



Avaya 2420 Digital Telephone End User Guide

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About Your Telephone

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.
- **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 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 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 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 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 telephone via an amplifier adapter (HIC-1) cord.
- **support for the Group Listen feature** - when this feature is programmed, you can use the handset or headset and speaker of the 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 telephone.
- **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.")

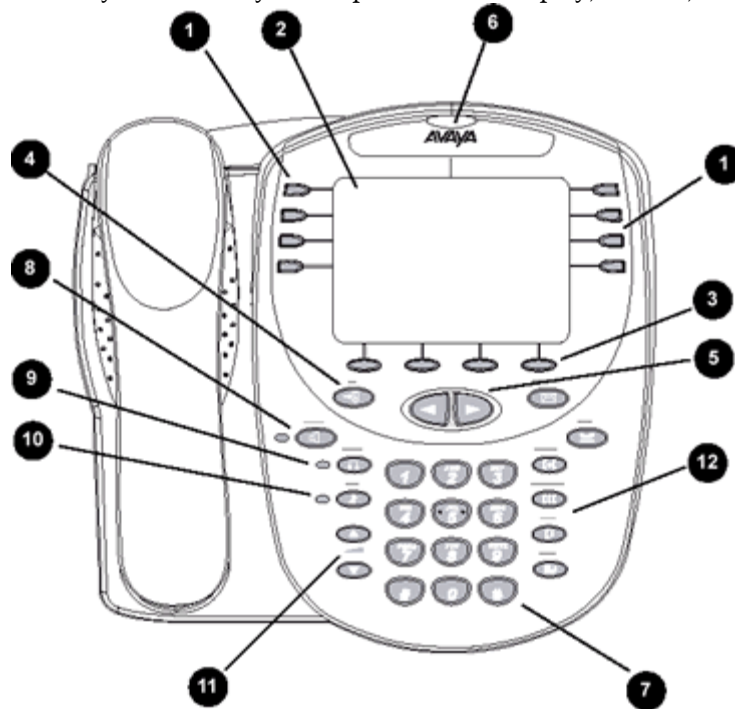
Support for Optional Devices

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

- **20A Stand** - Every telephone comes equipped with a convertible stand that allows you to install the 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 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.

Telephone Components

Refer to the figure below to familiarize yourself with your telephone screen display, buttons, and programmable features.



1) **Call appearance/feature buttons** - For accessing incoming/outgoing lines and programmed features. An underscore indicates the currently selected call appearance.

2) **Display** - This area shows the Home, Speed Dial, Call Log, and Options screens.

3) **Softkeys** - These keys allow you to perform specific functions. The functions available and the corresponding softkey labels change according to the screen displayed.

4) **Exit button**  - Pressing this button returns you to the first page of the Home screen.

5) **Arrow keys <** - Depending on the current screen display, you can use these keys to move between screen pages, to cycle through Call Log and Speed Dial entries, and to move the cursor during data entry.

6) **Message lamp** - This lamp is lit when a message has arrived in your voice mailbox. When you set this lamp to Visual Ring, it flashes to alert you to incoming calls. You can retrieve messages using the  button.

7) **Dialpad** - Standard 12-button pad for dialing telephone numbers.

8) **Speaker button**  - For accessing the built-in two-way speakerphone. The light associated with this button turns on when the speakerphone is active.

9) **Headset button**  - For activating a headset connected to the telephone. The light associated with this button turns on when the headset is active.

10) **Mute button**  - For turning off the microphone (handset, headset, or speaker). When the Mute feature is active, the associated light turns on and the person at the other end of the call cannot hear you.

11) **Volume control buttons** - For adjusting speaker, handset, headset, or ringer volume depending on which component is in use.

12) **Call handling buttons** - For call handling activities.

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.

