



# User Manual

## W620D

Software Version: 1.20.1 | Release Date: 2025/11/21

## Directory

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|  |           |
|--|-----------|
| <b>Directory</b> .....                                 | <b>2</b>  |
| <b>1 Safety Instruction</b> .....                      | <b>6</b>  |
| 1.1 Safety Instructions .....                          | 6         |
| 1.2 Battery Warning .....                              | 7         |
| <b>2 Overview</b> .....                                | <b>8</b>  |
| 2.1 Overview .....                                     | 8         |
| 2.2 Specification .....                                | 8         |
| <b>3 Installation</b> .....                            | <b>10</b> |
| 3.1 Packing Contents .....                             | 10        |
| 3.2 Install .....                                      | 10        |
| 3.2.1 Install the battery .....                        | 10        |
| 3.2.2 Replace the battery .....                        | 11        |
| 3.2.3 Connect the charging base .....                  | 13        |
| 3.2.4 Installing belt clip .....                       | 13        |
| <b>4 Introduction to the User</b> .....                | <b>14</b> |
| 4.1 Instruction of Keypad .....                        | 14        |
| 4.2 Power on/off .....                                 | 16        |
| 4.3 Language settings .....                            | 17        |
| 4.4 Country/Region Settings .....                      | 17        |
| 4.5 Standby Interface .....                            | 18        |
| 4.6 Menu .....   | 19        |
| 4.7 Device status .....                                | 20        |
| <b>5 Terminal networking</b> .....                     | <b>21</b> |
| <b>6 Call Features</b> .....                           | <b>22</b> |
| 6.1 Using Handset / Hands-free Speaker / Headset ..... | 22        |
| 6.2 Initiate a call .....                              | 22        |
| 6.2.1 Initiate a call .....                            | 22        |
| 6.2.2 Call through function keys .....                 | 23        |

|                                       |           |
|---------------------------------------|-----------|
| 6.2.3 Emergency call .....            | 23        |
| 6.2.4 Redial .....                    | 24        |
| 6.2.5 Call back .....                 | 24        |
| 6.2.6 Anonymous call .....            | 25        |
| 6.2.7 Hotline .....                   | 25        |
| 6.3 Answering calls .....             | 25        |
| 6.3.1 Manual answering .....          | 25        |
| 6.3.2 Auto Answer .....               | 26        |
| 6.4 Reject incoming calls .....       | 26        |
| 6.4.1 Reject Call Manually .....      | 26        |
| 6.4.2 Ban Anonymous Call .....        | 26        |
| 6.4.3 DND .....                       | 26        |
| 6.5 End Call .....                    | 27        |
| 6.6 Dial Query .....                  | 27        |
| 6.7 Mute .....                        | 27        |
| 6.7.1 Mute the call .....             | 27        |
| 6.7.2 Ringing Mute .....              | 28        |
| 6.8 Call Hold/Resume .....            | 28        |
| 6.9 Call Forward .....                | 28        |
| 6.10 Call Transfer .....              | 29        |
| 6.10.1 Blind Transfer .....           | 29        |
| 6.10.2 Semi-Attended Transfer .....   | 29        |
| 6.10.3 Attended Transfer .....        | 30        |
| 6.11 Call waiting .....               | 30        |
| 6.12 Conference .....                 | 30        |
| 6.12.1 Local Conference .....         | 30        |
| 6.12.2 Network Conference .....       | 31        |
| <b>7 Advanced call function .....</b> | <b>32</b> |
| 7.1 Call Park .....                   | 32        |
| 7.2 Intercom .....                    | 32        |
| 7.2.1 Make Intercom Call .....        | 33        |

|  |           |
|--|-----------|
| 7.2.2 Answer Intercom Call .....       | 33        |
| 7.3 Message .....                      | 34        |
| 7.3.1 SMS .....                        | 34        |
| 7.3.2 Voice Message .....              | 35        |
| <b>8 Phonebook .....</b>               | <b>36</b> |
| 8.1 Local phonebook .....              | 36        |
| 8.1.1 Add/edit/delete contacts .....   | 36        |
| 8.1.2 Add/Edit/Delete Groups .....     | 36        |
| 8.1.3 View/Add/Delete Contacts .....   | 37        |
| 8.2 Cloud Contacts .....               | 37        |
| 8.3 LDAP Contacts .....                | 38        |
| 8.4 Mobile Contacts .....              | 38        |
| 8.5 Blocked List .....                 | 38        |
| 8.6 Allowed List .....                 | 38        |
| <b>9 Call history .....</b>            | <b>40</b> |
| <b>10 Online Upgrade .....</b>         | <b>41</b> |
| <b>11 Preferences .....</b>            | <b>42</b> |
| 11.1 Time Setting .....                | 42        |
| 11.2 Screen Setting .....              | 42        |
| 11.2.1 Backlight .....                 | 43        |
| 11.2.2 Screensaver .....               | 43        |
| 11.2.3 Sleep .....                     | 43        |
| 11.3 Audio Setting .....               | 44        |
| 11.3.1 Ringing Tone .....              | 44        |
| 11.3.2 Voice Volume Setting .....      | 44        |
| 11.3.3 Noise Reduction .....           | 44        |
| 11.4 Greeting Words settings .....     | 45        |
| <b>12 Function key settings .....</b>  | <b>46</b> |
| <b>13 Connecting peripherals .....</b> | <b>50</b> |
| 13.1 U Disk .....                      | 50        |

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|  |           |
|--|-----------|
| 13.2 Wired Headset .....                               | 50        |
| 13.3 Bluetooth Headset .....                           | 50        |
| <b>14 Security .....</b>                               | <b>51</b> |
| 14.1 Menu password .....                               | 51        |
| 14.2 Keyboard Password .....                           | 51        |
| <b>15 Troubleshooting .....</b>                        | <b>53</b> |
| 15.1 System information .....                          | 53        |
| 15.2 Power on/off .....                                | 53        |
| 15.3 Reboot device .....                               | 53        |
| 15.4 Factory Reset .....                               | 53        |
| 15.5 Get log from U disk .....                         | 54        |
| 15.6 USB/USB drive upgrade .....                       | 54        |
| 15.7 Common Trouble Cases .....                        | 54        |
| <b>16 Appendix .....</b>                               | <b>56</b> |
| 16.1 Appendix I - Key Icons .....                      | 56        |
| 16.2 Appendix II - Status and Notification Icons ..... | 57        |
| 16.3 Appendix III - W620D LED State Definition .....   | 58        |
| 16.4 Appendix IV - Menu Icons .....                    | 58        |
| 16.5 Appendix V - Keyboard Character Query Table ..... | 59        |

# 1 Safety Instruction

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## 1.1 Safety Instructions

Please read the following safety notices before installing or using this unit. They are crucial for the safe and reliable operation of the device.

- Please use the external power supply that is included in the package. Other power supply may cause damage to the device and affect the behavior or induce noise.
- Before using the external power supply in the package, please check the home power voltage. Inaccurate power voltage may cause fire and damage.
- Please do not damage the power cord. If power cord or plug is impaired, do not use it because it may cause fire or electric shock.
- Do not drop, knock or shake the device. Rough handling can break internal circuit boards.
- This phone is designed for indoor use. Do not install the device in places where there is direct sunlight. Also do not put the device on carpets or cushions. It may cause fire or breakdown.
- Avoid exposure the device to high temperature or below 0°C or high humidity.
- Avoid wetting the unit with any liquid.
- Do not attempt to open it. Non-expert handling of the device could damage it. Consult your authorized dealer for help, or else it may cause fire, electric shock and breakdown.
- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean it. Wipe it with a soft cloth that has been slightly dampened in a mild soap and water solution.
- When lightning, do not touch power plug, it may cause an electric shock.
- Do not install this phone in an ill-ventilated place. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents.

## 1.2 Battery Warning

To prevent the battery pack from leaking, overheating and catching fire. Please observe the following precautions:

- Soft aluminum packaging foil is easily damaged by sharp edged parts such as nickel sheets, pins and needles.
  - Do not hit the battery pack with any sharp parts.
  - Do not immerse the battery pack in water or seawater.
  - Do not use and place the battery pack near heat sources such as fire or heaters.
  - Do not reverse the positive and negative poles.
  - Do not connect the battery pack to the power outlet.
  - Do not throw the battery pack into fire or heat.
  - Do not connect the positive and negative poles directly to metal objects such as wires, which may cause a short circuit of the battery pack.
  - Do not transport and store batteries together with metal items such as necklaces and hairpins.
  - Do not knock or throw the battery pack.
  - Do not directly solder the battery pack or battery, and do not pierce the battery with nails or other sharp objects.
  - Please use the charger configured at the time of purchase when charging.
- Product Overview

## 2 Overview

### 2.1 Overview

The LINKVIL W620D is a DECT Phone, designed for mobile communication when paired with the W710D DECT Base Station. Featuring a HD 2.4-inch color display (240 × 320), the phone provides a clear and intuitive interface for an exceptional user experience.

Built for both comfort and durability, the W620D offers up to 13 hours of talk time and 240 hours of standby time, ensuring reliability throughout extended daily use. With HD audio quality and intelligent noise reduction, calls remain crystal clear. Even in noisy environments, it provides professionals with clear and uninterrupted communication.

Equipped with 16 DSS keys, a physical programmable key and a Push-to-Talk (PTT) button, the W620D allows for fast and efficient communication, perfect for team-oriented environments. It also supports Bluetooth 5.0 for wireless headsets and a USB Type-C port for wired headsets, offering versatility based on user preference.

The W620D is designed to be robust and reliable, featuring 1.8-meter drop resistance. It supports incoming vibration, making it suitable for environments where silence communication is essential.

