

GETTING STARTED

Using Avaya Handsets with Voicemail Pro V2.1.15

IP Office Handset Quick Reference Guide

Introduction

☎	=	Replace handset or press ANSWER RELEASE .
①	=	Pickup the handset or talk hands free.
<value>	=	Enter value required (e.g. phone number, pass code 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 10 numbers dialed press **REDIAL**, ●Scroll, ●CALL, ①
- To make a page call: ●PAGE, <group or extension number>①. To answer press **ANSWER RELEASE**.
- To use the INDeX directory for an internal extension call: ●INDeX, <letter>, ●CALL, ①. You can **toggle** between users using the display keys.

Speed Dials

- System speed dial by number: **SPEED DIAL**, ●SYSTEM, <Speed Dial Number>①.
- System speed dial by name: **SPEED DIAL**, ●INDeX, <letter key>, ●CALL①. You can **toggle** between users using the display keys.
- Storing a personal speed dial: **PROGRAM**, **SPEED DIAL**, Enter pass code (default is <0000>), Speed dial destination <0...9>, ●DELETE, <Number.>, ●DONE, ●DONE, **PROGRAM**.
- Personal speed dial: **SPEED DIAL**, ●OWN, <0...9>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 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** you can then hang the phone up.
- To switch to handset: The handset ① must be up and press **SPEAKER**.
- To create a conference: place the first caller on **HOLD**, <dial second party> wait until connected, **SCROLL**, ●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 hang up.

Answering Calls

- To answer a call: **ANSWER RELEASE** or pick up the hand piece 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 pick up the hand piece ① and then **ANSWER RELEASE**.
- For calls ringing on other phones simply press the <flashing key> on the phone assigned to the group or user.
- You can 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 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 a call press: **HOLD**. To get the call back Press hold again.
- To park a call: press either the first or second **PARK 1** or **PARK 2**.
- To retrieve a parked call at your extension: Press **PARK 1** or **PARK 2 twice**, the first press gives details of the call.

Diverting Calls

- To divert All calls press **PROGRAM**, **DIVERT**, <pass code 0000>
Select ●**ALL**, click on ●**CANCEL**, <Enter Number>, ●**DONE**, ●**DONE**, **PROGRAM**.
To switch divert all on or off press **DIVERT**. The divert is set when the ● over the **DIVERT** key is displayed.
- To divert Busy or No Answer press **PROGRAM**, **DIVERT**, <pass code 0000>
- Select ●**BUSY** or ●**NO ANSWER**, click on ●**CANCEL**, <Enter Number>, ●**DONE**, ●**DONE**, **PROGRAM**.
- The caller will go to your Busy or No Answer destination when you are Busy or Don't answer. You will not need to press the **DIVERT** key to activate.

Ringer Controls

- To change the ringer volume: **PROGRAM**, ●**RINGER**, <pass code 0000>, ●**VOLUME**, (soft) ●< >●, (loud), ●**DONE**, ●**DONE**, **PROGRAM**.
- To change the ringer sound: **PROGRAM**, ●**RINGER**, <pass code 0000>, ●**SOUND**, < >, {●**TONE**}, ●**DONE**, ●**DONE**, **PROGRAM**.
- To set the ringer step: **PROGRAM**, ●**RINGER**, <pass code 0000>, ●**STEPS**, ●**CHANGE**, ●**DONE**, ●**DONE**, **PROGRAM**.
- To set the timeout: **PROGRAM**, ●**RINGER**, <pass code 0000>, ●**TIMEOUT**, ●**CANCEL**, <Timeout>, ●**DONE**, **PROGRAM**.

Other Features

- To enter or exit a group press **GROUP**. When the ● shows above the **GROUP** key you will receive outside calls.
- To program a DSS/BLF key (Flashing keys on the side of phone) press: **PROGRAM**, <Press DSS key>, <pass code 0000>, **CANCEL**, <Extension number>, ●**DONE**, **PROGRAM**.



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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 **XXXX XXXX** to access the voicemail server.
- Enter your mailbox number **XXX** (your extension number).
- Enter your pass code (default is **1234**).
- 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 **XXXX XXXX** to access the voicemail server.
- Enter your mailbox number **XXX** (your extension number).
- Enter your pass code (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.