### Avaya 2420 Telephone

<table>
<thead>
<tr>
<th>Feature</th>
<th>Description</th>
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<tbody>
<tr>
<td>1. Line Appearance/Feature Buttons</td>
<td>For accessing incoming/outgoing lines and programmed features.</td>
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<tr>
<td>2. Display</td>
<td>The display has two screens and shows status for the line appearances, incoming calls, on hold calls, caller IDs, date and time.</td>
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<tr>
<td>3. Message Lamp</td>
<td>This lamp is lit when a message has arrived in your voicemail box.</td>
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<tr>
<td>4. Menu Softkeys</td>
<td>These keys allow you to perform specific options. To initially view softkey labels, press any softkey.</td>
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<tr>
<td>5. Messages Button</td>
<td>For dialing the voicemail system.</td>
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<tr>
<td>6. Arrow Keys</td>
<td>Use these keys to move between screen pages, to cycle through entries, and to move the cursor.</td>
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<tr>
<td>7. Hold Button</td>
<td>For placing a caller on hold.</td>
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<tr>
<td>8. Transfer Button</td>
<td>Sends a call from your extension to another extension.</td>
</tr>
<tr>
<td>9. Conference Button</td>
<td>Allows you to conference up to six parties on a call so you can conduct up to a six-way conversation.</td>
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<tr>
<td>10. Drop Calls Button</td>
<td>Returns to dial tone without hanging up and returns a transferred call to you when not accepted at the transferred number.</td>
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<tr>
<td>11. Redial Button</td>
<td>Use to redial the previous extension or number called.</td>
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<tr>
<td>12. Dialpad</td>
<td>12-button pad that allows you to dial telephone numbers as well as program names and numbers.</td>
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<tr>
<td>13. Volume Control Buttons</td>
<td>Use to adjust speaker, handset, headset, or ringer volume depending on which component is in use.</td>
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<tr>
<td>14. Mute Button</td>
<td>Turns off the microphone in the handset, headset or speaker so the person at the other end of the call cannot hear you.</td>
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<tr>
<td>15. Headset Button</td>
<td>Use to activate a headset that is connected to the 2420 headset jack.</td>
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<tr>
<td>16. Speaker Button</td>
<td>Use to access the built-in, speakerphone, allowing you to make and listen to calls without lifting your handset.</td>
</tr>
<tr>
<td>17. Exit Button</td>
<td>Pressing this button returns you to the first page of the Home screen. You need to be on the Home screen to see caller ID.</td>
</tr>
</tbody>
</table>
Dialing Instructions

1. To dial a campus number, dial the last 5-digits of the number.
2. To dial a local number, dial “8” plus the 7-digit number.
3. To dial a domestic long distance number, dial “8” plus “1” plus the area code plus the 7-digit number.
4. To dial an international long distance number, dial “8” plus “011” plus the number.
5. To dial a toll free number, dial “8” plus “1” plus 800/866/877/888 plus the 7-digit number.
6. To dial Emergency, dial “911”.
7. To dial the University Operator, dial “0”.

Answer / Place a Call

To answer an incoming call:
1. Answer the call using 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.

To make a call manually:
1. Go off hook using the handset, headset or speaker.
2. When you hear dial tone, enter the extension of telephone number using the dialpad.
   Note: If you are calling an off-campus number, be sure to dial “8” first to access an outside line.

Transfer

1. While on a call, press the Transfer button.
2. When you hear dial tone, dial the number to which the call is to be transferred.
3. When it rings on the other end, press the Transfer button again. Or, when the party answers, announce the call, explain that you are transferring a call, and then hang up.
4. If the line is busy or if there is no answer, press the Drop button. Then, you can return to the held call by pressing its call appearance button. This procedure can be used if voicemail answers the transferred call. Repeat the transfer and hang up after the first ring.

Conference

To add another party to a call:
1. While on a call, press the Conference button.
2. When you hear dial tone, dial the number of the person you want to add to the call.
3. Wait for an answer. Explain that you are setting up a conference call.
4. To add the person to the call, press the Conference button again.
5. Repeat Steps 1 through 4 for each additional conference party.
6. To be included in the conference call, press the Conference button.

To add a held call to an active call:
1. Press the Conference button.
2. When you hear dial tone, press the call appearance button corresponding to the held call.
3. Press the Conference button again.

To remove the last person added to the conference call:
1. Press the Drop button.

Message

To retrieve messages from your own phone:
1. Press the Messages button.
2. Enter your passcode when prompted.
3. Follow the directions to playback and delete messages in your mailbox.

Send All Calls

To send all calls:
1. Press the Send Calls button (while on-hook).

To cancel Send All Calls:
1. Press the Send Calls button again (while on-hook).

For the complete Avaya 2420 User Guide, visit our website at: www.telecom.msu.edu.