DC-NET
2.0

DC-Net Avaya Phone User Guide

For Phone Models:

- Avaya 2420 Digital Phone

- Avaya 4620/4621 SW IP Phone

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Adrian Fenty, Mayor

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Setting up and Accessing Voicemail

Set up a New Voice Mail Box

1. From your office phone, press the envelope button. At the prompt, enter "1000" (your temporary password).
   The system begins the new user tutorial ("Hello, this voice message system…").

2. At the prompt, press 1. Enter your new password (at least four digits, no consecutive numbers, no repeated numbers, and not your phone number). Then press #.
   At the prompt, re-enter the password. Then press # again.

3. Record your name. At the prompt, press 1 and speak your first and last name and then press #. You will hear your recorded name. You can accept or re-record it.

4. Record a personal greeting. Press 1 and record your greeting (this must comply with your agency's and the District's standard). Press # when you are finished. The recording plays back. You can accept or re-record your greeting.

After completing setup, the Main Menu of your mailbox is displayed.

Access Voicemail Remotely

1. Call your 10 digit office telephone number.

2. When the greeting comes on press * (star) and press * again.

3. At the prompt, enter your password.
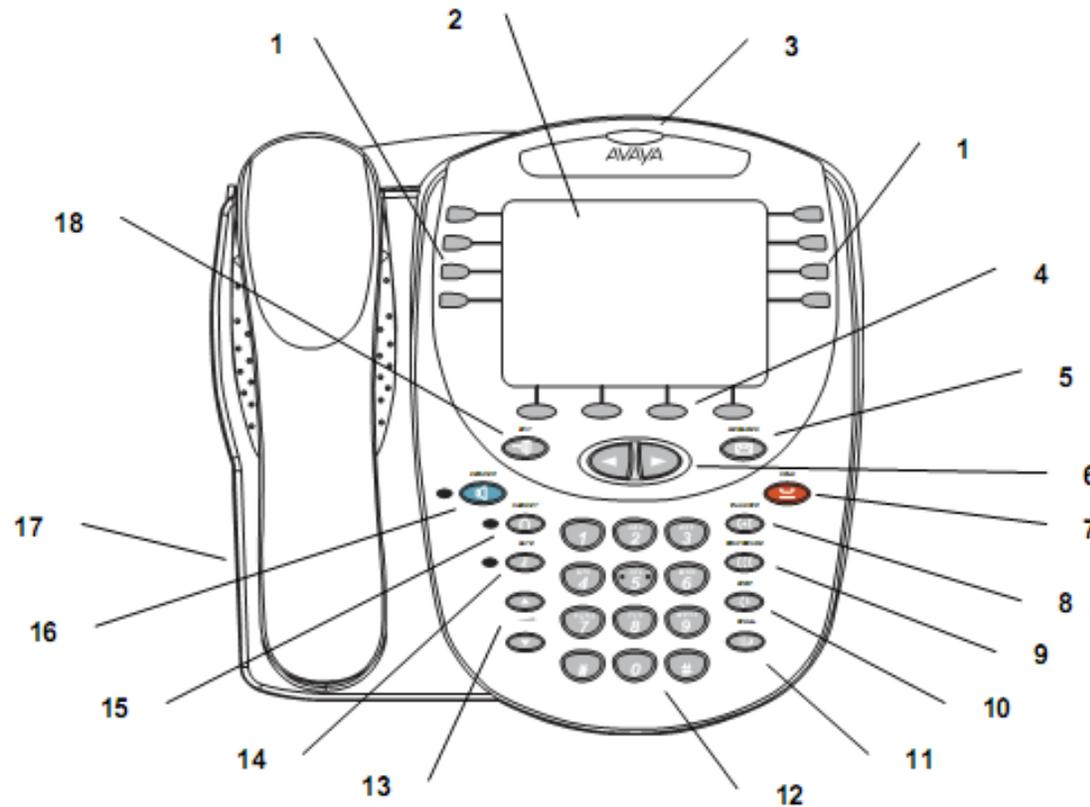
Keys to Using Your DC-Net Phone

- Always dial seven digits for network calls.
- Always dial 9 before placing an out-of-network call.
- Always dial 9 1 before placing a long distance call.

