

# 2420

## AVAYA 2420 DIGITAL TELEPHONE GUIDE



**RGTS**  
*Rockefeller Group Technology Solutions™*

## FIXED FEATURE BUTTONS

**SPEAKERPHONE** – to place/answer a call without lifting the handset, or to use speakerphone with any feature, press **SPEAKER**.

**HEADSET** – to place/answer a call when using a headset.

**MUTE** – to prevent the calling party from hearing you, when using the speakerphone, handset or Headset. Press **MUTE** to activate, lamp is on. Press **MUTE** again to de-activate, lamp is off.

**VOLUME** – volume control buttons for adjusting speaker, handset, headset, or ringer volume.

**HOLD** – to put a call on hold, press the **HOLD** button. **HOLD** icon appears by held call. To return to held call, press extension button. To answer a new call while active on another, press extension button of incoming call.

**TRANSFER** – to transfer present call to another extension, press **TRANSFER** button, dial extension where call is to be transferred, announce call if desired, and hang up.

**CONFERENCE** (up to 6 parties) – to add another party to a call you are currently on, press the **CONFERENCE** button, dial the number, wait for party to answer, press **CONFERENCE**. Repeat to add additional members.

**DROP** – to disconnect the last party added to a conference call, or used to receive immediate dial tone when dialing a series of numbers.

**REDIAL** – for redialing the last number dialed.

**EXIT** – pressing this button returns you to the first page of the **HOME** screen.

**MESSAGES** – the lamp above the display is lit when a message has arrived in your mailbox. Press the **MESSAGES** button to access the voice mail system. Follow the prompts.

## SPEED DIAL

The **Speed Dial** list stores up to 104 speed dial entries. When capacity is reached, you must delete an existing entry to add a new one. Entries are up to 20 characters long and stored alphabetically.

### TO MAKE A CALL

1. From the **Home** screen, press the **SpDial** softkey. (To find an entry alphabetically, after pressing **SpDial**, press the dial pad button that corresponds to the name you are looking for.)
2. Press the softkey for the entry you want to call. (If the entry is not displayed on the current page, use 3 or 4 to scroll through the entries.)

### TO ADD ENTRIES

1. Press **SpDial** button on **Home** screen.
2. Select **Add**.
3. To enter a name, use the dial pad to enter up to 13 characters. Pressing a dial key once, enters the first letter on the key. By default, the first letter you enter appears in upper case and the following characters will be in lower case. Continue to press the key until the character you want appears. If the next letter you are entering appears on the same key, use 3 or 4 to advance to the next space.
4. Entering a telephone number. Press the feature button to the left of the **Number** field and enter number. Press **Save** when finished.

### TO EDIT ENTRIES

1. Press **SpDial** button on **Home** screen.
2. Select **Edit**.
3. Press the feature button corresponding to The **Name** entry to edit.
4. Use the dial pad to edit the name.
5. Press the feature button to the left of the **Number** field to edit the number.
6. Press **Save** when finished.

### TO DELETE ENTRIES

1. Press **SpDial** button on **Home** screen.
2. Select **Delete**.
3. Press the feature button next to the entry to delete, then press **Yes**.
4. Press **Done** when finished.

## CALL LOG

The **Call Log** can store 100 entries of incoming answered or unanswered and outgoing calls. When capacity is reached, a new call will replace an old entry.

### TO VIEW THE CALL LOG

1. Press **LOG** button on **Home** screen.
2. **Call Log Summary** screen is displayed. Each page displays 4 entries, listed from newest to oldest call.

**Incoming Calls** – displays calling party name and telephone number (if this information is available).

**Outgoing Calls** – displays dialed telephone number. If the speed dial list was used to make a call, the entry name and number will be displayed. If the outgoing call was made by using the redial button, the call is not logged.

### TO VIEW DETAILED INFORMATION

1. Press the button next to an entry. Detailed information about the call will display in the screen.

### TO MAKE A CALL FROM THE LOG:

1. From the **Home** screen, press the **Log** softkey.
2. Use 3 or 4 to page through the **Call Log** summary pages. Press the corresponding button for that entry.
3. Press the **Call** softkey to make the call.

### TO SAVE A CALL LOG ENTRY TO YOUR SPEED DIAL LIST

1. From the Home screen, press the **Log** softkey.
2. Use 3 or 4 to page through the **Call Log** summary pages. Press the button that corresponds to the entry.
3. Press the **Save** softkey or **Edit** the entry, then press **Save**.

## FEATURE BUTTON LABELING

1. From the **Home** screen, press the **Label** softkey.
2. Press the **Edit** softkey followed by the softkey to edit.
3. Use the **Insert** mode to edit an entry by using 3 or 4 to add characters without erasing existing characters. Use the **Case** softkey to change from lower to upper case.
4. Press **Save** and then **Exit** to return to the **Home** screen.

## ADDITIONAL FEATURES

**CALL APPEARANCE (EXTENSION)** – two calls may be handled at a time. One of the three extensions will be reserved for out bound calls or transfers. When two calls are holding, the third will go to coverage (voice mail or an assistant).

**DATE/TIME** – press to display the date and time.

**SEND CALLS** – to send all calls to immediate coverage. Press **Send Calls** button. (cell will darken)

To cancel, press the **Send Calls** button again.

**CALL FORWARDING** – to temporarily redirect all calls to another extension.

Press the **Call Forwarding** button. Enter the forward to number and #.

To cancel, press the **Call Forward** button.

**PROGRAM** – use to “Program” entries to **Auto Dial** buttons. See Auto Dial buttons below.

**TIMER** – used to show elapsed time on display.

Press the **Timer** button to activate.

**INSPECT** – allows you to see caller information of held calls to determine who is holding on each line.

Press **INSPECT** and the held call extension button.

Caller information appears in the display.

To return to the caller, press **EXIT**, then the held call extension button.

**BRIDGED APPEARANCES** – allows calls to be answered by a support person or Admin. Asst.

To answer a call, press the call appearance button of the incoming call. (bridged appearance)

Place the call on “Hold”, and announce the call.

**AUTO DIAL BUTTONS** – used to store frequently dialed numbers.

Press the “Program” button. (speaker turns on)

Press the **Auto Dial** button to be programmed. Dial number to be stored followed by #. (remember the “9”)

To label cell use the “Label” feature.

## YOUR PERSONALIZED PHONE OPTIONS

The Options screen is accessed by pressing the **OPTION** softkey at the **Home** screen, which allows you to set your preferences for the following:

**Ring Pattern** – To select a custom ringing pattern, use 3 or 4 to cycle through all 8 ringing patterns. Press **Save** to store your ringer choice.

**Contrast** – To choose a contrast level for your display, use 3 or 4 to make the adjustment. Press **Done** when completed.

**Log Setup** – To specify which types of calls will be logged, press the **Answered**, **Un-answered** and/or **Outgoing** buttons. Press **Yes** or **No** for each entry. Press **Save** when completed.

**Note:** If you press the **Save** softkey to change the settings, any existing Log entries that do not match the call types you specified will be deleted from the Log.

**Visual Ring** – To choose a visual alert (lamp) for incoming calls, press the **Yes** or **No** softkey to enable the lamp above the display. Press **Save** to store.

**Erase All** – Used to erase all of the personalized settings and reset the telephone to DEFAULT settings. Also erases your customized features, button labels, all entries saved in your Call Log, and Speed Dial List. Press **Erase** to erase all settings. Press **Cancel** to exit without erasing settings.

**Language** – To change the default language from English. Find the language you want your text displayed in. Press the button beside it. Press **Done**.



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