

2410/2420 PHONE SHORTCUTS

CALL HANDLING FEATURES

<p>PLACING A CALL</p> <p>HEADSET BUTTON:</p> <p>SPEAKER BUTTON:</p> <p>ACTIVE CALL ICON:</p>	  	<p>Place A Call With Your 2410/2420 Phone In Any Of The Following Ways</p> <ul style="list-style-type: none"> • Lift the handset and dial the number. • To place a call using a headset, press the Headset button and dial the number. • To place a call using the speakerphone, press the Speaker button and dial the number. <p>The first available Call Appearance line displays the active call icon.</p>
<p>ANSWERING A CALL</p> <p>BELL ICON:</p>		<p>When an inbound call rings to your extension, the Bell icon blinks next to the Call Appearance (Line/Feature button a, b or c). The phone rings and the call information displays on the bottom of the screen. To answer an incoming call:</p> <ul style="list-style-type: none"> • Lift the handset. • If you are using a headset, press the Headset button • To use the speakerphone, press the Speaker button.
<p>ENDING A CALL (DISCONNECT)</p>		<p>To End A Call</p> <ul style="list-style-type: none"> • Hang up the handset. • If you are using a headset, press the Headset button. • If you are using the speakerphone, press the Speaker button
<p>PAGE LEFT/RIGHT BUTTONS</p> <p>Located below your phone's display, the left and right arrow buttons allow you toggle between the phones two display pages.</p>		<p>To Select A Different Display Page:</p> <ol style="list-style-type: none"> 1. Press the Page Left (or Page Right) button. <ul style="list-style-type: none"> • <i>Press the Page Left (or Page Right) button again toggle back to the previous page..</i> • <i>To return to the 1st phone screen (Home Screen), press the Exit icon button.</i>
<p>MUTE</p> <p>MUTE BUTTON:</p>		<p>While on an active call, press the Mute button. The indicator next to the Mute button lights and the microphone for your handset (or headset or speaker) is disabled until you press the Mute button again.</p>
<p>HOLD</p> <p>HOLD BUTTON:</p>		<p>Placing A Call On Hold</p> <ol style="list-style-type: none"> 1. Press the Hold button. The Hold icon displays. <p>Retrieving The Held Call</p> <ol style="list-style-type: none"> 1. Press the Call Appearance (Line/Feature button a, b or c) where the call is on hold. The call is now active.
<p>TRANSFER</p> <p>Sends a call from your extension to another extension.</p> <p>TRANSFER BUTTON:</p>		<p>To Transfer A Call</p> <ol style="list-style-type: none"> 1. During a call, press the Transfer button. This puts the call on hold. 2. Dial the extension number to which you want to transfer the call. 3. Press Transfer again. 4. Hang up. If the party refuses the call, press the Call Appearance to return to the original call.

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CALL HANDLING FEATURES CONTINUED

<p>CONFERENCE Allows you to conference up to six parties on a call (including yourself) so you can conduct a 6-way conversation.</p> <p>CONFERENCE BUTTON: </p> <p>DROP BUTTON: </p> <p>SOFT HOLD ICON: </p>	<p>Conference</p> <ol style="list-style-type: none"> 1. While on the current call, press the Conference button. The current call is placed on hold, the Soft Hold icon displays, and you hear a dial tone. 2. Dial the number of the next party. 3. Press the Conference button again to add the new party to the call. Repeat Steps 1- 3 to join additional parties into the conference call. <p>Using The Conference Button To Add A Held Call To An Active Call</p> <ol style="list-style-type: none"> 1. Press the Conference button. The icon on the current line changes to the Soft Hold icon. 2. Press the Call Appearance (Line/Feature button a, b or c) of the original call on hold. 3. Press the Conference button again. All parties are now connected. <p>Drop The Last Person Added To The Conference Call Press the Drop button. The last party connected to the conference call is dropped from the call.</p>
<p>DIRECTORY, NEXT and MAKE CALL</p>	<ol style="list-style-type: none"> 1. Press the Page Right button. 2. Press Directory. Using the touchtone keypad, spell out the last name of the person you wish to find. Example: Spell the last name Smith. Input at least the first four letters of the last name. Press the 7 key once to enter S. Press the 6 key once to enter M. Press the 4 key once to enter I. Press the 8 key once to enter T. The first entry for Smith should show in the phone display. Choose from the following options: <ul style="list-style-type: none"> • Continue to define the entry by completing the spelling of the last name. Use the * key to indicate that you wish to spell the first name. • Use Next to scroll through the directory entries for Smith. 3. Press Next to scroll through matches. 4. Press Make Call to place a call to that person or Exit to exit the Directory.
<p>CALL PARK (if administered) This feature allows you to put a call on a special type of hold so that it can be picked up at a different extension.</p>	<p>To Park A Call To Your Extension</p> <ol style="list-style-type: none"> 1. While on a call, press the Page Right (►) button. 2. Press the Call Park button. 3. Hang-up. The call is parked. <p>To Retrieve A Parked Call</p> <ol style="list-style-type: none"> 1. From any phone, press the Un-park button. 2. Enter the extension where the call is parked.

