



IP Office Using Self-Administration

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Contents

Chapter 1: Logging In the First Time	5
The Setup Wizard: Profile Menu.....	6
The Setup Wizard - Call Handling Menu.....	8
The Setup Wizard - Personal Directory.....	10
The Setup Wizard - Download menu.....	11
Chapter 2: Using the User Portal	14
Logging In.....	14
Changing Your Password.....	15
Changing Your Full Name.....	16
Displaying System Details.....	16
Running the Application in a Window (Google Chrome).....	16
Getting Help.....	17
Additional Documentation.....	17
Logging Out.....	18
Chapter 3: Redirecting Your Calls	19
Which Calls are Redirected?.....	20
Where Can Calls Be Redirected?.....	20
Chapter 4: Using Do Not Disturb	22
Switching DND On/Off from the Dashboard.....	22
Switching DND On from Your Profile.....	23
Switching DND Off from Your Profile.....	23
DND Exceptions.....	24
Adding a DND Exception.....	24
Deleting a DND Exception.....	24
Other DND Controls.....	25
Chapter 5: Forwarding Your Calls	26
Forward Unconditional.....	26
Switching Forward Unconditional On/Off from the Dashboard.....	27
Switching Forward Unconditional On from Your Profile.....	28
Switching Forward Unconditional Off from Your Profile.....	28
Changing Your Forwarding Destination.....	29
Forward on No Answer.....	29
Switch Forward on No Answer On.....	30
Switching Forward on No Answer Off.....	30
Changing Your Forwarding Destination.....	31
Forward on Busy.....	31
Switching Forward on Busy On.....	32
Switching Forward on BusyOff.....	32
Changing Your Forwarding Destination.....	33

Other Forwarding Controls.....	33
Chapter 6: Twinning Your Phone.....	35
Switching Mobile Twinning On/Off from the Dashboard.....	36
Switching Mobile Twinning On from Your Profile.....	36
Changing Your Twinning Number.....	37
Switching Mobile Twinning Off.....	37
Adding a Twinning Button.....	37
Switching Fallback Twinning On.....	38
Switching Fallback Twinning Off.....	38
Chapter 7: Follow Me.....	40
Switching Follow Me On/Off.....	40
Other Follow Me Controls.....	40
Chapter 8: Using Voicemail.....	42
Changing Your Voicemail Code.....	42
Switch Voicemail Use Off.....	43
Switching Voicemail Use On.....	43
Setting Your Voicemail Email Mode.....	44
Accessing Your Mailbox.....	44
Visual Voice Options.....	45
Intuity Mode Voicemail.....	46
Classic Mode Voicemail.....	47
Chapter 9: Listening to Recordings.....	49
Recording Calls.....	50
Viewing Call Details.....	50
Filtering the Recordings.....	52
Playing a Recording.....	53
Downloading Recordings.....	53
Chapter 10: Managing Contacts.....	55
Using Your Dashboard Personal Directory.....	56
Adding a Personal Contact.....	56
Adding a Call History Entry to Your Personal Contacts.....	57
Adding a Voicemail Caller to Your Personal Contacts.....	57
Deleting a Personal Contact.....	57
Editing a Personal Contact.....	58
Importing Contacts.....	59
Exporting Your Personal Directory.....	59
Importing Directory Contacts.....	60
Chapter 11: Hot Desking.....	61
Hot Desking to a Phone in Use.....	61
Hot Desking onto an Unused Phone.....	62
Logging Out of a Phone.....	62
Other Hot Desking Controls.....	63

- Chapter 12: Button Programming**..... 64
 - Programming a Button..... 64
 - Changing a Button Label..... 65
 - Copying a Button..... 65
 - Deleting a Button..... 66
 - Button Actions..... 66
 - Abbreviated Dial Button..... 68
 - Absent Message Button..... 69
 - AD Suppress Button..... 69
 - Call Forwarding All Button..... 69
 - Call Park Button..... 70
 - Call Park and Page Button..... 71
 - Call Park To Other Extension Button..... 71
 - Call Pickup Button..... 71
 - Call Pickup Any Button..... 72
 - Conference Meet Me Button..... 72
 - Dial Button..... 73
 - Drop Button..... 73
 - Group Button..... 73
 - Group Paging Button..... 74
 - Internal Auto-Answer Button..... 74
 - Ringer Off Button..... 75
 - Self-Administration Button..... 75
 - Send All Calls Button..... 75
 - Set Account Code Button..... 76
 - Twinning Button..... 76
 - User Button..... 77
- Chapter 13: The Profile Menus**..... 78
 - Profile Menu..... 78
 - Call Handling Menu..... 81
 - Personal Directory Menu..... 84
 - Button Programming Menu..... 85
 - Download Menu..... 87
 - Recordings Menu..... 88
- Chapter 14: Short Codes** 90

Chapter 1: 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 you 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. To start, just enter the address of your telephone system. From the menu that appears, select **IP Office Self-Administration**.
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. 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](#) on page 6

[The Setup Wizard - Call Handling Menu](#) on page 8

[The Setup Wizard - Personal Directory](#) on page 10

[The Setup Wizard - Download menu](#) on page 11

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 [The Setup Wizard - Call Handling Menu](#) on page 8.

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. <ul style="list-style-type: none"> The requirements for this code can be adjusted by your system administrator. The default requirements are: <ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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	<p>A voicemail code may be required for access to your voicemail mailbox.</p> <ul style="list-style-type: none"> The requirements for this code can be adjusted by your system administrator. The default requirements are: <ul style="list-style-type: none"> 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.
Voicemail Ringback	<p>When enabled, the system will ring your phone when you have a new voicemail message waiting to be collected. It does this after you end any current call. When you answer the ringback it will connect you to the prompts for accessing your voicemail mailbox.</p>
Email	<p>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.</p> <ul style="list-style-type: none"> 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	<p>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.</p> <ul style="list-style-type: none"> 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.
Deny Auto Intercom Calls	<p>The system supports features that allow calls to some Avaya phones to automatically connect after 3 short beeps. This setting can be used to control whether you allow that. When enabled, auto-intercom calls are turned into normal ringing calls.</p> <p>This does not affect page calls with still connect after a single short beep.</p>