### 2.2 Specification

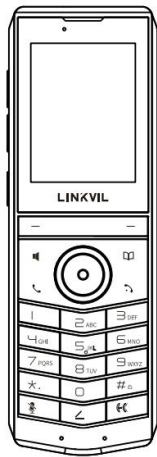
| Model              | W620D                           |
|--------------------|---------------------------------|
| Screen             | 2.4-inch 240 * 320 color screen |
| SIP Line           | 4                               |
| Internal Extension | 1                               |
| Local Contacts     | 1000                            |
| Call logs          | 600                             |
| Virtual DSS Key    | 8x2=16                          |

|                  |      |
|------------------|------|
| Talk Duration    | 13h  |
| Standby Duration | 240h |

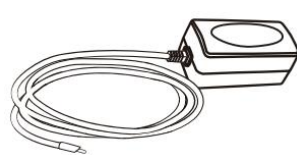
### 3 Installation

#### 3.1 Packing Contents

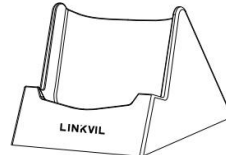
#### 3.2 Install



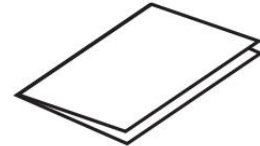
DECT Phone



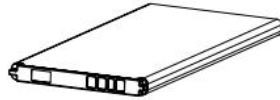
Power Adapter



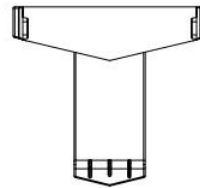
Charging Base



Quick Installation Guide



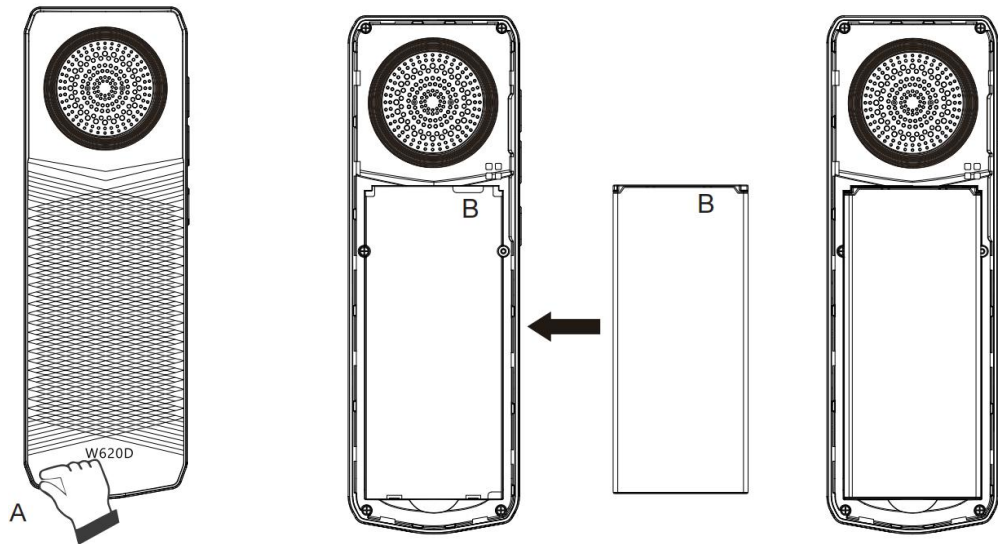
Rechargeable Battery



Belt Clip

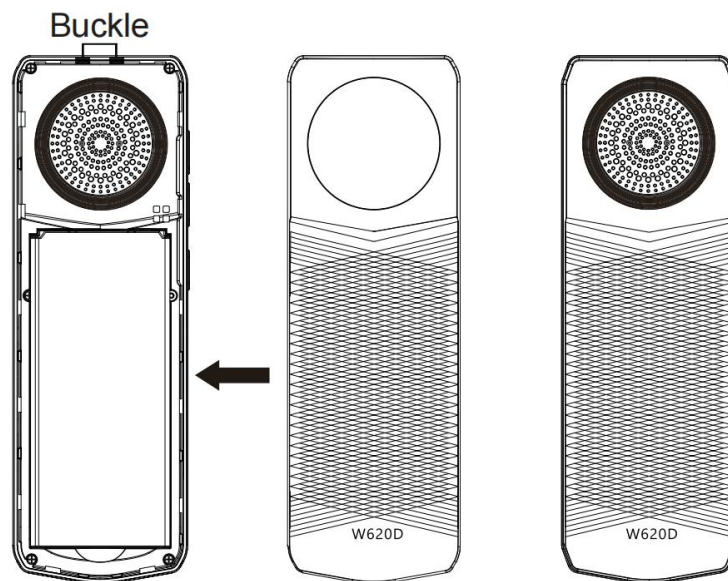
#### 3.2.1 Install the battery

1. Remove the rear case: Remove the rear case of the whole machine with a little force from the handle position A of the rear case of the main unit.
2. Install the battery: Take out the battery from the packaging box, with the battery with the notch facing up, put the battery B at the battery compartment B.
3. Install the back cover: Align the back cover with the buckle on the back of the main unit, press your hands along the edge of the main unit from top to bottom (there will be a "click" sound during the process), and ensure that there is no gap, it means that the back cover is fastened.



Remove the rear case

Install the battery

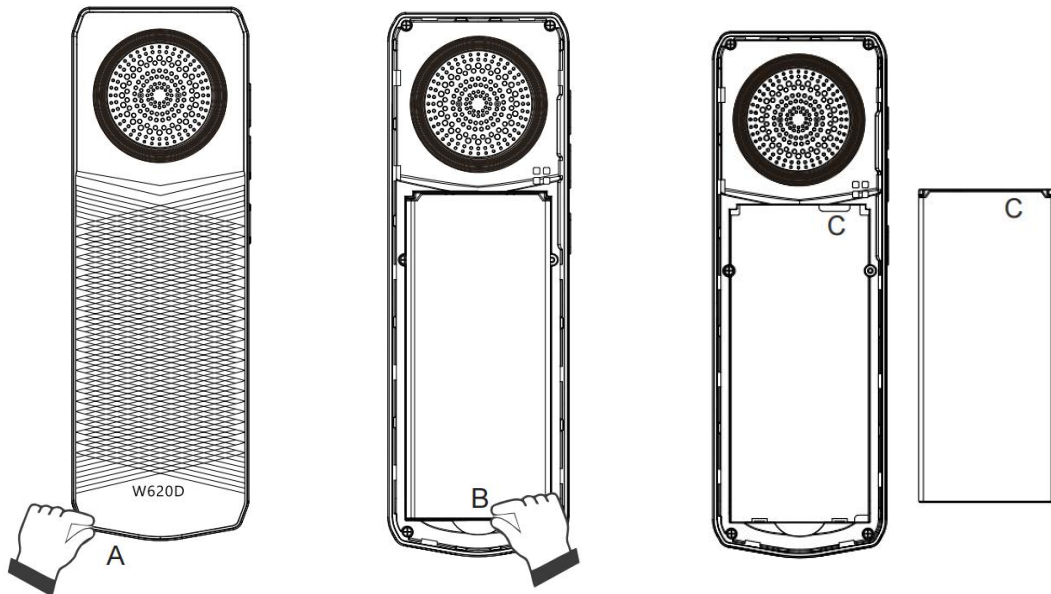


Install the back cover

### 3.2.2 Replace the battery

1. Remove the rear case: Remove the rear case of the whole machine with a little force from the handle position A of the rear case of the main unit.
2. Remove the old battery: Push up at B to remove the old battery.
3. Install the new battery: Take out the battery from the packaging box, with the battery with the notch facing up, put the battery C at the battery compartment C.
4. Install the back cover: Align the back cover with the buckle on the back of the main unit, press your hands along the edge of the main unit from top to bottom (there will

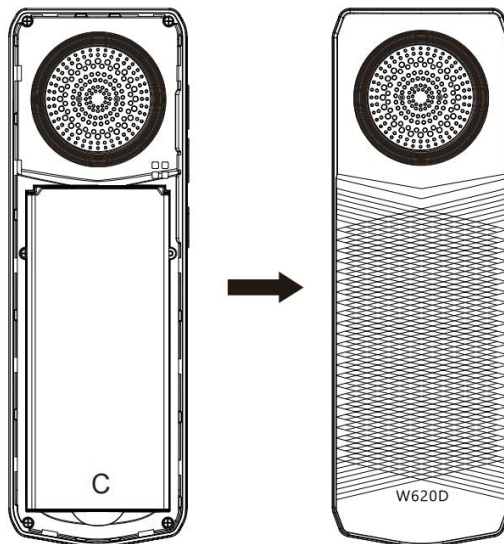
be a "click" sound during the process), and ensure that there is no gap, it means that the back cover is fastened.



