

**2410 Digital Set *or***  
**9620 VoIP Set**  
**\*\*Sample\*\***

<b>Station Number</b> 7-0000	<b>User Name</b> Sample
<b>Department</b> Telecommunications	
<b>Building</b> Carnegie	<b>Room</b> 5
<b>Telephone Counselor</b> Jane Doe	
<b>Telephone Counselor Telephone Number</b> 7-0001	

a: 7-0000
b: 7-0000
c: 7-0000

d(4): Directory
e(5): Next
f(6): Make Call

g(7): Send all Calls
h(8): Call Pickup
i(9): Transfer to Voice Mail

j(10): TB 7-4720
k(11): Team 7-3217
l(12): SD 7-7720000

Please indicate type of set: <input type="checkbox"/> 2410 Digital Set <span style="margin-left: 200px;"><input type="checkbox"/> 9620 VoIP Set</span>
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- Buttons a-c / 1-3: must be the telephone number of the set.
- Buttons d-l/ 4-12: may be used for:
  - Speed dial buttons
    - “TB” for telephone numbers within your department
    - “SD” for telephone numbers outside your department or off campus numbers
    - “Team” for telephone numbers within your department that have digital or IP telephone set
  - Call-pickup
  - Send All Calls
  - Transfer to Voice Mail
  - Directory
    - Directory
    - Next
    - Make Call
  - Agent Login (for call centers only)