

2420 Telephone



TABLE: The 2420 Telephone Components

1. **Display, Call Appearance and Feature buttons:** Call Appearance Keys allow the user to handle multiple calls and the display shows call information. Details on system features (allocated by your System Administrator) can also be displayed. See [Call Appearance Keys](#) and [Overview of the Functions Keys](#)
2. **Message lamp:** Lit when the user has voicemail messages. Can also be set to flash when the phone is ringing.
3.  **Previous/Next Page:** Move through the different pages of the call handling, speed dials and call log screens. Also used to move the cursor during data entry.
4.  **Messages:** Access the user's mailbox.
5. **Call Handling Buttons:**
 - **Hold:** Place call on hold, retrieve held call. See [Hold](#)
 - **Transfer:** Transfer call. See [Transfer](#)
 - **Conference:** Conference held calls. See [Conference](#)
 - **Drop:** Drop call. See [Clearing a Call](#)
 - **Redial:** Redial last number dialed. See [Redial](#)
6. **Dial pad:** Standard 12-button pad for dialing telephone numbers.
7.  **Volume Controls:** Adjust the speaker, handset, headset, or ringer volume depending on which is currently in use

8.  **Mute:** Turns the microphone on/off. When in use, the associated light is on and the caller cannot hear you.
9.  **Headset:** Switches from handset to headset. The light associated with this button turns on when the headset is active.
10.  **Speaker:** Access the speakerphone. The light associated with this button turns on when the speakerphone is active.
11.  **Exit:** Returns you to the main call handling screen
12. **Softkeys:** Used to navigate to or initiate certain features, such as Speed Dial or Call Log, as well as control certain actions within the features. These keys correspond to the text prompts in the display screen immediately above them. See [Overview of Speed Dials](#), [Overview of the Call Log](#), [Options](#) and [Overview of Label Changing](#).

Status Icons

The icons displayed on the call appearance/feature buttons of your 2420 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.

2420 VOICE TERMINAL INSTRUCTIONS

Call-Handling Features

Answer a Call

When a call arrives at your 2420 Digital Telephone, you hear a ringing tone and a blinking bell icon appears on the associated call appearance. In addition, call identification information is displayed.

To answer an incoming call, do one of the following:

- If not active on another call, answer the call using your handset, headset, or speakerphone.
- If active on a call already, place the active call on hold and then answer the incoming call.

Make a 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 or telephone number using the dial pad.

To have the 2420 telephone make a call automatically, do one of the following:

- Press Redial to have the phone dial the last number that you dialed
- Access the Call Log and initiate a call to a specific entry.
- Access the Speed Dial List in your personal directory and initiate call to a specific entry

Hold

- To put call on hold, press red hold button. Call stays on hold until you can return to it.
- To return to held call, press the call appearance button of the held call.

Speakerphone

1. To make or answer call without lifting the handset, press Speaker button.
2. Place or answer the call.
3. Adjust the speaker volume if needed by pressing the volume control arrow buttons
4. Press Speaker button again to end the call.

Transfer

1. While on a call, press the Transfer button
2. When you hear dial tone, dial the number to which you want to transfer the call.
3. Do one of the following:
 - a. To transfer without announcing it, press the Transfer button again and hang up. Transfer is complete.
 - b. 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.
5. Press Transfer again and hang up to complete the transfer

Conference

The conference feature allows you to conference up to six parties (including yourself) on a call.

To add another party to a call:

1. Press Conference button.
2. When you hear dial tone, dial the number of the person you want to add to a call.
3. Wait for an answer
4. Press the Conference button again to add the new party to the call.
5. Repeat steps 1-4 for each party you want to conference in to the call.

To add a held call to an active call:

1. Press Conference button
2. When you hear dial tone, press the call appearance button corresponding to the held call.
3. Press Conference again.

To add a new incoming call to an active conference call:

1. When your phone rings, put the conference call on hold and answer the new incoming call.
2. After answering the incoming call, Press Conference.
3. You will be given a new dial tone. Ignore this and instead, press the call appearance where the conference call is being held (hard hold).
4. Once you have re-entered the conference call, press conference, the new caller will be added.

Drop

To remove a participant from the conference call:

1. Press the Drop button.
2. Use arrow keys to scroll to the conference participant
3. When the person you wish to drop is in the display, press the soft key drop button.

Redial

To redial a previously dialed number.

1. Press the redial button
2. Previously dialed numbers will be displayed.
3. Press the softkey next to the number you wish to Redial.

Selected Voice Features

Send All Calls/Do Not Disturb

1. Press this button (while on-hook). All calls will be sent to your cover path.
2. To cancel, press the send call button again.

