AVAYA

EC500 Extension to Cellular

Release 3 and Release 4
User's Guide

Part 15: Personal Computer Statement. This equipment has been certified to comply with the limits for a Class B computing device, pursuant to Subpart J of Part 15 of FCC Rules. Only peripherals (computing input/output devices, terminals, printers, etc.) certified to comply with the Class B limits may be attached to this computer. Operation with non-certified peripherals is likely to result in interference to radio and television reception.

Part 68: Network Registration Number. This equipment is registered with the FCC in accordance with Part 68 of the FCC Rules.

Part 68: Answer-Supervision Signaling. Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 Rules. This equipment returns answer-supervision signals to the public switched network when:
- Answered by the called station
- Answered by the attendant
- Routed to a recorded announcement that can be administered by the CPE user

This equipment returns answer-supervision signals on all DID calls forwarded back to the public switched telephone network. Permissible exceptions are:
- A call is unanswered
- A busy tone is received
- A reorder tone is received

Industry Canada (IC) Interference Information

This digital apparatus does not exceed the Class A limits for radio noise emissions set out in the radio interference regulations of Industry Canada.

Le Présent Appareil Nomérique n'émet pas de bruits radioélectriques dépassant les limites applicables aux appareils numériques de la class A préscrites dans le reglement sur le brouillage radioélectrique édicté par le Industrie Canada.

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For additional documents, refer to the section in "About This Document" entitled "Related Resources."

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Avaya provides a limited warranty on this product. Refer to the "Limited Use Software License Agreement" card provided with your package.

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The "CE" mark affixed to the equipment means that it conforms to the above directives. Avaya Inc. declares that equipment specified in this document conforms to the referenced European Union (EU) Directives and Harmonized Standards listed below:
EMC Directive   89/336/EEC
Low-Voltage Directive 73/23/EEC

Acknowledgment

This document was prepared by Avaya Inc., Denver, CO.

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Welcome

To the New Avaya™ EC500 Extension to Cellular User

Welcome to being connected wherever you are! Instead of being tied to your desk waiting for a call, the Avaya™ EC500 Extension to Cellular (EC500) solution offers you the freedom to work anywhere, anytime, using your cell phone. With EC500, calls to your office number are extended to your cell phone, allowing you to receive work-related calls wherever you are and whenever you need to. EC500 even provides office caller ID, so you know who's calling before you answer.

EC500 is ideal for anyone who conducts business on the go — salespeople, field service personnel, real estate agents, physicians, attorneys, engineers, operations staff, consultants, brokers and other mobile professionals. Even telecommuters working in their home offices can use EC500 to make the transition from office to home transparent to callers.

With EC500, incoming calls to your office number reach you on the road, at another location, or even walking around the workplace. This "one number reachability" means you can respond immediately to urgent business matters. And when you can't respond, your voice mail picks up your messages.

EC500 works with any type of wireless/cellular service. And, you control your availability by connecting or disconnecting to EC500 (we call it "enabling" and "disabling") as needed. Whether connected to EC500 or not, your cell phone still operates as it always has. You still receive personal calls on your cell phone, because personal calls come in through your standard cellular number and service provider.

This guide focuses on the Dual Setup user (a cell or remote phone with two extensions for call waiting) because it is the most common EC500 setup. If you have another type of EC500 setup, consult the Appendix for additional user information.

How Does EC500 Do It?

The EC500 solution treats a cell phone as if it were an extension of your DEFINITY® or Avaya™ Communications Server running MultiVantage™ software. Your System Administrator should have contacted you already to discuss how to establish your EC500 connection to best serve your needs.

After setup, you call an EC500 Access Number to enable EC500 for the first time. Once enabled, your cell phone becomes an extension of your work phone, allowing you to answer calls placed to your office number on your cell phone. When you are in the office at your desk, or would rather not be disturbed by incoming office calls to your cell phone (i.e., during a meeting or dinner), simply call the EC500 Access Number to disable your EC500 connection. While disabled, incoming work calls then follow the standard path to your office number.

About This Guide

This guide describes EC500 features and operation, and should be reviewed in detail by new users. Contents include:

Chapter 1, Getting Started - Provides information you need to get up and running with EC500, and the procedure to enable EC500 for first-time use.

Chapter 2, Receiving and Making Calls - Describes how EC500 operates with your cell phone and what features are available.

Chapter 3, Voice Messaging - Explains how voice messaging works while using EC500.

Chapter 4, Enabling/Disabling EC500 and Maintaining Security - This chapter contains procedures for disabling and enabling EC500 as needed, for maintaining a secure connection and changing your security code.

Chapter 5, Checkpoints and Troubleshooting - Sometimes EC500 users have questions regarding interaction between EC500, their cell phone and their office phone. This chapter provides troubleshooting tips and answers to common user questions.

Appendix: Other EC500 Uses - The appendix contains information about advanced features and using EC500 in setup arrangements other than a cell (or other remote) phone with two incoming lines (standard setup).

Glossary - Defines terms used in this document related to EC500 that may not be familiar to you.

EC500 Pocket Reference Cards - Two cards to record your EC500 extensions and Feature Access Codes, cut out and keep with your cell phone.

Conventions Used in this Document

This guide uses the following textual, symbolic, and typographic conventions to help you interpret information.