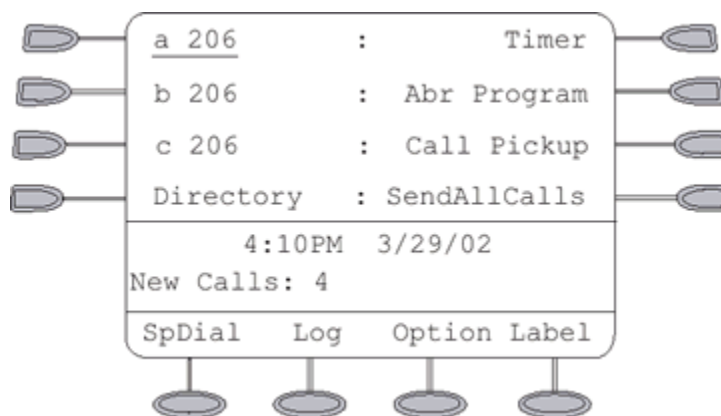
In general, you use the Home screen to perform standard call handling. When the telephone is operating in normal display mode, eight call appearance/feature buttons are displayed on each page of the Home screen.

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.

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 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 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 to view the information in the call log, the counter is reset to 0.



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 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 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 telephone, the bell icon blinks on the corresponding call appearance, 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 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.
	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.

Conventions

Conventions Used in the Procedure Descriptions

LWC CnLWC AutCB Timer

Information that is offset represents the display screen. The second line appearing on the display will most likely list the features you can access with the softkeys.

{handset tones}

The tone that appears in curly quotes after a step, such as {dial tone}, indicates what you should hear from your handset (or speakerphone) after successfully performing that step.

Special Instructions

Use the following special instructions for operating your telephone.

- To operate a feature, you must have the handset off-hook (removed from the cradle of the telephone) or the speaker or speakerphone on unless otherwise noted.
- If you receive an **intercept tone** (high-pitched, alternating high and low tone) while attempting to operate any feature, you have taken too much time to complete a procedural step or have made a dialing error. Hang up, get dial tone, and return to Step 1.

Feature Finder

Hold

Puts a call on hold until you can return to it. While a call is on hold, you can place another call, activate another feature, answer a waiting call, or leave your telephone to perform another task. Use when you have a call you do not wish to drop, but which you have to interrupt briefly to do something else.

Transfer

Transfers a call from your telephone to another extension or outside number. Use when your caller needs to speak further with someone else.

Call Park

Allows you to put a call on hold at your telephone, for retrieval at any extension.

Conference

Allows you to conference up to six parties on a call (including yourself) so that you can conduct a 6-way discussion. Use to set up timesaving conferences, or to spontaneously include an additional party important to a conversation.

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.

Send All Calls

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.

Directory

Searches for the extension of another user in your location by allowing you to key in the user's name with the dial pad. Use as a handy quick reference source for extension number information.

Call Log

Logs the most recent 100 incoming calls and allows you to specify which types of calls should be logged.

Message

Your Message light goes on when a caller has left a message for you. You can then follow your local message retrieval procedures to get your message.

Speakerphone

Allows you to place and answer calls without lifting the handset. Use any time you prefer hands-free communication, both speaking and listening, or for group conference situations.

Speed Dial Screen

Allows you to store up to 104 speed dial entries in your personal telephone directory for quick dialing access to those numbers.

Redial

Automatically redials the last number that you dialed. Use to save time in redialing a busy or unanswered number.

Hold

To put a call on hold:

1. Press .

To return to the held call:

1. 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 .

Transfer

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.
 - o 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.

Call Park

To park a call for retrieval from any extension:

Note: If **Call Park** has been assigned to your telephone, simply press **Call Park** then press **Release**; otherwise, follow the instructions below.

1. Press **Transfer**.

{dial tone}
2. Dial the Call Park code *6.

{confirmation tone}
3. Press **Transfer** again.
 - o The call is parked.

4. 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 code *6.
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 code #6.
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.

Conference

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 .

Call Forwarding All Calls

To temporarily redirect all calls:

Note: Calls to an EAS agent login-ID extension cannot be forwarded. Also with EAS, if calls need to be forwarded for the station you are logged into, forwarding must be done before you actually log in.