Remove the rear case

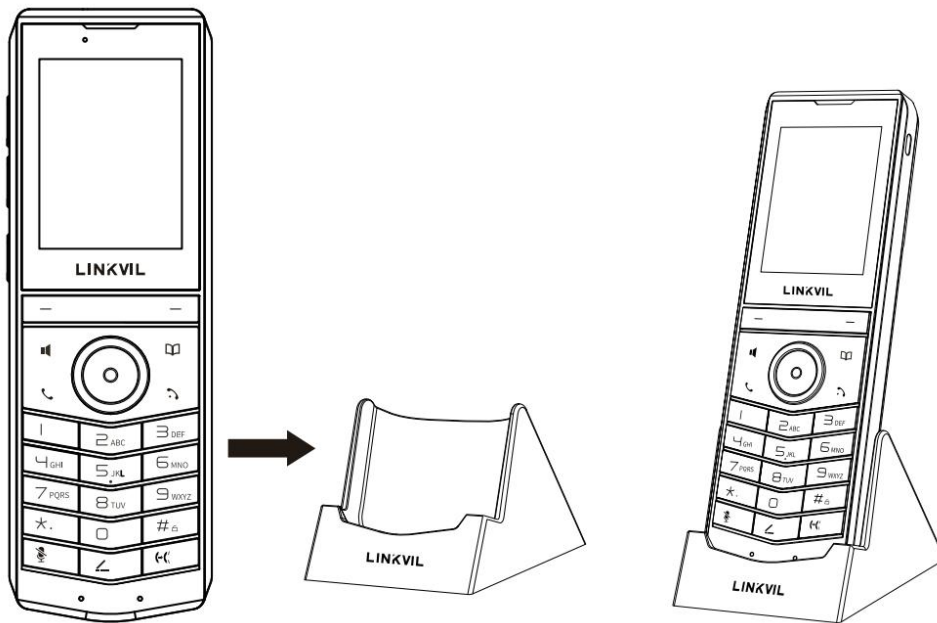
Remove the old battery

Install the new battery



Install the back cover

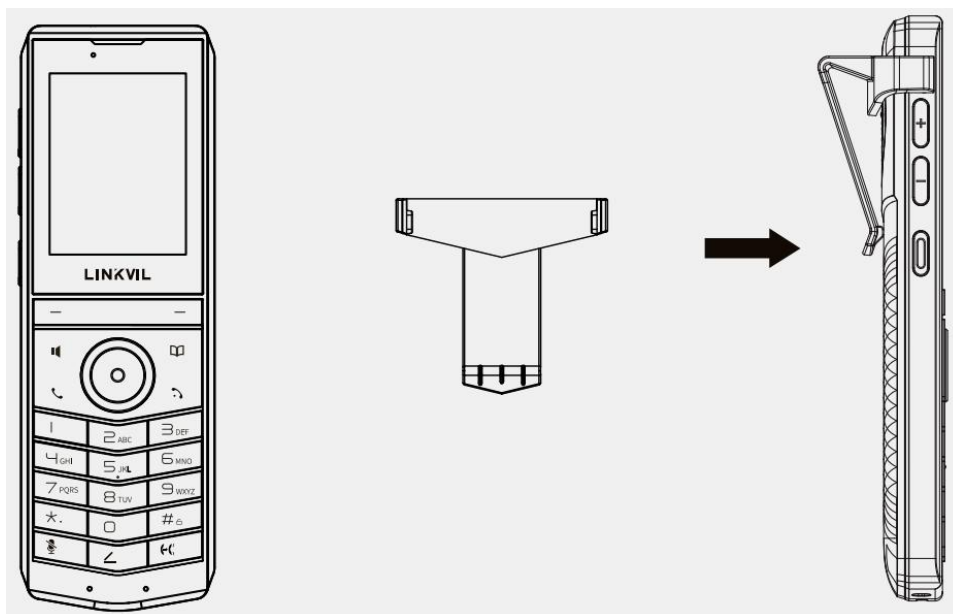
### 3.2.3 Connect the charging base



**Note:**

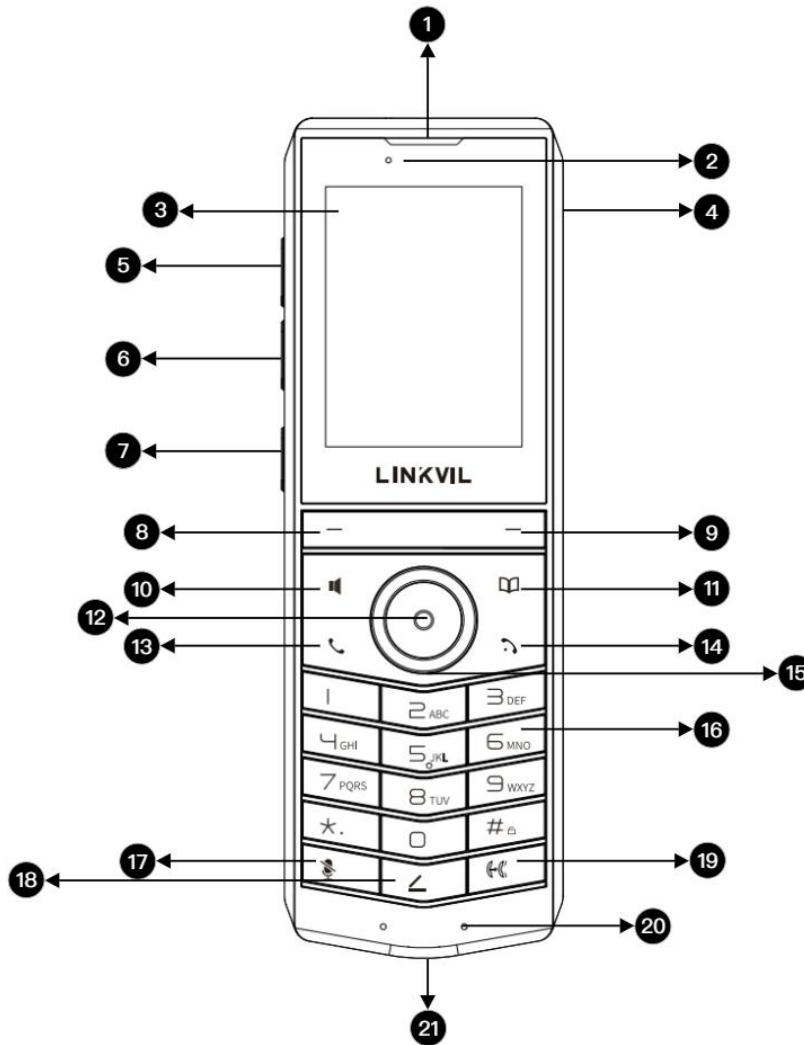
1. Use original factory supplied power adapter (5V/2A). A third-party power adapter may damage the handset.
2. Check the charging status on the top-left corner of the LCD screen.

### 3.2.4 Installing belt clip



## 4 Introduction to the User

### 4.1 Instruction of Keypad




| Index | Key Name           | Description   |
|-------|--------------------|---|
| ①     | Earpiece           | Play sound when talking in handset mode.                                  |
| ②     | Status indicator   | Indicates the status of the device during calls and charging.             |
| ③     | Screen             | Display information and users complete interaction through physical keys. |
| ④     | Belt clamping hole | The position for installing the belt clip.                                |
| ⑤     | Volume Key +       | In standby mode, on the ringing and ringing                               |

|   |                   |  |
|---|-------------------|--|
|   |                   | configuration interface, press this key to increase the volume of the ringtone; On the call or volume adjustment interface, press this key to increase the volume.   |
| ⑥ | Volume Key -      | In standby mode, on the ringing and ringing configuration interface, press this key to decrease the volume of the ringtone; Press this key to decrease the volume on the call or tone/brightness adjustment interface. |
| ⑦ | PTT key           | Before configuration, short/long press to enter the function key setting interface and configure the required functions; After configuration, press to implement the corresponding function.                           |
| ⑧ | Soft key          | These two keys provide corresponding menu functions displayed on the screen. This key is designated as DSS Key on the handset's standby interface.   |
| ⑨ | Soft key          | These two keys provide corresponding menu functions displayed on the screen. This key is designated as CallLog Key on the handset's standby interface.   |
| ⑩ | Handsfree         | Users can press this key to turn on the audio channel of the hands-free speaker.   |
| ⑪ | Phonebook         | By pressing the "Phone Book" key, users can enter the device book interface and select a contact person to make a call.  |
| ⑫ | OK key            | It is equivalent to the confirmation software key by default, and users can customize the function. Press the [OK] key on the standby screen to enter the menu.  |
| ⑬ | Off-hook key      | Dialing; Switch call channels.   |
| ⑭ | On-hook key/Power | Return to the homepage; Hang up the call;<br>Enter sleep mode; Exit sleep mode;<br>Long press to enable/restart.   |


|   |                    |   |
|---|--------------------|---|
| ⑮ | Navigation key     | <p>On some settings and text editing pages, users can press the left/right/up/down navigation keys to change options or move the cursor left/right/up/down in the screen list.</p> <p>Users can configure different functions for navigation keys on the Manager website.</p> |
| ⑯ | Keypad             | <p>These 12 standard keys provide standard device key functions. At the same time, long pressing certain keys can trigger the provision of special functions.</p> <p>Press and hold the key # to lock the device (enable keyboard lock configuration).</p>                    |
| ⑰ | Mute key           | <p>Press this key on the standby interface to mute the incoming call ringtone; Press this button on the call interface to mute the call.</p>  |
| ⑱ | DSS Key            | <p>Before configuration, short/long press to enter the DSS Key settings interface and configure the required functions; After configuration, press to implement the corresponding function.</p>   |
| ⑲ | Call transfer key  | <p>Press this key during a call can transfer the call to another number.</p>  |
| ⑳ | Microphone         | <p>Receive audio during calls.</p>  |
| ㉑ | Charging interface | <p>Users can charge the handset here via the charging base or power adapter, and it also serves as a Type-C wired headphone jack.</p>   |

## 4.2 Power on/off


### Boot up operation

- Long press the red on-hook key  until it boots up.
- Connect the charging base and it will automatically boot up.

### Shutdown operation

- Long press the red on-hook key  to pop up a shutdown window and select whether to shut down.
- Automatic shutdown when low battery: When the battery is about to run out, it prompts "Low battery". The device automatically shuts down when the battery is depleted.

### Reboot

- Press [OK] in standby mode to enter menu >> [Basic] >> [Reboot System], and select OK to confirm reboot.
- Long press the red on-hook key  to reboot.

## 4.3 Language settings

Users can set the language of W620D through the device interface.

### Set language under factory settings

After startup under factory settings, the device will pop up a language selection box. After selecting the corresponding language, the user can click [OK] to confirm.

### Set language when standby

Set the language during standby: Press [OK] in standby mode to enter menu >> [Basic] >> [Language].

## 4.4 Country/Region Settings

Different regions have different frequency bands for DECT. In order to ensure the normal use of the DECT system, users need to select the country of W620D.

### Set Country/Region under factory settings for W620D

After the device is started under factory Settings and the language is selected, the device pops up the Country/Region selection box. After the user selects the corresponding Country/Region and clicks [OK], the device will reboot, and the selected country/region will take effect once the device reboots.