Symbolic Conventions

➡ **NOTE:**	This symbol precedes additional information about a topic. This information is not required to operate EC500.
⚠ **WARNING:**	This symbol precedes important safety information. Failure to follow safety instructions preceded by this symbol may result in bodily harm or injury.
⚠ **CAUTION:**	This symbol advises that the result of a certain action you take may adversely affect EC500 operation.

Typographic Conventions

This guide uses the following typographic conventions:

"italics"	Italic type enclosed within quotation marks indicates another document containing additional information about a topic.
<u>Section/Chapter</u>	Underlined text indicates a chapter or section in this document containing additional information about a topic.
italics	Italic type indicates the result of an action you take or a system response in step by step procedures.
Enter	In step by step procedures, words shown in bold represent a single telephone button that should be pressed. These include **Conference**, **Transfer** and **#**.

Reason for Reissue

This document supports Release 3 and Release 4 of Avaya EC500. The previous User's Guide, issued in July 2001, supported Release 2 of the same product.

Related Documentation/Training

Related documentation:

Avaya EC500 Extension to Cellular Release 2 User Guide, Issue 1, July, 2001 (210-100-700)

Avaya EC500 Extension to Cellular Release 4 Installation and Administration Guide, Issue 4, July 2002 (210-100-500) Comcode 700211204

Avaya EC500 Release 3 Extension to Cellular Installation and Administration Guide, Issue 3, December 2001 (210-100-500) Comcode 700211204

Avaya EC500 Release 2 Extension to Cellular Installation and Administration Guide, Issue 2, July 2001 (210-100-500)

Avaya EC500 Extension to Cellular Installation/Administration Guide, Issue 1, February 8, 2001 (210-100-500)

Online Documentation

Online documentation for EC500 is provided at the following URLs:

http://www1.avaya.com/enterprise/who/docs/ec500

OR

1. Type *http://support.avaya.com* and press Enter.
2. Click **Wireless**.
3. On the left side menu, click **Voice Wireless**.
4. On the left side menu, click **EC500**.
5. Click **All Documents**.

UCC Administrator's Guide

If you need to get the Avaya Unified Communications Center Administrator's Guide, Issue, 585-313-511, June 2002:

1. Type *http://support.avaya.com* and press Enter.
2. In the Search Support Centre area, type *UCC* and click **Search**.
3. In the Search Results window, click **Avaya UCC Administrator's Guide**.

Some Important Information

Although EC500 supports all current cellular service standards, individual cellular coverage plans vary. Be familiar with your cellular service plan and standard cell phone operation/features before using EC500.

⚠ **WARNING:**
TAKE CAUTION WHILE DRIVING. Your wireless phone gives you the freedom and flexibility to stay in touch when you travel, but don't let the use of your wireless phone distract you from driving safely. Hands-free operation is recommended. Observe all local, State and Federal laws regarding cell phone use, as well as regarding reckless and careless driving. LET YOUR CALLS GO TO VOICE MAIL AND ARRIVE SAFELY!

Chapter 1: Getting Started

<div style="text-align: right; font-size: 4em; font-weight: bold;">1</div>

Introduction

Before receiving your first EC500 call, there are some steps to take to ensure that EC500 is set up to suit your needs. Your System Administrator performs most of the preliminary setup tasks, completing a User Profile from information you provide and establishing your personal EC500 connections. When your System Administrator advises you of the Feature Access Codes for enabling/disabling EC500 and changing your security code, you are ready to enable your cell phone for EC500 use.

What's New in EC500 Release 3 and Release 4

The latest release of EC500 provides enhanced features for users. An optional capability will send office caller ID, which simplifies voice message retrieval and displays your office phone identification when you make calls to anyone sharing your Corporate telephone network.

- When your EC500 cell phone is administered to send office caller ID under the most common EC500 configuration, your cell phone with Call Waiting has two extensions (call appearances) bridged to your office phone. The first call appearance (incoming/outgoing line) covers outgoing EC500 calls while the second call appearance is used to make calls which send office caller ID and for Call Waiting.

- When your EC500 cell phone is administered to send office caller ID, calls made from your cell phone to any phone on your corporate telephone system network now appear as internal extension calls. Co-workers see your name and office phone number, rather than your cell phone number, on their Caller ID display. See "Making Calls Which Send Office Caller ID" in Chapter 2 for more information.

■ When your EC500 cell phone is administered to send office caller ID, you can access Corporate Voice Mail messages the same way you do from your Office phone. The fact that you are calling from your cell phone is transparent. See "EC500 and Your Corporate Voice Messaging System" in Chapter 3 for more information.

User Access Codes

Once established as an EC500 user, your System Administrator provides the information you need to activate EC500, as described below in "Using EC500 for the First Time" and in Chapter 4, "Enabling EC500", "Disabling EC500", and "Maintaining Security". The System Administrator provides:

■ The EC500 Access (Telephone) Number you must dial to enable/disable EC500 or to change your Station Security Code.

■ The Station Security Code you must use when enabling/disabling EC500 on your cell phone (if you don't already have one). You can change this code yourself as needed.

■ Three Feature Access Codes you must use to identify what function you wish to perform — enable EC500, disable EC500, or change your Station Security Code.

⇒ NOTE:
The last page of this User's Guide contains two "pocket reference" cards on which you can record this information. Cut out the Pocket Reference Cards and keep them with your cell phone for easy reference.

Using EC500 for the First Time

Once you have the EC500 Access Number and the EC500 Feature Access Codes, you are ready to enable EC500 to extend office calls to your cell phone.

Enabling EC500 for First-Time Use

1. Dial the EC500 Access Number provided by your System Administrator.

   You hear a dial tone.

