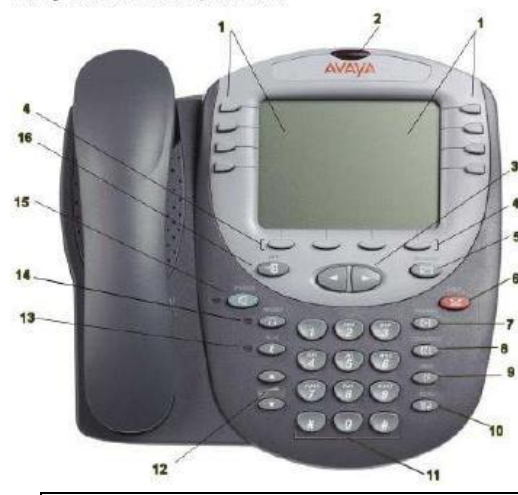




# Avaya 2410/2420 Phone User Guide



AVAYA 2410 Digital Phones IP Office



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1) **Line & Feature Buttons/Display** - to make an external call, dial 9 followed by the number. You may start dialing from the key pad directly. When you start dialing, whether it be internal or external, the speaker will come off-hook.

2) **Message Waiting Light** - the light is located on the upper part of the phone and will turn on every time you have voicemail.

3) **Page Left & Right** - these buttons are used to navigate through different screens that appear on your phone. The 2410 has two main screens and the 2420 has three main screens. Additional feature located through the menu options may require you to use these buttons to scroll through other screens.

4) **Softkeys (Also known as Menu keys)** - these are the menu buttons that are located underneath your screen. These buttons offer you four options, speed dial, log, options and labels.

5) **Message** - use this button to access your voicemail mailbox. Additionally you may have access to voicemail from outside the office by dialing a number that will be provided during training or you organization administrator.

6) **Hold** - To put a call on hold while you answer another call or perform another task press [Hold]. The hold icon that appears on the Hold button will show up next to held call, providing you a visual indication you have a call on hold.

#### To answer a new call while active on another

1. Press [Hold].
2. Press the call appearance button of the incoming call. The hold icon that appears on the Hold button will show up next to held call.

Alternatively, when you receive a call while on an active call, press the button next to the line where the call comes in.

#### To return to the held call

Press the call appearance button of the held call.

**Note:** If you wish to drop one of the calls press the Drop button to disconnect that call, and then press the button next to the held call. This makes sure that call is disconnected.

#### 7) Transfer Button

1. While on a call, press [Transfer] the caller will be put on hold and you will hear dial tone.
2. Dial the number to which the call is to be transferred. (*ringing tone*).
3. Remain on the line and announce the call before pressing [Transfer] again or hang-up.

**If you do not wish to announce the call, press [Transfer] once you entered the extension number to complete the call.**

**Note:** If the line is busy or if there is no answer, press [Drop] and return to the held call by pressing the button next to the held call. Otherwise complete the transfer and the call will go to voicemail.

8) **Conference Calls** - up to 5 additional parties.

1. Once you have the first caller press Conference. That caller will be put on hold and you will hear dial tone.
2. Dial the number of the next party and wait for an answer.
3. Once they answer press [conference] again.
4. Repeat Steps 1 through 3 for additional conference connections.

Note: If the additional parties you are adding to your conference call are unavailable press [Drop] and press the button next to the held calls.

***To add a call you have put on hold***

1. With the active call on the line press [Conference] (*dial tone*).
2. Press the call appearance button of the call on hold.
3. Press [Conference] again.

**To drop the individuals added to the conference call** press [Drop]. Use the **Page left & right** ◀ ▶ buttons to scroll through the individual numbers you added to the conference. Once you have located that party press [Drop] again.

9) **Drop**

This feature allows you to end your call and receive dial tone and is also used with conference calls.

10) **Redial**

The Redial (or Last Number Dialed) feature automatically redials the last extension or outside number you dialed. You will be provided a list of numbers of which you can press the button next to the number to call.

11) **Dialing pad**

12) **Volume Controls**

Adjusts the handset, speaker, headset, or ringer volume, depending on which item is in use.

13) **Headset Jack**

14) **Mute**

This button is used for turning off the microphone (handset, headset, or speaker). When the Mute feature is active, the associated light turns on and the person on the other end of the call cannot hear you.

15) **Headset**

This button is used for activating a headset. The light associated with this button turns on when the headset is active.

16) **Speaker**

17) **Exit**

Whenever you are not in your main screen, main screen being where you see a, b, or c, press Exit to return. The Exit button has a door icon.

**Personal Speed Dial** (*With the 2410 the log holds up to 48 entries in total and with the 2420 up to 104 entries*)

1. From the Home screen, press the [SpDial] button. **If you are using a 2410, press one of the four menu buttons underneath the display to access the [SpDial] button.**
2. Press the [Add] button.
3. Using the dial pad, enter the name. (Up to 13 characters). You may need to press the number key multiple times to get to the correct letter you want.
4. When you are done entering a name, press the button to the left of the Number field. Remember for an outside number enter 9 followed by the way you would normally dial it.
5. When you are done press [Save] and then [Exit].

***To make a call using the Speed Dial feature***

1. Press the [SpDial] button. **If you are using a 2410, press one of the four menu buttons underneath the display to access the [SpDial] button.**
2. Press the button next to the number you want to call.

***To edit stored speed dial entries***

1. Press the [SpDial] button.
2. Press the [Edit] button.
3. Press the button corresponding to the name you want to edit.

**Note:** Press the feature button to the right of **Insert Mode is** so that you can backspace without erasing characters during text entry.

