AVAYA

2410 Digital Telephone
User's Guide

Providing Telecommunications Security

Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based), or asynchronous (character-, message-, or packet-based) equipment, or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you - Avaya's customer system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure:

- Your Avaya-provided telecommunications systems and their interfaces
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

Standards Compliance

Avaya Inc. is not responsible for any radio or television interference caused by unauthorized modifications of this equipment or the substitution or attachment of connecting cables and equipment other than those specified by Avaya Inc. The correction of interference caused by such unauthorized modifications, substitution or attachment will be the responsibility of the user. Pursuant to Part 15 of the Federal Communications Commission (FCC) Rules, the user is cautioned that changes or modifications not expressly approved by Avaya Inc. could void the user's authority to operate this equipment.

Product Safety Standards

This product complies with and conforms to the following international Product Safety standards as applicable:

Safety of Information Technology Equipment, IEC 60950, 3rd Edition, or IEC 60950-1, 1st Edition, including all relevant national deviations as listed in Compliance with IEC for Electrical Equipment (IECEE) CB-96A.

Safety of Information Technology Equipment, CAN/CSA-C22.2
No. 60950-00 / UL 60950, 3rd Edition, or CAN/CSA-C22.2 No. 60950-1-03 / UL 60950-1.

Safety Requirements for Customer Equipment, ACA Technical Standard (TS) 001 - 1997.

One or more of the following Mexican national standards, as applicable: NOM 001 SCFI 1993, NOM SCFI 016 1993, NOM 019 SCFI 1998.

Electromagnetic Compatibility (EMC) Standards

This product complies with and conforms to the following international EMC standards and all relevant national deviations:

Limits and Methods of Measurement of Radio Interference of Information Technology Equipment, CISPR 22:1997 and EN55022:1998.

Information Technology Equipment – Immunity Characteristics – Limits and Methods of Measurement, CISPR 24:1997 and EN55024:1998, including:

- Electrostatic Discharge (ESD) IEC 61000-4-2
- Radiated Immunity IEC 61000-4-3
- Electrical Fast Transient IEC 61000-4-4
- Lightning Effects IEC 61000-4-5
- Conducted Immunity IEC 61000-4-6
- Mains Frequency Magnetic Field IEC 61000-4-8
- Voltage Dips and Variations IEC 61000-4-11

Power Line Emissions, IEC 61000-3-2: Electromagnetic compatibility (EMC) – Part 3-2: Limits – Limits for harmonic current emissions.

Power Line Emissions, IEC 61000-3-3: Electromagnetic compatibility (EMC) – Part 3-3: Limits – Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems.

Federal Communications Commission Statement

Part 15:

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Part 68: Answer-Supervision Signaling

Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

- answered by the called station,
- answered by the attendant, or
- routed to a recorded announcement that can be administered by the customer premises equipment (CPE) user.

This equipment returns answer-supervision signals on all direct inward dialed (DID) calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered.
- A busy tone is received.
- A reorder tone is received.

Avaya attests that this registered equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

Canadian Department of Communications (DOC) Interference Information

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Installation and Repairs

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Declarations of Conformity

United States FCC Part 68 Supplier's Declaration of Conformity (SDoC)

Avaya Inc. in the United States of America hereby certifies that the equipment described in this document and bearing a TIA TSB-168 label identification number complies with the FCC's Rules and Regulations 47 CFR Part 68, and the Administrative Council on Terminal Attachments (ACTA) adopted technical criteria.

Avaya further asserts that Avaya handset-equipped terminal equipment described in this document complies with Paragraph 68.316 of the FCC Rules and Regulations defining Hearing Aid Compatibility and is deemed compatible with hearing aids.

Copies of SDoCs signed by the Responsible Party in the U. S. can be obtained by contacting your local sales representative and are available on the following Web site: http://www.avaya.com/support.

All Avaya media servers and media gateways are compliant with FCC Part 68, but many have been registered with the FCC before the SDoC process was available. A list of all Avaya registered products may be found at: http://www.part68.org by conducting a search using "Avaya" as manufacturer.

European Union Declarations of Conformity

Avaya Inc. declares that the equipment specified in this document bearing the "CE" (*Conformité Europeénne*) mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (1999/5/EC), including the Electromagnetic Compatibility Directive (89/336/EEC) and Low Voltage Directive (73/23/EEC).

Copies of these Declarations of Conformity (DoCs) can be obtained by contacting your local sales representative and are available on the following Web site: http://www.avaya.com/support.

Japan

This is a Class B product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may occur, in which case, the user may be required to take corrective actions.

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＡ情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

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Attention: Avaya Account Management

E-mail: totalware@gwsmail.com

For the most current versions of documentation, go to the Avaya support Web site: http://www.avaya.com/support.

Contents

Overview

The 2410 Digital Telephone is a multi-line digital telephone for use with an Avaya call processing system. It is designed to put convenient features and capabilities at your fingertips, including:

- **a large display —**that allows you to view call appearance/feature button labels, the call log, speed dial lists, and call identifier information.
- **a flexible call appearance/feature button display—**that eliminates the need for paper button labels.
- **a customizable interface—**that allows you to create personal speed dial lists, to specify the call types you want to appear in the call log, to select the telephone ring pattern, to customize the call appearance/feature button labels, and to choose the language displayed on your 2410 telephone.

   Note: You can choose to view screen text in English, German, French, Spanish, Italian, Dutch, Portuguese, or Japanese.

- **a programmable speed dial list—**that allows you to store up to 48 entries.
- **a programmable call log—**that supports up to 48 entries (including calling party name and number, when available, for incoming calls) and allows you to specify the call types (that is, answered or unanswered incoming calls, and outgoing calls) that are logged.
- **customizable call appearance/feature button labels—**that allow you to change the labels for the call appearance/feature buttons programmed on your call processing system. Up to 13 characters can be displayed for each label.
- **compatibility with a variety of headsets** —works with one headset directly connected to the 2410 telephone via an amplifier adapter (HIC-1) cord. See "Headset Compatibility" on page 10 for the list of compatible headpieces and equipment.
- **support for the Group Listen feature—**when this feature is programmed, you can use the handset (or headset) and speaker of the 2410 telephone simultaneously. While you're talking with the other party via the handset (or headset), another person can use the speaker to listen to the conversation. See "Speakerphone" on page 12 for details.

As soon as you install the 2410 telephone, you can take advantage of these powerful features because your telephone is instantly recognized by your call processing system. Depending on how it is administered at the call processing system, the 2410 telephone can also be moved to another office at your location and begin working without interruption. There's no need to wait for reprogramming or technical support.

Headset Compatibility

The headset interface is compatible with the following "H-top" headpieces and equipment.

Headpieces

— Starset top H31
— Mirage top H41
— Mirage top H41N
— Supra Monaural top H51
— Supra Monaural NC top H51N
— Supra Binaural top H61
— Supra Binaural NC top H61N
— Encore Monaural Voice Tube H91
— Encore Monaural NC top H91N
— Encore Binaural Voice Tube H101
— Encore Binaural NC top H101N
— Tristar Voice Tube top H81
— Tristar Noise Canceling top H81N
— Duoset (Supra Starter) Voice Tube H141 Headband only
— Duoset (Supra Starter NC) Noise Canceling top H141N Headband only
— Duoset (Earset Starter) Voice Tub top H141 Earhooks only
— Duoset (Earset Starter NC) Noise Canceling top H141N Earhooks only
— Duoset (Starter Special VT) Voice Tube top H141 Headband & Earhooks
— Duoset (Starter Special NC) Noise Canceling top H141N Headband & Earhooks

Base Units

— M12LUCM Modular Base Unit

Adapter Cord

— HIC-1 "H-top" Headset Adapter Cord

Cordless Headpiece/Base Unit

— LKA 10 Cord Free Headset (900 MHz RF)

Safety Information

Your 2410 telephone has been manufactured according to industry standards for quality and safety assurance. When using your telephone, follow recommended safety precautions to reduce the risk of fire, electric shock, and personal injury. See the *2400 Series Telephone Installation and Safety Instructions* that were packaged with your telephone.