2. Enter the EC500 Enable Feature Access Code.

   You hear a dial tone.

3. Enter your office phone's Extension Number.

4. Press the **#** button on your phone.

5. Enter your Station Security Code.

6. Press the **#** button on your phone.

   You hear a confirmation tone indicating EC500 is enabled.

7. Hang up to end the call.

➡ **NOTE:**
If you do not receive a confirmation tone, hang up, verify the codes entered and repeat the Enable procedure from Step 1. If you still do not receive a confirmation tone, contact your System Administrator for assistance.

Once you've enabled EC500, your cell phone begins receiving calls placed to your office number. Chapter 2 provides detailed information about receiving and making EC500 calls. Chapter 3 covers voice messaging considerations. Chapter 4 describes how to enable and disable EC500 on a regular basis and how to change your security code as needed. And if you have questions, check Chapter 5, where we provide troubleshooting tips and answers to common user questions.

Chapter 2: Receiving and Making Calls

2

Introduction

After enabling EC500 for first-time use, you begin receiving calls to your office number on your cell phone. This chapter provides information on receiving EC500 calls, making calls, and how EC500 interacts with your regular cellular service.

When using an EC500-enabled cell phone, note that some of the situations described in this chapter may not apply to you or may not function exactly as described. Your contract with your Cellular Service Provider may override or restrict certain functions, or prevent them from operating as described; for this reason, you should be completely familiar with both your cell phone's operation and the conditions of your personal cellular service contract before using EC500.

Receiving Calls

The features described below are operational only when EC500 is enabled.

Incoming Calls

Calls to your work phone ring at both your office number and your cell phone when EC500 is enabled.

Caller Identification

If your cellular phone service offers Caller ID, the telephone number of the party calling your office number displays on your cell phone. The display may reflect either the full 10-digit telephone number of the caller, or, for inter-office calls, either the full 10-digit number or an extension number having less than 10 digits.

➤ **NOTE:**
Some cellular/wireless phone networks pass only ten digit Caller IDs, while other networks are more flexible. Those which pass 10-digit numbers only may prevent you from receiving inter-office Caller IDs having less than 10 digits (for example, a 4-digit extension). Ask your System Administrator if 10-digit numbers can be administered and/or check with your Service Provider for more information on Caller ID support.

Making Calls

Making Calls Which Send Office Caller ID

EC500 provides an optional office caller ID, which allows your cell phone to look like your office phone when making calls to other parties connected to your office telephone system.

Your System Administrator can set up or administer your EC500 cell phone to send office caller ID to operate as described in this section. When it is administered and you call parties who share your office telephone system, their display shows your name and office telephone number — not the number of your cellular phone.

➤ **NOTE:**
If administered to send office caller ID, EC500 operates as described above, regardless of whether EC500 is enabled or disabled.

Making Calls Which Do Not Send Office Caller ID

When your EC500 cell phone does not send office caller ID and you call parties having Caller ID, their display shows your regular cellular telephone number. Even if EC500 is enabled, the caller identification shown is that of the physical phone you are calling from and not that of your office phone.

Managing Calls

When you are on an EC500 call, the call management features described in this section are available.

Call Waiting

If your cell phone supports call waiting, a second incoming call to your office number is delivered to your cell phone while it is already on a call.

Answering a second call, switching between two calls or conferencing the calls can be performed as long as these features are supported as part of your contract with your Cellular Service Provider. The functionality of these features operates as described in your cell phone documentation, and does not involve EC500 or your Avaya telephone system.

> **NOTE:**
> Call waiting, switching between calls and conferencing are available only if:
>
> - These features are supported by your Cellular Service Provider, and
> - These features are part of your cellular service contract.

Switching From the Cell Phone to the Office Phone

Because EC500 allows your cellular phone to function as an extension of your office number, you can switch between the two phones when you are in the office. For example, you enable EC500 on your cell phone before leaving for work and receive a call en route. The call continues as you arrive at your office and proceed to your desk. At that point you'd like to use your office phone to continue the call.

> **NOTE:**
> EC500 works wherever your cell phone currently works. You may lose cellular calls while in your building; optional installation of a distributed antenna system (DAS) in buildings with poor cellular reception has proven to be an effective solution. Your System Administrator should contact Avaya for details.

To switch to the office phone while your cell phone is on an EC500 call:

This procedure applies to incoming calls picked up on an EC500-enabled cell phone, and outgoing calls if you have an EC500 cell phone which sends office caller ID. Be sure to notify the person with whom you are speaking that you will be changing phones.

1. Pick up the office phone's handset or turn the speaker on.

2. Press the lighted Call Appearance (line indicator) on your office phone that shows the line is currently in use.

    You are now conferenced onto the existing call.

3. Disconnect your cell phone from the call by pressing the appropriate "end call" button.

4. Continue speaking using your office phone handset or speaker.

If your cell phone has Voice Messaging, please review Chapter 3 for information on receiving business-related messages.

You can find procedures for enabling and disabling EC500 on a regular basis in Chapter 4. That chapter also discusses security and provides a procedure for changing your Station Security Code, should you suspect that unauthorized persons may have access to your information.

Chapter 3: Voice Messaging

3

Introduction

Unanswered office calls are usually routed to your Corporate voice mail after a pre-determined number of rings, but many Cellular Service Providers also offer voice messaging. EC500 lets you coordinate a default to a specific voice mail system — you can work with your System Administrator to set the number of rings before answering so your preferred voice mail system picks up unanswered calls before the other system.

