



Avaya Extension to Cellular
User Guide
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Welcome

Welcome to being connected wherever you are! Instead of waiting for a call at your desk, the Avaya Extension to Cellular solution offers you the freedom to work from anywhere, anytime. You can receive and make calls from your cell phone or wireless telephone as if you were sitting in your office.

Terms

This document uses the following terms:

- “Extension to Cellular” refers to a set features that Avaya Communication Manager Release 2.0 and later offers for use with your cellphone.
- “Office telephone” refers to a telephone that is directly under the control of Communication Manager, for example, your office desk phone.
- “Cell phone” refers to a cellular or a wireless telephone.

Note:

Extension to Cellular works with any type of wireless or cellular service.

Introduction to Extension to Cellular

With Extension to Cellular, calls to your office telephone are extended to your cell phone. You can receive work-related calls wherever you are and whenever you need to.

Extension to Cellular is ideal for anyone who conducts business from multiple locations, such as:

- Sales people
- Field service personnel
- Real estate agents
- Physicians
- Attorneys
- Engineers
- Operations staff
- Consultants
- Brokers

- Other mobile professionals

Telecommuters who work in home offices can use Extension to Cellular to make the transition from office to home go unnoticed to callers.

With Extension to Cellular, incoming calls to your cell phone reach you while you travel, when you work at another location, or even while you walk around the workplace. This “one number reachability” means that you can respond immediately to urgent business matters. And when you cannot respond, your voice mail picks up your messages. You can also limit the type of calls that are extended to your cell phone.

You connect to or disconnect from Extension to Cellular as you need to. Regardless of whether Extension to Cellular is enabled, your cell phone operates as always. You still receive personal calls on your cell phone because personal calls come in through your standard cellular number and service provider.

How Extension to Cellular works

Extension to Cellular treats your cell phone as an extension of your office telephone. You and your system administrator determine how to establish your Extension to Cellular connection to best serve your needs.

After setup, you can use any of the following methods to enable or disable the Extension to Cellular feature:

- Call an access number to enable Extension to Cellular.
- If configured, push the Extension to Cellular feature button on your office telephone.
- If configured, use your cell phone to call the Off-PBX Call Enable number or the Off-PBX Call Disable number.

Once enabled, your cell phone becomes an extension of your office telephone, and you can answer calls on your cell phone that were made to your office number.

When you do not want incoming calls to go to your cell phone, you can disable Extension to Cellular. When you disable Extension to Cellular, incoming calls follow the coverage path that is set up for your office telephone.

About this guide

This guide describes Extension to Cellular features and operation.

[Chapter 1: Getting started](#) describes how to get started with Extension to Cellular and how to enable Extension to Cellular for first-time use.

[Chapter 2: Receiving and making calls](#) describes how Extension to Cellular operates with your cell phone and what features are available.

[Chapter 3: Voice mail](#) describes how voice mail works with Extension to Cellular.

[Chapter 4: Enabling or disabling Extension to Cellular and maintaining security](#) describes how to enable or disable Extension to Cellular, maintain a secure connection, change your security code, and prevent others from listening in on your conversation from your office telephone.

[Chapter 5: Checkpoints and troubleshooting](#) provides troubleshooting tips and answers to common user questions about how Extension to Cellular interacts with your cell phone and your office telephone.

[Appendix A: Feature Name Extensions](#) lists the different FNEs that you can use for the Extension to Cellular feature.

[Extension to Cellular pocket reference card](#) provides one card on which you can record your Extension to Cellular extensions, feature access codes (FACs), and feature name extensions (FNEs). Then keep the card with you and with your cell phone.

Related documentation

- *Administering Avaya Aura™ Communication Manager Feature Description and Implementation.*
- *Administering Avaya Aura™ Communication Manager.*
- *Avaya Unified Messenger® Telephone User Interface Online Guide.*

These documents are available at <http://www.avaya.com/support>.

Chapter 1: Getting started

Introduction

Before you receive your first Extension to Cellular call, set up the Extension to Cellular feature as per your requirements. Your system administrator performs most of the preliminary setup tasks. Two of these tasks are to complete a user profile from information that you provide and establish your personal Extension to Cellular connections.

The system administrator provides you the following information:

- Feature access codes (FAC) to
 - self-administer Extension to Cellular
 - enable or disable Extension to Cellular
 - change your security code
- List of feature name extensions (FNE) to access the Communication Manager features from your cell phone.

User access codes

Your system administrator configures you as an Extension to Cellular user and provides the information you need to activate Extension to Cellular, as described in the following sections:

- [Using Extension to Cellular for the first time](#) on page 21
- [Enabling Extension to Cellular](#) on page 43
- [Disabling Extension to Cellular](#) on page 46
- [Maintaining security](#) on page 52

Your system administrator provides the following information:

- The access number that you dial to enable or disable the Extension to Cellular feature or change your station security code.
- The station security code, which you can change as per your requirement. Use this code when you:
 - Enable or disable Extension to Cellular from your cell phone, office phone, or other telephone

- Use the Self Administration Feature access code to add or change your cell phone number
- Change your station security code
- A list of feature name extensions that you use to activate the features that you want to access from your cell phone

The last page of this guide contains one pocket reference card on which you can record this information and keep with you.

Using the Self Administration Feature access code

With the Self Administration Feature access (SAFE) code, you can use your telephone to administer and change your cell phone number for Extension to Cellular. You can also use this code to remove a current cell phone number on the **off-pbx-telephone station-mapping** page.

Before you can use SAFE, your system administrator must administer your office telephone extension for Extension to Cellular. Extension to Cellular is enabled automatically when you use SAFE to administer your cell phone number.

Communication Manager Release 5.0 and later provides Enhanced SAFE. The version that exists before Communication Manager 5.0 is called Basic SAFE. The features of the Enhanced SAFE are a superset of Basic SAFE.

With Enhanced SAFE, you use one of up to four SAFE access codes on your telephone to self-administer cell phone numbers for use with Extension to Cellular and other applications. Enhanced SAFE uses the sequence “**#” to remove an existing telephone number, and the star key (*) as the field delimiter between the dial prefix, the country code, and the telephone number fields.

For more information about SAFE access codes and dial prefix and country codes, see the *Administering Avaya Aura™ Communication Manager Feature Description and Implementation*.

Using Basic SAFE

The self-administration tasks that you can perform depends on the type of telephone equipment you use to access Basic SAFE.

From any touchtone telephone outside your office network:

1. Dial the Extension to Cellular access number.

You hear a dial tone.

2. Enter the SAFE access code.

You hear a dial tone.

3. Enter your station extension.

4. Press the pound key (#).

5. Enter your station security code.

6. Press the pound key (#).

You hear a dial tone.

7. Enter your cell phone number.

8. Press the pound key (#).

You hear a confirmation tone. Your cell phone is now mapped to your office phone extension through Extension to Cellular.

9. Hang up.

Note:

If you hear an intercept tone, it means your cell phone number is not routable or you have performed one or more steps in the procedure incorrectly. Disconnect and repeat the procedure from Step 1 through Step 8. If you still do not hear a confirmation tone, contact your system administrator.

From your cell phone:

1. Dial the Extension to Cellular access number.

You hear a dial tone.

2. Enter the SAFE access code.

You hear a dial tone.

3. Enter your station extension.

4. Press the pound key (#) on your phone.

5. Enter your station security code.

6. Press the pound key (#) on your phone.

You hear a dial tone.

7. Press the pound key (#) on your phone.

You hear a confirmation tone. Your cell phone is now mapped to your office phone extension through Extension to Cellular.

8. Hang up.

Note:

If you hear an intercept tone, it means your cell phone number is not routable or you have performed one or more steps in the procedure incorrectly. Disconnect and repeat the procedure from Step 1 through Step 7. If you still do not hear a confirmation tone, contact your system administrator.

From any office telephone:

1. Dial the SAFE access code.

You hear a dial tone.

Note:

If you are performing this procedure from your office phone, skip the next step and go to Step 3.

2. Enter your office phone extension number.

3. Press the pound key (#).

4. Enter your station security code.

5. Press the pound key (#).

You hear a dial tone.

6. Enter your cell phone number.

7. Press the pound key (#).

You hear a confirmation tone. Your cell phone is now mapped to your office phone extension through Extension to Cellular.

8. Hang up.

Note:

If you hear an intercept tone, it means your cell phone number is not routable or you have performed one or more steps in the procedure incorrectly. Disconnect and repeat the procedure from Step 1 through Step 7. If you still do not hear a confirmation tone, contact your system administrator.

From any office telephone that has console permissions:

1. Dial the SAFE access code.

You hear a dial tone.

2. Enter your station extension.

You hear a dial tone.

3. Enter your cell phone number.

4. Press the pound key (#) on your phone.

You hear a confirmation tone. Your cell phone is now mapped to your office phone extension through Extension to Cellular.

5. Hang up.

Note:

If you hear an intercept tone, it means your cell phone number is not routable or you have performed one or more steps in the procedure incorrectly. Disconnect and repeat the procedure from Step 1 through Step 4. If you still do not hear a confirmation tone, contact your system administrator.

