



IP Office

eBLF Users Guide

Contents

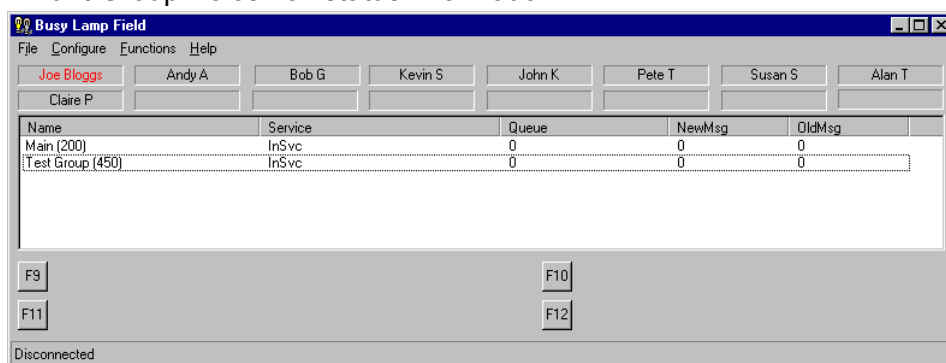
Overview.....	3
Busy Lamp Field	3
Hands Free Operation.....	4
Extension Status Window	5
Hunt Group Status Window.....	6
Call Park Area.....	7
BLF Status Display.....	8
Configuration	9
Configure Menu	9
Configure PBX	10
Reload Config	11
Clear Config	11
Add to Config	11
Shuffle Config	11
Exit	11
Functions	12
Functions List.....	12
Answer	12
Cancel or Deny	13
Hangup	13
Park/Unpark	13
How To.....	14
How To Menu.....	14
How to Make a Call via the Busy Lamp Field	15
How to Transfer a Call via the Busy Lamp Field	16
How to Answer a Call.....	17
How to Cancel or Deny a Call	17
How to Hangup a Call	18
How to Alternate a Call	18
How to Place a Call on Hold	19
How to Reclaim a Call.....	19
How to Download/Reload the Current User/Extension Configuration	20
How to Add a User/Extension to the Existing List	21
How to Modify or Delete a User/Extension from the Existing List	22
How to Shuffle Users/Extensions on the Existing List	22
Hints and Tips	23
Hints and Tips	23
Index	25

Overview

Busy Lamp Field

Busy Lamp Field (BLF) provides:

- Extension/User Status Information at a glance (color coded for ease of use).
- Indication of unread 'User' Voicemail messages.
- The ability to 'Bar' Outgoing calls on a per Extension/User basis.
- Extension/User Status Window Autosizing
- Customization of Extension/User Status Window.
- Incoming/Outgoing call information on a per User/Extension basis.
- Hands Free Call Answer, Call Transfer and Call Origination.
- Hunt Group Status Information.
- Hunt Group Voicemail status information.



Busy Lamp Field

Deployment of the Busy Lamp Field provides the Operator/User with system Hunt Group and Extension Status Information at a glance. The Busy Lamp Field can be run in conjunction with the eConsole, or it may be run as a standalone application.

The Busy Lamp Field is divided into 5 areas;

- **"Extension Status Window" on page 5**
This Window shows the current status of all Users/Extensions configured on the Busy Lamp Field.
- **"Hunt Group Status Window" on page 6**
This window displays information on all configured Hunt Groups within the system.
- **"Call Park Area" on page 7**
This area allows up to a maximum of four calls to be Parked/Put on Hold or Retrieved from a Parked location.
- **"BLF Status Display" on page 8**
This window is used to display the events taking place between the Busy Lamp Field application and the system (PBX).

Drop Down Menus

- **"Configure Menu" on page 9.**
- **"Functions" on page 12.**

Hands Free Operation

The Busy Lamp Field can be used in conjunction with a normal phone or with a Hands Free phone with headset.

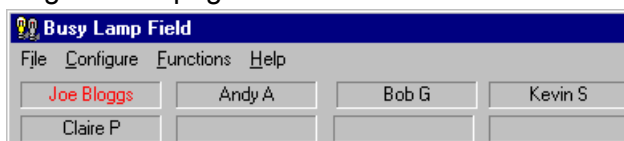
When using a Hands Free phone and headset the 'phone' should be left off-hook permanently. All calls are answered, transferred, queued etc. by entering the appropriate Short Cuts on the PC Keyboard to **Answer** ('Enter'), Cancel or Deny ('Esc'), **Hangup** ('End'), **Transfer** and **Make** (by simply clicking the appropriate User/Extension Button) calls. Further instructions on how to use the Short Cut commands can be found in the How To help text section.

