AVAYA

2402 Digital Telephone
User's Guide

Contents

Overview

The 2402 Digital Telephone is a two-line digital telephone for use with an Avaya call processing system. This guide covers how to use your new 2402 Digital Telephone. This document is intended for telephone users who have a 2402 on their desks. It is not intended to be a technical reference guide for System Administrators or telephone technicians.

Safety Information

Your 2402 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.

2402 Telephone Components

Refer to Figure 1 below to familiarize yourself with your 2402 telephone display, buttons, and programmable features.
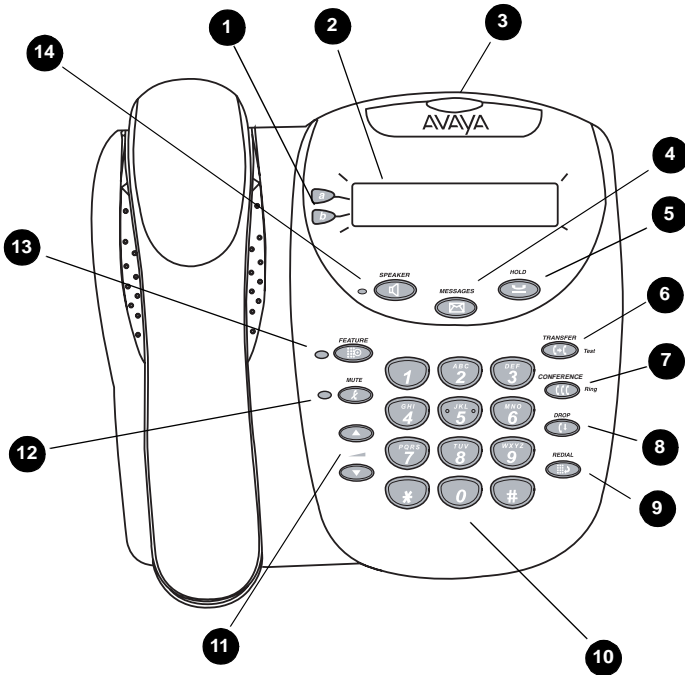

FIGURE 1   2402 Telephone Components

Table 1 describes the 2402 telephone components presented in Figure 1.

TABLE 1 The 2402 Telephone Components

The following items correspond to the numbers in Figure 1.

1) **Call appearance buttons** — For accessing incoming/outgoing lines.	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.
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.	9) **Redial button** — Dials the last number you dialed.
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.	10) **Dialpad** — Standard 12-button pad for dialing telephone numbers.
4) **Messages button** ✉ — For retrieving messages.	11) **Volume control buttons** — For adjusting speaker, handset, or ringer/ button click volume depending on which component is in use.
5) **Hold button** — For placing calls on hold.	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.
6) **Transfer button** — For transferring calls.	13) **Feature button** ⟨ ⊞⊕ ⟩ — For using features that your system manager has administered on your 2402 telephone.
7) **Conference button** — For conferencing calls.	14) **Speaker button** ⟨ ◁ ⟩ — For accessing the built-in one-way speaker. The lamp associated with this button turns on when the speaker is active.

Headsets

To make or answer a call with a headset, you must take the handset offhook. To disconnect, you must hang up the handset.

Headsets consist of a headpiece (**1** in Figure 2 below) and modular base unit (**2**). The base unit plugs into the Handset jack (**3**).

FIGURE 2   The Headset Attached to a 2402 Telephone

The following headsets can be used with the 2402 telephone:

— 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

2402 Telephone User Checklist

The remainder of this guide contains procedures for using the 2402 telephone. The following table directs you to sections explaining specific activities you may want to perform.

To	See
Understand call appearance displays	"Call Appearance and Call Identification Displays" on page 10
Handle calls (that is, answer and make calls, hold calls, transfer calls, redial numbers, set up conference calls, etc.)	"Call-Handling Features" on page 12
Retrieve voice mail messages	"Getting Messages" on page 15
Change ring pattern and visual ring settings	"Personalized Settings" on page 16
Check lamp and display component status	"Performing a Self Test" on page 17
Use features that your system manager has administered on your 2402 telephone or has supplied you with the required feature access codes.	"Using Selected Voice Features" on page 17

Call Appearance and Call Identification Displays

The 2402 displays the status of the two call appearances, the caller ID information, the current date and time, and information provided by the Avaya call processing system.

The date and time information is provided by your call processing system. This information is displayed on the top line of the display when the telephone is idle.

Note: After initially plugging in a 2402 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.

The 2402 has two call appearances, which are accessed by pressing the **a** and **b** buttons located to the left of the display.

When you receive or make calls, the available call identification information is displayed with the corresponding call appearance letter on the first line of the display. Even though information is displayed for one call appearance at a time, a status icon will be displayed next to the corresponding call appearance button to show the status of each appearance when there is activity on both. For example, if call appearance **a** is hold, and you are active on a call on call appearance **b**, the hold icon will appear next to button **a**, the active icon will appear next to button **b**, and the available call identification information for the active call (call appearance **b**) will appear on the first line of the display. (See Figure 3.)
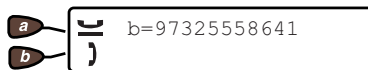

FIGURE 3   Sample Display with Two Calls

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.

When a call arrives at the 2402 telephone, the bell icon blinks on the corresponding call appearance (see "Status Icons" on page 11). After you answer the call, the active call icon is displayed.

Status Icons

The icons displayed on the call appearances of your 2402 telephone are explained in the following table. These icons replace the functionality of the green lamps and equivalent flash rates.

