

AVAYA

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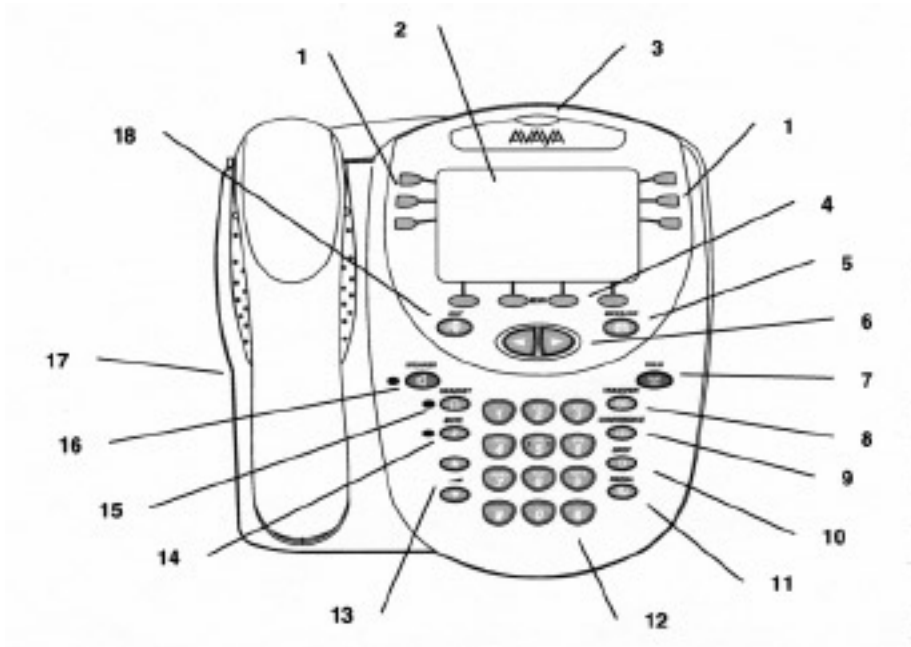
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***Avaya Telephone
Quick Reference
Training Guide***



2410 Digital Telephone Quick Reference

1. **Call appearance/feature buttons:** For accessing incoming/outgoing lines and programmed features.

2. **Display:** This area shows status for the call appearances, information provided by the Avaya call server, and the Home, Speed Dial, Call Log and Options screens.

3. **Message lamp:** This lamp is lit when a message has arrived in your voice mailbox.

4. **Menu Keys:** Allows you to perform specific functions when pressed. The functions available and the corresponding menu key's label change according to the screen displayed.

5. **Messages button:** For retrieving messages.

6. **Arrow keys:** For moving between screen pages, cycling through Call Log and Speed Dial entries and to move the cursor during data entry.

7. **Hold button:** For placing calls on hold.

8. **Transfer button:** For transferring calls.

9. **Conference button:** For conferencing calls.

10. **Drop button:** Disconnects the current call. If you are on a conference call, press this button to drop the last person you added to the conference.

11. **Redial button:** Dials the last number you dialed.

12. **Dial pad:** Standard 12-button pad for dialing telephone numbers.

13. **Volume control buttons:** For adjusting speaker, handset, headset or ringer/button click volume depending on which component is in use.

14. **Mute button:** For turning off the microphone. When the Mute feature is active, the associated lamp turns on and the person at the other end of the call cannot hear you.

15. **Headset button:** For activating a headset connected to the 2410 headset jack.


16. **Speaker button:** For accessing the built-in speakerphone. The lamp associated with this button turns on when the speaker is active.

17. **Headset jack:** For connecting a headset.

18. **Exit button:** Returns you to the first page of the home screen.



Call-Handling Features

Answer a Call

Your incoming calls are shown by a blinking bell icon  on the display. In addition, call identification flashes above your Menu keys on your display.


