

Avaya 2420 Series IP Telephone

Getting Started

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Answering Calls

1. If you are not on another call, lift the handset.
2. If you would like to use a different method:
 - Press the corresponding **Call Line** buttons, located left or right of the screen. (If you only press the button without lifting the handset, it will put you on speaker phone.)
 - Press the **Speaker**  button to answer with the Speaker phone.
 - Press the **Headset**  button to answer with your connected headset.

Making Calls

1. Start by **either**:
 - Lifting the handset;
 - Pressing the **Headset**  button; or
 - Pressing the **Speaker**  button;
2. Then dial the number you want to enter.
 - Remember to dial **9** for an outside number.

Answering and Making Calls (Con't)

Using the Hold Button

1. To put a call on **Hold**, press the **Hold**  button.
2. To return to the call on **Hold**, press the **call appearance** button with the small hold symbol next to it.

Transferring a Call

1. While on a call, press the **Transfer**  button.
2. Either dial the number with the dialpad or call the number through your **Call Log** or **Speed Dial**.
3. Press the **Transfer**  button to complete the transfer, and hang up the handset.

Dropping a Call

While on a call, either press the **Drop**  button or hang up the handset.

Using Redial

To redial the last number that you dialed, press the **Redial**  button.

Getting Messages

1. Press the **Messages**  button.
Note: You can also press **6 1 1 1 1** to get to your voicemail menu.
2. Follow the steps listed on the **Quick Reference** form for checking voice messages.

Speed Dial

About Speed Dial: You can store up to 104 personal speed dial entries in the 2420 telephone.

Creating Speed Dial Entries

1. From the **Home** screen, press the **SpDial** softkey.
2. Press the **Add** softkey.
3. Press the corresponding **feature button** to the attribute which you want to change. Begin by entering the **Name**.
 - To enter characters using the **Dialpad**:
 - Press the number key that corresponds to the letter or number you want to enter until the letter or number is displayed.
 - Pause before entering the next character if the characters are on the same key.
 - Enter remaining letters or numbers.
 - To enter a space, press the **Space** softkey.
 - Press the **Backspace** feature button to delete the last character.
4. Press the **Save** softkey once finished.

Speed Dialing

1. From the Home screen, press the **SpDial** softkey.
2. Press the **feature button** for the entry you want to call, or press the **left**  and **right**  arrows to cycle through the alphabetical list of your entries to find them.

Deleting Speed Dial

1. From the Home screen, press the **SpDial** softkey.

Speed Dial (Con't) and Using the Call Log

2. Press the **Delete** softkey.
3. Press the corresponding **call appearance** button with the number which you want to delete.
4. Press the **Save** softkey.
5. Press the **Done** softkey.

Calling through the Call Log

1. From the Home screen, press the **Log** softkey.
2. To pick a specific type of call, press the corresponding softkey at the bottom of the screen. The following is a list of the calls:
 - **Missed** is **Missed** calls.
 - **InAns** is **Answered** calls.
 - **Outgo** is **Outgoing** calls.
 - **All** is all **Ingoing** and **Incoming** calls.Press the **More** softkey to get to the next menu, and the **Back** softkey to go to the previous menu.
3. If the number you desire is not on the screen, press the **left**  and **right**  arrows to scroll to other screens.
4. Find the number which you desire to call via the **call appearance buttons** on the left of the screen.
5. Press the **Call** softkey.

Call Log to Speed Dial

1. Follow steps 1 - 4 for **Calling through the Call Log**.
2. Press the **Save** softkey.

Conference Calls

Making a Conference Call

1. Make your initial call, by either finding the contact in the **Speed Dial, Call Log** or by **dialing the number**.
2. Press the **Conference** button. From here you will be prompted to dial a number. You can do any of the following:
 - Press the **Log** softkey to find the number in your list of recent calls. (See **Using the Call Log**)
 - Press the **SpDial** softkey to find someone from your Speed Dial. (See **Speed Dial**)
 - Dial the phone number with the **dialpad**. (Remember to press **9** for outside numbers)
3. Once the call is connected, press the **Conference** button to complete the call.

Dropping the Last Person Added

While in a call, press the **Drop** button.

Adding a Person on Hold

When you make a conference call, and push the **Conference** button, the previous call is automatically put on hold.

You can, however, push the **Hold** button, and press the **Conference** button to create a conference call.

Personalized Settings

Visual Ring

1. To make the light above the **AVAYA** label either flash or not flash when you receive a call, begin by pressing the **Option** softkey.
2. Press the **Ring Options** feature button on the left hand side of your screen.
3. The second option on the list reads **"Flash Message Lamp."**
4. Press the **Yes/No** Feature button across from the "Flash Message Lamp" button to either toggle it **on** or **off**.
5. When finished press the **Save** softkey.
6. Press the **Done** softkey.

Ring Pattern

1. To change the ring-tone pattern which you hear when you receive a phone begin by pressing the **Option** softkey.
2. Press the **Ring Options** feature button on the left hand side of your screen.
3. The first option on the list reads **"Flash Message Lamp."**
4. Press the feature button on the **left** or **right** of the screen.
5. Press the **Left** or **Right** arrow or press keypad digits **1** - **8** to test the 8 different ring patterns.
6. When finished press the **Save** softkey.
7. Press the **Save** softkey again.
8. Press the **Done** softkey.

Advanced Features & Phone Information

Adjusting Contrast

1. To adjust the contrast of the letters on the screen, begin by pressing the **Option** softkey.
2. Press the **Contrast** feature button.
3. Press the **Left** or **Right** arrow to adjust the **Contrast**.
4. Press the **Done** softkey.
5. Press the **Done** softkey again.

