



EU24 Expansion Module

User's Guide

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Overview

The EU24 Expansion Module is an optional device that can be connected to an Avaya 2420 Digital Telephone to extend the number of call appearance and feature buttons available on the telephone.

The expansion module has 24 buttons arranged in two columns. Depending on how they have been programmed for your call processing system, these buttons can be used for call appearances or features. You can adjust the viewing angle of the EU24 display to match that of your 2420 telephone.

Figure 1 shows a top view of the EU24. (The left column is displayed.)

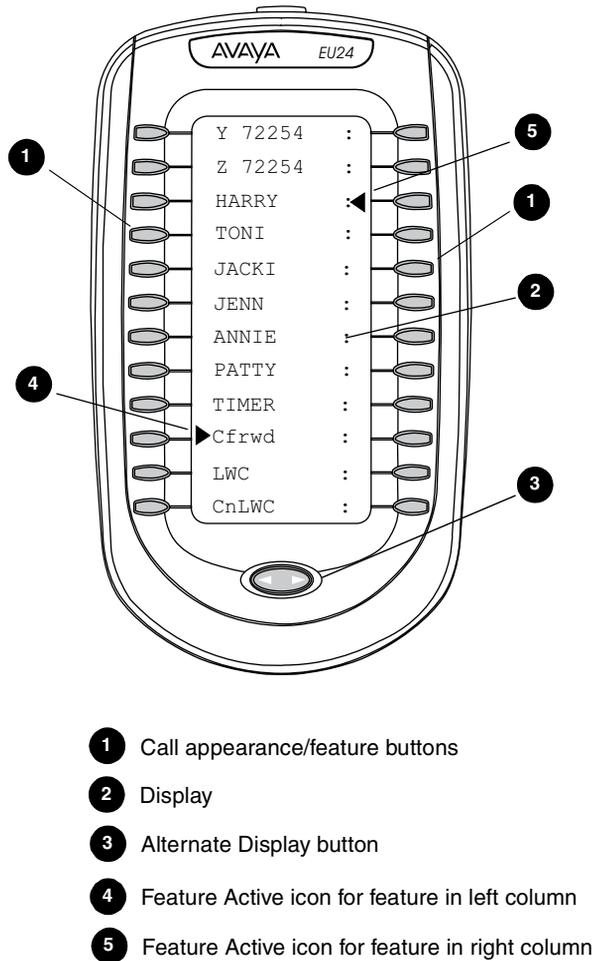


FIGURE 1 The EU24 Expansion Module

Requirements

Before you can begin using the EU24 Expansion Module, the module must be connected to the 2420 telephone according to the instructions in the *EU24 Expansion Module Installation and Safety Instructions* (555-233-136).

Using the EU24 Expansion Module

The following sections explain how to use the features of the EU24 Expansion Module. For more information, consult your system manager.

Viewing the Alternate Display

Although the EU24 Expansion Module supports an additional 24 call appearance/feature buttons, it only displays the button labels and icons for one column at a time. A dotted line separates the left column from the right column. When you are viewing the labels and icons for the left column, the icons for the right column are displayed to the right of the dotted line. To view the column not currently displayed, press the Alternate Display button.

Selecting a Call Appearance/Feature Button

To select an available call appearance or feature, press the button next to the label in the column currently displayed.

If the call appearance or feature is not currently displayed, use the Alternate Display key to access the additional 12 call appearance/feature button labels.

Understanding Call Appearance/Feature Button Status Icons

When a call arrives for a call appearance on the EU24 Expansion Module, the bell icon blinks on the corresponding call appearance. To answer the call, press the button associated with the call appearance.

The icons displayed on the call appearance allow you to determine the status (for example, on hold) of each call on the EU24 Expansion Module. Icons also indicate whether a feature has been administered for a particular button on the EU24 Expansion Module. The following table contains an explanation of these icons.

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	Button on left side of the display currently is enabled.
	Feature active	Button on right side of the display currently is enabled.
	Feature pending	Your request is being processed but is not immediately available.