



**2420 Digital Telephone
User's Guide**
Release 4

555-250-701
Issue 3
November 2004

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The 2400-Series telephones are Hearing Aid Compatible (HAC) when the Automatic Gain Control is disabled, and thus all units have "HAC" printed on them.

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Providing Telecommunications Security

Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based), or asynchronous (character-, message-, or packet-based) equipment, or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you - Avaya's customer system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure:

- Your Avaya-provided telecommunications systems and their interfaces
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

Standards Compliance

Avaya Inc. is not responsible for any radio or television interference caused by unauthorized modifications of this equipment or the substitution or attachment of connecting cables and equipment other than those specified by Avaya Inc. The correction of interference caused by such unauthorized modifications, substitution or attachment will be the responsibility of the user. Pursuant to Part 15 of the Federal Communications Commission (FCC) Rules, the user is cautioned that changes or modifications not expressly approved by Avaya Inc. could void the user's authority to operate this equipment.

Product Safety Standards

This product complies with and conforms to the following international Product Safety standards as applicable:

Safety of Information Technology Equipment, IEC 60950, 3rd Edition, or IEC 60950-1, 1st Edition, including all relevant national deviations as listed in Compliance with IEC for Electrical Equipment (IECEE) CB-96A.

Safety of Information Technology Equipment, CAN/CSA-C22.2 No. 60950-00 / UL 60950, 3rd Edition, or CAN/CSA-C22.2 No. 60950-1-03 / UL 60950-1.

Safety Requirements for Customer Equipment, ACA Technical Standard (TS) 001 - 1997.

One or more of the following Mexican national standards, as applicable: NOM 001 SCFI 1993, NOM SCFI 016 1993, NOM 019 SCFI 1998.

Electromagnetic Compatibility (EMC) Standards

This product complies with and conforms to the following international EMC standards and all relevant national deviations:

Limits and Methods of Measurement of Radio Interference of Information Technology Equipment, CISPR 22:1997 and EN55022:1998.

Information Technology Equipment – Immunity Characteristics – Limits and Methods of Measurement, CISPR 24:1997 and EN55024:1998, including:

- Electrostatic Discharge (ESD) IEC 61000-4-2
- Radiated Immunity IEC 61000-4-3
- Electrical Fast Transient IEC 61000-4-4
- Lightning Effects IEC 61000-4-5
- Conducted Immunity IEC 61000-4-6
- Mains Frequency Magnetic Field IEC 61000-4-8
- Voltage Dips and Variations IEC 61000-4-11

Power Line Emissions, IEC 61000-3-2: Electromagnetic compatibility (EMC) – Part 3-2: Limits – Limits for harmonic current emissions.

Power Line Emissions, IEC 61000-3-3: Electromagnetic compatibility (EMC) – Part 3-3: Limits – Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems.

Federal Communications Commission Statement

Part 15:

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Part 68: Answer-Supervision Signaling

Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

- answered by the called station,
- answered by the attendant, or
- routed to a recorded announcement that can be administered by the customer premises equipment (CPE) user.

This equipment returns answer-supervision signals on all direct inward dialed (DID) calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered.
- A busy tone is received.
- A reorder tone is received.

Avaya attests that this registered equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

Canadian Department of Communications (DOC) Interference Information

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Installation and Repairs

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Declarations of Conformity

United States FCC Part 68 Supplier's Declaration of Conformity (SDoC)

Avaya Inc. in the United States of America hereby certifies that the equipment described in this document and bearing a TIA TSB-168 label identification number complies with the FCC's Rules and Regulations 47 CFR Part 68, and the Administrative Council on Terminal Attachments (ACTA) adopted technical criteria.

Avaya further asserts that Avaya handset-equipped terminal equipment described in this document complies with Paragraph 68.316 of the FCC Rules and Regulations defining Hearing Aid Compatibility and is deemed compatible with hearing aids.

Copies of SDoCs signed by the Responsible Party in the U. S. can be obtained by contacting your local sales representative and are available on the following Web site: <http://www.avaya.com/support>.

All Avaya media servers and media gateways are compliant with FCC Part 68, but many have been registered with the FCC before the SDoC process was available. A list of all Avaya registered products may be found at: <http://www.part68.org> by conducting a search using "Avaya" as manufacturer.

European Union Declarations of Conformity



Avaya Inc. declares that the equipment specified in this document bearing the "CE" (*Conformité Européenne*) mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (1999/5/EC), including the Electromagnetic Compatibility Directive (89/336/EEC) and Low Voltage Directive (73/23/EEC).

Copies of these Declarations of Conformity (DoCs) can be obtained by contacting your local sales representative and are available on the following Web site: <http://www.avaya.com/support>.

Japan

This is a Class B product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may occur, in which case, the user may be required to take corrective actions.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

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Haverhill, MA 01835 USA
Attention: Avaya Account Management

E-mail: totalware@gwsmail.com

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Overview

The 2420 Digital Telephone is a multiline digital telephone for use with an Avaya call processing system. The 2420 telephone puts convenient features and capabilities at your fingertips, including:

- **an easy-to-read screen**—that allows you to view
 - call appearance/feature button labels
 - the call log
 - speed dial lists
 - call identifier information
- **a flexible call appearance/feature button display**—that allows you to choose between an 8 or 12-button label format and eliminates the need for paper button labels. You can display up to 24 additional call appearance/feature buttons for your call processing system on the optional EU24 Expansion Module. See [Support for Optional Devices](#) on page 9.
- **a customizable interface**—that allows you to
 - create personal speed dial lists
 - specify the call types you want to appear in the call log
 - select the telephone ring pattern
 - customize the call appearance/feature button labels
 - choose the language displayed on your 2420 telephone

Note:

You can choose to view screen text in English, German, French, Spanish, Italian, Dutch, Portuguese, and Japanese.

- **a programmable speed dial list**—that allows you to store up to 104 entries.
- **a programmable call log**—that supports up to 100 entries. Each entry includes calling party name and number, when available, for incoming calls. The call log also allows you to specify the call types that are logged and displayed. The call log can contain entries for outgoing calls and answered or unanswered incoming calls.
- **customizable call appearance/feature button labels**—that allow you to change the labels for the call appearance/feature buttons programmed on your call processing system. Up to 13 characters can be displayed for each label.

When you install the 2420 telephone, your call processing system recognizes your telephone instantly. If the system manager administers the 2420 telephone properly, you can move the 2420 to another office at your location, and it will work without interruption. There is no need to wait for reprogramming or technical support

Support for Call Center Users

To meet the needs of call center users, the 2420 telephone offers the following features:

- **Call Center Mode operation**—available from the Options Screen, this setting changes the standard display from 8 to 12 call appearance/feature button labels. When you select this mode, the bottom line of the screen display, which is used for softkey labels in standard mode, can contain four more call appearance/feature buttons with shortened labels.
- **compatibility with a variety of headsets** —the headset interface is compatible with the following “H-top” headpieces and equipment:

Headpieces

- Starset top H31
- Mirage top H41
- Mirage top H41N
- Supra Monaural top H51
- Supra Monaural NC top H51N
- Supra Binaural top H61
- Supra Binaural NC top H61N
- Encore Monaural Voice Tube H91
- Encore Monaural NC top H91N
- Encore Binaural Voice Tube H101
- Encore Binaural NC top H101N
- Tristar Voice Tube top H81
- Tristar Noise Canceling top H81N
- DuoSet (Supra Starter) Voice Tube H141 Headband only
- DuoSet (Supra Starter NC) Noise Canceling top H141N Headband only
- DuoSet (Earset Starter) Voice Tub top H141 Earhooks only
- DuoSet (Earset Starter NC) Noise Canceling top H141N Earhooks only
- DuoSet (Starter Special VT) Voice Tube top H141 Headband & Earhooks
- DuoSet (Starter Special NC) Noise Canceling top H141N Headband & Earhooks

Base Units

- M12LUCM Modular Base Unit

Adapter Cord

- HIC-1 “H-top” Headset Adapter Cord

Cordless Headpiece/Base Unit

- LKA 10 Cord Free Headset (900 MHz RF)

Cordless Headset Adapter

- MIP-1 Cordless Headset Adapter

- **support for the Group Listen feature**—when this feature is programmed, you can use the handset or headset and speaker of the 2420 telephone simultaneously. While you assist a customer with the headset, your supervisor can use the speaker to listen to the conversation. The modules installed with your 2420 telephone can affect this feature. See [Speakerphone](#) on page 19 for details.
- **recording capability (optional)**—allows you to record conversations while you assist a customer. This capability requires the 20A stand and 201A module described in [Support for Optional Devices](#).

Support for Optional Devices

Optional devices are available to expand the capabilities of the 2420 telephone. They include:

- **20A Stand**—Every 2420 telephone is equipped with a convertible stand that allows you to install the 2420 telephone on your desktop or on a wall. You must replace this convertible stand with the 20A stand if you use a 200A or 201A module.
- **200A Module Analog (U.S.) Adjunct Interface**—This module provides standard tip/ring capabilities, which allow you to connect analog devices such as a fax machine to the 2420 telephone.
- **201A Module Recorder Interface**—This module allows you to record telephone conversations. In addition, this module allows you to use two headsets with the jacks on the 20A stand.
- **EU24 Expansion Module**—This module can display up to 24 additional call appearance/feature buttons that are programmed for your call processing system. Buttons are displayed in two columns, with one column displayed at a time on the EU24 screen.

For more information, see the documents that are included with each device.

