2420 Digital Telephone User's Guide

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Contents

Overview 1
Support for Call Center Users 2
Support for Optional Devices 3
Safety Information 3
2420 Telephone Components 4
2420 Telephone User Checklist 6
The Home Screen 7
Navigating in the Home Screen Pages 8
Call Appearance and Call Identification Displays 8
Status Icons 9
Call-Handling Features 10
Getting Messages 14
The Speed Dial Screen 15
Working in the Speed Dial Screen 16
Managing Your Speed Dial List 17
Quick Access to Speed Dial Entries 17
Insert Mode 17
Entering Characters 17
Dialing Conventions 18
The Call Log Screens 21
The Call Log Summary Screen 21
Working in the Call Log Summary Screen 22
Call Log Detail Screen 23
Working in the Call Log Detail Screen 24
Using the Call Log 25
The Label Action Screen 27
Working in the Label Action Screen 28
Managing Your Call Appearance/ Feature Button Labels 29
The Options Screen 32
Working in the Options Screen 33
Selecting Personalized Options 34
Using Selected Voice Features 40

Using Display Features 45
Tones and Their Meaning 47
Index 49

Overview

The 2420 Digital Telephone is a multi-line digital telephone for use with an Avaya MultiVantage™ software 1.1 or later. It is designed to put 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, and 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. Up to 24 additional call appearance/feature buttons for your call processing system can be displayed on the optional EU24 Expansion Module (see “Support for Optional Devices” on page 3).
- **a customizable interface—**that allows you to create personal speed dial lists, to specify the call types you want to appear in the call log, to select the telephone ring pattern, to customize the call appearance/feature button labels, and to 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 (including calling party name and number, when available, for incoming calls) and allows you to specify the call type (that is, answered or unanswered incoming calls, and outgoing calls) that is logged.
- **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.

As soon as you install the 2420 telephone, you can take advantage of these powerful features because your telephone is instantly recognized by your call processing system. Depending on how it is administered at the call processing system, the 2420 telephone can also be moved to another office at your location and begin working without interruption. There’s no need to wait for reprogramming or technical support.

Support for Call Center Users

To meet the needs of those working in call centers, the 2420 telephone offers the following:

- **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 —**works with one headset directly connected to the 2420 telephone via an amplifier adapter (HIC-1) cord. The following headsets are supported:
  - — 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
- **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're assisting a customer via the headset, your supervisor can use the speaker to listen to the conversation. Note that the operation of this feature is affected by the modules (if any) installed with your 2420 telephone. See "Speakerphone" on page 12 for details.
- **recording capability (optional)—**allows you to record conversations while you are assisting a customer (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 comes 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 are using a 200A or 201A module.
- **200A Module Analog (U.S.) Adjunct Interface—**This module provides standard tip/ring capabilities, allowing 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 additional headsets via the jacks on the 20A stand.
- **EU24 Expansion Module—**This module can display up to 24 additional call appearance/feature buttons that have been 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 has been manufactured according to industry standards for quality and safety assurance. When using your telephone, follow recommended safety precautions to reduce the risk of fire, electric shock, and personal injury. See the *2420 Installation and Safety Instructions* that were packaged with your telephone.

2420 Telephone Components

Refer to Figure 1 below to familiarize yourself with your 2420 telephone screen display, buttons, and programmable features.

