



IP Office Fact Sheet

# 2400 Series Digital Telephones



## Overview

Avaya 2400 series digital telephones deliver advanced productivity-boosting features, including a large display, key labeling and a 100-entry call log. They are designed for both general business and contact center needs.

## Capabilities

The Avaya 2400 series digital telephones come standard with the following capabilities:

- The 2400 series digital telephones simplify access to important features with:
  - 10 fixed feature keys with global-ready icons: Hold, Conference, Transfer, Drop, Redial, Mute, Volume up/down, Speaker, Message and Feature (to access additional dial pad features)
  - Up to 24 programmable call appearance/feature keys that are electronically labeled
  - 4 menu/display navigation keys (2410 and 2420 only)
- Call log and Speed dials
- Speakerphone (listen-only on 2402)
- Message Waiting Indicator
- Built-in headset jack (2410 and 2420 only)
- 8 personalized ring patterns
- Hearing aid compatibility
- Investment protection with downloadable firmware (2410 and 2420 only)
- Wall mountable with included desk/wall mount stand
- Local language customization for phone menu (2410 and 2420 only)

## Benefits

The 2400 series telephones bring Avaya state-of-the-art technology directly to your desktop, delivering efficient service, superior voice quality, along with cutting-edge communications features. Label-less call appearance/feature keys simplify administration. Local call log and speed dial directory enhance productivity.

### Avaya Advantage

Electronic key labels eliminate paper labels, simplifying phone administration and management.

## 2400 Series Sets Compatible with IP Office



	2402	2410	2420	EU24
<b>Format</b>	Digital telephone	Digital telephone	Digital telephone	Expansion unit
<b>System Requirements</b>	Any IP Office Platform	Any IP Office Platform	Any IP Office Platform	Any IP Office Platform; connects directly to 2420 phone (2 max per DS module)
<b>User Requirements</b>	NA	NA	NA	2420 phone
<b>Programmable Feature Buttons:</b>	2	12 (on 2 screens)	24 (on 3 screens)	24
<b>Menu/Display Navigation Keys</b>	0	4	4	—
<b>Display Size (lines x characters)</b>	2 x 54	5 x 29	7 x 29	12 x 16
<b>Speakerphone</b>	Listen only	Full duplex	Full duplex	—
<b>Call log and speed dial</b>	Yes	Yes	Yes	—

Feature Detail	2402	2410, 2420
Absent Text/Account Codes/Auto-Answer/Automatic Call Distribution/BLF/Bridged Appearance/Call Appearance/Call Bearing/Call Coverage/Call Forwarding/Call History/Call Intrude/Call Park/Call Pickup/Call Queue/Call Steal/Call Timer/Call Transfer/Call Waiting/Callback/Caller Display/Clear Call Waiting/Conference Calls	Yes	Yes
Dial Ahead	Yes	No
Dial Emergency/Dial On Pickup (Hotline)	Yes	Yes
Directory Access	No	Yes
Distinctive Ringing/Do Not Disturb/Exceptions/E911	Yes	Yes
Extension Password Change	No	No
Follow Me Here/Follow Me To/Forward on Busy/Forward on No Answer/Forward to Specified Number/Forward on Unconditional	Yes	Yes
Group In/Out/Group Paging-Make/-Receive	Yes	Yes
Handsfree Speech	No	Yes
Headset Capability/Hold/Hot Desking/Hot Transfer/Least Cost Routes/Line Appearance	Yes	Yes
Lock	Yes	No
Login	Yes	Yes
Manager-Secretary Working	No	No
Message	Yes	No
Message Waiting Light/Monitor Calls/Multi Language/Mute/Night Service/On Hook Dialing/Park	Yes	Yes
Personalized Ring	No	Yes
Queuing Transferred Call to Busy Extension/Record Call/Redial/Relay On-Off-Pulse/Conference/Ring Back When Free	Yes	Yes
Self Administer/Soft Key Labeling	No	Yes
Speed Dialing/Suspend Call Waiting/Suspend-Resume/Time-Date/Toggle Calls/Voicemail Collect/Voicemail On-Off/Voicemail Ringback On-Off	Yes	Yes
Volume Adjustment	Yes	No

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Printed in the U.S.A. 10/04 • EF-BP2572 Correct at time of publishing.