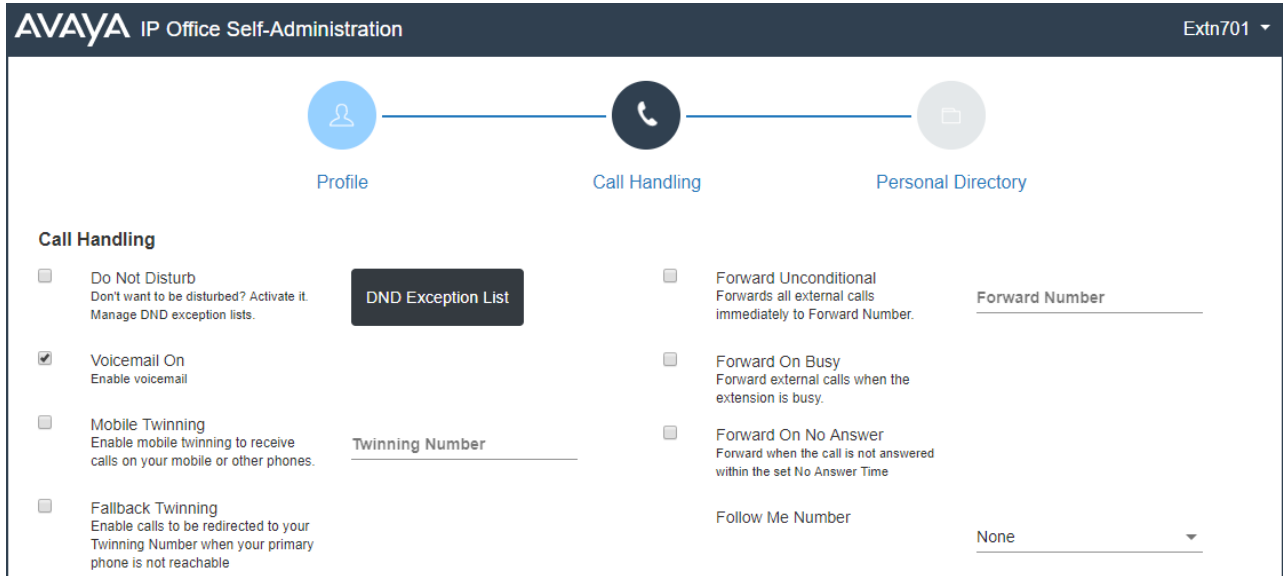
Related links

[Logging In the First Time](#) on page 5

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 [The Setup Wizard - Personal Directory](#) on page 10.



Field	Description
Do Not Disturb	<p>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).</p> <ul style="list-style-type: none"> • 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	<p>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.</p> <ul style="list-style-type: none"> • 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	<p>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.</p> <p>You can stop your voicemail mailbox being used to take messages from callers when you do not answer or set do not disturb. Note:</p> <ul style="list-style-type: none"> • 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	<p>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.</p>
Twinning Number	<p>This number sets the external number to which your calls are twinned when you have either Mobile Twinning or Fallback Twinning enabled.</p> <ul style="list-style-type: none"> • This should contain the telephone number for external calls. • It should include any prefixes required by your system for external calls.
Fallback Twinning	<p>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.</p>
Forward Unconditional	<p>Forward unconditional can be used to immediately redirect your calls.</p> <ul style="list-style-type: none"> • 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	<p>This is the destination for forwarded calls when you have Forward Unconditional is enabled.</p> <ul style="list-style-type: none"> • If external, the number should contain any prefixes required by your communication system. • If blank, then forward unconditional is disabled.
Forward on Busy	<p>Forward on Busy redirects your calls when your phone is not able to present you with any more alerting calls.</p> <ul style="list-style-type: none"> • 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	<p>This is the destination for forwarded calls when either Forward on Busy or Forward on No Answer are enabled.</p> <ul style="list-style-type: none"> • 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	<p>Forward on No Answer redirects calls that have alerted your phone but have rung for too long without being answered.</p> <ul style="list-style-type: none"> • 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.
Follow Me Number	<p>You can use this feature to temporarily redirect your calls to another extension. This allows you to share another person's phone without logging them off their phone.</p> <ul style="list-style-type: none"> • The calls are presented with your user name so that they can be distinguished them from calls for the extension's normal user. • All calls are redirected and the calls are still subject to all your user settings as if they were ringing at your phone.

Related links

[Logging In the First Time](#) on page 5

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 55.

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 11.

AVAYA IP Office Self-Administration Extn701

Profile Call Handling Personal Directory

Personal Directory

Add Import Export

Name	Number	Speed Dial	
Extn601	601	None	
Extn702	702	None	

Items per page: 5 1 - 2 of 2

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

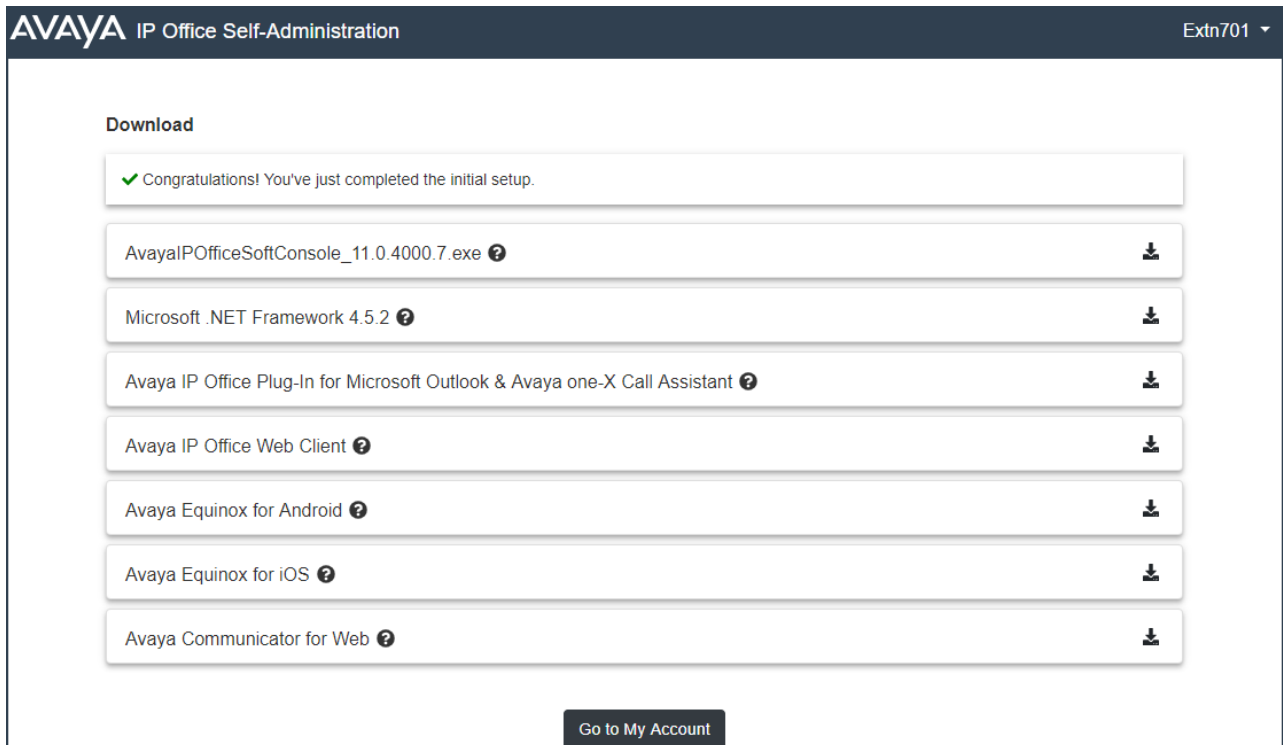
[Logging In the First Time](#) on page 5

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.