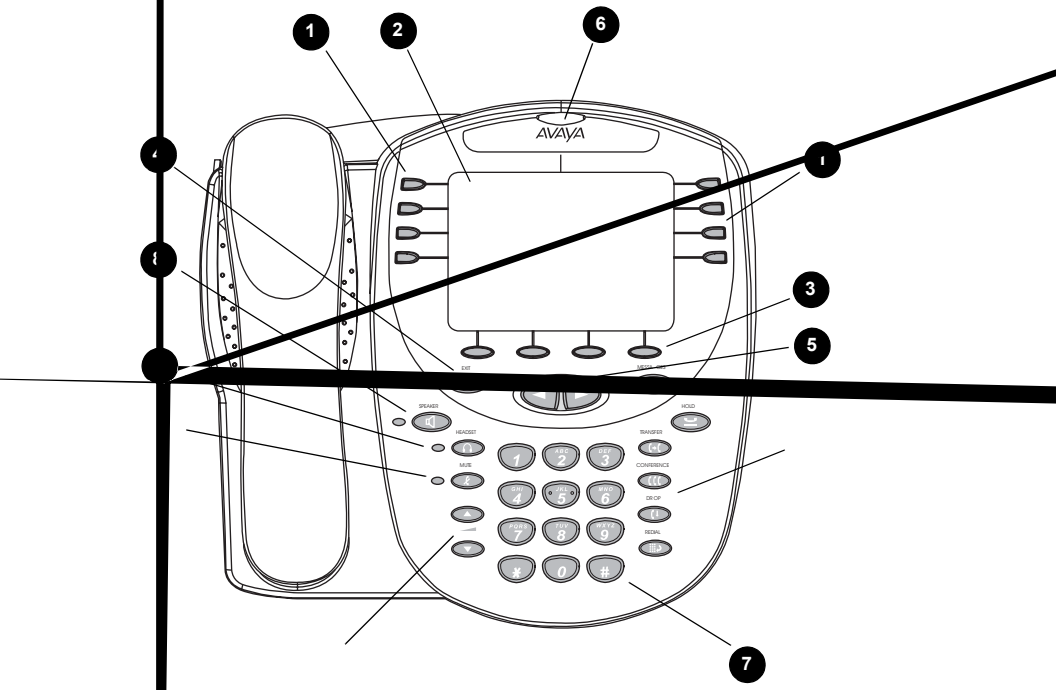

FIGURE 1 2420 Telephone Components

Table 1 describes the 2420 telephone components presented in Figure 1.

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 may want to perform.

To	See
Understand call appearance/ feature button displays	“The Home Screen” on page 7
Change call appearance/feature button layout by enabling Call Center mode	“The Options Screen” on page 32
Handle calls (that is, answer and make calls, hold calls, transfer calls, redial numbers, set up conference calls, etc.)	“Call-Handling Features” on page 10
Understand your personal directory vs. the call processing system Directory feature	“The Speed Dial Screen” on page 15
Create and maintain a Speed Dial List	“Managing Your Speed Dial List” on page 17
Make Speed Dial calls	“Call-Handling Features” on page 10
Customize the labels of the call appearance/feature buttons	“Managing Your Call Appearance/ Feature Button Labels” on page 29
Understand the Call Log Summary and Call Detail screens	“The Call Log Screens” on page 21
Change the default Call Log settings	“Call Log Setup” on page 35
View or update information saved in the Call Log	“Using the Call Log” on page 25
Make calls from the Call Log	“Using the Call Log” on page 25
Retrieve voice mail messages	“Getting Messages” on page 14
Check lamp and display component status	“Self Test” on page 36
Change default language, ring pattern, display contrast, display mode, visual ring settings	“Selecting Personalized Options” on page 34
Erase all personalized options and restore default settings	“Selecting Personalized Options” on page 34

The Home Screen

The Home screen, which consists of three pages, displays the available call appearance/feature buttons, caller ID information, the current date and time, softkeys, and information provided by the Avaya call processing system.

In general, you use the Home screen to perform standard call handling. When the 2420 telephone is operating in normal display mode, eight call appearance/feature buttons are displayed on each page of the Home screen (as shown in Figure 2).

Note: In Call Center Mode, 12 call appearance/feature button labels are displayed on each of the first two pages of the Home Screen. Four call appearance/feature buttons (with shortened labels) rather than softkey labels are displayed at the bottom of pages 1 and 2. The softkey labels are displayed 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 37.

The date and time information is provided by your call processing system. This information is displayed below the call appearance/feature button area when the telephone is idle.

Note: After initially plugging in a 2420 telephone or after a power outage, it may take several minutes before the time and date appear on the screen. If the date and time displayed are incorrect, contact your system manager.

If you program your 2420 telephone to log new calls, the counter displaying this number of new calls appears below the date and time. Every time you access the Call Log Summary screen (see "The Call Log Screens" on page 21) to view the information in the call log, the counter is reset to 0.

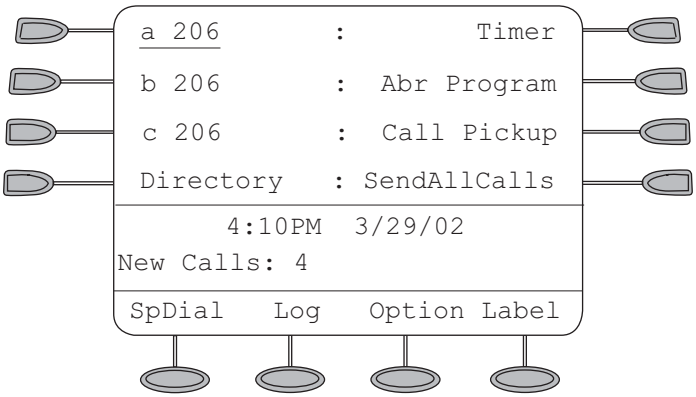

FIGURE 2 Sample Home Screen - Page 1

Navigating in the Home Screen Pages

Navigating in the Home Screen Pages	
To	**Press**
Move to the next or previous 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; 12 call appearance/feature buttons are shown on the first two pages of the Home Screen when Call Center mode is enabled.

