



2420 Digital Telephone Quick Reference

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Call-Handling Features

Answer a call

When a call arrives at your 2420 Digital Telephone, you hear a ringing tone and a blinking bell icon appears on the associated call appearance. In addition, call identification information is displayed.

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”).
- If you are active on a call already, place the active call on hold (see “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 ◀ and ▶ to cycle through the pages. 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,” later in this guide, for more information.
- Access the Speed Dial List in your personal directory and initiate a call to a specific entry. See “Speed Dial/Personal Directory,” later in this guide.

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 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.

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.

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

To add a held call to an active call

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

To remove the last person added to the conference call

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

Speed Dial/Personal Directory

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.”

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 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 also 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.
- 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.
 - 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 .
 - Repeat Steps 2 through 6 for additional entries.

Making Calls from a Speed Dial

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

- From the Home screen, press the **SpDial** softkey.
The Speed Dial screen is displayed.
- 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.)

The 2420 telephone dials the number for you.

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

- From the Home screen, press the **SpDial** softkey.
The Speed Dial screen is displayed.
- Press the **Edit** softkey.
The Edit Name screen is displayed.
- Press the feature button corresponding to the entry you want to edit.
The Edit screen is displayed with the Name line underscored.

Note: To move to the end of any text displayed on the Name line, press the button to the right of the line. To move to the beginning of any text displayed on the Name line, press the button to the left of the line. Press the feature button to the right of **Insert Mode** so that you can backspace without erasing characters during text entry.

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.
5. When you are done editing the name, press the feature button to the left of the Number field (Edit Number screen). 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.
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 for additional 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.
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.

Call Log

Call Log Setup

You can program the 2420 telephone to log any or all of these call types:

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

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

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 the button to the right of the Answered call type to 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.

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 button to the left of the Number line twice. Then, make your changes. 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.

Call Appearance/Feature Button Labels

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 .

Personalized Settings

Language

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. Your language selection is saved.
 - If you want to return to Page 1 of the Home screen, press .

Display Contrast

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

To select a contrast level

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

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 the button to the right of the setting) 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 .

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.

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 Mode (Call Center Mode)

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 .

Erase All

The Erase All feature 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.

- If you want to return to Page 1 of the Home screen *without erasing any settings*, press .