Accessing Enhanced SAFE

The self-administration tasks that you can perform depends on the type of telephone equipment you use to administer or remove cell phone mapping information.

Using Enhanced SAFE to set cell phone mapping

Note:

How you map your cell phone number depends on whether you use your cell phone in another country when you travel, or if your cell phone number is from a country other than the country in which your Communication Manager software is located. Long distance or international cell phone calls use numbers that consist of some or all the following parts:

- The dial prefix. This prefix is usually either the long distance access code, which is 1 in the United States and 0 in most of Europe, or the international access code, which is 011 in the United States and 00 in most of Europe.
- The country code. This code comes after the dial prefix and consists of 1 to 3 digits. You use the country code when the cell phone is from another country or you often use the cell phone out of the country.
- The full national cell phone number. The full national cell phone number is the last part of the number and consists of 8 to 10 digits (10 digits in the United States).

From any touchtone telephone:

1. Dial the Extension to Cellular access number.

You hear a dial tone.

2. Enter the SAFE access code.

You hear a dial tone.

3. Enter your station extension.

4. Press the pound key (#).

5. Enter your station security code.

6. Press the pound key (#).

You hear a dial tone.

7. Enter the digits required to send your calls to your cell phone and present your office caller ID to the parties that you call. These digits consist of one of the following sequences:

- The dial prefix, the star key (*), the country code, the star key (*), and your cell phone number
- The dial prefix, the star key (*), and your cell phone number
- The star key (*), the country code, the star key (*), and your cell phone number.

8. Press the pound key (#).

You hear a confirmation tone. Your cell phone is now mapped to your office phone extension through Extension to Cellular.

9. Hang up.

Note:

If you hear an intercept tone, it means your cell phone number is not routable or you have performed one or more steps in the procedure incorrectly. Disconnect and repeat the procedure from Step 1 through Step 8. If you still do not hear a confirmation tone, contact your system administrator.

From your cell phone:

1. Dial the Extension to Cellular access number.

You hear a dial tone.

2. Enter the SAFE access code.

You hear a dial tone.

3. Enter your station extension.

4. Press the pound key (#) on your phone.

5. Enter your station security code.

6. Press the pound key (#) on your phone.

You hear a dial tone.

7. Enter the digits that are required to send your calls to your cell phone and present your office caller ID to the parties that you call. These digits consist of one of the following sequences:

- The dial prefix, the star key (*), the country code, the star key (*)
- The dial prefix, the star key (*)
- The star key (*), the country code, the star key (*)

8. Press the pound key (#) on your phone.

You hear a confirmation tone. Your cell phone is now mapped to your office phone extension through Extension to Cellular.

9. Hang up.

Note:

If you hear an intercept tone, it means your cell phone number is not routable or you have performed one or more steps in the procedure incorrectly. Disconnect and repeat the procedure from Step 1 through Step 8. If you still do not hear a confirmation tone, contact your system administrator.

From any office telephone:

1. Dial the SAFE access code.

You hear a dial tone.

Note:

If you are performing this procedure from your office phone, skip the next step and go to Step 3.

2. Enter your office phone extension number.

3. Press the pound key (#).

4. Enter your station security code.

5. Press the pound key (#).

You hear a dial tone.

6. Enter the digits that are required to send your calls to your cell phone and present your office caller ID to the parties that you call. These digits consist of one of the following sequences:

- The dial prefix, the star key (*), the country code, the star key (*), and your cell phone number
- The dial prefix, the star key (*), and your cell phone number
- The star key (*), the country code, the star key (*), and your cell phone number

7. Press the pound key (#).

You hear a confirmation tone. Your cell phone is now mapped to your office phone extension through Extension to Cellular.

8. Hang up.

Note:

If you hear an intercept tone, it means your cell phone number is not routable or you have performed one or more steps in the procedure incorrectly. Disconnect and repeat the procedure from Step 1 through Step 7. If you still do not hear a confirmation tone, contact your system administrator.

From any telephone in the external network that has console permissions:

1. Dial the Extension to Cellular access number.

You hear a dial tone.

2. Enter the SAFE access code.

You hear a dial tone.

3. Enter your station extension.

You hear a dial tone.

4. Press the pound key (#).

You hear a dial tone.

5. Enter the digits that are required to send your calls to your cell phone and present your office caller ID to the parties that you call. These digits consist of the following sequence:

- The dial prefix, the star key (*), the country code, the star key (*), and your cell phone number

6. Press the pound key (#).

You hear a confirmation tone. Your cell phone is now mapped to your office phone extension through Extension to Cellular.

7. Hang up.

Note:

If you hear an intercept tone, it means your cell phone number is not routable or you have performed one or more steps in the procedure incorrectly. Disconnect and repeat the procedure from Step 1 through Step 6. If you still do not hear a confirmation tone, contact your system administrator.

From any office telephone that has console permissions:

1. Enter the SAFE access code.

You hear a dial tone.

2. Enter your station extension.

3. Press the pound key (#).

You hear a dial tone.

4. Enter the digits that are required to send your calls to your cell phone and present your office caller ID to the parties that you call. These digits consist of one of the following sequences:

- The dial prefix, the star key (*), the country code, the star key (*), and your cell phone number
- The dial prefix, the star key (*), and your cell phone number
- The star key (*), the country code, the star key (*), and your cell phone number

5. Press the pound key (#).

You hear a confirmation tone. Your cell phone is now mapped to your office phone extension through Extension to Cellular.

6. Hang up.

Note:

If you hear an intercept tone, it means your cell phone number is not routable or you have performed one or more steps in the procedure incorrectly. Disconnect and repeat the procedure from Step 1 through Step 5. If you still do not hear a confirmation tone, contact your system administrator.

From your office telephone that has console permissions:

1. Enter the SAFE access code.

You hear a dial tone.

2. Press the pound key (#).

You hear a dial tone.

3. Enter the digits that are required to send your calls to your cell phone and present your office caller ID to the parties that you call. These digits consist of one of the following sequences:

- The dial prefix, the star key (*), the country code, the star key (*), and your cell phone number
- The dial prefix, the star key (*), and your cell phone number
- The star key (*), the country code, the star key (*), and your cell phone number

4. Press the pound key (#).

You hear a confirmation tone. Your cell phone is now mapped to your office phone extension through Extension to Cellular.

5. Hang up.

Note:

If you hear an intercept tone, it means your cell phone number is not routable or you have performed one or more steps in the procedure incorrectly. Disconnect and repeat the procedure from Step 1 through Step 4. If you still do not hear a confirmation tone, contact your system administrator.

Using Enhanced SAFE to delete a cell phone number from the off-pbx-telephone station-mapping page

From any touchtone telephone or your cell phone:

1. Dial the Extension to Cellular access number.
You hear a dial tone.
2. Enter the SAFE access code.
You hear a dial tone.
3. Enter your station extension.
4. Press the pound key (#).
5. Enter your station security code.
6. Press the pound key (#).
You hear a dial tone.
7. Press the star key (*) twice and then press the pound key (#). This sequence removes the cell phone number from administration.

You hear a confirmation tone. Your cell phone number is no longer mapped to your office phone extension through Extension to Cellular. If you do not hear a confirmation tone, contact your system administrator.
8. Hang up.

From any office telephone:

1. Enter the SAFE access code.
You hear a dial tone.

Note:
If you are performing this procedure from your office phone, skip the next step and go to Step 3.
2. Enter your office phone extension number.
3. Press the pound key (#).
4. Enter your station security code.
5. Press the pound key (#). You hear a dial tone.
6. Press the star key (*) twice and then press the pound key (#). This sequence removes the cell phone number from administration.

You hear a confirmation tone. Your cell phone number is no longer mapped to your office phone extension through Extension to Cellular. If you do not hear a confirmation tone, contact your system administrator.
7. Hang up.

From any office telephone that has console permissions:

1. Enter the SAFE access code.

You hear a dial tone.

Note:

If you are performing this procedure from your office phone, skip the next step and go to Step 3.

2. Enter your office phone extension number.

3. Press the pound key (#).

You hear a dial tone.

4. Press the star key (*) twice and then press the pound key (#). This sequence removes the cell phone number from administration.

You hear a confirmation tone. Your cell phone number is no longer mapped to your office phone extension through Extension to Cellular. If you do not hear a confirmation tone, contact your system administrator.

5. Hang up.

Using an FNE to access a Communication Manager feature

A feature name extension is a telephone extension that you dial to access a Communication Manager feature from your cell phone.

To access a Communication Manager feature:

1. If you are on a call, place the caller on hold.
2. On another line appearance, dial the FNE for the feature that you want.
3. If you are on a cell phone, press SEND. The tone you hear depends on the FNE that you dialed.

For more information about how to use FNEs, see [Appendix A: Feature Name Extensions](#) on page 63.

Using Extension to Cellular for the first time

Once your administrator provides you with the Extension to Cellular access number, feature access codes, and feature name extensions, you are ready to enable Extension to Cellular.

Note that Extension to Cellular is already enabled if you receive this service through your cellular service provider, the company contracted with to provide cellular/wireless services..