Beginning 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 are identified by 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 (identified by default labels **q**, **r**, **s**, **t**) are also displayed (with abbreviated labels) along the bottom of the screen.

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 identification information associated with an extension is provided by the call processing system. When a call is received from another extension, the caller's name is shown; when a call is received from outside, the calling number (if available), "OUTSIDE CALL," or a trunk identifier is shown.

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 (see "Status Icons" on page 9), which is underlined. After you answer the call, the active call icon is displayed.

Note: If the call appearance is not displayed on the current Home screen page, use ◄ or ► to locate and answer the appropriate call appearance.

The display remains in call handling mode until you activate one of the other softkey features. After using any of these features, return to Page 1 of the Home Screen by pressing .

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 47 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, refer to the *Overview for the Avaya MultiVantage™ 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 is displayed (see “Call Appearance and Call Identification Displays” on page 8, earlier in this guide, for details).

To answer an incoming call

Do 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 12).
- If you are active on a call already, place the active call on hold (see “Hold” on page 11), and then answer the incoming call.
- 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 from the 2420 telephone using a variety of methods.

To make a call manually

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

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

To have the 2420 telephone make a call automatically

Do any of the following:

- Press to have the 2420 telephone dial the last number that you dialed.
- Access the Call Log and initiate a call to a specific entry. See “Using the Call Log” on page 25 for more information.
- Access the Speed Dial List in your personal directory and initiate a call to a specific entry. See “Speed Dial” on page 11.

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 17 for creating and maintaining your personal 2420 telephone directory.

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

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

   The Speed Dial screen is displayed.

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 may 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 (up to 24 digits) you dialed.

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. Keep in mind that two-way speakerphones may not operate satisfactorily in every environment (such as 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 ACG by setting “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 will not be increased automatically. See “Working in the Options Screen” on page 33.

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. Do one of the following:
   - 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. Go to 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 is displayed.

Note: Your system manager may 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 (CONF).
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 (CONF) again.
   (If the called party does not answer or does not want to join the conference, press (TRANSFER). 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 (CONF).
2. When you hear dial tone, press the call appearance button corresponding to the held call.
3. Press (CONF) again.

To remove the last person added to the conference call

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

Getting Messages

Message

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

Note: Certain features must be programmed by your system manager to activate the Message button. Please see your system manager if the message lamp is not working properly. See Chapter 21, “Features and Technical Reference,” of the *Administrator’s Guide for Avaya MultiVantage™ 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, which is administered by your system manager, allows any call processing system user to search for the extension of another user in the call processing system directory. For more information about the Directory feature, see "Using Display Features" on page 45.

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.

Figure 3 shows a sample Speed Dial screen.

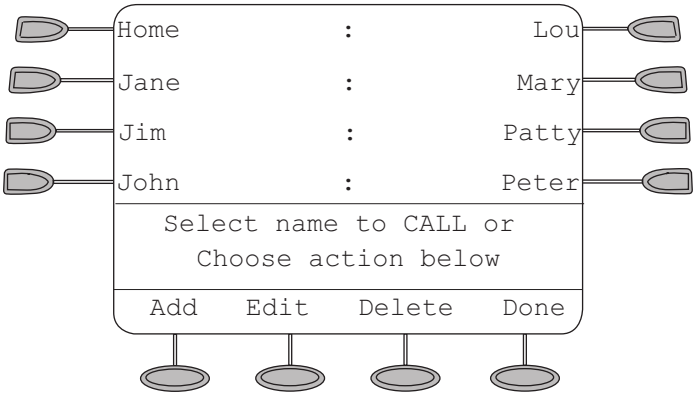

FIGURE 3 Sample Speed Dial Screen

In addition to placing calls from the Speed Dial screen, you can add entries, delete entries, and make changes to saved entries in your personal speed dial list using the softkeys displayed at the bottom of the screen. See "Managing Your Speed Dial List" on page 17 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	◄
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 were working previously	The Done softkey (see Note below)
Return to Page 1 of the Home screen	at any time

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

Note: Keep in mind that whenever you are working in the Speed Dial screens (adding, editing, and deleting speed dial entries), 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 using the softkeys displayed at the bottom of the screen. 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 beginning with the letters that correspond to these keys. For example, press 3 to locate the first entry that begins with the letter “D.” If no entries begin with the letter “D,” then the first entry that begins with the letter “E” is selected.