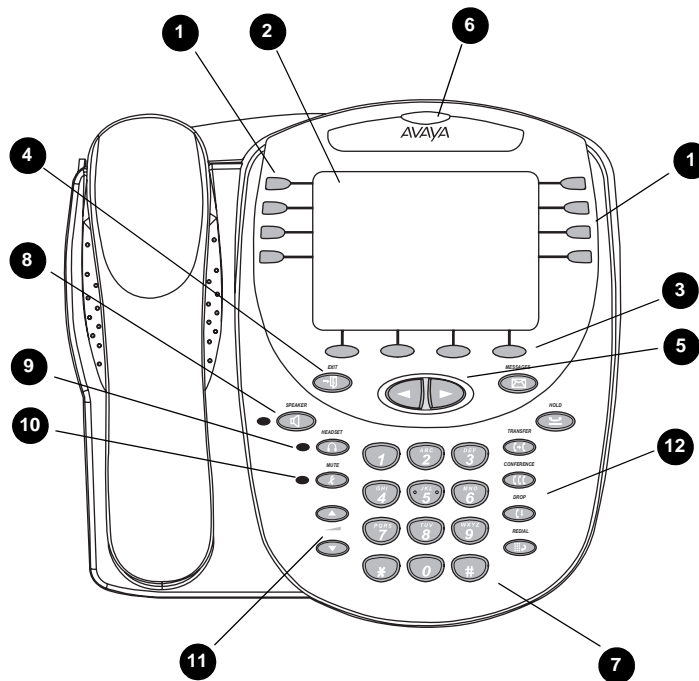
Safety Information

Your 2420 telephone is manufactured according to industry standards for quality and safety assurance. When using your telephone, follow recommended safety precautions to reduce the risk of fire, electrical shock, and personal injury. See the *2420 Installation and Safety Instructions* that were packaged with your telephone.

2420 Telephone Components

See to [Figure 1](#) to familiarize yourself with your 2420 telephone screen display, buttons, and programmable features.








Figure 1: 2420 Telephone Components



[Table 1](#) describes the 2420 telephone components presented in [Figure 1](#).

The following items correspond to the numbers in [Figure 1](#).

Table 1: The 2420 Telephone Components

<p>1) Call appearance/feature buttons — Use to access incoming/outgoing lines and programmed features. An underscore indicates the currently selected call appearance.</p>	<p>7) Dialpad — Standard 12-button pad that allows you to dial telephone numbers.</p>
<p>2) Display — Shows the status for the call appearances, information for a call, information provided by the Avaya call server, the Home screen, the Speed Dial screen, the Call Log screen, and the Options screen.</p>	<p>8) Speaker button  — Use to access the built-in two-way speakerphone. The light associated with this button turns on when the speakerphone is active.</p>
<p>3) Softkeys — Allow you to perform specific functions. The functions available and the corresponding softkey labels change according to the screen displayed.</p>	<p>9) Headset button  — Use to activate a headset that is connected to the 2420 telephone. The light associated with this button turns on when the headset is active.</p>
<p>4) Exit button  — Returns you to the first page of the Home screen.</p>	<p>10) Mute button  — Turns off the microphone in the handset, headset, or speaker. When the Mute feature is active, the associated light turns on, and the person at the other end of the call cannot hear you.</p>
<p>5) Arrow keys   — Use to move between screen pages, to cycle through Call Log entries and Speed Dial entries, and to move the cursor during data entry.</p>	<p>11) Volume control buttons — Use to adjust speaker, handset, headset, or ringer volume depending on which component is in use.</p>
<p>6) Message lamp — This lamp is lit when a message has arrived in your voice mailbox. When you enable the Flash Message Lamp option, this lamp flashes to alert you to incoming calls. You can retrieve messages using .</p>	<p>12) Call handling buttons — For call handling activities. See Call-Handling Features on page 17 for more information.</p>

2420 Telephone User Checklist

The remainder of this guide contains procedures for using specific screens, features, and keys on the 2420 telephone. The following table directs you to sections explaining specific activities you can perform.

To	See
Understand call appearance/feature button displays	The Home Screen on page 13
Change call appearance/feature button layout by enabling Call Center mode	Display Mode (Call Center Mode) on page 47
Answer and make calls, hold calls, transfer calls, redial numbers, and set up conference calls	Call-Handling Features on page 17
Understand your personal directory vs. the call processing system Directory feature	The Speed Dial Screen on page 22
Create and maintain a Speed Dial List	Managing Your Speed Dial List on page 25
Make Speed Dial calls	Call-Handling Features on page 17
Customize the labels of the call appearance/feature buttons	Managing Your Call Appearance/ Feature Button Labels on page 39
Understand the Call Log Summary and Call Detail screens	The Call Log Screens on page 29
Change the default Call Log settings	Call Log Setup on page 46
View or update information saved in the Call Log	Using the Call Log on page 35
Make calls from the Call Log	Using the Call Log on page 35
Retrieve voice mail messages	Getting Messages on page 22
Check lamp and display component status	Self Test on page 50
Change default language, ring pattern, display contrast, and various option settings	Selecting Personalized Options on page 43
Erase personalized options and restore default settings	Erase on page 48

The Home Screen

The Home screen consists of three pages and displays

- the available call appearance/feature buttons
- caller ID information
- the current date and time
- softkeys
- information provided by the Avaya call processing system

Usually, you use the Home screen to perform standard call handling. When the 2420 telephone operates in normal display mode, eight call appearance/feature buttons appear on each page of the Home screen. See [Figure 2](#).

Note:

In Call Center Mode, 12 call appearance/feature button labels appear on each of the first two pages of the Home Screen. Four call appearance/feature buttons with shortened labels rather than softkey labels appear at the bottom of pages 1 and 2. The softkey labels appear on page 3 of the Home Screen in Call Center Mode. For information about Call Center Mode, see [Display Mode \(Call Center Mode\)](#) on page 47.

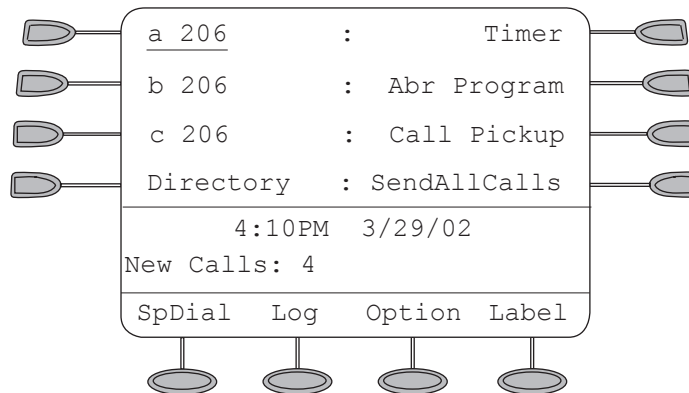
Your call processing system provides the date and time information. This information appears below the call appearance/feature button area when the telephone is idle.

Note:

When the 2420 telephone receives power, several minutes might elapse before the time and date appear on the screen. This situation occurs after a power outage or when you connect the 2420 telephone to the jack. If an incorrect date and time appear, contact your system manager.

If you program your 2420 telephone to log unanswered, incoming calls, the missed calls counter appears below the date and time. This counter displays the number of missed calls. Whenever you access the Call Log Summary screen to view the unanswered, incoming call information in the call log, the counter is reset to 0. See [The Call Log Screens](#) on page 29 for more information.

Figure 2: Sample Home Screen - Page 1



Navigating in the Home Screen Pages

Navigating in the Home Screen Pages	
To	Press
Move to the previous or next Home screen page	◀ or ▶ respectively
Return to Page 1 of the Home screen	↩ at any time
Access the Speed Dial screen	The SpDial softkey
Access the Call Log Summary screen	The Log softkey
Access the Options screen	The Option softkey
Access the Label Action screen	The Label softkey

Call Appearance and Call Identification Displays



By default, the 2420 telephone has eight call appearance/feature buttons per screen page. When Call Center mode is enabled, 12 call appearance/feature buttons appear on the first two pages of the Home Screen.


Starting with the first button in the upper left corner of the 2420 telephone and going down, the display identifies the buttons in the left column. These buttons are considered call appearance/feature buttons 1 through 4. On the display, these buttons have the default labels **a**, **b**, **c**, etc., where **a** represents call appearance/feature button 1. The buttons in the right column run from 5 through 8. If Call Center mode is enabled, call appearance/feature buttons 17 through 20 are identified by default labels **q**, **r**, **s**, and **t**. These call appearance/feature buttons appear along the bottom of the screen with abbreviated labels.

When you receive or make calls, the available call identification information is displayed where the date and time appear when the telephone is idle. For example, when you dial an extension, that number is shown and then replaced by the called party's name and extension. The call processing system provides the call identification information that is associated with an extension. When you receive a call from another extension, the caller's name appears. When you receive a call from outside the system, the calling number (if available), "OUTSIDE CALL," or a trunk identifier appears.

One call appearance is underlined at all times. When a call arrives at the 2420 telephone, the bell icon blinks on the corresponding call appearance. After you answer the call, the active call icon is displayed. See [Status Icons](#) on page 16 for more information.








Note:

If the call appearance is not displayed on the current Home screen page, use  or  to locate and answer the appropriate call appearance. See [Show Phone Screen](#) on page 45 for more information.






The display remains in call handling mode until you activate one of the other softkey features. After you use any of these features, press  to return to page 1 of the Home screen.

Status Icons

The icons displayed on the call appearance/feature buttons of your 2420 telephone are explained in the following table. These icons replace the functionality of the green LEDs and equivalent flash rates.