Using an access number to enable Extension to Cellular

From your office telephone:

1. Dial the Extension to Cellular access number that your system administrator provides.
You hear a dial tone.
2. Enter the FAC to enable the Extension to Cellular feature.
You hear a dial tone.
3. Enter the extension number of your office telephone.
4. Press the pound key (#).
5. Enter your station security code.
6. Press the pound key (#).
You hear a confirmation tone that indicates that Extension to Cellular is enabled.
7. Hang up.

Note:

If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat the procedure from Step 1. If you do not hear a confirmation tone, contact your system administrator.

Using a FAC to enable or disable Extension to Cellular

You can use the Extension to Cellular feature access codes to enable or disable Extension to Cellular. Your system administrator sets up these codes and provides the codes to you. You can use these FACs to enable or disable all Extension to Cellular cell phones that are associated with your office number.

From your office telephone:

1. Dial the FAC to enable or disable Extension to Cellular.
2. Press the pound key (#) to bypass entering the office telephone.
You hear a dial tone.
3. Enter the office number station security code.
4. Press the pound key (#).
You hear a confirmation tone.

5. Hang up.

Note:

If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat the procedure from Step 1. If you do not hear a confirmation tone, contact your system administrator.

From an internal extension that is not your office telephone:

1. Dial the Extension to Cellular enable or disable FAC.
2. Enter the extension number of your office telephone.
3. Press the pound key (#).

You hear a dial tone.

4. Enter the office number station security code.
5. Press the pound key (#).

You hear a confirmation tone.

6. Hang up.

Note:

If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat the procedure from Step 1. If you do not hear a confirmation tone, contact your system administrator.

From any touchtone telephone in the external network:

1. Dial the Avaya Extension to Cellular access number (telecommuting access number). You hear a dial tone.
2. Enter the FAC to enable or disable Extension to Cellular.

You hear a dial tone.

Note:

If you are calling from an Extension to Cellular cell phone that is administered to send office caller ID, skip Step 3 and continue with Step 4.

3. Enter the extension number of your office telephone.
4. Press the pound key (#).
5. Enter the office number station security code.
6. Press the pound key (#).

You hear a confirmation tone.

7. Hang up.

Note:

If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat the procedure from Step 1. If you do not hear a confirmation tone, contact your system administrator.

Using an FNE to enable or disable Extension to Cellular

You can use an FNE to enable the Extension to Cellular on your cell phone.

From your cell phone:

1. Dial the Off-PBX Call Enable FNE phone number.

You hear a confirmation tone.

2. Hang up.

Note:

If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat the procedure from Step 1. If you do not hear a confirmation tone, contact your system administrator.

You can use an FNE to disable the Extension to Cellular on your cell phone.

From your cell phone:

1. Dial the Off-PBX Call Disable FNE phone number.

You hear a confirmation tone.

2. Hang up.

Note:

If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat the procedure from Step 1. If you do not hear a confirmation tone, contact your system administrator.

Chapter 2: Receiving and making calls

Introduction

After Extension to Cellular is administered and enabled, you will receive calls to your office phone on your cell phone. This chapter provides information on receiving Extension to Cellular calls, making calls, and how this feature interacts with your regular cell phone service. This chapter also provides information on using Conditional Call Extending to restrict unwanted calls to your cell phone and how the Shared Voice Connections feature is used to access and connect the held call.

Note:

When using your cell phone, be aware that some 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 terms and conditions of your cellular service contract before using this feature.

Receiving calls

You can use the following features when Extension to Cellular is enabled.

Incoming calls

When Extension to Cellular is enabled, calls to your office phone ring at both, your office phone and your cell phone.

Confirmed Answer

When you use Confirmed Answer, an incoming call to your cell phone using Extension to Cellular (EC500)

behaves differently from a regular incoming call to the cell phone. You can use this feature only if the administrator configures this feature for the system. You can use Confirmed Answer as one option for the Cellular Voice Mail Avoidance feature. For more information, see [Cellular Voice Mail Avoidance feature](#) on page 40.

Caller ID

If your cell phone has the caller ID feature, your cell phone screen displays the phone number of the party calling your office phone. The display may reflect the full 10-digit phone number of the caller. For inter-office calls, the display may reflect either the full 10-digit phone number or an extension number having fewer than 10 digits.

Note:

Some cell phone networks pass only 10-digit caller IDs, while other networks are more flexible. Those networks that pass only the 10-digit numbers may prevent you from receiving inter-office caller IDs with fewer than ten digits, for example, a 4-digit extension. Ask your system administrator if 10-digit numbers can be administered, or check with your cellular service provider for more information on caller ID support.

Making calls

You have the following options when you make a call to a party:

- Making calls that send office caller ID
- Making calls that do not send office caller ID

Making calls that send office caller ID

Extension to Cellular provides an optional office caller ID feature. This feature allows your cell phone to function like your office phone when making calls to other parties connected to your office phone system.

Your system administrator configures your cell phone to send office caller ID. Once the office caller ID feature is enabled, when you call parties who share your office phone system, their screen displays your name and office phone number, not your cell phone number. See [Idle Appearance Select FNE](#) on page 70 for procedures to make calls using Idle Appearance Select FNE.

Note:

If administered to send office caller ID, the office caller ID feature of Extension to Cellular operates regardless of whether EC500 is enabled or disabled.

Making calls that do not send caller ID

When your cell phone does not send office caller ID and you call a party having caller ID, the called party's display shows your cell phone number and not your office phone.

Managing calls

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

Call waiting

If your cell phone supports the call waiting feature, this feature delivers the second incoming calls to your office number to your cell phone even if your cell phone is currently in use. You can answer the second call and swap between the two calls. You can conference the calls using Conference Complete FNE. See [Conference Complete FNE](#) for more information.

For cell phones, these features operate as described in your cell phone documentation and do not involve Extension to Cellular or your Avaya phone system.

Note:

For your cell phone, call waiting and switching between calls are available only if both of the following are true:

- these features are supported by your cellular service provider, and
- these features are part of your cellular service contract.

Switching from your cell phone to your office phone

With Extension to Cellular, your cell phone functions as an extension of your office phone, and you can swap between the two phones when you are in the office. For example, you enable Extension to Cellular on your cell phone before leaving for work and receive a call on the way. 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 (this saves additional cell phone charges).

Note:

Extension to Cellular works wherever your cell phone currently works. You may lose cell phone calls while in your building because of poor reception. An optional installation of a distributed antenna system (DAS) in buildings with poor cell reception has proven to be an effective solution. Your system administrator should contact Avaya for details.

This procedure applies to incoming calls picked up on your cell phone when Extension to Cellular is enabled. This procedure also applies to outgoing calls if you have an Extension to Cellular cell phone that sends office caller ID. Be sure to notify the person with whom you are speaking that you will be changing phones.

To switch to the office phone while you are on your cell phone with an Extension to Cellular call:

1. Pick up the office phone handset or turn the speaker on.
2. Press the lighted “call appearance” (line indicator) button on your office phone that shows the line that is currently in use.

You are now conferenced onto the existing call. (If not, the “exclude” feature may be activated. See [Excluding others from an Extension to Cellular call](#) on page 54 for more information.)

3. Disconnect your cell phone from the call by pressing the appropriate “end call” button on your cell phone.
4. Continue the call on your office phone handset or speaker.

If your cell phone has voice mail, please review [Chapter 3: Voice mail](#) for information on receiving business-related messages.

You can find procedures for enabling or disabling Extension to Cellular on a regular basis in [Chapter 4: Enabling or disabling Extension to Cellular and maintaining security](#). This chapter also discusses security and provides a procedure for changing your station security code.

Switching from your office phone to your cell phone

With Extension to Cellular, you can swap between your office phone and cell phone during a call when you leave the office. For example, you receive a call on your office phone when you are about to leave office. With Extension to Cellular enabled on your cell, you can continue the call on your cell phone even as you leave your office.

Note:

Extension to Cellular works wherever your cell phone currently works. You may lose cell phone calls while in your building caused by poor reception. Optional installation of a distributed antenna system in buildings with poor cell reception has proven to be an effective solution. Your system administrator should contact Avaya for details.

Be sure to notify the person with whom you are speaking that you will be changing phones.

To switch to your cell phone while you are on your office phone with an Extension to Cellular call:

1. Turn on your cell phone.
2. Perform one of the following to extend the call to your cell phone:
 - Press the administered **Extend Call** button on your office phone (if your office phone supports administered feature buttons). The Extend Call button extends the call to any other Extended Access phones mapped to your office phone. For more information on this button, contact your administrator.
 - From your cellular phone, dial the Active Appearance Select feature name extension to extend the call to your cell phone. For a list of the feature name extensions for your system, contact your administrator.

You are now conferenced onto the existing call.

3. Hang up your office phone.
4. Continue the call on your cell phone.

If your cell phone has voice mail, please review [Chapter 3: Voice mail](#) for information on receiving business-related messages.

You can find procedures for enabling and disabling Extension to Cellular on a regular basis in [Chapter 4: Enabling or disabling Extension to Cellular and maintaining security](#). This chapter also discusses security and provides a procedure for changing your station security code.