Where to Get Help

DC-Net Help Desk   (202) 715-3733

DC-Net Customer Care   (202) 715-3801

DC-Net E Fax   (202) 715-3757

DC-Net Website   http://dcnet.in.dc.gov

2420 Digital Telephone Quick Reference

1 – Call appearance/feature buttons: Use to access incoming/outgoing lines and programmed features.

2 – Display: Shows the status for the call appearances, information for a call, information provided by the Avaya call server, the Home screen, the Speed Dial screen, the Call Log screen, and the Options screens.

3 – Message lamp: This lamp is lit when a message has arrived in your voice mailbox.

4 – Softkeys: Allows you to perform specific functions. The functions available and the corresponding softkey labels change according to the screen displayed.

5 – Messages button: Use to retrieve messages.

6 – 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.

7 – Hold button: Use to place calls on hold.

8 – Transfer button: Use to transfer calls.

9 – Conference button: Use to conference calls.

10 – 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.

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

12 – Dialpad: Standard 12-button pad that allows you to dial telephone numbers.

13 – Volume control buttons: Use to adjust speaker, handset, headset, or ringer/button click volume depending on which component is in use.

14 – Mute button: Turns off the 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.

15 – Headset button: Use to activate a headset that is connected to the 2420 headset jack.

16 – Speaker button: Use to access the built-in speakerphone. The lamp associated with this button turns on when the speaker is active.

17 – Headset jack: Use to connect a headset. This jack is located on the back of the telephone.

18 – Exit button: Returns you to the first page of the Home screen.

Call-Handling Features

Answer a call

When a call arrives at your 2420 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

Perform one of the following steps:
- If you are not active on another call, answer the call with your handset, headset, or speakerphone. To use your speakerphone, see "Speakerphone".
- If you are active on a call already, place the active call on hold, and then answer the incoming call.
- If the call appearance for the ringing call is not displayed on the current Home screen page, use ◁ and ▷ to cycle through the pages. Use ⬒ to return to page 1 of the Home screen. When you locate the call appearance for the ringing call, press the corresponding call appearance button.

Make a call

To make a call manually

1. Go off hook with the handset, headset, or speaker.
2. When you hear dial tone, enter the extension or telephone number.

   If you are calling an external number, you must include the required code (for example, "9") to access an outside line.

To have the 2420 telephone make a call automatically

Perform one of the following steps:
- Press ▥ to have the 2420 telephone dial the last number that you dialed.
- Access the Call Log and start a call to a specific entry. See "Make a Call from the Call Log."
- Access the Speed Dial List in your personal directory and start a call to a specific entry.

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 ⎉ .

Speakerphone

The two-way built-in speakerphone allows you to make and answer calls without lifting your handset. Two-way speakerphones may not operate satisfactorily in very noisy locations.

To make or answer a call without lifting the handset, or to use the speakerphone with any feature

1. Press ◁) .
2. Make or answer the call, or access the selected feature.
3. Adjust speakerphone volume if necessary.

To change from speakerphone to handset

Pick up the handset and talk.

To change from handset to speakerphone

1. Press ◁) .
2. Hang up the handset.

To change from headset to speakerphone

Press ◁) .

To mute a speakerphone call

Press ✆ .

To end a speakerphone call

Press ◁) again.

Redial

The Redial or Last Number Dialed feature automatically redials the last number you dialed.

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. Perform one of the following steps:
   - 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. See 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 the potential transfer recipient is not left on hold.

Conference

The Conference feature allows you to conference you and up to five other parties 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. When you hear dial tone, press the call appearance button that corresponds to the held call.
3. Press ⬭ again.

To remove the last person added to the conference call

1. Ensure that the conferenced call appearance is selected.
2. 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. See your system manager if the message button is not working properly.

Personalized Settings

Visual Ring

The Flash Message Lamp option allows you to choose a visual alert for incoming calls. When this option is enabled, the telephone rings and the lamp above the 2420 display area flashes when an incoming call arrives.

To set the Flash Message Lamp option

1. From the Home screen, press the **Option** softkey.
   The Options screen is displayed.
2. Press the **Ring Options** feature button.
   The Ring Options screen is displayed.
3. Press the **Flash Message Lamp** feature button.
4. Press the **Yes/No** softkey or press the button to the right of the setting to indicate whether you want Flash Message Lamp enabled.
5. Press the **Save** softkey.
   You will hear a confirmation tone.

Ring Pattern

The Ring Pattern option allows you to choose a personalized ringing pattern for the 2420.