Insert Mode

After you select a speed dial entry for editing, you can use the Insert Mode while you are working in the Edit screen. When Insert Mode is enabled (as indicated by **<** icon to the right of **Insert Mode** in the lower right corner of the screen display), 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.

To turn Insert Mode on and off, press its associated button on the Edit Name/ Number screen. Note that when you first access the Edit Name screen, Insert Mode is “off.”

Entering Characters

Keep in mind that each time you press a key on the dialpad, the alphabetic character associated with the key is shown on the screen display. In some cases, you may 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 of 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, the characters “a” and “c” are both entered using the 2 key).

Dialing Conventions

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

- You can enter telephone numbers up to 20 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 may 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 ones.

To add speed dial entries to your personal directory

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

   The Speed Dial screen is displayed (or, if no Speed Dial List already exists, the Empty Speed Dial List screen is displayed).

2. Press the **Add** softkey.

   The Edit Name screen is displayed with the Name field underscored.

   Note: If the directory is full, a message is displayed indicating that your Speed Dial list is full. You must delete an existing entry before a new entry can be added. See “Deleting Speed Dial Entries” on page 20.

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, the next character will be an uppercase letter, and the following characters in that word will appear in lowercase. 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.

4. When you are done entering a name, press the feature button to the left of the Number field (Edit Number screen) to advance to that field.
5. Using the dialpad, enter the telephone number for this speed dial entry. You can enter numbers up to 20 characters long, including special characters and spaces.
6. When you are done entering the telephone number, do one of the following:
   - 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 is displayed.
2. Press the **Edit** softkey.

   The Edit Name screen is displayed.

   Note: You can use ◄ and ► or the index feature to locate the entry you want to edit.
3. Press the feature button corresponding to the entry you want to edit.

   The Edit screen is displayed 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. 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.
5. When you are done editing the name, press the feature button to the left of the Number field (Edit Number screen) to advance to that field. Otherwise, go to Step 7.

6. Using the dialpad, edit the telephone number for this speed dial entry. You can enter numbers up to 20 characters long, including special characters and spaces.

   Note: You can use the feature button to the right of the Number field to go directly to the end of any existing text in that field. The feature button to the left of the Number field takes you directly to the start of any 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 are done making changes, do one of the following:
   - 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 is displayed.

2. Press the **Delete** softkey.

   The Delete screen is displayed.

3. Press the feature button corresponding 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 containing the entry.

   The DELETE this entry? prompt is displayed.

4. Do one of the following:
   - 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, all new calls are logged, and the number of new calls is displayed below the date and time on your 2420 telephone (see "The Home Screen" on page 7).

Note: When power to the telephone is interrupted, all entries in the Call Log are erased.

You can disable the Call Log or specify certain call types you want logged using the Log Setup option on the Options screen (see "The Options Screen" on page 32).

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). Note that the caller's name may be abbreviated if it is longer than 16 characters.
- For outgoing calls—the telephone number (that is, the digits that you entered on the 2420 telephone dialpad). If you used the speed dial list to make a call, speed dial entry name and number are displayed 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 (see Figure 4). You can use ◄ and ► to page through all logged calls.

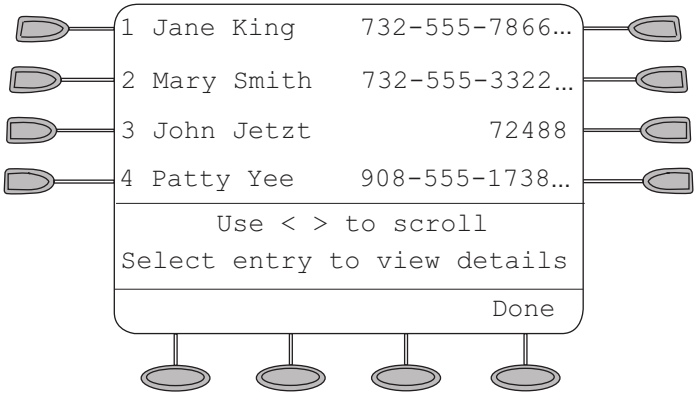

FIGURE 4 Sample Call Log Summary Screen

The most recent call is displayed 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: Every time you access the Call Log Summary screen to view the information in the call log, the counter displaying new calls is reset to 0.