Restricting Calls

With the Conditional Call Extending feature, you can limit the type of calls that are extended to your cell phone when EC500 is enabled. Conditional Call Extending feature is used by Fixed Mobility Convergence (FMC) applications such as PBFMC, PVFMC, and SPFMC. However, it is not supported for PVFMC application when administered as a dual mode pair (DMX) with a ONE-X application. Conditional Call Extending feature does not support OPS application. To enable the conditional call extending setting, contact your system administrator.

You can use the Conditional Call Extend Enable FNE and the Conditional Call Extend Activation FAC to activate the Conditional Call Extending settings. You can use the Conditional Call Extend Disable FNE and the Conditional Call Extend Deactivation FAC to disable the conditional call extending settings.

You can restrict six types of calls using the call type setting sequence and the application number. The **application-number** corresponds to the position of the application on the **off-pbx-telephone station-mapping** page. Your system administrator provides this application number.

The **call type setting sequence** is the number entered in a key sequence. You can enter multiple call type setting sequence numbers.

Call type setting sequence	Call type	Details
1	S	Standard calls to the station
2	C	Redirected calls: calls covered or forwarded to the station
3	H	Hunt calls: calls to the station through a hunt group
4	I	Intercom calls to the station
5	P	Priority calls to the station
6	R	Class of Restriction (COR) restricted calls

Using FAC to enable or disable Conditional Call Extending

If you dial from your cell phone:

1. Dial the Extension to Cellular access number.

You hear a dial tone.

2. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

You hear a dial tone.

3. Enter your station extension.
4. Press the pound key (#) on your cell phone.
5. Enter your station security code.
6. Press the pound key (#) on your cell phone.

You hear a dial tone.

7. Enter the application number.
8. Press the star key (*) on your cell phone.
9. Enter the call type setting sequence.
10. Press the pound key (#) on your cell phone.

You hear a confirmation tone. Extension to Cellular will forward or stop forwarding the specified calls depending on the FAC you dialed in step 2.

11. Hang up.

Note:

If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat the procedure from Step 2. If you do not hear a confirmation tone, contact your system administrator.

If you dial from any office telephone without console permissions:

1. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

You hear a dial tone.

Note:

If you are performing this procedure from your office phone, skip the next step and go to Step 3.

2. Enter your station extension.
3. Press the pound key (#) on the office telephone.
4. Enter your station security code.
5. Press the pound key (#) on the office telephone.

You hear a dial tone.

6. Enter the application number.
7. Press the star key (*) on the office telephone.
8. Enter the call type setting sequence.

9. Press the pound key (#) the office telephone.

You hear a confirmation tone. Extension to Cellular will forward or stop forwarding the specified calls depending on the FAC you dialed in step 1.

10. Hang up.

Note:

If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat the procedure from Step 1. If you do not hear a confirmation tone, contact your system administrator.

If you dial from any office telephone that has console permissions:

1. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

You hear a dial tone.

2. Enter your station extension.
3. Press the pound key (#) on the office telephone.

You hear a dial tone.

4. Enter the application number.
5. Press the star key (*) on the office telephone.
6. Enter the call type setting sequence.
7. Press the pound key (#) on the office telephone.

You hear a confirmation tone. Extension to Cellular will forward or stop forwarding the specified calls depending on the FAC you dialed in step 1.

8. Hang up.

Note:

If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat the procedure from Step 1. If you do not hear a confirmation tone, contact your system administrator.

If you dial from your office telephone that has console permissions:

1. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

You hear a dial tone.

2. Press the pound key (#).

You hear a dial tone.

3. Enter the application number.
4. Press the star key (*).
5. Enter the call type setting sequence.

6. Press the pound key (#).

You hear a confirmation tone. Extension to Cellular will forward or stop forwarding the specified calls depending on the FAC you dialed in step 1.

7. Hang up.

Note:

If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat the procedure from Step 1. If you do not hear a confirmation tone, contact your system administrator.

Using FNE to enable or disable Conditional Call Extending

If you dial from your cell phone or off-pbx telephone:

1. Dial the Conditional Call Extend Enable FNE or the Conditional Call Extend Disable FNE.

You hear a dial tone.

2. Enter the call type setting sequence.

3. Press the pound key (#).

You hear a confirmation tone. Extension to Cellular will forward or stop forwarding the specified calls depending on the FNE you dialed in step 1.

4. Hang up.

Note:

If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat the procedure from Step 1. If you do not hear a confirmation tone, contact your system administrator.

Using FNE to SET COR for Conditional Call Extending

If you dial from your cell phone or off-pbx telephone:

1. Dial the Conditional Call Extend Enable FNE or the Conditional Call Extend Disable FNE.

You hear a dial tone.

2. Press the star key (*).

3. Enter the COR value.

4. Press the pound key (#).

5. Hang up.

Using FAC to SET COR for Conditional Call Extending

If you dial from your cell phone:

1. Dial the telecommuter number.
You hear a dial tone.
2. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.
You hear a dial tone.
3. Enter your station extension.
4. Press the pound key (#) on your cell phone.
5. Enter your station security code.
6. Press the pound key (#) on your cell phone.
You hear a dial tone.
7. Enter the application number.
8. Press the star key (*) on your cell phone.
9. Press the star key (*) on your cell phone.
10. Enter the COR value. The value for COR ranges from 0 to 995.
11. Press the pound key (#) on your cell phone.
12. Hang up.

If you dial from any office telephone without console permissions:

1. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.
You hear a dial tone.

Note:

If you are performing this procedure from your office phone, skip the next step and go to Step 3.

2. Enter your station extension.
3. Press the pound key (#) on the office telephone.
4. Enter your station security code.
5. Press the pound key (#) on the office telephone.
You hear a dial tone.
6. Enter the application number.
7. Press the star key (*) on the office telephone.

8. Press the star key (*) on the office telephone.
9. Enter the COR value. The value for COR ranges from 0 to 995.
10. Press the pound key (#) on the office telephone.
11. Hang up.

If you dial from any office telephone that has console permissions:

1. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.
You hear a dial tone.
2. Enter your station extension.
3. Press the pound key (#) on the office telephone.
You hear a dial tone.
4. Enter the application number.
5. Press the star key (*) on the office telephone.
6. Press the star key (*) on the office telephone.
7. Enter the COR value. The value for COR ranges from 0 to 995.
8. Press the pound key (#) on the office telephone.
9. Hang up.

If you dial from your office telephone that has console permissions:

1. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.
You hear a dial tone.
2. Press the pound key (#).
You hear a dial tone.
3. Enter the application number.
4. Press the star key (*).
5. Press the star key (*).
6. Enter the COR value. The value for COR ranges from 0 to 995.
7. Press the pound key (#).
8. Hang up.

Using FNE to enable or disable Conditional Call Extending for Dual-Mode applications

If you dial from your cell phone or off-pbx telephone:

1. Dial the Conditional Call Extend Enable FNE or the Conditional Call Extend Disable FNE.
You hear a dial tone.
2. Press the zero key (**0**).
3. Enter the setting number. Here, the setting number is 1.
4. Press the pound key (**#**).
5. Hang up.

Using FAC to enable or disable Conditional Call Extending for Dual-Mode applications

If you dial from your cell phone:

1. Dial the telecommuter number.
You hear a dial tone.
2. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.
You hear a dial tone.
3. Enter your station extension.
4. Press the pound key (**#**) on your cell phone.
5. Enter your station security code.
6. Press the pound key (**#**) on your cell phone.
You hear a dial tone.
7. Enter the application number.
8. Press the star key (*****) on your cell phone.
9. Press the zero key (**0**) on your cell phone.
10. Enter the Setting number. Here the setting number is 1.
11. Press the pound key (**#**) on your cell phone.
12. Hang up.

If you dial from unmapped off-pbx telephone:

1. Dial the telecommuter number.
You hear a dial tone.
2. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.
You hear a dial tone.
3. Enter the other paired station extension.
4. Press the pound key (#) on the office telephone.
5. Enter your station security code.
6. Press the pound key (#) on the office telephone.
You hear a dial tone.
7. Enter the application number.
8. Press the star key (*) on the office telephone.
9. Press the zero key (0) on the office telephone.
10. Enter the Setting number. Here the setting number is 1.
11. Press the pound key (#) on the office telephone.
12. Hang up.

If you dial from any office telephone without console permissions:

1. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

You hear a dial tone.

Note:

If you are performing this procedure from your office phone, skip the next step and go to Step 3.

2. Enter your station extension.
3. Press the pound key (#) on the office telephone.
4. Enter your station security code.
5. Press the pound key (#) on the office telephone.
You hear a dial tone.
6. Enter the application number.
7. Press the star key (*) on the office telephone.
8. Press the zero key (0) on the office telephone.
9. Enter the Setting number. Here the setting number is 1.

10. Press the pound key (#) on the office telephone.

11. Hang up.

If you dial from any office telephone that has console permissions:

1. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

You hear a dial tone.

2. Enter your station extension.

3. Press the pound key (#) on the office telephone.

You hear a dial tone.

