



IP Office Fact Sheet

2400 Series Digital Telephones



Overview

Avaya 2400 series digital telephones deliver productivity-boosting features, including a large display, key labeling and a 100-entry call log. They are designed for general business and contact center needs. Note: IP Office R3.0DT supports only the 2402.

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
Format	Digital telephone	Digital telephone	Digital telephone	Expansion unit
System Requirements	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)
User Requirements	NA	NA	NA	2420 phone
Programmable Feature Buttons:	2	12 (on 2 screens)	24 (on 3 screens)	24
Menu/Display Navigation Keys	0	4	4	—
Display Size (lines x characters)	2 x 54	5 x 29	7 x 29	12 x 16
Speakerphone	Listen only	Two Way	Two Way	—
Call log and speed dial	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/Display Screen Support	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	Yes

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