AVAYA

Containerized IP Office Using the User Portal

Contents

Contents

Chapter 1: Getting Started

This document covers the web menus available for you to control and use your communication system. These menus allow you to view and change the settings that affect how your phone operates and how the system presents calls to you. It also provides the information that you will need in order to connect your phone to the system.

Note that your system administrator controls whether you can access this application and also which menus you can see and edit.

You may receive an email from the system, welcoming you as a new user. The email includes the information that you need to login to the web menus. Otherwise, your system administrator will provide you with the information you need to login. Once you have that information, you can log into the web menus. See

Related links

Additional Documentation

This document mainly covers those actions that you can perform using the web menus. For additional help, the Avaya Documentation website contains user guides and other documents for different Avaya phones and applications.

You can access the site at https://documentation.avaya.com.

Links for key documents that you may find useful to bookmark are listed in the table below:

Subject	Link
Phone Installation	Phone Installation Notes
Using a J100 Series Telephone	J100 Series Phone User Guide
Quick guide for J100 Series Telephones	J100 Series Phone User Quick Guide
Using a 9600 Series Telephone	9600 Series Phone User Guide
IX Workplace User Guide	IX Workplace User Guide
Using an Intuity Mode Voicemail Mailbox	Intuity Mailbox User Guide
Using a Classic Mode Voicemail Mailbox	Classic Mode Mailbox User Guide
Using the SoftConsole Application	SoftConsole User Guide

Related links

Chapter 2: Logging In the First Time

Once your system administrator has created your user account, either they or the system will send you a welcome email. That email includes the following details which you need to login to self-administration.

Since this is the first time you will have logged in, you may be asked to change your password and shown a set of wizard menus that take your through your basic user settings.

Procedure

1. Click on the link shown in your welcome email or given to you by your system administrator.

   a. For system name `<name>`, the address will be something like `https://admin.example.com/<name>`

2. When the login page appears, save it as a bookmark or favorite in your browser.

3. Don't change the **Application**, leave it set to **User Portal**.

4. Enter your user details.

5. Click **Login**.

6. If prompted, enter and confirm your new password.

   • The requirements for this code can be adjusted by your system administrator. The default requirements are:

     - Minimum length 8 characters. Maximum length 31 characters.

     - No more than 2 consecutive repeated characters.

     - The password must use characters from at least 2 of the following types: lower case, upper case, numbers, non-alphanumeric.

7. Your browser may prompt you to accept notifications. Accepting notifications allows the user portal to provide you with additional information.

8. The first time you log in, you are taken to the first screen of the setup wizard. You do not need to make any changes at this stage. However, the wizard introduces you to the options available.

Related links

The Setup Wizard: Profile Menu

This menu displays some key settings for your account and to allows you to change some of those settings if required. Those fields that are grayed out are for information only.

Note the settings and when you are happy them, click **Next** to see your **Call Handling** settings. See

Field	Description
Name	This is your name for logging into applications such as the web menus.
	This field is show for information only. Contact your system administrator if you need to change it.

Table continues…

Field	Description

Password	Your user password is used to login to applications such as these web menus. It is separate from your voicemail code and telephone login code.
	
	• The requirements for this code can be adjusted by your system administrator. The default requirements are:
	
	  - Minimum length 8 characters. Maximum length 31 characters.
	
	  - No more than 2 consecutive repeated characters.
	
	  - The password must use characters from at least 2 of the following types: lower case, upper case, numbers, non-alphanumeric.

Full Name	This is your name for display on phones and in the system directory. • Maximum length 31 characters. • Names should not start with a space. • Do not use punctuation characters such as @, #, ?, /, ^, > and ,. • It is recommended that you enter your name in *<first> <last name>* order.

Voicemail Code	A voicemail code may be required for access to your voicemail mailbox.
	
	• The requirements for this code can be adjusted by your system administrator. The default requirements are:
	
	  - Numeric digits only. Minimum length 4 digits.
	
	  - No repeated digits are allowed.
	
	  - No forward or reverse sequences of digits are allowed.
	
	  - Including your extension number in the code is not allowed.

Telephone Login Code	If set, this code is used for the following:
	
	• It acts as the **Security PIN** requested by phones for access to some functions and features.
	
	• It can be used to temporarily log yourself in on another user's phone to use it as if it were your own. All your calls are rerouted to that phone until you either log out or log in elsewhere. This is called 'hot desking'. See Hot Desking on page 87.
	
	• The requirements for this code can be adjusted by your system administrator. The default requirements are:
	
	  - Numeric digits only.
	
	  - Minimum length 6 digits. Maximum length 31 digits.

DID	DDI (Direct Inward Dialing). If a number is displayed here, then that is your external telephone number on the communication system. External callers to that number are routed to you. In addition, by default, when you make outgoing external calls, the number is displayed as your caller ID to which the people you call can make return calls. Your system administrator can override that behavior if necessary. This field is show for information only. Contact your system administrator if you need to change it.

Table continues…

Field	Description
Email	This is your email address set within the communication system. It is used for functions such as information emails to you from the system and voicemail email functions. • This field is show for information only. Contact your system administrator if you need to change it. • Note: This is not that address used for Avaya Spaces and **Avaya IX Workplace** if you use those tools. They use a separate email address that is configured by your administrator (though in most cases it will be the same address as this one).
Voicemail to Email Notification	If configured by your system administrator, the system can use email to handle voicemail messages when you receive them. You can select whether to just be alerted of a new message, whether to receive a copy of the message with the alert or whether to have your voicemail message sent to email and removed from your mailbox. • **Off:** Switch off use of voicemail email. • **Alert:** Send an email message containing details of the new voicemail message each time you receive a new voicemail message. • **Copy:** As **Alert** above but also attaching a copy of the new voicemail messages. • **Forward:** As **Copy** above but also deleting the new voicemail message from your voicemail mailbox.

Avaya IX Workplace Configuration Details

This section displays information that may be needed to install **Avaya IX Workplace**. Use the **Phone Provisioning Guide** link to open help on installing the application (see Phone Installation Notes).

Field	Description
Web URL	You can connect to **Avaya IX Workplace** using a number of methods, your system administrator will inform you whether to use an email address or this value. It is the system's **IP Office FQDN**, prefixed with `https://` and followed by `/46xxsettings.txt`. It will look something like `https://ipocloud.example.com/46xxsettings.txt`. • A **…** symbol at the end indicates that the whole value is not visible. Re-size your browser window to make the whole address visible. • Do not use the system's numeric IP address.
IP Office FQDN	This is the address of your system for application connection.

Phone Configuration Details

This section displays information about your phone and provides details you may need to connect the phone to the communication system. Use the **Phone Provisioning Guide** link to open help on installing your phone or application.

Field	Description
HTTPS Server Address	This is the address of your system for J100 Series phone connection.
	A **…** symbol at the end indicates that the whole value is not visible. Re-size your browser window to make the whole address visible.
Extension	This is your internal extension number on the communication system. It appears along with your full name in the system directory available to other users.
	This field is show for information only. Contact your system administrator if you need to change it.
Phone Password	This is the password used for phone installation. It is different from your own user password. You can use the 👁 and 👁‍🗨 icons to show or hide the password.
Phone Type	The phone type your administrator is expecting you to connect or which is already connected.
IP Office IP Address	This is the address of your communication system in numeric format. Use this for 9600 Series phone connection.

Related links

The Setup Wizard - Call Handling Menu

This menu displays settings for how your incoming calls can be redirected if required or handled if not answered.

Note the settings and when you are happy them, click **Next** to see your **Personal Directory** settings. See

Field	Description
Do Not Disturb	Enabling **Do Not Disturb** (DND) allows you to stop receiving incoming calls but still use your phone to make calls if necessary. This feature is also known as **Send All Calls** (SAC).
	• Whilst you have 'do not disturb' switched on, your callers are redirected to your voicemail if on. Otherwise, the caller hears busy tone.
	• People calling from numbers in your exceptions list can still call you. If you have any forwarding options set they, are applied to your DND exception calls.
DND Exception List	You can create a list of numbers, both internal and external, that are still allowed to call you when you have DND switched on. Note that DND exceptions do not apply to hunt group calls.
	• The number must match that received on your phone when that person calls. That is, is should include any prefixes the communication system adds. If possible, check the call details shown in your phone's call log.
	• You can use wildcard characters. Use *N* to represent any series of digits. For example, adding *555N* would create an exception for calls from any numbers starting with 555. Use *X* to represent a single digit. For example, adding *XXX* to add an exception for 3 digit internal numbers.

Table continues…

Field	Description
Voicemail On	When enabled, your voicemail mailbox is used to answer calls that haven't been answered after ringing for (by default) 15 seconds or when you have **Do Not Disturb** switched on.
	You can stop your voicemail mailbox being used to take messages from callers when you do not answer or set do not disturb. Note:
	• This does not stop you accessing your mailbox to check existing voicemail messages.
	• It does not stop other mailbox users from forwarding messages directly to your mailbox.
Mobile Twinning	Mobile twinning allows your calls to ring at both your internal extension and at another external number. If you have been configured as a mobile twinning user, you can switch the use of mobile twinning on or off through the phone's menus and can also change the external number to which you are twinned.
Twinning Number	This number sets the external number to which your calls are twinned when you have either **Mobile Twinning** or **Fallback Twinning** enabled.
	• This should contain the telephone number for external calls.
	• It should include any prefixes required by your system for external calls.
Fallback Twinning	When enabled, this feature redirects your calls to your **Twinning Number** number when the system is unable to detect your normal extension connected to the system. You can use fallback twinning without having to have mobile twinning switched on.
Forward Unconditional	Forward unconditional can be used to immediately redirect your calls.
	• By default, this function is only applied to incoming external calls to you. However, your system administrator can also have it applied to internal calls and or hunt group calls.
Forward Number	This is the destination for forwarded calls when you have **Forward Unconditional** is enabled.
	• If external, the number should contain any prefixes required by your communication system.
	• If blank, then forward unconditional is disabled.
Forward on Busy	Forward on Busy redirects your calls when your phone is not able to present you with any more alerting calls.
	• Busy is defined has when you are unable to receive any more call alerts. For example, on an Avaya phone, this is when you have no more call appearances on which calls can be presented.
	• By default, this function is only applied to incoming external calls. However, your system administrator can also have it applied to internal calls.

Table continues…

Field	Description
Forward Number	This is the destination for forwarded calls when either **Forward on Busy** or **Forward on No Answer** are enabled. • If external, the number should contain any prefixes required by your communication system. • This destination is used by both **Forward on Busy** and **Forward on No Answer**. • If not set, they use the **Forward Unconditional** destination if that is set.
Forward on No Answer	Forward on No Answer redirects calls that have alerted your phone but have rung for too long without being answered. • No answer is defined as having been presented to your phone for your no answer time (default 15 seconds). • Hunt group calls are not forwarded, they go to the next available member of the group. • By default, this function is only applied to incoming external calls to you. However, your system administrator can also have it applied to internal calls.

Related links

The Setup Wizard - Personal Directory

This menu displays your personal directory contacts. These will be available on your Avaya phone and applications that you use. This is in addition to the other contacts (users, groups and external) provided by the communication system. For full details of personal directory contacts, see Managing Contacts on page 81.

When you are happy with your set of personal contacts, click **Finish**. This saves the settings from this and the previous stages of the setup wizard and applies them to your phone. After this the **Download** menu is displayed. See The Setup Wizard - Download menu on page 16.
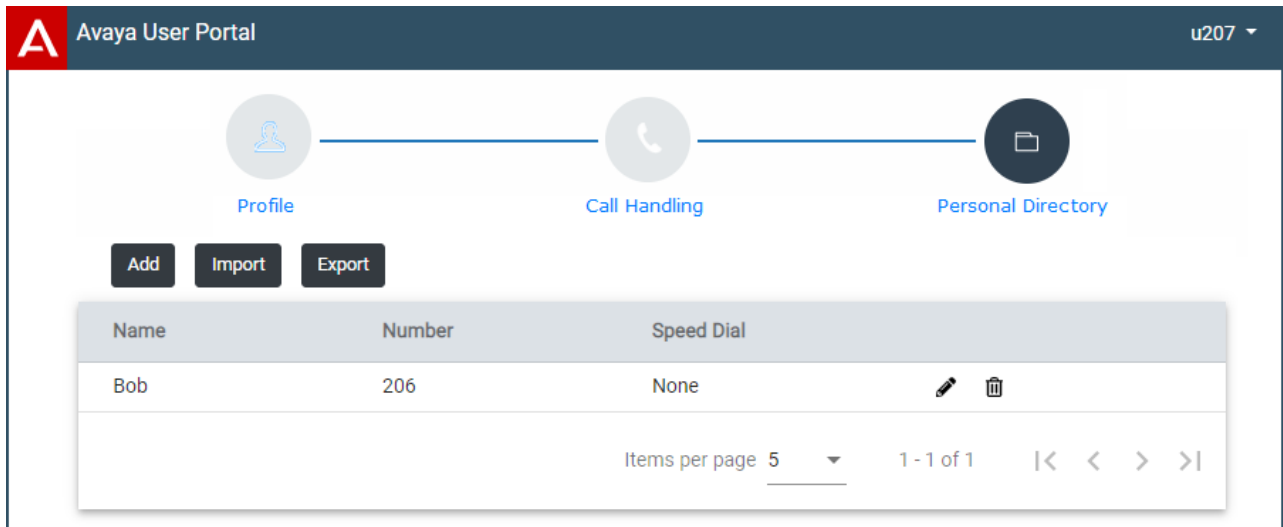
Click on **Add** to manually add a new contact. The information required for the contact is:

- **Name:** Enter the name for the contact. Up to 31 characters.
- **Number:** Enter the telephone number for the contact. Up to 31 digits plus * and #. Do not include spaces or dashes. If your system uses an external dialing prefix, include that prefix.
- **Speed Dial:** You can use up to 100 of your personal contacts as speed dials by giving each one a number between 00 to 99. Those contacts with a number can be speed dialed using a **Speed Dial** button if added to your phone setup by your system administrator. That button can also be used to speed dial selected system directory numbers.
- Click the ✎ icon next to the contact to edit its details.
- Click the 🗑 icon next to the contact to delete it.

Related links

The Setup Wizard - Download menu

This stage of the setup wizard displays links for the applications that you may be able to use.

- **Important:** Do not install any application until your system administrator has confirmed that you can use it. They may need to make system changes before you can use a particular application.
- For further details of installing applications and phones, refer to the Phone Installation Notes.

When completed, click **Go to My Account** to end the setup wizard. You are then taken to the normal web menu that you will see when you login again in future.

Avaya IX Workplace

This is a softphone application supported on mobile devices (Android and iOS) and desktop PC platforms (Windows and macOS).

You can use **Avaya IX Workplace** as your only telephone extension on the communication system. If you have been given a desk phone, you can simultaneously use **Avaya IX Workplace** in parallel with that desk phone; making and answering your calls on either.

> **❗ Important:**
> - Ensure that you have logged into these web menus and changed your password before attempting to install **Avaya IX Workplace**.
> - Your system administrator controls whether you can use **Avaya IX Workplace** and whether you can use it as a mobile phone and/or desktop PC application.

Avaya Communicator for Web

This is a Google Chrome browser extension that you can use to control your desk phone or as a browser based softphone.

Related links

Logging In the First Time on page 8

Chapter 3: Using the User Portal

You can use the application regardless of the type of phone you are using. The settings are stored on the communication system. If you have an Avaya phone, those settings are also shared with the phone and can often also be edited and changed through the phone's own menus.

- Click on the icons and names in the panels on the left to switch between the different menus available.
- You can adjust those fields which are not grayed out. grayed out fields are either for information only or require another option to be enabled first.
- To save your changes and have them applied immediately to your phone and calls, click **Save**.
- Clicking **Reset** will cancel any changes that you have made but yet not saved.
- Whilst using the application, do not use your browser's refresh, back and history controls. This may lead to losing any changes you have not saved and having to login again.
- If you close your browser, you will lose any changes that have not been saved.

Related links

Logging In
Procedure

1. In your browser, enter the web menusaddress or click on the previously saved bookmark/favorite.

2. The menu should show **User Portal** as the selected **Application**. If not, change the **Application** to **User Portal** and wait for the login menu to refresh.

3. Enter your user name.

- If you have forgotten your user name, click **Forgotten User Name** and enter your email address when prompted. The system will send you an email containing details of your user name.

4. Enter your user password.

- If you have forgotten your password, click **Forgotten Password** and enter your email address when prompted. The system will send you an email containing a temporary password (valid for 24–hours). Once you use the temporary password to login, you will be prompted to set a new password as below.

5. Click **Login**.

- If this is the first time you have used the web menus, you may be prompted to change your password. Enter and confirm your new password.

  - The requirements for this code can be adjusted by your system administrator. The default requirements are:

    - Minimum length 8 characters. Maximum length 31 characters.

    - No more than 2 consecutive repeated characters.

    - The password must use characters from at least 2 of the following types: lower case, upper case, numbers, non-alphanumeric.

- If otherwise, you are taken to the **Profile** menu. See

- The system will automatically log you out after 15 minutes of inactivity.

Related links

Changing Your Password

About this task

Your user password is used to login to applications such as these web menus. It is separate from your voicemail code and telephone login code.

- If you have forgotten your existing password or user name, use the **Forgotten Password**/ **Forgotten User Name** links on the **Login** menu. The system will send you an email with the details required to login. See

Procedure

1. Login to the application. See

2. Select **Profile**

3. Next to the **Password** field, click on **Change Password**.

   • The requirements for this code can be adjusted by your system administrator. The default requirements are:

     - Minimum length 8 characters. Maximum length 31 characters.

     - No more than 2 consecutive repeated characters.