4. Enter the application number.

5. Press the star key (*) on the office telephone.

6. Press the zero key (0) on the office telephone.

7. Enter the Setting number. Here the setting number is 1.

8. Press the pound key (#) the office telephone.

9. Hang up.

If you dial from your office telephone that has console permissions:

1. Dial the Conditional Call Extend Activation FAC or the Conditional Call Extend Deactivation FAC.

You hear a dial tone.

2. Press the pound key (#).

You hear a dial tone.

3. Enter the application number.

4. Press the star key (*).

5. Press the zero key (0).

6. Enter the Setting number. Here the setting number is 1.

7. Press the pound key (#).

8. Hang up.

Chapter 3: Voice mail

Introduction

Unanswered office calls are usually routed to your corporate voice mail after a predetermined number of rings. If your cellular service provider offers voice mail, you can use Extension to Cellular to, by default, direct the unanswered calls to your preferred voice mail system. Your system administrator can set the number of rings before answer so that your preferred voice mail system (corporate) picks up unanswered calls first.

You can also choose your preferred voice mail system when your administrator is setting up your Extension to Cellular profile.

Note:

An unanswered call can sometimes result in a message in the voice mailbox of *either* system.

Using corporate voice mail to receive your messages

To receive voice messages through your corporate voice mail system, set the voice mail feature of your cellular service to ring for a longer duration than your corporate voice mail system. For example, if your corporate voice mail automatically picks up an unanswered call on the third ring, you must set the voice mail on your cell phone to pick up unanswered calls on the fourth or fifth ring. This setting ensures that your corporate voice mail picks up all unanswered calls before your cellular voice mail system does.

If you cannot set the number of rings on your cell phone yourself, contact your cellular service provider for assistance. Make sure you know the number of unanswered rings required for your office calls to be sent to your corporate voice mail system. Ask your service provider to set the number of unanswered rings (or rings before calls go to cellular voice mail) to a higher number. For example, if your office calls are sent to your corporate voice mail after four rings, ask your service provider to set your unanswered call coverage path to at least five rings.

Note:

If you use your cell phone exclusively for business purpose, your cellular service provider can disable your cell phone voice mail to direct all the messages to your corporate voice mail.

Extension to Cellular and your corporate voice mail system

If you have a cell phone that sends office caller ID, your office number identifies the messages you leave in an Extension to Cellular call on your corporate voice mail system only if Extension to Cellular and your corporate voice mail system use the same telephone server or switch. When your cell phone does not send office caller ID, your call is identified by your cell phone number.

When you have an Extension to Cellular cell phone that sends office caller ID, you can access your corporate voice mail system the same way that you do from your office telephone. For example, an INTUITY™ AUDIX® user can press the pound key (#) instead of entering the office telephone number.

Cellular Voice Mail Avoidance feature

The Cellular Voice Mail Avoidance feature of Communication Manager Extended Access reduce the uncertainty of where the unanswered Extension to Cellular calls terminate. If Extension to Cellular is enabled on your cell phone, an unanswered call goes either to your corporate voice mail (for example, at your office telephone) or to the voice mail system of your cellular service provider.

If you want your corporate voice mail system to answer your calls, contact your system administrator to enable the Cellular Voice Mail Avoidance feature. Inform your administrator the type of cellular service that you use such as, GSM, CDMA, and so on.

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. The Cellular Voice Mail Avoidance feature detects when the cellular voice mail automatically covers a call. The Cellular Voice Mail Avoidance feature prevent calls from being routed automatically to your cellular voice mail. You might also want to disable Extension to Cellular before you shut off your cell phone. This practice helps to prevent automatic routing of work-related calls to your cellular voice mail system. The incoming calls to your office number is routed to your corporate voice mail system, while your cellular voice mail system continues to answer your personal calls.

You can also use the Confirmed Answer option of Cellular Voice Mail Avoidance for calls to Extension to Cellular. This feature is available with Communication Manager 5.0 and later.

The Confirmed Answer option is one way to ensure that the cellular voice mail system does not answer an Extension to Cellular call. When you enable the Confirmed Answer option, you hear a dial tone when an incoming call is answered. To answer a call, you have to press a digit on the cell phone keypad. If you do not answer the call within the administered time, the system treats the call as not answered. The system plays a recall dial tone to indicate that input is expected. If you do not enter a digit before the time-out interval expires, the call is pulled back from the cell phone. The call then continues to ring at the desk phone and eventually follows to call coverage. A cellular voice mail system does not dial a digit when the system receives your call. Therefore, Communication Manager does not treat the calls that cover to cellular voice mail as answered.

For more information, see the *Administering Avaya Aura™ Communication Manager Feature Description and Implementation*.

“Notify Me” under Unified Messenger for Microsoft Exchange

If you have access to the “Notify Me” feature of Unified Messenger for Microsoft Exchange (Version 4.0 or later), the display on your cell phone notifies you of messages in your corporate voice mailbox. For more information about this feature, see “Setting Notify Me” in the *Unified Messenger Telephone User Interface Online Guide*. See <http://www.avaya.com/support> for access to this guide.

Note:

Your cell phone must support text messaging to use this feature.

Chapter 4: Enabling or disabling Extension to Cellular and maintaining security

Introduction

Follow the guidelines and procedures in this chapter to enable or disable Extension to Cellular on your cell phone.

- Enable Extension to Cellular when you want to receive the calls to your office number on your cell phone (for example, while you are out of the office during business hours).
- Disable Extension to Cellular when you want to receive the calls to your office number from your office desk phone.

As a rule, you should disable Extension to Cellular before you turn off your cell phone. This helps to direct your voice messages to your corporate voice mail system (see [Chapter 3: Voice mail](#)).

For security reasons, it is a good practice to change your station security code frequently. This chapter also provides details on other security measures.

Enabling Extension to Cellular

Use the following procedures to enable Extension to Cellular from any phone within your office or from any remote touchtone phone. Note that Extension to Cellular is already enabled when you receive this service through your cellular service provider (CSP).

You can also enable or disable Extension to Cellular by using a feature name extension. For more information, see [Getting started](#) on page 11. Also see [Appendix A: Feature Name Extensions](#) on page 63.

Enabling Extension to Cellular using a feature button on your office phone

You can enable Extension to Cellular from an administered feature status button on your office phone. For this option to be available, your office phone must support administrable feature buttons, and your administrator must have enabled the Enhanced Extension to Cellular feature.

The number of button presses required to enable this feature depends on the current state of the feature such as, disabled or timer active, and whether the optional Extension to Cellular timer is administered. See [Table 1: Enabling Extension to Cellular through an administered feature status button](#) on page 44.

When you enable Extension to Cellular through an administered feature status button on your office phone, an FAC is not required.

Note:

The term “EC500” in the following messages refers to Extension to Cellular.

Table 1: Enabling Extension to Cellular through an administered feature status button

Extension to Cellular state	Timer status	Push feature button	Indicators
Disabled (lamp is off)	Not administered	Once	Lamp glows green. Message EC500 Enabled displays for two seconds.
Disabled (lamp is off)	Administered	Once	Lamp glows green. Message EC500 Enabled displays for two seconds.
Timer active (lamp in inverted wink mode)	Administered	Twice	Lamp glows green. Message EC500 Enabled displays for two seconds.

The feature status button on the office phone indicates the current state of Extension to Cellular, regardless of whether the feature was enabled remotely or directly from the office phone.

Enabling Extension to Cellular using an FNE on your cell phone

To enable Extension to Cellular from your cell phone:

1. Dial the Off-PBX Call Enable FNE phone number.

You hear a confirmation tone indicating Extension to Cellular is enabled. If you do not hear a confirmation tone, contact your system administrator.

2. Hang up.

Enabling Extension to Cellular using feature access code

Note:

It helps if you have the enable feature access code recorded on your pocket reference card. See [Extension to Cellular pocket reference card](#) on page 81.

To enable Extension to Cellular from your cell phone or any touchtone phone on your office network:

1. Dial the Extension to Cellular enable feature access code.

You hear a dial tone.

If you are performing this procedure from your office phone, or from your cell phone that sends office caller ID, skip the next step and go to Step 3.

2. Enter your office phone extension number.
3. Press the pound key (#).
4. Enter your station security code.
5. Press the pound key (#).

You hear a confirmation tone indicating Extension to Cellular is enabled.

6. Hang up.

Note:

If you do not receive a confirmation tone, hang up. Verify the codes entered and repeat this procedure from Step 1. If you still do not receive a confirmation tone, contact your system administrator for assistance.

Once you have enabled Extension to Cellular, the incoming calls placed to your office phone also ring on your cell phone. The unanswered calls are sent to your preferred voice mail system (see [Chapter 3: Voice mail](#)). 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.

Enabling Extension to Cellular using a remote phone

Note:

It helps if you have the enable feature access code and the Extension to Cellular access number recorded on your pocket reference card. See [Extension to Cellular pocket reference card](#) on page 81.

Note:

Perform the following procedure only if the remote phone is not mapped with your office telephone. If remote phone is mapped with your office telephone then you will need to dial Off-PBX Call Enable FNE.