2410 Telephone Components

Refer to Figure 1 below to familiarize yourself with your 2410 telephone screen display, buttons, and programmable features.

FIGURE 1   2410 Telephone Components
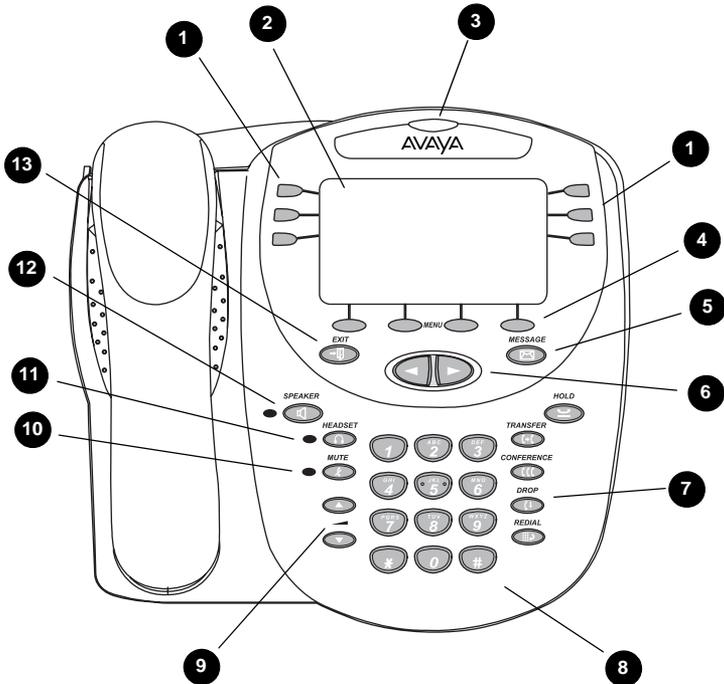
Table 1 describes the 2410 telephone components presented in Figure 1.

TABLE 1 The 2410 Telephone Components

The following items correspond to the numbers in <u>Figure 1</u>.

1) **Call appearance/feature buttons** — For accessing incoming/outgoing lines and programmed features. An underscore indicates the currently selected call appearance.	8) **Dialpad** — Standard 12-button pad for dialing telephone numbers.
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.	9) **Volume control buttons** — For adjusting speaker, handset, headset, or ringer volume depending on which component is in use.
3) **Message lamp** — This lamp is lit when a message has arrived in your voice mailbox. When you set this lamp to Visual Ring, it flashes to alert you to incoming calls. You can retrieve messages using ⊠ .	10) **Mute button** (ℓ) — For turning off the microphone (handset, headset, or speaker). When the Mute feature is active, the associated light turns on and the person at the other end of the call cannot hear you.
4) **Softkeys** — These keys allow 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**.	11) **Headset button** (🎧) — For activating a headset connected to the 2410 headset jack. The light associated with this button turns on when the headset is active.
5) **Message button** — For retrieving messages.	12) **Speaker button** (◁) — For accessing the built-in two-way speakerphone. The light associated with this button turns on when the speakerphone is active.
6) **Arrow keys** ◄ ► — Depending on the current screen display, you can use these keys to move between screen pages, to cycle through Call Log and Speed Dial entries, and to move the cursor during data entry.	13) **Exit button** (→🚪) — Pressing this button returns you to the first page of the Home screen.
7) **Call handling buttons** — For call handling activities. See <u>"Call-Handling Features" on page 18</u> for more information.	

2410 Telephone User Checklist

The remainder of this guide contains procedures for using specific screens, features, and keys on the 2410 telephone. The following table directs you to sections explaining specific activities you may want to perform.

To	See
Understand call appearance/ feature button displays	"The Home Screen" on page 14
Handle calls (that is, answer and make calls, hold calls, transfer calls, redial numbers, set up conference calls, etc.)	"Call-Handling Features" on page 18
Understand your personal directory vs. the call processing system Directory feature	"The Speed Dial Screen" on page 23
Create and maintain a Speed Dial List	"Managing Your Speed Dial List" on page 25
Make Speed Dial calls	"Call-Handling Features" on page 18
Customize the labels of the call appearance/feature buttons	"Managing Your Call Appearance/ Feature Button Labels" on page 37
Understand the Call Log Summary and Call Detail screens	"The Call Log Screens" on page 29
Change the default Call Log settings	"Call Log Setup" on page 43
View or update information saved in the Call Log	"Using the Call Log" on page 33
Make calls from the Call Log	"Using the Call Log" on page 33
Retrieve voice mail messages	"Getting Messages" on page 22
Check lamp and display component status	"Self Test" on page 45
Change default language, ring pattern, display contrast, and visual ring settings	"Selecting Personalized Options" on page 42
Erase all personalized options and restore default settings	"Selecting Personalized Options" on page 42

The Home Screen

The Home screen, which consists of two pages, displays the available call appearance/feature buttons, caller ID information, the current date and time, softkeys, and information provided by the Avaya call processing system.

In general, you use the Home screen to perform standard call handling. Six call appearance/feature buttons are displayed on each page of the Home screen (as shown in Figure 2).

The date and time information is provided by your call processing system. This information is displayed below the call appearance/feature button area when the telephone is idle.

> **Note:** After initially plugging in a 2410 telephone or after a power outage, it may take several minutes before the time and date appear on the screen. If the date and time displayed are incorrect, contact your system manager.

If you program your 2410 telephone to log unanswered, incoming calls, the counter displaying this number of new calls appears below the date and time. Every time you access the Call Log Summary screen (see "The Call Log Screens" on page 29) to view the information in the call log, the counter is reset to 0.

FIGURE 2   Sample Home Screen - Page 1
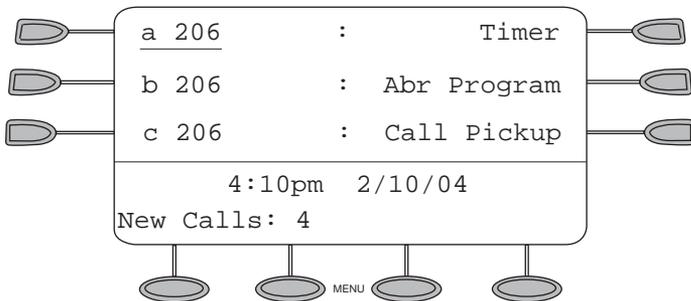
To view the softkey labels, press any one of the softkeys. (See .) You must press one of the softkeys to access the softkey features (that is, Speed Dial, Call Log, Options, and Labels.)

