



Avaya 2420 Model Telephone

General Overview Information

The latest addition to digital telephone offerings by Telecommunications is the Avaya 2420 multi-line set. This set is designed for high volume end-users working in busy University departments. This new set is designed to provide various features in a single easily accessible unit to assist in meeting the needs of today's high volume of calls and information gathering for business and academic pursuits. Features include:

- | | |
|-------------------------|--|
| Call Log | This feature allows a user to customize how their set tracks incoming and outgoing calls. The calls can be incorporated into the telephone's speed dial list and directory for personal records. |
| Speed Dial List | This feature provides each user with the ability to store and manage up to 104 entries for daily speed dialing activities. These entries are used for quick access to frequently dialed numbers. |
| Large Screen Display | The new large screen design displays all feature and calling options in a series of soft-key display screens. <i>The term soft-key refers to the fact that these buttons are programmable to meet your particular department's needs by your Telecommunications Account Manager.</i> |
| Additional Capabilities | Each 2420 set has a built in headset jack and preprogrammed button for headset users. Previous telephones in the Avaya product line required extra equipment and/or programming. The 2420 is completely headset ready. |
| Standard Functions | The basic functions of the new 2420 model are based upon the current functionality that is found in Avaya's earlier digital model phones like the 6408, 6416, and the 6424 so users familiar with these phones will find this model very user friendly. |

2420 Model Telephones - Call Log

The 2420 has incorporated a new call log feature. Each telephone can store up to 100 entries in its call log. By default, all new calls are logged. Each user is able to change this feature using the Options feature in the display of their telephone. The following example shows how the log will be set up for each telephone:

1. Joe Taylor	732-555-4999
2.	41000
3. David Chase	703-555-1212
4. Hope Carrington	202-555-4321

USE < > to scroll
Select entry to view details

Done

Accessing the Call Log

To access the Call Log Summary Screen:

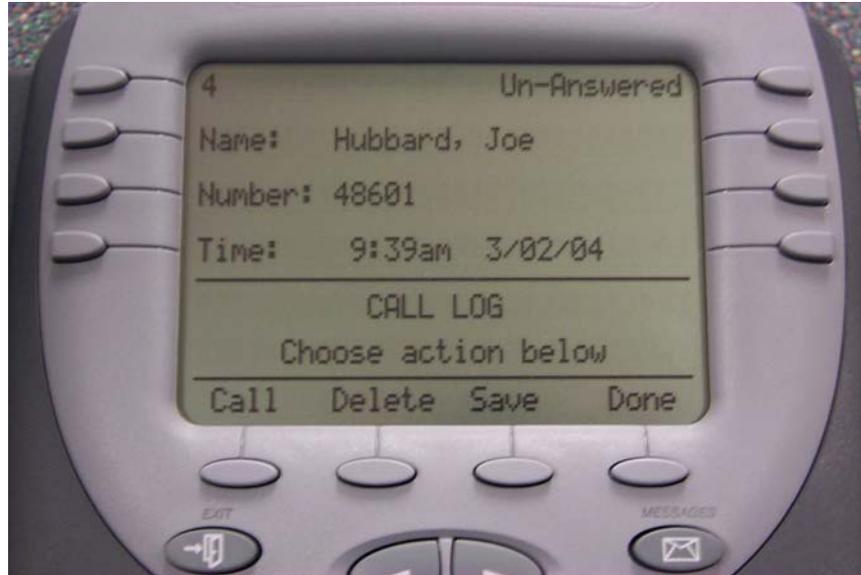
1. Press **Log** from the **Home Screen**
2. All incoming call information will be provided with the name and number for each new call. The system will provide up to 16 characters of information in the display for logging purposes.
3. All outgoing call information will be provided with the telephone number dialed from the set. If you are using a speed dial list, both the name and the telephone number will be added to the log. Your log will capture the name you assigned to the speed dial number. *Note: line 2 above does not have a name associated with it because it was an outgoing call with no information in the speed dial list for that number*

Viewing the Call Log Detail Screen

To access the Call Log Detail Screen:

- Press the associated soft-key for the item in the call log you intend to review (buttons to the left of each entry are the soft-keys in this case).
- The system will provide you with a detailed record of the call that includes the name, date telephone number, time, and how the call was treated when logged by your telephone.
- Once the log entry has been accessed, you have the following options:
 - **Call** - Feature allows user to call the number in this log entry
 - **Delete** - Feature allows user to delete this entry from the current log
 - **Save** - Feature allows user to add this entry to the Speed Dial List.
 - **Done** - Press to exit from the Log Detail screen.

See the Call Log Detail Screen on the next page.



Call Log Detail Screen (example)

Additional Call Log Information

Your Call Log records up to 100 calls total. When the log reaches its limit, the log will automatically replace the oldest call registered with the new telephone call information. This provides a continuous source of call information for the log.

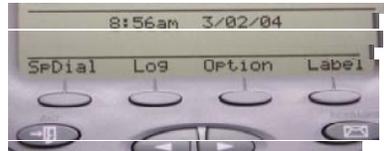
The total number of current new calls is provided from the **Home** display screen. Once the user accesses the call log the counter for tracking is automatically reset to zero (0) on the **Home** screen.

Speed Dial Overview

Your 2420 digital set provides each user with 104 programmable spaces for speed dial entries. Each entry can be programmed with up to 20 characters in the actual dial string. To assist in the personal management of this speed dial list each entry can be labeled with 13 upper and lowercase letters as well as other characters and numbers for easy dialing information.

Speed Dial Access

Users will access the Speed Dial feature by pressing **SPDial** from the **Home** screen on their 2420 set.