To enable Extension to Cellular using a remote phone:

1. From any remote touchtone phone, dial the telecommuter number.

You hear a dial tone.

2. Enter the Extension to Cellular enable feature access code.

You hear a dial tone.

3. Enter your office phone extension number.

4. Press the pound key (#).

5. Enter the station security code.

6. Press the pound key (#).

You hear a confirmation tone indicating Extension to Cellular is enabled.

7. Hang up.

Note:

If you do not receive a confirmation tone, hang up. Verify the codes entered and repeat this procedure from Step 1. If you still do not receive a confirmation tone, contact your system administrator for assistance.

Once you have enabled Extension to Cellular, incoming calls placed to your office phone also ring on your cell phone. Unanswered calls are sent to your preferred voice mail system (see [Chapter 3: Voice mail](#)). The settings to send office caller ID will not be affected by the enable or disable procedures. Only the receipt of calls at the cell phone is affected.

Disabling Extension to Cellular

Use the following procedures to disable Extension to Cellular from any phone within your office or from any touchtone phone. You cannot disable Extension to Cellular when you receive this service through your cellular service provider.

When and how often to disable Extension to Cellular depends upon each individual user. However, you should disable Extension to Cellular under each of the following circumstances:

- Before turning off your cell phone
- When entering an area where there is no cellular service
- When roaming

This arrangement helps your corporate voice mail system, rather than cellular voice mail, to receive the missed or unanswered business calls (see [Chapter 3: Voice mail](#)).

Disabling Extension to Cellular using a feature button on your office phone

You can disable Extension to Cellular from an administered feature status button on your office phone. For this option to be available, your office phone must support administrable feature buttons, and the Enhanced Extension to Cellular feature must be enabled by your administrator.

The number of button pushes that are required to disable this feature depends upon the current state of Extension to Cellular (enabled or timer active), and whether the optional Extension to Cellular timer is administered. See [Table 2](#).

When you disable Extension to Cellular through an administered feature status button on your office phone, no FAC is required.

Note:

The term “EC500” in the following messages refers to Extension to Cellular.

Table 2: Enabling Extension to Cellular through an administered feature status button

Extension to Cellular state	Timer status	Push feature button	Indicators
Enabled (lamp is on)	Not administered	Once	Lamp glows green. Message EC500 Disabled displays for two seconds.
Enabled (lamp is on)	Administered	Once	Lamp glows green. Message EC500 Disabled displays for two seconds.
Timer active (lamp in inverted wink mode)	Administered	Twice	Lamp glows green. Message EC500 Disabled displays for two seconds.

Disabling Extension to Cellular using an FNE on your cell phone

To disable Extension to Cellular using an FNE on your cell phone:

1. Dial the Off-PBX Call Disable FNE phone number.

You hear a confirmation tone.

2. Hang up.

Note:

If you do not hear a confirmation tone, hang up. Verify the codes that you entered, and repeat the procedure from Step 1. If you do not hear a confirmation tone, contact your system administrator.

Disabling Extension to Cellular using the feature access code

Note:

It helps if you have the disable feature access code recorded on your pocket reference card. See [Extension to Cellular pocket reference card](#) on page 81.

To disable Extension to Cellular from any office phone:

1. Dial the Extension to Cellular disable feature access code.

You hear a dial tone.

If you are performing this procedure from your office phone, skip the next step and go to Step 3.

2. Enter your office phone extension number.
3. Press the pound key (#).
4. Enter your station security code.
5. Press the pound key (#).

You hear a confirmation tone indicating Extension to Cellular is disabled.

6. Hang up.

Note:

If you do not receive a confirmation tone, hang up. Verify the codes entered and repeat this procedure from Step 1. If you still do not receive a confirmation tone, contact your system administrator for assistance.

Once you have disabled Extension to Cellular, incoming calls placed to your office phone do not ring on your cell phone. Unanswered calls are sent to your office voice mail system (see [Chapter 3: Voice mail](#)). 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.

Disabling Extension to Cellular using a remote phone

Note:

It helps if you have the Extension to Cellular access number and the “disable” feature access code recorded on your pocket reference card. See [Extension to Cellular pocket reference card](#) on page 81.

Note:

If the remote phone is not mapped with your office telephone, then you must perform the following procedure. If remote phone is mapped with your office telephone, then you must dial the Off-PBX Call Disable FNE phone number.

To disable Extension to Cellular from a remote phone:

1. From any remote touchtone phone, dial the telecommuter number.

You hear a dial tone.

2. Enter the Extension to Cellular disable feature access code.

You hear a dial tone.

3. Enter your office phone extension number.

4. Press the pound key (#).

5. Enter the station security code.

6. Press the pound key (#).

You hear a confirmation tone indicating Extension to Cellular is disabled.

7. Hang up.

Note:

If you do not receive a confirmation tone, hang up. Verify the codes entered and repeat this procedure from Step 1. If you still do not receive a confirmation tone, contact your system administrator for assistance.

Once you have disabled Extension to Cellular, incoming calls placed to your office phone do not ring on your cell phone. Unanswered calls are sent to your office voice mail system (see [Chapter 3: Voice mail](#)). 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.

Using the timer option Extension to Cellular

You can include the timer option in Extension to Cellular with an administered Extension to Cellular feature button on your office phone. The following is a prerequisite to use the timer option:

- The Enhanced Extension to Cellular feature is enabled on your office phone by your administrator.
- Your office phone supports administrable feature buttons.
- The timer option is configured by your administrator.

Contact your system administrator to verify that the timer option is available to you.

When engaged, the timer disables Extension to Cellular for one hour (60 minutes). When the timer expires, Extension to Cellular is automatically re-enabled.

Note:

You can start the Extension to Cellular timer only through the administered feature button on your office phone.

Engaging the timer when Extension to Cellular is currently enabled

If Extension to Cellular is currently enabled, the lamp on your office phone that corresponds to the administered feature button is green.

To engage the Extension to Cellular timer when Extension to Cellular is currently enabled:

Press the Extension to Cellular feature button.

- The lamp changes from a steady green to a green inverted wink (250 ms on, 750 ms off).
- The message "Extension to Cellular Timer Enabled" appears for two seconds on your phone display.

Once engaged, the timer disables Extension to Cellular for one hour. At the end of one hour, Extension to Cellular is automatically re-enabled without your intervention.

To manually shut down the Extension to Cellular timer, do one of the following:

- Press the Extension to Cellular feature button once to shut down the timer and disable Extension to Cellular.
- Press the Extension to Cellular feature button a second time to shut down the timer and re-enable Extension to Cellular.

- Enter the Extension to Cellular enable or disable feature access code on your phone keypad.

Engaging the timer when Extension to Cellular is currently disabled

If Extension to Cellular is currently disabled, the lamp on your office phone that corresponds to the administered feature button is off.

To engage the Extension to Cellular timer when Extension to Cellular is currently disabled:

Press the Extension to Cellular feature button twice.

- The lamp displays a green inverted wink (250 ms on, 750 ms off).
- The message "Extension to Cellular Timer Enabled" appears for two seconds on your phone display.

To manually shut down the Extension to Cellular timer, do one of the following:

- Press the Extension to Cellular feature button once to shut down the timer and leave Extension to Cellular disabled.
- Press the Extension to Cellular feature button a second time to shut down the timer and re-enable Extension to Cellular.
- Enter the Extension to Cellular enable or disable feature access code on your phone keypad.

Maintaining security

Most users are assigned a station security code to prevent unauthorized use of their office phone. Your system administrator provides you a station security code while establishing your Extension to Cellular user profile. If not, you get a default code to cover both your office phone and your cell phone when Extension to Cellular is enabled. Use the station security code when calling the Extension to Cellular access number to enable or disable your Extension to Cellular extensions.

 **CAUTION:**

Be aware of security issues. For example, while using your Extension to Cellular-enabled cell phone, if someone picks up your office phone, you will hear a beep tone (if administered by your system administrator). Avaya provides this beep tone for security reasons, to alert an Extension to Cellular user that someone has joined the call. If you suspect unauthorized use of your office phone or an Extension to Cellular-enabled 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 Extension to Cellular activity from that phone at the server running Avaya Communication Manager.

If additional privacy is required, your system administrator can administer one of the exclusion features of Avaya.

Changing the station security code from your office phone network

Note:

Your station security code should meet the criteria set by your system administrator. Contact your system administrator for more details.

To change the station security code from your office phone network:

1. Dial the Station Security Code Change Feature Access Code provided by your system administrator.

You hear a dial tone.

If you are performing this procedure from your office phone, or from your cell phone that sends office caller ID, skip the next step and go to Step 3.

2. Enter your office phone extension number.
3. Press the pound key (#).
4. Enter your current station security code.

5. Press the pound key (#).
You hear a dial tone.
6. Enter a new station security code.
7. Press the pound key (#).
You hear a dial tone.
8. Enter the same station security code that you entered in Step 6.
9. Press the pound key (#).
You hear a confirmation tone indicating your security code has been changed.
10. Hang up.