FIGURE 3   Sample Home Screen with Softkey Labels

```
  ┌─────────────────────────────────┐
  │  a 206        :        Timer     │
  │                                  │
  │  b 206        :    Abr Program   │
  │                                  │
  │  c 206        :    Call Pickup   │
  ├──────────────────────────────────┤
  │        4:10pm  2/10/04           │
  │ SpDial    Log   Option    Label  │
  └─────────────────────────────────┘
             MENU
```
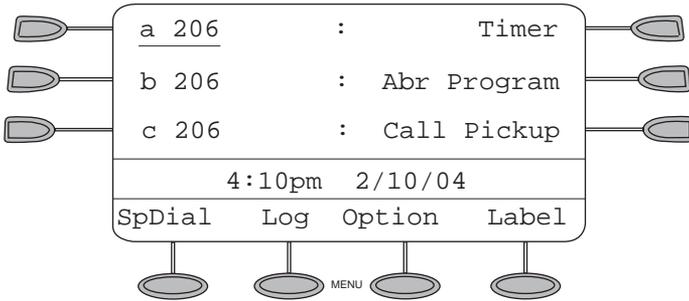
Navigating in the Home Screen Pages

Navigating in the Home Screen Pages	
To	**Press**
Move to the other Home screen page	◀ or ▶
Return to Page 1 of the Home screen	⬅ at any time
Access the Speed Dial screen	The SpDial softkey
Access the Call Log Summary screen	The Log softkey
Access the Options screen	The Option softkey
Access the Label Action screen	The Label softkey

Call Appearance and Call Identification Displays

The 2410 telephone has six call appearance/feature buttons per screen page. Beginning with the first button in the upper left corner of the 2410 telephone and going down, the display identifies the buttons in the left column. These buttons are considered call appearance/feature buttons 1 through 3. On the display, these buttons are identified by default labels **a**, **b**, **c**, etc., where **a** represents call appearance/feature button 1. The buttons in the right column run from 4 through 6.

When you receive or make calls, the available call identification information is displayed where the date and time appear when the telephone is idle. For example, when you dial an extension, that number is shown and then replaced by the called party's name and extension. The call identification information associated with an extension is provided by the call processing system. When a call is received from another extension, the caller's name is shown;

when a call is received from outside, the calling number (if available), "OUTSIDE CALL," or a trunk identifier is shown.

One call appearance is usually underlined. When a call arrives at the 2410 telephone, the bell icon blinks on the corresponding call appearance (see "Status Icons" on page 16). After you answer the call, the active call icon is displayed.

> **Note:** If the call appearance is not displayed on the current Home screen page, use ◀ or ▶ to locate and answer the appropriate call appearance.

The display remains in call handling mode until you activate one of the other softkey features. (When you press one of the softkeys, the softkey labels are displayed.) After using any of these features, return to Page 1 of the Home Screen by pressing ▣.

Status Icons

The icons displayed on the call appearance/feature buttons of your 2410 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. See "Tones and Their Meaning" on page 54 for information about the corresponding audio alert.
)	Active	The call you are currently handling. If you have a bridged call appearance on your telephone, this icon will appear when that appearance is active.
⎓	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.
◇	Feature pending	Your request is being processed but is not immediately available.

In addition, the following icons are displayed in certain feature-specific applications.

Status Icons for Feature-Specific Applications	
Icon	**Definition**
◆ Feature status	Feature specific status.
▲▲ Feature status	Feature specific status.
▼▼ Feature status	Feature specific status.

Call-Handling Features

The procedures in this section assume that you are performing call handling with the Home screen displayed on the 2410 telephone. In addition to common procedures provided in this section, refer to the *Overview for the Avaya Communication Manager Software* (555-233-767) for alternate procedures.

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 (see "Call Appearance and Call Identification Displays" on page 15, earlier in this guide, for details).

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" on page 20).

- If you are active on a call already, place the active call on hold (see "Hold" on page 19), 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 any 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 "Using the Call Log" on page 33 for more information.

- Access the Speed Dial List in your personal directory and initiate a call to a specific entry. See "Speed Dial" on page 19.

Speed Dial

The Speed Dial feature allows you to have the 2410 telephone automatically dial calls to telephone numbers stored in your personal directory. See the procedures in "Managing Your Speed Dial List" on page 25 for creating and maintaining your personal 2410 telephone directory.

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

1. If the softkey labels are not displayed, press any softkey button to display the softkey labels.

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

   The Speed Dial screen is displayed.

3. Press the button next to the entry you want to call. (If the entry you want is not displayed on the current page, use ◀ and ▶ to cycle through the entries.)

   The 2410 telephone dials the number for you.

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 ⌒☲⌒.

Redial

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

To redial the last number that you dialed

Press ⌒▦♪⌒.

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 raise the volume, press the volume control button ⟨▲⟩; to lower the volume, press the volume control button ⟨▼⟩.

   The display shows the volume level. (There are eight volume levels.)

   If you want to make the speakerphone volume louder, you can disable the speakerphone ACG by setting "Speaker AGC Enabled" to "No" in the second page of the Options screen. When enabled, speakerphone AGC automatically adjusts volume levels by increasing low signals and decreasing high signals. If you disable the speakerphone AGC, low volume levels will not be increased automatically. See .

To change from the speakerphone to the handset

Pick up the handset and talk.

To change from the handset to the speakerphone

1. Press ⟨🕪⟩.
2. Hang up the handset.

To change from the headset to the speakerphone

Press ⟨🕪⟩.

To end a speakerphone call

Press ⟨🕪⟩ again.

To use the Group Listen feature (if administered) in which the handset (or headset) and the speaker are active at the same time

While you are active on the handset (or headset), 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.

   The "Transfer Completed" message is displayed.

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 ⟨Ⅲ⟩ .

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 ⟨Ⅲ⟩ again.
   (If the called party does not answer or does not want to join the conference, press ⟨ꜛ⟩. 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 ⟨Ⅲ⟩.

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

3. Press ⟨ⅢⅠ⟩ again.

To remove the last person added to the conference call

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

2. Press ⟨ꜛ⟩.

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 Message button. Please see your system manager if the Message button is not working properly. See Chapter 21, "Features and Technical Reference," of the *Administrator's Guide for Avaya Communications Manager Software*, Document No. 555-233-506 for Message button programming information.

The Speed Dial Screen

Using the Speed Dial screen, you can store up to 48 speed dial entries in the personal directory of your 2410 telephone. You can access this screen by pressing the SpDial softkey at the Home screen. (You may have to press any one of the softkeys to display the softkey labels.)

Note: The personal directory containing your speed dial entries of numbers you call frequently is stored in your 2410 telephone. The personal directory is separate from the Directory feature, which resides on the call processing system. The Directory feature, which is administered by your system manager, allows any call processing system user to search for the extension of another user in the call processing system directory. For more information about the Directory feature, see "Using Display Features" on page 52.

When you have created a speed dial list, the Speed Dial screen displays the saved entries in alphabetical order. A single page displays six entries. You can make a call directly from this screen by pressing the button associated with a displayed entry.

Figure 4 shows a sample Speed Dial screen.

FIGURE 4   Sample Speed Dial Screen

In addition to placing calls from the Speed Dial screen, you can add entries, delete entries, and make changes to saved entries in your personal speed dial list using the softkeys displayed at the bottom of the screen. See "Managing Your Speed Dial List" on page 25 for more information.

Working in the Speed Dial Screen

Working in the Speed Dial Screen	
To	**Press**
Place a call to a displayed entry and return to the current Home screen	The button associated with the entry
View the next page of speed dial entries	▷
View the previous page of speed dial entries	◁
Use the index feature to locate a specific entry quickly **Note:** The telephone must be on-hook when you use the index feature.	Press 1 on the dialpad to move directly to the beginning of the speed dial list. Press keys 2 through 9 to locate entries beginning with the letters that correspond to these keys. For example, press 3 to locate the first entry that begins with the letter "D."
Add an entry to the speed dial list	The Add softkey
Change information stored in the speed dial list	The Edit softkey
Delete an entry from the speed dial list	The Delete softkey
Return to the Home screen in which you were working previously	The Done softkey (see Note below)
Return to Page 1 of the Home screen	⊲🗐 at any time

Note: After you access specific screens to manage your speed dial entries, the softkeys displayed at the bottom of the screen change to reflect the activities that you can perform. For example, when you access the Edit screen, you can choose from the Add, Delete, and Done keys. The Edit and Delete softkeys are not displayed, though, until you have saved at least one entry in your personal speed dial list.

