



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 |
|--|------------------------|------------------------|------------------------|---|
| 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 | Full duplex | Full duplex | — |
| 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 | 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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