Your System Administrator may have discussed your voice messaging system of choice with you when setting up your EC500 profile. If you are unsure of which voice messaging system (Corporate or Cellular) will answer your EC500 calls, or if you want to change your current system of choice, contact your System Administrator for advice.

You should recognize that despite efforts to allow your preferred voice messaging system to pick up calls before the other system does, an unanswered call could sometimes result in a message in *either* system's voice mailbox.

Using Corporate Voice Mail to Receive Your Messages

To receive voice messages through your Corporate voice messaging system, your Cellular Service Provider's voice mail feature must be set to ring longer than your Corporate voice messaging system does. For example, if your Corporate voice messaging system automatically picks up an unanswered call on the third ring, you should set your cell phone's voice mail system to pick up unanswered calls on the fourth or fifth ring. In doing so, you are ensuring that your Corporate voice messaging system will pick up all unanswered calls before your Cellular voice mail system does.

If you cannot set the number of rings on your cell phone yourself, your Cellular Service Provider can provide assistance. But before contacting your Cellular Service Provider, be sure to identify the number of unanswered rings it takes for your office calls to be sent to your Corporate voice messaging system. Take that number and add one ring to it. After performing this simple equation, contact your Cellular Service Provider and request that the number of unanswered rings (or rings before going to Cellular voice mail) be lengthened to the number you identified in the equation. For example, if your office calls are sent to your Corporate voice messaging after four rings, add one ring to this number and ask your Cellular Service Provider to set your unanswered call coverage path to five rings.

> **NOTE:**
> If you are using your cell phone exclusively for business purposes, you can have your Cellular voice mail turned off (disabled) by your service provider.

EC500 and Your Corporate Voice Messaging System

If you have an EC500 cell phone which sends office caller ID, messages left by an EC500 user on your Corporate voice messaging system are identified by the EC500 caller's office number, provided EC500 and your Corporate voice messaging system use the same telephone server (switch). When you do not send office caller ID, the call is identified by the cellular phone number.

When you have an EC500 cell phone which sends office caller ID, you can access your Corporate voice messaging system the same way you would from your office phone. For example, an Intuity™ AUDIX® user can press the pound (#) key in place of entering the Office Phone number.

Preventing Messages from Automatically Going to Cellular Voice Mail

Most Cellular Service Providers route calls automatically to their own voice mail systems when a cell phone is turned off or out of a coverage area.

To prevent work-related calls from being automatically routed to your Cellular voice mail system, disable EC500 before shutting off your cell phone. Incoming calls to your office number will then be routed to your Corporate voice messaging system, while personal calls will continue to be picked up by your Cellular voice mail system.

"Notify Me" under Unified Messenger® for MS Exchange

If you have access to the "Notify Me" feature of Unified Messenger for Microsoft Exchange (Version 4.0 or later), you are notified of messages in your Corporate voice mailbox via your cell phone's display. For more information on using this feature see "Setting Notify Me" in the *Unified Messenger Telephone User Interface Online Guide,* accessed via: http://support.avaya.com

➡ **NOTE:**
Your cell phone must support text messaging to use this feature.

Chapter 4: Enabling/Disabling EC500 and Maintaining Security

4

Introduction

After enabling EC500 for the first time, follow the guidelines and procedures in this chapter to enable/disable your cell phone on a regular basis.

You enable EC500 when you want to answer calls placed to your office number on your cell phone (for example, while you are out of the office during business hours). You disable EC500 when you want calls to your office number to ring only in the office at your desk, rather than also ringing your cell phone. As a rule, you should always disable EC500 before shutting your cell phone off; that way, voice messages go directly to your Corporate voice messaging system.

Changing your Station Security Code is important for security, and is also covered in this chapter.

Enabling EC500

Use the procedure that follows to enable EC500. To enable specific EC500 extensions, see the procedure in the Appendix titled <u>"Additional Ways to Enable/Disable EC500"</u>.

How to Enable EC500 from your Office Telephone Network

1. Dial the EC500 Enable Feature Access Code.

   You hear a dial tone.

2. If you are performing this procedure from an extension *other than* your office phone, enter your office phone's Extension Number. If you are performing this procedure at your office phone (or from your EC500 cell phone which sends office caller ID), skip this step and go to Step 3.

3. Press the **#** button on your phone.

4. Enter your Station Security Code.

5. Press the **#** button on your phone.

    You hear a confirmation tone indicating EC500 is enabled.

6. Hang up to end the call.

➤ **NOTE:**
    If you do not receive a confirmation tone, hang up, verify the codes entered
    and repeat the Enable procedure from Step 1. If you still do not receive a
    confirmation tone, contact your System Administrator for assistance.

How to Enable EC500 when Out of the Office or from Your Cell Phone

Perform this procedure from any Touch Tone telephone.

1. Dial the EC500 Access Number provided by your System Administrator.

    You hear a dial tone.

2. Enter the EC500 Enable Feature Access Code.

    You hear a dial tone.

3. Enter your office phone's Extension Number.

4. Press the **#** button on your phone.

5. Enter your Station Security Code.

6. Press the **#** button on your phone.

    You hear a confirmation tone indicating EC500 is enabled.

7. Hang up to end the call.

➤ **NOTE:**
    If you do not receive a confirmation tone, hang up, verify the codes entered
    and repeat the Enable procedure from Step 1. If you still do not receive a
    confirmation tone, contact your System Administrator for assistance.