To view more information (such as the date and time) 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	◄
Return to the Home screen in which you were working 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 25).

A sample Call Log Detail screen is shown in Figure 5.

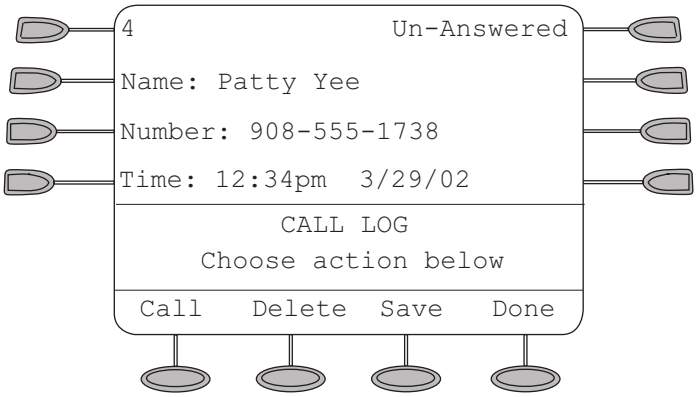

FIGURE 5 Sample Call Log Detail Screen

The number displayed in the upper left corner of the screen indicates the position of this call in the log summary. The call type (that is, *Answered*, *Un-answered*, or *Outgoing*) is displayed in the upper right corner.

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	◄
Remove the selected entry	The Delete softkey
Save the selected entry as a speed dial entry	The Save softkey
Return to the Home screen in which you were working 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, and outgoing calls. For information on disabling the Call Log or changing the call types you want logged, see “Call Log Setup” on page 35 in “Selecting Personalized Options.”

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 is displayed.

2. Use ◄ and ► to scroll through the Call Log Summary pages.
3. To view information about a specific entry, press the button corresponding to the entry.

   The Call Log Detail screen for this entry is displayed.

4. 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 is displayed.

2. Use ◄ and ► to scroll through the Call Log Summary pages.
3. When you locate an entry you want to call, press the button corresponding to the entry.

   The Call Log Detail screen for this entry is displayed.

4. Press the **Call** softkey to make the call.

Note: You can make calls directly to extensions using this method. To call outside numbers, go off-hook and dial the necessary code (for example, “9” for a local or seven-digit call or “9” and “1” for a 10-digit call). 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 is displayed.

2. Use ◄ and ► to scroll through the Call Log Summary pages.
3. When you locate an entry you want to save, press the button corresponding to the entry.

   The Call Log Detail screen for this entry is displayed.

4. Press the **Save** softkey.

   The Edit Name screen is displayed showing the name and number information from the Call Log.

5. Do one of the following:
   - To save the entry to your Speed Dial List as shown on the current screen, 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. Then, make your changes (using Insert Mode). When you are done entering changes, press the **Save** softkey.

   The entry is saved to your Speed Dial List.

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 is displayed.

2. Use ◄ and ► to scroll through the Call Log Summary pages.
3. When you locate an entry you want to delete, press the button corresponding to the entry.

   The Call Log Detail screen for this entry is displayed.

4. Press the **Delete** softkey.

   The entry is 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

The Label Action screen is shown in Figure 6.

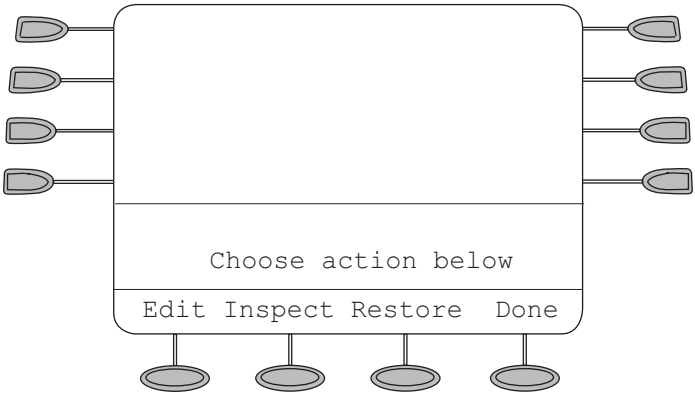

FIGURE 6 Label Action Screen

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 were working previously	The Done softkey (see Note below)
Return to Page 1 of the Home screen	at any time

Note: After you access specific screens to 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: Keep in mind that whenever you are changing 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, and 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 is displayed.

