

Call-Handling Features

Answer a call

The 2402 Digital Telephone has two call appearances, which are accessed by pressing the **a** and **b** buttons located to the left of the display. When a call arrives at your 2402 telephone, you hear a ringing tone and a blinking bell icon appears on the associated call appearance. In addition, call identification information is displayed.

To answer an incoming call

Do one of the following:

- If you are not active on another call, answer the call using your handset.
- If you are active on a call already, place the active call on hold (see "Hold"), and then answer the incoming call by pressing the ringing call appearance button.

Make a call


You can make calls from the 2402 telephone using a variety of methods.

To make a call manually

1. Go off hook using the handset.
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 2402 telephone make a call automatically

Press  to have the 2402 telephone dial the last number that you dialed.

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 .

Speaker (Listen-Only)

The Speaker feature allows you to place calls or access other features without lifting the handset. However, in order to speak to the other party, you must use the handset.


To place a call without lifting the handset, or to use the speaker with any feature

1. Press .
2. Place a call, or access the selected feature.
3. Adjust speaker volume if necessary.

To change from the speaker to the handset

Pick up the handset and talk.

To change from the handset to the speaker

Press . You can now hang up the handset (within 10 seconds), and the call will remain active on the speaker. However, in order to talk to the other party, you must use the handset.

To end a call (while the handset is on-hook and only the speaker is active)

Press .

Redial

The Redial (or Last Number Dialed) feature automatically redials the last number you dialed (up to 24 digits).





To redial the last number that you dialed



Press .

Transfer

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

To transfer the current call to another extension




1. While on a call, press .
2. When you hear dial tone, dial the number to which the call is to be transferred.
3. Do one of the following:
 - To transfer the call without announcing it, press  again, and hang up. The transfer is complete.
 - To announce the call before transferring it, wait for the called party to answer. Go to Step 4.
4. When the called party answers, announce the call. (If the line is busy or if there is no answer, press . Then, you can return to the held call by pressing its call appearance button.)
5. Press  again and hang up to complete the transfer.

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



Conference

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

To add another party to a call

1. Press .
2. When you hear dial tone, dial the number of the person you want to add to the call.
3. Wait for an answer.
4. To add the person to the call, press  again. (If the called party does not answer or does not want to join the conference, press . Then, you can return to the held call by pressing its call appearance button.
5. Repeat Steps 1 through 4 for additional conference connections.

To add a held call to an active call


1. Press .
2. Press the call appearance button (a or b) corresponding to the held call.
3. Press  again.


To remove the last person added to the conference call

When active on the conference call, press .

Getting Messages

Message

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





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

Personalized Settings

Visual Ring

The Visual Ring option allows you to choose a visual alert for incoming calls. When you enable this option, the telephone rings and the lamp above the 2402 display area flashes when an incoming call arrives. By default, the Visual Ring option is enabled.

To set the Visual Ring option





1. Press .
The Feature LED turns on.
2. Press .
The Feature LED turns off.
3. Do one of the following:
 - If you want to enable the Visual Ring option, press .
 - If you want to disable the Visual Ring option, press .

You will hear a confirmation tone.

Ring Pattern

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





To select a personalized ringing pattern

1. While you are on-hook, press .
You will hear the current ring pattern.
2. Press  again to listen to the next ring pattern. Use  to cycle through all eight ringing patterns. If you want to save the ringing pattern currently being played, do not press  anymore. The selected ringing pattern will be saved automatically.