Once you've enabled EC500, incoming calls placed to your office number ring on
your cell phone. Unanswered calls are sent to your preferred voice messaging
system.

Disabling EC500

Use the procedures that follow to disable EC500 from any phone within your office or from any Touch Tone phone. To disable specific EC500 extensions, see the procedure in the Appendix titled "Additional Ways to Enable/Disable EC500".

When and how often to disable EC500 is dependent upon each individual user, although you should disable EC500 before turning your cell phone off, when entering an area where there is no cellular coverage, or when roaming. Doing so allows your Corporate voice messaging system, rather than Cellular voice mail, to pick up missed or unanswered business calls.

How to Disable EC500 from Your Office Telephone Network

1. Dial the EC500 Disable Feature Access Code.

   You hear a dial tone.

2. If you are performing this procedure from an extension *other than* your office phone, enter your office phone's Extension Number. If you are performing this procedure at your office phone (or from your EC500 cell phone which sends office caller ID), skip this step and go to Step 3.

3. Press the **#** button on your phone.

4. Enter your Station Security Code.

5. Press the **#** button on your phone.

   You hear a confirmation tone indicating EC500 is disabled.

6. Hang up to end the call.

➡ **NOTE:**
If you do not receive a confirmation tone, hang up, verify the codes entered and repeat the Disable procedure from Step 1. If you still do not receive a confirmation tone, contact your System Administrator for assistance.

➡ **NOTE:**
If you are administered to send office caller ID, it will not be affected by the enable or disable procedures. Only the receipt of calls at the cell phone is affected.

How to Disable EC500 when Out of the Office or from your Cell Phone

Perform this procedure from any Touch Tone telephone.

1. Dial the EC500 Access Number provided by your System Administrator.

   You hear a dial tone.

2. Enter the EC500 Disable Feature Access Code.

   You hear a dial tone.

3. Enter your office phone's Extension Number.

4. Press the **#** button on your phone.

5. Enter your Station Security Code.

6. Press the **#** button on your phone.

   You hear a confirmation tone indicating EC500 is disabled.

7. Hang up to end the call.

> **NOTE:**
> If you do not receive a confirmation tone, hang up, verify the codes entered and repeat the Disable procedure from Step 1. If you still do not receive a confirmation tone, contact your System Administrator for assistance.

Maintaining Security

Most DEFINITY or Avaya Communications Server running MultiVantage software users are assigned Station Security Codes for their office phone to prevent unauthorized use. If you did not have one at the time your EC500 user profile was established, your System Administrator assigned you a default code, to cover both your office phone and EC500. You use the Station Security Code when calling the EC500 Access Number to enable and disable your EC500 extensions.

> **! CAUTION:**
> *Be aware of security issues. For example, while using your EC500-enabled cell phone, if someone picks up your office phone and is listening in on your call — you will hear a beep tone (if administered by your System Administrator). Avaya provides this beep tone for security reasons, to alert an EC500 user that someone has joined the call. If you suspect unauthorized use of your office phone or an enabled EC500 cell phone, end the call immediately. If your cell phone is lost or stolen, change your Station Security Code immediately. Also notify your System Administrator, who can block EC500 activity from that phone at the DEFINITY or Avaya Communications Server running MultiVantage software.*

If additional privacy is required, your System Administrator can administer one of Avaya's exclusion features.

Changing Your Station Security Code

Use the procedure that follows to change your Station Security Code.

How to Change the Station Security Code from Your Office Telephone Network

1. Dial the EC500 Security Feature Access Code.

   You hear a dial tone.

2. If you are performing this procedure from an extension *other than* your office phone, enter your office phone's Extension Number. If you are performing this procedure at your office phone (or from your EC500 cell phone which sends office caller ID), skip this step and go to Step 3.

3. Press the **#** button on your phone.

4. Enter your *current* Station Security Code.

5. Press the **#** button on your phone.

6. Enter the *new* Station Security Code.

7. Press the **#** button on your phone.

   You hear a confirmation tone indicating your security code has been changed.

8. Hang up to end the call.

➡ **NOTE:**
If you do not receive a confirmation tone, hang up, verify the codes entered and repeat the Change Security procedure from Step 1. If you still do not receive a confirmation tone, contact your System Administrator for assistance.

How to Change the Station Security Code When Out of the Office or From Your Cell Phone

Perform this procedure from any Touch Tone telephone.

1. Dial the EC500 Access Number provided by your System Administrator.

   You hear a dial tone.

2. Enter the EC500 Security Feature Access Code.

   You hear a dial tone.

3. Enter your office phone's Extension Number.

4. Press the **#** button on your phone.

5. Enter your *current* Station Security Code.

6. Press the **#** button on your phone.

7. Enter the *new* Station Security Code.

8. Press the **#** button on your phone.

    You hear a confirmation tone indicating your security code has been changed.

9. Hang up to end the call.

➡ **NOTE:**

If you do not receive a confirmation tone, hang up, verify the codes entered and repeat the Change Security procedure from Step 1. If you still do not receive a confirmation tone, contact your System Administrator for assistance.

Chapter 5: Checkpoints and Troubleshooting

5

Introduction

EC500 users sometimes have questions regarding interaction between EC500, their cell phone and their office phone. This chapter provides usage tips and answers to common user questions. If you have a question that does not appear here as a checkpoint, contact your System Administrator and/or Cellular Service Provider for assistance.

