

**GETTING STARTED**  
**Using 2030 and 2050 Handsets with Voicemail Lite**

# *IP Office 2030/2050- Handset Quick Reference Guide*

## Introduction

☎	=	Replace handset or press <b>ANSWER RELEASE</b> .
①	=	Pickup the handset or talk hands free.
<value> key).	=	Enter value required (eg. phone number, passcode or letter key).
(note)	=	Notes.
{option}	=	Optional step or instruction.
X...Y	=	Enter value in range X to Y.
●< >●	=	Use ●<display>● keys to move to previous or next item.

## Making Calls

- **To make an external call:** <external number>, ①
- **To make an internal call:** <extension number>, ①
- **To Redial the last external number (You can redial any of the last 10 external numbers dialed):** REDIAL (until the number required appears), ●CALL, ① (includes speed dials)
- **To use the INDeX directory for an internal call:** ●INDeX, <letter key until>, ●<(Names)>●, ●CALL, ①.

## Answering Calls

- **To answer a call:** ANSWER RELEASE or ①.

## If Busy or Unanswered

If your phone displays **NUMBER BUSY** when you call another extension, pressing ●SCROLL reveals a number of options you can use.

- **To be connected to the extension's voice mailbox: ●VMAIL**  
This connects you to the extension's mailbox to leave a message
- **To camp on & wait: ●CAMP ON**  
This flashes the lamp on the busy phone.
- **To set a call back: ●CALLBACK**  
This rings you when that extension becomes free or is next used. Your phone will display ●CALLBACK.

## Actions During a Call

- **To change the receive volume:** ●VOLUME, (softer) ●< >● (louder), ●DONE.
- **To switch to speaker:** SPEAKER
- **To switch to handset:** ①

## Holding & Transferring Calls

- **To transfer a call:** press HOLD, <dial number>, ANSWER RELEASE.
- **To hold/unhold a call:** press HOLD.



## AVAYA QUICK REFERENCE GUIDE For 2030 and 2050 Handsets with Voicemail Lite

### IP Office 2030/2050

#### Voicemail Lite

##### Recording Your Greeting

##### To record your mailbox greeting:

- Press ●**VOICE** to access voicemail.
- Press ●**LISTEN**
- Dial **3** to access Greeting area
- Dial **2** to record new Greeting.
- Press **2** when finished. To listen to your new Greeting, press **1**. To rerecord the Greeting, press **2**. To **SAVE** your new Greeting, press **3**. **You must press 3 to SAVE your greeting when satisfied with your recording.**

##### Leaving Voice Mail Messages

##### To leave voice messages:

- Press ●**VOICE** and then ●**MESSAGE** on the display of the handset.
- Enter the extension number for whom you want to leave a message and press ●**MESSAGE** again.
- The system will ring the requested voicemail extension. After listening to the greeting, leave your message.

### Listening to Voice Messages (red light is on when you have a message)

##### To check your mailbox:

- Press ●**VOICE** to access voicemail
- Press ●**LISTEN**
- Listen to the prompts and your messages will be played
- After listening to your message, pressing 4 will delete it. Other option prompts will be played after messages.

### Transferring a call to Voicemail

##### To transfer a call to voicemail:

- Put the caller on **HOLD**.
- Dial the person's extension number.
- Press ●**VMAIL** on the screen. If Number Busy is on display, simply press the ●**SCROLL** key and then choose the ●**VMAIL** option
- Once you see the system ringing the voicemail extension, simply **hang up** or press **ANSWER RELEASE**. As soon as you hang up, the caller is transferred to the person's voicemail.