     - The password must use characters from at least 2 of the following types: lower case, upper case, numbers, non-alphanumeric.

4. Click **OK**.

5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

Changing Your Full Name

About this task

This is your name for display on phones and in the system directory.

Procedure

1. Login to the application. See .

2. Select **Profile**

3. In the **Full Name** field, enter the name that you want to use.

   • Maximum length 31 characters.

   • Names should not start with a space.

   • Do not use punctuation characters such as @, #, ?, /, ^, > and ,.

   • It is recommended that you enter your name in *<first> <last name>* order.

4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

Changing Your Login Code

About this task

If set, this code is used for the following:

- It acts as the **Security PIN** requested by phones for access to some functions and features.

- It can be used to temporarily log yourself in on another user's phone to use it as if it were your own. All your calls are rerouted to that phone until you either log out or log in elsewhere. This is called 'hot desking'. See Hot Desking on page 87.

Procedure

1. Login to the application. See Logging In on page 18.

2. Select **Profile**

3. In the **Telephone Login Code** field, enter the login code that you want to use.

   - The requirements for this code can be adjusted by your system administrator. The default requirements are:

     - Numeric digits only.

     - Minimum length 6 digits. Maximum length 31 digits.

4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

Using the User Portal on page 18

Displaying System Details

About this task

If reporting an issue or problem, it helps to include details about the version of your system.

Procedure

1. Click on your user name shown in the top-right of the screen.

2. Click on **About**.

3. Note the information displayed.

Related links

Using the User Portal on page 18

Running the Application in a Window (Google Chrome)

About this task

Google Chrome allows you to create a desktop shortcut to particular web sites and web application. This then displays the site or application in a windows without any of the normal browser menu bars and other features.

Procedure

1. Using Google Chrome, login as normal.

2. Click ⋮ and select **More tools**.

3. Select **Create shortcut**.

4. Select **Open as window**.

5. Click **Create**.

6. A shortcut icon is added to your desktop. You can copy this icon to your start list and other menus.

Related links

Using the User Portal on page 18

Getting Help

This documentation is available within the web menus as help which you can access using the process below. A range of additional user guides are also available, see Additional Documentation on page 6.

Procedure

1. Click on your user name shown in the top-right of the screen.

2. Click on **Help**.

Related links

Using the User Portal on page 18

Additional Documentation

This document mainly covers those actions that you can perform using the web menus. For additional help, the Avaya Documentation website contains user guides and other documents for different Avaya phones and applications.

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IX Workplace User Guide	IX Workplace User Guide
Using an Intuity Mode Voicemail Mailbox	Intuity Mailbox User Guide
Using a Classic Mode Voicemail Mailbox	Classic Mode Mailbox User Guide
Using the SoftConsole Application	SoftConsole User Guide

Related links

Logging Out

About this task

You should always log out using this process in order to ensure that no changes to your settings are lost.

Procedure
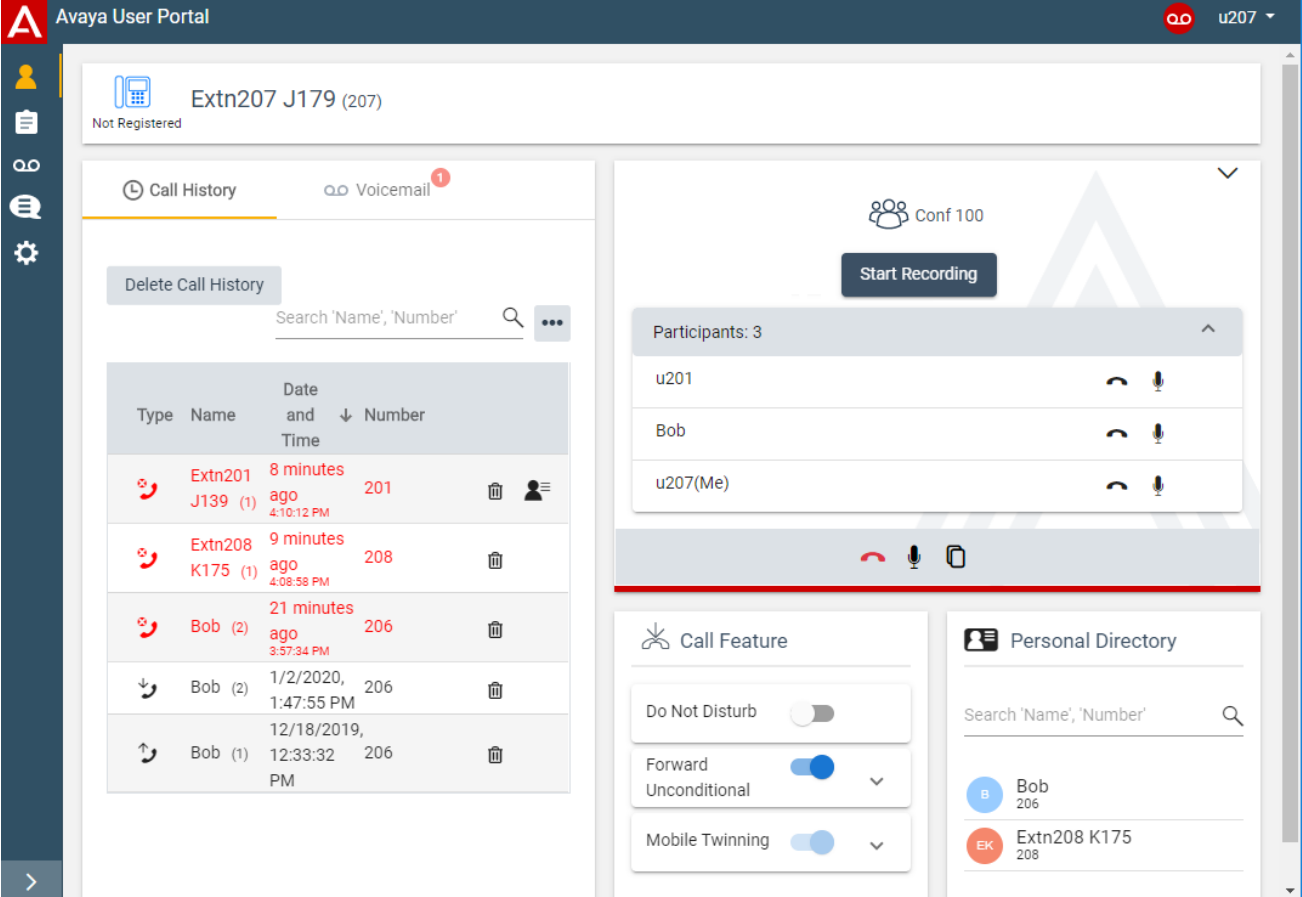
1. Click on your user name shown in the top-right of the screen.

2. Click on **Logout**.

3. The login menu is displayed.

Related links

Chapter 4: Using Your Dashboard

The 👤 **Dashboard** provides you with an overview and quick access to key settings and information.

- 🕐 **Call History** – You can view and manage your call history from the dashboard. See Your Call History on page 58.
- ᐁᐁ **Voicemail** – You can view and manage your voicemail messages. See Listening to Your Messages on page 67.
- **Conference** – View the details of conference calls that you join. See Conferences on page 49.
- ⚙ **Call Features** – You can quickly switch call handling features on/off:
    - **Do Not Disturb** – See Switching DND On/Off from the Dashboard on page 25.

- **Forward Unconditional** – See [Switching Forward Unconditional On/Off from the Dashboard](#) on page 26.

- **Mobile Twinning** – See [Switching Mobile Twinning On/Off from the Dashboard](#) on page 26.

• 📇 **Personal Directory** – Search your personal directory.

Related links

[Switching DND On/Off from the Dashboard](#) on page 25
[Switching Forward Unconditional On/Off from the Dashboard](#) on page 26
[Switching Mobile Twinning On/Off from the Dashboard](#) on page 26
[Using Your Dashboard Personal Directory](#) on page 27

Switching DND On/Off from the Dashboard

About this task

When you switch do not disturb on, all your calls are directed to voicemail unless they are calls from numbers in your do not disturb exceptions list. For full details, see [Using Do Not Disturb](#) on page 31.

• The system provides broken dial tone.

• J139/J159/J169/J179 phones display a ⊟ icon.

• 9600 Series phones display an **N** after your user name on the phone's idle display.

• 9621/9641 phones also display a 📞 icon to indicate that you have either do not disturb or forward unconditional enabled.

Procedure

1. Click 👤 **Dashboard** to display your dashboard.

2. The ✂ **Call Features** panel shows whether **Do Not Disturb** is on or off.

3. Click on the slider to change the setting as required.

Related links

[Using Your Dashboard](#) on page 24
[Using Do Not Disturb](#) on page 31

Switching Forward Unconditional On/Off from the Dashboard

About this task

. For full details, see [Forward Unconditional](#) on page 35.

- The system provides broken dial tone.
- Some Avaya phones display a **D** after the user name on the phone's idle display.
- J139/J159/J169/J179 phones display a 📱 icon.
- 9621/9641 phones also display a 📞 icon to indicate that you have either do not disturb or forward unconditional enabled.

Procedure

1. Click 👤 **Dashboard** to display your dashboard.

2. The ✂ **Call Features** panel shows whether **Forward Unconditional** is on or off.

3. Click on the slider to change the setting as required.

4. Use the ⌄ drop-down to display the current number to which calls should be forwarded when the feature is on.

Related links

[Using Your Dashboard](#) on page 24
[Forward Unconditional](#) on page 35

Switching Mobile Twinning On/Off from the Dashboard

About this task

When enabled, mobile twinning causes calls to ring on your phone and at the external number set as your twinning number. Your administrator can set whether group and forwarded calls are twinned or not.

For full details, see [Twinning Your Phone](#) on page 44.

Procedure

1. Click 👤 **Dashboard** to display your dashboard.

2. The ✂ **Call Features** panel shows whether **Mobile Twinning** is on or off.

3. Click on the slider to change the setting as required.

4. Use the ⌄ drop-down to display the current number to which calls should be twinned when the feature is on.

Related links

[Using Your Dashboard](#) on page 24

Using Your Dashboard Personal Directory

About this task

The 🖼 **Personal Directory** panel in the dashboard allows you to quickly search for a contact.

For full details, see Managing Contacts on page 81.

Procedure

1. Click 👤 **Dashboard** to display your dashboard.

2. The 🖼 **Personal Directory** panel shows your current personal contacts.

3. If necessary, start entering the name or number required into the search details. The directory entries shown are filtered as you type.

4. When the contact required is shown, use the details to make a call.

Related links

Chapter 5: Redirecting Your Calls

You can redirect your calls to another phone number in several ways:

- **Do Not Disturb (DND):** Redirect all calls to you to voicemail, if available. Otherwise, calls are redirected to a busy tone. See Using Do Not Disturb on page 31.

  - DND exception numbers can be used to allow calls from specific numbers to ignore your do not disturb setting.

  - DND overrides are the other redirection settings below - except for calls from your DND exception numbers.

- **Forward:** Forward calls to an internal or external number. See Forwarding Your Calls on page 35.

- **Forward Unconditional:** Immediately forward calls. See Forward Unconditional on page 35.

- **Forward on Busy:** Forward calls when you have reached the limit of the number of calls that the phone can present to you. See Forward on Busy on page 40.

- **Forward on No Answer:** Forward calls if they have rung unanswered at your phone. See Forward on No Answer on page 38.

- **Twinning:** Twinning is a process whereby your calls ring on other phones than your own. Twinning is only available if configured by your system administrator. See Twinning Button on page 103. The system supports several twinning methods:

  - **Internal Twinning:** Ring on another internal extension.

  - **Mobile Twinning:** Ring on an external number.

  - **Fallback Twinning:** Ring on an external number but only when the system cannot detect a connection to your normal phone.

- **Follow Me:** Temporarily redirect all your calls to another phone that you will be sharing with that phone's normal user. Both you and the phone's normal user can use the phone, its display indicates who the call is intended for. Follow Me is currently not configurable through self-administration menus.

Related links

Which Calls are Redirected?

The following is a summary of how the different call redirection methods interact with the different types of calls that you normally receive.

Redirection Method		Calls Redirected		
		Internal	External	Group
Follow Me	Follow Me To	✓	✓	✓
	Follow Me Here	✓	✓	✓
Forward	Forward Unconditional	✓*	✓	✓*
	Forward on No Answer	✓	✓	–
	Forward on Busy	✓*	✓	N/A
Do Not Disturb		✓	✓	N/A
Twinning	Internal	✓	✓	✓*
	Mobile	✓	✓	✓*
	Fallback	✓	✓	✓*

- * - These types of call are not redirected by default. However, your system administrator can have them also redirected.
- *N/A* - In these scenarios, hunt group calls are no longer presented to you and so they are not subject to your redirection settings.

Related links

Where Can Calls Be Redirected?

The following is a summary of the destinations to which the different call redirection methods can send your calls.

Method		Destination		
		Internal	External	Voicemail
Follow Me	Follow Me To	✓	–	–
	Follow Me Here	✓	–	–
Forward	Forward on Busy	✓	✓	–
	Forward on No Answer	✓	✓	–
	Forward Unconditional	✓	✓	*
Do Not Disturb		–	–	✓
Twinning	Internal	✓	–	–

Table continues…

Method		Destination		
		Internal	**External**	**Voicemail**
	Mobile	–	✔	–
	Fallback	–	✔	–

- * These types of call are not redirected by default. However, your system administrator can have them also redirected.

Related links

Chapter 6: Using Do Not Disturb

Enabling **Do Not Disturb** (DND) allows you to stop receiving incoming calls but still use your phone to make calls if necessary. This feature is also known as **Send All Calls** (SAC).

- Whilst you have 'do not disturb' switched on, your callers are redirected to your voicemail if on. Otherwise, they hear busy tone.
- People calling from numbers in your exceptions list can still call you. If you have any forwarding options set, they are applied to your DND exception calls.
- Calls to hunt group of which you are a member are not presented to you.
- Enabling 'do not disturb' does not affect any calls already ringing or connected to your phone.
- You can still use your phone to make outgoing calls.
- On AvayaAvaya phones, you may be able to add a **Send All Calls** button. That button can be used to turn DND on or off and to show you when you have DND on. See Button Programming on page 91.

Related links

Switching DND On/Off from the Dashboard

About this task

When you switch do not disturb on, all your calls are directed to voicemail unless they are calls from numbers in your do not disturb exceptions list. For full details, see Using Do Not Disturb on page 31.

- The system provides broken dial tone.
- J139/J159/J169/J179 phones display a ⊟ icon.
- 9600 Series phones display an **N** after your user name on the phone's idle display.
- 9621/9641 phones also display a icon to indicate that you have either do not disturb or forward unconditional enabled.

Procedure

1. Click 👤 **Dashboard** to display your dashboard.

2. The ✂ **Call Features** panel shows whether **Do Not Disturb** is on or off.

3. Click on the slider to change the setting as required.

Related links

[Using Your Dashboard](#) on page 24
[Using Do Not Disturb](#) on page 31

Switching DND On from Your Profile

About this task

The communication system indicates when you have do not disturb enabled:

- The system provides broken dial tone.
- J139/J159/J169/J179 phones display a ⊟ icon.
- 9600 Series phones display an **N** after your user name on the phone's idle display.
- 9621/9641 phones also display a 📞 icon to indicate that you have either do not disturb or forward unconditional enabled.

Procedure

1. Login to the application. See [Logging In](#) on page 18.

2. Click ⚙ **Profile**.

3. Select **Call Handling**.

4. Select the check box next to **Do Not Disturb**.

5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Using Do Not Disturb](#) on page 31

Switching DND Off from Your Profile

Procedure

1. Login to the application. See [Logging In](#) on page 18.

2. Click ⚙ **Profile**.

3. Select **Call Handling**.

4. Deselect the check box next to **Do Not Disturb**.

5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

DND Exceptions

You can create a list of numbers, both internal and external, that are still allowed to call you when you have DND switched on. Note that DND exceptions do not apply to hunt group calls.

Related links

Adding a DND Exception

Procedure

1. Login to the application. See .

2. Select **Call Handling**.

3. Click on **DND Exception List**.

4. Enter the number in the **Telephone Number** box and click **Add**.

   • The number must match that received on your phone when that person calls. That is, is should include any prefixes the communication system adds. If possible, check the call details shown in your phone's call log.

   • You can use wildcard characters. Use *N* to represent any series of digits. For example, adding *555N* would create an exception for calls from any numbers starting with 555. Use *X* to represent a single digit. For example, adding *XXX* to add an exception for 3 digit internal numbers.

5. Click **OK**.

6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

Deleting a DND Exception

Procedure

1. Login to the application. See Logging In on page 18.

2. Select **Call Handling**.

3. Click on **DND Exception List**.

4. Click on the 🗑 icon next to the number you want to delete..

5. Click **OK**.

6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

DND Exceptions on page 33

Other DND Controls

You can also dial short codes. The default short codes for this feature are listed below.

DND Short Codes

- **Switch Do Not Disturb On: *08** – Set your phone to 'do not disturb'.

- **Switch Do Not Disturb Off: *09** – Switch off 'do not disturb'.

- **Add a Do Not Disturb Exception Number: *10*N#** – Add a number (**N**) to your list of 'do not disturb' exceptions.

- **Delete a Do Not Disturb Exception Number: *11*N#** – Remove a number (**N**) from your list of 'do not disturb' exceptions.

- **Cancel All Forwarding: *00** – Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb').

Related links

Using Do Not Disturb on page 31

Chapter 7: Forwarding Your Calls

There are several different types of forwarding that you can apply to your calls:

- **Forward on No Answer:** Forward on no answer redirect calls that have alerted your phone but have rung for too long without being answered.