Table 5-1.   Troubleshooting Checkpoints

Situation	Possible Cause(s)	Suggested Action / Resolution
Calling party's Caller ID not displayed on cell phone	Caller ID not delivered by Cellular Service Provider.	Check with your Cellular Service Provider.
	Caller's phone number is blocked.	No action can be taken - the caller has blocked his/her number.
	External network has not delivered the Caller ID information to the switch.	No action can be taken.
	Your Cellular Service Provider may not recognize numbers having less than 10 digits, for example, a 5-digit extension.	Speak with your System Administrator for options to allow Caller IDs of less than 10 digits.

Continued on next page

Table 5-1.   Troubleshooting Checkpoints — *Continued*

Situation	Possible Cause(s)	Suggested Action / Resolution
Calls in progress are being lost	In-building or cellular network interference; out of cellular range.	If you are in your office and lose a call, you can pick it up on your office phone within a few seconds and continue the call. Distributed antenna systems (DAS) reduce or eliminate in-office interference, while cellular network interference usually clears up on its own.
EC500 won't work on my cell phone when I'm out of the country on business	EC500 can operate globally, but only if you have a global cellular coverage plan and a dual- or tri-mode phone.	If you don't have a global wireless phone, rent a digital cell phone that operates within the local standard of the area in which you are traveling. Then contact your System Administrator to bridge calls via EC500 to the rental cell phone number. Upon returning to the office, have your System Administrator remove the bridge to your rental phone.
Feature Access Codes like ACD (Automated Call Distribution), CFwd (Call Forward) and SAC (Send All Calls) won't work under EC500	Your cell phone cannot activate telephone switch features, except those accessible via an Avaya (non-EC500) telecommuting service plan.	If you are registered as a telecommuting user, you can use non-EC500 Feature Access Codes. See your System Administrator for information.
Incoming calls not received on EC500-enabled cell phone	Cell phone is out of your service area (roaming) or out of range.	Calls are automatically forwarded to voice mail.
	Cell phone is off or the battery may be dead.	Turn cell phone on and/or replace/recharge battery pack.
	EC500 may be disabled.	Enable EC500 via the standard dialup procedure.

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Table 5-1. **Troubleshooting Checkpoints** — *Continued*

Situation	Possible Cause(s)	Suggested Action / Resolution
Incoming calls not received on EC500-enabled cell phone *(continued)*	SAC (Send All Calls) is activated on your office phone and calls are going to coverage.	Cancel the Send All Calls feature.
	Calls may be going directly to voice mail.	Ask your System Administrator to verify that the number of rings set before going to voice mail is not superseding incoming calls.
	Cell phone is in "sleep" mode.	Some cell phones need to be "woken up" before making or receiving any calls. Try making a call from your cell phone or calling it directly from another phone to "wake it up." Sometimes removing and reinserting the battery will activate the cell phone.
	Calls routed to Corporate voice messaging because there hasn't been enough time to route through the Cellular Service Provider's network and find your cell phone.	Ask the System Administrator to lengthen the number of rings on your office phone, to allow more time for cellular network routing.
	Cellular networks sometimes experience network congestion due to large call volumes in their network. During such times, no EC500 calls (or regular cellular calls) can be answered on your cell phone. Such calls are delivered instantly to Cellular voice mail.	Your calls will eventually go through normal channels and EC500 calls will be delivered to your cell phone as congestion lessens and the Cellular Service Provider's network has available facilities to deliver calls. If network congestion is prolonged, a possible solution is to disable EC500, allowing unanswered calls to be directed to your Corporate voice messaging system.

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Table 5-1.   Troubleshooting Checkpoints — *Continued*

Situation	Possible Cause(s)	Suggested Action / Resolution
Incoming calls not received on EC500-enabled cell phone *(continued)*	Switch-related issue at the DEFINITY or Avaya Communications Server running MultiVantage software.	Check with your System Administrator to determine if issue is switch-related.
Voice mail messages are not going to the correct voice messaging system	EC500 cannot coordinate two different voice mail systems. Each EC500 user chooses to receive business messages via Corporate or Cellular voice mail; the System Administrator then sets a higher or lower number of rings before answering on the Corporate voice messaging system, so the preferred system will pick up messages before the other system does.	Check with your Cellular Service Provider to verify how many rings occur before an unanswered call goes to Cellular voice mail. Then obtain the same information from your System Administrator and discuss setting your Corporate voice mail's number of rings before answering higher or lower, to allow the preferred system to pick up messages first. There may be situations where messages will go to a specific system before the system of choice can receive the message — regardless of the number of rings established. For example, many Avaya Communications Systems offer coverage options like Send All Calls, where a call to your office number is immediately sent to a covering phone; in this case the caller would not be able to leave a message on your Cellular voice mail even if that system is set up to receive your EC500 messages.
	All calls are being sent to a coverage point (or a position other than your Corporate mailbox).	Check to see if "Send All Calls" is active and cancel it, if desired.