**Set Country/Region when standby for W620D**

Set the country/region when standby, press [OK] to enter menu >> [Network] >> [Country/Region].

**4.5 Standby Interface**

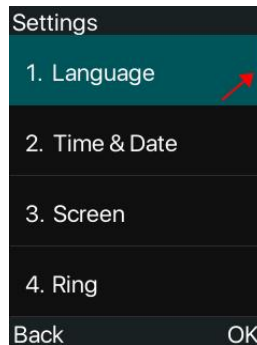
- The left figure shows the default interface when the phone is not connected to the Base. The figure on the right below shows the default standby screen interface after connecting Base, which is the status of the user interface most of the time.
- Users can restore the device to the default standby screen interface by pressing the [on-hook key].
- The icon description is provided in [16.1 Appendix I](#).



| Index | Description   |
|-------|---|
| ①     | The main screen status bar displays the status and information of the device, such as network connection status, battery level, voice mails, missed calls, auto answer, do not disturb, locked status, etc. |
| ②③    | Click [soft key-Next] to enter [Available Network] and click [Cancel] to return to the standby interface..  |
| ④     | Display of time and date.   |
| ⑤     | The registration status of the account.   |
| ⑥     | These two keys provide corresponding menu functions displayed on the screen.  |

- In some screens, due to too many items or long text, the screen cannot be fully

displayed. They will be combined into a list accompanied by scrolling icons. If the user sees a scrolling icon, they can use the up/down navigation keys to scroll through the list.



### 4.6 Menu

In the standby interface, users can access the main menu by pressing the [OK] key; After entering the main menu, select the submenu application icon and click [soft key-OK] or the [OK] key to access the submenu. The main menu displays as follows.



| Index | Description   |
|-------|---|
| ①     | The status bar displays the currently selected menu item.   |
| ②     | <p>Display the application icon for the menu item. The menu item list for W620D is as follows:</p> <p>Status: View the status of Manager, Network, Phone, and Account.</p> <p>Network: Connect to Manager network.</p> <p>Basic: Set personal preference settings.</p> <p>Contact: Access all contacts.</p> <p>Message: View voice mails and SMS servers.</p> |

|   |   |
|---|---|
|   | <p>CallLog: Access the call history list.</p> <p>Features: Set call forwarding, auto answer, call waiting, DND, intercom, ban anonymous calls, and other functions.</p> <p>Application: Set up memos and export logs through a USB drive, Set the Low Battery Tone.</p> <p>Advanced: Set security settings, upgrade online, and restore factory settings.</p> |
| ③ | soft Key key  |

## 4.7 Device status

Users can view the status of W620D through the device screen.

### View the status of W620D:

Press [OK] in standby mode to access menu >> [Status] to obtain the following status information for W620D:

- Manager: displays the IP address, Firmware version, MAC address, RFPI and Frequency band information of manager which the device connected.
- Network: displays the device's network Mode, network IP, RSSI(signal strength).
- Phone: Display device MAC address, Bluetooth MAC address, IPUI, Model, Hardware version, Software version, Uboot version, RAM, ROM, and Uptime information of the device.
- Account: Display the name/number of the device's registered account and registration status information. Account 1-4 is the SIP Account, and account 5 is the internal extension number.

## 5 Terminal networking

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To use the basic communication functions of the DECT system, it is necessary to first connect the terminal device W620D to Manager. The steps are as follows:

**1. The system administrator has added authorized devices to W710D. Please confirm with the administrator.**

### 2. End user connection device

- Under factory settings, when the user starts the W620D device, the device automatically restarts after manually selecting the device language and country/region (which must be the same as the Manager).
- After the device restarts, the user can operate W620D to press [OK] to enter menu >> [Network] >> [Available Network], select Manager's RFPI (W710D webpage view, needs to confirm with the administrator) name, click on the connection, enter the password (default is 1234), and the connection will be successful.
- After a successful connection, the terminal automatically obtains the configuration (assigned SIP account and internal extension number) and can perform calls and other operations.

## 6 Call Features


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### 6.1 Using Handset / Hands-free Speaker / Headset

- **Using of Handset**

Regarding the use of the handset: Users can press the [green dial key] to enter the number, then press the [dial key] or [#] key; Or enter the number first and then press the [dial key], the number will be dialed out. When the speaker is turned on, users can switch device audio channels by pressing the [dial key].

- **Using Hands-free Speaker**

Regarding the use of the hands-free speaker: Users can first press the [hands-free key 

- **Using Headset**

Regarding the use of headsets: In the default state, the headset channel is turned on by default after inserting the headsets. When the headsets are inserted, users can enter the number by pressing the [dial key], then press the [dial key] or [#] key; Alternatively, by entering the number first and then pressing the [dial key], the number will be dialed out and a call can be established through the headset channel. When the speaker is turned on, users can switch device audio channels by pressing the [dial key].

### 6.2 Initiate a call

#### 6.2.1 Initiate a call

##### Dialing method

- **Open the dial to make a call:** Use the [hands-free key] / [dial key] to open the dial, enter the number, press the [hands-free key] / [dial key] / [soft key-Dial] / [#] key to make a call.
- **Pre dial dialing:** Enter the number directly, press the [hands-free key] / [dial key] / [soft key-More] >> [Dial] / [#] key to make a call.

- **Calling through a phone book:** Press [OK] in standby mode to access menu >> [Contact], or press the [phonebook key] to access the Extension / Local Contacts / Cloud Contacts / Mobile phonebook, select a contact, press [soft key-Option] >> [Dial] / [Hands-free key] / [Dial key], and call out the selected contact number.
- **Calling through call log:** Access [soft key-CallLog], select a call log, press [soft key-Option] >> [Dial] / [Hands-free key] / [Dial key], and call out the selected number.
- **Making a second call:** During the call, users can access the [soft key-More] >> [New Call] / [Transfer] / [Meeting] keys or the [Call transfer key] to make a second call; You can also dial out through the BLF number or speed dial function set by the function keys.

#### Switch line dialing:

- Open the dial using the [hands-free] / [dial] keys, or enter the number directly and switch to the line using the [navigation key-Left/Right key].

## 6.2.2 Call through function keys

#### Configure function keys on terminal devices

- In standby mode, press [soft key-DSS Key] / [Navigation key-Left] / [Navigation key-Right], or the [PTT Key] on the device left, or the [DSS Key] to select the function key for editing.
- After the key of [soft key-DSS Key] or [DSS Key] is edited, the user can edit it by select it and long press the [OK key].

#### Calling through function keys

- In standby mode, access the list of DSS Keys through [soft key-DSS Key]/ [Navigation key-Left] / [Navigation key-Right] / [DSS Key], select DSS Keys, and press the [hands-free] / [dia] keys to call out.
- Press the [PTT Key] on the device left side in standby mode to call out.

## 6.2.3 Emergency call

The emergency call function is used after enable the keyboard lock, and users can set

the corresponding emergency call number on the device. When the device is locked, emergency services can also be called.

Confirm the emergency call number with the administrator. After setting the keyboard lock on the device, enter the emergency number through the keyboard, and you can call the emergency call number without unlocking it.

## 6.2.4 Redial

Users can use the redial key to redial the last dialed number. The steps for redialing are as follows:

### Set redial key

Users can set the PTT Key/DSS Key as the redial key. Setting method:

In standby mode, press the [soft key-DSS Key] / [navigation key-left] / [navigation key-right] / [DSS Key], or the [PTT Key] on the device left, select the function key for editing, and set the Keyevent - redial.

### Redial operation

- Redial the last outgoing number:  
When the device opens the dial/standby, press the redial key, and the device will call out the last dialed number.
- Use the redial key to call any number:  
Enter the number on the device, press the redial key, and the device will call out the entered number.

## 6.2.5 Call back

Users can use the callback key to call out the last miss incoming call number (if there is no call record, press the callback key and the device will prompt "cannot process"). The callback steps are as follows:

### Set callback key

In standby mode, press the [soft key-DSS Key] / [navigation key-left] / [navigation

key-right] / [DSS Key], or the [PTT Key] on the device left, select the DSS Key for editing, and set the Keyevent - Callback.

### Callback

When the device opens the dial/standby, press the callback key, and the device will call out the number of the last miss incoming call.

## 6.2.6 Anonymous call


The device can set up anonymous calls to hide the calling number and name. After enable anonymous call, the call name displayed on the other end is anonymous. Anonymous calls are set by the administrator. Please confirm with the administrator.

## 6.2.7 Hotline

After setting up hotline dialing, the device will automatically call according to the hotline delay time by pressing the [green dial key] / [hands-free key], and other methods to open the dial. Please confirm with the administrator to set up a hotline for dialing.


## 6.3 Answering calls

### 6.3.1 Manual answering

- **Idle state with incoming calls:** Users can answer calls by pressing the [soft key-Answer] / [dial key ] / [hands-free key] to open the headset / handset / hands-free channel.
- **Answer the second incoming call:** When there is another incoming call during the call, the device will play a call waiting tone in the voice channel of the current call, and the LED indicator light will flash orange quickly. Users can press the [soft key-Answer]; You can also locate the second incoming call through the navigation keys, and answer the call by pressing the [soft key-Answer] / [dial key] / [hands-free key] to open the headset/handset/hands-free channel.

### 6.3.2 Auto Answer

After enabling the auto answer function, the device can automatically respond to incoming calls. Auto answer can be enabled by different lines.


After enabling auto answer, an icon  is displayed in the upper right corner of the screen.

#### Configure on terminal devices

Press [OK] in standby mode to access menu >> [Feature]>> [Auto Answer], press the key to select the line, use the left/right navigation keys to enable/disable the auto answer, set the Auto Answer Delay, and press the [OK] key to save after completion.

## 6.4 Reject incoming calls

### 6.4.1 Reject Call Manually

When receiving a call, you can manually reject it by pressing the [soft key-More] >> [Reject] / [on-hook key ]. Rejected calls will be displayed in the in call list in the history list.

### 6.4.2 Ban Anonymous Call

After enabling ban anonymous calls, the device will automatically reject anonymous calls and will not ring.