Under normal operation nothing is heard in the headset when the handset is left in the off-hook state. Ringing Tone is heard in the headset when an incoming call alerts at the extension. Pressing 'Enter' (Answer) at this point answers the incoming call (equivalent to picking up a normal handset). When making an outgoing call Ringing or Dial Tone is heard. This depends on the User/Extension Button pressed (refer to "How to Make a Call via the Busy Lamp Field" on page 15).

Extension Status Window

This Window automatically re-sizes itself to the number of extensions configured on your system. The number of stations displayed can be customized. The system User 'Name' is displayed within a 'Button' and is used to uniquely identify each Button. Color-coding of the system User 'Name' is used to indicate the User/Extension status:

- **Green** - Extension is On Hook, i.e. not in use.
- **Red** - Extension is Off Hook, i.e. in use.
- **Blue** - Do Not Disturb has been set on this Extension.
- **Yellow** - The Extension is 'Barred' from making external calls.
- **Black** - The Number(extension)/User configured in the Edit Busy Lamp Form does not exist on the System. See "How to Add a User/Extension to the Existing List" on page 21.



The User/Extension Button also indicates whether the User has any new Voicemail messages waiting to be picked up. This information is indicated by the number in brackets after the Button User 'Name', e.g. JohnB (3).

To view the parameters associated with a User/Extension place the mouse over the required Button and right click.

When the mouse pointer is positioned over a **RED** User/Extension Button, a pop-up information box displays the call status. If the call is incoming the directory name stored in the system that is associated with the calling party number (if no match nothing is displayed) and the calling party number and is displayed, e.g. 'From – Holmdel: (732) 555-1234'. If the call is outgoing the directory name stored in the system that is associated with that number and the number called is displayed, e.g. 'Called - Speaking Clock [123]'.

When the mouse pointer is positioned over a **RED** User/Extension Button (**whether the window is active or not**) the BLF Status Display displays the call status. For an incoming call, the directory name stored in the system that is associated with the calling party number, which is displayed, e.g. 'From – Holmdel: (732) 555-1234'. If the call is outgoing (Called) the directory name stored in the system that is associated with that number (in no match nothing is displayed) and the number called is displayed, e.g. 'Called - Speaking Clock [123]'.

Hunt Group Status Window

This window displays information on all the configured Hunt Groups.

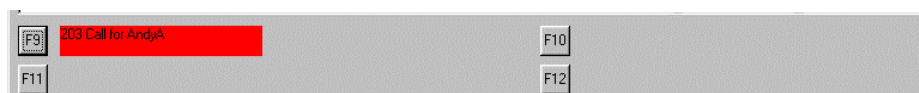
Name	Service	Queue	NewMsg	OldMsg
Main(200)	Timeout	0	0	0
Marketing(197)	NightSvc	0	1	0
OldNum(198)	InSvc	0	0	0
OutHours(199)	InSvc	0	1	0
Support(233)	InSvc	1	1	1

The following information is also displayed:

1. The Hunt Group Status. A Hunt Group is either In Service, Out of Service, in Night Service or Timeout. Under normal operation a Hunt Group is In Service. This is indicated by the '*InSvc*' message being displayed in the **Service** column for the specific Hunt Group. When a Hunt Group goes into Fallback, due to the operation of a Timeband, the display shows '*Timeout*'. When the Hunt Group is manually forced to Night service, by the invocation of a Short Code (default is ***20*N#**), the '*NightSvc*' message is displayed. If the Hunt Group is set to Out of Service the '*OutofSvc*' message is displayed.
2. The number of calls queued to the Hunt Group. If the Hunt Group has queuing enabled the **Queue** column displays the total number of calls that are queued in the system for this particular Hunt Group. This includes any calls that are either queuing (on hold listening to the Hold Music) or connected to the Voicemail server (if enabled) and listening to the 'Queued Message'.
3. The number of New Voicemail messages waiting to be collected by the Hunt Group. This column is headed **NewMsg**.
4. The number of Old Voicemail messages waiting to be collected by the Hunt Group. This column is headed **OldMsg**.
5. The Hunt Group access code (extension number) e.g. Main [200]. This is useful when making or transferring a call to the Hunt Group or putting the Hunt Group into night service manually using the appropriate Short Code (default is ***20*N#**) and the Hunt Group Extension Number is not readily available.