ADDITIONAL FEATURES

<p>SEND CALLS When Send Calls is activated, all inbound phone calls will be sent immediately to call coverage (voice mail).</p>	<p>To Activate or Deactivate Send Calls</p> <ol style="list-style-type: none"> 1. Press the Send All Calls button.
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<p>CALL FORWARDING Temporarily forwards all your calls to another extension.</p>	<p>Activating Call Forwarding</p> <ol style="list-style-type: none"> 1. Lift the handset or press the Speaker button. 2. Press the button next to Call Forward. ◆ <i>An arrow appears next to Call Forward.</i> 2. Dial the extension where calls are being forwarded. 3. Wait for confirmation tone. 4. Hang up. <p>Canceling Call Forwarding All Calls</p> <ol style="list-style-type: none"> 1. Press the Call Forward button (if administered). ◆ <i>The arrow next to Call Forward disappears.</i> 2. Wait for confirmation tone. 3. Hang up.
<p>RINGING PATTERN There are eight ringing pattern options available on your 2410/2420 Phone.</p>	<ol style="list-style-type: none"> 1. From the Home screen, press the Option softkey. (To see this option on the 2410, press a menu button on the bottom of the display.) 2. Press the Ring Pattern button. Use the ◀ and ▶ or the dial pad to cycle through all eight ringing patterns. To listen to a specific ring pattern, press the Play softkey for a selected ring pattern number. <ul style="list-style-type: none"> • <i>To save the pattern that you've selected, press the Save softkey.</i> • <i>To return to the Options screen without changing the ring pattern, press the Cancel softkey.</i> • <i>To return to page 1 of the Home Screen without changing your ring pattern, press the Exit icon button.</i>
<p>DISPLAY CONTRAST</p>	<ol style="list-style-type: none"> 1. From the Home screen, press the Option softkey. (To see this option on the 2410, press a menu button on the bottom of the display.) 2. Press the Contrast feature button. The Display Contrast screen is displayed. Use the ◀ and ▶ to adjust the level of contrast. 3. Do one of the following: <ul style="list-style-type: none"> • <i>To return to the Options screen, press the Done softkey.</i> • <i>To return to Page 1 of the home screen, press Exit.</i>
<p>FLASH MESSAGE LAMP The lamp at the top of your phone will flash during an inbound call to your extension, if Flash Message Lamp is set to Yes.</p>	<p>To Activate The Flash Message Lamp for Your Phone:</p> <ol style="list-style-type: none"> 1. From the Home screen, press the Option softkey. (To see this option on the 2410, press a menu button on the bottom of the display.) 2. Press the Ring Options feature button. 3. Press the Flash Message Lamp feature button. 4. Press the Yes/No button to change the Flash Message Lamp from No to Yes. 5. Press the Save button at the bottom of the display. 6. Press the Exit button to return to the 1st screen of the phone display.
<p>MESSAGES BUTTON The voicemail access number is stored to this button.</p>	<p>Press the Messages button to speed dial the voicemail access number. Follow prompts to login to your voice mailbox.</p>