2. Press the **Edit** softkey.

   The Label Select screen is displayed.

   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) corresponding to the label you want to edit.

   The Label Edit screen is displayed. 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 default 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 ◄ twice.

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

4. 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.

5. When you are done making changes, do one of the following:
   - 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 .
6. Repeat Steps 3 through 5 to edit more labels.

Viewing the Default Labels

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

To view the default labels

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

   The Label Action screen is displayed.

2. Press the **Inspect** softkey.

   The Label Inspect screen is displayed showing the default labels for the 2420 telephone. If an EU24 Expansion Module is installed, the default labels are also displayed on the EU24 Expansion Module.

3. 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 default labels.
4. Do one of the following:
   - To return to the Label Action screen, press the **Done** softkey.
   - To return to Page 1 of the Home screen, press .

Restoring the Default Labels

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

To restore the default labels

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

   The Label Action screen is displayed.

2. Press the **Restore** softkey.

   The Label Restore screen is displayed.

3. Press the **Erase** softkey.

   The Confirm Erase All prompt is displayed.

4. Do one of the following:
   - To erase the custom labels and restore the default labels, press the **Erase** softkey.
   - To return to the Label Action screen *without erasing the custom labels and restoring the default labels*, press the **Cancel** softkey.
   - To return to Page 1 of the Home screen *without erasing the custom labels and restoring the default labels*, press .

The Options Screen

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

- ring pattern
- screen contrast
- log setup
- visual ring
- 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)
- erase all personal settings (except contrast level), stored Call Log, speed dial entries, and customized labels, and return the 2420 telephone to its default settings

A sample Options screen is shown in Figure 7.

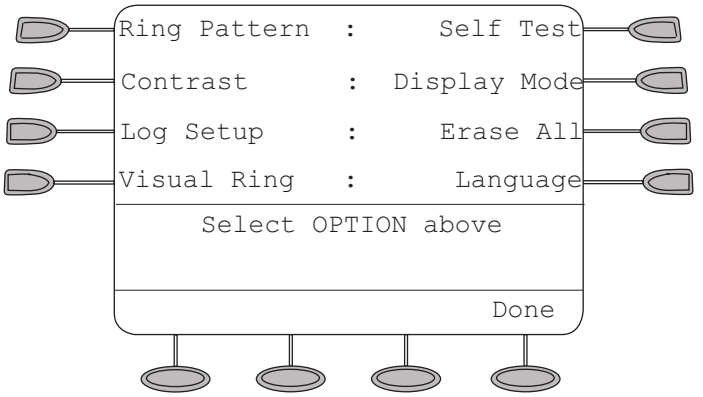

FIGURE 7 Sample Options Screen

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 were working previously	The Done softkey
Return to Page 1 of the Home screen	at any time

Note: If you press ▶, a second screen is displayed that allows you to enable and disable the Automatic Gain Control (AGC) feature for the handset, headset, or speakerphone. *It is strongly recommended that you leave the default settings unchanged; however, hearing aid users may benefit from disabling the AGC feature for the handset.* 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 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 are working in the Ring Pattern option screen, you are automatically returned to the Home screen to facilitate call handling.

To select a personalized ringing pattern

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

   The Options screen is displayed.

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

   The Select Ring screen with the current ring pattern is displayed.

3. 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.

4. Do one of the following:

   - 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 Options screen.
   - If you want to return to the 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.

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 is displayed.

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

   The Display Contrast screen is displayed.

3. Use ◄ and ► to adjust the level of contrast.

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

4. Do one of the following:
   - 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 will be logged. These call types include:

- Answered (incoming)
- Un-answered (incoming)
- Outgoing

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

Note: For information about viewing the Call Log Summary, see "The Call Log Screens" on page 21, earlier in this guide.

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 is displayed.

2. Press the **Log Setup** feature button.

   The Call Log Setup screen is displayed with an underscore displayed in the Yes/No setting column.

3. Press the appropriate button on the right side of the display. For example, press button 6 to select the Answered call type and change the Yes/No setting with a single button press.
4. Do one of the following:
   - 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 to change the settings, all entries that do not match the call types you have just specified will be deleted from the call log.

Visual Ring

The Visual Ring option on the Options screen allows you to choose a visual alert for incoming calls. When you enable this option, the telephone rings and the lamp above the 2420 display area flashes when an incoming call arrives.