#### Configure on terminal devices

Press [OK] in standby mode to access menu >> [Features] >> [Ban Anonymous Call], press the key to select the line, use the left/right navigation keys to enable/disable the option of ban anonymous calls, and press the [OK] key to save after completion.

### 6.4.3 DND

Users can enable the DND feature on their device to reject incoming calls (including call waiting).

## Configure on terminal devices

Press [OK] in standby mode to access menu >> [Features] >> [DND], enable DND mode through the left/right navigation keys, and press the [OK] key to save after completion.

## 6.5 End Call

After the user's call ends, they can press the [soft key-End] / [on-hook key] to end the call.

## 6.6 Dial Query

The device defaults to enabling dial query function. Enter one or more digits of the number, and the dialing interface will automatically match the call history and contact number list. Use the up and down navigation keys to select the number, press the [dial key] / [soft key-dial] / [OK] key to call out.


## 6.7 Mute

Users can enable mute mode during a call, turn off the device's microphone, and prevent the other party from hearing local sound. Under normal circumstances, the mute mode automatically turns off as the call ends. You can also enable the mute function on the standby page to automatically mute the ringtone when an incoming call occurs.

Mute mode can be activated in all call modes (headset, handset, or hands-free).


### 6.7.1 Mute the call

Users can mute during calls by pressing the Mute key, or mute/unmute using the soft key key.


- After muting during a call, the call interface displays a mute icon . Muting method during calls:
  - Press the [soft key-More] >> [Mute] during the call.
  - Press the [Mute key] during a call.
- Unmute call:
  - Press the [soft key-More] >> [Unmute] again on the device to unmute, and the mute icon will no longer be displayed on the call interface.

- Or press the [Mute key] again to unmute the call.

## 6.7.2 Ringing Mute

Users can mute the ringing sound by pressing the [Mute key], or enable/disable the mute sound by using the [volume up/down key]. After mute for incoming calls, the device displays a ringtone mute icon  in the upper right corner. When there is an incoming call, the device displays the call interface but does not ring.

- Turn on ringtone muting
  - Press the [Mute key] during device standby to mute.
  - Press the [volume down key] to mute when the device is in standby mode.
- Unmute incoming call ringtone
  - Press the [Mute key] during device standby to unmute.
  - Press the [volume up key] to unmute the ringtone when the device is in standby mode.

After cancellation, the mute icon  will no longer be displayed in the upper right corner.

## 6.8 Call Hold/Resume

Users can press the [soft key-Hold] to hold the current call, and this key will become a resume key. Users can press the [soft key-Resume] to resume the call.

## 6.9 Call Forward

Call forwarding is the function of diverting incoming calls to other numbers. User can configure the call forward settings of each line.

There are three types of call forwarding:

- **Call Forward Unconditional:** Forward all incoming calls to the configured number.
- **Call Forward on Busy:** When the user is busy and call waiting is disabled, incoming calls will be forwarded to the configured number.
- **Call Forward on No Answer:** When user does not answer the incoming call after

the configured delay time, the incoming call will be forwarded to the configured number.

### Configure on terminal devices

Press [OK] in standby mode to access menu >> [Features] >> [Call forwarding], select the line by the up/down navigation keys, click [OK], select the call forwarding type through the up/down navigation keys, click [OK], and configure the enable/disable and delay time of call forwarding.

## 6.10 Call Transfer

When the user is talking with a remote party and wish to transfer the call to another remote party, there are three way to transfer the call, Blind transfer, Attended transfer and Semi-Attended transfer.

- Blind transfer: No need to negotiate with the other side, directly transfer the call to the other side.
- Semi-Attended transfer: When you hear the ring back, transfer the call to the other party.
- Attended transfer: When the caller answers the call, transfer the call to the other party.

### 6.10.1 Blind Transfer

During the call, the user presses the [soft key-More] >> [Xfer] / [Call transfer key], enters the number to be transferred, or presses the contact key or history key to select the number. Press the transfer key again to blindly switch to a third party. After the third party rings, the device displays "Transferring"; After the third-party answers, the device shows successful transfer and hangs up.

### 6.10.2 Semi-Attended Transfer

During the call, the user presses the [soft key-More] >> [Xfer] / [Call transfer key], enters the number to be transferred, or presses the contact key or history key to select the number. When the call key is pressed, and the third party is not answering, the user presses the transfer key on the call interface to perform Semi-Attended transfer or press

the end key to cancel Semi-Attended transfer.

### 6.10.3 Attended Transfer

Attending transfer is also known as the "courtesy mode", which involves calling the other party and waiting for them to answer the call before transferring the call.

Calling is also the same process. In dual call mode, press the [soft key-More] >> [Xfer] / [Call transfer key] to transfer the first call to the second call.

## 6.11 Call waiting

After enabling the call waiting function, users can accept new incoming calls during the call process; After turning off the call waiting function, new incoming calls will be automatically rejected and a busy tone will be displayed.

When the call waiting prompt is enabled, the device will play a beep tone when a new call is received during the call.

### Configure on terminal devices

Press [OK] in standby mode to access menu >> [Features] >> [Call Waiting] >> [Call Waiting Settings], use the left/right navigation keys to enable/disable call waiting and call waiting tone.

## 6.12 Conference

The device supports creating local and network conference. The conference mode is set by the administrator. Please confirm with the administrator.

### 6.12.1 Local Conference

Users need to set the meeting mode to local for local conference. W620D support 6 ways local conference.

#### Two methods for creating local conference

- The device already has two calls. Press the [soft key-More] >> [Conf] key on the call interface, select the meeting number through the navigation up and down keys, and press the [OK] key to establish a local conference.

- There is a one way call on the device. Press the [soft key-More] >> [Conf] key on the call interface, enter the number you want to join the conference, and press the [dial key]; After receiving the call from the other end, press the [soft key-More] >> [Conf] key again to establish a local conference.

## 6.12.2 Network Conference

The user needs support from the SIP server for network conference. Please confirm with the administrator.

### How to join a network conference

- Multiple party call network conference room number, enter password to enter all conference rooms.
- Two devices have established a regular call. Press the conference key to invite new members to the meeting, and follow the voice prompts to proceed.



#### Note:

- Network conferencing requires server support. Please confirm with the administrator whether the account supports network conference.
- The methods and steps for participating in network conferences on different servers may vary. Please confirm the specific steps with your administrator.
- The maximum number of attendees for server conference varies depending on the server.

## 7 Advanced call function

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### 7.1 Call Park

Users can suspend a call during a call and then retrieve the call on this or other devices.

**Note:**

- The call park function requires support from the server. Please confirm with the administrator.
- The call park or retrieve methods of different servers may vary. Please confirm with your administrator.

#### Set function keys

To use the call park function, it is necessary to set the function key to the Call Park key in advance. Please confirm the value of Call Park with the administrator.

#### Configure function keys on terminal devices

- In standby mode, press the [soft key-DSS Key] / [navigation key-left] / [navigation key-right] / [DSS Key], or the [PTT Key] on the device left, select the function key for editing, set the function key type to memory key - Call Park to set the key value and save it.

#### Call park/ retrieve through function keys

- During a call, press the Call Park function key to pause the call.
- When idle, you can press the corresponding function key on this device or other devices to retrieve calls.

### 7.2 Intercom

After enabling the intercom function, the device can auto answer incoming calls in intercom mode.

## 7.2.1 Make Intercom Call

### 7.2.1.1 Regular intercom

To use the intercom function, it is necessary to set the function key to the Memory - Intercom key in advance.

#### **Set intercom function keys**

In standby mode, press [soft key-DSS Key] / [navigation key-left] / [navigation key-right] / [DSS Key], or the [PTT Key] on the device left, select the function key for editing, set the function key type to Memory key-Intercom, set the key value and save it.

#### **Make intercom calls through function keys**

- Press the intercom function key to make a intercom call.

### 7.2.1.2 PTT Intercom

To use the PTT intercom function, it is necessary to set the function key to PTT-intercom key in advance.

#### **Set PTT intercom function key**

In standby mode, press the [PTT Key] on the device left to edit, set the function key type to PTT intercom, set the key values and save them.

#### **PTT intercom call through function keys**

- In standby mode, press and hold the [PTT Key] to initiate a intercom call.
- Release the key to end the call.

## 7.2.2 Answer Intercom Call

After enabling the intercom mode, the device can auto answer incoming calls in intercom mode.

- **Enable intercom on terminal devices**


Press [OK] in standby mode to access menu >> [Features] >> [Intercom] to enable/disable intercom.

The explanation of the intercom configuration Parameters is as follows:

| Item           | Description  |
|----------------|--|
| Intercom       | When the Intercom is enabled, the device will auto answer the incoming call with the SIP header Call-Info command. |
| Intercom Mute  | Enable mute function during intercom mode calls.   |
| Intercom Tone  | The device plays an announcement when receiving an incoming call in intercom mode.                                 |
| Intercom Barge | Enable the Intercom Barge, when the device is in calls and receives a new intercom call, it auto answers the call. |

## 7.3 Message

### 7.3.1 SMS

If the service of the SIP account supports the SMS function, when the other party sends a SMS to this number, the user will receive a notification of the SMS and display a new SMS icon  on the standby screen interface.

- **Send SMS**

1. Press [OK] in standby mode to access menu >> [Message] >> [SMS], create a new message, select the route and the number to send it to
2. After editing, click send to proceed

- **View SMS**


1. Press [OK] in standby mode to access menu >> [Message] >> [SMS], select [Inbox], and enter the SMS inbox interface
2. Select the unread message and press the [OK] key to read it

- **Reply to SMS**

1. Press [OK] in standby mode to access menu >> [Message] >> [SMS], select [Inbox], and enter the SMS inbox interface
2. Select the message you want to reply to, select [Option] >> [Reply], edit it, and

click send to proceed

### 7.3.2 Voice Message

If the server of this line supports voice mail function, the calling party can keep the voice mail to the server when the user does not respond. The user will receive a notification of the server's voice mail and a new voice mail icon  will be displayed on the standby screen interface.