IP Office SoftConsole

This is a Windows application for receptionists. That is, people who need to regularly answer and distribute incoming external calls. To use this application, you need to be configured as a receptionist by your system administrator.

IP Office SoftConsole is not a softphone application. It needs to be used in parallel with a phone that provides your audio connection to calls. However, with Avaya phones, **IP Office SoftConsole** is able to control the phone to make and answer calls.

For more details, see [SoftConsole User Guide](#).

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 5

Chapter 2: 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](#) on page 14

[Changing Your Password](#) on page 15

[Changing Your Full Name](#) on page 16

[Displaying System Details](#) on page 16

[Running the Application in a Window \(Google Chrome\)](#) on page 16

[Getting Help](#) on page 17

[Additional Documentation](#) on page 17

[Logging Out](#) on page 18

Logging In Procedure

1. In your browser, enter the web menu address or click on the previously saved bookmark/favorite.
2. Enter your user name and password.

3. 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 [Profile Menu](#) on page 78.
- The system will automatically log you out after 15 minutes of inactivity.

Related links

[Using the User Portal](#) on page 14

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.

Procedure

1. Login to the application. See [Logging In](#) on page 14.
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

[Using the User Portal](#) on page 14

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 [Logging In](#) on page 14.
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

[Using the User Portal](#) on page 14

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 14

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 14

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 17.

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 14

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

Table continues...

Subject	Link
Quick guide for J100 Series Telephones	J100 Series Phone 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	IP Office Mode Mailbox User Guide
Using the SoftConsole Application	SoftConsole User Guide

Related links

[Using the User Portal](#) on page 14

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

[Using the User Portal](#) on page 14

Chapter 3: 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 22.
 - 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 26.
- **Forward Unconditional:** Immediately forward calls. See [Forward Unconditional](#) on page 26.
- **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 31.
- **Forward on No Answer:** Forward calls if they have rung unanswered at your phone. See [Forward on No Answer](#) on page 29.
- **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 76. 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?](#) on page 20

[Where Can Calls Be Redirected?](#) on page 20

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

[Redirecting Your Calls](#) on page 19

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

[Redirecting Your Calls](#) on page 19

Chapter 4: 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 64.

Related links

[Switching DND On/Off from the Dashboard](#) on page 22

[Switching DND On from Your Profile](#) on page 23

[Switching DND Off from Your Profile](#) on page 23



[DND Exceptions](#) on page 24

[Other DND Controls](#) on page 25



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 22.

- 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 Do Not Disturb](#) on page 22

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 14.
2. Select **Call Handling**.
3. Select the check box next to **Do Not Disturb**.
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 Do Not Disturb](#) on page 22

Switching DND Off from Your Profile

Procedure

1. Login to the application. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Deselect the check box next to **Do Not Disturb**.
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 Do Not Disturb](#) on page 22

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

[Using Do Not Disturb](#) on page 22

[Adding a DND Exception](#) on page 24

[Deleting a DND Exception](#) on page 24

Adding a DND Exception

Procedure

1. Login to the application. See [Logging In](#) on page 14.
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, it 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

[DND Exceptions](#) on page 24

Deleting a DND Exception

Procedure

1. Login to the application. See [Logging In](#) on page 14.

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 24

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 22

Chapter 5: 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](#) on page 26

[Forward on No Answer](#) on page 29

[Forward on Busy](#) on page 31

[Other Forwarding Controls](#) on page 33

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

[Forwarding Your Calls](#) on page 26

[Switching Forward Unconditional On/Off from the Dashboard](#) on page 27

[Switching Forward Unconditional On from Your Profile](#) on page 28



[Switching Forward Unconditional Off from Your Profile](#) on page 28

[Changing Your Forwarding Destination](#) on page 29




Switching Forward Unconditional On/Off from the Dashboard

About this task

. For full details, see [Forward Unconditional](#) on page 26.

- 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

[Forward Unconditional](#) on page 26

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 14.
2. Select **Call Handling**.
3. Select the check box next to **Forward Unconditional**.
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 26

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 14.
2. Select **Call Handling**.
3. Deselect the check box next to **Forward Unconditional**.
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

[Forward Unconditional](#) on page 26

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 14.
2. Select **Call Handling**.
3. 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.
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

[Forward Unconditional](#) on page 26

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 26
- [Switch Forward on No Answer On](#) on page 30
- [Switching Forward on No Answer Off](#) on page 30
- [Changing Your Forwarding Destination](#) on page 31

Switch Forward on No Answer On

Procedure

1. Login to the application. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Select the check box next to **Forward on No Answer**.
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 29

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 14.
2. Select **Call Handling**.
3. Deselect the check box next to **Forward on No Answer**.
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

[Forward on No Answer](#) on page 29

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 14.
2. Select **Call Handling**.
3. 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.
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

[Forward on No Answer](#) on page 29

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 as 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

[Forwarding Your Calls](#) on page 26

[Switching Forward on Busy On](#) on page 32

[Switching Forward on BusyOff](#) on page 32

[Changing Your Forwarding Destination](#) on page 33

Switching Forward on Busy On

Procedure

1. Login to the application. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Select the check box next to **Forward on Busy**.
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 31

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 14.
2. Select **Call Handling**.

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

[Forward on Busy](#) on page 31

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 14.
2. Select **Call Handling**.
3. 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.
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

[Forward on Busy](#) on page 31

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

[Forwarding Your Calls](#) on page 26

Chapter 6: Twinning Your Phone

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

Mobile Trwinning

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

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

Fallback Trwinning

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

Internal Trwinning

This method of trwinning 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 trwinning can only be configured for you by your system administrator. You cannot use both internal trwinning and mobile trwinning.