- **Forward on Busy:** Forward on busy redirects your calls when your phone is not able to present you with any more alerting calls.

- **Forward Unconditional:** Forward unconditional can be used to immediately redirect your calls.

Notes

- If the forward destination creates a loop, for example forwarding calls back to someone who forwarded the call to you, the forward is not applied.

- If you forward a call to a hunt group of which you are a member, the group call is not presented to you but is presented to other members of the hunt group.

- A maximum of 10 forwards are supported for any call.

- If a call is forwarded to another internal user, it ignores any **Forward on No Answer** and **Forward on Busy** settings of that user. However, it will follow their **Forward Unconditional** settings if set.

Related links

Forward Unconditional

Forward unconditional can be used to immediately redirect your calls.

- By default, this function is only applied to incoming external calls to you. However, your system administrator can also have it applied to internal calls and or hunt group calls.

- When enabled, all calls matching the settings are forwarded to the number set as your forward unconditional destination. That number can be internal or external.

- You can still use the phone to make outgoing calls.

- If you have both forward unconditional and forward on no answer enabled, calls may attempt both. If the unconditionally forwarded call is still unanswered after having rung for your no answer time (default 15 seconds), the system will redirect the call to your forward on no answer destination. Note that this is not always possible for calls that have been forwarded to an external number.
- If you have voicemail enabled, if the forwarded call is unanswered after having rung for your no answer time (default 15 seconds), the system will redirect the call to voicemail. Note that this is not always possible for calls that have been forwarded to an external number.

Related links

Switching Forward Unconditional On/Off from the Dashboard

About this task

. For full details, see Forward Unconditional on page 35.

- The system provides broken dial tone.
- Some Avaya phones display a **D** after the user name on the phone's idle display.
- J139/J159/J169/J179 phones display a icon.
- 9621/9641 phones also display a icon to indicate that you have either do not disturb or forward unconditional enabled.

Procedure

1. Click **Dashboard** to display your dashboard.
2. The **Call Features** panel shows whether **Forward Unconditional** is on or off.
3. Click on the slider to change the setting as required.
4. Use the drop-down to display the current number to which calls should be forwarded when the feature is on.

Related links

Switching Forward Unconditional On from Your Profile

About this task

The communication system indicates when you have **Forward Unconditional** enabled:

- The system provides broken dial tone.
- Some Avaya phones display a **D** after the user name on the phone's idle display.
- J139/J159/J169/J179 phones display a ⚏ icon.
- 9621/9641 phones also display a ☏ icon to indicate that you have either do not disturb or forward unconditional enabled.

Procedure

1. Login to the application. See [Logging In](#) on page 18.
2. Click ⚙ **Profile**.
3. Select **Call Handling**.
4. Select the check box next to **Forward Unconditional**.
5. Check the **Forward Number** shown next to **Forward Unconditional**.
   - If external, the number should contain any prefixes required by your communication system.
   - If blank, then forward unconditional is disabled.
6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Forward Unconditional](#) on page 35

Switching Forward Unconditional Off from Your Profile

About this task

Switching forwarding off does not affect the destination number which remains set for future use.

Procedure

1. Login to the application. See [Logging In](#) on page 18.
2. Click ⚙ **Profile**.
3. Select **Call Handling**.
4. Deselect the check box next to **Forward Unconditional**.
5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Forward Unconditional](#) on page 35

Changing Your Forwarding Destination

About this task

This is the destination for forwarded calls when you have **Forward Unconditional** is enabled.

Procedure

1. Login to the application. See [Logging In](#) on page 18.
2. Click ⚙ **Profile**.
3. Select **Call Handling**.
4. Check the **Forward Number** shown next to **Forward Unconditional**.
   - If external, the number should contain any prefixes required by your communication system.
   - If blank, then forward unconditional is disabled.
5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Forward Unconditional](#) on page 35

Forward on No Answer

Forward on No Answer redirects calls that have alerted your phone but have rung for too long without being answered.

- No answer is defined as having been presented to your phone for your no answer time (default 15 seconds).
- Hunt group calls are not forwarded, they go to the next available member of the group.
- By default, this function is only applied to incoming external calls to you. However, your system administrator can also have it applied to internal calls.
- When enabled, all calls matching the settings are forwarded to the number set as the forward on busy/no answer destination. That number can be internal or external.
- The **Forward on Busy** and **Forward on No Answer** options use the same forwarding destination number. If no number is set, they use the destination set for **Forward Unconditional**.
- If you have both forward unconditional and forward on no answer enabled, calls may attempt both. If the unconditionally forwarded call is still unanswered after having rung for your no answer time (default 15 seconds), the system will redirect the call to your forward on no

answer destination. Note that this is not always possible for calls that have been forwarded to an external number.

- If you have voicemail enabled, if the forwarded call is unanswered after having rung for your no answer time (default 15 seconds), the system will redirect the call to voicemail. Note that this is not always possible for calls that have been forwarded to an external number.

- If a call is forwarded to another internal user, it ignores any **Forward on No Answer** and **Forward on Busy** settings of that user. However, it will follow their **Forward Unconditional** settings if set.

Related links

Forwarding Your Calls on page 35
Switch Forward on No Answer On on page 39
Switching Forward on No Answer Off on page 39
Changing Your Forwarding Destination on page 40

Switch Forward on No Answer On

Procedure

1. Login to the application. See Logging In on page 18.

2. Select **Call Handling**.

3. Click ⚙ **Profile**.

4. Select the check box next to **Forward on No Answer**.

5. Check the **Forward Number** shown next to **Forward on Busy**.

   - If external, the number should contain any prefixes required by your communication system.

   - This destination is used by both **Forward on Busy** and **Forward on No Answer**.

   - If not set, they use the **Forward Unconditional** destination if that is set.

6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

Forward on No Answer on page 38

Switching Forward on No Answer Off

About this task

Switching forwarding off does not affect the destination number which remains set for future use.

Procedure

1. Login to the application. See Logging In on page 18.

2. Click ⚙ **Profile**.

3. Select **Call Handling**.

4. Deselect the check box next to **Forward on No Answer**.

5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Forward on No Answer](#) on page 38

Changing Your Forwarding Destination

About this task

This is the destination for forwarded calls when either **Forward on Busy** or **Forward on No Answer** are enabled.

Procedure

1. Login to the application. See [Logging In](#) on page 18.

2. Click ⚙ **Profile**.

3. Select **Call Handling**.

4. Check the **Forward Number** shown next to **Forward on Busy**.

   • If external, the number should contain any prefixes required by your communication system.

   • This destination is used by both **Forward on Busy** and **Forward on No Answer**.

   • If not set, they use the **Forward Unconditional** destination if that is set.

5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Forward on No Answer](#) on page 38

Forward on Busy

Forward on Busy redirects your calls when your phone is not able to present you with any more alerting calls.

• Busy is defined has when you are unable to receive any more call alerts. For example, on an Avaya phone, this is when you have no more call appearances on which calls can be presented.

- By default, this function is only applied to incoming external calls. However, your system administrator can also have it applied to internal calls.

- When enabled, all calls matching the settings are forwarded to the number set as the forward on busy/no answer destination. That number can be internal or external.

- The **Forward on Busy** and **Forward on No Answer** options use the same forwarding destination number. If no number is set, they use the destination set for **Forward Unconditional**.

- If you have both forward unconditional and forward on no answer enabled, calls may attempt both. If the unconditionally forwarded call is still unanswered after having rung for your no answer time (default 15 seconds), the system will redirect the call to your forward on no answer destination. Note that this is not always possible for calls that have been forwarded to an external number.

- If you have voicemail enabled, if the forwarded call is unanswered after having rung for your no answer time (default 15 seconds), the system will redirect the call to voicemail. Note that this is not always possible for calls that have been forwarded to an external number.

- If a call is forwarded to another internal user, it ignores any **Forward on No Answer** and **Forward on Busy** settings of that user. However, it will follow their **Forward Unconditional** settings if set.

Related links

Switching Forward on Busy On

Procedure

1. Login to the application. See .

2. Select **Call Handling**.

3. Click ⚙ **Profile**.

4. Select the check box next to **Forward on Busy**.

5. Check the **Forward Number** shown next to **Forward on Busy**.

   - If external, the number should contain any prefixes required by your communication system.

   - This destination is used by both **Forward on Busy** and **Forward on No Answer**.

   - If not set, they use the **Forward Unconditional** destination if that is set.

6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

Switching Forward on BusyOff

About this task

Switching forwarding off does not affect the destination number which remains set for future use.

Procedure

1. Login to the application. See [Logging In](#) on page 18.

2. Click ⚙ **Profile**.

3. Select **Call Handling**.

4. Deselect the check box next to **Forward on Busy**.

5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Forward on Busy](#) on page 40

Changing Your Forwarding Destination

About this task

This is the destination for forwarded calls when either **Forward on Busy** or **Forward on No Answer** are enabled.

Procedure

1. Login to the application. See [Logging In](#) on page 18.

2. Click ⚙ **Profile**.

3. Select **Call Handling**.

4. Check the **Forward Number** shown next to **Forward on Busy**.

   • If external, the number should contain any prefixes required by your communication system.

   • This destination is used by both **Forward on Busy** and **Forward on No Answer**.

   • If not set, they use the **Forward Unconditional** destination if that is set.

5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Forward on Busy](#) on page 40

Other Forwarding Controls

You can also dial short codes. The default short codes for this feature are listed below.

Forwarding Short Codes

- **Cancel All Forwarding: *00** – Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb').

- **Set the Forward Unconditional Destination: *07*N#** – Set the destination number (*N*) for 'forward unconditional' when it is switched on.

  - **Switch Forward Unconditional On: *01** – Switch on 'forward unconditional.' A destination must have been set.

  - **Switch Forward Unconditional Off: *02**

  - **Include Hunt Group Calls in Forward Unconditional: *50**

  - **Exclude Hunt Group Calls from Forward Unconditional: *51**

- **Set the Forward on Busy/No Answer Destination: *57*N#** – Set the destination number (*N*) for 'forward on busy' and 'forward on no answer.' If no number has been set, those functions will use the 'forward unconditional' number if set.

  - **Switch Forward on Busy On: *03**

  - **Switch Forward on Busy Off: *04**

  - **Switch Forward on No Answer On: *05**

  - **Switch Forward on No Answer Off: *06**

Related links

Chapter 8: Twinning Your Phone

Twinning is a process whereby your calls can ring on two phones. Twinning is only available if allowed by your system administrator. The system supports the following different types of twinning.

Mobile Twinning

Mobile twinning allows your calls to ring at both your internal extension and at another external number. If you have been configured as a mobile twinning user, you can switch the use of mobile twinning on or off through the phone's menus and can also change the external number to which you are twinned.

You can switch mobile twinning on/off using the web menus and change the destination number for calls. You can also add a twinning button to your phone to control you twinning settings and twinned calls.

Fallback Twinning

When enabled, this feature redirects your calls to your **Twinning Number** number when the system is unable to detect your normal extension connected to the system. You can use fallback twinning without having to have mobile twinning switched on.

Internal Twinning

This method of twinning twins your normal phone with another internal phone. Your incoming calls will ring on both phones. You can also make your calls from either extension.

Your settings are applied to both phones. Similarly, message waiting indication and voicemail access from either phone will be to your mailbox. Internal twinning can only be configured for you by your system administrator. You cannot use both internal twinning and mobile twinning.

Related links

Switching Mobile Twinning On/Off from the Dashboard

About this task

When enabled, mobile twinning causes calls to ring on your phone and at the external number set as your twinning number. Your administrator can set whether group and forwarded calls are twinned or not.

For full details, see Twinning Your Phone on page 44.

Procedure

1. Click 👤 **Dashboard** to display your dashboard.

2. The ⚒ **Call Features** panel shows whether **Mobile Twinning** is on or off.

3. Click on the slider to change the setting as required.

4. Use the ⌄ drop-down to display the current number to which calls should be twinned when the feature is on.

Related links

Using Your Dashboard on page 24
Twinning Your Phone on page 44

Switching Mobile Twinning On from Your Profile

About this task

When enabled, mobile twinning causes calls to ring on your phone and at the external number set as your twinning number. Your administrator can set whether group and forwarded calls are twinned or not.

Procedure

1. Login to the application. See Logging In on page 18.

2. Click ⚙ **Profile**.

3. Select **Call Handling**.

4. Select the check box next to **Mobile Twinning**.

5. Check the **Twinning Number** shown next to **Mobile Twinning**.

   • This should contain the telephone number for external calls.

   • It should include any prefixes required by your system for external calls.

6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

Twinning Your Phone on page 44

Changing Your Twinning Number

About this task

This number sets the external number to which your calls are twinned when you have either **Mobile Twinning** or **Fallback Twinning** enabled.

Procedure

1. Login to the application. See [Logging In](#) on page 18.

2. Click ⚙ **Profile**.

3. Select **Call Handling**.

4. Check the **Twinning Number** shown next to **Mobile Twinning**.

    • This should contain the telephone number for external calls.

    • It should include any prefixes required by your system for external calls.

5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Twinning Your Phone](#) on page 44

Switching Mobile Twinning Off

About this task

Switching mobile twinning off does not affect fallback twinning if you also have that switched on.

Procedure

1. Login to the application. See [Logging In](#) on page 18.

2. Click ⚙ **Profile**.

3. Select **Call Handling**.

4. Deselect the check box next to **Mobile Twinning**.

5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Twinning Your Phone](#) on page 44

Adding a Twinning Button

Adding a twinning button to your phone makes it easy to control twinning. You can use the button to turn mobile twinning on/off, swap calls between your desk phone and mobile phone and to see when you have a twinned call on your mobile.

You can still use the button to transfer calls to your mobile destination when you have switched mobile twinning off. See Button Programming on page 91.

Related links

Twinning Your Phone on page 44

Switching Fallback Twinning On

About this task

When enabled, this feature redirects your calls to your **Twinning Number** number when the system is unable to detect your normal extension connected to the system. You can use fallback twinning without having to have mobile twinning switched on.

Procedure

1. Login to the application. See Logging In on page 18.

2. Click ⚙ **Profile**.

3. Select **Call Handling**.

4. Select the check box next to **Fallback Twinning**.

5. Check the **Twinning Number** shown next to **Mobile Twinning**.

   - This should contain the telephone number for external calls.

   - It should include any prefixes required by your system for external calls.

6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

Twinning Your Phone on page 44

Switching Fallback Twinning Off

About this task

Switching fallback twinning off does not affect mobile twinning if you also have that switched on.

Procedure

1. Login to the application. See .

2. Click ⚙ **Profile**.

3. Select **Call Handling**.

4. Deselect the check box next to **Fallback Twinning**.

5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

Chapter 9: Conferences

The 👤 **Dashboard** includes a conference panel that helps you handle conferences.

Conference Types

The system supports the following types of conference:

- **Ad-Hoc Conferences** – This type of conference is started whenever someone uses their phone to join several calls together. The conference is assigned an ID from 100 upwards for each ad-hoc conference currently in progress. That ID can be used to start or join a specific ad-hoc conference.

- **Personal Meet-Me Conferences** – This type of conference has a conference ID that matches the extension number of its owner. So for example, you are the owner for the personal meet-me conference with your extension number.

  - The conference owner is also that conference's only moderator.

  - If the conference owner has been set a conference PIN code, then everyone else trying to join the meet-me conference must enter that code.

  - Other callers who join the conference hear tones until the owner joins.

  - Only you can control recording of your personal meet-me conference.

- **System Meet-Me Conferences** – Your system administrator can configure a number of additional system conferences. For each, they can specify which users are moderators, plus separate optional PIN codes for moderators and for other delegates to enter the system conference.

Conference Members

- **Participants** – This is a general term for all callers in a conference.

- **Moderator** – Moderators have special rights to mute and drop other participants from a conference. In addition, in moderated conferences, only they can start/stop recording and the conference is paused if no moderator is present.

  - In ad-hoc conferences, all internal users are moderators. In this case they all have controls to mute, unmute and drop all other participants.

  - In a personal meet-me conferences, the user whose extension number match the conference ID is the only moderator.

  - In system meet-me conferences, your administrator can specify which internal users are moderators for the conference. If a moderator PIN has been set, callers who enter that PIN also become moderators. That can include external callers, though they cannot mute or drop other participants.

- **Delegate** – Conference members who are not moderators.

Conference Capacity

The total number of participants that can be in any conferences at the same time is limited by the overall system capacity. Contact your system administrator for details.

Related links

Someone is waiting on your bridge

The message **Someone is waiting on your bridge** is shown when someone has joined your personal meet-me conference. Until you also join (see), all they and any others who join hear are repeated tones.

Related links

No Active Conferences

This menu is displayed when you have no conference calls in progress. It displays details of your personal meet-me conference, and any system conferences for which you have been set as a moderator.

No Active Conference

Conference Type
Personal Meet Me

Conference Access Code
*66*207#

Participant PIN
••••

You can use the **Conference Type** drop-down to display details for each of the different conferences for which you are a moderator:

- **Personal Meet-Me** – This option displays details for your own personal meet-me conference. That is, the conference which matches your extension number.

  - **Conference Access Code** – This the code that you and other internal users can dial in order to access the conference. You can also transfer other callers to this number if necessary.

  - **Participant PIN** – If set by your system administrator, this is the PIN code needed for other callers to enter your personal meet-me conference. When prompted for the code, they should enter it and then press **#**.

- **System Conference** – If shown, this option lists the system conferences for which you have been configured as a moderator. Selecting a particular conference displays its details.

  - **Conference Access Code** – This the code that you and other internal users can dial in order to access the conference. You can also transfer other callers to this number if necessary.