Status Icons		
Icon		Definition
	Ringing	An incoming call is waiting to be answered. See Tones and Their Meaning on page 60 for information about the corresponding audio alert.
	Active	The call you are currently handling.
	On hold	A call currently on hold.
	On soft hold	A call put on hold during a transfer or conference.
	Feature active	Feature on left side of the display currently is active.
	Feature active	Feature on right side of the display currently is active.
	Feature pending	Your request is being processed but is not immediately available.

In addition, the following icons are displayed in certain feature-specific applications.

Status Icons for Feature-Specific Applications		
Icon		Definition
	Feature status	Used by the Call Center Q Time feature.
 	Feature status	Used by the Call Center Aux Work feature.
 	Feature status	Used by the Call Center Service Observing feature.

Call-Handling Features




The procedures in this section assume that you are performing call handling with the Home screen displayed on the 2420 telephone. In addition to common procedures provided in this section, see the *Overview for the Avaya Communication Manager Software (555-233-767)* for alternate procedures.

Answer a call

When a call arrives at your 2420 telephone, you hear a ringing tone, and a blinking bell icon appears on the associated call appearance. In addition, call identification information appears. See [Call Appearance and Call Identification Displays](#) on page 15 for more information.

To answer an incoming call

Perform one of the following:

- If you are not active on another call, answer the call using your handset, headset, or speakerphone. See [Speakerphone](#) on page 19 for more information about your speakerphone.
- If you are active on a call already, place the active call on hold, and then answer the incoming call. See [Hold](#) on page 18 to place a call on hold.
- If the call appearance for the ringing call is not displayed on the current Home screen page, use  and  to cycle through the pages. Use  to return to page 1 of the Home screen. When you locate the call appearance for the ringing call, press the corresponding call appearance button.

Make a call

You can make calls manually or automatically from the 2420 telephone.


To make a call manually

1. Go off hook with the handset, headset, or speaker.
2. When you hear dial tone, press the dialpad buttons to enter the extension or telephone number.

If you are calling an external number, you must include the required code (for example, “9”) to access an outside line.

To have the 2420 telephone make a call automatically



Perform one of the following steps:

- Press  to have the 2420 telephone dial the last number that you dialed.
- Access the Call Log and start a call to a specific entry. See [Using the Call Log](#) on page 35 for more information.
- Access the Speed Dial List in your personal directory and start a call to a specific entry. See [Speed Dial](#) on page 18.

Speed Dial

The Speed Dial feature allows you to have the 2420 telephone automatically dial calls to telephone numbers stored in your personal directory. See the procedures in [Managing Your Speed Dial List](#) on page 25 to create and maintain your personal 2420 telephone directory.

To use the Speed Dial feature to make a call to a personal directory entry

1. From the Home screen, press the **SpDial** softkey.
The Speed Dial screen appears.
2. Press the button next to the entry you want to call. If the entry you want is not displayed on the current page, use  and  to cycle through the entries.
The 2420 telephone dials the number for you.

Hold

The Hold feature puts a call on hold until you can return to it.


To put a call on hold

Press .

To return to the held call

Press the call appearance button of the held call.

Note:

Your system manager might have administered the Unhold feature. In this case, you can return to the held call by pressing .

Redial

The Redial or Last Number Dialed feature automatically redials the last extension or outside number you dialed. The Redial feature can dial a maximum of 24 digits.


To redial the last number that you dialed



Press .

Speakerphone

The two-way built-in speakerphone allows you to make and answer calls without lifting your handset. Two-way speakerphones may not operate satisfactorily in very noisy locations.

To make or answer a call without lifting the handset, or to use the speakerphone with any feature

1. Press .
2. Make or answer the call, or access the selected feature.
3. Adjust speakerphone volume if necessary.

To raise the volume, press the volume control button . To lower the volume, press the volume control button .


The display shows the volume level. There are eight volume levels.

If you want to make the speakerphone volume louder, you can disable the speakerphone AGC. To disable the speakerphone AGC, set "Speaker AGC Enabled" to "No" in the second page of the Options screen. When enabled, speakerphone AGC automatically adjusts volume levels by increasing low signals and decreasing high signals. If you disable the speakerphone AGC, low volume levels are not increased automatically. See [Working in the Options Screen](#) on page 43.

To change from the speakerphone to the handset

Pick up the handset and talk.


To change from the handset to the speakerphone

1. Press .
2. Hang up the handset.

To end a speakerphone call

Press  again.

To use the Group Listen feature (if administered) in which the handset or headset and the speaker are active at the same time

While you are active on the handset or headset, press .





Note:

When the 201A Recorder Interface Module is installed with the 2420 telephone and administered to use the headset jacks on the 20A, you cannot use the Group Listen feature in which the headset and speaker are active simultaneously. In this case, you can use the handset and the speaker.

Transfer



The Transfer feature allows you to transfer a call from your telephone to another extension or outside number.

To transfer the current call to another extension

1. While on a call, press .
2. When you hear dial tone, dial the number to which the call is to be transferred.
3. Perform one of the following steps:
 - To transfer the call without announcing it, press  again, and hang up. The transfer is complete.
 - To announce the call before transferring it, wait for the called party to answer. See Step 4.
4. When the called party answers, announce the call. If the line is busy or if there is no answer, press . Then, you can return to the held call by pressing its call appearance button.
5. Press  again and hang up to complete the transfer.

The “Transfer Completed” message appears.




Note:

Your system manager might have administered the Transfer-on-Hang-up feature. In this case, you can transfer a call by pressing , dialing the number to which the call is to be transferred, and then hanging up. To cancel an attempted transfer, press the original call appearance. If your system has auto-hold activated, use  to cancel a transfer so that the potential transfer recipient is not left on hold.



Conference

The Conference feature allows you to conference up to six parties (including yourself) on a call.


To add another party to a call

1. Press .
2. When you hear dial tone, dial the number of the person you want to add to the call.
3. Wait for an answer.
4. To add the person to the call, press  again. If the called party does not answer or does not want to join the conference, press . Then, you can return to the held call by pressing its call appearance button.
5. Repeat Steps 1 through 4 for additional conference connections.

To add a held call to an active call


1. Press .
2. When you hear dial tone, press the call appearance button that corresponds to the held call.
3. Press  again.

To remove the last person added to the conference call

1. Make sure that the conferenced call appearance is selected.
2. Press .

Getting Messages

Message

Your Message lamp turns on when a caller has left a message for you. Press  to retrieve your messages, and follow the prompts.

Note:

Your system manager must program certain features to activate the Message button. See your system manager if the Message button is not working properly. See Chapter 21, “Features and Technical Reference,” of the *Administrator’s Guide for Avaya Communication Manager Software*, Document No. 555-233-506 for Message button programming information.

The Speed Dial Screen

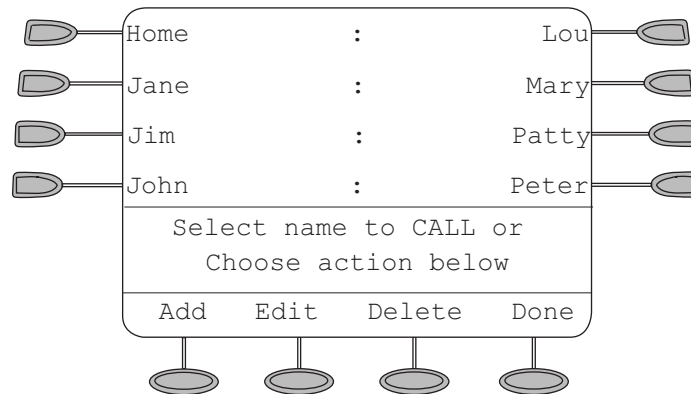
Using the Speed Dial screen, you can store up to 104 speed dial entries in the personal directory of your 2420 telephone. You can access this screen by pressing the SpDial softkey at the Home screen.

Note:

The personal directory containing your speed dial entries of numbers you call frequently is stored in your 2420 telephone. The personal directory is separate from the Directory feature, which resides on the call processing system. The Directory feature allows you to search for the extension of another user in the call processing system directory. Your system manager administers the Directory feature. For more information about the Directory feature, see [Using Display Features](#) on page 58.

When you have created a speed dial list, the Speed Dial screen displays the saved entries in alphabetical order. A single page displays eight entries. You can make a call directly from this screen by pressing the button associated with a displayed entry. See [Stay in Speed Dial Screen](#) on page 49 if you want to set the 2420 to continue to display the Speed Dial screen when you make a call from a speed dial.

[Figure 3](#) shows a sample Speed Dial screen.




Figure 3: Sample Speed Dial Screen

From the Speed Dial screen, you can also

- add entries
- delete entries
- make changes to saved entries in your personal speed dial list

See [Managing Your Speed Dial List](#) on page 25 for more information.

Working in the Speed Dial Screen

Working in the Speed Dial Screen	
To	Press
Place a call to a displayed entry and return to the current Home screen	The button associated with the entry
View the next page of speed dial entries	
View the previous page of speed dial entries	
Use the index feature to locate a specific entry quickly Note: The telephone must be on-hook when you use the index feature.	Press 1 on the dialpad to move directly to the beginning of the speed dial list. Press keys 2 through 9 to locate entries that start with the letters that correspond to these keys. For example, press 3 to locate the first entry that starts with the letter "D."
Add an entry to the speed dial list	The Add softkey
Change information stored in the speed dial list	The Edit softkey
Delete an entry from the speed dial list	The Delete softkey
Return to the Home screen in which you worked previously	The Done softkey. See the following Note.
Return to page 1 of the Home screen	 at any time

Note:

When you manage your speed dial entries, the softkeys displayed at the bottom of the screen change to reflect the activities you can perform. For example, when you access the Edit screen, you can choose from the Add, Delete, and Done softkeys. The Edit and Delete softkeys are not displayed, though, until you have saved at least one entry in your personal speed dial list.