Note: If the Hunt Group '*Name*' and '*Extension*' as configured on the system (PBX) is more than 14 characters long the Service information will be displayed under the **Queue** column, the Queue information will be displayed under the **NewMsg** column etc. All data will be shifted right one column.

Call Park Area



This area is used to either Park a call or Retrieve a call from one of the four available slots.

A call is Parked by either clicking one of the available boxes or by entering the appropriate Function Key on the PC keyboard (**F9**, **F10**, **F11** and **F12**).

A call is Retrieved from a Parked slot by either clicking the appropriate box or by entering the appropriate Function Key on the PC keyboard (**F9**, **F10**, **F11** and **F12**).

When a call is Parked, the area to the left of the slot used becomes **Red** and contains the call originator's telephone number. If someone put the call on hold using the eConsole, additional information may also be displayed. This additional information is generated from whatever is entered in the eConsole Call Information/Notes Field.

BLF Status Display

This window is used to display the events taking place between the Busy Lamp Field application and the system (PBX).



Sent Keep Alive

For example the display can be used to show whether the application has registered with the system (PBX) (Connected ok) (see "Configure PBX" on page 10). If the application cannot register with the system configured (PBX) the following messages are displayed - 'Resending TFTP request' and 'Disconnected'.

During normal operation the message 'Sent Keep Alive' is displayed.

When the mouse pointer is positioned over a **RED** User/Extension Button (whether the window is active or not) the Busy Lamp Field Status Window also displays the call status. If the call is incoming (From) the directory name stored in the system that is associated with the calling party number (if no match nothing is displayed) and the calling party number is displayed, e.g. 'From – Holmdel: (732) 555-1234'. If the call is outgoing (Called) the directory name stored in the system that is associated with that number and the number called is displayed, e.g. 'Called - Speaking Clock [123]'.

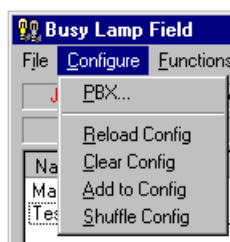
- **Called Number Display**

Display of called number information is not supported in some countries. Consult your system maintainer for further information about enabling this feature.

Configuration

Configure Menu

The Configure menu lists the following commands:



- **"Configure PBX" on page 10:**
Configure the system (PBX) information required.
- **"Reload Config" on page 11:**
Download the current system User/Extension configuration.
- **"Clear Config" on page 11:**
Clear all Users/Extensions from the current display.
- **"Add to Config" on page 11:**
Add a User/Extension to those currently displayed.
- **"Shuffle Config" on page 11:**
Re-arrange the Users/Extensions displayed.

Configure PBX

In order for the Busy Lamp Field to display the HuntGroup and Extension Status information required you will need to ensure that the following points are adhered to:

- **User Name:**
The name of the User (name of the phone, or phone extension number that you will be using). This can be obtained from the system administrator if unsure.
 - Associating more than one eBLF with the same user may cause unpredictable results.
 - The eBLF should not be associated with an IP phone extension user.
- **Password:**
The password for the User [**not** the system (PBX) password]. Again this can be obtained from the system administrator if unsure.
- **PBX Address:**
The Internet (IP) Address of your PBX, eg. 192.168.42.1. Almost certainly you will have to obtain this from the system administrator. Note: This must **not** be a broadcast address, eg. 192.168.42.255

Notes:

- **No Users/Extensions displayed:**
You have incorrectly configured the IP Address ('*PBX Address*' field) of the PBX (system) in the PBX Configuration Form.
- **User/Extension information is not updated:**
You have incorrectly configured either the '*Username*' or '*Password*' field in the PBX Configuration Form.
- **You cannot make a call by Clicking a User/Extension Button:**
You have not entered the correct '*Password*' when filing in the PBX Configuration Form.
- Only one copy of eBLF associated with a particular extension should be running at any time. Running more than one eBLF associated with the same extension will cause unpredictable results.

