EU24/EU24BL Expansion Module User Guide

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About the EU24/EU24BL Expansion Module

Overview

The EU24/EU24BL Expansion Module is an optional device that extends the number of call appearances and Feature buttons available on the telephone. The EU24 and EU24BL Expansion Modules are identical in terms of features and functionality. The EU24BL has a backlit display area and is used with different telephone models than the EU24, which does not have a backlit display.

Use the EU24 with these Avaya telephones:

- 2420 Digital Telephone
- 4620/4620SW IP Telephone
- 4625SW IP Telephone

Use the EU24BL with these Avaya telephones:

- 4621SW IP Telephone
- 4622SW IP Telephone

The expansion module has 24 buttons arranged in two columns. Depending on how they have been programmed for your call processing system, these buttons can be call appearances, which are lines for incoming and outgoing calls, or features like Call Forwarding.

Issue Date

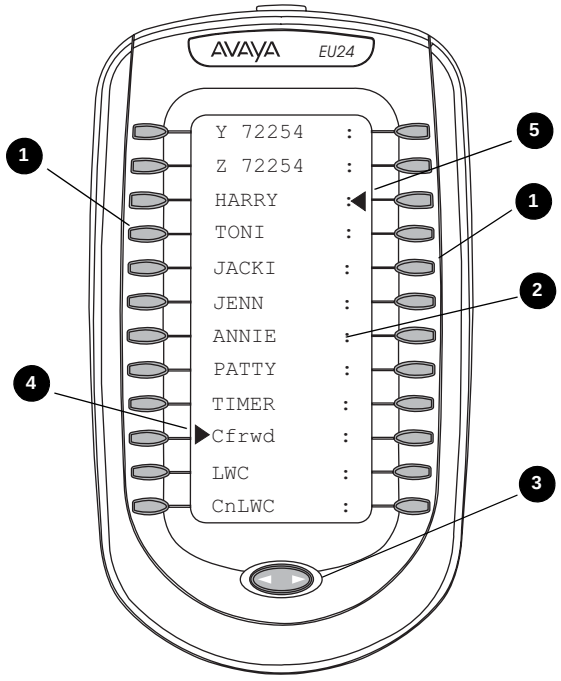
This document was issued for the first time in May, 2002. This document was revised for Issue 2 in April, 2005 to include the EU24BL Expansion Module. Procedures to adjust the expansion module's contrast and its viewing angle were also added for Issue 2.

This document was revised in November, 2006 for software Release 2.7 to add the 4625SW IP Telephone.

The EU24/EU24BL Expansion Module

Figure 1 shows a top view of the EU24/EU24BL, with the left column displayed for illustration purposes.

Figure 1: The EU24/EU24BL Expansion Module



1. **Call Appearance/Feature buttons**
2. **Display**
3. **Alternate Display button**
4. **Feature Active icon for feature in left column**
5. **Feature Active icon for feature in right column**

Requirements

Before you can use the EU24/EU24BL Expansion Module, you must connect the module to the telephone. See the *EU24/EU24BL Expansion Module Installation and Safety Instructions* (555-233-136) for instructions.

Using the EU24/EU24BL Expansion Module

The following sections explain how to use the features of the EU24/EU24BL Expansion Module. For more information, consult your system administrator.

Adjusting the Viewing Angle

You can adjust the expansion module's viewing angle to match that of the phone to which it is attached.

To Adjust the Expansion Module Upward

1. Hold the EU24/EU24BL base with one hand.
2. Grasp the top of the module and pull up until the module's height equals that of the telephone.
3. Ensure that the movable section on the underside of the module clicks into the appropriate height adjustment notch on the expansion module's base.

To Adjust the Expansion Module Downward

1. Hold the EU24/EU24BL base with one hand.
2. Depress the button on the top edge of the module and gently push the expansion module down until the module's height equals that of the telephone.
3. Ensure that the movable section on the underside of the module clicks into the appropriate height adjustment notch on the expansion module's base.