  - **Moderator PIN** – If set, this is the PIN code that you and any other moderators must enter when prompted, in order to join the conference.

  - **Delegate PIN** – If set, this is the PIN code that other participants need to enter when prompted, in order to join the conference.

Related links

Ad-Hoc Conference Menu

This menu is displayed when you have joined an ad-hoc conference.
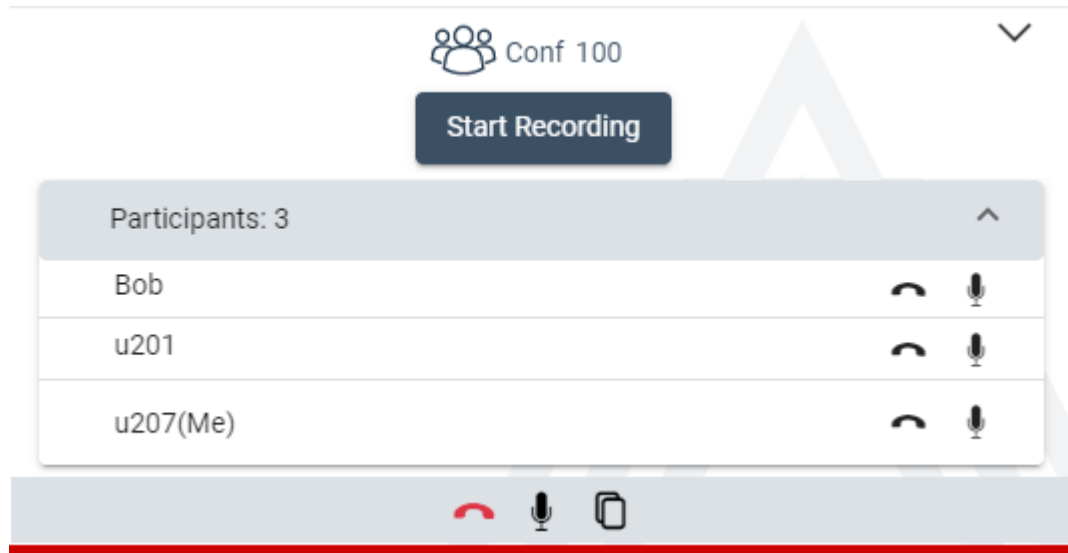
You can use the following controls during an ad-hoc conference:

- **Start Recording** – Click to record the conference. For ad-hoc conferences, any internal participant can start and stop their own call recording. Note however, that if the conference includes a user for who the administrator has configure privacy, all recording is stopped.

- ☎ – Click to drop the participant from the conference.
  - You can use the ☎ icon at the bottom of the menu to drop yourself.

- 🎤 – Click to mute the participant. The icon then changes to a 🎤 which can be used to unmute the participant.
  - You can use the 🎤 icon at the base of the menu to mute and unmute yourself.

- ⧉ – Copy a list of the current participants to your clipboard. You can then paste the list into a document.

Related links

Meet-Me and System Conferences

This menu is displayed when you join a personal meet-me conference or a system conference.
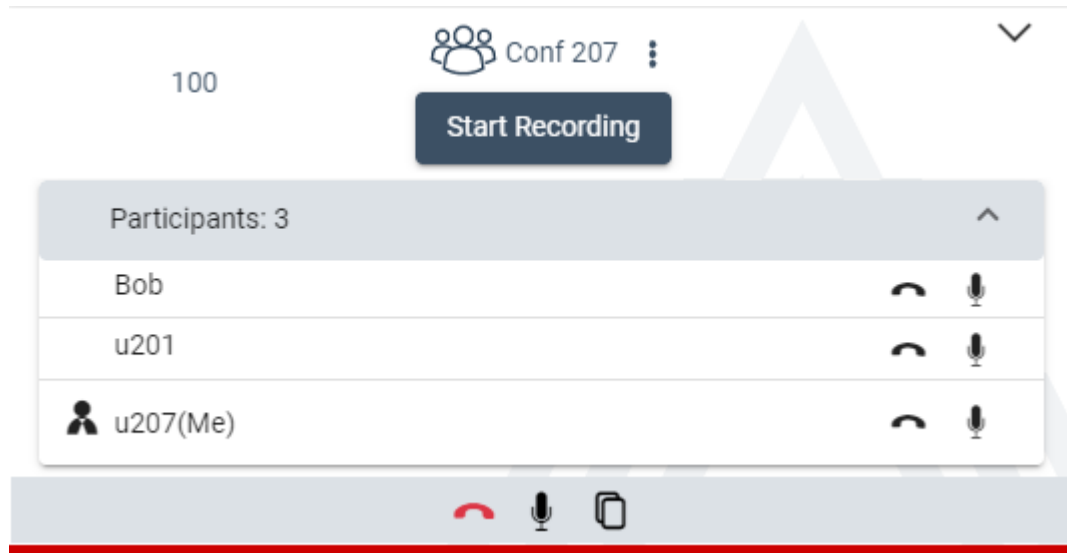
- Conferences may not be displayed if you enter the portal after the conference has started and/or are simultaneously using several telephony devices.

General Controls

During the conference, you can use the following general controls:

- ⌒ – Click to drop the participant from the conference.
  - You can use the ⌒ icon at the bottom of the menu to drop yourself.

- 🎤 – Click to mute the participant. The icon then changes to a 🔵 which can be used to unmute the participant.
  - You can use the 🎤 icon at the base of the menu to mute and unmute yourself.

- 🗐 – Copy a list of the current participants to your clipboard. You can then paste the list into a document.

Moderator Controls

The 👤 icon next to a user indicates that they are a conference moderator. For your personal meet-me conference, you are the only moderator. For system conferences, your system administrator sets who are the conference moderators.

If you are a moderator for a conference, you can access the following additional controls:

- **Start Recording** – Click to record the conference. Only moderators can start/stop recording. Note however, that if the conference includes a user for who the administrator has configure privacy, all recording is stopped.

- ⋮ – You can click this icon to access the following:
  - **Mute All** – Mute all other participants in the conference.
  - **Unmute All** – Unmute all other participants in the conference.
  - **Drop All** – Drop all other participants from the conference.

Related links

Conferences on page 49

Adding a Conference Meet Me Button to Your Phone

Adding a **Conference Meet Me** button to your phone provides another means to see when a particular conference is in progress and also to join that conference. It can also be used as the destination to transfer other callers into a conference. See Conference Meet Me Button on page 99 and Button Programming on page 91.

Related links

Conferences on page 49

Starting an Ad-Hoc Conference

If you have a current call in progress, you can use the following methods to turn it into an ad-hoc conference with another party.

Start an Ad-Hoc Conference Using a System Short Code

If you have a call in progress and want to start an ad-hoc conference:

1. Put the existing call on-hold.
2. Make the call to the other party that you want in the conference.
3. When answered, put the call on hold again and dial *47.
4. Your held calls are now joined into an ad-hoc conference.
5. You can repeat the process above to add other participants to the conference.

Starting an Ad-Hoc Conference on an Avaya Phone

If you have a call in progress and want to start an ad-hoc conference:

1. Press **Conf**.
2. Make the call to the other party that you want in the conference.
3. When answered, press **Conf** again.
4. Your held calls are now joined into an ad-hoc conference.
5. You can repeat the process above to add other participants to the conference.

Related links

Conferences on page 49

Starting a Meet-Me Conference

Use the same methods as for transferring callers into a conference (see Transferring Callers into a Meet-Me Conference on page 56) and then join the conference yourself (see Joining a Conference on page 55).

Related links

Joining a Conference

There are a number of ways that you can join a meet-me conference.

Using a Conference Meet-Me Button

If you have an Avaya 9600 Series or J100 Series phone, you can add a **Conference Meet Me** button, see Adding a Conference Meet Me Button to Your Phone .

- If the button has been setup with a particular conference ID, press the button to join that conference.

- If the button has been setup without a conference ID, press the button and enter the ID of the required conference. Press **Join**.

Using the System Short Code

Your system has a default short code that you can dial to join a conference from any phone. The short code is $*66*N\#$ where you replace N with the conference ID.

For example, to join conference 300, dial $*66*300\#$.

For your own conference and any conferences for which you are a moderator, the code to dial is shown as the **Conference Access Code** in the portal, see No Active Conferences .

PIN Codes

For your own conference and any conferences for which you are a moderator, the PIN codes, if any, are shown in the portal, see No Active Conferences .

Related links

Adding Another Party to a Conference

You can use the following methods to call another party and add them to an existing conference.

Using the Phone Menus

On Avaya phones, the conference display includes menu options for various menu actions.

1. Press **Details** and then **Add**.

2. Enter the number of the party you want to add and press **Call**.

Using the Conference Add Short Code

You can use the conference add short code (`*47`) to add another party to a conference. See Starting an Ad-Hoc Conference on page 54.

Note that whilst you do this, the original conference is put on hold.

Related links

Conferences on page 49

PIN Codes

Conferences can require a PIN code before they allow you and other callers to enter.

For your own conference and any conferences for which you are a moderator, the PIN codes, if any, are shown in the portal, see No Active Conferences on page 50.

Related links

Conferences on page 49

External Conference Callers

Your system administrator will configure routes for external callers to join conferences. This can be through calling particular external numbers or by selecting options from the auto-attendant menus that the system can provide to answer incoming external calls.

If the external caller has come direct to you, you can still transfer them into a conference. Either start an ad-hoc conference (see Starting an Ad-Hoc Conference on page 54) or transfer the caller into a meet-me conference (see Transferring Callers into a Meet-Me Conference on page 56) and then join that conference yourself (see Joining a Conference on page 55).

Related links

Conferences on page 49

Transferring Callers into a Meet-Me Conference

There are a number of ways that you can transfer callers into a meet-me conference.

Using a Conference Meet-Me Button

If you have an Avaya phone, you can add a **Conference Meet Me** button, see Adding a Conference Meet Me Button to Your Phone on page 54.

1. Press **Transfer**.

2. Press the **Conference Meet Me** button.

   • If the button has been setup with a particular conference ID, press the button to join that conference.

   • If the button has been setup without a conference ID, press the button and enter the ID of the required conference. Press **Join**.

3. Press **Transfer** again to complete the transfer.

Related links

Chapter 10: Your Call History

Your call history contains your most recent answered calls, the most recent calls you made and the most recent missed calls. If configured by the system administrator, it can also include the most recent calls missed by each hunt group of which you are a member.

The call history is stored on the telephone system. If you have an Avaya phone, the same call history is also shown on the phone.

- **Answered Call** – This icon indicates an incoming call answered at your extension.

- **Outgoing Call** – This icon indicates an outgoing call made from your extension.

- **Missed Call** – This icon indicates an incoming call that alerted at your extension but was not answered. Note that your system administrator can set whether this should include calls that were then answered elsewhere or sent to voicemail to leave a message.

Missed Calls

Missed calls are calls to you that alerted but which you did not answer. Your system administrator can also configure whether or not the log includes calls presented to you but where then answered by someone else or sent to voicemail to leave a message.

Missed Group Calls

If you are a member of any hunt groups, the system administrator can configure whether your missed calls should also include missed hunt groups calls. The hunt group does not necessarily have to have rung at your phone. It will be recorded as missed if it was presented to the hunt group and not answered by any of the members including you.

Redial

The redial function on Avaya phones uses the outgoing call records stored in your call history.

Related links

[Viewing Your Call History](#) on page 59

[Adding a Call History Entry to Your Personal Contacts](#) on page 59

Viewing Your Call History

About this task

Your call history is stored by the systems and show on your phone and in these web menus.

Procedure

1. Login to the application. See [Logging In](#) on page 18.

2. Either:

   - Click 👤 **Dashboard** and select 🕐 **Call History**.

   - Click 📋 **Call History**.

3. Your recent call history is displayed:

   - ↩ **Answered Call** – This icon indicates an incoming call answered at your extension.

   - ↪ **Outgoing Call** – This icon indicates an outgoing call made from your extension.

   - ↩ **Missed Call** – This icon indicates an incoming call that alerted at your extension but was not answered. Note that your system administrator can set whether this should include calls that were then answered elsewhere or sent to voicemail to leave a message.

4. To sort your call history, click on any of the column headers.

5. To delete a call from your call history, click on the adjacent 🗑 icon. To delete your whole call history, click on **Delete Call History**.

Related links

[Your Call History](#) on page 58

Adding a Call History Entry to Your Personal Contacts

About this task

When you call history includes a number that is not in your personal directory, you can choose to add the caller as a new contact.

Procedure

1. Click on the ⧉ icon adjacent to the caller that you want to add.

2. Check the name and number. Edit them if necessary. Then click **Add**.

Related links

Chapter 11: Using Voicemail

The communication system provides you with a voicemail mailbox in which callers can leave messages. By default, this mailbox is used to answer calls to you that have not been answered within your no answer time (by default 15 seconds).

It is also used to takes messages when you have Do Not Disturb enabled. Most Avaya phones have a message waiting indicator top-right which lights when you have any new voicemail messages.

- Your mailbox is limited to 60 minutes of messages, prompts and announcement recordings in total.
- Old messages are automatically deleted 30 days after being played unless marked as saved.
- Note: When a call is sent to voicemail to leave a message, it normally goes to the mailbox of the call's original destination. For example:
  - If the call was forwarded to you by another user, it goes back to their mailbox.
  - If the call was to a hunt group of which you are a member, it goes to the hunt group's mailbox.

Related links

Changing Your Voicemail Code

About this task

A voicemail code may be required for access to your voicemail mailbox.

Procedure

1. Login to the application. See
2. Click ⚙ **Profile**.

3. Select **Profile**

4. In the **Voicemail Code** field, enter the code that you want to use. The menu will indicate if your new code is acceptable.

   • The requirements for this code can be adjusted by your system administrator. The default requirements are:

      - Numeric digits only. Minimum length 4 digits.

      - No repeated digits are allowed.

      - No forward or reverse sequences of digits are allowed.

      - Including your extension number in the code is not allowed.

5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Using Voicemail](#) on page 61

Switch Voicemail Use Off

About this task

You can stop your voicemail mailbox being used to take messages from callers when you do not answer or set do not disturb. Note:

   • This does not stop you accessing your mailbox to check existing voicemail messages.

   • It does not stop other mailbox users from forwarding messages directly to your mailbox.

Procedure

1. Login to the application. See [Logging In](#) on page 18.

2. Click ⚙ **Profile**.

3. Select **Call Handling**.

4. Deselect the check box next to **Voicemail On**.

5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Using Voicemail](#) on page 61

Switching Voicemail Use On

About this task

When enabled, your voicemail mailbox is used to answer calls that haven't been answered after ringing for (by default) 15 seconds or when you have **Do Not Disturb** switched on.

Procedure

1. Login to the application. See [Logging In](#) on page 18.
2. Click ⚙ **Profile**.
3. Select **Call Handling**.
4. Select the check box next to **Voicemail On**.
5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Using Voicemail](#) on page 61

Setting Your Voicemail Email Mode

About this task

If configured by your system administrator, the system can use email to handle voicemail messages when you receive them. You can select whether to just be alerted of a new message, whether to receive a copy of the message with the alert or whether to have your voicemail message sent to email and removed from your mailbox.

Procedure

1. Login to the application. See [Logging In](#) on page 18.
2. Click ⚙ **Profile**.
3. Select **Profile**
4. Click on **Voicemail to Email Notification** to select which voicemail email mode you want to use:
   - **Off:** Switch off use of voicemail email.
   - **Alert:** Send an email message containing details of the new voicemail message each time you receive a new voicemail message.
   - **Copy:** As **Alert** above but also attaching a copy of the new voicemail messages.
   - **Forward:** As **Copy** above but also deleting the new voicemail message from your voicemail mailbox.
5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

Changing Your Greetings

You can use the web menus to record the greeting that will be played to callers when they are asked to leave a message in your voicemail mailbox. You can record the greetings from your PC, using text-to-speech or by uploading a pre-recorded file.

The Mailbox Greetings

The greetings are:

- **Default Greeting** – Until you add your own mailbox greetings, the system uses a default greeting using your extension number, for example, "Extension 201 is not available. To leave a message wait for the tone". If you have recorded a mailbox name, it will include that as part of the default greeting, for example "Bob Smith is not available. To leave a message wait for the tone".

- **Main Greeting** – When active, the main greeting overrides the default mailbox greeting.

- **Temporary Greeting** – When active, the temporary greeting overrides both the default and main greetings. The temporary greeting is automatically turned off after the number of days you specify.

Other Methods of Recording Greetings

It is also possible to record and configure your mailbox greeting through other methods such as through your phone's menus or your mailboxes spoken prompts. However, each method offers some different features. Therefore, we recommend that you choose one method.

Related links

Switching a Greeting On/Off

About this task

Once you have recorded a greeting or greeting, you can choose when they are used:

- **Main Greeting** – When active, the main greeting overrides the default mailbox greeting.

- **Temporary Greeting** – When active, the temporary greeting overrides both the default and main greetings. The temporary greeting is automatically turned off after the number of days you specify.

Procedure

1. Click 💬 **Greetings Management**.

2. Click on the slider next to the greeting to switch it on or off.

3. If you switch on the temporary greeting, you are prompted to select the number of days you want it used. Whilst on, the temporary greeting overrides the default and main greetings.

Related links

Changing Your Greetings on page 64

Uploading a Pre-Recorded Greeting File

About this task

You can record a greeting from your PC.

Procedure

1. Click 💬 **Greetings Management**.

2. Click on the ✏ icon next to the greeting you want to edit.

3. From the **Audio Option** drop-down, select **Record Audio**.

4. Click on 🔴.

5. Start recording your prompts and then click ⬛.

6. Use the playback bar to hear the recordings. Re-record the greeting if necessary.

   • Pause and restart the playback by clicking the ▐▐ and ▶ icons.