Reload Config

The '**Configure | Reload Config**' command updates the Busy Lamp Field with the User/Extension configuration and Hunt Group information that is currently configured in the system (PBX).

See "How to Download/Reload the Current User/Extension Configuration" on page 20.

Clear Config

The '**Configure | Clear Config**' command updates the Busy Lamp Field with the User/Extension configuration and Hunt Group information that is currently configured in the system (PBX).

Add to Config

The '**Configure | Add to Config**' command allows User/Extension Buttons to be added to the current list.

See "How to Add a User/Extension to the Existing List" on page 21.

Shuffle Config

The '**Configure | Shuffle Config**' command removes Blank User/Extension Buttons from the current list and 'shuffles' the remaining Users/Extensions up.

See "How to Shuffle Users/Extensions on the Existing List" on page 22.

Exit

The '**File | Exit**' command terminates the Busy Lamp Field application and saves the configuration.

Functions

Functions List

The Function menu provides all the commands available to the Operator:

- **Answer:** Answer a call / Present Next Call
- **Cancel Or Deny:** Clear the current call / Refuse an incoming call.
- **Hangup:** Hangup / End / Complete the current call.
- **Park/Unpark 1: (F9)** Park/unpark call in the first call park bay.
- **Park/Unpark 2: (F10)** Park/unpark call in the second call park bay.
- **Park/Unpark 3: (F11)** Park/unpark call in the third call park bay.
- **Park/Unpark 4: (F12)** Park/unpark call in the fourth call park bay.

Answer

The Answer function can be used to answer a call when using an off hook phone (e.g. Head Set Phone). The command is used to answer the oldest alerting call at a station. If the station is part of a Hunt Group that has 'Queuing' enabled the oldest call within the Hunt Group will alert at the station. To answer the call, the user presses the Answer key again.

*Answer can be accessed by pressing the **Enter** on the Number Pad or the **Carriage Return** Key.*

See "How to Answer a Call" on page 17.

Cancel or Deny

When performing a transfer, the 'Cancel or Deny' function can be used to automatically disconnect the call from the transfer originator to transfer destination and be reconnected to the incoming caller. Thus if a transfer destination is unavailable, the user can quickly be reconnected to the incoming call.

The Cancel or Deny function can also be used to refuse an incoming alerting call. The call will then be routed to the next available User/Extension in the Hunt Group or it will be returned to the queue. This is useful when the user has accidentally accepted a call from an incorrect queue.

*Cancel or Deny can be accessed by pressing the Escape (**Esc**) key.*

See "How to Cancel or Deny a Call" on page 17.

Hangup

The Hangup function simulates hanging up the phone, i.e. to complete a transfer or clear the current call. However it is very useful for off hook phones (head sets) because the Operator is now ready to take another call without having to place the phone on hook again.

*The Hangup function can be accessed by pressing the **End** key.*

See "How to Hangup a Call" on page 18.

Park/Unpark

These functions are used to park a call into one of the four Call Park slots or retrieve calls from those slots. See "Call Park Area" on page 7.

How To

How To Menu

The Function menu provides typical Operator commands:

- "How to Make a Call via the Busy Lamp Field" on page 15.
- "How to Answer a Call" on page 17.
- "How to Cancel or Deny a Call" on page 17.
- "How to Hangup a Call" on page 18.
- "How to Place a Call on Hold" on page 19.
- "How to Alternate a Call" on page 18.
- "How to Reclaim a Call" on page 19.
- "How to Transfer a Call via the Busy Lamp Field" on page 16.
- "How to Download/Reload the Current User/Extension Configuration" on page 20.
- "How to Add a User/Extension to the Existing List" on page 21.
- "How to Modify or Delete a User/Extension from the Existing List" on page 22.
- "How to Shuffle Users/Extensions on the Existing List" on page 22.

How to Make a Call via the Busy Lamp Field

Initiate a call as follows:

Call to an Internal Extension

- **Normal telephone use:**

If the internal extension is displayed on the BLF Extension Status Window (in green or yellow) click the desired extension. You hear ringback when the selected extension rings. The user can pick up the phone at this point.

- **Hands Free operation:**

If the internal extension is displayed on the Busy Lamp Field Extension Status Window (in green or yellow) click the desired extension. Ringing can be heard in the headset.