To answer an incoming call



Do one of the following:

- If you are not on another call, answer the call using your handset, or speakerphone (see “Speakerphone”).
- If you are on a call already, place the caller on hold (see “Hold”), and answer the incoming call or press the call appearance button of the new incoming call.
- If the call appearance for the new call is not displayed on the display screen, use  , the arrow buttons to switch between the screens.

Placing a call

Do one of the following:

- Lift handset or press  the speaker button.
- To dial a local number, press 9, plus the 7-digit number or 4-digit extension.
- To dial toll free, press 9, plus the toll free number (do not dial “1”)
- To dial long distance, dial 8, (the SCAN access code), the area code and number you are calling, then enter your 7-digit SCAN authorization number.

Note: To mute a call while on the handset or headset, press  the mute button. To begin speaking again, press  the mute button again.

Hold

The Hold feature puts a call on hold until you return to it.

To put a call on hold

Press , the hold button.

To return to the held call


Press the call appearance button of the held call.

Note: If you do not return to the held call within 3 minutes, the held call will notify you with a ring tone.

Speakerphone

The two-way built-in speakerphone allows you to make and answer calls without lifting your handset.


To make or answer a call without lifting the handset

1. Press , the speaker button.
2. Place or answer the call.
3. Adjust speakerphone volume if necessary, using the volume control buttons.

To change from the speakerphone to handset

Pick up the handset.

To change from the handset to speakerphone

1. Press , the speaker button.
2. Hang up the handset.

To mute a speakerphone call

Press , the mute button.

To begin speaking again, press , the mute button again.

To end a speakerphone call

Press , the speaker button again.

Redial

The Redial (or Last Number Dialed) feature automatically redials the last number you dialed.



To redial the last number that you dialed.

Press , the redial button.

Transfer

The Transfer feature allows you to transfer a call from your telephone to another extension or outside number.




To transfer the current call to another extension

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. Do one of the following:
 - To transfer the call without announcing it, simply hang up. The transfer is complete.
 - 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. (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 on the display screen.



Conference


The conference feature allows you to conference up to 3 parties (including yourself) on a call.

To add another party to a call

1. 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.
4. To add the person to the call, press , the conference button, again. If the called party does not answer or does not want to join the conference call, press , the drop button. Then, return to the held call by pressing its call appearance button on the display screen.

To add a held call to a call you are on


1. While connected, press , the conference button. When you hear dial tone, press the call appearance button corresponding to the held call.
2. Press , the conference button again and begin speaking.

To remove the last person added to the conference call Press , the drop button, the last call added will be dropped.

Accessing your Mailbox

Message

Your Message Light turns on when a caller has left a message for you.



Press , the message button to retrieve your messages. When voice mail answers, enter your security code. See attached Voice Mail instructions.

Personalized Settings

Ring Pattern

The Ring Pattern option on the display screen allows you to choose a personalized ringing pattern for your telephone. You can choose from eight different patterns.

To select a personalized ringing pattern

1. From the Display screen, press the Menu button.
2. From the Menu screen, choose Option
3. Press the Ring Pattern feature button.
The Select Ring screen with the current ring pattern is displayed.
4. Use  , the arrow buttons, or the Dial pad to cycle through the ringing patterns.
5. To save the selected ringing pattern, press the Save button.

You will hear a confirmation tone.

Note: If you go off-hook or receive a call during selection, the process is canceled and you must start again.

Speed Dial/Personal Directory

Add a Speed Dial Entry

You can store up to 48 personal speed dial entries.

To add speed dial entries

1. From the Display screen, press the Menu button
2. Choose the SpDial button.
3. Press the Add button.
The Edit Name screen is displayed with the Name field underscored.
4. Using the Dial pad, enter the name for your speed dial entry.
Note: Example; to enter “L”, press the 5 button (jkl) 3 times. You can use the Case button to switch between upper and lowercase. You can use the Space button to insert a space between first and last names. When you are done entering a name, press Save, the cursor will advance to the number field.
5. Using the Dial pad, enter the telephone number for this speed dial entry. When you are done entering the telephone number, press the Save button.
You will hear a confirmation tone.
6. Repeat Steps 2 through 6 for additional entries.