   • The slider shows the progress of the playback. You can click the slider to select which part of the recording you hear.

   • Use the 🔊 icon to mute/unmute the playback.

7. When completed, click **Save**.

Related links

Changing Your Greetings on page 64

Using a Text-to-Speech Greeting

About this task

You can use text-to-speech to create a greeting.

Procedure

1. Click 💬 **Greetings Management**.

2. Click on the ✎ icon next to the greeting you want to edit.

3. From the **Audio Option** drop-down, select **Text-to-Speech**.

4. Select the language and type of voice you want used.

5. Enter the text for the greeting into the text box.

6. Click on the 🔊 to hear the greeting.

7. Make any changes required and click 🔊 again.

8. When completed, click **Save**.

Related links

[Changing Your Greetings](#) on page 64

Uploading a Pre-Recorded Greeting File

About this task

The system allows you to upload a pre-recorded greeting. The file must in the following format:

- WAV file
- Mono
- PCM 8kHz, 16KHz or 22KHz
- 16-bit
- Maximum length 10 minutes

Procedure

1. Click 💬 **Greetings Management**.

2. Click on the ✎ icon next to the greeting you want to edit.

3. From the **Audio Option** drop-down, select **Audio file**.

4. Drag the pre-recorded file into the box or click **Upload File** and select the file.

5. When completed, click **Save**.

Related links

[Changing Your Greetings](#) on page 64

Deleting a Greeting

About this task

When you delete a greeting it stops being used if active. Your mailbox returns to using any other active greeting or else back to the default system greeting.

Procedure

1. Click 🗨 **Greetings Management**.

2. Click the 🗑 icon next to the greeting you want to delete.

3. Click **Yes** to confirm the action.
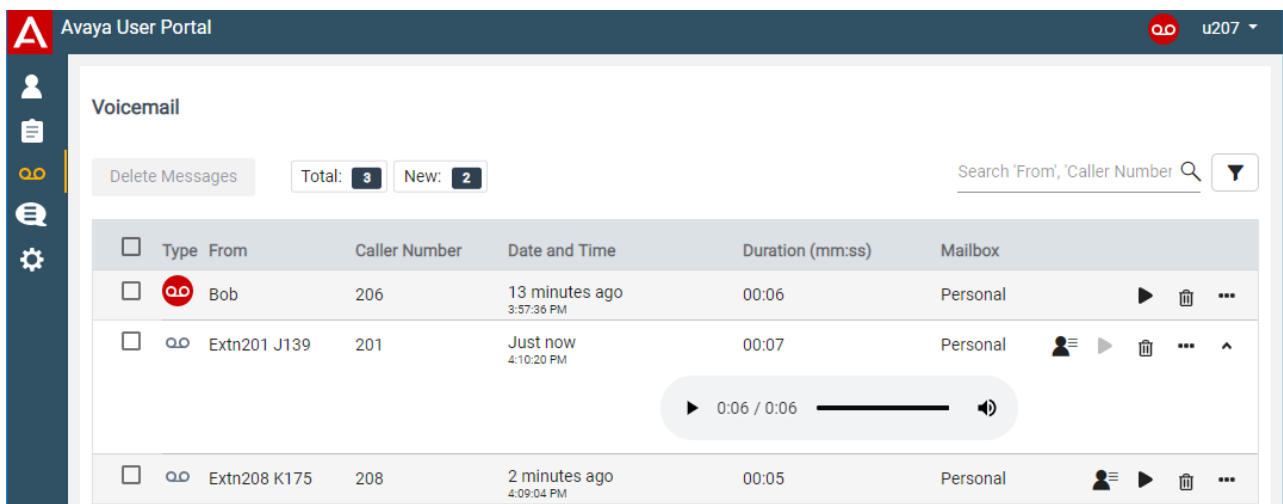
Related links

Changing Your Greetings on page 64

Listening to Your Messages

The web menus let you view and playback your voicemail messages from your PC. This is in addition to other methods of accessing your voicemail messages (see Accessing Your Mailbox on page 71).

This section covers messages that callers have left in your mailbox. To view and play call recordings, see Listening to Recordings on page 75.

- 🔴 **New –** This icon indicates a voicemail message that has not been played.

- 🔴 **New Priority –**This icon indicates a new message that has been marked as priority by the sender.

- 🔴 **New Private –** This icon indicates a new message that has been marked as private by the sender. Private messages cannot be forwarded to another mailbox.

- ⚫ **Old –** This icon indicates a message that has been played. Old messages are automatically deleted 30 days after being played unless marked as saved.

- ⚫ **Old Private –** This icon indicates an old message that the caller marked as private. Private messages cannot be forwarded to another mailbox.

- ⚫ **Saved –** This icon indicates an old message that you have marked as saved (see Saving a Message on page 70). Saved messages are not automatically deleted.

Related links

About this task
Procedure

1. Login to the application. See .

2. Either:

   - Click 👤 **Dashboard**and select ᷒ **Voicemail**.

   - Click ᷒ **Voicemail**.

3. Your voicemail messages are displayed:

   - ᷒ **New –** This icon indicates a voicemail message that has not been played.

   - ᷒ **New Priority –**This icon indicates a new message that has been marked as priority by the sender.

   - ᷒ **New Private –** This icon indicates a new message that has been marked as private by the sender. Private messages cannot be forwarded to another mailbox.

   - ᷒ **Old –** This icon indicates a message that has been played. Old messages are automatically deleted 30 days after being played unless marked as saved.

   - ᷒ **Old Private –** This icon indicates an old message that the caller marked as private. Private messages cannot be forwarded to another mailbox.

   - ᷒ **Saved –** This icon indicates an old message that you have marked as saved (see). Saved messages are not automatically deleted.

4. You can perform a range of functions on your messages:

   - To sort your messages, click on any of the column headers.

   - **Play a Message:** See .

   - **Forward a Message to Another Mailbox:** See .

   - **Delete messages:** See .

   - **Marked as Saved:** See .

• **Add the Call to Your Personal Contacts:** See [Adding a Voicemail Caller to Your Personal Contacts](#) on page 70.

Related links

[Listening to Your Messages](#) on page 67

Playing Messages on Your PC

About this task

You can use the web menus to playback voicemail messages on your PC.

Procedure

1. Display your voicemail messages. See [page 68](#).

2. Click on the ▶ icon next to the message you want played.

3. The playback bar is displayed and the playback starts automatically.
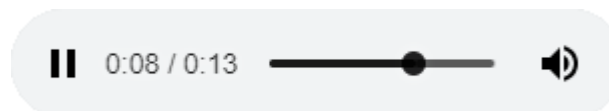
• Pause and restart the playback by clicking the ❚❚ and ▶ icons.

• The slider shows the progress of the playback. You can click the slider to select which part of the recording you hear.

• Use the 🔊 icon to mute/unmute the playback.

Related links

[Listening to Your Messages](#) on page 67

Deleting Messages

About this task

Old messages are automatically deleted 30 days after being played unless marked as saved. However, you can use the web menu to delete a message of messages whenever required.

Procedure

1. Display your voicemail messages, see [page 68](#).

2. To delete messages:

• To delete an individual message, click on the 🗑 icon adjacent to the message.

• To delete several messages at once, select the checkbox next to each message and then click **Delete Messages**.

3. Click **Yes** to confirm the action.

Related links

Saving a Message

About this task

Once a message has been played, it is marked as old. Old messages are automatically deleted 30 days after being played unless marked as saved.

Procedure

1. Click on the ••• icon next to the message you want to save or forward.

2. Click **Save**.

Related links

Forwarding a Message to Another Mailbox

About this task

You can forward a message to another mailbox.

- Note, you cannot forward a message that the original caller marked as private (🔴 and 🔒).

Procedure

1. Click on the ••• icon next to the message you want to save or forward.

2. Click **Forward**.

3. Select the mailbox to which you want to forward the message.

4. Click **Forward**.

Related links

Adding a Voicemail Caller to Your Personal Contacts

About this task

When you voicemail includes a message from a number that is not in your personal directory, you can choose to add the caller as a new contact.

Procedure

1. Click on the 👤≡ icon adjacent to the caller that you want to add.

2. Check the name and number. Edit them if necessary. Then click **Add**.

Related links

[Listening to Your Messages](#) on page 67
[Managing Contacts](#) on page 81

Accessing Your Mailbox

In addition to playing voicemail messages through the web menus (see [Listening to Your Messages](#) on page 67), you can access them by either following spoken prompts or a visual menu on the phone.

Using Visual Voice

Visual voice is supported on 9600 Series and J100 Series phones (except the J129).

1. Either:

   - Press the ✉ **MESSAGES** button.

   - Select **Features** > **Visual Voice** from the phone's menus.

2. Using the options on the phone's display to see and play messages, set mailbox options, etc. See [Visual Voice Options](#) on page 71.

Using Voicemail Prompts

You can access your mailbox using the system's traditional spoken prompts method. Your system supports one of two voicemail modes, either Classic mode or Intuity mode. The mode affects the menus and prompts available.

1. At your own extension, dial *17*.

   - If you hear a prompt asking you to enter your extension number, then your system is probably using Intuity mode voicemail. See [Intuity Mode Voicemail](#) on page 72.

   - Otherwise, your system is probably using Classic mode voicemail. See [Classic Mode Voicemail](#) on page 73.

Related links

[Using Voicemail](#) on page 61
[Visual Voice Options](#) on page 71
[Intuity Mode Voicemail](#) on page 72
[Classic Mode Voicemail](#) on page 73

Visual Voice Options

On Avaya 9600 and J100 Series phones (except the J129), you can use **Visual Voice**. This allows you to access your voicemail messages and settings through your phone's display.

To access visual voice, press the ✉ **MESSAGES** button or select **Features** > **Visual Voice** from the phone's menus. The following menu options are shown on the phone display.

Option	Description

Listen	Access your own voicemail messages. When pressed the screen shows the number of **New**, **Old** and **Saved** messages. Select one of those options to access the messages in that category and then use the options below.
	
	• **Play** - Play the message.
	  - To select the next message or previous message, use the phones up and down cursor keys.
	  - To fast forward or rewind the current playing message by 5 seconds, use phones left and right cursor keys.
	• **Pause** - Pause the message playback.
	• **Delete** - Delete the message.
	• **Save** - Mark the message as a saved message.
	• **Call** - Call the message sender if a caller ID is available.
	• **Copy** - Copy the message to another mailbox. When pressed as number of additional options are displayed.

Message	Record and send a voicemail message to another mailbox or mailboxes.
Greeting	Change the main greeting used for callers to your mailbox. Until a greeting is recorded, the system uses its own default mailbox greeting.
Name	Change the mailbox user name recording used in various functions and played to callers.
Email	If configured by your system administrator, the system can use email to handle voicemail messages when you receive them. You can select whether to just be alerted of a new message, whether to receive a copy of the message with the alert or whether to have your voicemail message sent to email and removed from your mailbox.
Passcode	Change the voicemail mailbox password. To do this requires entry of the existing password.
Voicemail	Switch voicemail mailbox coverage for unanswered calls on/off.

Related links

Accessing Your Mailbox on page 71

Intuity Mode Voicemail

The following is a summary of the options available when your access the spoken prompts of an Intuity mode voicemail system.

The table below is just a summary. For full details, see the Intuity Mailbox User Guide.

Option	Description	
Start Menu	Access your own voicemail messages. When pressed the screen shows the number of **New**, **Old** and **Saved** messages. Select one of those options to access the messages in that category and then use the options below.	

1. Record Message	• Start/stop recording = 1
	• Rewind = 2
	• Replay = 5
	• Advance = 6
	• Playback = 23
	• Delete = *3
		• Approve = #
		 - Enter address and press #
		 - Cancel address = *3
		 - Finish addressing = #
		  • Mark as private = 1
		  • Mark as priority = 2
		  • Send = #

2. Get Messages	• Skip header = 0 • Reply/Forward = 1 • Restart = 2 • Skip to previous = *2 • Pause/resume = 3 • Replay header = 23	• Back/restart = *5 • Advance to end = 6 • Skip message = **4 • Skip category = *# • Play next = # • Delete = *3
3. Greetings	• Listen to greeting = 0 • Create, change, or delete greeting = 1 • Scan all = 2	• Activate = 3 • Administer call types = 4
5. Personal Options	• Mailing list = 1 • Password = 4 • Record name = 5	• Enter mailbox address after recording = 6 • Accept call answer = 7
6. Outcalling	• Configure outcalling = 1 • Change number = 3	• Turn outcalling off = 6 • Turn outcalling on = 9
7. Scan Messages	• Headers and messages = 1 • Headers only = 2	• Messages only = 3

Related links

Classic Mode Voicemail

The following is a summary of the options available when your access the spoken prompts of an Classic mode voicemail system.

The table below is just a summary, for full details, see the [Classic Mode Mailbox User Guide](#).

Menu	Description	Sub-Menu	Description
Mailbox Menu	• Play old messages = 1 • Play saved messages = 2 • Edit greeting =3 • Delete current message =4 • Save current message = 5 • Forwarding options =6 • Repeat previous message = 7 • Help = 8 • Skip current message = 9 • Fast forward = # • Rewind = * • Call back sender = ** • Direct all to email = *01 • Send email notification = *02 • Turn email use off = *03 • Change mailbox access code = *04 • Record name = *05 • Outcalling = *07	**3. Edit Greeting (User)**	• Listen to greeting = 1 • Record new greeting = 2 • Save new greeting = 3 • Save new greeting as a loop = 4 • Return to mailbox = 8
		3. Edit Greeting (Group)	• Review normal greeting = 1 • Review out of hours greeting = 2 • Review queued message = 3 • Review still queued message = 4
		6. Forwarding	• Forward to email = 1 • Forward to extension(s) = 2 • Forward to extension(s) with header = 3 (follow each extension number with # and then a final # to end entry)

Related links

Chapter 12: Listening to Recordings

Your system administrator can configure the system to record certain calls. They can also configure it to have some of those recordings stored in a voice recordings library rather than normal mailboxes.

Your system administrator can also configure who has access to the recordings library and which recordings in that library. When they do this, you will see a **Recordings** option in your self-administration menu. Typically you would only see recordings for calls you were part of. However, your system administrator can expand your permission so that you can also see other recordings.

Access to the recordings library is in addition to your own voicemail mailbox where callers can leave messages for you. See

The **Recordings** menu allows you to see and play the recordings which you have permission to access.

- You can sort and filter the listed recordings in order to locate a particular call.
- Depending on your browser, you may be able to directly play the recording through your browser (not supported in Internet Explorer).
- If your system administrator has allowed you, you can also download recordings to your PC.
- For full details of using the **Recordings** menu, see

⚠ **Warning:**

- Your use of recordings must comply with all relevant laws regarding the recording of conversations with other parties and data privacy (for example GDPR).
- Your system administrator is able to see a log of who has accessed, played and downloaded recordings in the library.

Related links

Recording Calls

By default you cannot record calls, it needs to be configured by your system administrator.

There are two types of call recording; automatic and manual.

- Your system administrator can configure automatic call recording for particular incoming calls, calls to specific groups and/or calls to or by specific users such as yourself. In addition your system administrator can control a range of other options such as the hours of recording operation, where the recordings are stored, etc.

- If required, your system administrator can also configure manual call recording options for you.

  - If you have an Avaya phone, they can add a call recording button to the phone. You can then use the button to start and stop recording of a call.

  - They can add a dialable short code number that starts call recording. In that case, you would need to hold the call you want to record, dial the short code to start recording.

  - They can configure whether calls recorded by you triggering manual call recording are placed in your mailbox, another mailbox or into the voice recording library.

Related links

Viewing Call Details

About this task

Whilst the **Recordings** menu displays basic details of the recorded call, there are more details available. Note however that the details available may vary depending on the type of call, how it was recorded, etc.

Procedure

1. Sort and filter the list of recordings to display. See .

2. Hovering your cursor over the recording displays some additional details.

3. For the full details, click on the recording in which you are interested. The call details are displayed.
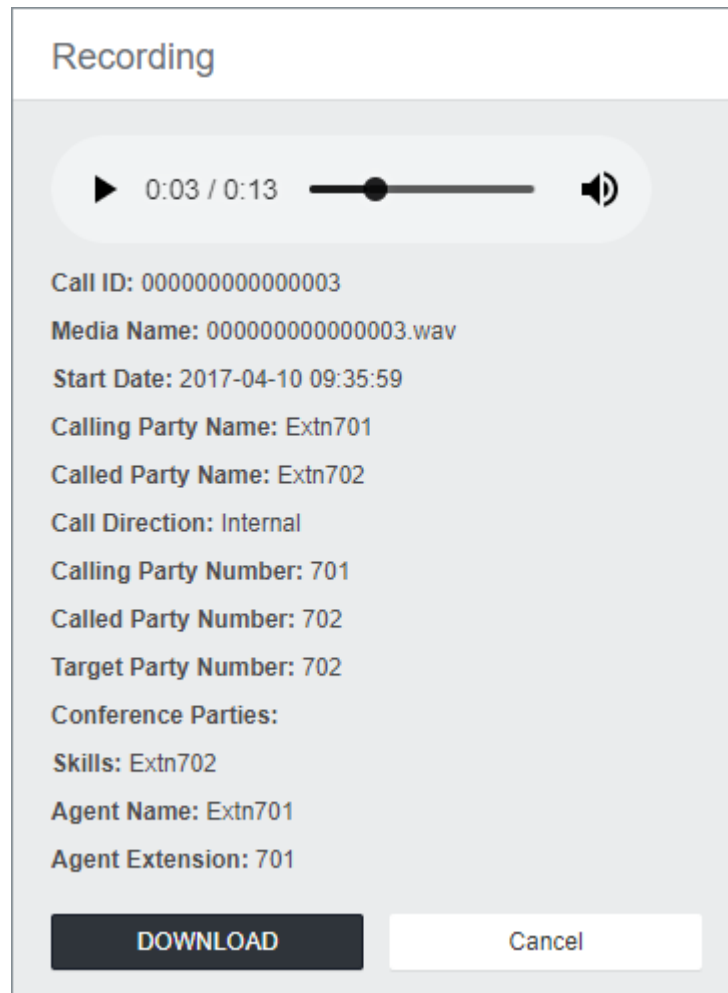
- In addition to viewing the call details, you can use the view to play the recording.