Note:

Whenever you are working in the Speed Dial screens, you cannot use the telephone dialpad for dialing.

Managing Your Speed Dial List

Using the Speed Dial screen, you can store up to 104 speed dial entries in your personal 2420 telephone directory. You can access this screen by pressing the **SpDial** softkey at the Home screen.

When you have created a speed dial list, the Speed Dial screen displays the saved entries in alphabetical order. A single page displays eight entries.




You can add entries, delete entries, and make changes to saved entries in your personal speed dial list. You can also save Call Log entries to your Speed Dial List.

Quick Access to Speed Dial Entries

When you access your speed dial list to select, edit, or delete entries, you can use the index feature to locate a specific entry quickly. For example, press 1 on the dialpad to move directly to the beginning of the list.


You can use keys 2 through 9 on the dialpad to locate entries that start with the letters that correspond to these keys. For example, press 3 to locate the first entry that starts with the letter "D." If no entries begin with the letter "D," then the first entry that starts with the letter "E" is selected.


Editing Speed Dial Entries

After you select a speed dial entry for editing, you can use the **Backspace** feature button and **Clear** feature button. The **Backspace** feature button deletes the character to the left of the cursor. The **Clear** feature button deletes all of the characters in the selected field. Use  to move the cursor to the left without erasing characters. For example, you can press  to insert an area code in front of an existing telephone number in a saved entry. Use  to move the cursor to the right without erasing characters.

Entering Characters

Whenever you press a key on the dialpad, the alphabetic character associated with the key appears on the screen display. In some cases, you might need to press the same key repeatedly to select other alphabetic characters. For example, to enter “Jack:”

- Press 5 for “J.” This first letter is automatically entered as an uppercase letter. All the following characters in the word appear in lowercase.
- Press 2 for “a.” Then, press  to advance the cursor.
- Press 2 three consecutive times for “c.”
- Press 5 twice for “k.”

Note that you must use  if the next character you want to enter uses the same key as the character you just entered. For example, you use the 2 key to enter the characters “a” and “c.”

Dialing Conventions

It is important that you observe the following conventions as you enter speed dial numbers:

- You can enter telephone numbers up to 24 characters long, including special characters and spaces.
- You must include the code required to access an outside line (for example, “9”) for external telephone numbers.
- You can use the **Pause** softkey to insert a 1.5-second pause. It is often useful to include a pause or series of pauses in beeper/pager numbers to allow a paging system enough time to answer.
- You can use the **Hyphen** softkey to insert hyphens between segments of a telephone number (for example, “9-732-555-1212”). The hyphen might make the number easier for you to read but does not affect dialing.

Adding Speed Dial Entries

You can store up to 104 personal speed dial entries in the 2420 telephone. When the maximum number of entries is stored, you must delete existing entries before the 2420 telephone allows you to enter new entries.

To add speed dial entries to your personal directory

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

The Speed Dial screen appears. If no Speed Dial List already exists, the Empty Speed Dial List screen appears.

2. Press the **Add** softkey.



The Edit Name screen appears with the Name field underscored.


Note:

If the directory is full, a message appears indicating that your Speed Dial list is full. You must delete an existing entry before you can add a new entry. See [Deleting Speed Dial Entries](#) on page 29.

3. Using the dialpad, enter the name for your speed dial entry. You can enter up to 13 characters. By default, the first letter you enter appears in uppercase, and the following characters in the word appear in lowercase.

Note:

You can use the **Case** softkey to switch between uppercase and lowercase. You can use the **Space** softkey to insert a space between first and last names. After you enter a space, by default the next character is an uppercase letter. The following characters in that word appear in lowercase. If you enter special characters, you can use the * (star key) to cycle through the period and star characters. You can use the # (pound key) to cycle through the hyphen and pound characters. Use  to move the cursor to the left without erasing characters. Use  to move the cursor to the right without erasing characters.

4. When you finish entering a name, press the feature button to the left of the Number field to advance to that field.
5. Using the dialpad, enter the telephone number for this speed dial entry. You can enter numbers up to 24 characters long, including special characters and spaces.
6. When you finish entering the telephone number, perform one of the following steps:
 - To save your entries and return to the Speed Dial screen, press the **Save** softkey.
 - To continue *without saving your entries*, press the **Cancel** softkey.
 - To return to page 1 of the Home screen *without saving your entries*, press .
7. Repeat Steps 2 through 6 to add more entries.

Editing Speed Dial Entries

You can edit information for any of the speed dial entries saved in your personal 2420 telephone directory.

To edit stored speed dial entries

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

The Speed Dial screen appears.

2. Press the **Edit** softkey.

The Edit Name screen appears.

Note:



You can use  and  or the index feature to locate the entry you want to edit.

3. Press the feature button that corresponds to the entry you want to edit.

The Edit screen appears with the Name field underscored.

4. Using the dialpad, edit the name for your speed dial entry. You can enter up to 13 characters. By default, the first letter you enter appears in uppercase, and the following characters appear in lowercase.

Note:

You can use the **Case** softkey to switch between uppercase and lowercase. You can use the **Space** softkey to insert a space between first and last names. To enter special characters, you can use the * (star key) to cycle through the period and star characters. You can use the # (pound key) to cycle through the hyphen and pound characters. You can use the **Backspace** feature button to delete the character to the left of the cursor. You can use the **Clear** feature button to delete all the characters in the field. Use  to move the cursor to the left without erasing characters. Use  to move the cursor to the right without erasing characters.


5. When you finish editing the name, press the feature button to the left of the Number field to advance to that field. Otherwise, see Step 7.

6. Using the dialpad, edit the telephone number for this speed dial entry. You can enter numbers up to 24 characters long, including special characters and spaces.

Note:

You can use the feature button to the right of the Number field to go to the end of existing text in that field. The feature button to the left of the Number field takes you to the start of existing text in that field. The feature button at the top of the left column returns you to the Edit Name screen.

7. When you finish making changes, perform one of the following steps:

- To save your entries and return to the Edit screen, press the **Save** softkey.
- To return to the Edit screen *without saving your entries*, press the **Cancel** softkey.
- To return to page 1 of the Home screen *without saving your entries*, press .

8. Repeat Steps 3 through 7 to edit more entries.



Deleting Speed Dial Entries

You can delete any of the speed dial entries saved in your personal 2420 telephone directory.


To delete stored speed dial entries

1. From the Home screen, press the **SpDial** softkey.
The Speed Dial screen appears.
2. Press the **Delete** softkey.
The Delete screen appears.
3. Press the feature button that corresponds to the entry you want to delete.

Note:

If the entry you want to delete is not displayed on the current screen page, use  and  to cycle through the speed dial list. You can also use the index feature to move to the page that contains the entry.

The DELETE this entry? prompt appears.

4. Perform one of the following steps:
 - To delete the selected entry, press the **Yes** softkey.
 - To return to the Delete screen *without deleting the entry*, press the **Cancel** softkey.
 - To return to page 1 of the Home screen *without deleting the entry*, press .
5. Repeat Steps 3 through 4 to delete more entries.

The Call Log Screens

The 2420 telephone can store up to 100 entries in the Call Log. By default, the 2420 telephone logs all new calls and displays the number of missed calls below the date and time. See [The Home Screen](#) on page 13 for more information.

Note:

When power to the telephone is interrupted, the 2420 telephone erases all entries in the Call Log.

You can use the Log Setup option on the Options screen to disable the Call Log or specify certain call types you want logged. See [The Options Screen](#) on page 42 for more information.

Two screens allow you to view Call Log information:


- The Call Log Summary screen
- The Call Detail screen

The Call Log Summary Screen

The Call Log Summary screen, which is accessed by pressing the Log softkey on the Home screen, displays the following call identification information:

- **For incoming calls**—calling party name and telephone number, if this information is available from the call processing system. The caller's name might be abbreviated if it is longer than 16 characters.
- **For outgoing calls**—the telephone number that you entered on the 2420 telephone dialpad. If you used the speed dial list to make a call, the speed dial entry name and number appear in the log.

Note:

Outgoing calls made using the  or other abbreviated dialing buttons cannot be logged.



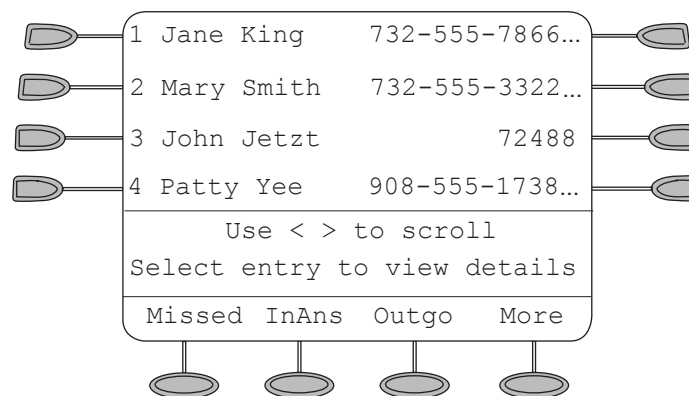
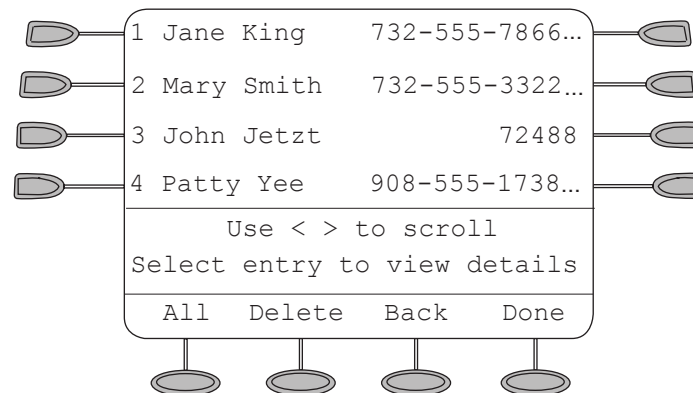
Each page of the Call Log Summary screen can display four entries. You can use  and  to page through all logged calls. See [Figure 4](#).