Note:

If you do not receive a confirmation tone, hang up and verify the codes entered and repeat this procedure from Step [1](#). If you still do not receive a confirmation tone, contact your system administrator for assistance.

Changing the station security code remotely

Note:

Your station security code should meet the criteria set by your system administrator. Contact your system administrator for more details.

To change the security code from any remote touchtone phone:

Note:

It helps if you have the Extension to Cellular access number recorded on your pocket reference card. See [Extension to Cellular pocket reference card](#) on page 81.

1. Dial the Extension to Cellular access number.
You hear a dial tone.
2. Enter the Station Security Code Change Feature Access Code provided by your system administrator.
You hear a dial tone.
3. Enter your office phone extension number.
4. Press the pound key (#).
5. Enter your current station security code.
6. Press the pound key (#).
You hear a dial tone.

7. Enter a new station security code.
8. Press the pound key (#).
You hear a dial tone.
9. Enter the same station security code that you entered in Step 7.
10. Press the pound key (#).
You hear a confirmation tone indicating your security code has been changed.
11. Hang up.

Note:

If you do not receive a confirmation tone, hang up and verify the codes entered and repeat this procedure from Step 1. If you still do not receive a confirmation tone, contact your system administrator for assistance.

Excluding others from an Extension to Cellular call

As explained in [Switching from your cell phone to your office phone](#) on page 27, you can continue your Extension to Cellular call on your cell phone, walk into your office, and press the line appearance button on your office phone to continue the conversation on your office phone. However, anyone can walk into your office and press the line appearance button to listen to your conversation.

The Exclusion feature helps to ensure the privacy of your call. You can manually activate the Exclusion feature either by a feature button on your office phone, or by dialing a specific FNE from a cell phone. The Exclusion feature can also be automatically activated by your class of service (COS) designation, as long as an exclusion button is administered for the station.

Normally, a user may be active on the same call on the office phone and on a cell phone. When the Exclusion feature is activated, this operation is blocked. If both the office phone and the cell phone are active on a call, whichever one activates the Exclusion feature will knock the other (as well as any bridges) off the call.

The Exclusion feature applies only to an active call. Once the call is terminated, the Exclusion feature is disabled. Contact your administrator to confirm if you can avail the Exclusion feature.

Activating the Exclusion feature using a feature button on your office phone

To activate the Exclusion feature from a feature button on your office phone while on a call:

1. Press the Exclusion feature button on your phone keypad. The active call is now excluded.
2. Continue your conversation.

Activating the Exclusion feature using a feature name extension from your cell phone

Note:

Every time you dial the Exclusion FNE, the state of the Exclusion feature changes. It is either activated or deactivated, depending on its current state. The Exclusion FNE acts as a toggle.

To activate the Exclusion feature using a feature name extension from your cell phone while on a call:

1. Put the caller on hold.
2. Dial the Exclusion FNE.
3. Press **Send**.

The active call is now excluded.

4. Return to your call and continue your conversation.

Deactivating the Exclusion feature using a feature button on your office phone

You must use the same phone to deactivate the Exclusion feature that you used to activate it.

To deactivate the Exclusion feature from a feature button on your office phone while on a call:

1. Press the Exclusion feature button on your phone keypad.

The Exclusion feature is now deactivated for the active call.

2. Continue your conversation.

Deactivating the Exclusion feature using a feature name extension from your cell phone

You must use the same phone to deactivate the Exclusion feature that you used to activate it.

Note:

Every time you dial the Exclusion FNE, the state of the Exclusion feature changes. It is either activated or deactivated, depending on its current state. The Exclusion FNE acts as a toggle.

To deactivate the Exclusion feature using a feature name extension from your cell phone while on a call:

1. Put the caller on hold.
2. Dial the appropriate FNE.
3. Press **Send**.

The Exclusion feature is now deactivated for the active call.

4. Return to your call and continue your conversation.

Chapter 5: Checkpoints and troubleshooting

This chapter provides usage tips and answers to common Extension to Cellular user questions. If you have a question not addressed here, contact your system administrator or cellular service provider for assistance.

Table 3: Troubleshooting checkpoints

Situation	Possible cause(s)	Suggested action or 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 or 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 fewer than 10 digits (for example, a 5-digit extension).	Speak with your system administrator for options to allow caller IDs of fewer than 10 digits.
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 reduce or eliminate in-office interference, while cellular network interference usually clears up on its own.
Extension to Cellular will not work on my cell phone when I am out of the country on business.	Extension to Cellular can operate globally, but only if you have a global cellular coverage plan and a dual- or tri-mode phone.	If you do not have a global wireless phone, rent a digital cell phone that operates within the local standard of the area in which you are traveling. Contact your system administrator to bridge calls through Extension to Cellular to the rental cell phone number. Remember to have your system administrator remove the bridge to your rental phone once it is no longer being used.

Table 3: Troubleshooting checkpoints (continued)

Situation	Possible cause(s)	Suggested action or resolution
Feature access codes like ACD (Automated Call Distribution), CFwd (Call Forward), and Send All Calls will not work under Extension to Cellular.	Your cell phone cannot activate phone switch features, except those accessible through an Avaya (non-Extension to Cellular) telecommuting service plan.	If you are registered as a telecommuting user, you can use non-Extension to Cellular feature access codes. Contact your system administrator for information.
Incoming calls not received on Extension to Cellular-enabled cell phone.	Cell phone is out of your service area (roaming) or out of range.	Calls are automatically forwarded to voice mail system.
	Cell phone is off or the battery may be dead.	Turn cell phone on or replace or recharge battery pack.
	Extension to Cellular may be disabled.	Enable Extension to Cellular through the standard dialup procedure, or through an administered feature access button on your office phone.
	Send All Calls is activated on your office phone and calls are going to coverage.	Cancel the Send All Calls feature.
	Calls are 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.
Incoming calls not received on Extension to Cellular-enabled cell phone <i>(continued)</i> .	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 are routed to corporate voice mail because there has not been enough time to route through the cellular service provider's network and find your cell phone.	Ask your system administrator to lengthen the number of rings on your office phone, to allow more time for cellular network routing.

Table 3: Troubleshooting checkpoints (continued)

Situation	Possible cause(s)	Suggested action or resolution
	<p>Cellular networks sometimes experience network congestion due to large call volumes in their network. During such times, no Extension to Cellular calls (or regular cellular calls) can be answered on your cell phone. Such calls are delivered instantly to cellular voice mail.</p>	<p>Your calls will eventually go through normal channels and Extension to Cellular calls will be delivered to your cell phone as congestion lessens and your cellular service provider's network has available facilities to deliver calls. If network congestion is prolonged, a possible solution is to disable Extension to Cellular, allowing unanswered calls to be directed to your corporate voice mail system.</p>
	<p>Switch-related issue at the Avaya server running Communication Manager.</p>	<p>Check with your system administrator to determine if the issue is switch-related.</p>
	<p>The incoming call type is not allowed to forward to your cell phone (in other words, that call type is restricted).</p>	<p>Check if you have disabled Conditional Call Extend for the specific calls that you are not receiving. If you have disabled or restricted these calls, enable them using Conditional Call Extend.</p>
<p>The wrong feature is invoked when dialing a feature name extension.</p>	<p>You dialed the FNE incorrectly.</p>	<p>Try calling the number again.</p>
	<p>Your administrator may have provided the wrong extension.</p>	<p>Check with your system administrator to make sure you have the correct extension for the feature you want.</p>
<p>Your name and office caller ID are not displayed on the recipient's phone when you call from an Extension to Cellular-enabled cell phone that is administered to send office caller ID.</p>	<p>The phone number you called is not part of your corporate phone system (in other words, that number is not a valid number on the home switch).</p>	<p>You can send office caller ID only to phones within your corporate phone system that share the same switch. Office caller ID works only on phones within your phone network.</p>
	<p>You may not be administered to send office caller ID.</p>	<p>Contact your system administrator to verify proper office caller ID administration.</p>

Table 3: Troubleshooting checkpoints (continued)

Situation	Possible cause(s)	Suggested action or resolution
FNE is not working.	You may not be administered to send office caller ID.	Contact your system administrator to verify proper office caller ID administration.
	Your Extension to Cellular phone number is not administered properly.	Contact your system administrator to verify proper office caller ID administration.
Voice mail messages are not going to the correct voice mail system.	<p>Cellular Voice Mail Avoidance not enabled. As an Extension to Cellular user, you decide the voice mail system (corporate office phone or cell phone) on which to receive business messages. Your system administrator can activate this feature or adjust the number of rings before answering on the corporate voice mail system, so your preferred system will pick up messages first.</p>	<p>Ask your system administrator to turn on Cellular Voice Mail Avoidance for your office phone.</p> <p>When Cellular Voice Mail Avoidance is activated, Communication Manager can determine whether an unanswered call terminates either at your system voice mail (for example, at your office telephone), or at your cellular service provider voice mail system. With this feature enabled, the call will be processed through your corporate voice mail system on your server.</p> <p>Check with your cellular service provider to verify how many rings occur before an unanswered call goes to cellular voice mail system. 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.</p> <p>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 such as 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 cell phone voice mail system even if that system is set up to receive your Extension to Cellular messages.</p>

Table 3: Troubleshooting checkpoints (continued)

Situation	Possible cause(s)	Suggested action or resolution
Voice mail messages are not going to the correct voice mail system (<i>continued</i>).	All calls are being sent to a coverage point (or a position other than your corporate voice mailbox).	Check to see if the Send All Calls feature is active. Cancel it, if desired.
	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 Extension to Cellular 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, consider disabling Extension to Cellular 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.
	All office phone lines may be in use (busy, active) causing calls to be delivered directly to corporate voice mail. 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 mail 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.
Can't access an ongoing Extension to Cellular cell phone call on my office phone.	The exclusion feature may be activated for this phone call (call-by-call basis).	Use the same phone you used to enable the exclusion feature to disable it.
	The exclusion feature may be activated for all calls.	Contact your system administrator to disable the exclusion feature for all calls.