- If you have permission to download the files, you can use the **Download** button.

4. To close the window, click **Cancel**.

Related links

[Listening to Recordings](#) on page 75

Filtering the Recordings

About this task

You can apply a filter to the recordings displayed. This allows you to focus on only particular recordings.

- If you apply a set of filters, they are automatically saved and reapplied when you next return to the recordings menu unless you select **Clear Filter** before exiting.

Procedure

1. Click **Filter Records**.

   • If you have previously applied a set of filters, the previous settings are automatically reloaded.

   • To remove the current filter settings, click **Clear Filter**. This also deletes any saved filter settings.

2. Enter the filter criteria that you want applied. You can use one or all of the following filter options. Any filter left blank is treated as matching all recordings.

   • **Recording Range (Date and Time)** – Select a start and end date and a start and end time for the recordings you want to see. Note that you need to set all 4 settings in order to apply a time and date filter. The values apply to the start of the recording.

   • **Recording Length (sec)** – Select an operators and then the length in seconds. The operators are:

     - **<** - Only show calls shorter than the set length.

     - **>** - Only show calls longer than the set length.

     - **=** - Only show calls of exactly the set length.

   • **Call Direction** – If set, only show **Internal**, **Incoming** or **Outgoing** calls.

   • **Parties** – Only show recordings that involve any of the matching extension numbers as part of the call. You can enter the extension number or numbers of users and groups on your system.

     - To enter multiple numbers, separate each extension number with a , comma. For example 201, 202.

     - To enter a range of numbers, enter the start and end number with a - hyphen between them. For example 201-220.

   • **User Name** – The user name of a party involved in the call.

   • **Target Number** – The extension number of the original call target. For example, an incoming external call may have been originally targeted to a particular group extension number.

   • **Target Name** – The name of the original call target.

3. Click **Apply Filter**.

   • The filter is applied to the call recordings that you can access.

   • The filter settings are also saved and will be automatically reapplied to the listing in future unless you select **Clear Filter** before exiting.

Related links

Playing a Recording

About this task

You can directly playback a recording through your browser (Chrome, Edge and Firefox only).

Procedure

1. Sort and filter the list of recordings to display the recording that you want play. See [Filtering the Recordings](#) on page 77.

2. Click on the ▶ icon next to the recording you want to play.

3. The playback bar is displayed and the playback starts automatically.

   • Pause and restart the playback by clicking the ▮▮ and ▶ icons.

   • The slider shows the progress of the playback. You can click the slider to select which part of the recording you hear.

   • Use the 🔊 icon to mute/unmute the playback.

4. To end the playback, click on the menu outside the playback bar.

Related links

[Listening to Recordings](#) on page 75

Downloading Recordings

About this task

If you have permission to download recordings, you will see a **Download** button. The recordings are downloaded in Opus file format which can be played back through most browsers and many media applications.

   • Your use of recordings must comply with all relevant laws regarding the recording of conversations with other parties and data privacy (for example GDPR).

Procedure

1. Sort and filter the list of recordings to display the recording or recordings that you want to download. See [Filtering the Recordings](#) on page 77.

2. Select the check box next to the recording or recordings that you want to download.

3. Click **Download**.

4. Enter a password for the zip file that will contain the recording or recordings.

5. Click **Download**. The file or files are downloaded as single ZIP file containing all the selected recordings.

6. The remaining steps depend on the browser. It will display its normal options for downloading a file.

Related links

Chapter 13: Managing Contacts

The contacts shown in your phone directory come from several sources as listed below. Depending on the type of phone you are using, you may be able to view both the whole directory and the different types of contacts separately.

Types of Contacts

- **Personal** – These contacts are stored by the communication system as part of your user settings.

    - They are displayed on the phone while you are using it. If you hot desk to another phone that also stores your contacts on the system, your personal contacts move with you.

    - You can have up to 250 personal directory entries that you can add, edit and delete through the phone.

    - You can add, delete and edit your own personal contacts using the web menus. You may also be able to add, delete and edit them through your phone's menus.

    - Note that your system administrator can also add, edit and delete your personal directory entries.

- **Users** – These contacts list all the other users on the communication system. Your system administrator can exclude particular users.

- **Groups** – These contacts list all the hunt groups on the communication system. Your system administrator can exclude particular hunt groups.

- **External** – These contacts are viewable and usable by all phone users. These are two types of external contacts:

    - Some external contacts are entered into the system configuration by the system administrator. These are called system directory contacts. If configured by your system administrator, some users can also add, delete and edit system directory contacts from their phone.

    - Other external contacts are those imported by the communication system from other directory sources.

Related links

Using Your Dashboard Personal Directory

About this task

The 🖼 **Personal Directory** panel in the dashboard allows you to quickly search for a contact.

For full details, see [Managing Contacts](#) on page 81.

Procedure

1. Click 👤 **Dashboard** to display your dashboard.

2. The 🖼 **Personal Directory** panel shows your current personal contacts.

3. If necessary, start entering the name or number required into the search details. The directory entries shown are filtered as you type.

4. When the contact required is shown, use the details to make a call.

Related links

[Using Your Dashboard](#) on page 24
[Managing Contacts](#) on page 81

Adding a Personal Contact

About this task

You can add up to 250 personal contacts to your personal directory.

Procedure

1. Login to the application. See [Logging In](#) on page 18.

2. Click ⚙ **Profile**.

3. Select **Personal Directory**

4. Click **Add**.

5. Enter the details for the contact:

   - **Name:** Enter the name for the contact. Up to 31 characters.

   - **Number:** Enter the telephone number for the contact. Up to 31 digits plus * and #. Do not include spaces or dashes. If your system uses an external dialing prefix, include that prefix.

   - **Speed Dial:** You can use up to 100 of your personal contacts as speed dials by giving each one a number between 00 to 99. Those contacts with a number can be speed dialed using a **Speed Dial** button if added to your phone setup by your system administrator. That button can also be used to speed dial selected system directory numbers.

6. Click **Add**.

7. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Managing Contacts](#) on page 81

Adding a Call History Entry to Your Personal Contacts

About this task

When you call history includes a number that is not in your personal directory, you can choose to add the caller as a new contact.

Procedure

1. Click on the ▲≡ icon adjacent to the caller that you want to add.

2. Check the name and number. Edit them if necessary. Then click **Add**.

Related links

[Your Call History](#) on page 58
[Managing Contacts](#) on page 81

Adding a Voicemail Caller to Your Personal Contacts

About this task

When you voicemail includes a message from a number that is not in your personal directory, you can choose to add the caller as a new contact.

Procedure

1. Click on the ▲≡ icon adjacent to the caller that you want to add.

2. Check the name and number. Edit them if necessary. Then click **Add**.

Related links

[Listening to Your Messages](#) on page 67
[Managing Contacts](#) on page 81

Deleting a Personal Contact

Procedure

1. Login to the application. See [Logging In](#) on page 18.

2. Select **Personal Directory**

3. Locate the contact:

   - You can use the controls at the bottom of the list of contacts to page through your contacts and control how many are shown on each page.
   - You can click on a column title at the top of the list of contacts to sort your contacts using that column.

4. Click 🗑 icon.

5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

Editing a Personal Contact

Procedure

1. Login to the application. See

2. Select **Personal Directory**

3. Click **Add**.

4. Locate the contact:

   - You can use the controls at the bottom of the list of contacts to page through your contacts and control how many are shown on each page.
   - You can click on a column title at the top of the list of contacts to sort your contacts using that column.

5. Click on the ✏ icon.

6. Enter the details for the contact:

   - **Name:** Enter the name for the contact. Up to 31 characters.
   - **Number:** Enter the telephone number for the contact. Up to 31 digits plus * and #. Do not include spaces or dashes. If your system uses an external dialing prefix, include that prefix.
   - **Speed Dial:** You can use up to 100 of your personal contacts as speed dials by giving each one a number between 00 to 99. Those contacts with a number can be speed dialed using a **Speed Dial** button if added to your phone setup by your system administrator. That button can also be used to speed dial selected system directory numbers.

7. Click **Add**.

8. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Managing Contacts](#) on page 81

Importing Contacts

About this task

You can import contacts using a text file with the following format:

```
Name,Number,SpeedDial
Bob Jones,01555220637
Amy Smith,01555220238,01
```

- Each entry appears on a new line.
- The details (**Name**, **Number** and **Speed Dial**) of each entry should be separate by a , comma.
- A name and number are required for each entry. The speed dial value is optional.
- The name can be up to 31 characters.
- The number can be up to 31 digits including * and # characters.
- If the system uses external dialing prefixes, they should be added to the numbers.
- The speed dial value can be left blank. Otherwise, it should be a unique two-digit number from 00 to 99 (not used by any other personal contact).
- To obtain a sample file, manually add a contact to your personal directory and then export the directory.
- **! Note** Avoid the use of spreadsheets editors such as Microsoft Excel to create or edit the file. Those applications frequently alter the numbers entered, for example stripping leading zeroes from telephone and speed dial numbers.

Procedure

1. Manually add a contact to your personal directory if it does not already contain any contacts. See [Adding a Personal Contact](#) on page 82.
2. Export your existing personal directory to a file. See [Exporting Your Personal Directory](#) on page 86.
3. Edit that file to add any additional contacts that you require.
4. Import the file. See [Importing Directory Contacts](#) on page 86.

Related links

[Managing Contacts](#) on page 81
[Exporting Your Personal Directory](#) on page 86
[Importing Directory Contacts](#) on page 86

Exporting Your Personal Directory

Procedure

1. Login to the application. See [Logging In](#) on page 18.

2. Select **Personal Directory**

3. Click on **Export**.

4. You personal directory is saved by your browser. The default file name is `export_pd.csv`.

Related links

[Importing Contacts](#) on page 85

Importing Directory Contacts

About this task

Having prepared a file of personal contacts (see [Exporting Your Personal Directory](#) on page 86), you can add those contacts to your personal directory.

Procedure

1. Login to the application. See [Logging In](#) on page 18.

2. Select **Personal Directory**

3. Click on **Import**.

4. Select your file of contacts. The contacts are added to your personal directory:

   • Imported entries are discarded if:

     - The name or number is blank or already exists.

     - The number format is not valid. That is, up to 31 digits plus * and #. No spaces or dashes.

5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Importing Contacts](#) on page 85

Chapter 14: Hot Desking

If you have a **Telephone Login Code** set, you can use that code to login on another phones on the communication system. That phone then temporarily becomes yours with all your settings and information. Any existing user of the phone is logged off and all your calls are automatically redirected to that phone.

You cannot hot desk onto a J129 phone or an **Avaya IX Workplace** device. However, users of those device can hot desk onto phones that support hot desking.

- **Logging In** – When you login on another phone, all your calls are redirected to that phone and your user settings are applied to calls made and received from the phone. Your contacts and call log are displayed by the phone.
  - Any existing user of that phone is logged out while you are logged in.
  - If you already logged in on another phone, you are logged out from it.
  - Your system administrator can configure a timeout. This automatically logs you out if you do not use the phone in that time to make or answer a call.
- **Log Out** – When you log out from a phone, or are logged out by another user logging in, the communication system applies several actions:
  - If you have a normal default extension, and no one else is logged in there, you return to being logged in on that phone unless your system administrator has enabled forced login.
  - Otherwise you remain logged out until you login on a phone. Whilst logged out:
    - You are treated the same as on 'do not disturb' but without any exceptions.
    - If you have a mobile twinned number, the system administrator can configure the system so that calls are still presented to your mobile twin whilst you are logged out.

Related links

Changing Your Login Code

About this task

If set, this code is used for the following:

- It acts as the **Security PIN** requested by phones for access to some functions and features.
- It can be used to temporarily log yourself in on another user's phone to use it as if it were your own. All your calls are rerouted to that phone until you either log out or log in elsewhere. This is called 'hot desking'. See Hot Desking on page 87.

Procedure

1. Login to the application. See Logging In on page 18.

2. Select **Profile**

3. In the **Telephone Login Code**, enter the login code that you want to use.

   - The requirements for this code can be adjusted by your system administrator. The default requirements are:

     - Numeric digits only.

     - Minimum length 6 digits. Maximum length 31 digits.

4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

Hot Desking on page 87

Hot Desking to a Phone in Use

About this task

You can login on a phone that already in use by another user. The existing user is logged out.

Procedure

1. With the phone idle, that is, no calls in progress or on hold:

   a. Press the **Features** soft key.

   b. Select **Phone User**.

   c. Select **Login...**.

2. The login menu is displayed:

   a. Enter your extension number and press **Next**.

   b. Enter your security PIN (login code).

   c. Press **Done**.

Related links

[Hot Desking](#) on page 87

Hot Desking onto an Unused Phone

About this task

You can login on a phone that has no current user. You can recognize a phone in this state by **NOT LOGGED IN** appearing on the display.

Procedure

1. Press **Login...**.

2. The login menu is displayed:

   a. Enter your extension number and press **Next**.

   b. Enter your security PIN (login code).

   c. Press **Done**.

Related links

[Hot Desking](#) on page 87

Logging Out of a Phone

About this task

Logging out disassociates you from the extension. What happens then depends on whether you are the default user of another extension and various other settings.

Procedure

1. With the phone isidle, that is it has no calls in progress or on hold, press the **Features** soft key.

2. Select **Phone User**.

3. Select **Logout...**.

4. You are logged out of the phone. The follow actions will depend on several factors:

   • If the phone does not have a default user, or the default user is currently logged on elsewhere, the phone displays 'no user'.
   • If the phone has a default user and they are not current logged on elsewhere, they are automatically logged back in unless they are set to forced login.
   • If you are the default user of another extension that is free (doesn't have anyone else logged in to it), you are automatically logged back in to that extension unless you are set to forced login.

Related links

Other Hot Desking Controls

You can also dial short codes. The default short codes for this feature are listed below.

Hot Desking Short Codes

- **Log In: *35*N*P#** – Log in to a phone using your extension number (*N*) and login code (*P*).
- **Log Out: *36** – Log yourself out from the phone where you are currently logged in.

Related links

Chapter 15: Button Programming

Many Avaya telephones support programmable buttons which can be assigned to perform different functions. The display next to the button is used to display a label for the button's current action. The lamps within the button are used to indicate its status (on, off, busy, alerting, ...).

Programmable buttons are supported on the following phones:

- **9600 Series phones**
- **J139/J159/J169/J179 phones**

Related links

Programming a Button

About this task

Use the following process to program a button or change an existing button's settings.

Procedure

1. Login to the application. See Logging In on page 18.

2. Select **Button Programming**

3. Click on the ✏ pencil icon shown next to the button. A 🔒 padlock icon indicates that only your system administrator can change the button settings.

4. Select the settings that you want for the button:

   - **Label** – Each button action has a default label that is displayed next to the button on the phone display. You can use this field to set your own label which will override the action's default label.
   - **Action** – Use the drop-down menu to select the action required for the button. See Button Actions on page 93.
   - **Action Data** – Some actions require a data setting and others can use an optional data setting. If that is the case, this field is displayed. See Button Actions on page 93

5. Click **OK**.

6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Button Programming](#) on page 91

Changing a Button Label

About this task

Each button action has a default label that is displayed next to the button on the phone display. You can use override this with your own label.

Procedure

1. Login to the application. See [Logging In](#) on page 18.

2. Select **Button Programming**

3. Click on the ✏ pencil icon shown next to the button. A 🔒 padlock icon indicates that only your system administrator can change the button settings.

4. Use the **Label** field to set the label to display for the button.

5. Click **OK**.

6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Button Programming](#) on page 91

Copying a Button

About this task

Use the following process to copy the settings of an existing button to another button.

Procedure

1. Login to the application. See [Logging In](#) on page 18.

2. Select **Button Programming**

3. Click on the ⧉ copy icon shown next to the button that you want to copy.

4. Select the check boxes next to the buttons to which you want to copy the button's settings. Note that all existing settings on those buttons will be overwritten.

5. Click **Paste**.

6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Button Programming](#) on page 91

Deleting a Button

About this task

Use the following process to delete an existing programmed button.

Procedure

1. Login to the application. See [Logging In](#) on page 18.

2. Select **Button Programming**

3. Click on the 🗑 trash can icon next to the button that you want to delete. Note that you cannot delete buttons that show a 🔒 padlock icon.

4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using the application to make further changes.

Related links

[Button Programming](#) on page 91

Button Actions

Through the web menus, you can select the following actions for a programmable button. These actions are only a sub-set of those that can be set by your system administrator.

Action	Description
Abbreviated Dial	You can use a button set to this action to store a number to dial. It can include storing a partial number which you then complete after pressing the button.
Absent Message	You can use a button set to this action to set or clear an absence message for display on your phone. Whilst set, the same message also appears on the display of other extensions when they call you.
AD Suppress	You can use a button set to this action to hide the digits as you dial them on the phone. Dialed digits are replaced with an **s** character. The button is used to switch the suppression on/off. When 'suppress digits' has been set, the button's red lamp is lit. Pressing the button again cancels the suppression.

