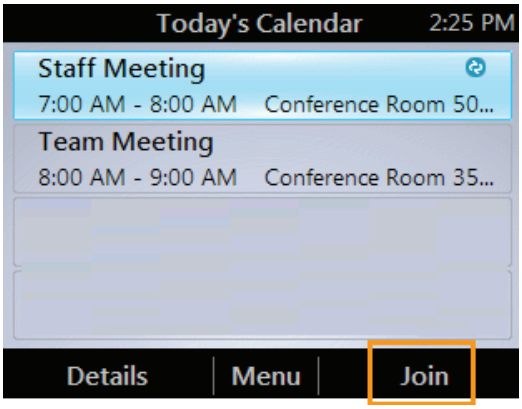
Note You can join only Lync 2010 online meetings that have been created by using the Online Meeting Add-In for Microsoft® Lync™ 2010.

Join a meeting

1. From your phone's home screen, select the **Calendar** icon.



2. From the **Today's Calendar** screen, choose the meeting that you want to join, and then press **Join**.



Access Phone Settings and Help

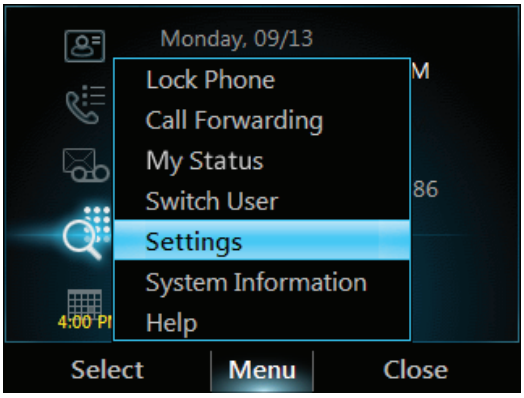
You can access Help and configure the following settings on your phone:

- Volume
- Brightness
- Logging
- Desk Phone Location
- Make Test Call
- Ring Tones
- Phone-Unlock PIN
- Time Zone
- Date Format
- Time Format
- Language
- High Contrast
- Text Telephony (TTY)
- Malicious Call Trace

Note Some settings are configurable only by the support team and might not be available on your phone.

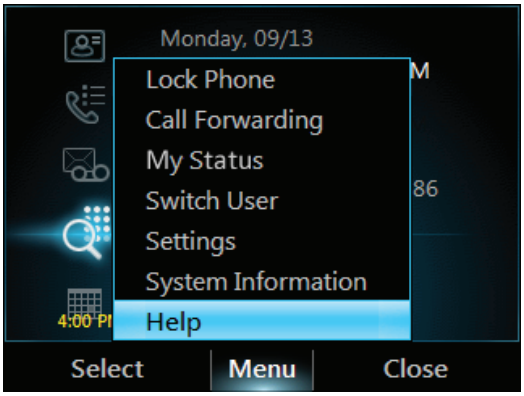
Access the Settings menu

From your phone's home screen, press **Menu**, and then select **Settings**.



Access all Help topics about the software on the phone

From your phone's home screen, press **Menu**, and then select **Help**.



Access Help for a specific screen

From the screen you are in, press **Menu**, and then select **Help**.

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