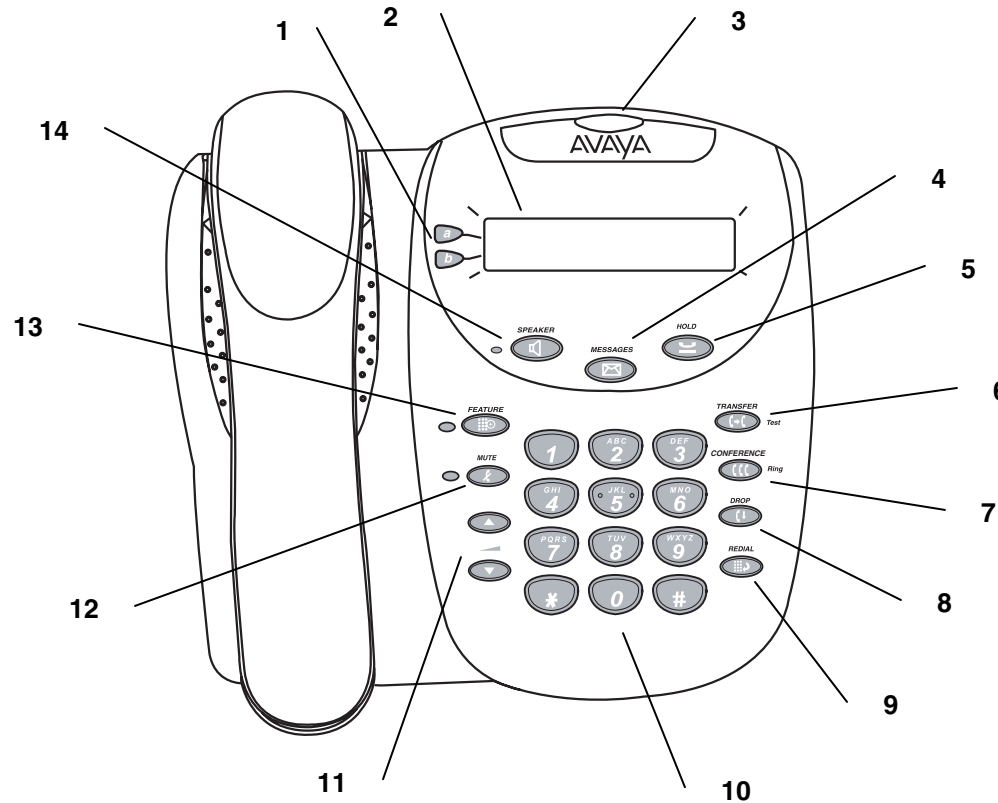
Note: If you go off-hook or receive a call during selection, the process is canceled and you must start again.

Accessing Voice Features

When you want to use one of the voice features on the 2402 telephone, you can access the feature in one of two ways:

- You can access up to 12 features by pressing  and then the dial pad key (1 through 9, 0, *, or #) that corresponds to that feature. These features are administered on your telephone by your system manager. (The red LED next to  goes on steadily when the button is pressed to let you know that your dial pad is now in the Feature selection mode.) For example, if the Send All Calls feature is assigned to dial pad key 1, you can press , and then dial 1 to use this feature. Use the table below to record the features that have been assigned to your telephone by your system manager.
- Features other than those assigned to your dial pad keys can be accessed by dialing a 1-, 2-, or 3-digit feature access code, without using . Your system manager can supply those access codes for you.

Features Administered on 2402 Dial Pad	
Dial Pad Key	Feature Administered on Dial Pad Key
①	
②	
③	
④	
⑤	
⑥	
⑦	
⑧	
⑨	
⑩	
*	
#	



1 – Call appearance buttons: For accessing incoming/outgoing lines.

2 – Display: This area shows status for the call appearances, the caller ID information for a call, the current date and time, and information provided by the Avaya call processing system.

3 – Message lamp: This lamp is lit when a message has arrived in your voice mailbox. By default, this lamp flashes to alert you to incoming calls. You can retrieve messages using the button.

4 – Messages button: For retrieving messages.

5 – Hold button: For placing calls on hold.

6 – Transfer button: For transferring calls.

7 – Conference button: For conferencing calls.

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

9 – Redial button: Dials the last number you dialed.

10 – Dialpad: Standard 12-button pad for dialing telephone numbers.

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

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

13 – Feature button: For using features that your system manager has administered on your 2402 telephone.

14 – Speaker button: For accessing the built-in one-way speaker. The lamp associated with this button turns on when the speaker is active.