Note: Keep in mind that whenever you are working in the Speed Dial screens (adding, editing, and deleting speed dial entries), you cannot use the telephone dialpad for dialing.
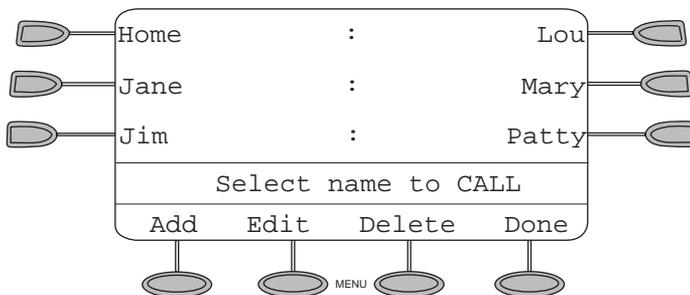
Managing Your Speed Dial List

Using the Speed Dial screen, you can store up to 48 speed dial entries in your personal 2410 telephone directory. You can access this screen by pressing the SpDial softkey at the Home screen.

When you have created a speed dial list, the Speed Dial screen displays the saved entries in alphabetical order. A single page displays six entries.

You can add entries, delete entries, and make changes to saved entries in your personal speed dial list using the softkeys displayed at the bottom of the screen. You can also save Call Log entries to your Speed Dial List.

Quick Access to Speed Dial Entries

When you access your speed dial list to select, edit, or delete entries, you can use the index feature to locate a specific entry quickly. For example, press 1 on the dialpad to move directly to the beginning of the list.

You can use keys 2 through 9 on the dialpad to locate entries beginning with the letters that correspond to these keys. For example, press 3 to locate the first entry that begins with the letter "D." If no entries begin with the letter "D," then the first entry that begins with the letter "E" is selected.

Insert Mode

After you select a speed dial entry for editing, you can use the Insert Mode while you are working in the Edit screen. When Insert Mode is enabled (as indicated by ◄ to the right of **Insert Mode** in the lower right corner of the screen display), use ◄ to move the cursor to the left without erasing characters. For example, you can press ◄ to insert an area code in front of an existing telephone number in a saved entry.

To turn Insert Mode on and off, press its associated button on the Edit Name/ Number screen. Note that when you first access the Edit Name screen, Insert Mode is "off."

Entering Characters

Keep in mind that each time you press a key on the dialpad, the alphabetic character associated with the key is shown on the screen display. In some cases, you may need to press the same key repeatedly to select other alphabetic characters. For example, to enter "Jack:"

- Press 5 for "J." This first letter is automatically entered as an uppercase letter. All of the following characters in the word appear in lowercase.
- Press 2 for "a." Then, press ▷ to advance the cursor.
- Press 2 three consecutive times for "c."
- Press 5 twice for "k."

Note that you must use ▷ if the next character you want to enter uses the same key as the character you just entered (for example, the characters "a" and "c" are both entered using the 2 key).

Dialing Conventions

It is important that you observe the following conventions as you enter speed dial numbers:

- You can enter telephone numbers up to 20 characters long, including special characters and spaces.
- You must include the code required to access an outside line (for example, "9") for external telephone numbers.
- You can use the **Pause** softkey to insert a 1.5-second pause. It is often useful to include a pause (or series of pauses) in beeper/pager numbers to allow a paging system enough time to answer.
- You can use the **Hyphen** softkey to insert hyphens between segments of a telephone number (for example, "9-732-555-1212"). The hyphen may make the number easier for you to read but does not affect dialing.

Adding Speed Dial Entries

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 (or, if no Speed Dial List already exists, the Empty Speed Dial List 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. See .

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 in the word 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 words. 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 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, do one of the following:

   • To save your entries and return to the Speed Dial screen, press the **Save** softkey.

   • To continue *without saving your entries*, press the **Cancel** softkey.

   • To return to Page 1 of the Home screen *without saving your entries*, press ⬅️ .

7. Repeat Steps 2 through 6 to add more entries.

Editing Speed Dial Entries

You can edit information for any of the speed dial entries saved in your personal 2410 telephone directory.

To edit stored speed dial entries

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

   The Speed Dial screen is displayed.

2. Press the **Edit** softkey.

   The Edit Name screen is displayed.

   Note: You can use ◀ and ▶ or the index feature to locate the entry you want to edit.

3. Press the feature button corresponding to the entry you want to edit.

   The Edit screen is displayed with the Name field underscored.

4. Using the dialpad, edit 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 words. If you are entering special characters, you can use the * (star key) to cycle through the period and star characters. You can use the **#** (pound key) to cycle through the hyphen and pound characters.

5. When you are done editing the name, press the feature button to the left of the Number field (Edit Number screen) to advance to that field. Otherwise, go to Step 7.

6. Using the dialpad, edit the telephone number for this speed dial entry. You can enter numbers up to 20 characters long, including special characters.

   Note: You can use the feature button to the right of the Number field to go directly to the end of any existing text in that field. The feature button to the left of the Number field takes you directly to the start of any existing text in that field. The feature button at the top of the left column returns you to the Edit Name screen.

7. When you are done making changes, do one of the following:

   - To save your entries and return to the Edit screen, press the **Save** softkey.

   - To return to the Edit screen *without saving your entries*, press the **Cancel** softkey.

   - To return to Page 1 of the Home screen *without saving your entries*, press ⟨→⫌⟩.

8. Repeat Steps 3 through 7 to edit more entries.

Deleting Speed Dial Entries

You can delete any of the speed dial entries saved in your personal 2410 telephone directory.

To delete stored speed dial entries

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

   The Speed Dial screen is displayed.

2. Press the **Delete** softkey.

   The Delete screen is displayed.

3. Press the feature button corresponding to the entry you want to delete.

   Note: If the entry you want to delete is not displayed on the current screen page, use ⟨◀⟩ and ⟨▶⟩ to cycle through the speed dial list. You can also use the index feature to move to the page containing the entry.

   The DELETE this entry? prompt is displayed.

4. Do one of the following:

   - To delete the selected entry, press the **Yes** softkey.

   - To return to the Delete screen *without deleting the entry*, press the **Cancel** softkey.

   - To return to Page 1 of the Home screen *without deleting the entry*, press ⟨→⫌⟩.

5. Repeat Steps 3 through 4 to delete more entries.

The Call Log Screens

The 2410 telephone can store up to 48 entries in the Call Log. By default, all types of calls are logged, and the number of new unanswered calls is displayed below the date and time on your 2410 telephone (see "The Home Screen" on page 14).

Note: When power to the telephone is interrupted, all entries in the Call Log are erased.

You can disable the Call Log or specify certain call types you want logged using the Log Setup option on the Options screen (see "The Options Screen" on page 40).

