

ADD A SPEED DIAL ENTRY

Use Speed Dial to store up to 48 entries on the 2410 or 104 entries on the 2420.

Press SpDial
 Press Add
 Enter Name (up to 13 characters.)
 Press Save or
 Press Button to left of number field to advance
 Enter telephone number
 Press Save
 Listen for confirmation tone




MAKE A CALL FROM A SPEED DIAL

Press SpDial
 Press Button for desired entry
 Scroll using  and 



EDIT A SPEED DIAL ENTRY

Press SpDial
 Press Edit
 Press feature button that corresponds to number
 Make changes to name and/or number
 Press Save



VIEW CALL LOG

Press Log
 Press softkey designating call type (answered, unanswered, outgoing, or all entries)
 Use  and  to scroll through pages
 View information about specific entry by pressing button that corresponds to the entry
 Press  to return to home screen











MAKE A CALL FROM CALL LOG

Press Log
 Use  and  to scroll through pages
 Press button that corresponds to entry
 Press Call

SAVE A CALL LOG ENTRY TO A SPEED DIAL

Press Log
 Use  and  to scroll through pages
 Press button that corresponds to entry
 Press Save
 Make any changes
 Press Save

ICON DESCRIPTIONS

-  **EXIT**
Use to return to first page of home screen.
-  **DROP**
Cancels dialed number.
-  **ARROW KEYS**
Moves between screen pages.
-  **TRANSFER**
Use to transfer call to another number.
-  **CONFERENCE**
Use to conference up to six parties on a call.
-  **REDIAL**
Calls last number dialed.
-  **MESSAGES**
Use to retrieve messages.
-  **SPEAKER**
Use to access built-in two-way speakerphone.
-  **HOLD**
Use to put active caller on hold.
-  **MUTE**
Turns off the microphone.

TELEPHONE FEATURES



MESSAGE LAMP
This lamp is lit when a voice message has arrived.

**CALL APPEARANCE/
FEATURE BUTTONS**
Use to access incoming/outgoing lines and programmed features.

DISPLAY
Shows the status for call appearances, information for a call, the home screen, the speed dial screen, the call log screen, and the options screen.

ARROW KEYS
Use to move between screen pages, to cycle through call log and speed dial entries, and to move the cursor during data entry.



IT Services
 (515) 294-8565
www.it.iastate.edu

2410 / 2420
 Digital Telephones

ALERTING RINGS

Single Ring – Call from an on-campus extension.

Double Ring – Call from off-campus or operator.

Triple Ring – Priority call or automatic callback call.

CALL PROGRESS TONES

Confirmation – Three short tones confirm that the command you entered has been performed.

Coverage – A single tone indicates that your call is covering to another extension.

Intercept – Alternating high and low tones indicate a dialing error or denial of the command you entered.

Recall Dial Tone – Three short tones followed by dial tone indicate that the command you entered has been performed and that you may begin dialing.

CALL APPEARANCE BUTTONS

The upper left hand button will show your extension number. This is where your incoming and outgoing calls will appear. The system will automatically save the last available appearance for transfer, conference, and making outgoing calls.

LABELING CALL APPEARANCE/FEATURE BUTTONS

From the home screen:

Press Label softkey

Press Edit softkey

Use   to locate label you want to edit

OR



Press Feature button you want to edit

Enter up to 13 characters

Press Save softkey

VOLUME CONTROL

Use the volume control button to adjust the volume of the speaker, handset receiver level, and ringer.

To raise the volume, press . To lower the volume press .

SPEAKERPHONE

To place or answer a call without lifting the handset:

Press 

To change from the speakerphone to the handset:

Pick Up the handset and talk

To change from the handset to the speakerphone:

Press  and hang up the handset

Adjust the speakerphone volume if necessary.

MESSAGES

Press  to access the voice mail system.

MUTE

Press  to suppress your end of a conversation.

AUTOMATIC CALLBACK

To activate a busy or unanswered call:

Press Automatic Callback

Listen for confirmation tone

(When line is free or handset has been picked up, your telephone will ring with a triple ring.)

CALL FORWARD

To activate:

Listen for dial tone

Press Call Forward or *2 + campus number or
8 + off-campus number

Listen for confirmation tone and hang up

(Forwarding off-campus must have departmental approval.)

To deactivate:

Listen for dial tone

Press Call Forward or #2

CALL PICKUP

Use Call Pickup to answer another telephone in your call pick-up group.

Listen for dial tone

Press Call Pickup or #4

CALL PARK

Use Call Park to park a call at your extension (for retrieval from any campus extension).

To activate:

Press Call Park or
Transfer + *6 + Transfer and hang up

To retrieve:

Listen for dial tone

Dial #6 and extension where call is parked

CONFERENCE CALLS

To place a conference call for up to six parties:

Ask party to hold

Press 


Dial next number and announce caller

Press 

Repeat to add additional parties

DROP

Press  to disconnect last party on conference call.

Press  to disconnect busy line when you wish to redial.


COVERAGE/CONSULT

Use Consult when a call covers to your telephone and you wish to ask whether the called party will take the call.

Ask party to hold

Press 

Press Consult

The system calls the called party with a priority ring. If the party wishes to take the call, press  and hang up.

HOLD

To place a call on hold:

Ask party to hold

Press 

To return to call on hold:

Press appearance of call on hold

REDIAL

While off-hook, press 

SEND ALL CALLS

Activate Send All Calls when you want your calls to go immediately to coverage.

To activate:

Listen for dial tone

Press Send All Calls or *3

Listen for confirmation tone

To deactivate:

Listen for dial tone

Press Send All Calls or #3

Listen for confirmation tone

TRANSFER

Ask party to hold

Press 

Dial number and announce call

Press  and hang up