Related links

[Switching Mobile Trwinning On/Off from the Dashboard](#) on page 36

[Switching Mobile Trwinning On from Your Profile](#) on page 36

[Changing Your Trwinning Number](#) on page 37

[Switching Mobile Trwinning Off](#) on page 37

[Adding a Trwinning Button](#) on page 37

[Switching Fallback Trwinning On](#) on page 38

[Switching Fallback Trwinning Off](#) on page 38




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 35.

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

[Twinning Your Phone](#) on page 35

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 14.
2. Select **Call Handling**.
3. Select the check box next to **Mobile Twinning**.
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 35

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 14.
2. Select **Call Handling**.
3. Check the **Trinning 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.
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

[Trinning Your Phone](#) on page 35

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 14.
2. Select **Call Handling**.
3. Deselect the check box next to **Mobile Twinning**.
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

[Trinning Your Phone](#) on page 35

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 64.

Related links

[Twinning Your Phone](#) on page 35

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 14.
2. Select **Call Handling**.
3. Select the check box next to **Fallback Twinning**.
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 35

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 [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Deselect the check box next to **Fallback Twinning**.
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

[Twinning Your Phone](#) on page 35

Chapter 7: Follow Me

You can use this feature to temporarily redirect your calls to another extension. This allows you to share another person's phone without logging them off their phone.

Related links

[Switching Follow Me On/Off](#) on page 40

[Other Follow Me Controls](#) on page 40

Switching Follow Me On/Off

Procedure

1. Login to the application. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Click on **Follow Me Number**.
 - To switch follow me on, enter the extension number to which you want your calls redirected.
 - To switch follow me off, remove any existing number.
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

[Follow Me](#) on page 40

Other Follow Me Controls

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

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').

Related links

[Follow Me](#) on page 40

Chapter 8: 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](#) on page 42

[Switch Voicemail Use Off](#) on page 43

[Switching Voicemail Use On](#) on page 43

[Setting Your Voicemail Email Mode](#) on page 44

[Accessing Your Mailbox](#) on page 44

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 [Logging In](#) on page 14.
2. Select **Profile**

3. 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.
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 Voicemail](#) on page 42

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 14.
2. Select **Call Handling**.
3. Deselect the check box next to **Voicemail On**.
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 Voicemail](#) on page 42

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 14.
2. Select **Call Handling**.
3. Select the check box next to **Voicemail On**.
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 Voicemail](#) on page 42

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 14.
2. Select **Profile**
3. 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.
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 Voicemail](#) on page 42

Accessing Your Mailbox

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 45.

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 46.
 - Otherwise, your system is probably using Classic mode voicemail. See [Classic Mode Voicemail](#) on page 47.

Related links

[Using Voicemail](#) on page 42

[Visual Voice Options](#) on page 45

[Intuity Mode Voicemail](#) on page 46

[Classic Mode Voicemail](#) on page 47

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	<p>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.</p> <ul style="list-style-type: none"> • Play - Play the message. <ul style="list-style-type: none"> - 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 44

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.

Table continues...

Option	Description	
1. Record Message	<ul style="list-style-type: none"> • Start/stop recording = 1 • Rewind = 2 • Replay = 5 • Advance = 6 • Playback = 23 • Delete = *3 	<ul style="list-style-type: none"> • Approve = # <ul style="list-style-type: none"> - Enter address and press # - Cancel address = *3 - Finish addressing = # <ul style="list-style-type: none"> • Mark as private = 1 • Mark as priority = 2 • Send = #
2. Get Messages	<ul style="list-style-type: none"> • Skip header = 0 • Reply/Forward = 1 • Restart = 2 • Skip to previous = *2 • Pause/resume = 3 • Replay header = 23 	<ul style="list-style-type: none"> • Back/restart = *5 • Advance to end = 6 • Skip message = **4 • Skip category = *# • Play next = # • Delete = *3
3. Greetings	<ul style="list-style-type: none"> • Listen to greeting = 0 • Create, change, or delete greeting = 1 • Scan all = 2 	<ul style="list-style-type: none"> • Activate = 3 • Administer call types = 4
5. Personal Options	<ul style="list-style-type: none"> • Mailing list = 1 • Password = 4 • Record name = 5 	<ul style="list-style-type: none"> • Enter mailbox address after recording = 6 • Accept call answer = 7
6. Outcalling	<ul style="list-style-type: none"> • Configure outcalling = 1 • Change number = 3 	<ul style="list-style-type: none"> • Turn outcalling off = 6 • Turn outcalling on = 9
7. Scan Messages	<ul style="list-style-type: none"> • Headers and messages = 1 • Headers only = 2 	<ul style="list-style-type: none"> • Messages only = 3

Related links

[Accessing Your Mailbox](#) on page 44

Classic Mode Voicemail

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

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

Menu	Description	Sub-Menu	Description
Mailbox Menu	<ul style="list-style-type: none"> • 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 	3. Edit Greeting (User)	<ul style="list-style-type: none"> • 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)	<ul style="list-style-type: none"> • Review normal greeting = 1 • Review out of hours greeting = 2 • Review queued message = 3 • Review still queued message = 4
		6. Forwarding	<ul style="list-style-type: none"> • Forward to email = 1 • Forward to extension(s) = 2 • Forward to extension(s) with header = 3 <p>(follow each extension number with # and then a final # to end entry)</p>

Related links

[Accessing Your Mailbox](#) on page 44

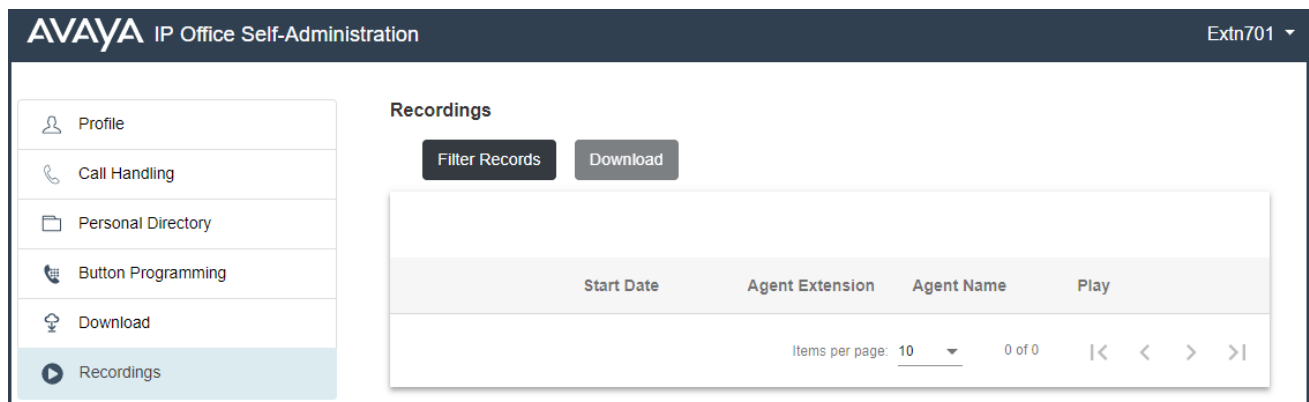
Chapter 9: Listening to Recordings

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 [Accessing Your Mailbox](#) on page 44.