To select a personalized ringing pattern

1. From the Home screen, press the **Option** softkey.
   The Options screen is displayed.
2. Press the **Ring Options** feature button.
   The Ring Options screen is displayed.
3. Press the **Ring Pattern** feature button.
   The Select Ring screen with the current ring pattern is displayed.
4. Use ◁ and ▷ or the dialpad to cycle through the ringing patterns.
5. To save the selected ringing pattern, press the **Save** softkey.
   You will hear a confirmation tone.

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

Call Appearance/Button Labels

Edit Labels

You can change the labels of the call appearance/feature buttons on your telephone. These new labels are stored in your 2420 telephone.

To edit call appearance/feature button labels

1. From the Home screen, press the **Label** softkey.
   The Label Action screen is displayed.
2. Press the **Edit** softkey.
   The Label Select screen is displayed. You can use ◁ and ▷ to locate the label you want to edit.
3. Press the feature button on the 2420 telephone that corresponds to the label you want to edit.
   The Label Edit screen is displayed. The New Label field displays the current customized label (if any), and the System Label field displays the system label.
4. Using the dialpad, edit the label. You can enter up to 13 characters. By default the first letter appears in uppercase, and the following characters appear in lowercase.
5. When you finish, press the **Save** softkey.

View the System Labels

To view the call appearance/feature button labels on the call processing system

1. From the Home screen, press the **Label** softkey.
   The Label Action screen is displayed.
2. Press the **Inspect** softkey.
   The Label Select screen is displayed showing the system labels for the 2420 telephone.
3. Use ◁ and ▷ to scroll through the pages.
4. When you finished, press the **Done** softkey.

Restore the System Labels

To restore the system labels for all buttons

1. From the Home screen, press the **Label** softkey.
   The Label Action screen is displayed.
2. Press the **Restore** softkey.
   The Label Restore screen is displayed.
3. Press the **Erase** softkey.
   The Confirm Erase prompt is displayed.
4. Press the **Erase** softkey.

Speed Dial/Personal Directory

Add a Speed Dial Entry

You can store up to 104 personal speed dial entries in the 2420 telephone. When the maximum number of entries is stored, you must delete existing entries before the 2420 telephone allows you to enter new entries.

To add speed dial entries to your personal directory

1. From the Home screen, press the **SpDial** softkey.

   The Speed Dial screen is displayed.

2. Press the **Add** softkey.

   The Edit Name screen is displayed with the Name field underscored.

   Note: If the directory is full, a message is displayed indicating that your Speed Dial list is full. You must delete an existing entry before a new entry can be added.

3. Using the dialpad, enter the name for your speed dial entry. You can enter up to 13 characters. By default, the first letter you enter appears in uppercase, and the following characters appear in lowercase.

   Note: You can use the **Case** softkey to switch between uppercase and lowercase. You can use the **Space** softkey to insert a space between first and last names. After you enter a space, by default the next character is an uppercase letter. The following characters in that word appear in lowercase. Use the * (star) key to cycle through the period and star characters. Use the # (pound) key to cycle through the hyphen and pound characters.

4. When you finish 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 telephone number for this speed dial entry. You can enter numbers up to 24 characters long, including special characters.

6. When you finish entering the telephone number, press the **Save** softkey to save your entry.

   You will hear a confirmation tone.

7. Repeat Steps 2 through 6 for additional entries.

Make a call from a Speed Dial

To make a call to a directory entry with the Speed Dial feature

1. From the Home screen, press the **SpDial** softkey.

   The Speed Dial screen is displayed.

2. Press the feature button for the entry you want to call. If the entry is not displayed on the current page, use ◁ and ▷ to cycle through the entries.

   The 2420 telephone dials the number.

Edit a Speed Dial Entry

To edit a stored speed dial entry

1. From the Home screen, press the **SpDial** softkey.

   The Speed Dial screen is displayed.

2. Press the **Edit** softkey.

3. Press the feature button that corresponds to the entry you want to edit.

4. Using the dialpad, enter the name for your speed dial entry. You can enter up to 13 characters. By default, the first letter you enter appears in uppercase, and the following characters appear in lowercase.

5. If you want to change the number, press the feature button to the left of the Number field in the Edit Number screen. Otherwise, see Step 7.