Status Icons		
Icon		**Definition**
🔔	Ringing	An incoming call is waiting to be answered. See "Tones and Their Meaning" on page 24 for information about the corresponding audio alert.
📞	Active	The call you are currently handling.
☎	On hold	A call currently on hold.
☎	On soft hold	A call put on hold during a transfer or conference.
◇	Feature pending	Your request is being processed but is not immediately available.

Call-Handling Features

This section provides the procedures for handling calls with the 2402 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 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 (see "Call Appearance and Call Identification Displays" on page 10, 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.
- If you are active on a call already, place the active call on hold (see "Hold" on page 12), 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 or speaker.
2. When you hear dial tone, enter the extension or telephone number using the dialpad. If you used the speaker, you must use the handset to talk.

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 ⬤.

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 ⟨ :::♪ ⟩.

Speaker (Listen Only)

The Speaker allows you to place calls or access other features without lifting your 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 the speaker 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.)

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 ⟨ ◁ ⟩.

To use the Group Listen feature in which the handset and the speaker are active at the same time

While you are active on the handset, 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 ⦅⦅⦅.
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 lamp is not working properly. See Chapter 21, "Features and Technical Reference," of the *Administrator's Guide for Avaya Communication Manager Software*, Document No. 555-233-506 for Message button programming information.

Personalized Settings

You can set your preferences for the following:

- ring pattern
- visual ring

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, receive a call, or lose power during selection, the process is canceled and you must start again.

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 lamp turns on.

2. Press ✉.

   The Feature lamp 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.

Performing a Self Test

The Self Test option, which appears on this screen, verifies the operation of the 2402 telephone's lamps and display components. While the telephone is running in self-test mode, you cannot make and receive calls using the dialpad and call-handling buttons.

To have the 2402 telephone perform a self test

1. While on-hook, press and hold ⟮↦⟮.

   The lamps go on steadily, and all the display segments fill in.

2. To end the test, release ⟮↦⟮.

Using Selected Voice Features

The following features are available only if your system manager has administered them as feature buttons on your 2402 telephone or has supplied you with the required feature access codes.

How to Access a Voice Feature

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 lamp 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.

  Note: As your system manager assigns features to the Feature Directory slots (**1** through **9**, **0**, *****, and **#**), be sure to write the feature in the Feature Directory table (below). This directory list provides a convenient quick reference for the 12 features programmed on the dial pad.

Features Administered on 2402 Dial Pad	
Dial Pad Key	**Feature Administered on Dial Pad Key**
①	
②	
③	
④	
⑤	
⑥	
⑦	
⑧	
⑨	
⓪	
✱	
#	

• 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.

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.

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

1. Press (::⊕) and then the appropriate dial pad key on which a list access code is 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.

To program a number on an AD button

   Note: The system manager must program a feature button as an AD button before you can program a number onto it.

1. While off-hook, press (::⊕) and then the dial pad key assigned to the AD Program feature,
   or While off-hook, dial the Program access code.

   You will hear dial tone.

2. Press (::⊕) and then the dial pad key you wish to program.

   For example, to store a number in AD entry F3, press (::⊕) and then ③.

3. Dial the outside number, extension, or feature access code you want to store (up to 24 digits).

4. Press (#) to save the entry.

   You will hear confirmation tone and then dial tone.

5. Repeat Steps 2 through 4 to program additional buttons.

6. Hang up to end programming.

To call a number using an AD button

While off-hook, press ⬚ and then the dial pad key that corresponds to the AD number you want to call.

You will hear ringback tone.

For example, to call the number stored as AD entry F3, press ⬚, and then press ③.

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 ⬚ (while off-hook) and then the dial pad key on which the Call Forwarding features is administered
   or Dial the Call Forward feature access code (while off-hook).
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 ⬚ (while off-hook) and then the dial pad key on which the Call Forwarding Cancel feature is administered
or Dial the Call Forward cancel code (while off-hook).

You will hear confirmation tone. Your calls will now ring at your own telephone.

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)

1. Press ⬚.

   You will hear dial tone.

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 (⊞⊕) (while off-hook) and then the dial pad key on which the Call Pickup feature is administered
or Dial the Call Pickup access code (while off-hook).

> *The 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 (⊞⊕) (while off-hook) and then the dial pad key on which the Call Pickup feature is administered
   or Dial the Directed Call Pickup access code.
2. Dial the extension of the ringing telephone.

> *The 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)

1. Press (⊞⊕) and then the dial pad key on which the Leave Word Calling feature is administered.
2. When you hear confirmation tone, hang 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 ⊞ and then the dial pad key on which the Leave Word Calling feature is administered
   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 ⊞ (while on-hook or off-hook) and then the dial pad key on which the Leave Word Calling Cancel feature is administered
   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 immediately to coverage (except priority calls and automatic callbacks)

1. Press ⊞ (while on-hook) and then the dial pad key on which the Send All Calls feature is administered
   or Dial the Send All Calls access code (while off-hook)

2. If you used a feature access code, listen for confirmation tone.

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

To cancel Send All Calls

1. Press ⊞ (while on-hook) and then the dial pad key on which the Send All Calls feature is administered
   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. Only the person at the other extension hears the announcement; the other person on the call cannot hear the message.

To make an important announcement to someone at another extension busy on another call

1. Press ⊕ (while off-hook) and then the dial pad key on which the Whisper Page feature is administered
   or Dial the Whisper Page access code.

   Both people on the other call hear a beep.

   The person whom you have called can press the Whisper Answer *button which forms a two-party speaking path with your telephone. The other call is put on hold and that person cannot hear your conversation.*

2. Speak with the person you have called.

   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 Whisper Answer button administered on the telephone can block Whisper Page calls by pressing the Whisper Off button.

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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