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:
  - Up to 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 (48 entries on 2410; 100 entries on 2420)
- Local speed dials (48 with 2410, 104 with 2420)
- Two way speakerphone (except 2402)
- Message waiting indicator
- Built-in headset jack (except 2402)
- 8 personalized ring patterns
- Hearing aid compatibility
- Investment protection with downloadable firmware (except 2402)
- Wall mountable with included desk/wall mount stand
- Local language customization for phone menu (except 2402)

Benefits

The 2400 series telephones bring Avaya state-of-the-art technology directly to your desktop, delivering efficient service and 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.

Contact Us

Avaya Advantage

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

2400 Series Digital Telephones 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 (12 at a time)
Menu/Display Navigation Keys	0	4	4	—
Display Size (lines x characters)	2 x 24	5 x 29	7 x 29	12 x 16
Speakerphone	Listen only	Two way	Two way	—
Call Log and Speed Dial	No	48-entry call log, 48 speed dials	100-entry call log, 104 speed dials	—
Expansion Unit Port	No	No	Yes	—

Feature Detail	2402	2410, 2420
Absent Text/Account Codes/Auto-Answer/Automatic Call Distribution/Busy Lamp Field/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, Dial Emergency/Dial On Pickup (Hotline), Distinctive Ringing/Do Not Disturb/Exceptions/E911, Follow Me Here/Follow Me To/Forward on Busy/Forward on No Answer/Forward to Specified Number/Forward on Unconditional, Group In-Out/Group Paging-Make Receive, Headset Capability/Hold/Hot Desking/Hot Transfer/Least-Cost Routes/Line Appearance, Login, Message Waiting Light/Monitor Calls/Multi Language/Mute/Night Service/On Hook Dialing/Park, Queuing Transferred Call to Busy Extension/Record Call/Redial/Relay On-Off Pulse/Conference/Ring Back When Free, Speed Dialing/Suspend Call Waiting/Suspend-Resume/Time-Date/Toggle Calls/Voicemail Collect/Voicemail On-Off/Voicemail Ringback On-Off/Volume Adjustment	Yes	Yes
Directory Access	No	Yes
Disable Speakerphone	NA	Yes
E-mail Alerts (requires VoiceMail Pro and voicemail e-mail configured)	No	Yes
Group Listen	Yes	Yes
Hands-free Speech	No	Yes
Headset Capability/Hold/Hot Desking/Hot Transfer/Least-Cost Routes/Line Appearance	No	Yes
Lock	Yes	No
Personalized Ring	No	Yes
Self Administer/Soft Key Labeling	No	Yes
Visual Voice (requires VoiceMail Pro or Embedded Voicemail)	No	Yes

* The 2400 series digital telephones also work with Avaya Communication Manager.

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