Make a call from Speed Dial

To make a call using the Speed Dial feature.

1. From the Display screen, press the Menu button,
2. Press the SpDial button.
The Speed Dial screen is displayed.
3. Press the feature button for the entry you want to call.
(Use the arrow buttons to cycle through the entries.)

Edit a Speed Dial Entry




To edit a stored speed dial entry.

1. From the Display screen, press the Menu button,
2. Press the SpDial button.
3. The Speed Dial screen is displayed.
4. Press the Edit button
5. Press the button corresponding to the entry you want to edit.
7. To edit the name, use  , the arrow buttons to back up and begin re-typing the name.
9. When you are done editing the name, press the feature button to the left of the Number field (Edit Number screen) if you want to change the number, OR just press Save.

Call Log



View the Call Log

To view the list of calls recorded in your Call Log.

1. From the display screen, press the Menu button.
2. Press the Log button.
The Call Log Summary screen is displayed.
3. Use  , the arrow buttons, to scroll through the Call Log Summary pages.
4. To view information about a specific entry, press the button corresponding to the entry.
The Call Log Detail screen for this entry is displayed.
5. Press , the exit button to return to the display screen.
(Up to 48 calls can be stored in the call log.)

Make a call from the Call Log

To make a call from an entry in the Call Log

1. From the display screen, press the Menu button, then the Log button.
The Call Log Summary screen is displayed.
2. Use  , the 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 that entry.
The Call Log Detail screen for this entry is displayed.
4. Press the Call button to make the call.

Note: You can make calls directly to extensions using this method. Or, to call outside numbers, go off-hook and dial the necessary code (9 for example). Then press the Call button to make the call.

Note: You will not be able to use the Call Log feature to dial Scan calls.

Voice Mail Quick Reference Guide

The following are the guidelines for accessing the most frequently used features of the new CallXpress voice mail system. Once you have accessed the system, please listen and carefully follow the tutorial prompts.

To Call Voice Mail:

From your phone

Dial 1600, when Voice Mail answers, enter your security code when prompted.

From another phone

Dial 1600, when Voice Mail answers, press “*” “#”, plus your mailbox number and security code when prompted.

Outside the District

Dial 571-1600, press “#”, then enter your mailbox number and security code when prompted.

To transfer a call directly into a mailbox:

Press transfer, dial 1600, when Voice Mail answers, press “*” “8” then the person’s mailbox number (same as their extension number) and hang up.

To play messages

- Dial 1600
- Enter your security code
- Press P (7) to Play messages
- Press T (8) to Skip to another message

Message options

While listening to a message:

- Press A (2) to Answer the message
- Press D (3) to Discard (delete) the message
- Press G (4) + Ext. No. to Give (a copy of) the message to another mailbox
- Press K (5) to Keep (save) the message

To change your personal options

- Dial 1600
- Enter your Security Code
- Press U (8) for Personal Options
- Press 4 (G) to Change your greeting
- Press 1, then 4 to Change your security code
- Press 1, then 5 to Change your name

Voice Mails are retained for 90 days from date received.

Additional information regarding the Avaya Telephone System can be found under the Tacoma School District’s web-site: Technology Services, Telecommunication section.



Technology Services

Empowering Education through Technology

Tacoma School District complies with all federal laws and regulations and does not discriminate on the basis of race, religion, color, national origin or ancestry, sex, gender identity, sexual orientation, age, marital or veteran status or disability. The district also prohibits the use of racial, ethnic, and/or sexual slurs, including sexual harassment. This holds true for all students who are interested in participating in educational programs and/or extra-curricular activities. Inquiries regarding the application of the above reference should be directed to the assistant to the superintendent, equity and diversity, P.O. Box 1357, Tacoma, WA 98401-1357; telephone 253.571.1292. Inquiries regarding the application of Section 504 of the Rehabilitation Act (concerning disabilities) should be directed to the director, comprehensive guidance programs, P.O. Box 1357, Tacoma, WA 98401-1357; telephone 253.571.1063.