The Avaya 2410 Telephone

**Place A Call On Hold**
The Hold feature puts a call on hold until you can return to it.
1. Press Hold while on a call.
2. To return to the held call, Press the call appearance button of the held call.

**Using the Redial Feature**
The Redial feature allows you to redial the last or one of the last three calls that you have made.
1. Press the Redial button.
   - Last number is dialed or the last six calls made are displayed.
2. Press the desired call button.
   - That number is dialed.

**Transferring A Call**
Transfer a call to another internal extension.
1. Press Transfer while on a call.
2. When you hear the dial tone, dial the desired extension.
3. If desired, wait for the called party to answer and announce the call.
4. Press Transfer or hang up.

**Forward All Calls to Voice Mail**
When you leave the office, you can choose to have all of your calls answered directly by voice mail.
1. Press SendAllCalls. This button will turn dark grey to indicate that the feature is active.
2. When returning to the office, press SendAllCalls to turn off the feature. The color will return to normal.

**Using Call Park**
The Call Park feature allows you to “park” an incoming call for retrieval elsewhere, such as a conference room or another office.
1. After answering a call, press Park.
2. Hang up.
3. Retrieve the call from any phone by pressing Park P/U then dialing the extension number of the phone the call was parked on.

**Conferencing Other Callers**
You can conference up to six parties (incl. yourself).
1. Press Conference.
2. When you hear the dial tone, dial the number of the party you wish to conference.
3. When the called party answers, press Conference again.
4. Repeat as needed.
Note: If the called party does not answer or does not want to join the call, press Drop. To selectively drop parties from the call, press Conference Display.

**Using Personal Speed Dials**
Personal speed dials are accessible from either the first or second display. They allow you dial phone numbers stored in your personal directory.

To Make a Call Using Personal Speed Dials:
1. Press the SpDial softkey.
2. Press the button next to the entry you wish to call.
   - (If the entry is not displayed, use the arrow keys to cycle through the entries. Speed dials are listed in alphabetical order.)

You can store up to 48 speed dial entries. Phone numbers can be up to 20 characters long; the name of the entry can be up to 10 characters.

To Add a Speed Dial Entry:
1. Press the SpDial softkey.
2. Press the Add softkey.
3. Using the DialPad, enter the name of your speed dial entry.
   - (After entering the letter, use the Case softkey to alternate between uppercase and lowercase. Use the Space softkey to enter a space. If two consecutive letters use the same DialPad key, use the arrow key to move to the right one space.)
4. When finished entering a name, press the feature button to the left of the Number field to advance to that field.
5. Using the DialPad, enter the phone number.
   - (Remember to include ‘9’ for an outside line, and any necessary area or country codes. For the same digit twice in a row, use the arrow key to move to the right one space.)
6. Press the Save softkey to store the entry.
7. Press Phone/Exit to return to home state.

**Getting Messages**
Your message lamp turns on when a caller has left a message for you.
1. Press Envelope button to retrieve messages.
2. Follow prompts.
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Using the Call Log
The Call Log is accessible from either the first or second display. Use it to see who has called you, to make a call without looking up a phone number, and to add numbers to your personal speed dial list. The Call Log records three categories of calls:
- incoming calls that were missed – Missed
- incoming calls that were answered – InAns
- outgoing calls – Outgo

The Call Log screen displays the name of the caller (or called party), the phone number (if available), and the date of the call. Each of the three Call Logs can contain a maximum of 30 entries.

When the Call Log has reached its maximum of 48 calls, the oldest call is automatically removed from the list when a new call is added.

You can easily add calls from the Call Log to your Speed Dial list.

To Add Call Log Entries to Your Speed Dial:
1. Access the desired Call Log.
2. Display the desired entry’s Call Detail.
3. Press the Add to SD softkey.
4. Modify the Name or Number, if desired.
5. Press the Save soft key.

Relabeling Feature Buttons
1. Press the Label softkey.
2. Press the Edit softkey.
3. Select the button you wish to relabel.
4. Enter a new label using the letters on the dial pad.
5. Press the Save soft key.

Changing Screen Contrast
1. Press the Option softkey
2. Press Contrast feature button.
3. Use the arrows to adjust the contrast up or down.
4. Press the Done soft key or the Exit feature button.