

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

2 – Display: This area shows status for the call appearances, information for a call, 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 – Softkeys: Allows you to perform specific functions. The functions available and the corresponding softkey labels change according to the screen displayed.
To initially view softkey labels, press any softkey.

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 – Dialpad: 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

When a call arrives at your 2410 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 you are not active on another call, answer the call using your handset, headset, or speakerphone (see “Speakerphone”).
- If you are active on a call already, place the active call on hold (see “Hold”), and then answer the incoming call.
- If the call appearance for the ringing call is not displayed on the current Home screen page, use  and  to switch between the pages. Use  to return to Page 1 of the Home screen. When you locate the call appearance for the ringing call, press the corresponding call appearance button.

Make a call

You can make calls from the 2410 telephone using a variety of methods.


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 dialpad.

If you are calling an external number, be sure to include the required code (for example, “9”) to access an outside line.

To have the 2410 telephone make a call automatically

Do one of the following:

- Press  to have the 2410 telephone dial the last number that you dialed.
- Access the Call Log and initiate a call to a specific entry. See “Make a Call from the Call Log.”
- Access the Speed Dial List in your personal directory and initiate a call to a specific entry.

Hold


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

To put a call on hold

Press .

To return to the held call


Press the call appearance button of the held call.

Note: Your system manager may have administered the Unhold feature. In this case, you can return to the held call by pressing .

Speakerphone

The two-way built-in speakerphone allows you to make and answer calls without lifting your handset. Keep in mind that two-way speakerphones may not operate satisfactorily in every environment (such as in very noisy locations).

To make or answer a call without lifting the handset, or to use the speakerphone with any feature

1. Press .
2. Make or answer the call, or access the selected feature.
3. Adjust speakerphone volume if necessary.

To change from speakerphone to handset

Pick up the handset and talk.

To change from handset to speakerphone

1. Press .
2. Hang up the handset.

To change from headset to speakerphone

Press .

To mute a speakerphone call

Press .

To end a speakerphone call

Press  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 .

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 .
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, press  again, and 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 . Then, you can return to the held call by pressing its call appearance button.)
5. Press  again and hang up to complete the transfer.

Note: Your system manager may have administered the Transfer-on-Hang-up feature. In this case, you can transfer a call by pressing , dialing the number to which the call is to be transferred, and then hanging up. To cancel an attempted transfer, press the original call appearance. If your system has auto-hold activated, use  to cancel a transfer so that the potential transfer recipient is not left on hold.



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 .
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  again. (If the called party does not answer or does not want to join the conference, press .) Then, you can return to the held call by pressing its call appearance button.
5. Repeat Steps 1 through 4 for additional conference connections.

To add a held call to an active call


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


To remove the last person added to the conference call

1. Make sure that the conferenced call appearance is selected.
2. Press .

Getting Messages

Message

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

Note: Certain features must be programmed by your system manager to activate the  button. Please see your system manager if the message button is not working properly.

Personalized Settings

Visual Ring

The Visual Ring option on the Options screen allows you to choose a visual alert for incoming calls. When you enable this option, the telephone rings and the lamp above the 2410 display area flashes when an incoming call arrives. By default, the Visual Ring option is disabled.



To set the Visual Ring option

1. From the Home screen, press the **Option** softkey.
The Options screen is displayed.
2. Press the **Visual Ring** feature button.
The Visual Ringing Alert screen is displayed.
3. Press the **Yes/No** softkey (or press the button to the right of the setting) to indicate whether you want Visual Ring enabled.
4. Press the **Save** softkey.
You will hear a confirmation tone.

Ring Pattern

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

To select a personalized ringing pattern

1. From the Home screen, press the **Option** softkey.
The Options screen is displayed.
2. Press the **Ring Pattern** feature button.
The Select Ring screen with the current ring pattern is displayed.
3. Use  and  or the dialpad to cycle through the ringing patterns.
4. To save the selected ringing pattern, press the **Save** softkey.
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.

Call Appearance/Button Labels

Edit Labels



You can change the labels of the call appearance/feature buttons on your telephone. These new labels are stored in your 2410 telephone.

To edit call appearance/feature button labels

1. From the Home screen, press the **Label** softkey.
The Label Action screen is displayed.
2. Press the **Edit** softkey.
The Label Select screen is displayed. You can use  and  to locate the label you want to edit.
3. Press the feature button on the 2410 telephone corresponding to the label you want to edit.
The Label Edit screen is displayed. The New Label field displays the current customized label (if any), and the System Label field displays the system label.
4. Using the dialpad, edit the label. You can enter up to 13 characters. By default the first letter appears in uppercase, and the following characters appear in lowercase.
5. When finished, press the **Save** softkey.