To set the Visual Ring option

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

   The Options screen is displayed.

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

   The Visual Ringing Alert screen is displayed.

3. Press the **Yes/No** softkey (or press button 6) to indicate whether you want Visual Ring enabled.
4. Do one of the following:
   - 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 this screen, verifies the operation of the 2420 telephone's lamps and display components. It also provides information regarding the 2420 telephone firmware version, link status, and module status. While the telephone is running in self-test mode, you can continue to make and receive calls using the dialpad and call-handling buttons as usual.

To have the 2420 telephone perform a self test

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

   The Options screen is displayed.

2. Press the **Self Test** feature button.
3. Press and hold the **Test** softkey to begin the test process.
4. Do one of the following:
   - 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 .

Display Mode (Call Center Mode)

When the 2420 telephone is first installed, it is set to display 8 call appearance/feature buttons per screen page. The Display Mode option on the Options screen allows users (particularly those working in Call Centers) to choose an alternate display of 12 call appearance/feature buttons on each of the first two screen pages.

To set the Display Mode option

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

   The Options screen is displayed.

2. Press the **Display Mode** feature button.

   The Display Mode screen is displayed.

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. Do one of the following:

   - 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 Call Center mode is enabled, call appearance/feature buttons 1 through 4 appear on the left side of the display. Call appearance/feature buttons 5 through 8 are displayed down the right side. On the first screen page, labels for call appearance/feature buttons17 through 20 are displayed (with shortened labels) along the bottom of the screen.

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

Erase All

The Erase All option on the Options screen allows you to erase all of the personalized settings and reset the 2420 telephone to its default settings. This option erases your customized call appearance/feature button labels and all entries saved in your Call Log and Speed Dial List.

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

To erase all personalized settings

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

   The Options screen is displayed.

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

   The Erase All screen is displayed with a message indicating that the Speed Dial List, User Labels, and Call Log will be erased, and the User Options will be reset to the factory default values.

3. Do one of the following:

   - If you want to erase all settings, press the **Erase** softkey.

   The Confirm Erase screen is displayed.

   - 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 .

4. Do one of the following:

   - If you want to erase all settings, press the **Erase** softkey. All personalized settings are erased. The default settings are restored, 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.

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 is displayed.
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 is redisplayed in the language you have selected.
4. Do one of the following:
   - 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; numbers on Group Lists are programmable by the controller of the list; System Lists and Enhanced Lists are programmable only by the system manager.

Note: Calls that you make using 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 AD list button or feature access code

1. Press the AD list button (if administered) ***or*** Dial the appropriate AD 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 AD button that is *not* stored on an AD list. This Automatic Dialing number can be up to 16 digits and have a five-character label.

To program a number on an AD button

Note: You must have an Abbreviated Program (Abr Program) button administered as well as the AD button. For this feature to work, the speaker will be 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 AD 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 AD button

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

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

   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 will be able to dial the message service (for example, an attendant, AUDIX or other voice mail system, a covering user, etc.) to retrieve a short, standard message which gives your name and extension, the date and time you called, and 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. Note that 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. Only the person at the other extension hears the announcement; the other person on the call cannot hear the message.

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

1. Press the **Whisper Page** button ***or*** Dial the Whisper Page access code.

   Both people on the other call hear a beep.

   The person whom you have called can press the **Whisper Answer** *button which forms a two-party speaking path with your telephone. The other call is put on hold and that person cannot hear your conversation.*

2. Speak with the person you have called.

   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 with the **Whisper Answer** button administered on the telephone can block Whisper Page calls by pressing the **Whisper Off** button.

Using Display Features

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

Call Timer and Timer

The Call Timer and the Timer features are used to 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 will measure 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 is displayed for three seconds.

Directory

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

To search the directory for a name

1. Press the Directory button (if administered).
2. Key in the selected name with dial pad keys:
   last name, comma (use *), **first name or initial.**
3. Press the Next button for each successive directory name you wish to see. (The Next button must be administered by your system manager.)
4. To search for a new name, press the Directory button and go through the above sequence again.
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 Call Disp button (if administered) ***or,*** if you do not have a Call Disp button on your set, press and then dial the number using the dial pad.

   Note: You can also leave your handset on-hook. The speakerphone will turn on automatically when you press Call Disp 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, or, with this feature, you can see who is on hold.

