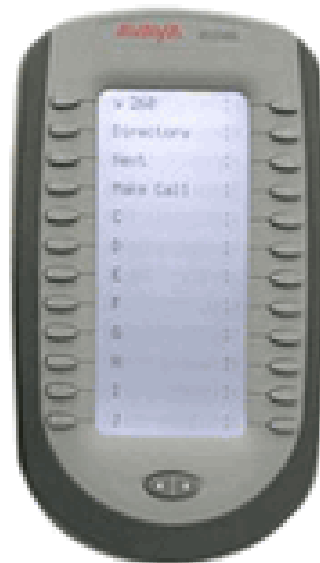


Avaya 2420 Digital Telephone





Feature Key Expansion Unit




UC Hastings 2420 Quick Guide

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
Adding Speed Dial

1. To add speed dials, press the **SpDial**  key and press **Add**
2. Use the **Dialpad** to enter the name. Use the **Case** key to switch between lower and upper case. Use the **Space** key, to insert a space between letters (13 characters max).
3. Press the key to the left of the number field and enter number using dialpad (26 characters max).
4. To save your entries, press the **Save** key or press cancel to not save new entries.
5. Press  to return to the home screen.

Editing Speed Dial



1. To edit speed dials, press the **SpDial** key and press edit.
2. Use the  keys to locate entry that you want to edit.
3. Follow last 2 steps of adding a speed dial to edit name or number.
4. To insert a character, press **Insert Mode** and use arrow keys to move cursor without erasing characters. Use dialpad to insert character.
5. To change a character in middle of a word, use **Insert**, move cursor and press **Insert**. Use dialpad to change character.

Deleting Speed Dial

1. To delete speed dials, press the **SpDial** key and press delete.
2. Use the  keys to locate entry that you want to delete.
3. The *Delete this entry?* Prompt is displayed.
4. To delete selected entry press **Yes**, or to cancel press the **Cancel** key.

The default setting logs: unanswered; answered; and outgoing calls.

Viewing Call Log




1. To view the Call Log, press the **Log** key.
2. Use the  keys to scroll through the Log.
3. To view information about a specific entry, press the button corresponding to the entry.
4. Press  to return to the home screen.


Making Calls from the Call Log


1. Locate the entry following steps 1-3 above and press the corresponding button.
2. Press the **Call** key to make the call.



1. To Answer a Call, lift handset or press speaker to answer hands free. To answer a 2nd call, press hold then press 2nd line key, with flashing bell.
2. To Make a Call, lift handset and dial or press speaker and dial the number. For internal calls, dial the extension, and for external calls, dial 9 first for an outside line.
3. To end call, replace handset, press speaker (if hands free) or press **Drop** to hang up and place another call.

1. While on a call, press the **Transfer** key. 
2. Dial the number of the person you want to transfer the caller to. If internal, dial their extension. If they are external, dial 9 for an outside line followed by their number.
3. Press **Transfer** again to complete transfer.
4. If no answer or 2nd person doesn't want to take the call:
 - 4.1 Press the **Drop** key  to hear dial tone and try another extension.
 - 4.2 **To cancel the transfer:** press the holding  line key to go back to the 1st caller.

1. To put on hold, while on a call, press the **Hold**  key.
2. To go back to the caller, press the line key with the hold symbol beside it.

1. While on a call, press the **Transfer** key. 
2. Press the **Message** button.
3. Slowly dial (star key *), (pound key #), (pound key #).
4. Hear system prompt and enter destination mailbox extension.
5. Press **Transfer** key.

CONFERENCE CALL

1. While on a call, press the **Conference key**.
2. Dial the number of the person you want to conference in.
3. If the additional party is internal, dial their extension, If they are external: dial 9 for an outside line followed by their number.
3. Press Conference again to join all parties
4. Repeat the last 3 steps, to add additional parties. Up to 5 additional parties can be included.
5. If additional party doesn't want to join conference or is not available:

5.1 Press the **Drop** key to hear dial tone and dial another extension.

5.2 To cancel conference attempt: press the holding line key to go back to the caller or callers

DROP, REDIAL AND MUTE

DROP

Press Drop to disconnect you from your current call and to give you a new dialing tone.