1. Press **Call Forward**.
or, Dial the Call Forward code *2.

{dial tone}

Note: If you have console permission and are not forwarding your own calls, dial the extension number whose calls are to be forwarded. You will receive dial tone.

2. Dial the extension or phone number where calls are to be sent.

{confirmation tone}

Note: Some telephones have restrictions on where calls can be forwarded (see your system manager).

3. Hang up.

Note: You may hear a ring-ping tone from your telephone as each call is forwarded.

To cancel Call Forwarding:

1. Press the **Call Fwd** button again (while on-hook).
or, Dial the Call Forward Cancel code #2 (while off-hook).

Send All Calls

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 code *3 (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 #3 (while off-hook).
2. Listen for confirmation tone.

Directory

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.

Call Log

The Call Log Screens

Your 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 telephone.

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.

Two screens allow you to view Call Log information:

- The Call Log Summary screen
- The Call Detail screen

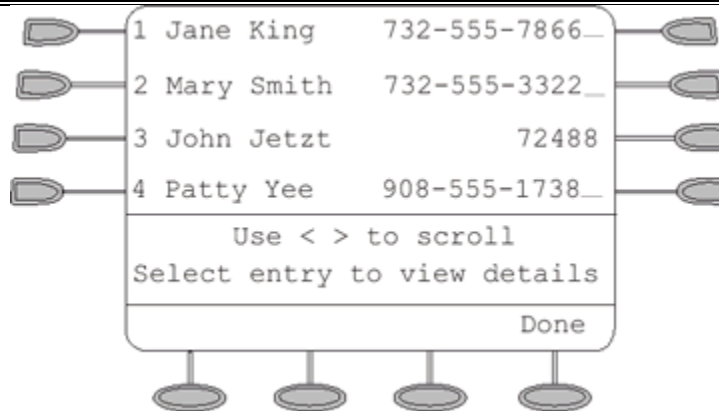
The Call Log Summary Screen

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 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. You can use < and > to page through all logged calls.



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

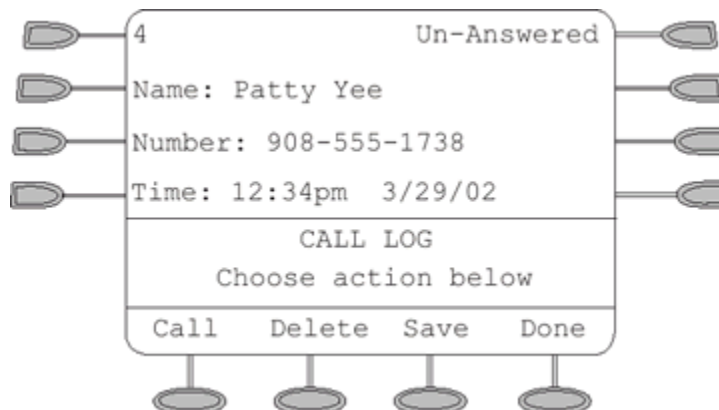
Working in the Call Log Summary Screen	
To	Press
View information about a specific log entry	The button associated with the entry
View the next page of call log entries	>
View the previous page of call log entries	<
Return to the Home screen in which you were working previously	The Done softkey
Return 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.

A sample Call Log Detail screen is shown in the figure below.



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

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

- From the Home screen, press the **Log** softkey.
 - The Call Log Summary screen is displayed.
- Use < and > to scroll through the Call Log Summary pages.
- To view information about a specific entry, press the button corresponding to the entry.
 - The Call Log Detail screen for this entry is displayed.
- Press  to return to the Home screen.

To make a call to an entry in the Call Log:

- From the Home screen, press the **Log** softkey.
 - The Call Log Summary screen is displayed.
- Use < and > to scroll through the Call Log Summary pages.
- 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.
- 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.

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

- From the Home screen, press the **Log** softkey.
 - The Call Log Summary screen is displayed.
- Use < and > to scroll through the Call Log Summary pages.
- 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.
- Press the **Save** softkey.
 - The Edit Name screen is displayed showing the name and number information from the Call Log.
- 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.