- If your communication system is an IP500 V2 system, you need to login with a different address in order to access recordings. Consult your system administrator.



The screenshot shows the AVAYA IP Office Self-Administration interface. The top navigation bar includes the AVAYA logo, the text "IP Office Self-Administration", and a user identifier "Extn701". On the left, a sidebar menu lists options: Profile, Call Handling, Personal Directory, Button Programming, Download, and Recordings (which is highlighted). The main content area is titled "Recordings" and contains two buttons: "Filter Records" and "Download". Below these buttons is a table with columns for "Start Date", "Agent Extension", "Agent Name", and "Play". At the bottom of the table area, there is a pagination control showing "Items per page: 10" and "0 of 0", along with navigation arrows.

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 49.

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](#) on page 50

[Viewing Call Details](#) on page 50

[Filtering the Recordings](#) on page 52

[Playing a Recording](#) on page 53

[Downloading Recordings](#) on page 53

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

[Listening to Recordings](#) on page 49

Viewing Call Details

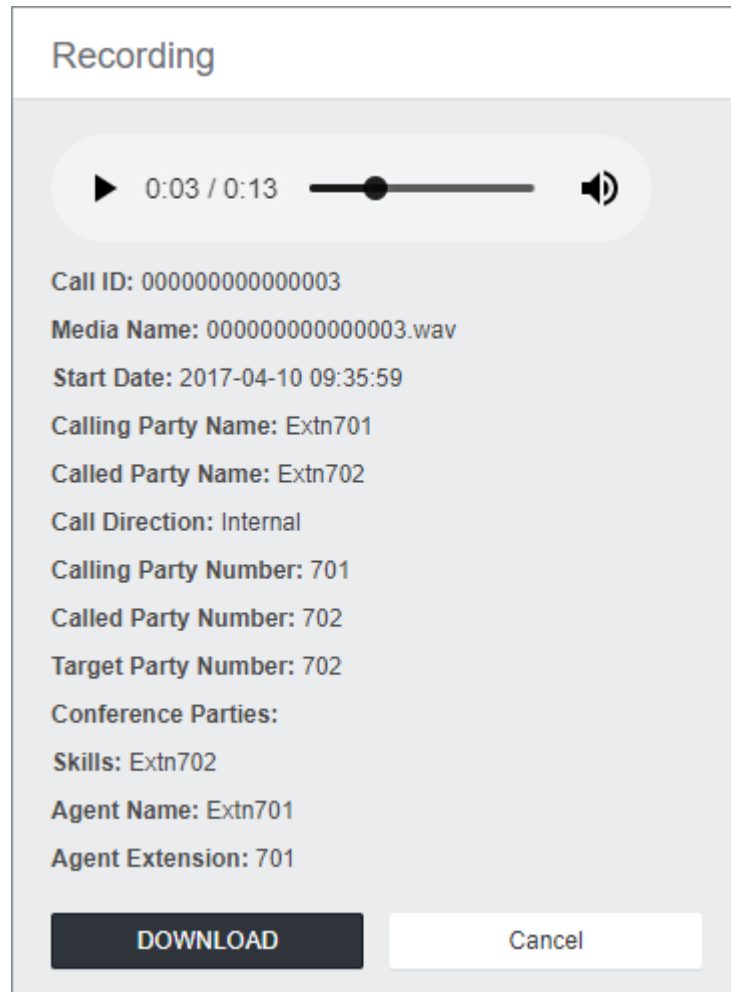
About this task

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 [Filtering the Recordings](#) on page 52.

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 49

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

[Listening to Recordings](#) on page 49

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 52.
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 49

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 52.
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

[Listening to Recordings](#) on page 49

Chapter 10: 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](#) on page 56

[Adding a Personal Contact](#) on page 56

[Adding a Call History Entry to Your Personal Contacts](#) on page 57

[Adding a Voicemail Caller to Your Personal Contacts](#) on page 57


[Deleting a Personal Contact](#) on page 57

[Editing a Personal Contact](#) on page 58



[Importing Contacts](#) on page 59

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 55.

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

[Managing Contacts](#) on page 55

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 14.
2. Select **Personal Directory**
3. Click **Add**.
4. 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.
5. Click **Add**.
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


[Managing Contacts](#) on page 55

Adding a Call History Entry to Your Personal Contacts

About this task

When your 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


[Managing Contacts](#) on page 55

Adding a Voicemail Caller to Your Personal Contacts

About this task

When your 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

[Managing Contacts](#) on page 55

Deleting a Personal Contact

Procedure

1. Login to the application. See [Logging In](#) on page 14.
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

[Managing Contacts](#) on page 55

Editing a Personal Contact

Procedure

1. Login to the application. See [Logging In](#) on page 14.
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 55

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 56.
2. Export your existing personal directory to a file. See [Exporting Your Personal Directory](#) on page 59.
3. Edit that file to add any additional contacts that you require.
4. Import the file. See [Importing Directory Contacts](#) on page 60.

Related links

[Managing Contacts](#) on page 55

[Exporting Your Personal Directory](#) on page 59

[Importing Directory Contacts](#) on page 60

Exporting Your Personal Directory

Procedure

1. Login to the application. See [Logging In](#) on page 14.
2. Select **Personal Directory**

3. Click on **Export**.
4. Your personal directory is saved by your browser. The default file name is `export_pd.csv`.

Related links

[Importing Contacts](#) on page 59

Importing Directory Contacts

About this task

Having prepared a file of personal contacts (see [Exporting Your Personal Directory](#) on page 59), you can add those contacts to your personal directory.