6. Using the dialpad, enter the telephone number for this speed dial entry. You can enter numbers up to 24 characters long, including special characters.

7. When you finish making changes, press the **Save** softkey to save your entry.

8. Repeat Steps 3 through 7 for additional entries.

Call Log

View the Call Log

To view the list of all calls recorded in the Call Log

1. From the Home screen, press the **Log** softkey.

   The Call Log Summary screen is displayed.

2. Press the appropriate softkey for the type of call entries you want to view (that is, answered, unanswered (missed), outgoing, or all entries).

3. Use ◁ and ▷ to scroll through the pages.

4. To view information about a specific entry, press the button that corresponds to the entry.

   The Call Log Detail screen for this entry is displayed.

5. Press ⌐⊠ to return to the Home screen.

Make a Call from the Call Log

To make a call from an entry in the Call Log

1. From the Home screen, press the **Log** softkey.

   The Call Log Summary screen is displayed.

2. Use ◁ and ▷ to scroll through the pages.

3. When you locate an entry you want to call, press the button that corresponds to that entry.

   The Call Log Detail screen for this entry is displayed.

4. Press the **Call** softkey to make the call.

Note: You can use this method to make calls directly to extensions. To call outside numbers, go off-hook and dial the required code to access an outside line (for example, "9"). Then, press the **Call** softkey to make the call.

Save a Call Log Entry to a Speed Dial

To save an entry in the Call Log to your Speed Dial List

1. From the Home screen, press the **Log** softkey.

   The Call Log Summary screen is displayed.

2. Use ◁ and ▷ to scroll through the pages.

3. When you locate an entry you want to save, press the button that corresponds to that entry.

   The Call Log Detail screen for this entry is displayed.

4. Press the **Save** softkey.

   The Edit Name screen is displayed.

5. Make any changes, and then press the **Save** softkey to save the entry to the Speed Dial List.

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Adding a Speed Dial Button

1. Press the SpDial softkey.
2. Press the Add softkey.
3. Enter the Name & press the Done softkey.
4. Press the Line/Feature button next to either the Number or URI field.
5. Enter the Phone Number or URI as applicable.
6. Press the Done softkey and then press the Save softkey.

Updating a Speed Dial Button

1. Press the SpDial softkey and use the Page Left or Page Right buttons to locate the applicable Speed Dial button.
2. Press the Edit softkey, then press the Line/Feature button next to the button you want to update.
3. Press the Line/Feature button next to the field you want to update. Use the Left and/or Right Arrow softkey to move the cursor and the Backspace Line/Feature button to remove characters if needed.
4. Press the Done softkey, then press the Save softkey.

Deleting a Speed Dial Button

1. Press the SpDial softkey and use the Page Left or Page Right buttons to locate the applicable Speed Dial button.
2. Press the Delete softkey, then press the Line/Feature button next to the button you want to remove.
3. Press the Delete softkey again to confirm the deletion.

Making Calls

- With the phone on- or off-hook, press an available session (call) appearance, or pick up the handset, activate the Speaker or Headset. Dial a telephone number or press the URI softkey and enter a URI and dial your party.
- To redial, press the phone's dedicated Redial button.
- To speed dial, press the SpDial softkey, press Page Right or Page Left to locate the party you want to call, then press the Line/Feature button next to that entry.
- From the Call Log, press the Log softkey.
- Use the Page Right or Page Left button to locate the party to be called in any of the three logs (Missed, Incoming Answered or Outgoing), press the Line/Feature button next to the desired entry, then press the Call softkey.
- From a Web Page phone link, select the link.

Call Log Navigation

1. Press the Log softkey to display the Call Log for missed (unanswered) calls.
2. Navigate to either the Incoming Answered Call Log or the Outgoing Calls Log by pressing the InAns or Outgo softkey, respectively.

Note: (All logs have the same fields, characteristics and softkeys.)

- To review calls, press the Page Right button (to review the next 6 calls) or Page Left button (to review the previous 6 calls).
- To view call detail, press the Line/Feature button next to the applicable call, then press the Return softkey to re-display the Call Log screen.

Accessing Voicemail

1. Press the Voicemail button on the right hand side of your phone.
2. Enter the pass code. The default is 1000.
3. Follow the system prompts to set up your greeting.

To access voicemail remotely dial 202-299-3349.

If you have problems accessing voicemail, call the DC-Net Help Desk at 202-715-3733.