Avaya Campus PBX

MICHIGAN STATE UNIVERSITY

Telecommunication Systems

Avaya 2420
Quick Reference Guide

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

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.