Answer a call: When a call arrives at your 2410 telephone, you hear a ringing tone, and a blinking bell icon appears on the associated call appearance. In addition, call identification information is displayed.

Answering a Incoming call:

- If you are not active on another call, answer the call with your handset, headset, or speakerphone.
- If you are active on a call already, place the active call on hold, and then answer the incoming call.
- If the call appearance for the ringing call is not displayed on the current Home screen page use The **Left** arrow and **Right** arrow to cycle through the pages. Use the **EXIT** button 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.

Left Arrow Right Arrow

Make a call

To manually make a call:

- Go off hook with the handset, headset, or speaker.
- When you hear dial tone, enter the extension or telephone number.

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

For Automatic calls:

- Press the Redial button to have the 2410 telephone dial the last number you dialed.
- Access the Call Log and start a call to a specific Entry.
- Access the Speed Dial List in your personal directory and start a call to a specific entry.

Redial Button

Hold

- The Hold feature puts a call on hold until you can return to it. To put a call on hold press the **RED Hold** button.
- To return to the Held call, press the appearance button of the held call.

Hold Button

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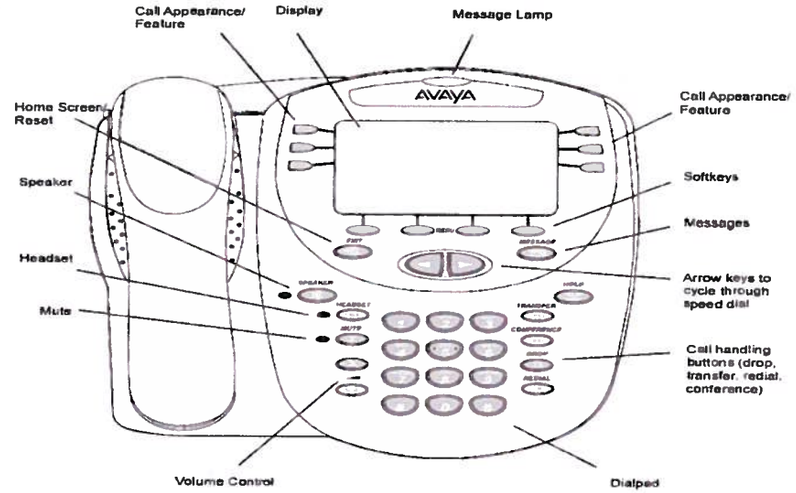
2410 DIGITAL TELEPHONE

QUICK REFERENCE GUIDE

Help Desk Number



Call appearance/feature buttons: Used to access incoming/outgoing lines and programmed features.

Display: Shows the status for the call appearance, 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.

Message lamp: This lamp is lit when a message has arrived in your voice mailbox.

Softkeys: Allows you to perform specific functions. The functions available and the corresponding softkey labels change according to the screen displayed.

Message button: Use to retrieve messages.

Arrow keys: Use to move between screen pages, to cycle through Call Logs and Speed Dial entries, and to move the cursor during data entry.

Hold button: Use to place calls on hold.

Transfer button: Use to transfer calls.

Conference button: Use to conference calls.

Drop button: Disconnects the current call. If you are on a conference call, press this button to drop the last person you added to the conference.

Redial button: Dials the last number dialed.

Dialpad: Standard 12-button pad that allows you to dial telephone numbers.

Volume control buttons: Used to adjust speaker, handset, headset, or ringer/button select volume depending on which component is in use.

Mute button: Turns off the microphone. When the Mute feature is active, the associated lamp turns on, and the person at the other end of the call cannot hear you.

Headset button: Use to activate a headset that is connected to the 2420 headset jack.

Speaker button: Use to access the built-in speaker phone. The lamp associated with this button turns on when the speaker is active.

Headset jack: Use to connect a headset. This jack is located on the back on the telephone.

Exit button: Returns you to the first page of the Home screen.

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. Transfer complete.

- To announce the call before transferring it, wait for the party to answer.

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 transfer.

Visual Ring

The **Flash Message Lamp** option allows you to chose a visual alert for incoming calls. When this option is enabled, the telephone rings and the lamp above the 2410 display area flashes when an incoming call arrives.