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Table 5-1.   Troubleshooting Checkpoints — *Continued*

Situation	Possible Cause(s)	Suggested Action / Resolution
Voice mail messages are not going to the correct voice messaging system *(continued)*	Cellular networks sometimes experience congestion due to a high volume of call activity in the cellular network. Due to congestion in the cellular network, your Cellular Service Provider may not have enough available channels to deliver cellular calls (as well as EC500 calls) to your cell phone. Therefore, your calls are instantly delivered to your Cellular voice mail.	As congestion lessens, calls will eventually be able to travel through their normal cellular channels and then be delivered to your cell phone. If this congestion period is longer than normal, and you do not want unanswered calls delivered to your Cellular voice mail, the best course of action is to disable EC500 for a short time period. If you do not mind unanswered calls being delivered to your Cellular voice mail, remember to check your Cellular voice mail from time to time to see if any business call messages have been left in your Cellular voice mailbox.
	All office phone lines may be in use (busy, active) causing calls to be delivered directly to Corporate voice messaging. On the wireless side, cellular service may not be available in the area in which you are currently located, causing voice messages to be sent automatically to your Cellular voice mail rather than your Corporate voice messaging system.	Delivery of messages when all lines are in use (or when cellular service is not available) is a temporary condition; when lines (or cellular service) become available, the preferred voice mail system will resume pick-up.

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Table 5-1. Troubleshooting Checkpoints — *Continued*

Situation	Possible Cause(s)	Suggested Action / Resolution
Your name and office caller ID are not displayed on the recipient's phone when you call from an EC500 cell phone that is administered to send office caller ID	The phone number you called is not part of your Corporate telephone system (i.e., that number is not a valid number on the home switch).	You can send office caller ID only to phones within your Corporate telephone system which share the same switch; office caller ID works only on phones within your telephone network.
	You may not be administered to send office caller ID.	Contact your System Administrator to verify proper office caller ID administration.
When calling your desk from your EC500 phone which sends office caller ID, the calls go directly to voice mail	The switch sees the EC500 phone which sends office caller ID as your actual desk phone, so it appears to be calling itself and goes directly to coverage.	Call your desk phone from a different phone (one other than the EC500 phone which sends office caller ID). Ask your System Administrator to remove the ability to send office caller ID from that EC500 phone.

Appendix: Other EC500 Uses

A

Introduction

This Appendix contains information for those (advanced) EC500 users who have a non-standard setup, such as a standalone phone or more than two phones set up for EC500.

Avaya EC500 Setups

EC500 provides the ability to operate a cellular or other remote telephone as a standard, Caller ID-enabled telephone connected directly to the Avaya Communications Server. Depending on your in-house telephone system and your specific business needs, there may be different setups available for EC500 users. Other setups include:

Standard EC500 (Dual) Setup which sends office caller ID - This is the most common setup, with two extensions bridged to the office phone. The first call appearance (incoming/outgoing line) covers outgoing EC500 calls while the second call appearance is used to make calls which sends office caller ID and for Call Waiting.

Dual Setup without the ability to send office caller ID - This is the second most common setup for those with Call Waiting as part of their cellular service contract; this setup provides two call appearances (incoming/outgoing lines) for the cell phone (to allow you to use Call Waiting). Therefore, two extensions/lines are bridged to your primary desk phone.

Single Setup - This setup provides one line/one EC500 extension (for those users who do not have Call Waiting as part of their cellular service plan). The ability to send office caller ID is available if the System Administrator has administered it for this setup.

Multiple Setup - Some users may need to bridge their office number to multiple locations — such as their cell phone *and* home office number. In a multiple setup, you can send office caller ID for each location. In this example, five extensions are established, and all are reachable via the primary office number:

— one primary office number extension,

— two EC500 lines to the cell phone (the second line can be answered via your Cellular Service Provider's "call waiting" feature),

— two EC500 lines for the home office or other phone (the second line can be answered via your service provider's "call waiting" feature).

> **NOTE:**
> The above setup is recommended for users who have a dedicated home office phone number, and not their main home phone number. **If the main home number is administered for EC500 to send office caller ID, then the same number will never be able to call the office number directly. The switch will see the home number as the desk number and send the call directly to coverage.**

Standalone Setup - A single cell phone used as a member of a hunt group or coverage group; one extension is administered, which can send office caller ID when it is administered.

> **NOTE:**
> If you are administered as a standalone user, the statement above also applies to calls made to your office number via standard Avaya Communications Server features such as a hunt group, bridge or other local coverage feature.

The setup you require is determined by your individual business needs. For example, a construction foreman would rarely be in her office to receive calls and may use a cell phone exclusively for all business-related calls; she would require one EC500 extension (standalone mode). A real estate agent may be in the office daily but spend most of his time showing houses to customers; he would need dual bridging (a desk phone extension and two EC500 extensions bridged to it) or single bridging (a desk phone and one extension bridged to it), depending on whether his cell phone has call waiting.

Additional Ways to Enable/Disable EC500

Most EC500 users with the standard EC500 setup will enable/disable all EC500 extensions at one time using their office number during the enable/disable process; if you have a standard setup, see <u>Chapter 4</u> for standard enable/disable procedures. Some non-standard setup users, however, may want to enable or disable only a single extension (for example, disable call waiting only by entering the extension number representing their second incoming line or enable their home office EC500 extension while working at home, but not their cell phone). The following procedure describes how to enable or disable a single EC500 extension at a time.

⇒ NOTE:
When administered to send office caller ID, it remains operational regardless of whether EC500 is enabled or disabled.

How to Enable/Disable One EC500 Extension at a Time

To perform this procedure, you need the individual Extension Number(s) of the phone(s) to be enabled/disabled, and the associated Station Security Code(s). Perform this procedure from any Touch Tone phone.

1. If you are enabling or disabling EC500 using a phone that is part of your office telephone system, skip this step. Otherwise, dial the EC500 Access Number provided by your System Administrator.