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<p>SPEED DIAL/AUTODIAL BUTTONS (if administered)</p> <p>Buttons labeled SD or Autodial are available to store telephone numbers for quick and easy dialing.</p>	<ol style="list-style-type: none"> 1. Dial the Program Access Code <u>*142</u>. 2. Press an SD/ Autodial button (If necessary, use Page Right or Page Left Buttons to locate SD Buttons.) 3. Enter the telephone number (include 9 in front of external phone numbers). 4. Press # when finished entering the telephone number. 5. Repeat steps 2-4 to program additional SD/Autodial buttons. Hang-up when finished programming. <p>Note: The label on the SD button will update once the button has been used after it has been programmed.</p> <p>Placing a Call Using an SD/Autodial Button</p> <ol style="list-style-type: none"> 1. Press the selected SD/Autodial button. <ul style="list-style-type: none"> • <i>Call is automatically dialed.</i>
<p>LABELING</p>	<p>To Label the Auto Dial buttons on your telephone</p> <ol style="list-style-type: none"> 1. Press the softkey below Label. (On the 2410, press a Menu button on the bottom of your display to display the label feature, and then press the Label softkey.) 2. Press the softkey below Edit. 3. Use the page <> to scroll to the button to label or re-label 4. Press the button you wish to label. (To change a label on the EU24 Expansion Module, press the feature button on the EU24. Proceed to step 5.) 5. Enter label using dial pad i.e. "2" contains A,B,C and 2. Use space, case or cancel if needed. 6. Press Save to save your entry. 7. Press the Exit button to exit labeling.
<p>CALL LOG</p> <p>Up to 48 answered, unanswered and outgoing calls are logged in your 2410 phone and 100 on your 2420 phone. If all Call Appearance lines are in use, the Call Log feature will not proceed with dialing.</p>	<p>To View The Call Log</p> <ol style="list-style-type: none"> 1. Press the Log softkey. The Call Log Summary screen is displayed. 2. Use the ◀ and ▶ to scroll through the Call Log Summary pages. 3. To view the information about a specific entry, press the Line/Feature button associated with the name/number of the person you want to call. 4. Press the Exit button to return to the Home screen. <p>To Make A Call To An Entry In The Call Log</p> <ol style="list-style-type: none"> 1. Press the Log softkey. The Call Log Summary screen is displayed. 2. Use the ◀ and ▶ to scroll through the Call Log Summary pages. 3. Press the Call softkey to place the call. <p>NOTE: You can make calls directly to extensions using this method. To call an external number, go off-hook and dial 9 and the telephone number.</p>

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<p>SPEED DIAL</p> <p>To store up to 48 speed dial numbers on your 2410 phone and 104 speed dial numbers on your 2420 phone.</p>	<p>To Store Speed Dial Numbers</p> <ol style="list-style-type: none">1. From the home screen, press SpDIAL softkey.2. Press the button next to Add.3. Enter the name for your speed dial label using the keypad. Example: To spell the last name Smith, press 7 four times to input the letter S. Press 6 once to input the letter M. Press 4 twice to input the letter I. Press 8 once to input the letter T. Press 4 twice to input the letter H.4. Press the button next to Number to input the telephone number. Include 9 in front of external numbers.5. Press the Save button.6. Press Phone/Exit to return to the Home screen. <p>To Place A Call Using Speed Dial</p> <ol style="list-style-type: none">1. Press the SpDIAL softkey.2. Use page left and page right buttons to page through entries - OR - Using your key pad, dial in the name of the person you wish to call3. Press soft key that corresponds with desired number.
<p>BUSY INDICATOR/ONE TOUCH DIAL BUTTON</p>	<p>Busy Indicator</p> <ul style="list-style-type: none">◆ <i>An arrow will automatically appear when a busy indicator's extension is in use.</i> <p>One Touch Dial</p> <ol style="list-style-type: none">1. Press the One Touch Dial button to automatically reach your pre-programmed extension.