4. Edit name and/or number, press [**Save**] and [**Exit**].

***To delete stored speed dial entries***

1. From the Home screen, press the [SpDial] button.
2. Press the [Delete] button.
3. Press the button corresponding to the name you want to delete.

**Note:** As you enter numbers into you speed dial it will arrange the numbers in alphabetic order. You can only use the **Page left & right** to scroll through the numbers. If there are numbers that you are dial more often and wish to have them appear at the beginning of your list, you may put a number in from of it, i.e. 01 CTI.

**Call Log** (*Up to 48 on the 2410 and up to 100 entries on the 2420*).

1. Press the button underneath Log. . **If you are using a 2410, press on of the four menu buttons underneath the display to access the [SpDial] button.**

The Options you have are.

- Missed calls
- Answered Calls
- Outgoing Calls
- More

2. Select the list you want to view. You will know which list you are view because you will see an arrow ► next to it.
3. Once you locate the caller id, press the button next to the number to review more information about the call, such as time, date.
4. You now either press the button underneath:
  - Call to return the call
  - Delete to remove it from your call log
  - Save to add the call to you Speed Dial.

**\*\*Additional Features\*\***

**Bridge Appearance** (B/A: This feature allows you to have a physical appearance of another phone on your phone.)

If you have this feature programmed on your phone you may be covering for someone else.

- To answer a call you will see the incoming information on the top of your display. The button will flash for the line receiving the call however; your phone will not ring until the 3<sup>rd</sup> ring. You then have 2 additional rings before the call will go into the voicemail of the person who is receiving that call.
- You can put the call on hold right on that line and the other individual can pick up the call from their phone.

**Intercom**

This feature allows you to "buzz" that User's extension through their speaker.

1. Press [**Intercom**].
2. Enter the user's extension number.
3. The other user will hear a tone indicating they are being intercom. However, if the user is currently on a call the phone will ring to user and a regular call.

**Send All Calls**

1. From the Phone (Main) screen, press the button underneath [**SendCalls**] to send all your calls to voicemail.
2. When the feature is activated the button will be displayed with a check mark i.e. [**SendCalls** ✓ ]
3. From the Phone (Main) screen, press the button underneath [**SendCalls**] to deactivate.

**Call Forward**

1. Press the [**Call Fwd**] button. You will hear dial tone.
2. Enter the forwarding number. You will hear a confirmation tone. The light next to the button will turn on.

***To deactivate Call Forward***

1. Press the [**Call Fwd**] button. You will hear dial tone

**Call Pickup** (This feature allows a user to answer calls ringing at another phone).

To answer a ringing phone, press the [**Call Pkup**] button and enter the extension of the phone that is ringing. That call will now be on the user's phone that picked up.

**Speed Dial** (There are buttons that are labeled as SD on certain buttons. These are known as personal Speed Dials)

1. To programmed this feature press the button that is labeled as [**abr-prog**].
2. Select the button you wish to program that is marked as [**SD**].
2. Enter the phone number, remember to enter the number beginning with a [**9**] if it's an outside call, followed by [**#**].
3. Enter the name, which is limited to four digits.

**Call Park** (With this feature, you can park a call and retrieve the call from any other telephone)

1. Press the Call Park button. The slot is automatically assigned.  
*You can then retrieve the call from another extension. Parked calls have an expiration time of 5 minutes. If no one retrieves the call before the interval expires, the system redirects the call back to the user who parked the call.*
- To retrieve a parked call, go to any phone in the office and press the [**ParkAns**] button.

**Posted Messages** (With these feature you can inform your co-workers of you status throughout the day, i.e. (*Out to lunch, In a meeting*))

1. Press the ◀or▶ arrows to navigate to the feature screen to highlight [**Post Msg**] and press the button underneath [**Select**] or [**OK**].
2. Press it multiple times to find the message you wish to post.
3. Once you have found the posted message, press the [**#**] sign.
4. To turn this feature off press the ◀or▶ arrows to navigate to the feature screen to highlight [**Post Msg**] and press the button underneath [**Select**] or [**OK**] again.

**Transfer Direct to Voicemail** (This feature bypasses the ringing processes and goes straight to voicemail)

1. Once you have the call, press the black button ■ underneath [**Transfer**].
2. Press [**DirectVM**].
3. Enter the extension number once you hear the announcement instructing you to do so.
4. Hang-up right away so the caller can hear the beginning of the voicemail greeting.

**Using Direct To Voicemail to Call Others**

1. Press [**DirectVM**].
2. Enter the extension number once you hear the announcement instructing you to do so.
3. Leave your message after the tone.

**EC500** (Your desk phone and mobile device will both ring when this feature is activated).

- Activate
  - ★ Press the [EC500] button. All calls will ring on both the desktop phone and mobile device.
- Deactivate
  - ★ Press the [EC500] button. All calls will only ring on your desk phone.

**Extend Call** (Once on a call from your desk phone you can transfer it to your mobile device).

1. While on a call on your the desktop phone press [Extend Call].
2. Wait for the mobile device to ring then answer the call.
3. Hang-up the desk top call.

**Continue Call on Desktop Phone**

If the call came into the office extension and the call is answered on the mobile device you may continue the call on the desktop phone by pressing the call appearance button that has the phone icon or light turned on.

**Page**

You may have a [**Page**] button programmed that will allow you to either page through the phones or overhead. If you are paging through the phone, the user will only hear it as long as they are not on a call.

To activate a [**Page**], press the [**Page**] button. Once the page is complete hang up the phone.

**Company Directory**

1. Press the [**Directory**] button.
2. Enter the user's last name, for example for Smith press [**7**], then [**6**] to spell out SM.
3. Keep spelling out the name.
4. Press [**Next**] if there are multiple matches.
5. When you have reached the name, press [**Make Call**].