To listen to voice mails, users must first configure a voice mailbox number. After configuring the voice mailbox number, users can retrieve voice mails for the default SIP line.

#### **Steps for listening to voice mails:**

1. Press [OK] in standby mode to access menu >> [Message] >> [Voice Message]
2. Select [OK] to open the voice mail configuration interface, and select the desired route by pressing the up/down navigation keys.
3. Press the [Edit] key to edit the number for the voice mail. Once completed, press the [OK] key to save the configuration.
4. SIP1 (m/n) Line: "m" before parentheses represents unread voice mails, and "n" represents the total number of voice mails.
5. Call the voice mail number, enter the PIN code according to the prompt tone, and listen to the voice mail.

## 8 Phonebook

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### 8.1 Local phonebook

Users can save contact information in their phone book and directly dial the contact's phone number in the device book. Users can open their phone book by pressing [OK] in standby mode to access menu >> [Contact] or the preset key on the device [Contact].

By default, the device book is empty, and users can manually add or add contacts to the device book from their call logs (or cloud contacts).

The contacts will be sorted alphabetically. Users can browse by pressing the up/down navigation keys. The current record indicator tells the user the specific location of the currently located contact. Users can view contact information by pressing the [OK] key.

#### 8.1.1 Add/edit/delete contacts

To add a contact, the user needs to enter the contact group >> [soft key-Option] >> [soft key-Add] to open the interface for adding a contact.

- Name
- Office number
- Mobile
- Other Number
- Line
- Ring type
- Group

Users can edit contacts by pressing the [Option] >> [Edit] key.

To delete a contact, the user should first move the indicator to the contact they want to delete, press the [Option] >> [Delete] key, and confirm by pressing [OK].

#### 8.1.2 Add/Edit/Delete Groups

By default, the group list is empty. Users can create their own groups, edit group names, add or remove contacts from groups, and delete groups.

- Add Group: Press [OK] in standby mode to access menu >> [Contact] >> [Local Contacts], and press the [Add] key, edit the Name and Ring Type.
- Delete the group: Select the group, press the [Option] >> [Delete] key, and press [OK] to confirm.
- Edit the group: Press the [Option] >> [Edit] key.  
The total number of contacts in this group is indicated in parentheses.

### 8.1.3 View/Add/Delete Contacts

Open the group list, and users can view the contacts in the group by pressing the [OK] key.

When viewing contacts in a group, users can enter the add contact interface by pressing the [Option] >> [Add] key, and then click [OK] to save the contact. This contact will also be synchronized and saved to the [local contacts] >> [All Contacts]. You can also delete contacts in the group through [Option] >> [Delete].

## 8.2 Cloud Contacts

Cloud phone book allows users to download phone books from cloud servers to their devices. This is very convenient for office users to use the device book. The phone book can be downloaded from the cloud phone book server with just one click, making it very convenient for creating and maintaining contact lists.



**Note:**

Cloud phone was originally designed to ensure that its content is the latest version, and each time it is opened, it only temporarily downloads its contacts to the device. However, downloading may take a few seconds depending on the network connection quality during device use. Therefore, in order to save waiting time for downloading, it is recommended that users save important contact information from the cloud phone book to the local location.

After the administrator has configured the cloud phone book, the user can access the list

of cloud phone books and press [OK] in standby mode to access menu >> [Contacts] >> [Cloud Contacts] through W620D. Where you can see the cloud phone books that you set up.

### 8.3 LDAP Contacts

After the administrator has configured the LDAP phone book, the user can access the list of cloud phone books through W620D and press [OK] in standby mode to access menu >> [Contacts] >> [Cloud Contacts], where you can see the LDAP phone book configured by administrator.

### 8.4 Mobile Contacts

Users press [OK] in standby mode to access menu >> [Basic] >> [Bluetooth] to turn on Bluetooth, scans and links the paired device, and access Menu >> [Contact] >> [Mobile Contacts]>> [Update] to synchronize device contacts.

### 8.5 Blocked List

The device supports block lists. If a number is added to the Blocked List, the incoming call from that number will be directly rejected by the other end, and the local device will display missed calls. (Prevent the number in the call list from being called out normally)

- There are multiple ways to add a device to the Blocked List, which can be directly added in menu >> [Contacts] >> [Blocked List].
- Select any number in the device book (both local and network) to add.
- Select any number in the call history to add.

### 8.6 Allowed List

The device supports the allowed list, such as adding a number to the allowed list. Even when DND/forwarding is enabled, the device can still receive calls from that number (numbers outside the allowed list will be automatically rejected/forwarded, etc.).

- There are multiple ways to add a device to the allowed calls list. One way is to directly press [OK] key in standby mode to enter menu >> [Contacts] >> [Allowed Calls List], then add the device and set the number/prefix as well as the allowed call

type.

- Select any number in the phone book (both local and network) for configuration and addition.
- Select any number in the call logs to configure and add.

## 9 Call history

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### Viewing call logs on the device

- **View call logs:** The phone can store call logs (the number of stored calls varies depending on the specifications). On the standby screen, users can access call logs by pressing [soft Key-CallLog], or by pressing the [OK] key to enter menu >> [CallLog] >> [Local Call Logs]. All incoming, outgoing, forwarded, and missed call records are viewable.

In the call history screen interface, users can browse call logs by pressing the up/down navigation keys.


- **Delete call logs:** Users can delete call logs by pressing the [Option] >> [Delete] key, or [Option ]>> [Delete All] to delete all call logs.
- **Add to Phone Book:** Each call record will display "Call Type", "Caller Number/Name", and "Call Time". Users can further check the details of call logs by pressing the [Option] >> [Detail] key and dial by pressing the [Option] >> [Dial] key, or add numbers from call logs to the device book by pressing [Option] >> [Add to Contacts].

## 10 Online Upgrade

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 **Note:**

- The W620D will only be upgraded in the charging and non-talking state, and the upgrade will be paused in the non-charging state or during the talking state.

Set up online upgrade configuration by the administrator. When Upgrading firmware, the upgrade icon  will display in status bar.

## 11 Preferences

### 11.1 Time Setting

**Setting method:**

Press [OK] in standby mode to access menu >> [Basic] >> [Time&Date], use the up/down navigation keys to edit/time Parameters, and then press [OK] to save.

Configuration Parameter description:

| Parameter            | Description  |
|----------------------|--|
| Mode                 | Choose the synchronization server time or manually set it  |
| SNTP Server          | SNTP service address   |
| Time Zone            | Select Time Zone   |
| Format               | Choose a time format from the following formats: <ul style="list-style-type: none"> <li>● DD MMM WW</li> <li>● WW DD MMM</li> <li>● WW MMM DD</li> <li>● DD MM YY</li> <li>● DD MM YYYY</li> <li>● MM DD YY</li> <li>● MM DD YYYY</li> </ul> |
| Separator            | Select the separator between year, month, and day  |
| 12 Hours Clock       | Display 12 hour clock  |
| Daylight Saving Time | Daylight Saving Time Settings, Disable/Auto/Manual (Web Settings)  |

### 11.2 Screen Setting

Users can edit screen Parameters by pressing [OK] in standby mode to access menu >> [Basic] >> [Screen]. After editing, click [OK] to save.

### 11.2.1 Backlight


- Set the Backlight Active Level from 1 to 16 when in use, and switch the brightness level between [<] or [>].
- Set the Backlight Inactive Level from 0 to 16 in energy-saving mode, and switch the brightness level between [<] or [>].
- Set the Backlight Time, the value is 1 minute by default, which can be turned off or selected as 15 s / 30 s / 1 min / 2 min / 5 min / 10 min / 30 min / 1 h / 2 h / 3 h / 6 h / 15 h or customized.

### 11.2.2 Screensaver

Press [OK] key in standby mode to access menu >> [Basic] >> [Screen], edit the [Screensaver] Parameters, press the [Navigation-Left] / [Navigation-Right] keys to enable/disable the screen saver, set the timeout time, default to 15 seconds, and press the [OK] key to save after completion

### 11.2.3 Sleep

#### Entering sleep mode

- When there is no operation on W620D, it defaults to entering sleep mode for 30 seconds.
- Press the [red on-hook key 

#### Exit sleep mode

- The device will automatically exit sleep mode upon receiving notifications such as incoming calls.
- Press any key on the device to exit sleep mode.

#### Sleep Mode Settings

- Press [OK] key in standby mode to access menu >> [Basic] >> [Screen], edit the [Time Out To Sleep] item, which defaults to 30 seconds. You can disable it or set it to 15 s / 30 s / 1 min / 2 min / 5 min / 10 min / 20 min / 30 min.

## 11.3 Audio Setting

### 11.3.1 Ringing Tone

#### Set ring type

- Press [OK] key in standby mode to access menu >> [Basic] >> [Ring], edit the parameters for [Ring Type], use the left and right navigation keys to edit the ring type, and press [OK] to save after completion.

#### Set ring volume

- Press [OK] key in standby mode to access menu >> [Basic] >> [Ring], edit the [Headset] and [Handfree] Parameters, use the left and right navigation keys to edit the ringtone volume, and press [OK] to save after completion.

#### Set vibrate mode

- Press [OK] key in standby mode to access menu >> [Basic] >> [Ring], edit the [Vibrate Mode] parameters, use the left and right navigation keys to select enable/disable vibration mode, and press [OK] to save after completion.

### 11.3.2 Voice Volume Setting

#### Set voice volume

- Press [OK] key in standby mode to access menu >> [Basic] >> [Voice Volume], edit the parameters of [Handset Volume], [Handsfree Volume], and [Headset Volume], use the left and right navigation keys to edit the audio volume, and press [OK] to save after completion.

### 11.3.3 Noise Reduction

W620D supports AI Noise Cancellation and Acoustic Shield, which can effectively reduce background noise, even in noisy environments such as streets, factories, or parking lots, to provide users with high-quality calls.