To set the Flash Message Lamp Option:

1. From the **Home** screen, press the **Option** softkey
2. Press the **Ring** Option Feature button.
3. Press the **Flash Message Lamp** feature button.
4. Press **Yes/No** softkey or press the button to the right of the setting to indicate whether you want Flash Message Lamp enabled.
5. Press the **Save** softkey, you will hear a confirmation tone.

Getting Messages

Message

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

Redial

The **Redial** or **Last Number Dialed** feature automatically redials the last number you dialed.

Conference

The Conference feature allows you to conference you and up to five other parties on a call.

To add another party to a call:

1. Press the **Conference** Button.
2. When you hear dial tone, dial the number of the person you want to add to the call.
1. Wait for answer.
2. 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. Repeat Steps 1 through 4 for additional conference connections.

To add a held call to an active call.

- Press

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

To remove the last person added to a conference call.

Ensure that the conference call appearance is selected. Press

Speaker Phone: 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 operations.

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

- Press the speaker button.
- Make or answer the call, or access the selected feature.
- Adjust speakerphone volume if necessary.

To change from speakerphone to handset, pickup the handset.

To change from handset to speakerphone

- Press the speakerphone button.
- Hang up the handset.

Ring Pattern

The ring Pattern option allows you to choose a personalized ringing pattern for the 2410.

To select a personalized pattern ringing pattern.

1. From the **Home** screen press the **Option** softkey
2. Press the **Ring Options** features button.
3. Press the **Ring Pattern** feature button.
4. Use the and or the dial pad to cycle through the ringing patterns.
5. To save the selected ringing pattern, press the **Save** softkey, you will hear a confirmation tone.

Call Appearance/Button Labels

Edit Labels

You can change the labels of the call appearance/feature button on your telephone. These new labels are stored in your 2410 telephone.

To edit call appearance/feature button labels.

1. From the **Home** screen, press the **Label** softkey.
2. Press the **Edit** softkey.
3. Press the feature button on the 2410 telephone that corresponds to the label on the 2410 you want to edit.
4. Using the dial pad, edit the label. You can enter up to 13 characters. By default the first letter appears in uppercase, and the following characters appear in lowercase.
5. When you finish press the **Save** softkey.

Speed Dial/Personal Directory

Add a Speed Dial Entry

You can store up to **48** personal speed dial entries in the 2410 telephone. When the maximum number of entries is stored, you must delete existing entries before the 2410 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.
2. Press the **Add** softkey.
3. Using the dialpad, enter the name for your speed dial entry. You can enter up to 13 characters. By default, the first letter appears in uppercase, and the following characters appear in lowercase.
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 then press the **Save** softkey.

Call Log

To View the Call Log

- From the **Home** screen, press the **Log** softkey.
- Press the appropriate softkey for the type of call entries you want to view.
- Use and to scroll through the pages.
- To view information about a specific entry, press the button that corresponds to that entry.
- Press the **EXIT** button to return to the home page.

Making a call from the Call Log

- From the **Home** screen, press the call Log softkey
- Use and to scroll through the pages.
- When you locate an entry you want to call, press the button that corresponds to that entry.
- Press the **Call** softkey to make the call.

Save a call log entry to a Speed Dial

- From the **Home** screen, press the **Log** softkey.
- Use and to scroll through the pages.

- When you locate an entry you want to call, press the button that corresponds to that entry.
- Press the **Save** softkey.
- Make and changes, and then press the **Save** softkey to save the entry to the **Speed Dial** list.

Edit a Speed Dial Entry

- From the **Home** screen, press the **SpDial** softkey.
- Press the **Edit** key.
- Press the feature button that corresponds to the entry you want to edit.
- Using the Dialpad, enter the name for your speed dial entry. It can be up to 13 characters.
- If you want to change the number press the feature button to the left of the Number field in the **Edit** Number screen. You can enter up to 24 characters.
- When finished making changes, press the **Save** softkey.

Make a call from a Speed Dial

From the **Home** screen, press the **SpDial** softkey. Press the feature button for the entry you want to call. If the entry is not displayed on the current page, use and to cycle through the entries.