Figure 4: Sample Call Log Summary Screen



The Call Log Summary screen contains two sets of softkeys. The first set of softkeys allows you to view missed calls, answered calls, or outgoing calls. See [Figure 4](#). The second set of softkeys allows you to view all calls and to delete the displayed call log entries (for example, Outgoing call log entries). See [Figure 5](#). Press the **More** softkey and the **Back** softkey to move back and forth between the first set of softkeys and the second set of softkeys.

Figure 5: Sample Call Log Summary Screen with Second Set of Softkeys

When you select a call type, an arrow (▶) appears next to the softkey of the selected call type. The entries for the selected call type are displayed until you press the softkey of a different call type. By default, missed calls are displayed.




The most recent call appears in the top-most position of the first page. When the log is full (that is, 100 calls), the log automatically deletes the oldest call information to allow for continuous logging without interruption. In addition, you can delete specific entries from the Call Log Detail screen.

Note:

Whenever you access the Call Log Summary screen to view the missed call information in the call log, the counter resets to 0.

To view more information for a specific entry in the log summary, press the button associated with the entry to access the Call Log Detail screen.

Working in the Call Log Summary Screen

Working in the Call Log Summary Screen	
To	Press
View information about a specific log entry	The button associated with the entry
View the next page of call log entries	
View the previous page of call log entries	
View unanswered (missed) calls	The Missed softkey
View incoming calls you answered	The InAns softkey
View calls you made	The Outgo softkey
View all entries in the call log. The 2420 displays Answered entries, Unanswered entries, and Outgoing entries.	The All softkey
Delete all entries in the displayed call log	The Delete softkey
Use the index feature to locate a specific entry quickly Note: The telephone must be on-hook when you use the index feature.	Press 0 on the dialpad to move directly to the first call log entry. Press 1 to view the page containing the tenth call log entry. Press 2 to view the page containing the twentieth call log entry. Press 3 to view the page containing the thirtieth call log entry. Press keys 4 through 9 to view the pages containing the fortieth through ninetieth call log entry.
Return to the Home screen in which you worked previously	The Done softkey
Return to page 1 of the Home screen	 at any time

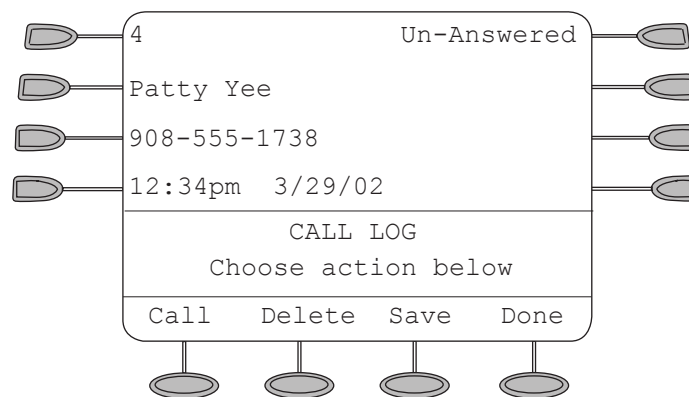
Call Log Detail Screen

The Call Log Detail screen, which is accessed from the Call Log Summary screen, allows you to

- View additional information, such as call type and the date and time that the call was processed.
- Make a call to the entry displayed directly from this screen. See [Using the Call Log](#) on page 35 for more information.




[Figure 6](#) shows a sample Call Log Detail screen.

Figure 6: Sample Call Log Detail Screen



The number displayed in the upper left corner of the screen indicates the position of this call in the log summary. The call type appears in the upper right corner. The possible call types are *Answered*, *Un-answered*, or *Outgoing*. For answered calls and outgoing calls, the duration of the call appears in the lower right corner of the screen.

Working in the Call Log Detail Screen




Working in the Call Log Detail Screen	
To	Press
Make a call to the entry displayed	The Call softkey
View the next call log entry	
View the previous call log entry	
Use the index feature to locate a specific entry quickly Note: The telephone must be on-hook when you use the index feature.	Press 0 on the dialpad to move directly to the first call log entry. Press 1 to view the tenth call log entry. Press 2 to view the twentieth call log entry. Press 3 to view the thirtieth call log entry. Press keys 4 through 9 to view the fortieth through ninetieth call log entry.
Remove the selected entry	The Delete softkey
Save the selected entry as a speed dial entry	The Save softkey
Return to the Call Log Summary screen in which you worked previously	The Done softkey
Return to page 1 of the Home screen	 at any time

Using the Call Log

The Call Log feature is factory set to record answered, unanswered (missed), and outgoing calls. For information on disabling the Call Log or changing the call types you want logged, see [Call Log Setup](#) on page 46.



Viewing the Call Log

To view the list of all calls recorded in the Call Log

1. From the Home screen, press the **Log** softkey.
The Call Log Summary screen appears.
2. Press the appropriate softkey for the type of call entries you want to view. Your choices are missed, answered, and outgoing. By default, missed calls are displayed. If you want to view all entries, press the **More** softkey, and then press the **All** softkey.
3. Use  and  to scroll through the Call Log Summary pages.
4. To view information about a specific entry, press the button that corresponds to the entry.
The Call Log Detail screen for this entry appears.
5. Press  to return to the Home screen.

Making Calls from the Call Log

To make a call to an entry in the Call Log

1. From the Home screen, press the **Log** softkey.
The Call Log Summary screen appears.
2. Use  and  to scroll through the Call Log Summary pages.
3. When you locate an entry you want to call, press the button that corresponds to the entry.
The Call Log Detail screen for this entry appears.
4. Press the **Call** softkey to make the call.

Note:



You can use this method to make calls directly to extensions. To call outside numbers, go off-hook and dial the required code to access an outside line (for example, "9"). Then, press the **Call** softkey to make the call.

Saving a Call Log Entry to Your Speed Dial List

To save an entry in the Call Log to your Speed Dial List

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

The Call Log Summary screen appears.

2. Use  and  to scroll through the Call Log Summary pages.
3. When you locate an entry you want to save, press the button that corresponds to the entry.
The Call Log Detail screen for this entry appears.

4. Press the **Save** softkey.

The Edit Name screen appears and shows the name and number information from the Call Log.

5. Perform one of the following steps:

- To save the entry to your Speed Dial List as shown on the current screen, press the **Save** softkey.
- To edit the name, press the feature button to the left of the Name field twice. The cursor appears at the beginning of the name. Make your changes. Use the **Backspace** feature button to delete the character to the left of the cursor. Use the **Clear** feature button to delete all the characters in the field. If you want to edit the telephone number, see the next bulleted item. When you finish entering changes, press the **Save** softkey.
- To edit the telephone number to include a code required to access an outside line (for example, “9”), press the feature button to the left of the Number field twice. The cursor appears at the beginning of the telephone number. Make your changes. Use the **Backspace** feature button to delete the character to the left of the cursor. Use the **Clear** feature button to delete all the characters in the field. When you finish entering changes, press the **Save** softkey.

The entry is saved to your Speed Dial List.

Note:



If you see the message “Speed Dial List Full,” you must delete some Speed Dial List entries before you can add new entries.

Deleting a Call Log Entry

To delete an entry from the Call Log

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

The Call Log Summary screen appears.

2. Use  and  to scroll through the Call Log Summary pages.

3. When you locate an entry you want to delete, press the button that corresponds to the entry.
The Call Log Detail screen for this entry appears.
4. Press the **Delete** softkey.
The entry is deleted from the Call Log.

To delete all entries from the Call Log

1. From the Home screen, press the **Log** softkey.
The Call Log Summary screen appears.
2. To delete the entries for a specific call type, press the appropriate softkey. If you want to delete all entries, press the **More** softkey, and then press the **All** softkey.
The entries for the selected call type appear.
3. Press the **Delete** softkey.
The Confirm Delete All screen appears.
4. Press the **Erase** softkey.
The entries are deleted from the Call Log.

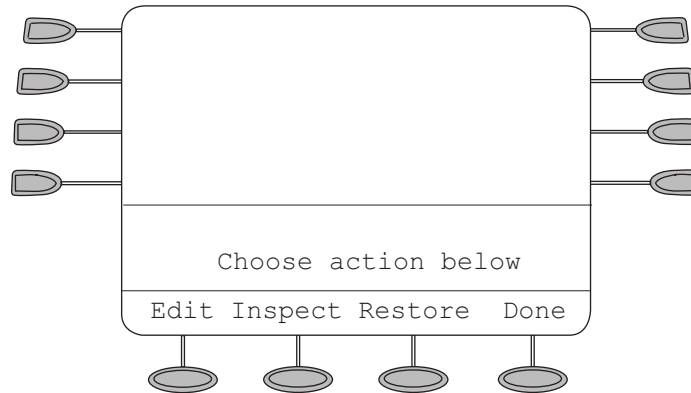
The Label Action Screen

The Label Action screen, which is accessed by pressing the Label softkey at the Home screen, allows you to


- customize the labels for the call appearance/feature buttons programmed on the call processing system
- view the default labels for the call appearance/feature buttons programmed on the call processing system
- erase the labels you modified for the call appearance/feature buttons and restore the default labels from the call processing system

[Figure 7](#) shows the Label Action screen.