Two screens allow you to view Call Log information:

- The Call Log Summary screen
- The Call Detail screen
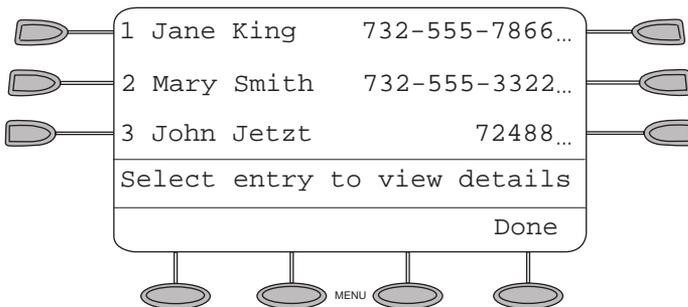
The Call Log Summary Screen

The Call Log Summary screen, which is accessed by pressing the Log softkey on the Home screen, displays the following call identification information:

- For incoming calls—calling party name and telephone number (if this information is available from the call processing system). Note that the caller's name may be abbreviated if it is longer than 16 characters.
- For outgoing calls—the telephone number (that is, the digits that you entered on the 2410 telephone dialpad). If you used the speed dial list to make a call, speed dial entry name and number are displayed in the log.

    Note: Outgoing calls made using the ⌨ or other abbreviated dialing buttons cannot be logged.

Each page of the Call Log Summary screen can display three entries. (See Figure 5.) You can use ◄ and ► to page through all logged calls.

FIGURE 5   Sample Call Log Summary Screen

```
1 Jane King      732-555-7866…
2 Mary Smith     732-555-3322…
3 John Jetzt           72488…
Select entry to view details
                       Done
```
                       MENU

The most recent call is displayed in the top-most position of the first page. When the log is full (that is, 48 calls), the log automatically deletes the oldest call information to allow for continuous logging without interruption. In addition, you can delete specific entries from the Call Log Detail screen.

Note: Every time you access the Call Log Summary screen to view the information in the call log, the counter displaying new calls is reset to 0.

To view more information (such as the date and time) for a specific entry in the log summary, press the button associated with the entry to access the Call Log Detail screen.

Working in the Call Log Summary Screen

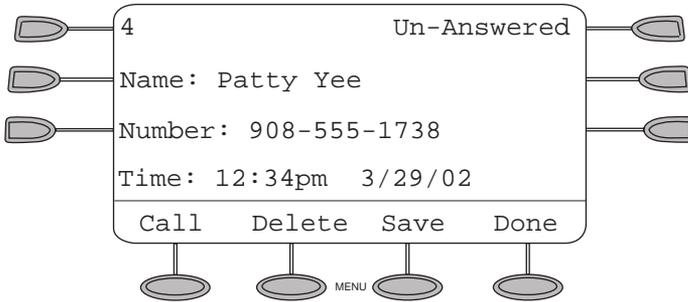| Working in the Call Log Summary Screen	
To	**Press**
View information about a specific log entry	The button associated with the entry
View the next page of call log entries	▷
View the previous page of call log entries	◁
Use the index feature to locate a specific entry quickly **Note:** The telephone must be on-hook when you use the index feature.	Press 0 on the dialpad to move directly to the first call log entry. Press 1 to view the page containing the tenth call log entry. Press 2 to view the page containing the twentieth call log entry. Press 3 to view the page containing the thirtieth call log entry. Press 4 to view the page containing the fortieth call log entry. Press 5 to view the last call log entry.
Return to the Home screen in which you were working previously	The Done softkey
Return to Page 1 of the Home screen	⇥▯ at any time

Call Log Detail Screen

The Call Log Detail screen, which is accessed from the Call Log Summary screen, allows you to:

- View additional information, such as call type and the date and time that the call was processed.
- Make a call to the entry displayed directly from this screen (see "Using the Call Log" on page 33).

A sample Call Log Detail screen is shown in Figure 6.

FIGURE 6   Sample Call Log Detail Screen

```
4                    Un-Answered

Name: Patty Yee

Number: 908-555-1738

Time: 12:34pm  3/29/02

  Call    Delete   Save    Done
```

MENU

The number displayed in the upper left corner of the screen indicates the position of this call in the log summary. The call type (that is, *Answered*, *Un-answered*, or *Outgoing*) is displayed in the upper right corner.

Working in the Call Log Detail Screen

Working in the Call Log Detail Screen	
To	**Press**
Make a call to the entry displayed	The Call softkey
View the next call log entry	$\blacktriangleright$
View the previous call log entry	$\blacktriangleleft$
Use the index feature to locate a specific entry quickly **Note:** The telephone must be on-hook when you use the index feature.	Press 0 on the dialpad to move directly to the first call log entry. Press 1 to view the tenth call log entry. Press 2 to view the twentieth call log entry. Press 3 to view the thirtieth call log entry. Press 4 to view the fortieth call log entry. Press 5 to view the last call log entry.
Remove the selected entry	The Delete softkey
Save the selected entry as a speed dial entry	The Save softkey
Return to the Home screen in which you were working previously	The Done softkey
Return to Page 1 of the Home screen	⟨→▯⟩ at any time

Using the Call Log

The Call Log feature is factory set to record answered, unanswered, and outgoing calls. For information on disabling the Call Log or changing the call types you want logged, see <u>"Call Log Setup" on page 43</u> in "Selecting Personalized Options."

Viewing the Call Log

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

1. If the softkey labels are not displayed, press any softkey button to display the softkey labels.
2. From the Home screen, press the **Log** softkey.

   The Call Log Summary screen is displayed.

3. Use ◀ and ▶ 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 ⟶ to return to the Home screen.

Making Calls from the Call Log

To make a call to 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 the 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.

Saving a Call Log Entry to Your Speed Dial List

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 the entry.

   The Call Log Detail screen for this entry is displayed.

4. Press the **Save** softkey.

   The Edit Name screen is displayed showing the name and number information from the Call Log.

5. Do one of the following:

   • To save the entry to your Speed Dial List as shown on the current screen, press the **Save** softkey.

   • To edit the telephone number to include a code required to access an outside line (for example, "9"), press the feature button to the left of the Number field twice. (The cursor appears at the beginning of the telephone number.) Press the feature button to the right of **Insert Mode** so that you can enter characters at the beginning of the number, and then make your changes. When you are done entering changes, press the **Save** softkey.

   The entry is saved to your Speed Dial List.

Note: If you see the message "Speed Dial List Full," you must delete some Speed Dial List entries before you can add new entries.

Deleting a Call Log Entry

To delete an entry from 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 delete, press the button corresponding to the entry.

   The Call Log Detail screen for this entry is displayed.

4. Press the **Delete** softkey.

   *The entry is deleted from the Call Log.*

The Label Action Screen

The Label Action screen, which is accessed by pressing the Label softkey at the Home screen, allows you to:

- customize the labels for the call appearance/feature buttons programmed on the call processing system
- view the system labels for the call appearance/feature buttons programmed on the call processing system
- erase the labels you modified for the call appearance/feature buttons and restore the system labels from the call processing system

The Label Action screen is shown in .

FIGURE 7   Label Action Screen
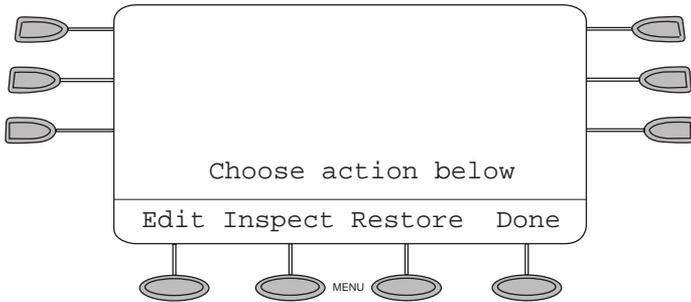
Working in the Label Action Screen

Working in the Label Action Screen	
To	**Press**
Change the label of a call appearance/feature button	The Edit softkey
View the system labels for the call appearance/feature buttons	The Inspect softkey
Delete the customized labels of all the call appearance/feature buttons and restore all the system labels.	The Restore softkey
Return to the Home screen in which you were working previously	The Done softkey (see Note below)
Return to Page 1 of the Home screen	⬅🚪 at any time

Note: After you access specific screens to manage the labels of your call appearance/feature buttons, the softkeys displayed at the bottom of the screen change to reflect the activities that you can perform.