Viewing the Alternate Display

Although the EU24/EU24BL Expansion Module supports an additional 24 Call Appearance/ Feature buttons, it displays only the button labels for one column of 12 buttons at a time. A dotted line separates the left column from the right column. When you view the labels and icons for the left column, the icons for any active or selected right column features display to the right of the dotted line. To view the column not currently displayed, press the **Alternate Display** button. You can alternately press any Call Appearance/Feature button on the column not currently displayed. Doing so displays that column and selects the line/feature associated with the button you pressed.

Selecting a Call Appearance/Feature Button

To select an available call appearance or feature, press the button next to the appropriate label in the column currently displayed. If you select a button not programmed as a Call Appearance or a Feature button, an error tone sounds.

If the desired call appearance or feature is not currently displayed, use the **Alternate Display** button to access the additional Call Appearance/Feature button labels. See Viewing the Alternate Display for more information.

Changing the EU24/EU24BL Contrast

On first-time startup, the display area contrast is set to a mid-level. To adjust it to better suit your work environment and lighting, 15 contrast levels are available.

Note:

You might not be able to distinguish between all 15 contrast level settings. Some of the upper and/or some of the lower contrast level settings might appear identical to adjacent settings. This is normal.

Changing the Display Contrast Using a 2420 Digital Telephone

1. With the EU24 attached to your phone, press the telephone's **Option** softkey.
2. Select the **Contrast** Line/Feature button.
3. Press the Line/Feature button on either side of the line in which you see **EU24**. Doing so identifies that you want to adjust the display contrast and highlights that line.

4. To brighten the contrast, press the telephone's **Right Page** button until you reach the desired contrast level. To dim the contrast, press the telephone's **Left Page** button until you reach the desired contrast level.

   Each press results in the contrast being increased or decreased, depending on which page button you press. Chevron symbols provide visual confirmation of the current level.

5. Save the contrast level you set by pressing either the telephone's **Done** softkey or the **Exit** button. To re-adjust the contrast, repeat this procedure from Step 1.

Changing the Display Contrast Using a 4620/4620SW, 4621SW, 4622SW, or 4625SW IP Telephone

1. With the EU24/EU24BL attached to your phone, press the telephone's **Options** button to access the Options Main screen.
2. Select the **Contrast Control** option from the Options Main screen.
3. Press the Line/Feature button on either side of the column in which you see the expansion module's model number, for example, **EU24**. Doing so identifies that you want to adjust the display contrast and highlights that line.
4. To brighten the contrast, press the telephone's **Right Arrow** softkey until you reach the desired contrast level. To dim the contrast, press the telephone's **Left Arrow** softkey until you reach the desired contrast level.

   Each softkey press results in the contrast being increased or decreased, depending on which arrow softkey you press. Chevron symbols provide visual confirmation of the current level.

5. Save the contrast level you set by pressing the telephone's **Save** softkey. To restore the previous setting without changing the contrast, press the **Cancel** softkey.

   The first Options Main screen displays.

Understanding Call Appearance/Feature Button Status Icons

When a call arrives for a call appearance on the EU24/EU24BL Expansion Module, the bell icon blinks on the corresponding call appearance. To answer the call, press the button associated with the call appearance.

The icons displayed on the call appearance allow you to determine the status, for example, on Hold, of each call on the EU24/EU24BL Expansion Module. Table 1 contains an explanation of these icons.

Table 1: EU24/EU24BL Status Icons

Icon	Condition	Definition
None	Idle	The call appearance line is available, or the feature is off.
	Ringing	An incoming call is waiting to be answered.
	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/Line active	Button on left side of the display currently is enabled.
	Feature/Line active	Button on right side of the display currently is enabled.
	Feature pending	Your request is being processed but is not immediately available.
	Feature status	The Call Center Q Time feature uses this icon.
	Feature status	The Call Center Aux Work feature uses this icon.
	Feature status	The Call Center Service Observing feature uses this icon.