Table continues…

Action	Description
Call Forwarding All	You can use a button set to this action to switch **Forward Unconditional** on or off.
Call Park	You can use a button set to this action to park and unpark calls. Parked calls can be unparked by other extension users if they know the park slot number.
Call Park and Page	You can use a button set to this action to park a call and then announce the parked call using a page.
Call Park To Other Extension	You can use a button set to this action to park a call against another extension. If that extension has a **Call Park** button, it will indicate to them that there is a parked call waiting to be answered.
Call Pickup	You can use a button set to this action to answer a call currently ringing a selected user or a hunt group.
Call Pickup Any	You can use a button set to this action to answer a ringing call on the communication system.
Conference Meet Me	You can use a button set to this action to start or join a meet-me conference. Each conference has a unique conference number. This type of button is not supported on J139 telephones.
Dial	You can use a button set to this action to store a number to dial. It can include storing a partial number which you then complete after pressing the button.
Drop	You can use a button set to this action to drop your currently connected call or redirect a ringing call.
Group	You can use a button set to this action to monitor the status of calls to a group and, when pressed, answer the longest waiting group call.
Group Paging	You can use a button set to this action to make a page call. The button can be configured with the target user or group for the page. If configured without a number, pressing the button will display a menu for number entry before making the page call. This type of button is not supported on J139 telephones.
Internal Auto-Answer	You can use a button set to this action to switch 'internal auto-answer' on or off. When on, if your phone is idle, any internal call is automatically connected after a single alert tone. This type of button is not supported on J139 telephones.
Ringer Off	You can use a button set to this action to turn your phone's ringer and call alert lamp on or off.
Self-Administration	You can use a button set to this action to access the phone's menu for button programming. This type of button is not supported on J139 telephones.
Send All Calls	You can use a button set to this action to switch **Do Not Disturb** on or off.
Set Account Code	You can use a button set to this action to enter an account code to associate with the current call.

Table continues…

Action	Description
Twinning	You can use a button set to this action to turn your phone's mobile twinning feature on or off. This feature is only usable if your system administrator has configured you to use mobile twinning.
User	You can use a button set to this action to monitor the status of another user's extension and if necessary call that user or answer calls ringing that user's phone.

Related links

Abbreviated Dial Button

You can use a button set to this action to store a number to dial. It can include storing a partial number which you then complete after pressing the button.

Settings

- **Default Label:** *AD* or *Abbreviated Dial*

- **Action Data:** The number to dial.

- **Status Indication:** None

Related links

[Button Actions](#) on page 93

Absent Message Button

You can use a button set to this action to set or clear an absence message for display on your phone. Whilst set, the same message also appears on the display of other extensions when they call you.

When setting the message, you can select from several pre-configured messages and then add your own additional text if needed.

Settings

- **Default Label:** *Absnt* or *Absence text*

- **Action Data:** None

- **Status Indication:** None

Related links

[Button Actions](#) on page 93

AD Suppress Button

You can use a button set to this action to hide the digits as you dial them on the phone. Dialed digits are replaced with an **s** character. The button is used to switch the suppression on/off. When 'suppress digits' has been set, the button's red lamp is lit. Pressing the button again cancels the suppression.

- When the option to suppress digits is used, the call is not recorded in the call log.

- If your phone is set to use en-bloc dialing, you will still see the digits are you prepare them for dialing. When you make the call, the digits are suppressed.

Settings

- **Default Label:** *Spres* or *Suppress Digits*

- **Action Data:** None

- **Status Indication:** Green when on.

Related links

[Button Actions](#) on page 93

Call Forwarding All Button

You can use a button set to this action to switch **Forward Unconditional** on or off.

Settings

- **Default Label:** *CFrwd* or *Call Forward All*
- **Action Data:** Optional.
  - If set with a preset number, pressing the button switches forward Unconditional on/off with that number set as the forwarding destination.
  - If set without a number, when you press the button to switch forward unconditional on, you are asked to confirm your existing 'forward unconditional' destination number or to enter a new number.
- **Status Indication:** None

Related links

Call Park Button

You can use a button set to this action to park and unpark calls. Parked calls can be unparked by other extension users if they know the park slot number.

- Each call you park is given a park slot number. You and any other user on the system can unpark the call if you or they know the park slot number used. For example, if you have a call park button configured with park slot number 100, any other user with a similar button can also park a call in that slot and you all see that a call is parked and can unpark it.
- If you park a call and it is left parked for too long, it will recall to your phone. The default is 5 minutes. Parks recall calls ignore any forwarding and do not disturb settings.

Settings

- **Default Label:** *CPark* or *Call Park*
- **Action Data:** Optional
  - When associated with a specific park slot number, the button can park and unpark a call from that park slot. When a call has been parked in that park slot, the button's lamp flashes.
  - When not associated with a specific park slot number:
    - If pressed while you have a call connected, that call is parked using a park slot number assigned by the system based on your extension number. For example, if your extension number is 203, the first call parked is put in park slot 2030 (if free), then 2031 and so on up to 2039.
    - If pressed while you have no call connected, your phone displays details of any calls you have parked and allows you to unpark a selected call.
- **Status Indication:** Yes
  - **Flashing Green** - Call parked in the park slot by yourself.
  - **Flashing Red** - Call parked in the park slot by another extension.

Related links

Call Park and Page Button

You can use a button set to this action to park a call and then announce the parked call using a page.

When pressed, the park slot number used to park the call is displayed. The phone menu then displays options for paging to a preset paging groups set by your system administrator or you can select to any user or group from the system directory.

Settings

- **Default Label:** *ParkPage*
- **Action Data:** None
- **Status Indication:** None

Related links

[Button Actions](#) on page 93

Call Park To Other Extension Button

You can use a button set to this action to park a call against another extension. If that extension has a **Call Park** button, it will indicate to them that there is a parked call waiting to be answered.

Settings

- **Default Label:** *RPark* or *Call Park to Other*
- **Action Data:** Optional
  - The button can be set with a target user extension number
  - If left blank, the phone will prompt you for an extension number when you press the button.
- **Status Indication:** Flashing green when a call is parked. The button can be pressed again to retrieve the call.

Related links

[Button Actions](#) on page 93

Call Pickup Button

You can use a button set to this action to answer a call currently ringing a selected user or a hunt group.

Settings

- **Default Label:** *CpkUp* or *Call Pickup*
- **Action Data:** Optional. Enter the target user or hunt group. If you don't set a number, the phone menu will prompt you for an extension number when you press the button.

- **Status Indication:** None

Related links

[Button Actions](#) on page 93

Call Pickup Any Button

You can use a button set to this action to answer a ringing call on the communication system.

Settings

- **Default Label:** *PickA* or *Pickup Any*
- **Action Data:** None
- **Status Indication:** None

Related links

[Button Actions](#) on page 93

Conference Meet Me Button

You can use a button set to this action to start or join a meet-me conference. Each conference has a unique conference number.

You can also use the button to transfer callers into the conference without having to be in the conference yourself. When you have a connected call, press **Transfer** and then press the **Conference Meet Me** button and press **Transfer**.

This type of button is not supported on J139 telephones.

Settings

- **Default Label:** *CnfMM* or *Conf.MM*. The conference number is also displayed if set in the button's action data.
- **Action Data:** This value is optional.
  - If you enter a conference ID, the button provides status indication for that particular conference as shown below. It can also be used to directly enter that conference when pressed. You can enter our own extension number to create a button for your own personal meet-me conference.
  - If you leave this value blank, the button does not provide status indication. When pressed, you are prompted to enter the ID of the conference that you want to enter.
- **Status Indication:** Yes
  - **Green** - Conference is in progress.
  - **Flashing Green** - Someone is waiting for you to join your personal meet-me conference.

Related links

[Button Actions](#) on page 93

Dial Button

You can use a button set to this action to store a number to dial. It can include storing a partial number which you then complete after pressing the button.

Settings

- **Default Label:** *Dial*
- **Action Data:** The number to dial.
- **Status Indication:** None

Related links

Drop Button

You can use a button set to this action to drop your currently connected call or redirect a ringing call.

- If you have a connected call, pressing the key ends the call.
- Otherwise, if you have a ringing call:
  - If the call is a hunt group call, dropping the incoming call causes it to be presented to the next agent in the group or follow other hunt group settings (which can include presenting the call to you again).
  - If the call is a direct call to you, dropping it will cause it to:
    - Go to your **Forward on No Answer** destination if set and enabled.
    - Else the call goes to your voicemail if available.
    - Otherwise, the call continues to ring. That is, drop has no effect.
  - If the call is returning from being held or parked for too long, you cannot drop it.

Settings

- **Default Label:** *Drop* or *Drop Call*
- **Action Data:** None
- **Status Indication:** None

Related links

Group Button

You can use a button set to this action to monitor the status of calls to a group and, when pressed, answer the longest waiting group call.

You do not need to be a member of the group. However, the group must be one configured by your system administrator to queue new calls when all the group members are busy.

Settings

- **Default Label:** The group name
- **Action Data:** The group name (enclosed in " " double-quote marks) or the group's extension number.
- **Status Indication:**
  - **Flashing Red** - The group has ringing calls.
  - **Flashing Green** - The group has queued calls. That is, more calls ringing and waiting to ring than it has available group members.

Related links

Group Paging Button

You can use a button set to this action to make a page call. The button can be configured with the target user or group for the page. If configured without a number, pressing the button will display a menu for number entry before making the page call.

Settings

- **Default Label:** *Page*
- **Action Data:** Optional. Enter the target user or group extension number. If no number is set, the phone will prompt you to enter a number each time you press the button.
- **Status Indication:** None

Related links

Internal Auto-Answer Button

You can use a button set to this action to switch 'internal auto-answer' on or off. When on, if your phone is idle, any internal call is automatically connected after a single alert tone.

This type of button is not supported on J139 telephones.

Settings

- **Default Label:** *HFAns* or *Auto Answer*
- **Action Data:** Optional
  - If left blank, the button acts as an internal auto-answer control.
  - If you enter *FF*, the button switches on/off automatic headset answering of external calls.
- **Status Indication:** Green when on.

Related links

[Button Actions](#) on page 93

Ringer Off Button

You can use a button set to this action to turn your phone's ringer and call alert lamp on or off.

Settings

- **Default Label:** RngOf or Ringer Off
- **Action Data:** None
- **Status Indication:** Green when on

Related links

[Button Actions](#) on page 93

Self-Administration Button

You can use a button set to this action to access the phone's menu for button programming.

This type of button is not supported on J139 telephones.

Settings

- **Default Label:** *Admin* or *Self Admin*
- **Action Data:** Optional
    - If left blank, pressing the button accesses the phone's menus for button programming.
    - If set to 2, pressing the button allows you to view information about the communication system's version and IP addresses.
- **Status Indication:** None

Related links

[Button Actions](#) on page 93

Send All Calls Button

You can use a button set to this action to switch **Do Not Disturb** on or off.

Settings

- **Default Label:** *SAC* or *Send All Calls*
- **Action Data:** None
- **Status Indication:** Green when on

Related links

[Button Actions](#) on page 93

Set Account Code Button

You can use a button set to this action to enter an account code to associate with the current call.

Your system administrator can configure a set of account codes which can then be used to keep track of calls related to activities or clients. They can also be used to keep track of calls by particular users.

- When you enter an account code while making a call or during a call, that account code is included in the call records output by the system.
- Accounts entered are checked against those stored by the communication system. If an invalid code is entered, the account code is requested again.
- The system administrator can configure certain telephone numbers or types of numbers to require entry of an account code before you can continue making a call to such a number.
- The system administrator can also configure a requirement for you to enter an account code before making any external call.

Settings

- **Default Label:** *Acct* or *Account Code*
- **Action Data:** Optional
  - If you set the button with an account code, that account code is applied to the current call when the button is pressed.
  - If you set the button without an account code, each time you press the button the phone displays its account code entry menu.
- **Status Indication:** None

Related links

Twinning Button

You can use a button set to this action to turn your phone's mobile twinning feature on or off. This feature is only usable if your system administrator has configured you to use mobile twinning.

- If pressed when the phone is idle, the phone displays the phone's mobile twinning menu. You can use the menu to switch mobile twinning on/off and to your external twinning destination number.
- If pressed whilst a twinned call is connected to your twinned destination, the system will attempt to reclaim the call back to your internal phone.
- If pressed whilst connected to a call on your internal phone, the system attempts to transfer the call to the twinned destination.

Settings

- **Default Label:** *Twinning*

- **Action Data:** None
- **Status Indication:**
  - **Green** - Twinning on.
  - **Red** - Twinned call at your twinning destination.

Related links

[Button Actions](#) on page 93

User Button

You can use a button set to this action to monitor the status of another user's extension and if necessary call that user or answer calls ringing that user's phone.

Settings

- **Default Label:** The user name.
- **Action Data:** The user name enclosed in " " double-quotes.
- **Status Indication:**
  - **Off -** The user extension is idle. Pressing the button calls the user. You can also use the button to transfer calls to the user or to start a conference with the user.
  - **Slow Red Flash** - The user's extension has a call alerting it. Pressing the button displays options to pickup the call.
  - **Fast Red Flash** - The user's extension is currently connected to a call. Pressing the button displays several options:
    - **Call** - Call the user.
    - **Message** - Cause a single burst of ringing on the user's phone. They will also see the message "*Please Call*" followed by your extension number.
    - **Voicemail** - Call the user's voicemail mailbox to leave a message.
    - **Auto Callback** - Set an automatic callback on the user. The callback will occur when the user ends their current call.

    The following options are only available if configured for you by your system administrator:

    - **Drop Call** - Disconnect the user's current call.
    - **Acquire** - Seize the user's current call.
    - **Intrude** - Join the user's current call, turning it into a conference call.
    - **Listen** - Start silent monitoring of the user's call.

Related links

[Button Actions](#) on page 93

Chapter 16: The Profile Menus

This section provides a reference of the ⚙ **Profile** menus.

- Access to the individual menus and whether you can change the options displayed in a menu is controlled by your system administrator.

- The options displayed in a menu depend on the type of communication system to which you are connected.

Related links

Profile Menu

This menu displays some key settings for your account and to allows you to change some of those settings if required. Those fields that are grayed out are for information only.

- Access to this menu and whether you can change the options displayed on the menu is controlled by your system administrator.

- The options displayed depend on the type of communication system.

Field	Description
Name	This is your name for logging into applications such as the web menus. This field is show for information only. Contact your system administrator if you need to change it.

Password	Your user password is used to login to applications such as these web menus. It is separate from your voicemail code and telephone login code.
	
	• The requirements for this code can be adjusted by your system administrator. The default requirements are:
	
	  - Minimum length 8 characters. Maximum length 31 characters.
	
	  - No more than 2 consecutive repeated characters.
	
	  - The password must use characters from at least 2 of the following types: lower case, upper case, numbers, non-alphanumeric.

Full Name	This is your name for display on phones and in the system directory. • Maximum length 31 characters. • Names should not start with a space. • Do not use punctuation characters such as @, #, ?, /, ^, > and ,. • It is recommended that you enter your name in *<first> <last name>* order.

Table continues…

Field	Description

Voicemail Code	A voicemail code may be required for access to your voicemail mailbox.
	
	• The requirements for this code can be adjusted by your system administrator. The default requirements are:
	
	  - Numeric digits only. Minimum length 4 digits.
	
	  - No repeated digits are allowed.
	
	  - No forward or reverse sequences of digits are allowed.
	
	  - Including your extension number in the code is not allowed.

Telephone Login Code	If set, this code is used for the following:
	
	• It acts as the **Security PIN** requested by phones for access to some functions and features.
	
	• It can be used to temporarily log yourself in on another user's phone to use it as if it were your own. All your calls are rerouted to that phone until you either log out or log in elsewhere. This is called 'hot desking'. See Hot Desking on page 87.
	
	• The requirements for this code can be adjusted by your system administrator. The default requirements are:
	
	  - Numeric digits only.
	
	  - Minimum length 6 digits. Maximum length 31 digits.

DID	DDI (Direct Inward Dialing). If a number is displayed here, then that is your external telephone number on the communication system. External callers to that number are routed to you. In addition, by default, when you make outgoing external calls, the number is displayed as your caller ID to which the people you call can make return calls. Your system administrator can override that behavior if necessary. This field is show for information only. Contact your system administrator if you need to change it.
Email	This is your email address set within the communication system. It is used for functions such as information emails to you from the system and voicemail email functions. • This field is show for information only. Contact your system administrator if you need to change it. • Note: This is not that address used for Avaya Spaces and **Avaya IX Workplace** if you use those tools. They use a separate email address that is configured by your administrator (though in most cases it will be the same address as this one).

Table continues…

Field	Description
Voicemail to Email Notification	If configured by your system administrator, the system can use email to handle voicemail messages when you receive them. You can select whether to just be alerted of a new message, whether to receive a copy of the message with the alert or whether to have your voicemail message sent to email and removed from your mailbox. • **Off:** Switch off use of voicemail email. • **Alert:** Send an email message containing details of the new voicemail message each time you receive a new voicemail message. • **Copy:** As **Alert** above but also attaching a copy of the new voicemail messages. • **Forward:** As **Copy** above but also deleting the new voicemail message from your voicemail mailbox.

Avaya IX Workplace Configuration Details

This section displays information that may be needed to install **Avaya IX Workplace**. Use the **Phone Provisioning Guide** link to open help on installing the application (see Phone Installation Notes).

Field	Description
Web URL	You can connect to **Avaya IX Workplace** using a number of methods, your system administrator will inform you whether to use an email address or this value. It is the system's **IP Office FQDN**, prefixed with `https://` and followed by `/46xxsettings.txt`. It will look something like `https://ipocloud.example.com/46xxsettings.txt`. • A **…** symbol at the end indicates that the whole value is not visible. Re-size your browser window to make the whole address visible. • Do not use the system's numeric IP address.
IP Office FQDN	This is the address of your system for application connection.