To delete an entry from the Call Log:

- From the Home screen, press the **Log** softkey.
 - The Call Log Summary screen is displayed.
- Use < and > to scroll through the Call Log Summary pages.
- When you locate an entry you want to delete, press the button corresponding to the entry.

- o The Call Log Detail screen for this entry is displayed.
- 4. Press the **Delete** softkey.
 - o The entry is deleted from the Call Log.

Message

To retrieve your messages:

Note: Your Message lamp turns on when a caller has left a message for you.

1. Press the  button to retrieve your messages, then 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.

Speakerphone

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 v. The display shows the volume level. (There are eight volume levels.)

If you want to make the speakerphone volume louder, you can disable the speakerphone AGC 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.

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

1. While you are active on the handset (or headset), press .
- Note:** When the 201A Recorder Interface Module is installed with the 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.

To change from the handset to the speakerphone:

1. Press .
2. Hang up the handset.

To change from the speakerphone to the handset:

1. Pick up the handset and talk.

To end a speakerphone call:

1. Press  again.

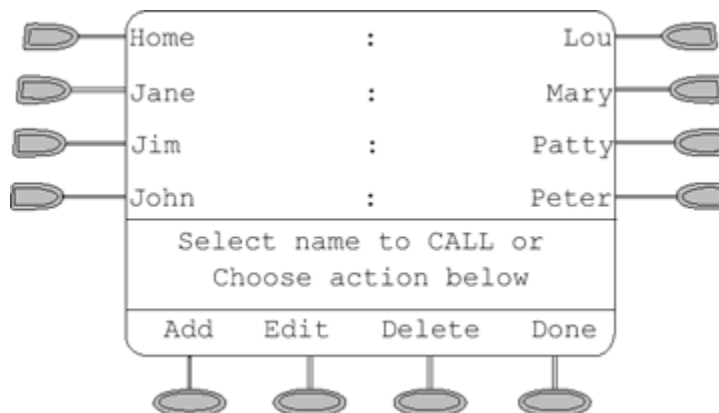
Speed Dial

The Speed Dial Screen

Using the Speed Dial screen, you can store up to 104 speed dial entries in the personal directory of your 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 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.

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. The figure below shows a 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.

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
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 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.

To add speed dial entries to your personal directory:

1. From the Home screen, press the **SpDial** softkey.
 - o 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.
 - o The Edit Name screen is displayed with the Name field underscored.

Note: You can store up to 104 personal speed dial entries in the telephone. 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 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.

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

1. From the Home screen, press the **SpDial** softkey.
 - o 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.)
 - o The telephone dials the number for you.

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

To edit stored speed dial entries:

1. From the Home screen, press the **SpDial** softkey.
 - o The Speed Dial screen is displayed.
2. Press the **Edit** softkey.
 - o 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.
 - o 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.

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

To delete stored speed dial entries:

1. From the Home screen, press the **SpDial** softkey.
 - o The Speed Dial screen is displayed.
2. Press the **Delete** softkey.
 - o 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.

 - o 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.

Redial

To redial the last number that you dialed:

1. Press .

Tones and Their Meanings

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.
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.

Troubleshooting

Problem

A feature does not work as noted in the book.

Solution

1. Reread the procedure and try again.
2. For many features you must lift the handset before you can use the feature.
3. Check with your system manager to be sure this feature is administered on your telephone.

There is no dial tone.

1. Check with your system manager to be sure your telephone is administered correctly.
2. Make sure the handset and line cords at your telephone are securely connected at both ends.
3. Find a working telephone of the same type as your own. Unplug this telephone from its modular wall jack. Plug your telephone into that jack and check if it gets dial tone.
4. If your telephone still does not work, plug the working telephone (of the same type) into your modular wall jack. If the working telephone has dial tone, your own telephone is faulty. See your system manager.

The telephone does not ring.