View the System Labels

To view the call appearance/feature button labels on the call processing system

1. From the Home screen, press the **Label** softkey.
The Label Action screen is displayed.
2. Press the **Inspect** softkey.
The Label Select screen is displayed showing the system labels for the 2410 telephone.
3. Use  and  to scroll through the pages.
4. When you finished, press the **Done** softkey.

Restore the System Labels

To restore the system labels for all buttons

1. From the Home screen, press the **Label** softkey.
The Label Action screen is displayed.
2. Press the **Restore** softkey.
The Label Restore screen is displayed.
3. Press the **Erase** softkey.
The Confirm Erase prompt is displayed.
4. Press the **Erase** softkey.

Speed Dial/Personal Directory

Add a Speed Dial Entry

You can store up to 48 personal speed dial entries in the 2410 telephone. When the maximum number of entries is stored, you must delete existing entries before the 2410 telephone allows you to enter new ones.

To add speed dial entries to your personal directory

1. From the Home screen, press the **SpDial** softkey.

The Speed Dial screen is displayed.

2. Press the **Add** softkey.

The Edit Name screen is displayed with the Name field underscored.

Note: If the directory is full, a message is displayed indicating that your Speed Dial list is full. You must delete an existing entry before a new entry can be added.



3. Using the dialpad, 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 to switch between uppercase and lowercase. You can use the **Space** softkey 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 in that word will appear in lowercase. If you are entering special characters, you can use the * (star) key to cycle through the period and star characters. You can also use the # (pound) key to cycle through the hyphen and pound characters.

4. When you are done entering a name, press the feature button to the left of the Number field (Edit Number screen) to advance to that field.
5. Using the dialpad, enter the telephone number for this speed dial entry. You can enter numbers up to 20 characters long, including special characters.
6. When you are done entering the telephone number, press the **Save** softkey to save your entry. You will hear a confirmation tone.
7. Repeat Steps 2 through 6 for additional entries.

Make a call from a Speed Dial

To make a call to a directory entry using the Speed Dial feature

1. From the Home screen, press the **SpDial** softkey.
The Speed Dial screen is displayed.
2. Press the feature button for the entry you want to call. (If the entry is not displayed on the current page, use  and  to cycle through the entries.)
The 2410 telephone dials the number.

Edit a Speed Dial Entry




To edit a stored speed dial entry

1. From the Home screen, press the **SpDial** softkey.
The Speed Dial screen is displayed.
2. Press the **Edit** softkey.
3. Press feature button corresponding to the entry you want to edit.
4. Using the dialpad, 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.
5. 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. Otherwise, go to Step 7.
6. Using the dialpad, enter the telephone number for this speed dial entry. You can enter numbers up to 20 characters long, including special characters.
7. When you are done making changes, press the **Save** softkey to save your entry.
8. Repeat Steps 3 through 7 for additional entries.

Call Log



View the Call Log

To view the list of all calls recorded in the Call Log

1. From the Home screen, press the **Log** softkey.
The Call Log Summary screen is displayed.
2. Use  and  to scroll through the Call Log Summary pages.
3. To view information about a specific entry, press the button corresponding to the entry.
The Call Log Detail screen for this entry is displayed.
4. Press  to return to the Home screen.

Make a Call from the Call Log



To make a call from an entry in the Call Log

1. From the Home screen, press the **Log** softkey.
The Call Log Summary screen is displayed.
2. Use  and  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** softkey to make the call.

Note: You can make calls directly to extensions using this method. To call outside numbers, go off-hook and dial the necessary code (for example, "9" for a local or seven-digit call or "9" and "1" for a 10-digit call). Then, press the **Call** softkey to make the call.

Save a Call Log Entry to a Speed Dial

To save an entry in the Call Log to your Speed Dial List

1. From the Home screen, press the **Log** softkey.
The Call Log Summary screen is displayed.
2. Use  and  to scroll through the Call Log Summary pages.
3. When you locate an entry you want to save, press the button corresponding to that entry.
The Call Log Detail screen for this entry is displayed.
4. Press the **Save** softkey.
The Edit Name screen is displayed.
5. Make any changes, and then press the **Save** softkey to save the entry to the Speed Dial List.