Procedure

1. Login to the application. See [Logging In](#) on page 14.
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 59

Chapter 11: 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

[Hot Desking to a Phone in Use](#) on page 61

[Hot Desking onto an Unused Phone](#) on page 62

[Logging Out of a Phone](#) on page 62

[Other Hot Desking Controls](#) on page 63

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 61

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 61

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

[Hot Desking](#) on page 61

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

[Hot Desking](#) on page 61

Chapter 12: 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](#) on page 64

[Changing a Button Label](#) on page 65

[Copying a Button](#) on page 65

[Deleting a Button](#) on page 66



[Button Actions](#) on page 66

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 14.
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 66.
 - **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 66

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 64

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 14.
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 64

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 14.
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 64

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 14.
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 64

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

- [Button Programming](#) on page 64
- [Abbreviated Dial Button](#) on page 68
- [Absent Message Button](#) on page 69
- [AD Suppress Button](#) on page 69
- [Call Forwarding All Button](#) on page 69
- [Call Park Button](#) on page 70
- [Call Park and Page Button](#) on page 71
- [Call Park To Other Extension Button](#) on page 71
- [Call Pickup Button](#) on page 71
- [Call Pickup Any Button](#) on page 72
- [Conference Meet Me Button](#) on page 72
- [Dial Button](#) on page 73
- [Drop Button](#) on page 73
- [Group Button](#) on page 73
- [Group Paging Button](#) on page 74
- [Internal Auto-Answer Button](#) on page 74
- [Ringer Off Button](#) on page 75
- [Self-Administration Button](#) on page 75
- [Send All Calls Button](#) on page 75
- [Set Account Code Button](#) on page 76
- [Twinning Button](#) on page 76
- [User Button](#) on page 77

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 66

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 66

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 as 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 66

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

[Button Actions](#) on page 66

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

[Button Actions](#) on page 66

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 66

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 66

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 66

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 66

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 66

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

[Button Actions](#) on page 66

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

[Button Actions](#) on page 66

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

[Button Actions](#) on page 66

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

[Button Actions](#) on page 66

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 66

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 66

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 66

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 66

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

[Button Actions](#) on page 66

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 66

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 66

Chapter 13: The Profile Menus

This section provides a reference of the self-administration menus. Note that your system administrator can control which menus and options are available to you when you use self-administration.

- 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](#) on page 78

[Call Handling Menu](#) on page 81

[Personal Directory Menu](#) on page 84

[Button Programming Menu](#) on page 85

[Download Menu](#) on page 87

[Recordings Menu](#) on page 88

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. <ul style="list-style-type: none"> The requirements for this code can be adjusted by your system administrator. The default requirements are: <ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> The requirements for this code can be adjusted by your system administrator. The default requirements are: <ul style="list-style-type: none"> 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.

Table continues...

Field	Description
Voicemail Ringback	When enabled, the system will ring your phone when you have a new voicemail message waiting to be collected. It does this after you end any current call. When you answer the ringback it will connect you to the prompts for accessing your voicemail mailbox.
Email	<p>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.</p> <ul style="list-style-type: none"> • 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	<p>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.</p> <ul style="list-style-type: none"> • 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.
Deny Auto Intercom Calls	<p>The system supports features that allow calls to some Avaya phones to automatically connect after 3 short beeps. This setting can be used to control whether you allow that. When enabled, auto-intercom calls are turned into normal ringing calls.</p> <p>This does not affect page calls with still connect after a single short beep.</p>



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	<p>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.</p> <p>It is the system's IP Office FQDN, prefixed with <code>https://</code> and followed by <code>/46xxsettings.txt</code>.</p> <p>It will look something like <code>https://ipocloud.example.com/46xxsettings.txt</code>.</p> <ul style="list-style-type: none"> • 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 Profile Menus](#) on page 78

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	<p>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).</p> <ul style="list-style-type: none"> • 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	<p>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.</p> <ul style="list-style-type: none"> • The number must match that received on your phone when that person calls. That is, it 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	<p>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.</p> <p>You can stop your voicemail mailbox being used to take messages from callers when you do not answer or set do not disturb. Note:</p> <ul style="list-style-type: none"> • 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.

Table continues...

Field	Description
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. <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • 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. <ul style="list-style-type: none"> • 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.

Table continues...

Field	Description
Forward on No Answer	<p>Forward on No Answer redirects calls that have alerted your phone but have rung for too long without being answered.</p> <ul style="list-style-type: none"> 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.
Follow Me Number	<p>You can use this feature to temporarily redirect your calls to another extension. This allows you to share another person's phone without logging them off their phone.</p> <ul style="list-style-type: none"> The calls are presented with your user name so that they can be distinguished them from calls for the extension's normal user. All calls are redirected and the calls are still subject to all your user settings as if they were ringing at your phone.

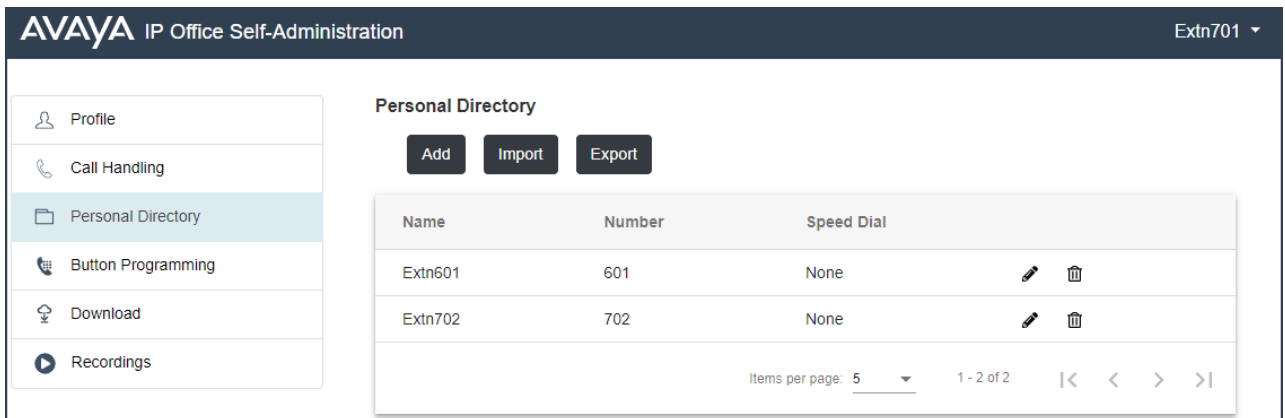
Related links

[The Profile Menus](#) on page 78

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 55.

- 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 56.

- **Import:** Import additional personal contacts from a text file. See [Importing Directory Contacts](#) on page 60.
- **Export:** Export your existing personal contacts to a text file. See [Exporting Your Personal Directory](#) on page 59.

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.