Call to an External Number

This can only be achieved if a 'pseudo' User/Extension is created for an external line. Refer to "How to Add a User/Extension to the Existing List" on page 21.

- **Normal telephone use:**

Pick up the handset. Click the 'pseudo' User/Extension used to connect to an outside line. Dial tone or ringback will be presented depending on whether the 'pseudo' User/Extension simply connects to an external line or dials a pre-defined number. If dial tone is heard, dial the number manually.

- **Hands Free operation:**

Click the 'pseudo' User/Extension used to connect to an outside line. Dial tone or ringback will be presented depending on whether the 'pseudo' User/Extension connects to an external line or dials a pre-defined number. If dial tone is heard, dial the number manually.

Note: If there are no external lines available busy tone will be presented.

Functions

See "Functions " on page 12.

How to Transfer a Call via the Busy Lamp Field

Transfer a call as follows:

Transfer to an Internal Extension

- **Normal telephone use:**

While active on a call, click the desired extension on the Busy Lamp Field (as long as it is green or yellow). The original party is put on hold, while a new call rings at the destination User/Extension. A 'Blind' or 'Screened' transfer can be performed. Hanging up the call before the called party answers is a 'Blind' transfer.

- **Hands Free operation:**

While active on a call, click the desired extension on the Busy Lamp Field (as long as it is green or yellow). The original party is put on hold, while a new call rings at the destination User/Extension. A 'Blind' or 'Screened' transfer can be performed. Pressing <End> on the PC keyboard before the call is answered will produce a 'Blind' transfer.

Transfer to an External Line/External Number

This can only be achieved if a 'pseudo' User/Extension is created for an external line. Refer to "How to Add a User/Extension to the Existing List" on page 21.

- **Normal telephone use:**

While active on a call, click the 'pseudo' User/Extension used to connect to an outside line. Dialtone or ringback is heard depending on whether the 'pseudo' User/Extension simply connects to an external line or dials a pre-defined number. If dial tone is heard, dial the number manually. A 'Blind' or 'Screened' transfer can be performed. Hanging up the call before the called party answers is a 'Blind' transfer. Hanging up the handset before the call is answered will produce a 'Blind' transfer.

- **Hands Free operation:**

While active on a call, click the 'pseudo' User/Extension used to connect to an outside line. Dialtone or ringback is heard depending on whether the 'pseudo' User/Extension simply connects to an external line or dials a pre-defined number. If dial tone is heard, dial the number manually. A 'Blind' or 'Screened' transfer can be performed. Hanging up the call before the called party answers is a 'Blind' transfer. Pressing <Esc> on the PC keyboard before the call is answered will produce a 'Blind' transfer.

Note: If there are no external lines available, 'Busy Tone' is heard.

See also:

- "How to Hangup a Call" on page 18
- "How to Cancel or Deny a Call" on page 17
- "How to Answer a Call" on page 17.

Functions

- "Functions " on page 12
- "Answer" on page 12
- "Hangup" on page 13

How to Answer a Call

Answer a call as follows:

- **Normal telephone use:**
Pick up the phone when it rings.
- **Hands Free operation:**
Press the <Carriage Return> or 'Enter' key on the PC keyboard when the phone rings.

Functions

- "Functions " on page 12
- "Answer" on page 12

How to Cancel or Deny a Call

Cancel or Deny a call as follows:

- **Normal telephone use:**
Go on-hook. The phone will ring after 2 seconds if there is another call waiting to alert.
- **Hands Free operation:**
Press the <Esc> key on the PC keyboard. This will clear the current call in progress, and produce the 'Busy Tone'. Any waiting calls can be answered by Hanging Up the call and then answering the waiting call

Functions

- "Functions " on page 12

How to Hangup a Call

Hang-up a call as follows:

- **Normal telephone use:**
Go on-hook. The phone will ring after 2 seconds if there is another call waiting to alert.
- **Hands Free operation:**
Press the <End> key on the PC keyboard. This will hang-up the current call in progress, and produce the 'Ringing Tone' if there are any calls waiting. These can be answered in the normal way by pressing the Carriage Return> or 'Enter' key. If there are no calls waiting then no tones are heard (normal quiescent behavior).

Note: The hang-up command is the same as placing the phone on-hook.