To use the Inspect feature

1. Press the Inspect button (if administered).
2. Press the call appearance button in question.

   Information is shown 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 tables below 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 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; indicates the number dialed is in use.
	call waiting ringback	A ringback tone with lower-pitched signal at the end; indicates the extension call is busy, and the called party has been given a call waiting tone. If you hear this tone, you may wish to activate Automatic Callback.
	confirmation	Three short bursts of tone; indicates a feature activation or cancellation has been accepted.

continued on next page

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

Index

Numerics

200A Module Analog (U.S.) Adjunct Interface, 3
201A Module Recorder Interface, 3
20A Stand, 3
2420 telephone
  display features, 45
  feedbacktones, 47
  personal directory, 15
  ringing tones, 47
  supported languages, 39
2420 telephone components, 4
2420 telephone display, 5

A

Abbreviated Dialing, 40
AD button, 40
adding Speed Dial entries, 18
AGC feature, 33
arrow keys, 5
Automatic Dialing, 40
Automatic Gain Control feature, 33

B

buttons, 5

C

call appearance displays, 8
call appearance/feature buttons, 5, 8
call center features, 2
Call Center Mode, 2, 7, 37
  button displays, 37
Call Forwarding, 40, 41
call handling buttons, 5
call handling features, 10
call identification, 21
call identification displays, 8
Call Log
  saving entries, 26
  setting up, 35
  viewing, 25
Call Log Detail screen, 23, 24
Call Log feature, 25
Call Log screens, 21
Call Log Summary screen, 21, 22
Call Park, 41
Call Pickup, 42
Call softkey, 25
Call Timer, 45
call type, 23
calls
  answering, 10
  conferencing, 14
  holding, 11
  making, 10
  redialing, 11
  speakerphone, 12
  Speed Dial, 11
  transferring, 13
Case softkey, 19, 29
checklist, 6
Conference feature, 14
Contrast feature button, 34

D

deleting entries, 20
deleting Speed Dial List entries, 20
dialing conventions, 18
dialpad, 5
Directed Call Pickup, 42
Directory, 45
Directory feature, 15
display contrast, 34
display contrast level, 38
display features, 45
  Call Timer, 45
  Directory, 45
  Inspect, 46
Display Mode feature button, 37
Display Mode option, 37

E

editing Speed Dial entries, 19
Erase All feature button, 38
Erase All option, 38
Erase softkey, 38
EU24 Expansion Module, 3
Exit button, 5

F

feature, 15, 42
feedback tones, 47

G

Group Listen feature, 2

H

headset button, 5
headsets supported, 2
Hold feature, 11
Home screen, 7
    navigating pages, 8

I

index feature, 17
Insert Mode, 17
Inspect, 46

L

Label Action screen, 27
    navigating, 28
Label softkey, 27
Labels, 29
Language feature button, 39
Language option, 39
Last Number Dialed feature, 11
Leave Word Calling, 42
Log Setup feature button, 35
Log Setup option, 35
Log softkey, 26

M

Message lamp, 5, 14
message retrieval, 14
message service, 42
Mute button, 5

N

navigating, 22, 24

O

Option softkey, 32, 34
optional devices supported, 3
options, 34
    Call Center Mode, 37
    Call Log setup, 35
    display contrast, 34
    Display Mode, 37
    Erase All, 38
    Language, 39
    ring pattern, 34
    Self Test, 36
    Visual Ring, 36
Options screen, 32
    navigating, 33
overview, 1

P

personal directory, 15, 18
personal directory calls, 11
personalized options, 34
Play softkey, 34

R

Redial feature, 11
ring pattern, 34
Ring Pattern feature button, 34
ringing, 47
ringing tones, 47

S

safety information, 3
saving Call Log entries, 26
screen, 34
Self Test feature button, 36
Self Test option, 36
self-test mode, 36
Send All Calls, 43
softkeys, 5
speaker button, 5
speakerphone calls, 12
speakerphone feature, 12
Speed Dial List, 17, 20
    adding entries, 18
    editing entries, 19
    index feature, 17
    saving entries from Call Log, 26
Speed Dial screen, 15
    navigating, 16
status icons, 9

T

Test softkey, 36
Timer, 45
tones
    feedback, 47
Transfer feature, 13
trunk identifier, 8

U

user checklist, 6

V

Visual Ring feature button, 36
Visual Ring option, 36
voice features
    Abbreviated Dialing, 40
    Call Park, 41
    Call Pickup, 42
    Leave Word Calling, 42
    Send All Calls, 43
    Whisper Page, 44
volume control buttons, 5

W

Whisper Page, 44