Note: Keep in mind that whenever you are changing the labels of call appearance/feature buttons in the Label Select screen, you cannot use the telephone dialpad for dialing.

Managing Your Call Appearance/ Feature Button Labels

Using the Label Action screen, you can customize the labels of the call appearance/feature buttons on the 2410 telephone, view the labels of the call appearance/feature buttons on the call processing system, and restore the system labels of all the call appearance/feature buttons. You can access this screen by pressing the Label softkey at the Home screen.

Editing 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. If the softkey labels are not displayed, press any softkey button to display the softkey labels.

2. From the Home screen, press the **Label** softkey.

   The Label Action screen is displayed.

3. Press the **Edit** softkey.

   The Label Select screen is displayed.

   Note: You can use ◄ and ► to locate the label you want to edit.

4. 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.

   If you have not yet changed the system label, a cursor appears next to the New Label field. If you selected a call appearance, a letter (such as "a") and a space appear next to the New Label field. You can delete the letter and space by pressing ◄ twice.

   If you have already changed the system label, a cursor appears after the last letter of the information displayed in the New Label field.

5. Using the dialpad, edit the label. 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 words. If you are entering special characters, you can use the * (star key) to cycle through the period and star characters. You can use the **#** (pound key) to cycle through the hyphen and pound characters.

6. When you are done making changes, do one of the following:

   - To save your entries and return to the Label Select screen, press the **Save** softkey.

   - To return to the Label Select screen *without saving your entries*, press the **Cancel** softkey.

   - To return to Page 1 of the Home screen *without saving your entries*, press ⬅🗐.

7. Repeat Steps 3 through 5 to edit more labels.

Viewing the System Labels

You can view the system labels for the call appearance/feature buttons on the call processing system.

To view the system labels

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

   The Label Action screen is displayed.

2. Press the **Inspect** softkey.

   The Label Inspect screen is displayed showing the system labels for the 2410 telephone.

3. Use ◀ and ▶ to scroll through the Label Inspect screen pages on the 2410 telephone.

4. Do one of the following:

   - To return to the Label Action screen, press the **Done** softkey.

   - To return to Page 1 of the Home screen, press ⬅🗐.

Restoring the System Labels

You can delete the custom labels you created for the call appearance/feature buttons and restore the system labels from the call processing system.

Note: This procedure restores the system labels for all of the call appearances/feature buttons. If you want to restore the system label for one call appearance/feature button, delete the label for that button. See "Editing Labels" on page 37.

To restore the system labels

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. Do one of the following:

   - To erase the custom labels and restore the system labels, press the **Erase** softkey.
   - To return to the Label Action screen *without erasing the custom labels and restoring the system labels*, press the **Cancel** softkey.
   - To return to Page 1 of the Home screen *without erasing the custom labels and restoring the system labels*, press ⊙.
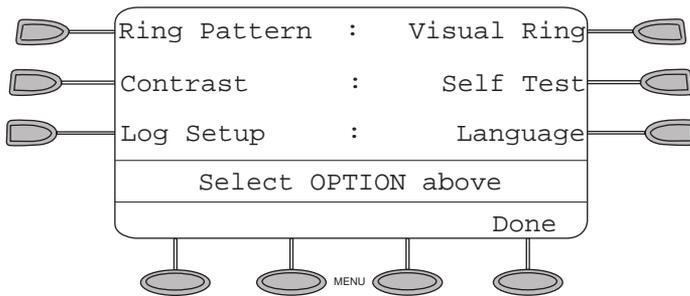
The Options Screen

The Options screen, which is accessed by pressing the Option softkey at the Home screen, allows you to set your preferences for the following:

- ring pattern
- screen contrast
- log setup
- visual ring
- self test
- language—English, German (Deutsch), French (Français), Spanish (Español), Italian (Italiano), Dutch (Nederlands), Portuguese (Português), or Japanese (Katakana)
- erase all personal settings (except contrast level), stored Call Log, speed dial entries, and customized labels, and return the 2410 telephone to its default settings

A sample Options screen is shown in Figure 8.

FIGURE 8   Sample Options Screen


```
Ring Pattern  :    Visual Ring
Contrast      :      Self Test
Log Setup     :       Language
       Select OPTION above
                         Done
```

Working in the Options Screen

Working in the Options Screen	
To	**Press**
Select an option	The associated button
Return to the Home screen in which you were working previously	The Done softkey
Return to Page 1 of the Home screen	⬅🗐 at any time

Note: If you press ▶, a second screen is displayed that allows you to enable and disable the Automatic Gain Control (AGC) feature for the handset, headset, or speakerphone. *It is strongly recommended that you leave the default settings unchanged; however, hearing aid users may benefit from disabling the AGC feature for the handset.* Changing the default settings can adversely affect audio quality. See your system manager for more information.

Note: If you press ▶, a third screen is displayed that allows you to erase all of the personalized settings and reset the 2410 telephone to its default settings. This option erases your customized call appearance/feature button labels and all entries saved in your Call Log and Speed Dial List.

Selecting Personalized Options

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.

Note: If you receive an incoming call while you are working in the Ring Pattern option screen, you are automatically returned to the Home screen to facilitate call handling.

To select a personalized ringing pattern

1. If the softkey labels are not displayed, press any softkey button to display the softkey labels.

2. From the Home screen, press the **Option** softkey.

   The Options screen is displayed.

3. Press the **Ring Pattern** feature button.

   The Select Ring Pattern screen with the current ring pattern is displayed.

4. Use ◄ and ► or the dialpad to cycle through all eight ringing patterns.

   Note: To listen to a specific ring pattern, press the **Play** softkey for a selected ring pattern number.

5. Do one of the following:

   • If you want to save the ringing pattern that you have just selected, press the **Save** softkey. You will hear a confirmation tone, and you are returned to the Options screen.

   • If you want to return to the Options screen *without changing the ring pattern*, press the **Cancel** softkey.

   • If you want to return to Page 1 of the Home screen *without changing the ring pattern*, press ⟨➜⟩ .

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

Display Contrast

The Contrast option on the Options screen allows you to choose a contrast level for your telephone display. You can choose from among fifteen levels of contrast.

To select a contrast level

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

   The Options screen is displayed.

2. Press the **Contrast** feature button.

   The Display Contrast screen is displayed.

3. Use ◀ and ▶ to adjust the level of contrast.

4. Do one of the following:

   • To return to the Options screen, press the **Done** softkey.

   • To return to Page 1 of the Home screen, press ➔.

   The new contrast level is set.

Call Log Setup

The Log Setup option on the Options screen allows you to specify which types of calls will be logged. These call types include:

   • Answered (incoming)
   • Un-answered (incoming)
   • Outgoing

You can choose to have some, none, or all of these call types logged.

Note: For information about viewing the Call Log Summary, see , earlier in this guide.

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

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

   The Options screen is displayed.

2. Press the **Log Setup** feature button.

   The Call Log Setup screen is displayed. The current Yes/No setting is underscored for the selected item.

3. Press the appropriate button on the right side of the display. For example, press feature button 4 to select the Answered call type and change the Yes/No setting with a single button press.

4. Do one of the following:

- If you want to save the selections that you have just made, press the **Save** softkey. You will hear a confirmation tone, and you are returned to the Options screen.

- If you want to return to the Options screen *without saving your entries*, press the **Cancel** softkey.

- If you want to return to Page 1 of the Home screen *without saving your entries*, press ⬤➡️ .