- Acoustic Shield: It's like separating the user's voice from other noises, suitable for situations where the user is close to the device;

- **Noise Cancellation:** It reduces noise by algorithm, suitable for situations where the noise and the user's voice are about the same size, after the algorithm processing, the call quality may be slightly affected.

Users can choose different noise reduction types in different situations, for example, using the handset for a call is more suitable for using the Acoustic Shield function; using hands-free calling is suitable for using Noise Cancellation. Or choose the appropriate noise reduction technology according to the actual situation.

**Set Acoustic Shield/Noise Cancellation**

- During a call, press [soft key-More], select the Noise Cancellation or Acoustic Shield, and press the OK key to enable/disable the feature.
- Set DSS Key/PTT key to Noise Cancellation or Acoustic Shield, and press the [DSS Key] / [PTT key] to turn on/off the corresponding function during the call.

Note: The Noise Cancellation and Acoustic Shield features are both disabled by default.

## 11.4 Greeting Words settings

**Set greeting words**

- Press [OK] key in standby mode to access menu >> [Basic] >> [Greeting Words], edit the greeting words and press [OK] to save.

## 12 Function key settings

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### Function key settings

- In standby mode, press [soft key-DSS Key] / [Navigation key-Left] / [Navigation key-Right] / [DSS Key], or the [PTT Key] on the device left to select the function key for editing.

### Function key type

DSS Keys support the following types:

- Memory key
  - Speed Dial: In standby mode, press this key to directly dial the speed dial number.
  - Intercom: Call out the number through intercom, and when the other party is set to receive intercom calls, they can automatically answer the intercom calls.
  - Voice Mail: Used to configure voice mail numbers and lines. When the indicator light is on, it indicates that there is new voice information.
  - Call Forward: After the configuration, you can press this key to enable Call Forward Unconditional to a specified number when the device is idle. When the device receives an incoming call, press this key to forward the call to a specified number.
  - Call Park: Used to switch to other devices or locations during a call.
  - BLF (New Call/BXFER/XFER/CONF/DTMF): Used to indicate the status of the subscribed extension (idle, ringing, or talking); Answer the incoming call from the extension when it is called; If the pick up code is configured, incoming calls can be picked up when the extension rings. The subtypes of BLF are as follows:
    - BLF/New Call: During a call, pressing this key can initiate a new call to the subscribed extension without hanging up the current call.
    - BLF/Bxfer: During a call, press this key to blind transfer the call to the subscribed extension.
    - BLF/Axfer: During a call, press this key to transfer the call attendance to the subscribed extension.
    - BLF/Conf: During a call, press this key to invite the subscribed extension to

attend the conference.

➤ BLF/Dtmf: During a call, press this key to send DTMF.

- Presence: Similar to the BLF function key, it is used to indicate the status of subscribed extension numbers. Note that different servers do not support different subscription types.
- Key Event
  - VMail: Display detailed information of voice mails for all SIP lines.
  - DND: Enter the DND settings interface and enable/disable the DND function.
  - Hold: Keep/resume the current call.
  - Xfer: Enter the transfer interface, with the same function as the [soft key-Xfer] and [Call transfer key].
  - Phonebook: Enter the device book interface.
  - Redial: Redial the last dialed number.
  - PickUp: When other devices ring, press this key to enter the dialing interface. Enter the ringing extension number to pick up the call.
  - Join: Join an existing call.
  - Call Forward: Enter the call forwarding settings interface.
  - Call Log: Enter the call history viewing interface.
  - Flash: Pressing this key during a call will keep the current call, and another line will start dialing. You can hear the dialing tone.
  - Memo: Enter the memo interface.
  - Headset: Answer incoming calls or switch to the headset channel during calls through headset mode.
  - Release: Press this key to return to the standby interface when there is no call; Pressing this key during a call can end all calls and return to the standby interface.
  - Lock: When the keyboard lock function is enabled, press this key to manually lock the keyboard.
  - SMS: Enter the SMS interface.
  - Call Back: Callback the number of the last incoming call.
  - Hide DTMF: Enter the Hide DTMF settings interface.
  - Intercom: Call out the entered number through intercom.
  - Group Listening: Press this key during a call to play the audio through the

handset/headset and hands-free.

- Prefix: Configuration number prefix. When dialing, press this key to automatically add a prefix number.
- End: Ends the current call.
- Disposition: This feature relies on Broadsoft servers and is a method of recording call information in the call center.
- Escalate: This feature is related to Broadsoft servers, and during a call, press to send the corresponding SIP message to the server.
- Trace: This feature is related to Broadsoft servers and sends call information during or after a call.
- Handfree: Enter the hands-free dialing number or switch the hands-free channel.
- Answer: Press the key to answer an incoming call.
- Local Contacts: Enter the local contact interface.
- XML Group: Enter the cloud phone book interface.
- LDAP Group: Enter the LDAP phone book interface.
- Auto Headset: Enable/Disable the Auto Headset mode, which is enabled by default.
- Acoustic Shield: Separate the user's voice from other noises.
- Noise Cancellation: Reduces noise by algorithm.
- DSS Key Page 1: Enter the DSS Key settings interface on the first page.
- DSS Key Page 2: Enter the DSS Key settings interface on the second page.
- Dtmf: Press this key during a call to send the configured values in sequence to the remote end.
- URL: Access the configured remote URL address, which can be set to an XML phone book address, etc.
- BLF List: This function depends on the Broadsoft server. Add the numbers that need to be subscribed to in the server to the group, use the URL address of the group to subscribe to all the numbers in the group, and display the corresponding number, name, and status on the indicator light of the BLF List key. The BLF List is automatically issued by the server based on configuration, without the need for users to manually configure values and names.

- XML Browser: Place the configured XML file on the HTTP/HTTPS server, press this key to retrieve the XML content and perform corresponding actions based on the content.

## 13 Connecting peripherals

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### 13.1 U Disk

W620D can export log files and perform upgrades through USB. Please refer to [15 Troubleshooting](#) for methods of upgrading and exporting logs through USB.

**Note:**

- You need to use a U Disk with a Type-C interface or use a Type-C USB adapter.
- Please use a FAT 32 format U Disk.

### 13.2 Wired Headset

The device supports a wired headset with a Type-C headset port. Users can play incoming call ring tone and make calls through the headset.

After the device is connected to the headsets, the status bar displays the headset icon, indicating that the headset channel is available.

### 13.3 Bluetooth Headset

The W620D device is equipped with BT5.0 built-in.

**Setting method**

- When the device is in standby mode, press [OK] key to access menu >> [Basic] >> [Bluetooth], select Bluetooth headset, and use the [navigation key-left/right] to enable it. If no pairing is displayed, enter [Paired Device] and press [soft key-scan] navigate to [Scan] and press [OK] to scan, select the scanned Bluetooth device to connect.

## 14 Security

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### 14.1 Menu password

The menu password is used to access [Advanced] directory, and users can customize the menu password. Press [OK] key in standby mode to access menu >> [Advanced], enter the current menu password (default password is 123), access [Security] >> [Menu Password], and set the Parameters:

- Current password: It's the password you set, with a default password of 123.
- New password: It is the new menu password you want to reset.
- Confirm password: Enter the new menu password again that must be exactly the same as the new password.

After setting, the password will take effect immediately, and a new password is required to enter the device menu.

### 14.2 Keyboard Password

The keyboard password is used to unlock the keyboard after the device keyboard is locked.

#### Set keyboard password

- Press [OK] key in standby mode to access menu >> [Advanced], enter the current menu password (default password is 123), access [Security] >> [Keyboard Password], select the keyboard lock status, and set the keyboard lock timeout time.
  - Keyboard lock status: Menu /DSS Keys/All Keys. The keyboard lock will lock for the selected keyboard range after timeout.
  - Keyboard lock timeout: Lock the keyboard after the timeout period.

#### Set keyboard password

- Press [OK] key in standby mode to access menu >> [Advanced], enter the current menu password (default password is 123), access [Security] >> [Keyboard Password] >> [Set Password], and modify the keyboard password.

- Current password: Enter the current keyboard password
- New password: Enter the keyboard password that needs to be modified
- Confirm password: Enter the keyboard password that needs to be modified again

### **Unlock**

- After the keyboard is locked, the device status bar will display a keyboard lock icon. At this time, pressing any key will prompt for a password. After entering the keyboard password, the keyboard can be unlocked.
- When the Keyboard Status is disabled, long press the [#] key to lock and then long press the [#] key again to unlock.
- When the Keyboard Status is enabled the Keyboard, long press the [#] key to lock or lock after timeout, enter the keyboard password to unlock.

## 15 Troubleshooting

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### 15.1 System information

Press [OK] key in standby mode to access menu >> [Status] to obtain the following status information for W620D:

- Manager: Displays the IP address, Firmware version, MAC address, RFPI and Area information of manager which the device connected.
- Network: displays the device's Network Mode, Network IP, and RSSI(signal strength) information.
- Phone: Display device MAC address, Bluetooth MAC address, IPUI, Model, Hardware version, Software version, Uboot version, RAM, ROM and Uptime information of the device.
- Account: Display the name/number of the device's registered account and registration status information. Account 1-4 is the SIP Account, and account 5 is the internal extension number.

### 15.2 Power on/off

Please refer to [4.2 Power on/off](#) operation.

### 15.3 Reboot device

- Visit the W710D Manager webpage >> [Devices] >> [Maintenance], select the online terminal, and click the Reboot key. Multiple terminals can be selected at once for reboot.
- Visit W620D >> press [OK] key in standby mode to access menu >> [Basic] >> [Reboot System], select OK to reboot.

### 15.4 Factory Reset

Resetting the device will delete all configurations, preferences, databases, and configuration files on the device, and the device will be restored to its factory default state.

- Visit W620D >> press [OK] key in standby mode to access menu >> [Advanced], then enter the password to enter the interface, select [Factory Reset], click [OK] to reset.
- Long press [OK] key on the standby interface of W620D to reset.