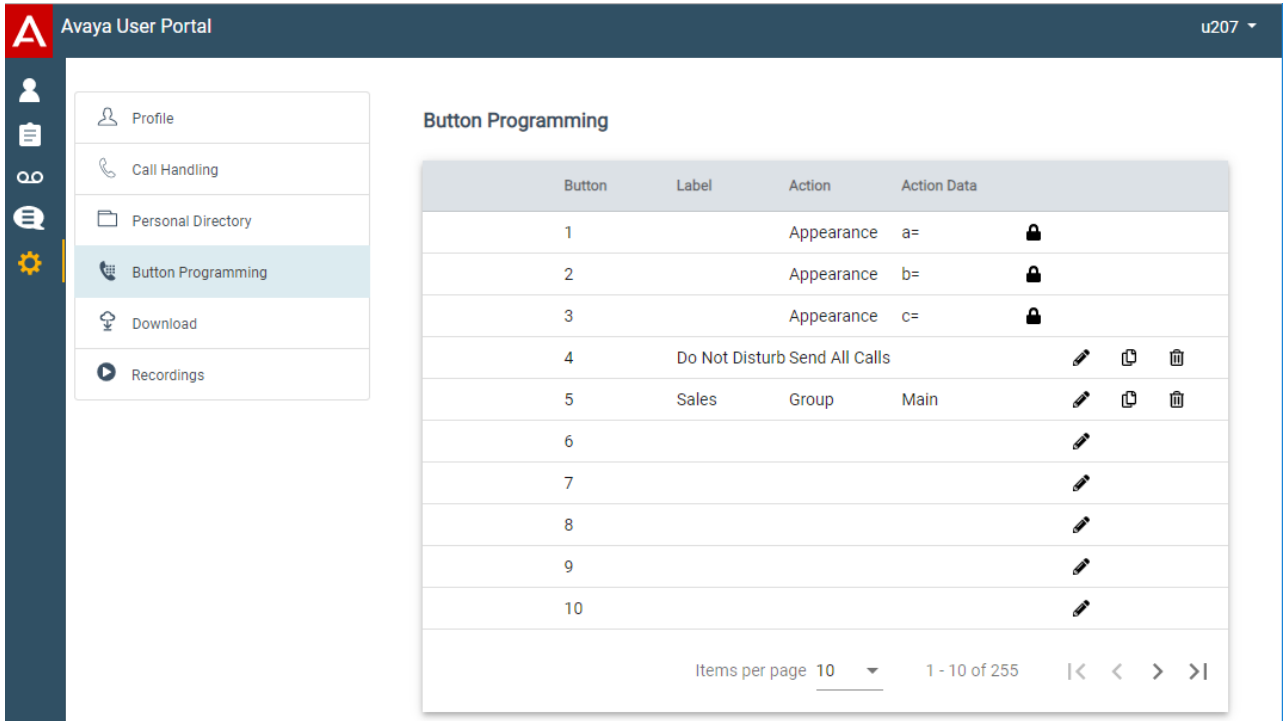
Related links

[The Profile Menus](#) on page 78

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 64.

- 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 65.
Action	This is the button action. That is, the action it will perform when pressed. <ul style="list-style-type: none"> You can only access a sub-set of the possible button actions. See Button Actions on page 66. 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	<ul style="list-style-type: none"> 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 64. Click this icon to copy the button settings to another button or buttons. See Copying a Button on page 65. Click this icon to remove the programmable button's settings. See Deleting a Button on page 66.

Related links

[The Profile Menu](#) on page 78

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.

IP Office SoftConsole

This is a Windows application for receptionists. That is, people who need to regularly answer and distribute incoming external calls. To use this application, you need to be configured as a receptionist by your system administrator.

IP Office SoftConsole is not a softphone application. It needs to be used in parallel with a phone that provides your audio connection to calls. However, with Avaya phones, **IP Office SoftConsole** is able to control the phone to make and answer calls.

For more details, see [SoftConsole User Guide](#).

Microsoft .NET Framework

This package is a pre-requisite for the **Avaya IP Office Plug-In & one-X Call Assistant** application below.

Microsoft Outlook

Avaya IP Office Plug-In & one-X Call Assistant

These applications are usable with the one-X Portal for IP Office application. The plug-in can be used to make calls using Microsoft Outlook. The call assistant allows call notification and answering through the Windows desktop. For full details of their installation and use, refer to the one-X Portal for IP Office help.

Avaya IP Office Web Client

This is a WebRTC browser based softphone that can be used to make and answer voice and video calls. It is supported in Chrome on both Windows and macOS PCs. For full details of their installation and use, refer to the one-X Portal for IP Office help.

Related links

[The Profile Menus](#) on page 78

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 [Accessing Your Mailbox](#) on page 44.

- If your communication system is an IP500 V2 system, you need to login with a different address in order to access recordings. Consult your system administrator.

The screenshot displays the AVAYA IP Office Self-Administration interface. On the left is a navigation sidebar with the following items: Profile, Call Handling, Personal Directory, Button Programming, Download, and Recordings (highlighted). The main content area is titled 'Recordings' and features two buttons: 'Filter Records' and 'Download'. Below the buttons is a table with the following columns: Start Date, Agent Extension, Agent Name, and Play. The table is currently empty, showing '0 of 0' items. At the bottom of the table area, there is a dropdown menu for 'Items per page' set to '10' and navigation arrows (|< < > >|).

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 49.

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

[The Profile Menu](#) on page 78

Chapter 14: 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.

Index

A

Abbreviated Dial button	68
About	16
Absent Message button	69
Account code button	76
Add	
Contact	56
DND Exception	24
Admin	
Button	75
AD Suppress button	69
All Calls	
Forward	26
Auto-Answer button	74
Auto Intercom	78

B

Busy	
Forward	26, 31, 81
Busy Tone	22
Button	
Abbreviated Dial	68
Absent Message	69
Account Code	76
Actions	64
Admin	75
AD Suppress	69
Auto-Answer	74
Call Forwarding All	69
Call Park	70
Call Park and Page	71
Call Park to Other Extension	71
Call Pickup	71
Call Pickup Any	72
Conference	72
Dial	73
Do Not Disturb	75
Drop	73
Forward All	69
Group	73
Group Paging	74
Internal Auto-Answer	74
Meet Me	72
Mobile Twinning	37
Paging	74
Park	70
Park and Page	71
Park to Other Extension	71
Pickup Any	72
Ringer Off	75
Self-Administration	75

Button (continued)

Send All Calls	75
Set Account Code	76
Speed Dial	68, 73
Suppress	69
Twinning	76
User	77
Button programming	64
Button Programming	85

C

Call	
Recording	50
Call Details	
Recording	50
Call Features	22, 27, 36
Call Forward	
Button	69
Call Handling	81
Call History	
Add to contacts	57
Call Page	71
Call Park	71
Call Park and Page button	71
Call Park button	70
Call Park to Other Extension button	71
Call Pickup	
Button	71
Pickup Any button	72
Call Recording	49
Call Recordings	50
Calls	
Redirecting	20
Change	
Edit	
Name	16
Name	16
Password	15
Classic Mode	47
Close	18
Code	
Login	61, 78
Voicemail	42, 78
Communicator	87
Conference	
Button	72
Contacts	55, 84
Add	56
Add from call history	57
Add from voicemail	57
Delete	57
Edit	58