REDIAL.)

To redial the last number entered, press the Redial key.

MUTE

To activate mute, press the Mute key and the red light appears. This cuts the microphone off one-way, therefore your caller cannot hear you but you can continue to hear your caller.

EDITING LABELS

1. Press the Label Soft key' key
2. Press the Edit key
3. Select the label you want to edit
Use the Dial pad to enter the name or numbers. Use the Case key to switch between lower and upper case. Use the Left and Right arrow keys that display above the Page Left and Page Right buttons to move right and left as you enter the name. Use the Space key to insert a space between letters (13 characters max).
To save new label, press Save, then the Phone Exit button.

SEND ALL CALLS (DO NOT DISTURB)

To send all your calls directly to your voicemail:

Press Send All Calls. It will change to dark grey.

To deactivate, press Send all Calls again. The color will return to grey.

SD BUTTONS

To program any SD buttons appearing on your phone. You must first program the button for the number to dial, and then use the editing labels instructions if you would like to label the button. To re-program the button simply program it again.

1. Locate and press Program button
2. Press SD button to program
3. Enter number
4. Press # to save.

SECURITY

The security button is pre programmed with the extension for the security desk.

Press Security
Security desk is called.

DIRECTORY

The directory button is an integrated Directory by last name of each person with an extension. Please note, when entering the last name, you will only touch each number key once for the letter intended.

1. Press Directory
Enter the first few characters of the user's last name; i.e., for Susan Crane, press 2 "C", 7 "R", 2 "A", 6 "N
3. Press Next to scroll through the similar names
When the desired party is displayed press the Make Call button to call the searched party.
Note: If you make a mistake while using the directory, press the Directory button again to clear the memory and begin again.

CONFERENCE DISPLAY and Far End MUTE

The Conference Display feature button is used during a connected conference call to view and control the conference participants.

While active on a conference call, press Conference Display
Participants are displayed.

Press Conference Display again to display next participant.

3.1. FE.Mute or Far end mute can be used in conjunction with Conference Display. Far end mute is used to mute a specific conference participant.

3.1.1. Display external participant using conference display.

3.1.2. Press FEMute: caller is muted.



UC Hastings Voice Mail Setup

Your voice mailbox number = same as your extension number.

Telephone Voicemail Access [Inside the office] = **4880**

Telephone Voicemail Access [Outside the office] = **1.415.565.4880**

Initial Set Up:

1. From your office telephone, press the messages button.
2. The system will prompt you for the password, enter the default password:
3. Follow the prompts to change your password.
4. Follow the prompts to record your name.
5. Record a personal greeting.
6. Your mailbox is initialized!

See note below

User Preferences

Managing administrative options

- ▶ To change your password, press 4 - 2 - 1
- ▶ To turn the Date and time playback on/off, press 4 - 2 - 4

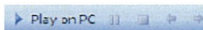
Managing greetings

- ▶ To manage a Personal greeting, press 4 - 3 - 1
- ▶ To manage an Extended absence greeting, press 4 - 3 - 2
- ▶ To manage a Name, press 4 - 3 - 3

Managing personal greetings

- ▶ To manage a Standard system greeting, press 4 - 3 - 1 - 1
- ▶ To manage an Away from phone Personal greeting, press 4 - 3 - 1 - 2 - 1
- ▶ To manage a Busy greeting, press 4 - 3 - 1 - 2 - 2

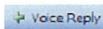
Voice Messaging with Outlook



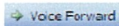
To play back a message on your PC without opening a media player, click **Play on PC**. You can use the pause, stop, skip back, and skip forward buttons when the message is played.



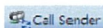
To play back a message on your desk phone or any other phone, click **Play on Phone**.



To reply to a voice message with a voice recording using any phone, click **Voice Reply**.



To forward a voice message to someone, with a newly recorded introduction, using any phone, click **Voice Forward**.



To call the sender of the voice message from any phone, click **Call Sender**. When you pick up the phone, the sender's caller ID (shown in the subject line) is dialed automatically.