1. Set the ringer volume to a higher level.
2. Place a test call from another extension to your extension.
3. Check the line cord to make certain that it is securely connected at both ends.
4. If there is still a problem, see your system manager.

The lights do not go on next to the buttons.

1. Check the line cord to make certain that it is securely connected at both ends.
2. If there is still a problem, see your system manager.

Glossary

activate

To begin or turn on the operation of a feature.

attendant

The person who handles incoming and outgoing calls at the main console.

AUDIX

Audio Information Exchange, an optional voice mail and message service that provides coverage for calls to you by recording callers' messages and reporting Leave Word Calling messages.

call appearance button

A button used exclusively to place, receive, or hold calls. It has an assigned extension number.

console permission

The authorization (from your system manager) to initiate Call Forwarding All Calls for an extension other than your own.

coverage

Automatic redirection of calls from an unanswered phone to another phone. Redirection could be to the extension of a receptionist, secretary, co-worker, AUDIX, or message center. A person who provides coverage is a covering user.

dial pad

The 12 pushbuttons that you use to dial a number and access features.

enhanced list

One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers useful to all system members, and stores each of those numbers as a 1-, 2-, or 3-digit list item.

extension

A dialing number of 1 to 5 digits assigned to each phone connected to your Avaya switch.

feature

A special function or service, such as Conference, Hold, Send All Calls, etc.

feature code

A dial code of 1, 2, or 3 digits that you use to activate or cancel the operation of a feature.

group list

One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers useful to members of a specific group, and stores each of those numbers as a 2-digit list item.

handset

The handheld part of the telephone that you pick up, talk into, and listen from. This is sometimes called the "receiver".

message retriever

A person authorized by the system manager to retrieve messages for other users.

off-hook

When the headset is activated, the handset is removed from the cradle (for example, when you lift the handset to place or answer a call), or speaker is on.

on-hook

When the headset is not activated, the handset is left on the cradle, and the speaker is off.

party

A person who places or answers a call.

personal list

One of the four types of Abbreviated Dialing lists; programmable by the system manager or by you, the user. Contains phone numbers of your choice, and stores each of them as a single-digit list item.

personal list item

One of the 10 available slots on an Abbreviated Dialing personal list. The first nine personal list items are given digits 1 to 9, with 0 for the tenth item.

pickup group

A group of telephone users who can answer calls for each other through the Call Pickup feature. Group members are determined by the system manager and are usually located in the same work area or perform similar job functions.

priority call

An important or urgent call that sends a special 3-burst ring.

program/reprogram

To use your dial pad to assign a phone number to a personal list item or an **AD xxxxx** button for Abbreviated Dialing.

retrieve

To collect phone messages with the Message or Voice Message Retrieval features. (Also, with Call Park, to resume a call from an extension other than the one where the call was first placed or received.)

ringer

The device that produces the electronic ringing sound in your telephone.

stored number

A phone number that has been programmed and stored as a 1-, 2-, or 3-digit list item for use with Abbreviated Dialing. It can be a complete or partial phone number, an extension number, or a trunk or feature code. Once programmed, a number can be accessed by first dialing the list, then the list item digit(s) under which it is stored; if the number is stored on an **AD xxxxx** button, the number can be accessed by simply pressing that button.

switch

The device that makes connections for all voice and data calls for a network, and also contains software for features. Also known as a system, switching system, or ECS (Enterprise Communications Server).

system list

One of the four types of Abbreviated Dialing lists; programmable only by the system manager. Contains phone numbers helpful to all system users, and stores each of those numbers as a 2-digit list item.

system manager

The person responsible for specifying and managing the operation of features for all the voice and data equipment in your network.

trunk

A telecommunications channel between your switch and the local or long distance calling network. Trunks of the same kind connecting to the same end points are assigned to the same trunk group.

trunk code

A dial code of 1, 2, or 3 digits that you dial to access a trunk group to place an outside call.

Access Codes

Feature	Code
Answer Back	#6
Call Forward	*2
Call Forward Cancel	#2
Call Park	*6
Send All Calls	*3
Send All Calls Cancel	#3