Figure 7: Label Action Screen



Working in the Label Action Screen

Working in the Label Action Screen	
To	Press
Change the label of a call appearance/feature button	The Edit softkey
View the system default labels for the call appearance/feature buttons	The Inspect softkey
Delete the customized labels of all the call appearance/feature buttons and restore all the system default labels.	The Restore softkey
Return to the Home screen in which you worked previously	The Done softkey. See the following Note.
Return to page 1 of the Home screen	 at any time

Note:

When you manage the labels of your call appearance/feature buttons, the softkeys displayed at the bottom of the screen change to reflect the activities that you can perform.

Note:

Whenever you change the labels of call appearance/feature buttons in the Label Select screen, you cannot use the telephone dialpad for dialing.

Managing Your Call Appearance/ Feature Button Labels

Using the Label Action screen, you can

- customize the labels of the call appearance/feature buttons on the 2420 telephone and the EU24 Expansion Module (if installed)
- view the labels of the call appearance/feature buttons on the call processing system
- restore the default labels of all the call appearance/feature buttons

You can access this screen by pressing the **Label** softkey at the Home screen.

Editing Labels

You can change the labels of the call appearance/feature buttons on your telephone and EU24 Expansion Module (if installed). These new labels are stored in your 2420 telephone.

To edit call appearance/feature button labels

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

The Label Action screen appears.

2. Press the **Edit** softkey.

The Label Select screen appears.

Note:

You can use  and  to locate the label you want to edit.

3. Press the feature button on the 2420 telephone or EU24 Expansion Module (if installed) that corresponds to the label you want to edit.



The Label Edit screen appears. The New Label field displays the current customized label (if any), and the System Label fields displays the system default label.

If you have not yet changed the system label, an underscore appears next to the New Label field. If you selected a call appearance, a letter (such as "a") and a space appear next to the New Label field. You can delete the letter and space by pressing the **Backspace** feature button twice.

If you have already changed the system label, an underscore appears after the last letter of the information displayed in the New Label field.


- Using the dialpad, edit the label. You can enter up to 13 characters. By default, the first letter you enter appears in uppercase, and the following characters appear in lowercase.

Note:

You can use the **Case** softkey to switch between uppercase and lowercase. You can use the **Space** softkey to insert a space between first and last names. If you are entering special characters, you can use the * (star key) to cycle through the period and star characters. You can use the # (pound key) to cycle through the hyphen and pound characters. You can use the **Backspace** feature button to delete the character to the left of the cursor. You can use the **Clear** feature button to delete all the characters in the field. Use  to move the cursor to the left without erasing characters. Use  to move the cursor to the right without erasing characters.

Note:



If you want to restore the system label, press the **Clear** feature button to delete all the characters in the field. Leave this field blank, and see Step 5.

- When you finish making changes, perform one of the following steps:
 - To save your entries and return to the Label Select screen, press the **Save** softkey.
 - To return to the Label Select screen *without saving your entries*, press the **Cancel** softkey.
 - To return to page 1 of the Home screen *without saving your entries*, press .
- Repeat Steps 3 through 5 to edit more labels.


Viewing the System Labels

You can view the system labels for the call appearance/feature buttons on the call processing system.

To view the system labels

- From the Home screen, press the **Label** softkey.
The Label Action screen appears.
- Press the **Inspect** softkey.
The Label Inspect screen appears. This screen displays the system labels for the 2420 telephone. If an EU24 Expansion Module is installed, the system labels also appear on the EU24 Expansion Module.
- Use  and  to scroll through the Label Inspect screen pages on the 2420 telephone. If an EU24 Expansion Module is installed, use the Alternate Display button on the EU24 Expansion Module to view its system labels.

4. Perform one of the following steps:

- To return to the Label Action screen, press the **Done** softkey.
- To return to page 1 of the Home screen, press .

Restoring the System Labels

You can delete the custom labels you created for the call appearance/feature buttons and restore the system labels from the call processing system.

Note:

This procedure restores the system labels for all the call appearances/feature buttons. If you want to restore the system label for one call appearance/feature button, delete the label for that button. See [Editing Labels](#) on page 39.

To restore the system labels

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

The Label Action screen appears.


2. Press the **Restore** softkey.

The Label Restore screen appears.

3. Press the **Erase** softkey.

The Confirm Erase prompt appears.

4. Perform one of the following steps:

- To erase the custom labels and restore the system labels, press the **Erase** softkey.
- To return to the Label Action screen *without erasing the custom labels and restoring the system labels*, press the **Cancel** softkey.
- To return to page 1 of the Home screen *without erasing the custom labels and restoring the system labels*, press .

The Options Screen

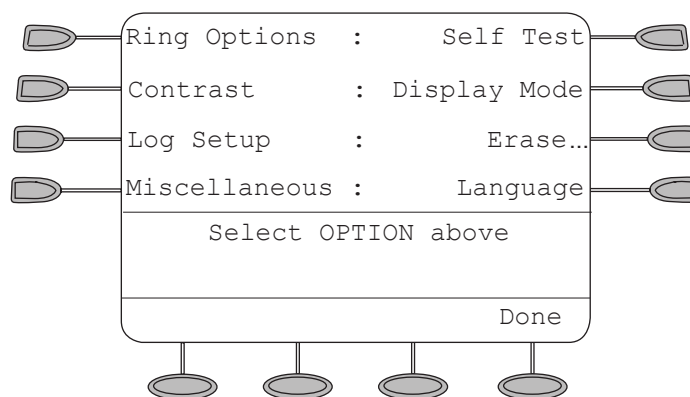
The Options screen, which you access by pressing the Option softkey at the Home screen, allows you to set the following options:

- ring pattern
- screen contrast
- log setup
- visual ring (Flash Message Lamp option)
- whether you want the 2420 to continue to display the current screen when you receive an incoming call instead of showing the Home screen (Show Phone Screen option)
- whether you want the 2420 to continue to display the Speed Dial screen when you make a call from a speed dial (Stay in Speed Dial option)
- self test
- display mode—normal display mode (8 call appearance/feature buttons) or Call Center mode (12 call appearance/feature buttons)
- language—English, German (Deutsch), French (Français), Spanish (Español), Italian (Italiano), Dutch (Nederlands), Portuguese (Português), or Japanese (Katakana)


From the Options screen, you can also erase some or all of your personalized settings and return the 2420 telephone to its default settings

[Figure 8](#) shows a sample Options screen.


Figure 8: Sample Options Screen



Working in the Options Screen

Working in the Options Screen	
To	Press
Select an option	The associated button
Return to the Home screen in which you worked previously	The Done softkey
Return to page 1 of the Home screen	 at any time

Note:

If you press , a second screen appears. Use this screen to enable and disable the Automatic Gain Control (AGC) feature for the handset, headset, or speakerphone. *We strongly recommend that you leave the default settings unchanged. However, hearing aid users might benefit if the AGC feature for the handset is disabled.* Changing the default settings can adversely affect audio quality. See your system manager for more information.

Selecting Personalized Options

Ring Pattern

The Ring Pattern option on the Ring Options screen allows you to choose a personalized ringing pattern for your telephone. You can choose from among eight different patterns.

Note:

If you receive an incoming call while you work in the Ring Pattern option screen, the Home screen appears automatically to facilitate call handling.

To select a personalized ringing pattern

1. From the Home screen, press the **Option** softkey.
The Options screen appears.
2. Press the **Ring Options** feature button.
The Ring Options screen appears.

3. Press the **Ring Pattern** feature button.


The Select Ring Pattern screen with the current ring pattern appears.

4. Use ◀ and ▶ or the dialpad to cycle through all eight ringing patterns.

Note:

To listen to a specific ring pattern, press the **Play** softkey for a selected ring pattern number.

5. Perform one of the following steps:

- If you want to save the ringing pattern that you have just selected, press the **Save** softkey. You will hear a confirmation tone, and you are returned to the Ring Options screen.
- If you want to return to the Ring Options screen *without changing the ring pattern*, press the **Cancel** softkey.
- If you want to return to page 1 of the Home screen *without changing the ring pattern*, press .

Note:

If you go off-hook, receive a call, or lose power during selection, the process is canceled and you must start again.

Visual Ring (Flash Message Lamp)

The Flash Message Lamp option on the Ring Options screen allows you to choose a visual alert for incoming calls. When you enable the Flash Message Lamp option, the telephone rings and the lamp above the 2420 display area flashes when an incoming call arrives. By default, the Flash Message Lamp option is disabled.

To set the Flash Message Lamp option

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

The Options screen appears.

2. Press the **Ring Options** feature button.

The Ring Options screen appears.

3. Press the **Flash Message Lamp** feature button.

The option setting is underlined.

4. Press the **Yes/No** softkey or press button 6 to indicate whether you want Flash Message Lamp enabled.

5. Perform one of the following steps:

- If you want to save the setting you just selected, press the **Save** softkey. You will hear a confirmation tone, and you are returned to the Options screen.
- If you want to return to the Options screen *without changing the setting*, press the **Cancel** softkey.
- If you want to return to page 1 of the Home screen *without changing the setting*, press



Show Phone Screen

The Show Phone Screen option on the Ring Options screen allows you to set the 2420 to display the Home screen and the ringing call appearance when you receive an incoming call. However, if you want the 2420 to continue to display the current screen when you receive an incoming call instead of showing the Home screen, you must disable this feature. By default, the Show Phone Screen option is disabled.