Phone Configuration Details

This section displays information about your phone and provides details you may need to connect the phone to the communication system. Use the **Phone Provisioning Guide** link to open help on installing your phone or application.

Field	Description
HTTPS Server Address	This is the address of your system for J100 Series phone connection. A **…** symbol at the end indicates that the whole value is not visible. Re-size your browser window to make the whole address visible.
Extension	This is your internal extension number on the communication system. It appears along with your full name in the system directory available to other users. This field is show for information only. Contact your system administrator if you need to change it.

Table continues…

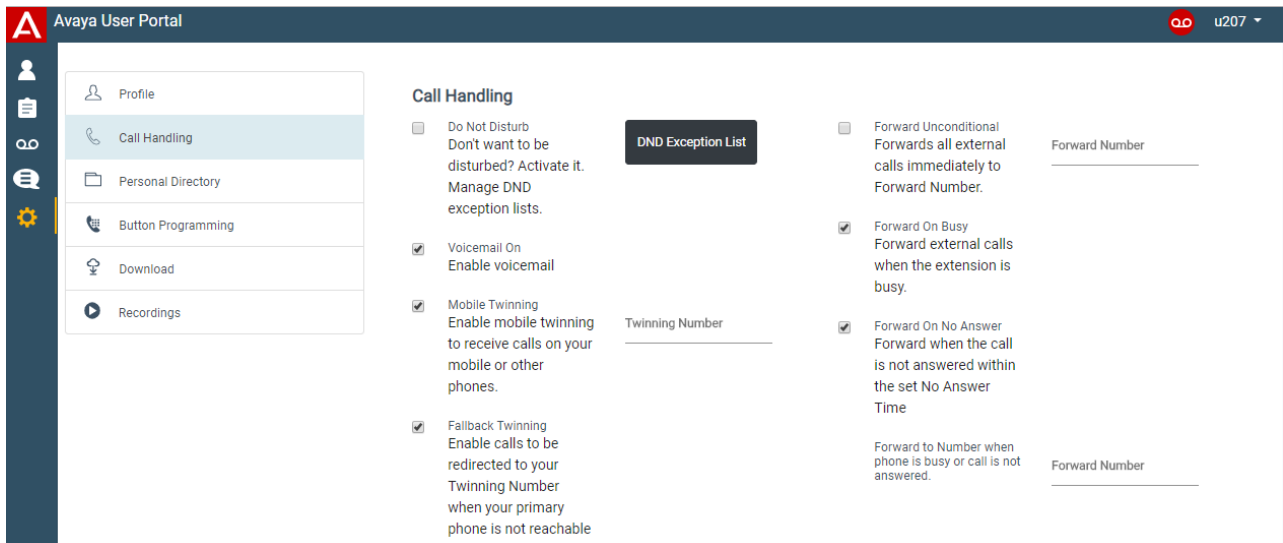| Field	Description
Phone Password	This is the password used for phone installation. It is different from your own user password. You can use the 👁 and 👁 icons to show or hide the password.
Phone Type	The phone type your administrator is expecting you to connect or which is already connected.
IP Office IP Address	This is the address of your communication system in numeric format. Use this for 9600 Series phone connection.

Related links

Call Handling Menu

This menu displays settings for how your incoming calls can be redirected if required or handled if not answered.

- Access to this menu and whether you can change the options displayed on the menu is controlled by your system administrator.
- The options displayed depend on the type of communication system.

| Field	Description
Do Not Disturb	Enabling **Do Not Disturb** (DND) allows you to stop receiving incoming calls but still use your phone to make calls if necessary. This feature is also known as **Send All Calls** (SAC). • Whilst you have 'do not disturb' switched on, your callers are redirected to your voicemail if on. Otherwise, the caller hears busy tone. • People calling from numbers in your exceptions list can still call you. If you have any forwarding options set they, are applied to your DND exception calls.
DND Exception List	You can create a list of numbers, both internal and external, that are still allowed to call you when you have DND switched on. Note that DND exceptions do not apply to hunt group calls. • The number must match that received on your phone when that person calls. That is, is should include any prefixes the communication system adds. If possible, check the call details shown in your phone's call log. • You can use wildcard characters. Use *N* to represent any series of digits. For example, adding *555N* would create an exception for calls from any numbers starting with 555. Use *X* to represent a single digit. For example, adding *XXX* to add an exception for 3 digit internal numbers.
Voicemail On	When enabled, your voicemail mailbox is used to answer calls that haven't been answered after ringing for (by default) 15 seconds or when you have **Do Not Disturb** switched on. You can stop your voicemail mailbox being used to take messages from callers when you do not answer or set do not disturb. Note: • This does not stop you accessing your mailbox to check existing voicemail messages. • It does not stop other mailbox users from forwarding messages directly to your mailbox.
Mobile Twinning	Mobile twinning allows your calls to ring at both your internal extension and at another external number. If you have been configured as a mobile twinning user, you can switch the use of mobile twinning on or off through the phone's menus and can also change the external number to which you are twinned.
Twinning Number	This number sets the external number to which your calls are twinned when you have either **Mobile Twinning** or **Fallback Twinning** enabled. • This should contain the telephone number for external calls. • It should include any prefixes required by your system for external calls.
Fallback Twinning	When enabled, this feature redirects your calls to your **Twinning Number** number when the system is unable to detect your normal extension connected to the system. You can use fallback twinning without having to have mobile twinning switched on.
Forward Unconditional	Forward unconditional can be used to immediately redirect your calls. • By default, this function is only applied to incoming external calls to you. However, your system administrator can also have it applied to internal calls and or hunt group calls.

Table continues…

Field	Description
Forward Number	This is the destination for forwarded calls when you have **Forward Unconditional** is enabled. • If external, the number should contain any prefixes required by your communication system. • If blank, then forward unconditional is disabled.
Forward on Busy	Forward on Busy redirects your calls when your phone is not able to present you with any more alerting calls. • Busy is defined has when you are unable to receive any more call alerts. For example, on an Avaya phone, this is when you have no more call appearances on which calls can be presented. • By default, this function is only applied to incoming external calls. However, your system administrator can also have it applied to internal calls.
Forward Number	This is the destination for forwarded calls when either **Forward on Busy** or **Forward on No Answer** are enabled. • If external, the number should contain any prefixes required by your communication system. • This destination is used by both **Forward on Busy** and **Forward on No Answer**. • If not set, they use the **Forward Unconditional** destination if that is set.
Forward on No Answer	Forward on No Answer redirects calls that have alerted your phone but have rung for too long without being answered. • No answer is defined as having been presented to your phone for your no answer time (default 15 seconds). • Hunt group calls are not forwarded, they go to the next available member of the group. • By default, this function is only applied to incoming external calls to you. However, your system administrator can also have it applied to internal calls.

Related links

[The Profile Menus](#) on page 105

Personal Directory Menu

This menu displays your personal directory contacts. These will be available on your Avaya phone and applications that you use. This is in addition to the other contacts (users, groups and external) provided by the communication system. For full details of personal directory contacts, see [Managing Contacts](#) on page 81.

- Access to this menu and whether you can change the options displayed on the menu is controlled by your system administrator.

- The options displayed depend on the type of communication system.
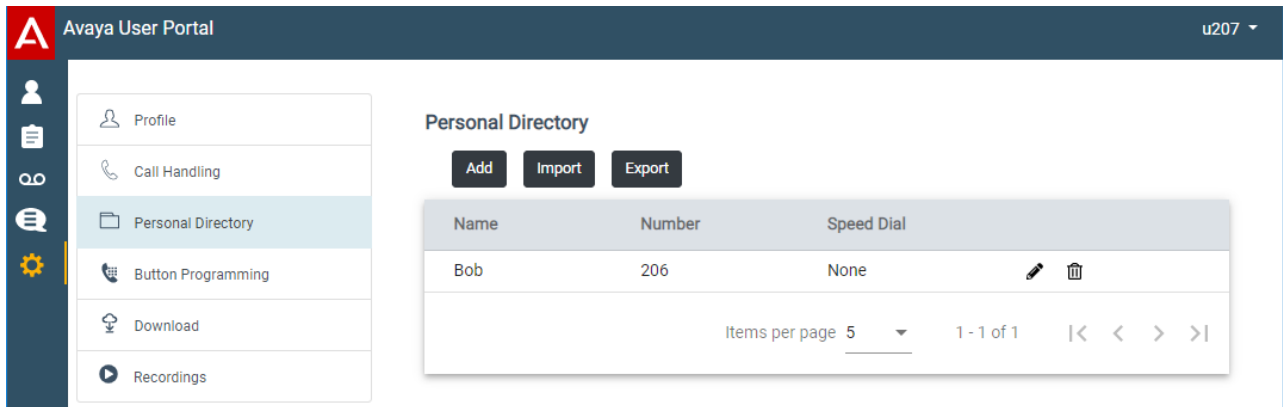
- **Add:** Add a new personal contact. See Adding a Personal Contact on page 82.

- **Import:** Import additional personal contacts from a text file. See Importing Directory Contacts on page 86.

- **Export:** Export your existing personal contacts to a text file. See Exporting Your Personal Directory on page 86.

Contain Details

Each personal contact includes:

- **Name:** Enter the name for the contact. Up to 31 characters.

- **Number:** Enter the telephone number for the contact. Up to 31 digits plus * and #. Do not include spaces or dashes. If your system uses an external dialing prefix, include that prefix.

- **Speed Dial:** You can use up to 100 of your personal contacts as speed dials by giving each one a number between 00 to 99. Those contacts with a number can be speed dialed using a **Speed Dial** button if added to your phone setup by your system administrator. That button can also be used to speed dial selected system directory numbers.

- Click the ✎ icon next to the contact to edit its details.

- Click the 🗑 icon next to the contact to delete it.

Related links

The Profile Menus on page 105

Button Programming Menu

This menu is used to display the programmable buttons configured on your Avaya phone. You can also use it to change the programming of some buttons (those with a icon). See Button Programming on page 91.

- Access to this menu and whether you can change the options displayed on the menu is controlled by your system administrator.

- The options displayed depend on the type of communication system.

Field	Description
Button	This is the button number. It cannot be changed.
Label	Each button action has a default long and short label. This field can be used to override the default labels and set the alternate text that should be displayed.
	The label, default or set here, is shown next to the button on the phone display. To change the label, see Changing a Button Label on page 92.
Action	This is the button action. That is, the action it will perform when pressed.
	• You can only access a sub-set of the possible button actions. See Button Actions on page 93. Your system administrator can access and assign the full set of button actions.
	• Some actions are not valid on particular types of phone. If applied to a button, the button label will display as **Invalid** on the phone.
Action Data	Some actions require a data setting and others can use an optional data setting. This field is used to display the data setting of a button.
Icons	• 🔒 This icon indicates that the button function has been set by your system administrator and cannot be changed.
	• ✏ Click this icon to change the button function. See Programming a Button on page 91.
	• ⧉ Click this icon to copy the button settings to another button or buttons. See Copying a Button on page 92.
	• 🗑 Click this icon to remove the programmable button's settings. See Deleting a Button on page 93.

Related links

Download Menu

This menu display links to the installers for applications that you may be able to use.

- **Important:** Do not install any application until your system administrator has confirmed that you can use it. They may need to make system changes before you can use a particular application.
- For further details of installing applications and phones, refer to the Phone Installation Notes.
- Access to this menu and whether you can change the options displayed on the menu is controlled by your system administrator.
- The options displayed depend on the type of communication system.

Avaya IX Workplace

This is a softphone application supported on mobile devices (Android and iOS) and desktop PC platforms (Windows and macOS).

You can use **Avaya IX Workplace** as your only telephone extension on the communication system. If you have been given a desk phone, you can simultaneously use **Avaya IX Workplace** in parallel with that desk phone; making and answering your calls on either.

⊕ **Important:**
- Ensure that you have logged into these web menus and changed your password before attempting to install **Avaya IX Workplace**.
- Your system administrator controls whether you can use **Avaya IX Workplace** and whether you can use it as a mobile phone and/or desktop PC application.

Avaya Communicator for Web

This is a Google Chrome browser extension that you can use to control your desk phone or as a browser based softphone.

Related links

Recordings Menu

Your system administrator can configure the system to record certain calls. They can also configure it to have some of those recordings stored in a voice recordings library rather than normal mailboxes.

Your system administrator can also configure who has access to the recordings library and which recordings in that library. When they do this, you will see a **Recordings** option in your self-administration menu. Typically you would only see recordings for calls you were part of. However, your system administrator can expand your permission so that you can also see other recordings.

Access to the recordings library is in addition to your own voicemail mailbox where callers can leave messages for you. See Listening to Your Messages on page 67.
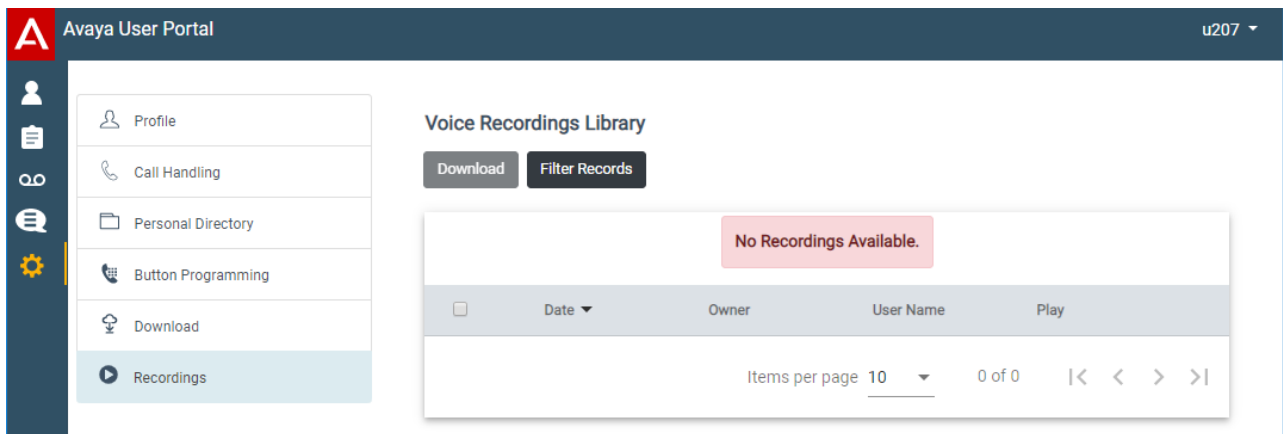
The **Recordings** menu allows you to see and play the recordings which you have permission to access.

- You can sort and filter the listed recordings in order to locate a particular call.
- Depending on your browser, you may be able to directly play the recording through your browser (not supported in Internet Explorer).
- If your system administrator has allowed you, you can also download recordings to your PC.
- For full details of using the **Recordings** menu, see Listening to Recordings on page 75.

⚠️ **Warning:**

- Your use of recordings must comply with all relevant laws regarding the recording of conversations with other parties and data privacy (for example GDPR).
- Your system administrator is able to see a log of who has accessed, played and downloaded recordings in the library.

Related links

Chapter 17: Short Codes

Short codes are system numbers that you can dial to switch various features on or off and to change settings.

Conference Short Codes

- **Conference Add: *47** – Add current held calls to a conference.
- **Enter a Conference: *66*N#** – Enter the conference with the particular conference ID (**N**) dialed.

DND Short Codes

- **Switch Do Not Disturb On: *08** – Set your phone to 'do not disturb'.
- **Switch Do Not Disturb Off: *09** – Switch off 'do not disturb'.
- **Add a Do Not Disturb Exception Number: *10*N#** – Add a number (**N**) to your list of 'do not disturb' exceptions.
- **Delete a Do Not Disturb Exception Number: *11*N#** – Remove a number (**N**) from your list of 'do not disturb' exceptions.
- **Cancel All Forwarding: *00** – Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb').

Forwarding Short Codes

- **Cancel All Forwarding: *00** – Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb').
- **Set the Forward Unconditional Destination: *07*N#** – Set the destination number (**N**) for 'forward unconditional' when it is switched on.
  - **Switch Forward Unconditional On: *01** – Switch on 'forward unconditional.' A destination must have been set.
  - **Switch Forward Unconditional Off: *02**
  - **Include Hunt Group Calls in Forward Unconditional: *50**
  - **Exclude Hunt Group Calls from Forward Unconditional: *51**
- **Set the Forward on Busy/No Answer Destination: *57*N#** – Set the destination number (**N**) for 'forward on busy' and 'forward on no answer.' If no number has been set, those functions will use the 'forward unconditional' number if set.
  - **Switch Forward on Busy On: *03**
  - **Switch Forward on Busy Off: *04**
  - **Switch Forward on No Answer On: *05**

- **Switch Forward on No Answer Off: *06**

Follow Me Short Codes

- **Follow Me Here: *12*N#** Dialed at the extension to which you want your calls redirected. Use your own extension number (**N**) when dialing the short code.

- **Follow Me Here Cancel: *13*N#** Dialed at the extension from which you had redirected calls. Use your own extension number (**N**) when dialing the short code.

- **Follow Me To: *14*N#** Dialed at your phone. Dial the extension number (**N**) to which you want your calls redirected. You can dial just ***14#** to cancel follow me.

- **•Cancel All Forwarding: *00** Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb').

Hot Desking Short Codes

- **Log In: *35*N*P#** – Log in to a phone using your extension number (**N**) and login code (**P**).

- **Log Out: *36** – Log yourself out from the phone where you are currently logged in.

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Comments on this document? infodev@avaya.com