Speed Dial Screen

All items programmed in your personal speed dial list will appear in alphabetic order (or numeric order if you precede your entry with a number for ordering purposes). Eight entries appear on a single display page (see illustration below) when using the speed dial feature. All items programmed are stored in your telephone as your personal directory.

01 Charlie	05 Mom
02 Carolyn	06 Anna
03 Ken	07 Jennifer
04 Ron	08 Dave
Select name to CALL or Choose action below	
Add Edit	Delete Done

Speed Dial Screen (example)

Please note there is a soft-key the side or at the bottom of each word listed above.

Personal Speed Dial Screen Basics

Additional soft-key features become available once you have accessed the Speed Dial Screen. You will be given the option to

- **Add** - You may add new listings to your personal speed dial list
- **Edit** - This is used to change an existing speed dial entry. Press the key associated with edit and then press the key associated with the item you wish to change.
- **Delete** - Use this key to erase an entry that you no longer need.
- **Done** - Returns you to page 1 of the Home screen when pressed.

Using Your Personal Speed Dial To Call

To call a programmed telephone number:

- Press the soft-key associated with the name you intend to dial in the display. (*You may have to press the < and > to move to the page that contains the name of your choice if you have more than 8 entries.*)
- The system will automatically dial the pre-programmed number for the individual you selected.

2420 Digital Phone Quick Reference Guide

Custom Configurations via the Options Screen

Ring Pattern - Press this button to choose one of eight different ring patterns. Use the > Forward button and the < Back button to move between different patterns.

Contrast - Customize the contrast of your screen to display well in the light of your work environment

Log Setup - Program the Log to track or not track your incoming, outgoing, and/or unanswered calls.

Visual Ring - Program your phone to make the voicemail light blink on your phone when you are receiving a call.

< BACK - Move backward in your current screen options

> Forward - Move forward in your current screen options

Self Test - Has the phone perform a self diagnostic of all display capabilities. A technician will use this if necessary. **Not recommended for use.**

Display Mode - Switch between single user and Call Center Operator Modes. Not necessary for most University Staff. **Not recommended for use.**

Erase All - This restores your phone to factory and system defaults. **Not recommended for use** as you will lose all your programmed options and speed dials!

Language - Have your phone display appear in one of eight different languages: English, German, French, Spanish, Italian, Dutch, Portuguese, or Japanese.

2420 Digital Phone Quick Reference Guide

Screen Button Function Guide

SET-ID - Your 2420 is a multi-line set. You will have multiple appearances of your line so that you can receive more than one call, transfer, and conference calls together.

In this example there are three appearances of extension 6-3687. The lines in use will have a small icon next to them indicating their in use status. A call coming in on a line will have a bell icon next to it.

SD (or AD) - This stands for Speed Dial and may appear as AD for Auto Dial also. This is programmable by you to dial frequently dialed numbers.

To program a speed or auto dial button follow these steps
 1. Press * 0 on your phone
 2. Press the SD button you want to program
 3. Dial the number you want it to dial (remember if it is an off campus number you will need to start with a 9)
 4. When completed entering the number press #
Tip - See Label Instructions on this page!

Speed Dial - This button takes you to another group of speed dial buttons that you can program and use to save frequently dialed numbers. These are programmed using the step by step instructions provided on screen.

Log - This button takes you to a menu which displays up to 100 of your incoming and outgoing calls. These logs will be overwritten in sequence after you have filled up the 100 number capacity.

Speed Dials - More customizable buttons for you to program. (Please note that not all phones will be configured the same way). The programming is dependant upon your work needs.

Send All Calls (SAC) - This button tells your phone that you are busy and that all calls should go straight to voicemail. You will only have this button if you have voicemail on the associated phone. When the SAC feature is active you will have a triangle icon next to the button.

Call Pickup - If you are a member of a Call Pick Up Group this button will allow you to answer the ringing phone of other members of your group.

Label - To re-label any button on the screen so you can recognize it (works great with Speed Dial buttons!)
 1. Press Label on your phone.
 2. Choose Edit in the sub menu that will pop up
 3. Press the button you just programmed
 4. Using the letters on the corresponding number keys to spell out a short easily recognizable name. (ex. 2 would give you in sequence A then B, then C)
 5. Continue spelling out the name using the > button to move to the next letter when necessary until you have spelled it out.

Option - Takes you to configuration options like Ring, Contrast, etc?. which you can set for your phone. See Options Programming Instruction Sheet for more information

2420 Digital Phone Quick Reference Guide

Button Function Guide Quick Reference

EXIT - Brings you back to your home screen from anywhere in the multiple electronic screens.

SPEAKER - Activates the speaker phone for hands-free conversations.

HEADSET - Toggle switch for activating and deactivating your headset without lifting the handset.

MUTE - Allows you to stop your caller from hearing any ambient conversation. Works with handset, headset, and speaker.

Volume Up and Down - Allows you to adjust the volume of the item in use. If on *speaker* the speaker volume will be adjusted. If on *handset* the handset volume will be adjusted. If nothing active the *ringer* volume will be adjusted.

Forward / Back - Takes you through the three pages of electronic screens.
> Next Page
< Last Page

MESSAGES - One touch dialing to the GW Voicemail System. *The red light at the top of your phone will indicate when you have a new voice mail message.*

HOLD - Places your active line on hold so you can answer another call.

TRANSFER - Transfers caller to another extension. When on a call press transfer. Dial the number you wish to transfer the call to. Once the party answers press transfer again.

CONFERENCE - Bridges two or more calls together for a conference call. When you are on a call press conference. You will get another dial tone. Dial the number you want to add and once they answer press conference again to bridge the calls. Can conference up to 5 additional parties.

DROP - Drops the call you are currently on. Works in conjunction with a headset.

REDIAL - Dials the last number called.