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

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 feature button 5) to indicate whether you want Visual Ring enabled.

4. Do one of the following:

- If you want to save the setting you just selected, press the **Save** softkey. You will hear a confirmation tone, and you are returned to the Options screen.

- If you want to return to the Options screen *without changing the setting*, press the **Cancel** softkey.

- If you want to return to Page 1 of the Home screen *without changing the setting*, press ⬤➡️ .

Self Test

The Self Test option, which appears on this screen, verifies the operation of the 2410 telephone's lamps and display components. It also provides information regarding the 2410 telephone firmware version and link status. While the telephone is running in self-test mode, you can continue to make and receive calls using the dialpad and call-handling buttons as usual.

To have the 2410 telephone perform a self test

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

   The Options screen is displayed.

2. Press the **Self Test** feature button.

   The Self Test screen is displayed.

3. Press and hold the **Test** softkey to begin the test process.

4. Do one of the following:

   - If you want to exit test mode and return to the Options screen, press the **Done** softkey.

   - If you want to exit test mode and to return to Page 1 of the Home screen, press ⬅🗓 .

Erase All

The Erase All option on the third Options screen allows you to erase all of the personalized settings and reset the 2410 telephone to its default settings. This option erases your customized call appearance/feature button labels and all entries saved in your Call Log and Speed Dial List.

Note: The contrast level setting is not changed by the Erase All option.

To erase all personalized settings

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

   The Options screen is displayed.

2. Press ◀ or ▶ until the Erase Speed Dial List, User Labels, and Call Log screen appears.

3. Press the **Erase** softkey.

   The Confirm Erase All screen is displayed with a message indicating that this action cannot be undone.

4. Do one of the following:

   • If you want to erase all settings, press the **Erase** softkey. All personalized settings are erased. The default settings are restored, and you are returned to the Options screen.

   • If you want to return to the Options screen *without erasing any settings*, press the **Cancel** softkey.

   • If you want to return to Page 1 of the Home screen *without erasing any settings*, press ⟨→🗋⟩ .

Language

When the 2410 telephone is first installed, it is set to display screen text in English. The Language option on the Options screen allows you to choose another language, including:

   • German (Deutsch)

   • French (Français)

   • Spanish (Español)

   • Italian (Italiano)

   • Dutch (Nederlands)

   • Portuguese (Português)

   • Japanese (Katakana)

To select a screen display language

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

   The Options screen is displayed.

2. Press the **Language** feature button.

   The Select Language screen is displayed.

3. Use the **More** softkey or ⟨◀⟩ or ⟨▶⟩ to switch between the two pages of languages.

4. Press the button next to the language in which you want text displayed.

   The screen text is redisplayed in the language you have selected.

5. Do one of the following:

   • If you want to return to the Options screen, press the **Done** softkey.

   • If you want to return to Page 1 of the Home screen, press ⟨→🗋⟩ .

   Your language selection is saved.

Using Selected Voice Features

The following features are available only if your system manager has administered them as feature buttons on your 2410 telephone or has supplied you with the required feature access codes.

Abbreviated Dialing/Automatic Dialing (AD)

The Abbreviated Dialing (AD) feature allows you to store selected telephone numbers for quick and easy dialing. Each number can be a complete or partial telephone number, an extension number, or a trunk or feature access code and can contain up to 24 digits. Abbreviated Dialing offers four possible types of lists—Personal, Group, System, and Enhanced, and you can have a total of three lists. (Of these three lists, you can have only one System List and one Enhanced List.) You program numbers on a Personal List; numbers on Group Lists are programmable by the controller of the list; System Lists and Enhanced Lists are programmable only by the system manager.

Note: Calls that you make using the Abbreviated Dialing/Automatic Dialing feature are not stored in the Call Log—even if you have programmed the 2410 telephone to log outgoing calls.

To place a call using an AD list button or feature access code

1. Press the AD list button (if administered) *or* Dial the appropriate AD List code for List 1, or List 2, or List 3.

2. When you hear dial tone, dial the desired list item (**1, 2, 3...**).

   Note: An Enhanced List may also be available; see your system manager.

You can also program a number on an AD button that is *not* stored on an AD list. This Automatic Dialing number can be up to 16 digits and have a five-character label.

To program a number on an AD button

   Note: You must have an Abbreviated Program (Abr Program) button administered as well as the AD button. For this feature to work, the speaker will be activated. Pressing ⬅🔲 does not exit programming mode. You must hang up to update the display and exit programming mode.

1. Press the **Abr Program** button.

2. Follow the prompts on your display to program the number and label.

3. Press the **#** key to save the entry.

4. Press another AD button to program.

   Note: If you make a mistake while programming, press the **#** key to save the entry and then start over.

To call a number using an AD button

Press the **AD** button to automatically dial the stored number.

Call Forwarding All Calls

The Call Forwarding feature temporarily forwards all your calls to another extension or to an outside number, depending on your system.

To temporarily redirect all calls to an extension or outside number of your choice

1. Press the `Call Fwd` button (if administered) (while on-hook or off-hook) *or* Dial the Call Forward feature access code (while off-hook).

   Note: If you have console permission, next, dial the extension number whose calls are to be forwarded; receive dial tone.

2. When you hear dial tone, dial the extension or number where calls will be sent.
3. When you hear confirmation tone, hang up.

To cancel Call Forwarding

Press the `Call Fwd` button again (while on-hook) *or* Dial the Call Forward cancel code (while off-hook).

Call Park

The Call Park feature allows you to put a call on hold at your telephone for retrieval at any extension.

To park a call at your extension (for retrieval at any extension) when a Call Park button is administered

1. Press the `Call Park` button.
2. Hang up.

To park a call at your extension (for retrieval at any extension) when a Call Park button is not administered

1. Press 📞.
2. Enter the Call Park feature access code.
3. When you hear confirmation tone, hang up.

To retrieve a parked call from another extension

1. Pick up the handset or press 🔊.
2. Dial the Answer Back feature access code.
3. When you hear a dial tone, dial the extension at which you parked the call.

   If returning to a call parked at your telephone, dial your own extension.

Call Pickup and Directed Call Pickup

The Call Pickup feature lets you answer a call at your telephone for another extension in your pickup group. If you can use the Directed Call Pickup feature, you can pick up a call ringing at a specific extension without the extension being a member of your pickup group.

To answer a call placed to a member of your pickup group when your telephone is idle

Press the `CallPickup` button (if administered) *or* Dial the Call Pickup access code.

> *Called telephone stops ringing, and you are connected to the ringing call.*

To pick up a call directly for someone else in your office

Note: Again, the Directed Call Pickup feature is designed for covering calls for associates while they are away from their desk. In this case, you do *not* have to be a member of the same pickup group.

1. Press the `DirCall PkUp` button *or* Dial the Directed Call Pickup access code.

2. Dial the extension of the ringing telephone.

> *Called telephone stops ringing, and you are connected to the ringing call.*

Leave Word Calling

The Leave Word Calling (LWC) feature leaves a message for a person at another extension to call you back. The called party will be able to dial the message service (for example, an attendant, AUDIX or other voice mail system, a covering user, etc.) to retrieve a short, standard message which gives your name and extension, the date and time you called, and the number of times you called.

To leave a message after dialing an extension (when your call is not answered, you hear a coverage or busy tone, or you have been put on hold)

Press the `LWC` button (if administered) and listen for confirmation tone before hanging up.

> *Message lamp goes on at the called telephone (if so equipped).*

> **Note:** If you hear reorder tone, the message is not stored; try again.

