


GETTING STARTED

Using Avaya Handsets with Voicemail Pro

IP Office Handset Quick Reference Guide

Introduction

	=	Replace handset or press ANSWER RELEASE .
①	=	Pickup the handset or talk handsfree.
<value>	=	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 dialled):** REDIAL (until the number required appears), ●CALL, ① (includes speed dials)
- **To make a page call:** ●PAGE, <group or extension number>, ①, speak, press ANSWER RELEASE to finish.
- **To use the INDeX directory for an internal call:** ●INDeX, <letter key until>, ●<(Names)>●, ●CALL, ①.

Speed Dials

- **System speed dial by number:** SPEED DIAL, ●SYSTEM, xxxx, ①.
- **System speed dial by name:** SPEED DIAL, ●INDeX, <letter key>, ●<(Names)>●, CALL, ①.
- **Personal speed dial:** SPEED DIAL, ●OWN, 0...9, ①.
- **Storing a personal speed dial:** PROGRAM, SPEED DIAL, Enter passcode (default is 0000), 0...9, ●DELETE, <no.>, ●DONE, PROGRAM.

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 leave a message:** ●MESSAGE

This lights the lamp on the extension called and leaves your number as a message to reply (unless they have reached their limit of 5 messages).

- **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.

- **To be connected to the extension's voice mailbox:** ●VMAIL

This connects you to the extension's mailbox to leave a message.

Actions During a Call

- **To change the receive volume:** ●VOLUME, (softer) ●< >● (louder), ●DONE.
- **To switch to speaker:** SPEAKER
- **To switch to handset:** ①
- **To create a conference:** HOLD, <extension or external no.>, ●CONFER.



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If the second call is unanswered or if the third party does not wish to join the conference call, you can press **HOLD** to retrieve the first call. To exit the conference press **ANSWER RELEASE** or replace the handset.

Answering Calls

- To answer a call: **ANSWER RELEASE** or ①.
- To answer a message: ●**CALL** or to clear a message: ●**CANCEL**. If there are any other messages you can press ●**NEXT** to display these (if shown).
- To answer a page: **ANSWER RELEASE** or ①.
- To pickup calls in a pickup group: ●**PICKUP**, then **SPEAKER/ Or *31**.
- You can also use the system's short codes for other call pickups: *30 to answer a call ringing anywhere; *53*(Group no.)# to answer a call ringing to a group; *32*(Extension number)# to answer a call ringing at a particular extension.

Parking, Holding & Transferring Calls

- To transfer a call: **HOLD**, <dial number>, **ANSWER RELEASE**.
- To transfer a call using dial ahead: Dial the number of the other extension. If the display shows **FREE**, press **ANSWER RELEASE** to make an unannounced transfer or **HOLD** to make an enquiry then either **ANSWER RELEASE** to complete the transfer or **HOLD** to retrieve your first call. If the extension is busy press ●**CANCEL**.
- To hold/unhold a call: **HOLD**.
- To park a call: press either the first or second **Park key**.
- To retrieve a parked call at your extension: Press the first or second **Park key** twice, the first press gives details of the call.

Diverting Calls

- To switch divert all on/off: **DIVERT** (On when ● over the **DIVERT** key)
- To switch no calls on/off: **NO CALLS** (On when ● over the **NO CALLS** key)
- To set a divert: **PROGRAM**, **DIVERT**, Select either ●**ALL** or ●**BUSY** or ●**NO ANS**, ●**CANCEL**, <extns no.>, ●**DONE**, **PROGRAM**.

Ringer Controls

- To change the ringer volume: **PROGRAM**, ●**RINGER**, <passcode>, ●**VOLUME**, (soft) ●< >●, (loud), ●**DONE**, **PROGRAM**.
- To change the ringer sound: **PROGRAM**, ●**RINGER**, <passcode>, ●**SOUND**, < > , {●**TONE**}, ●**DONE**, **PROGRAM**.
- To set the ringer step: **PROGRAM**, ●**RINGER**, <passcode>, ●**STEPS**, ●**CHANGE**, ●**DONE**, **PROGRAM**.
- To set the timeout: **PROGRAM**, ●**RINGER**, <passcode>, ●**TIMEOUT**, ●**CANCEL**, <timeout>, ●**DONE**, **PROGRAM**.

Other Features

- To enter/exit group: **GROUP** (When in group, a ● shows above the **GROUP** key)
- To program a DSS/BLF key: **PROGRAM**, <DSS key>, <passcode>, **CANCEL**, <extension no. to store>, ●**DONE**, **PROGRAM**.

Notes: When ● is on next to the **SCROLL** key, there are more features available to you.



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Voicemail Pro

Recording Your Greeting

To record your mailbox greeting:

- Press ●**VOICE** to access voicemail.
- To record your Greeting press ●**GREETING**
- To begin recording press ●**RECORD**. Commences recording immediately
- To stop recording, press ●**STOP**
- To save your new greeting, press ●**SUBMIT** .

Leaving Voice Mail Messages

To leave voice messages from any phone:

- 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.
- To start recording your message, press ●**RECORD** and when finish press ●**STOP**. After recording your messages you have several options:
- To check your message, press ●**LISTEN**.
- To change the message, press ●**RECORD**.
- To send the message if okay, press ●**SUBMIT**.

Press ●**OTHERS**, to add other mailboxes to which you want the message copied when you press ●**SUBMIT**. Separate each entry with a #.

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

- Press ●**VOICE** and then press ●**LISTEN**.
- Your screen will show how many voicemails you have.
- Press ●**NEW**, ●**OLD** or ●**SAVED**. Once selected, the system will commence playing your voice message(s). Your screen will display options available to you during playback. Press ●**SCROLL** to reveal more options.

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.



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Voicemail Pro – Accessing mailbox externally

To access your mailbox from an external location:

You are able to listen to voicemails, change your Greeting etc. All voice prompted.

- Dial **0x xxxx xxxx** to access the voicemail server.
- Enter your mailbox number (your extension number).
- Enter your passcode (default is 1234. You are able to change this from your deskphone by pressing **●VOICE, ●PASSWORD** and follow steps on screen.
- The Voicemail server will give you prompts on the number of voicemails you currently have.
- Once you have listened to the voicemail, press **4** to delete or **5** to save.

To update your Greeting remotely:

To update your Greeting if out of the office on day off/sick leave/longer than expected.

- Dial **0x xxxx xxxx** to access the voicemail server.
- Enter your mailbox number (your extension number).
- Enter your passcode (default is 1234).
- Press **3** to access the **Greeting** area.
- To **Listen** to your current Greeting, press **1**.
- To **Change** your current Greeting, press **2**. Listen to the prompts. Once you have finished speaking, press **2** again to end the recording.
- Press **3** to **SAVE** your new Greeting.