   You hear a dial tone.

2. Enter the either the EC500 Enable Feature Access Code or the EC500 Disable Feature Access Code, depending on the function you wish to perform.

   You hear a dial tone.

3. Enter the EC500 Extension Number assigned to the phone you want to enable/disable (or enter your primary Office Number if you want to enable/disable all EC500 extensions).

4. Press the **#** button on your phone.

5. Enter the Station Security Code of the EC500 extension being enabled/disabled.

6. Press the **#** button on your phone.

   You hear a confirmation tone indicating EC500 is enabled/disabled, depending on which EC500 Feature Access Code you entered in Step 2.

7. Hang up to end the call.

8. If you have another EC500 extension you want to enable or disable (for example, to enable/disable call waiting), repeat this procedure in its entirety and enter that extension number in Step 3 and the associated Station Security Code in Step 5.

➡ **NOTE:**
If you do not receive a confirmation tone in Step 7, hang up, verify the codes entered and repeat the procedure from Step 1. If you still do not receive a confirmation tone, contact your System Administrator for assistance.

Glossary

C

Cellular Service Provider
The company contracted with to provide cellular/wireless services.

D

DEFINITY or Avaya Communications Server running MultiVantage software
The system on which a Corporate telephone system runs; also referred to as the "switch."

DEFINITY®
An Avaya, Inc, telephone system, referred to as a "switch."

Disable
To deactivate EC500 or disconnect a (cell or other remote) phone from the DEFINITY or Avaya Communications Server running MultiVantage software

Dual Setup
EC500 configuration having two incoming/outgoing call appearances (lines) and extensions bridged to a primary office number. This type of setup allows the second line to be used for Call Waiting, provided that feature is part of the standard cellular service contract.

E

EC500 Access Number
The telephone number dialed to connect to the DEFINITY or Avaya Communications Server running MultiVantage software, to initiate the process of enabling or disabling EC500, or changing the Station Security Code.

EC500 Extension
The extension number to which the cell phone (or other remote phone) is mapped (bridged). It is not always necessary for a user to be aware of the actual EC500 extension number, since it is usually bridged to the office number. When EC500 is enabled, office calls are extended to the mapped cell phone (or other remote phone).

Enable
To activate EC500 or connect a (cell or other remote) phone to the DEFINITY or Avaya Communications Server running MultiVantage software and EC500.

Extension Number
A unique number assigned to each cell (or other) phone on which EC500 will operate. Use the office phone extension number to enable/disable all EC500 extension phones. Use an individual EC500 extension number to enable or disable a single, specific remote phone.

F

Feature Access Codes
For EC500, codes used to enable or disable EC500 on a cell (or other remote) phone and to change a Station Security Code. Other Feature Access Codes allow authorized Avaya telecommuting service users (a non-EC500 offering) to access other DEFINITY® features remotely.

M

Multiple Setup
EC500 setup that provides for more than two extensions to be bridged to a primary office telephone.

MultiVantage
Product name of the DEFINITY® switching software application.

O

Office Number
The telephone number assigned to an office or work telephone.

Office Phone
The primary phone used for business calls; typically a "desk" phone, but may be a wireless or other type of non-desk phone.

S

Service Provider
See *Cellular Service Provider*.

Setup
A specific configuration of EC500. See *Dual Setup, Single Setup, Standalone Setup and Multiple Setup* for specific information.

Single Setup
EC500 setup providing one call appearance (incoming/outgoing line). This configuration does not provide a line for Call Waiting.

Standalone Setup
EC500 setup that allows a single phone (cell or other) to be used as a member of a hunt group or coverage group. Standalone users are called AWOH (Admin Without Hardware) users.

Station Security Code
A unique code assigned to the office number. The Station Security Code is used to identify a valid user to the DEFINITY or Avaya Communications Server running MultiVantage software during enable/disable or change security code procedures.

T

Text Messaging
   A cell phone feature that allows the user to receive short text messages on the phone's display screen/area. Message receipt is often accompanied by an audible alert, and the user can then display, delete or save the message. Text messaging is sometimes referred to as Short Message Services (SMS).

U

Unified Messenger® for MS Exchange
   A software application that consolidates voice, email and fax messages into one mailbox. When combined with EC500, provides a text message via the cell (or other remote) phone's display screen to notify users of messages in their Corporate voice messaging system. Applies only to EC500 users with Unified Messenger's "Notify Me" feature installed on their office phone system.

EC500 Pocket Reference Cards

An Easy Way to Remember EC500 Information

Record the information your System Administrator provides on the card(s) below. Then cut the card(s) out and keep with your cell phone.

AVAYA

EC500
User's Pocket Card

Work or Office Extension:_____

EC500 Access #:_____

EC500 Feature Access Codes (FAC)

Enable FAC:_____

Disable FAC:_____

To enable/disable EC500:
1. Dial your EC500 Access Number.
2. Enter the applicable FAC, then your Work/Office extension number.
3. Press # and enter your Station Security Code, then press # again.
4. Hear confirmation tones.

AVAYA

EC500
User's Pocket Card

Work or Office Extension:_____

EC500 Access #:_____

EC500 Feature Access Codes (FAC)

Enable FAC:_____

Disable FAC:_____

To enable/disable EC500:
1. Dial your EC500 Access Number.
2. Enter the applicable FAC, then your Work/Office extension number.
3. Press # and enter your Station Security Code, then press # again.
4. Hear confirmation tones.