










**GETTING STARTED**  
**INDeX 2030, 2050 and 2060 Handsets**




### Introduction

-  = Replace handset or press **ANSWER RELEASE**.
-  = 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:** 0, <external number>, 
- **To make an internal call:** <extension number>, 
- **To Redial the last external number:** REDIAL,  (includes speed dials)
- **To make a page call:** ● PAGE, <group number>, , speak, 
- **To use the INDeX directory (alpha search – software V8.1 & 9.0):** ● INDeX, <letter key until>, ●<(Names)>● , ● CALL, 
- **To use the INDeX (directory name search – software 9.0 only)** : ● INDeX, <letter key>, (next letter of name until Name displayed), (OR), ●<(Names)>● , ●CALL, 

### Speed Dials

- **System speed dial by number:** SPEED DIAL, ● SYSTEM, xxxx, 
- **System speed dial by name:** SPEED DIAL, ● INDeX, <letter key>, ●<(Names)>● , CALL, 
- **Personal speed dial:** SPEED DIAL, ● OWN, 0...9, 
- **Storing a personal speed dial:** For external numbers, put 9 before the number.



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PROGRAM, SPEED DIAL, 00...09, ● DELETE, <no.>, ● DONE,  
PROGRAM

### If Busy or Unanswered

- **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.

### Actions During a Call

- **To change the receive volume:** ● VOLUME, (softer) ●< >● (louder), ● DONE
- **To switch to speaker:** SPEAKER
- **To switch to handset:** ⓞ
- **To mute/unmute call:** MUTE (the 📞 symbol disappears when the call is muted)
- **To enter an account code:** ● ACCOUNT, <account code>, ● DONE
- **To display the software release:** PROGRAM
- **To create a conference:** HOLD, <extension no.>, ● CONFER

### Answering Calls

- **To answer a call:** ANSWER RELEASE or ⓞ
- **To answer a message:** ● CALL or to clear a message: ● CANCEL
- **To pickup an external call to another extension (software V9.0 only)** <dial ringing extension number>, ● PICKUP, ⓞ
- **To pickup calls in a pickup group:** To use this feature you must have a pickup group number set.



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● PICKUP, {●NEXT}, ANSWER

RELEASE or Ⓜ

- To set the phone's pickup group: PROGRAM, SCROLL, ● PICKUP, <passcode>, ● CANCEL, <group no.>, ● DONE

### Parking, Holding & Transferring Calls

- To transfer a call: HOLD, <dial number>, ANSWER RELEASE
- To hold/unhold a call: HOLD. Replacing the handset or pressing ANSWER RELEASE parks a held call.
- To park a call: ● PARK
- To retrieve a parked call: <line number> or ● nnnn.

### 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, ● ALL or ● BUSY or ● NO ANS., ● DELETE,<extns no.>, PROGRAM
- To forward calls: This feature must be permitted by the System Administrator  
PROGRAM, FORWARD, <from number>, ● DONE, , <passcode offrom>, ● CANCEL, <forward to number>, ● DONE, PROGRAM

### Ringer Controls

- To change the ringer volume: PROGRAM, ● RINGER, <passcode>, ● VOLUME, (soft) ●< >● (loud), PROGRAM
- To change the ringer sound: PROGRAM, ● RINGER, <passcode>, ● SOUND, ●< >● , {● TONE}, PROGRAM
- To switch the internal/external ringer on/off: PROGRAM, ● RINGER, <passcode>, ● SCROLL, ● INTERNAL/  
● EXTERNAL, ● CHANGE, ● ON/OFF/AUTO ANSWER (internal only), PROGRAM



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- **To set the ringer step:** PROGRAM, ● RINGER, <passcode>, ● STEPS, ● CHANGE, PROGRAM
- **To set the timeout:** PROGRAM, ● RINGER, <passcode>, ● TIMEOUT, ● CANCEL, <timeout>, PROGRAM

### Other Features

- **To set the phone's passcode:** PROGRAM, ● PASSCODE, <new pass>, PROGRAM
- **To switch idle music on/off:** PROGRAM, ● MUSIC, ● CHANGE, PROGRAM
- **To lock/unlock the phone:** PROGRAM, NO CALLS, ● CHANGE, PROGRAM
- **To enter/exit group:** GROUP (When in group, a ● shows above the GROUP key)

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

To display which software release you are using: ①, PROGRAM