Telecommunication
Avaya 2410/2420
Quick Reference Guide
1. Line Appearance/Feature Buttons - For accessing incoming/outgoing lines and programmed features.

2. Display - The display has two screens and shows status for the line appearances, incoming calls, on hold calls, caller IDs, date and time.

3. Message Lamp - This lamp is lit when a message has arrived in your voicemail box.

4. Menu Softkeys - These keys allow you to perform specific options. To initially view softkey labels, press any softkey.

5. Messages Button - For dialing the voicemail system.

6. Arrow Keys - Use these keys to move between screen pages, to cycle through entries, and to move the cursor.

7. Hold Button - For placing a caller on hold.

8. Transfer Button - Sends a call from your extension to another extension.

9. Conference Button - Allows you to conference up to six parties on a call so you can conduct up to a six-way conversation.

10. Drop Calls Button - Returns to dial tone without hanging up and returns a transferred call to you when not accepted at the transferred number.

11. Redial Button - Use to redial the previous extension or number called.

12. Dialpad - Button pad that allows you to dial telephone numbers as well as program names and numbers.

13. Volume Control Buttons - Use to adjust speaker, handset, headset, or ringer volume depending on which component is in use.

14. Mute Button - Turns off the microphone in the handset, headset or speaker so the person at the other end of the call cannot hear you.

15. Headset Button - Use to activate a headset that is connected to the 2410/2420 headset jack.
16. Speaker Button Use to access the built-in, speakerphone, allowing you to make and listen to calls without lifting your handset.

17. Exit Button Pressing this button returns you to the first page of the home screen. You need to be on the Home screen to see caller ID.

The phone maintains a call log, accessed by pressing Log. This log can store up to 48 entries. These can be a combination of incoming answered calls, incoming unanswered calls and outgoing calls. You can select which types of calls are included in the log. You can also use call log entries to make return calls or convert the entry into a speed dial for future use.

Notes:
1. Only outgoing calls made using the dial pad or a SpDial entry are logged.
2. Whilst in the call log you cannot make calls. You can still receive calls and handle them using the dial pad key functions.

When Log is pressed a screen similar to the following is displayed:

- **Missed** calls are displayed first. You can select from InAns or Outgo. Alternatively, press More and select All to display all three options.
- Logged calls are shown with the most recent first.
- The name of the called or calling party is shown if available.
- The number of the called or calling party is shown.
- Press either the and key to display further pages of entries.
- Pressing the or key next to a log entry display further details of that particular call.
- The number of the log entry
- The type of log entry, i.e. Answered, Un-answered or Outgoing.
- The name of the called or calling party is shown (if available).
- The number of the called or calling party is shown.
- The date and time of the call.
- Press and to display the previous or next logged call.
- The keys provide a number of actions.
Option Softkey

To change the ringer sound:
You can choose from among eight different ring sounds. This alters the tone and style of ringing used by the phone, the ring pattern is still controlled by the IP Office according to the call type. Note: If you receive a call while selecting a ringer sound, you are automatically returned to the call handling screen.

1. Press Exit to exit any other mode.
2. Press Option.
3. Press Ring Options followed by Ring Pattern. A menu with the current ring pattern appears.
4. To select a ringing pattern use either the and keys or press a dial pad key between 1 and 8. You will hear the selected ringing pattern.
5. To hear the ringing pattern again press Play or repress the dial pad key.
   • When you have selected a ringing pattern, press Save. You will hear a confirmation tone and be returned to the options menu.
   • If you want to return to the options menu without changing the ring pattern, press Cancel.

Speed-Dial Instructions

AVAYA 2410, 2420 TELEPHONES

Step 1: Press the SPDIAL softkey in the display.
Step 2: Press the ADD softkey in the display.
Step 3: Enter the name of the speedial using the keypad.
Step 4: Press the button next the number and enter the speeddial number.

Local: = 9 xxx xxxx
Long distance: = 9 1 area code xxx xxxx
800 number: = 9 1 800 xxx xxxx