Functions

- "Functions " on page 12
- "Hangup" on page 13

How to Alternate a Call

Alternate a call as follows:

- **Normal telephone use:**
Once a call has been placed on hold it can be retrieved by pressing the 'Alternate Call' button on the phone.
- **Hands Free operation:**
Once a call has been placed on hold it can be retrieved by pressing the Page Up key on the Keyboard.

Note: DO NOT press the 'Alternate Call' Button on the Phone if you wish to clear or hang-up a call. The Alternate Call function places a call on hold or takes calls off the hold queue. It does NOT disconnect calls!

Functions

- "Functions " on page 12

How to Place a Call on Hold

Place a call on hold as follows:

- **Normal telephone use:**

A call can be placed on hold by pressing the 'Alternate' button on the phone.

Note: DO NOT press the 'Alternate Call' Button on the Phone, if you wish to clear or hang-up a call. The Alternate Call function places a call on hold, or takes calls off the hold queue. It does NOT disconnect calls!

How to Reclaim a Call

Reclaim a call on hold as follows:

- **Normal telephone use:**

If the last call to the phone is still active within the system it can be reclaimed by:

1. picking up the handset,
2. pressing the 'Recall' button on the phone,
3. dialing the required Short Code (default is *46. If this does not work, contact your system administrator).

How to Download/Reload the Current User/Extension Configuration

Download (reload) the current User/Extension configuration and Hunt Group status from the system by selecting the **Configure | Reload Config** option. The current Users/Extensions and Hunt Groups are deleted and replaced by the current Users/Extensions and Hunt Groups configured on the system (PBX). The status of each User/Extension and Hunt Group is automatically updated as the configuration is downloaded/reloaded.

This function is useful if the system administrator has added or removed some Users/Extensions or Hunt Groups to/from the system (PBX) configuration.

Problems:

- **No Users/Extensions displayed:**
The IP Address ('*PBX Address*' field) of the PBX (system) in the PBX Configuration Form is incorrectly configured.
- **User/Extension information is not updated:**
Either the '*Username*' or '*Password*' field in the PBX Configuration Form is incorrectly configured.
- **You cannot make a call by Clicking a User/Extension Button:**
The correct '*Password*' in the PBX Configuration Form has not been entered.

How to Add a User/Extension to the Existing List

Add a User/Extension to those already displayed in the Extension Status Window by selecting the '**Configure | Add to Config**' option.

When the function Add to Config is selected from the Configure Drop Down Menu the Edit Busy Lamp Form is displayed.

The '*Name*' and '*Number*' field MUST both be filled in. If the '*Number*' field is not filled in the User/Extension is not added to the list. If the '*Name*' field is not filled in then a 'Blank' user is created. In this instance it is not possible to tell whether the User Button is spare or if unnamed without right clicking on the Button and viewing the Edit Busy Lamp Form.

When a User/Extension is added, the first free Button is replaced with the newly defined User. If there are no blank User Buttons when a user is created then the newly defined User is added to the start of a new row, and four other blank Buttons are created.

This function is useful when adding 'dummy' Users/Extensions to the system. For example, making Buttons for frequently used Short Codes or for providing an outside line to a caller.

Example 1 - Create a Button to Pickup Your Own Voicemail.

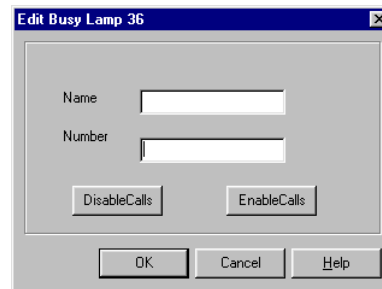
Note: *17 is the default Short Code for Voicemail pickup. Contact your system administrator to obtain the Voicemail Pickup Short Code configured on the system.

Example 2 - Create a Button for an 'Outside Line'

This option requires your system administrator to create a short code that is then entered as the button number. Contact your system administrator.

How to Modify or Delete a User/Extension from the Existing List

Modify an existing User/Extension by right clicking the appropriate Button and modifying the '*Name*' and '*Number*' fields accordingly. This displays the Edit Busy Lamp Form.



Note: If the number entered does not correspond to a physical extension configured on the system (PBX) then the Username displayed inside the newly created Button will be **black** not **green**.