To leave a message without ringing an extension

1. Press the ⌈LWC⌋ button *or* Dial the Leave Word Calling access code (while off-hook).

2. When you hear dial tone, dial the extension and listen for the confirmation tone.

   Message lamp goes on at the called telephone (if so equipped).

3. Hang up.

To cancel a Leave Word Calling message

Note: You cannot cancel a message left for an AUDIX subscriber.

1. Press the ⌈Cancel LWC⌋ button (while on-hook or off-hook)
   or Dial the Leave Word Calling cancel code (while off-hook).

2. When you hear dial tone, dial the extension and listen for confirmation tone.

   Note: If you hear reorder tone, the message is not canceled; try again.

Send All Calls

The Send All Calls feature temporarily sends all your calls to your voice mail system or to another extension in the same system. Note that priority calls and automatic callbacks are not redirected by the Send All Calls feature.

Note: Before you can use this feature, your system manager must provide a coverage path for your extension.

To send all calls (except priority calls) and automatic callbacks immediately to coverage

1. Press the ⌈Send Calls⌋ button (while on-hook) *or* Dial the Send All Calls access code (while off-hook)

2. Listen for confirmation tone.

   Note: You hear confirmation tone only when you use a feature access code.

To cancel Send All Calls

1. Press the ⌈Send Calls⌋ button again (while on-hook) *or* Dial the Send All Calls cancel code (while off-hook).

2. Listen for confirmation tone.

Whisper Page

The Whisper Page feature allows you, if you have appropriate permissions, to make an announcement to a person at another extension currently on another call. The Whisper Page feature forms a one-way speaking path to the destination you call (that is, the person at the destination extension can hear you but not speak to you). Both people on the other call will hear a beep indicating an incoming Whisper Page. However, only the person at the destination extension hears the announcement; the other person on the call cannot hear your announcement. If the person at the other extension wants to speak with you when you make a Whisper Page, that person can press the ⌐WhisperAnbk⌐ button.

> **Note:** If the person whom you have called is not using the telephone at the time you activate Whisper Page, the call is converted to a normal call.

> **Note:** Any person in the system with the administered ⌐WhisperAnbk⌐ button on the telephone can block Whisper Page calls by pressing the ⌐WhisperOff⌐ button. When Whisper Page is off, the Whisper Page caller will hear busy tone.

To make an important announcement (such as an incoming call) to someone at another extension busy on another call

1. While off-hook, press the ⌐WhisperAct⌐ button *or* dial the Whisper Page access code, and dial the extension.

   Both people on the other call hear a beep.

   Only the person whom you have called will hear your announcement.

2. Speak to the person you have called.

   If that person wants to speak with you, that person can press the ⌐WhisperAnbk⌐ button, which forms a two-party speaking path with your telephone. The other call at the destination extension is put on hold and that person cannot hear your conversation. When the call is complete, the person to whom you were speaking can press the call appearance button of the held call.

To respond to a Whisper Page

1. When you receive a Whisper Page, you hear a beep, and then you hear the person calling you. If you want to speak to the Whisper Page caller, press the ⌐WhisperAnbk⌐ button. Your existing call is placed on hold, and you can speak to the Whisper Page caller.

2. When you are finished with the Whisper Page call, press the call appearance of the held call.

Using Display Features

The following features are available only if your system manager has administered them as feature buttons on your 2410 telephone.

Call Timer and Timer

The Call Timer and the Timer features are used to measure elapsed time on a call.

The **Call Timer feature**, once activated, measures elapsed time *automatically* on all calls until you turn off the Call Timer feature.

The **Timer feature**, which you turn on and off manually, allows you to determine which calls you want to time *on an individual basis*.

Check with your system manager to see if you can use either of these features.

To use the Call Timer feature to measure elapsed time on telephone calls

1. Press the ⌈Call Timer⌋ button (if administered).

   The Call Timer will measure elapsed time automatically on all calls until you turn off the Call Timer feature.

2. When you want to turn off the Call Timer feature, press the ⌈Call Timer⌋ button again.

To use the Timer feature to measure elapsed time on an individual telephone call

1. Press the ⌈Timer⌋ button (if administered).
2. To stop the timer and clear the display, press ⌈Timer⌋ again. The elapsed time is displayed for three seconds.

Directory

The Directory feature allows you to search for the extension of another user in your call processing system directory by keying in the user's name at the dial pad.

To search the directory for a name

1. Press the ⌈Directory⌋ button (if administered).
2. Key in the selected name with dial pad keys:
   last name, comma (use ⌈*⌋), **first name or initial.**
3. Press the ⌈Next⌋ button for each successive directory name you wish to see. (The ⌈Next⌋ button must be administered by your system manager.)
4. To search for a new name, press the ⌈Directory⌋ button and go through the above sequence again.
5. When you are ready to exit the directory, press ⟨➔▯⟩ .

To place a call to the name shown on the display

1. Pick up the handset.

2. While the name is shown, press the ⎣ **Call Disp** ⎦ button (if administered) *or,* if you do not have a ⎣ **Call Disp** ⎦ button on your set, press ⟨➡▯⟩ and then dial the number using the dial pad.

   Note: You can also leave your handset on-hook. The speakerphone will turn on automatically when you press ⎣ **Call Disp** ⎦ if this system feature is enabled.

Inspect

The Inspect feature shows you call-related information for an incoming call when you are already active on a call, or, with this feature, you can see who is on hold.

To use the Inspect feature

1. Press the ⎣ **Inspect** ⎦ button (if administered).

2. Press the call appearance button in question.

   Information is shown on the display screen; you remain connected to the present call.

3. To return to the held call, press ⟨➡▯⟩ and then the call appearance button of the held call.

Tones and Their Meaning

Note: The tables below describe the defaults for each ringing and feedback tone. Check with your system manager to verify if the descriptions in the **Meaning** column are accurate for your system.

Ringing Tones are produced by an incoming call.

Ringing Tones	
Rings	**Meaning**
▬▬▬ 1 ring	A call from another extension.
▬▬ ▬▬ 2 rings	A call from outside or from the attendant.
▬ ▬ ▬ 3 rings	A priority call from another extension, or from an Automatic Callback call you placed.
◆ ring-ping (half-ring)	A call redirected from your telephone to another because Send All Calls or Call Forwarding All Calls is active.

Feedback tones are those which you hear through the handset, headset, or the speaker.

Feedback Tones	
Tones	**Meaning**
▬ ▬ ▬ busy	A low-pitched tone repeated 60 times a minute; indicates the number dialed is in use.
▬▬ call waiting ringback	A ringback tone with lower-pitched signal at the end; indicates the extension call is busy, and the called party has been given a call waiting tone. If you hear this tone, you may wish to activate Automatic Callback.
▪▪▪ confirmation	Three short bursts of tone; indicates a feature activation or cancellation has been accepted.

Feedback Tones *(continued)*

Tones		Meaning
■	coverage	One short burst of tone; indicates your call will be sent to another extension to be answered by a covering user.
▬▬▬	dial	A continuous tone; indicates dialing can begin.
▀-▀-▄-▄	intercept/ time-out	An alternating high and low tone; indicates a dialing error, a denial of the service requested, or a failure to dial within a preset interval (usually 10 seconds) after lifting the handset or dialing the previous digit.
■■■ ▬▬▬	recall dial	Three short bursts of tone followed by a steady dial tone; indicates the feature request has been accepted and dialing can begin.
■■■■■■■■	reorder	A fast busy tone repeated 120 times a minute; indicates all trunks are busy.
▬▬ ▬▬ ▬▬ ▬▬	ringback	A low-pitched tone repeated 15 times a minute; indicates the number dialed is being rung.

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