Contacts (*continued*)

- Export [59](#)
- Import [59](#)

D

Dashboard

- Do Not Disturb [22](#)
- Forward Unconditional [27](#)
- Mobile Twinning [36](#)

Delete

- Contact [57](#)
- DND Exceptions [24](#)

Deny Auto Intercom [78](#)

Destination

- Fallback Twinning [37](#)
- Forward on Busy [33](#)
- Forward Unconditional [29](#)
- Mobile Twinning [37](#)
- No Answer [31](#)

Details [16](#)

- Recording [50](#)

Dial button [73](#)

Dialing

- Hide digits [69](#)

Dialing codes [90](#)

Dialing Codes

- Do Not Disturb [25](#)
- Follow Me [40](#)
- Forwarding [33](#)
- Hot Desking [63](#)

DID [78](#)

Directory [55](#)

- Add [56](#)
- Delete [57](#)
- Edit [58](#)
- Export [59](#)
- Import [59](#)

Display Name [16](#)

Divert [26](#), [81](#)

DND [22](#), [81](#)

- Do Not Disturb

 - Exceptions [24](#)

- Exceptions [24](#)
- Off [23](#)
- On [23](#)

DND Exceptions

- Add [24](#)
- Delete [24](#)

Documentation [17](#)

Do Not Disturb [22](#), [81](#)

- Button [75](#)
- Off [23](#)
- On [23](#)

Download

- Recording [53](#)

Download Menu [87](#)

Drop button [73](#)

E

Edit

- Directory [58](#)
- Password [15](#)

Email [78](#)

EmailVoicemail Email [44](#)

Equinox [87](#)

Exceptions [24](#), [81](#)

- Add [24](#)
- Delete [24](#)

Exit [18](#)

Export

- Directory [59](#)
- Recordings [53](#)

Export contacts [84](#)

Extension [78](#)

External Calls

- Redirecting [20](#)

External Contact [55](#)

F

Fallback Twinning [35](#), [81](#)

- Destination [37](#)
- Off [38](#)
- On [38](#)

Filter

- Recordings [52](#)

Follow Me [40](#), [81](#)

- Short Codes [40](#)

Forgotten

- Password [14](#)
- User Name [14](#)

Forward [26](#)

- Button [69](#)
- on Busy [31](#)
- on No Answer [29](#)
- Short Codes [33](#)

Forward All [26](#)

- Destination [29](#)
- Off [28](#)
- On [28](#)

Forward on Busy [31](#), [81](#)

- Destination [33](#)
- Off [32](#)
- On [32](#)

Forward on No Answer [29](#), [81](#)

- Destination [31](#)
- Off [30](#)
- On [30](#)

Forward Unconditional [26](#), [27](#), [81](#)

- Destination [29](#)
- Off [28](#)
- On [28](#)

Index

FQDN	78	Menus	78
Full Name	16, 78	Button Programming	85
G		Call Handling	81
Group		Download	87
Button	73	Personal Directory	84
Paging button	74	Profile	78
Groups	55	Recordings	88
Groups Calls		Messages	
Redirecting	20	Add to contacts	57
		Prompts	47
		Visual Voice	45
H		Mobile Twinning	35, 36, 81
Help	17	Button	37, 76
Hide dialing	69	Destination	37
Hot Desk	61, 62	Off	37
Hot Desking	61	On	36
HTTPS Server Address	78	N	
I		N	23
Import		Name	16, 78
Directory	59	Full Name	78
Import contacts	84	New	
Intercom	78	DND Exception	24
Internal auto-answer button	74	Password	15
Internal Calls		No answer	
Redirecting	20	Forward	81
Internal Twinning	35	No Answer	
Intuity Mode	46	Destination	31
IP Address	78	Forward	29
IP Office		Forwrad	26
FQDN	78	No Calls	22
IP Address	78	NOT LOGGED IN	62
L		P	
Label	85	Page	
Login	61, 62	Park and Page button	71
First time	5	Paging	
Short Code	63	Button	74
Log In	14	Park	
Login Code	78	Park and Page button	71
Logout	61, 62	Park and Page button	71
Short Code	63	Park button	70
Log Out	18	Park to Other Extension button	71
M		Password	14, 15, 78
Mailbox	42	Phone	78
Classic Mode	47	Voicemail	42
Prompts	46, 47	Personal Contacts	55
Visual Voice	45	Personal Directory	56, 84
Manuals	17	Add	56
Meet Me	72	Add from call history	57
		Add from voicemail	57
		Delete	57
		Edit	58
		Export	59
		Import	59

Phone Password	78	Short Codes (<i>continued</i>)	
Phone Type	78	Forwarding	33
Pickup		Hot Desking	63
Button	71	SoftConsole	87
Pickup any button	72	Speed dial	84
Pickup any button	72	Speed Dial	68
PIN		Speed Dial button	73
Voicemail	42	Suppress button	69
Play		System Details	16
Recordings	53 , 88	T	
Profile	78	Telephone	
Programming a button	64	Login	61
R		Twinning	35 , 36 , 81
Recording	50	Twinning button	76
Recordings	49	U	
Details	50	Unconditional Forward	81
Download	53	URL	78
Filter	52	User button	77
Play	53	User Guides	17
Recordings Menu	88	User Name	14
Redirecting Calls	19	Users	55
External Calls	20	V	
Externally	20	Version	16
Group Calls	20	Visual Voice	45
Internal Calls	20	Voicemail	42 , 45
Internally	20	Add to contacts	57
To Voicemail	20	Code	42
Twinning	35	On	43
Remove		Prompts	46 , 47
DND Exceptions	24	Redirecting Calls to	20
Ringer off button	75	Visual Voice	44
S		Voicemail Email	44
SAC	81	Voicemail Code	78
Off	23	Voicemail Email	44 , 78
Self-Administration		Voicemail On	81
Button	75	W	
Version	16	Web URL	78
Send All Calls	22 , 81	Wizard	5
Button	75	Call Handling	8
Off	23	Download	11
On	23	Personal Directory	10
Server Address	78	Profile	6
Set account code	76	Short codes	90
Setup Wizard		Short Codes	
Call Handling	8	Do Not Disturb	25
Download	11	Follow Me	40
Login	5		
Personal Directory	10		
Profile	6		