Delete an existing User/Extension by right clicking the appropriate Button (this displays the Edit Busy Lamp Form), deleting the contents of the '*Number*' field, and clicking the OK Button. The Button will now appear as a blank Button, i.e. no Username is displayed. If the deleted User/Extension Button lies within the existing list it can be removed by shuffling up the Users.

How to Shuffle Users/Extensions on the Existing List

The **Shuffle Config** command removes any Blank User/Extension entries from the existing list of Users.

Remove blank Users/Extensions by selecting the Shuffle Config command from the Configure Drop Down Menu.

Note: If the number of non-blank Users/Extensions is not exactly divisible by five, the last few Buttons on the list will always be blank.

Hints and Tips

Hints and Tips

How do I get rid of a call that came to me by mistake?

Press the **Cancel or Deny** key (Esc) and this will return the call to the queue for rerouting.

How can I create my own personal Busy Lamp Field?

You can create your own personal Busy Lamp Field by either:

- clearing the current Busy Lamp Field, and adding Users/Extensions as required or
- downloading the current Users/Extensions configured on the system (PBX) and deleting and adding Users/Extensions. The shuffle command should then be used to tidy up your personalized Busy Lamp Field.

The Busy Lamp Field is not working. Why?

If after filling in and submitting the PBX Configuration Form all the downloaded Users/Extension Button labels are **black** (whereas normally most of them would be **green**), then you have incorrectly entered either the '*Username*' or the '*Password*'.

If all the Users/Extension download correctly and are displayed in their appropriate colors but you cannot make calls by clicking on the appropriate extension or Button then you have not entered the correct '*Password*' when filling in the PBX Configuration Form.

Can I run more than one Busy Lamp Field on my system?

The system supports a maximum of four BLFs.

The information displayed in the Hunt Group Status Window is misaligned.

If the Hunt Group '*Name*' and '*Extension*' as configured on the system (PBX) is more than 14 characters long the Service information will be displayed under the **Queue** column, the Queue information will be displayed under the **NewMsg** column etc. All data will be shifted right one column.

How can I find out who extension 'x' is on the "phone to"?

When you position the mouse pointer over a **RED** User/Extension Button the Busy Lamp Field Status Window also displays the call status. This will show whether the call is incoming or outgoing and the called or calling party number.

Why do I sometimes get busy tone when I dial out?

If there are no external lines available you will be presented with the 'Busy Tone'.

When should I use the Cancel or Deny command?

The Cancel or Deny command should be used if when transferring a call you obtain someone's Voicemail but do not want to leave a message. The Cancel or Deny command will terminate the Voicemail call and restore the connection to the outside party.

What does the Hangup command do?

The hang-up command is the same as placing the handset on-hook.

Why do I get the hold music (nothing) when I pick up the phone?

The 'Alternate Call' Button on the Phone, or the Page Up key on the Keyboard, should not be used to clear or hang-up a call. The Alternate Call function places a call on hold, or takes calls off the hold queue. It does NOT disconnect calls.

Why does Call Status report long calls to Voicemail?

If you find that calls seem to be connected to Voicemail for a long time (as displayed on the Call Status application) it is normally caused by someone getting through to Voicemail and placing the call on hold (by pressing the 'Alternate Call' button on the phone or the Page Up key on Phone Status, Busy Lamp Field or eConsole) instead of clearing or hanging up the call.

Why are the last few entries on the Busy Lamp Field blank?

If the number of non-blank Users/Extensions is not exactly divisible by five, the last few Buttons on the list will always be blank.

Index

A

Add a user 21
Add to config 11
Answer 12
Answer a call 17

B

Black 5
BLF 3
BLF lamp 5
BLF status display 8
Blue 5
Busy lamp field 3

C

Call park area 7
Clear a call 17
Clear config 11
Configure menu 9

D

Delete a user 22

E

End a call 18
Exit 11
Extension status window 5

F

Functions 12

G

Green 5
Group status window 6

H

Hands free operation 4
Hangup 13
Hangup a call 18
Hold a call 19
Hunt group status window 6

M

Make a call 15
Modify a user 22

P

Park area 7
Password 10
PBX 10
PBX address 10

R

Recall a call 18
Reclaim a call 19
Red 5
Reload config 11

S

Shuffle config 11
Shuffle users 22
Status display 8
Status window 5

T

Transfer a call 16

U

User name 10

Y

Yellow 5

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