## 15.5 Get log from U disk

Log information can help technicians analyze and locate problems.

Connect the device to a U disk, access the device >> press [OK] key in standby mode to access menu >> [Application] >> [U-Disk Log Export], click [OK], and the folder named with the date will be exported to the U disk. Analyze or send logs to technical personnel to locate issues.



**Note:**

- You need to use a U Disk with a Type-C interface or use a Type-C USB adapter.
- Please use a FAT 32 format U Disk.





## 15.6 USB/USB drive upgrade

When there are some abnormal problems with the device, you can try to upgrade and recover the software through USB under the guidance of technical support personnel.

Please obtain the steps and tools for upgrading USB/USB drives from technical support personnel.




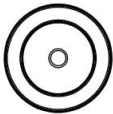







## 15.7 Common Trouble Cases

| Trouble Case             | Solution   |
|--------------------------|--|
| Device could not boot up | <ol style="list-style-type: none"> <li>1. First consider the situation that the battery has been exhausted, and charge the device. Please use the charger configured at the time of purchase when charging.</li> <li>2. If you see the phone enter "POST mode", it means that the</li> </ol> |


















|  |   |
|--|---|
|  | <p>phone system is damaged. Please contact technical support to help you restore the phone system.</p>  |
| <p>The device is frozen on a screen and cannot be operated</p> | <ol style="list-style-type: none"> <li>1. Hold down the red hang-up button to force power off, and hold down the red hang up button again to power on. After the power on, you can export logs and send them to the technical support.</li> </ol>   |
| <p>Device could not register to a service provider</p>         | <ol style="list-style-type: none"> <li>1. Please check whether the phone is connected to the network. The phone needs to be connected to a wireless network, and check whether the wireless icon  is normal. If the icon shows  or , the network is unavailable, please check the network facilities.</li> <li>2. Please check whether the phone has an IP address. Check the system information. If the IP address is <b>Negotiating...</b>, it means that the phone has not obtained an IP address. Please check whether the network configuration is correct.</li> <li>3. If the network connection is good, please check your line configuration again. If all configurations are correct, please contact your service provider for support.</li> </ol> |
| <p>No Audio or Poor Audio in Handset</p>                       | <ol style="list-style-type: none"> <li>1. 1.Please check whether the headset is connected, the headset icon  is displayed in the upper right corner. After connecting the headset, the earpiece channel cannot be used; after unplugging the headset, the earpiece channel can be used.</li> <li>2. 2.At this point the network bandwidth and latency may not be suitable for audio calls.</li> </ol>  |
| <p>Poor Audio or Low Volume in Headset</p>                     | <ol style="list-style-type: none"> <li>1. Please use the Headset provided by manufacturer.</li> <li>2. The network bandwidth and delay may be not suitable for audio call at the moment.</li> </ol>   |
| <p>Audio is chopping at far-end in Hands-free speaker mode</p> | <p>This is usually due to loud volume feedback from speaker to microphone. Please lower down the speaker volume a little bit, the phenomenon will be gone.</p>  |



## 16 Appendix

### 16.1 Appendix I - Key Icons

| Icon  | Description  |
|---|--|
|    | Programmable keys, the default is PTT key, which can be set to function key/speed dial key, etc.   |
|    | Volume key, in standby or ringing mode: increase or decrease ringtone volume<br>In call mode: increase or decrease the headset, handset, and hands-free volume   |
|    | Soft keys  |
|  | Up, down, left, right navigation keys, and OK key<br>By default, the functions of each key during standby:<br>Up key: Call history DSS Key<br>Down key: status DSS Key<br>Left key: Enter the DSS KEY Page1 settings page<br>Right key: Enter the DSS KEY Page2 settings page<br>OK key: Long press to restore factory settings. |
|  | Return to the homepage; Hang up the call;<br>Entering sleep mode; Exit sleep mode<br>Long press to power on/off  |
|  | Dialing; Switching call channels   |
|  | Phone book keyboard  |
|  | Handsfree key, enable/disable the hands-free channel   |
|  | Mute key, turn on/off mute   |
|  | DSS key, can be set to different functions   |
|  | Call transfer key, during a call can transfer the call to another number   |

## 16.2 Appendix II - Status and Notification Icons





| Screen Icon   | Description  |
|---|--|
|    | In hands-free mode   |
|    | In headset mode  |
|    | In handset mode  |
|    | Mute activated   |
|    | Silent mode  |
|    | Call is on hold  |
|   | Auto-answering activated                                   |
|  | Call forward activated                                     |
|  | Do not disturb activated (Red)                             |
|  | Bluetooth device paired connection                         |
|  | Enable Bluetooth and no bluetooth device paired connection |
|  | Keypad locked  |
|  | In call(s)   |
|  | Out call(s)  |
|  | Received call(s)   |
|  | Dialed call(s)   |
|  | Network connected  |






|   |                      |
|---|----------------------|
|  | Network disconnected |
|  | Network failure      |

### 16.3 Appendix III - W620D LED State Definition

| Type                   | LED lights                          | State                           |
|------------------------|-------------------------------------|---------------------------------|
| Status indicator light | Yellow On                           | Charging                        |
|                        | Green On                            | Fully charged                   |
|                        | Red and Yellow Blinking alternately | Low battery/abnormal charging   |
|                        | Yellow Breathing Blinking           | Missed calls or unread messages |
|                        | Yellow Blinking Quickly             | Ringling                        |

### 16.4 Appendix IV - Menu Icons

| Icon   | Describe   |
|--|--|
| <br>Status  | View the status of Manager, Network, Phone, and Account. |
| <br>Network | Connect to Manager network.                              |
| <br>Basic   | Set preference settings.                                 |
| <br>Contact | Access all contacts.                                     |

|  |   |
|--|---|
| <br>Message     | View Voice Mails and SMS servers.   |
| <br>CallLog     | Access the call history list.   |
| <br>Features    | Set functions such as Call Forwarding, Auto Answer, Call Waiting, DND, Intercom, and Ban Anonymous Call.                                  |
| <br>Application | Set up Memo and Export logs through USB drive, enabled/disabled low battery tone, check battery capacity, battery temperature and health. |
| <br>Advanced  | Set Security, Upgrade, and Factory Reset.   |

## 16.5 Appendix V - Keyboard Character Query Table

| Icon | Input Method | Keys | Characters Of Each Press |
|------|--------------|------|--------------------------|
| 123  | Number       | 1    | 1                        |
|      |              | 2    | 2                        |
|      |              | 3    | 3                        |
|      |              | 4    | 4                        |
|      |              | 5    | 5                        |
|      |              | 6    | 6                        |
|      |              | 7    | 7                        |
|      |              | 8    | 8                        |
|      |              | 9    | 9                        |

|     |                        |     |                                |   |               |
|-----|------------------------|-----|--------------------------------|---|---------------|
|     |                        | 0   | 0                              |   |               |
|     |                        | *   | *.:/@ [],+- _='? \ " ; ()<>{}# |   |               |
|     |                        | #   | #                              |   |               |
| abc | Lowercase letters      | 1   | @:; ()<>[] {}                  |   |               |
|     |                        | 2   | a b c                          |   |               |
|     |                        | 3   | d e f                          |   |               |
|     |                        | 4   | g h i                          |   |               |
|     |                        | 5   | j k l                          |   |               |
|     |                        | 6   | m n o                          |   |               |
|     |                        | 7   | p q r s                        |   |               |
|     |                        | 8   | t u v                          |   |               |
|     |                        | 9   | w x y z                        |   |               |
|     |                        | 0   | (space)                        |   |               |
|     |                        | *   | .,*/+ -: _='? \ "              |   |               |
|     |                        | #   | #^!&\$% pound                  |   |               |
|     |                        | ABC | Upper Case Alphabets           | 1 | @:;()<>[] {}  |
|     |                        |     |                                | 2 | A B C         |
| 3   | D E F                  |     |                                |   |               |
| 4   | G H I                  |     |                                |   |               |
| 5   | J K L                  |     |                                |   |               |
| 6   | M N O                  |     |                                |   |               |
| 7   | P Q R S                |     |                                |   |               |
| 8   | T U V                  |     |                                |   |               |
| 9   | W Z Y X                |     |                                |   |               |
| 0   | (space)                |     |                                |   |               |
| *   | .,*/+ -: _='? \ "      |     |                                |   |               |
| #   | #^!&\$%£¥ª~¡¿\$        |     |                                |   |               |
| 2aB | Number/Letter Keyboard |     |                                | 1 | 1             |
|     |                        |     |                                | 2 | 2 a b c A B C |
|     |                        | 3   | 3 d e f D E F                  |   |               |
|     |                        | 4   | 4 g h I G H I                  |   |               |

|     |                           |   |                         |
|-----|---------------------------|---|-------------------------|
|     |                           | 5 | 5 j k l J K L           |
|     |                           | 6 | 6 m n o M N O           |
|     |                           | 7 | 7 p q r s P Q R S       |
|     |                           | 8 | 8 t u v T U V           |
|     |                           | 9 | 9 w z y x W Z Y X       |
|     |                           | 0 | 0                       |
|     |                           | * | .*/@[],+_-='?\'";()<>{} |
|     |                           | # | # ^!&\$%£¥¤~¡¿\$        |
| aB2 | Number/Letter<br>Keyboard | 1 | 1                       |
|     |                           | 2 | a b c A B C 2           |
|     |                           | 3 | d e f D E F 3           |
|     |                           | 4 | g h I G H I 4           |
|     |                           | 5 | j k l J K L 5           |
|     |                           | 6 | m n o M N O 6           |
|     |                           | 7 | p q r s P Q R S 7       |
|     |                           | 8 | t u v T U V 8           |
|     |                           | 9 | w z y x W Z Y X 9       |
|     |                           | 0 | 0                       |
|     |                           | * | .*/@[],+_-='?\'";()<>{} |
|     |                           | # | # ^!&\$%£¥¤~¡¿\$        |