Call Forwarding All Calls

1. Press the Call Forward All button or dial #1.
2. In your display, dial the extension or outside number where calls will be sent temporarily.
3. Press Done.
4. Press the button again to cancel or dial *1.

Directory

1. Press the **Directory** button, then **Index** button.
2. Key in the selected name with the dial pad keys: usually first name
3. Press the **Next** button for each successive directory name you wish to see.
4. Press **Call** to dial the party in your display.
5. When ready to exit the directory, press the Exit button.

Call Pickup

1. Dial 13 to answer another ringing phone.

Speed Dial /Personal Directory

Adding Speed Dial Entries

You can store up to 104 personal speed dial entries.

To add speed dial entries to your personal directory.

1. From the Home screen, Press the SpDial softkey.
2. Press the Add softkey.
3. Using the dial pad, 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 appear in lowercase.

Note: You can use the Case softkey switch between uppercase and lowercase. You can use the Space key 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 will appear in lowercase.

4. When you are done, press the feature button to the left of the Number field to advance to that field.
5. Using dial pad, enter the telephone number. Don't forget to enter "9" an outside line.
6. Press Save softkey to add the information. (Press Cancel softkey to exit without saving.)
7. Repeat steps 2-6 for additional entries.
8. To exit the speed dial application, press the Exit button to return to the Home page.

Note: The Name/Number entry is added to Speed Dial list in alphabetical order by Name.

Making Calls from a Speed Dial

1. From the Home screen. Press the SpDial softkey.
2. Press the feature button for the entry you want to call. (Use the Left/Right arrow keys to cycle to other pages)

Editing Speed Dial Entries

1. From the Home screen, press the SpDial softkey.
2. Press the Edit softkey.
3. Press the feature button corresponding to the entry you want to edit.
Note: To move to the end of any text displayed on the Name line, press the button to the right of the line. To move to the beginning of any text, press the button to the left of the line. Press the feature button to the right of Insert Mode so that you can backspace without erasing characters during text entry.
4. Using dial pad, edit the Name.
5. When finished, press feature button to the left of the Number field.
6. Using dial pad, edit the number.
7. When done with changes, press Save softkey.

Deleting Speed Dial Entries

1. From Home screen, press the SpDial softkey
2. Press Delete softkey.
3. Press feature button corresponding to entry to be deleted.
4. "the Delete this entry?" prompt is displayed. Press yes softkey to delete.

Call Log

Call Log Setup

You can program the 2420 to log any or all of these call types:

- Answered (incoming)
- Un-answered (incoming)

- Outgoing

To specify the call types you want to appear in the Call Log:

1. From the Home screen, press the Option softkey.
2. Press the Log Setup feature button.
3. Press the appropriate button on the right side of the display
4. Press the Save softkey. You will hear confirmation tone, and you are returned to the Options screen.

Note: If you press the Save softkey to change settings, all entries that do not match the call types you have just specified will be deleted from the call log.

Viewing the Call Log

1. From the Home screen, press the Log softkey.
2. Use left/right arrow buttons to scroll through the Call Log Summary pages.
3. To view information about a specific entry, press the button corresponding to the entry.

Making Calls from the Call Log

1. From the Home screen, press the Log softkey
2. Use left/right arrow buttons to scroll through the Call Log Summary pages.
3. When you locate an entry you want to call, press the button corresponding to the entry.
4. Press the Call softkey to make the call.

Saving a Call Log Entry to Your Speed Dial List

1. From the Home screen, press the Log softkey.
2. Use left/right arrow buttons to scroll through the Call Log pages.
3. When you locate entry to be saved, press the button corresponding to the entry.
4. Press the Save softkey.
5. Do one of the following;
 - a. To save entry as shown, press the Save softkey.
 - b. To edit, press the button to the left of the Number line twice. Then, make your changes. When you are done entering changes, press the Save softkey.

Personal Settings/ Options

To access the personal Options application:

- Step 1 is to press the Options softkey from the Home screen.
- To select an option, press the Feature button for the desired option
- To return to the Home screen, press the Exit button.

Ring Pattern

1. Press the Ring Pattern feature button.
2. Use the arrow keys to cycle through the eight ringing patterns.
3. Press the Save softkey if you want to save the pattern that you just selected.

Display Contrast

1. Press the Contrast button

2. Use the arrow key to adjust the level of contrast. The display shows the contrast level for the EU24 module also.
3. Press the Done softkey to return to the Options screen.

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Visual Ring

When you enable this option, the telephone rings and the lamp above the 2420 display area flashes when an incoming call arrives.

1. Press the Visual Ring feature button.
2. Press the yes/no softkey to indicate whether you want Visual Ring enabled.
3. Press the Save softkey.

Voice Mail (Getting messages)

Your message lamp turns on when a caller has left a message for you. Press the letter icon to retrieve your messages and follow the prompts.