To set the Show Phone Screen option

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

The Options screen appears.

2. Press the **Ring Options** feature button.

The Ring Options screen appears.

3. Press the **Show Phone Screen** feature button.

The underline appears on this line.

4. Press the **Yes/No** softkey or press feature button 7 to indicate whether you want the Show Phone Screen option enabled.

5. Perform one of the following steps:

- If you want to save the setting you just selected, press the **Save** softkey. You will hear a confirmation tone, and you are returned to the Options screen.
- If you want to return to the Options screen *without changing the setting*, press the **Cancel** softkey.
- If you want to return to page 1 of the Home screen *without changing the setting*, press



Display Contrast

The Contrast option on the Options screen allows you to choose a contrast level for your telephone display. You can choose from among fifteen levels of contrast.



To select a contrast level

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

The Options screen appears.

2. Press the **Contrast** feature button.


The Display Contrast screen appears.

3. Use  and  to adjust the level of contrast.

Note:

If an EU24 is connected to your 2420 telephone, the display also shows the contrast level for the EU24. Press the appropriate button to indicate whether you want to adjust the contrast for the telephone or the EU24.

4. Perform one of the following steps:

- To return to the Options screen, press the **Done** softkey.
- To return to page 1 of the Home screen, press .

The new contrast level is set.

Call Log Setup

The Log Setup option on the Options screen allows you to specify which types of calls you want the 2420 to log. These call types include


- Answered (incoming)
- Unanswered (incoming)
- Outgoing

You can choose to have some, none, or all these call types logged.

Note:

For information about viewing the Call Log Summary, see [The Call Log Screens](#) on page 29.

To specify the call types that you want to appear in the Call Log

1. From the Home screen, press the **Option** softkey.
The Options screen appears.
2. Press the **Log Setup** feature button.
The Call Log Setup screen appears. The current Yes/No setting is underscored for the selected item.
3. Press the appropriate button on the right side of the display. For example, press feature button 6 to select the Answered call type and change the Yes/No setting with a single button press.
4. Perform one of the following steps:
 - If you want to save the selections that you have just made, press the **Save** softkey. You will hear a confirmation tone, and you are returned to the Options screen.
 - If you want to return to the Options screen *without saving your entries*, press the **Cancel** softkey.
 - If you want to return to page 1 of the Home screen *without saving your entries*, press  .

Note:

If you press the Save softkey, all entries that do not match the call types you specified are deleted from the call log.


Display Mode (Call Center Mode)

By default, the 2420 telephone displays eight call appearance/feature buttons per screen page. The Display Mode option on the Options screen allows you to choose an alternate display of 12 call appearance/feature buttons on each of the first two screen pages. This display is ideal for Call Centers.

To set the Display Mode option

1. From the Home screen, press the **Option** softkey.
The Options screen appears.
2. Press the **Display Mode** feature button.
The Display Mode screen appears.
3. Press the **Yes/No** softkey or press the button to the right of the setting to indicate whether you want Call Center mode enabled.

4. Perform one of the following steps:

- If you want to save the setting you just selected, press the **Save** softkey. You will hear a confirmation tone, and you are returned to the Options screen.
- If you want to return to the Options screen *without changing the setting*, press the **Cancel** softkey.
- If you want to return to page 1 of the Home screen *without changing the setting*, press  .

Note:

When you enable Call Center mode, call appearance/feature buttons 1 through 4 appear on the left side of the display. Call appearance/feature buttons 5 through 8 appear down the right side. On the first screen page, labels for call appearance/feature buttons 17 through 20 appear with shortened labels along the bottom of the screen.

In Call Center mode, the labels for call appearance/feature buttons 21 through 24 appear along the bottom of the second screen page. These button labels are repeated in order on the third screen page. The softkey labels appear at the bottom of the screen.

Erase

The Erase option on the Options screen allows you to erase some or all of your personalized settings. From this screen you can erase the following settings:

- all entries saved in your Speed Dial list
- all entries saved in your Call Log
- all customized call appearance/feature button labels
- options such as ring pattern, flash message lamp, show phone screen, and stay in speed dial

Note:

The contrast level setting is not changed.

- language

Pressing the All feature button selects all five of the items to erase.

Note:

The contrast level setting is not changed by the All option.

To erase personalized settings

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

The Options screen appears.

2. Press the **Erase...** feature button.

The Erase screen appears.

3. Press the feature button next to each item you want to select to be erased. If you want to select all of the items to be erased, press the **All** feature button.

An icon () appears next to each setting you selected.

Note:

To unselect an item, press its feature button again.

4. Press the **Erase** softkey.

The Confirm Erase screen appears and displays a message that you cannot undo this action.

5. Perform one of the following steps:

- If you want to erase the selected settings, press the **Erase** softkey. The selected settings are erased, and you are returned to the Options screen.
- If you want to return to the Options screen *without erasing any settings*, press the **Cancel** softkey.
- If you want to return to page 1 of the Home screen *without erasing any settings*, press



Stay in Speed Dial Screen

The Stay in Speed Dial option on the Options screen allows you to set the 2420 to continue to display the Speed Dial screen when you make a call from a speed dial. If you make a call from a speed dial when this option is enabled, the 2420 will continue to display the Speed Dial screen instead of automatically exiting to show the Home screen. The Stay in Speed Dial option is useful if you want to dial multiple speed dials for a single call. An example is if you have one speed dial that dials the telephone number of your bank and another speed dial that dials your account code. By default, the Stay in Speed Dial option is disabled.


To set the Stay in Speed Dial option

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

The Options screen appears.

2. Press the **Miscellaneous** feature button.

The Stay in Speed Dial screen appears.

3. Press the **Yes/No** softkey or feature button 6 to indicate whether you want Stay in Speed Dial enabled.
4. Perform one of the following steps:
 - If you want to save the setting you just selected, press the **Save** softkey. You will hear a confirmation tone, and you are returned to the Options screen.
 - If you want to return to the Options screen *without changing the setting*, press the **Cancel** softkey.
 - If you want to return to page 1 of the Home screen *without changing the setting*, press  .


Self Test

The Self Test option, which appears on the Options screen, verifies the operation of the 2420 telephone's lamps and display components. This screen also provides information regarding the 2420 telephone firmware version, link status, and module status.

Note:

While the Test softkey is held down, you are unable to make calls and use the dialpad and call-handling buttons. You can answer calls with the handset.

To have the 2420 telephone perform a self test


1. From the Home screen, press the **Option** softkey.
The Options screen appears.
2. Press the **Self Test** feature button.
The Self Test screen appears.
3. Press and hold the **Test** softkey to begin the test process.
4. Perform one of the following steps:
 - If you want to exit test mode and return to the Options screen, press the **Done** softkey.
 - If you want to exit test mode and to return to page 1 of the Home screen, press  .

Language

When the 2420 telephone is first installed, it is set to display screen text in English. The Language option on the Options screen allows you to choose another language, including:

- German (Deutsch)
- French (Français)
- Spanish (Español)
- Italian (Italiano)
- Dutch (Nederlands)
- Portuguese (Português)
- Japanese (Katakana)

To select a screen display language

1. From the Home screen, press the **Option** softkey.
The Options screen appears.
2. Press the **Language** feature button.
The Select Language screen is displayed.
3. Press the button next to the language in which you want text displayed.
The screen text reappears in the language you selected.
4. Perform one of the following steps:
 - If you want to return to the Options screen, press the **Done** softkey.
 - If you want to return to page 1 of the Home screen, press .Your language selection is saved.

Using Selected Voice Features

The following features are available only if your system manager has administered them as feature buttons on your 2420 telephone or has supplied you with the required feature access codes.

Abbreviated Dialing/Automatic Dialing (AD)

The Abbreviated Dialing (AD) feature allows you to store selected telephone numbers for quick and easy dialing. Each number can be a complete or partial telephone number, an extension number, or a trunk or feature access code and can contain up to 24 digits. Abbreviated Dialing offers four possible types of lists—Personal, Group, System, and Enhanced, and you can have a total of three lists. Of these three lists, you can have only one System List and one Enhanced List. You program numbers on a Personal List. The controller of the Group List programs numbers on Group Lists. The system manager programs System Lists and Enhanced Lists.

Note:

Calls you make with the Abbreviated Dialing/Automatic Dialing feature are not stored in the Call Log—even if you have programmed the 2420 telephone to log outgoing calls.

To place a call using an Abbreviated Dialing list button or feature access code

1. Press the Abbreviated Dialing list button (if administered) *or* Dial the appropriate Abbreviated Dialing List code for List 1, or List 2, or List 3.
2. When you hear dial tone, dial the desired list item (**1, 2, 3...**).


Note:

An Enhanced List may also be available; see your system manager.

You can also program a number on an Abbreviated Dialing button that is *not* stored on an Abbreviated Dialing list. This Automatic Dialing number can be up to 16 digits and have a five-character label.

To program a number on an Abbreviated Dialing button

Note:

You must have an Abbreviated Program (Abr Program) button administered as well as the Abbreviated Dialing button. For this feature to work, the speaker is activated. Pressing  does not exit programming mode. You must hang up to update the display and exit programming mode.

1. Press the **Abr Program** button.
2. Follow the prompts on your display to program the number and label.

3. Press the **#** key to save the entry.
4. Press another Abbreviated Dialing button to program.

Note:

If you make a mistake while programming, press the **#** key to save the entry and then start over.

To call a number using an Abbreviated Dialing button

Press the **Abbreviated Dialing** button to automatically dial the stored number.

Call Forwarding All Calls

The Call Forwarding feature temporarily forwards all your calls to another extension or to an outside number, depending on your system.

To temporarily redirect all calls to an extension or outside number of your choice

1. Press the **Call Fwd** button (if administered) (while on-hook or off-hook) **or** Dial the Call Forward feature access code (while off-hook).

Note:

If you have console permission, next, dial the extension number whose calls are to be forwarded; receive dial tone.

2. When you hear dial tone, dial the extension or number where calls will be sent.
3. When you hear confirmation tone, hang up.

To cancel Call Forwarding

Press the **Call Fwd** button again (while on-hook) **or** Dial the Call Forward cancel code (while off-hook).


Call Park

The Call Park feature allows you to put a call on hold at your telephone for retrieval at any extension.


To park a call at your extension (for retrieval at any extension) when a Call Park button is administered

1. Press **Call Park**.
2. Hang up.

To park a call at your extension (for retrieval at any extension) when a Call Park button is not administered

1. Press .
2. Enter the Call Park feature access code.
3. When you hear confirmation tone, hang up.

To retrieve a parked call from another extension

1. Pick up the handset or press .
2. Dial the Answer Back feature access code.
3. When you hear a dial tone, dial the extension at which you parked the call.
If returning to a call parked at your telephone, dial your own extension.

Call Pickup and Directed Call Pickup

The Call Pickup feature lets you answer a call at your telephone for another extension in your pickup group. If you can use the Directed Call Pickup feature, you can pick up a call ringing at a specific extension without the extension being a member of your pickup group.

To answer a call placed to a member of your pickup group when your telephone is idle

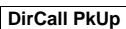
Press the  button (if administered) **or** Dial the Call Pickup access code.

The called telephone stops ringing, and you are connected to the ringing call.

To pick up a call directly for someone else in your office

Note:

Again, the Directed Call Pickup feature is designed for covering calls for associates while they are away from their desk. In this case, you do *not* have to be a member of the same pickup group.

1. Press the  button **or** Dial the Directed Call Pickup access code.
2. Dial the extension of the ringing telephone.

The called telephone stops ringing, and you are connected to the ringing call.

Leave Word Calling

The Leave Word Calling (LWC) feature leaves a message for a person at another extension to call you back. The called party can dial the message service such as an attendant, a voice mail system, or a covering user to retrieve a short, standard message that provides the following information:

- your name and extension
- the date and time you called
- the number of times you called

To leave a message after dialing an extension when your call is not answered, you hear a coverage or busy tone, or you have been put on hold

Press the **LWC** button (if administered) and listen for confirmation tone before hanging up.

Message lamp goes on at the called telephone (if so equipped).

Note:

If you hear reorder tone, the message is not stored. Try again.

To leave a message without ringing an extension

1. Press the **LWC** button **or** Dial the Leave Word Calling access code (while off-hook).
2. When you hear dial tone, dial the extension and listen for the confirmation tone.

Message lamp goes on at the called telephone (if so equipped).

3. Hang up.

To cancel a Leave Word Calling message

Note:

You cannot cancel a message left for an AUDIX subscriber.

1. Press the **Cancel LWC** button (while on-hook or off-hook) **or** Dial the Leave Word Calling cancel code (while off-hook).
2. When you hear dial tone, dial the extension and listen for confirmation tone.

Note:

If you hear reorder tone, the message is not canceled. Try again.

Send All Calls

The Send All Calls feature temporarily sends all your calls to your voice mail system or to another extension in the same system. Priority calls and automatic callbacks are not redirected by the Send All Calls feature.

Note:

Before you can use this feature, your system manager must provide a coverage path for your extension.

To send all calls except priority calls and automatic callbacks immediately to coverage

1. Press the **Send Calls** button (while on-hook) **or** Dial the Send All Calls access code (while off-hook).
2. Listen for confirmation tone.

Note:

You hear confirmation tone only when you use a feature access code.

To cancel Send All Calls

1. Press the **Send Calls** button again (while on-hook) **or** Dial the Send All Calls cancel code (while off-hook).
2. Listen for confirmation tone.

Whisper Page

The Whisper Page feature allows you, if you have appropriate permissions, to make an announcement to a person at another extension currently on another call. The Whisper Page feature forms a one-way speaking path to the destination you call. The person at the destination extension can hear you but not speak to you. Both people on the other call will hear a beep that indicates an incoming Whisper Page. However, only the person at the destination extension hears the announcement. The other person on the call cannot hear your announcement. If the person at the other extension wants to speak with you when you make a Whisper Page, that person can press the **WhisperAnbk** button.

Note:

If the person whom you have called is not using the telephone at the time you activate Whisper Page, the call is converted to a normal call.

Note:

Any person in the system can block Whisper Page calls. To block a Whisper Page call, press the **WhisperOff** button. When Whisper Page is off, the Whisper Page caller hears busy tone.

To make an important announcement such as an incoming call to someone at another extension busy on another call

1. While off-hook, press the **WhisperAct** button *or* dial the Whisper Page access code, and dial the extension.

Both people on the other call hear a beep.

Only the person whom you called hears your announcement.

2. Speak to the person you called.

If that person wants to speak with you, that person can press the **WhisperAnbk** button, which forms a two-party speaking path with your telephone. The other call at the destination extension is put on hold, and that person cannot hear your conversation. When the call is complete, the person to whom you were speaking can press the call appearance button of the held call.

To respond to a Whisper Page

1. When you receive a Whisper Page, you hear a beep, and then you hear the person calling you. If you want to speak to the Whisper Page caller, press the **WhisperAnbk** button. Your existing call is placed on hold, and you can speak to the Whisper Page caller.
2. When you finish with the Whisper Page call, press the call appearance of the held call.

Using Display Features

The following features are available only if your system manager administered them as feature buttons on your 2420 telephone.

Call Timer and Timer

The Call Timer and the Timer features measure elapsed time on a call.

The **Call Timer** feature, once activated, measures elapsed time *automatically* on all calls until you turn off the Call Timer feature.

The **Timer** feature, which you turn on and off manually, allows you to determine which calls you want to time *on an individual basis*.

Check with your system manager to see if you can use either of these features.

To use the Call Timer feature to measure elapsed time on telephone calls

1. Press the **Call Timer** button (if administered).

The Call Timer measures elapsed time automatically on all calls until you turn off the Call Timer feature.

2. When you want to turn off the Call Timer feature, press the **Call Timer** button again.

To use the Timer feature to measure elapsed time on an individual telephone call


1. Press the **Timer** button (if administered).
2. To stop the timer and clear the display, press **Timer** again. The elapsed time appears for three seconds.

Directory


The Directory feature allows you to search for the extension of another user in your call processing system directory by entering the user's name at the dialpad.

To search the directory for a name

1. Press the **Directory** button if administered.
2. Enter the selected name with dialpad keys:
last name, comma (use *****), **first name or initial**.
3. Press the **Next** button for each successive directory name you want to see. Your system manager must administer the **Next** button.

4. To search for a new name, press the **Directory** button, and repeat Steps 2 and 3.
5. When you are ready to exit the directory, press .

To place a call to the name shown on the display

1. Pick up the handset.
2. While the name is shown, press the **Make Call** button if administered as feature button "call-disp" **or**, if you do not have a **Make Call** button on your telephone, press , and then dial the number from the dialpad.


Note:

You can also leave your handset on-hook. The speakerphone turns on automatically when you press **Make Call** if this system feature is enabled.

Inspect

The Inspect feature shows you call-related information for an incoming call when you are already active on a call.

To use the Inspect feature





1. Press the **Inspect** button if administered.
2. Press the call appearance button in question.
Information appears on the display screen. You remain connected to the present call.
3. To return to the held call, press  and then the call appearance button of the held call.

Tones and Their Meaning




Note:

The following tables describe the defaults for each ringing and feedback tone. Check with your system manager to verify if the descriptions in the **Meaning** column are accurate for your system.







Ringing Tones are produced by an incoming call.

Ringing Tones		
Rings		Meaning
	1 ring	A call from another extension.
	2 rings	A call from outside or from the attendant.
	3 rings	A priority call from another extension, or from an Automatic Callback call you placed.
	ring-ping (half-ring)	A call redirected from your telephone to another telephone because Send All Calls or Call Forwarding All Calls is active.

Feedback tones are those which you hear through the handset, headset, or the speaker.

Feedback Tones		
Tones		Meaning
	busy	A low-pitched tone repeated 60 times a minute. This tone indicates that the number you dialed is in use.
	call waiting ringback	A ringback tone with lower-pitched signal at the end. This tone indicates that the extension you called is busy. The called party hears a call waiting tone. If you hear the call waiting ringback tone, you may want to activate Automatic Callback.
	confirmation	Three short bursts of tone. This tone indicates that the system accepted a feature activation or cancellation.

1 of 2

Feedback Tones	
Tones	Meaning
 coverage	One short burst of tone. This tone indicates that the system sent your call to another extension to be answered by a covering user.
 dial	A continuous tone. This tone indicates that you can start to dial.
 intercept/ time-out	An alternating high and low tone. This tone indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after you lifted the handset or dialed the previous digit.
 recall dial	Three short bursts of tone followed by a steady dial tone. This tone indicates that the system accepted the feature request. You can start to dial.
 reorder	A fast busy tone repeated 120 times a minute. This tone indicates that all trunks are busy.
 ringback	A low-pitched tone repeated 15 times a minute. This tone indicates that the number you dialed is ringing.

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