Table 3: Troubleshooting checkpoints (continued)

Situation	Possible cause(s)	Suggested action or resolution
Call drops when answered at cell phone	Cellular Voice Mail Avoidance has option that drops calls that are answered too quickly	Always wait a few seconds before answering call or have administrator remove Cellular Voice Mail Avoidance feature.
Hear dial tone when answering Extension to Cellular-enabled cell phone	Confirmed Answer is enabled for your Extension to Cellular calls.	When you answer your cell phone and hear dial tone, press any digit on your cell phone to accept the Extension to Cellular call.
Extension to Cellular does not function	EC500 is administered over analog trunks	EC500 does not work on analog trunks. EC500 supports ISDN, H.323, and SIP trunks. It supports high function digital Multi Frequency Compelled (MFC) Signaling trunks as well. Contact your system administrator.

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Appendix A: Feature Name Extensions

Features are invoked by dialing either new feature name extensions or feature access codes. Features may be mapped to either the buttons on a principal set or to FNEs designed for each feature that is available. You, while active on a call, would place the call on hold, dial a special DID number followed by the FNE or FAC, and do the following:

- For a single button press-invoked feature such as SAC, you would hear confirmation tone and then hang up the call. SAC is now invoked at the principal station.
- For a feature that makes a call such as Last Number Dialed, you would hear call progress tones and connect to the last party that was called from the principal or the last station to have the identity of the principal.
- If a call is originated from the principal station and another call is originated at the cell phone - the last number dialed is the call that is truly the last number dialed.
- For a feature that gives you dial tone like call forwarding, or where you select an idle call appearance, you will hear dial tone, dial the destination, and then hear a confirmation tone.

This appendix lists all of the FNEs available with Communication Manager Extended Access.

Active Appearance Call Select FNE

With Active Appearance Call Select, you can use the off-premises phone (for example, cell phone) to pick up the active call or ringing call on an active principal desk phone prior to the call going to coverage.

If you call from your cell phone:

1. Dial the Active Appearance Call Select FNE phone number.
2. You are directed to the active or ringing call on the desk phone.

Automatic Call Back

When you call a busy or unanswered telephone and activate Automatic Call Back, you are called back automatically when the called telephone becomes available to receive a call.

To activate Automatic Call Back when you place a call from your cell phone to another party on your server:

1. Call any Station Extension on the server you are mapped to.

2. Hang up the call on your cell phone if your call is unanswered or you hear the busy tone.
3. Dial the Automatic Call Back FNE.
4. If you hear the confirmation tone, hang up the call on your cell phone.
5. When the called party's telephone is available to receive a call, you receive an alert on your cell phone and your office telephone.
6. Answer the call on your cell phone and hear the ring back tone.
7. The previously busy party receives an alert and picks up the call.

Automatic Call Back Cancel FNE

When you call a busy or unanswered telephone and activate Automatic Call Back, you are called back automatically when the called telephone becomes available to receive a call.

To cancel activated Automatic Call Back from your cell phone:

1. Dial the Call Back Cancel FNE phone number.
You hear a confirmation tone.

Call Forwarding All Calls FNE

This FNE activates Call Forwarding All Calls.

If you call from your cell phone:

1. Dial the Call Forwarding All Calls FNE phone number.
You hear a dial tone.
2. Enter the phone number of the second party where the calls are to be forwarded.
You hear a confirmation tone.

Call Forwarding Busy or Don't Answer FNE

Call Forward Busy or Don't Answer activates call forwarding for calls when the extension is busy or you do not answer.

If you call from your cell phone:

1. Dial the Call Forwarding Busy or Don't Answer FNE phone number.
You hear a dial tone.
2. Enter the phone number of the second party where the calls are to be forwarded.
You hear a confirmation tone.

Call Forwarding Deactivation

This FNE deactivates Call Forwarding All Calls or Call Forwarding Busy or Don't Answer.

If you call from your cell phone:

1. Dial the Call Forwarding Deactivation FNE phone number.
You hear a confirmation tone.

Call Park FNE

The Call Park FNE allows you to place the current call in the call park state so it can be retrieved from another phone. In order to administer this FNE the call park FAC must already be administered.

If you call from your cell phone:

1. Establish a call and then put the call on hold.
2. Dial the Call Park FNE phone number and the call is parked at your station.
You hear a confirmation tone.

Call Unpark FNE

The Call Unpark FNE allows you to retrieve a call parked at another extension. The endpoint will be connected to the parked call. The ACM proper name for this feature is Answer Back.

If you call from your cell phone:

1. Dial the Call Unpark FNE phone number.
You hear a dial tone.

2. Enter the extension.

You are now on the call.

Call Pickup Group FNE

Group Call Pickup allows you to answer a call that is ringing in your pickup group.

If you call from your cell phone:

1. You are first administered in a call pickup group.

You hear someone else's phone ringing.

2. Dial the Call Pickup Group FNE phone number.

You are now on the call.

Call Pickup Directed FNE

Directed Call Pickup allows you to answer a call ringing at another extension without having to be a member of a pickup group.

If you call from your cell phone:

1. You hear someone else's phone ringing.

2. Dial the Call Pickup Directed FNE phone number.

You hear dial tone.

3. Enter the station extension.

You are now on the call.

Call Pickup Extended Group FNE

Extended Group Call Pickup allows you to answer calls directly from another call pickup group. You must first be administered in a call pickup group and Extended pickup group along with the station whose ringing call you want to pickup to use this FNE.

If you hear a station ring, as part of the same extended pickup group, and you want to answer the call:

1. Dial the Call Pickup Extended Group FNE from your cell phone. You hear a dial tone.
2. Dial the pickup number (not the Pickup Group number).

For more information about this feature, contact your system administrator.

Calling Party Number Block FNE

Calling Party Number Block blocks the sending of the calling party number for one call. Use Calling Party Number Block FNE only on calls to stations that are on a different call server than the call server to which the cell phone is mapped.

If you call from your cell phone:

1. Dial the Calling Party Number Block phone number and the caller ID is blocked for that station with the restricted presentation indicator.

You hear a dial tone.

2. Dial the destination phone number.

Calling Party Number Unblock FNE

Calling Party Number Unblock deactivates calling party number (CPN) blocking and allows the CPN to be sent for a single call. This is used if you are administered to not send the ANI when making a call.

If you call from your cell phone:

1. Dial the Calling Party Number Unblock phone number and the caller ID is not blocked for that station.

You hear a dial tone.

2. Dial the destination phone number.

Conditional Call Extend Enable FNE

This FNE activates the conditional call extending settings.

If you dial from your cell phone:

1. Dial the Conditional Call Extend Enable FNE phone number.
You hear a dial tone.
2. Enter the call type setting sequence. Refer to [Restricting Calls](#) for details on call type setting sequence.
3. Press the pound key (#).
You hear a confirmation tone. Extension to Cellular will forward the specified calls.

Conditional Call Extend Disable FNE

This FNE deactivates the Conditional Call Extending settings.

If you dial from your cell phone or from off-pbx telephone:

1. Dial the Conditional Call Extend Disable FNE phone number.
You hear a dial tone.
2. Enter the call type setting sequence. Refer to [Restricting Calls](#) for details on call type setting sequence.
3. Press the pound key (#).
You hear a confirmation tone. Extension to Cellular will stop forwarding the specified calls.

Conference on Answer

When there is one call present at the station, use the Conference on Answer FNE to conference another party to the call.

If you call from your cell phone:

1. Dial the Conference on Answer FNE phone number.
You hear a dial tone.
2. Dial the destination number for the second party.
If the destination is valid, you hear a confirmation tone. If the destination is invalid, you hear an intercept tone.

3. When the second party answers the call, they will be automatically conferenced to the first call.
4. If you want to have six parties on the call, repeat above procedure up to four more times. A party cannot be added until the previous answered and joined the conference.

Conference Complete FNE

This FNE conferences the active call and the held call together.

When there is an active call and an associated held call, dial the Conference Complete FNE phone number to conference the held call and the active call.

If you are active on a call and you want to conference in someone on your cell phone:

1. Place the current active call on hold at cell phone.
2. Initiate a second call, to the party you want to conference in, using the Recall FNE.
The first call will be disconnected at cell phone and placed on hold at your office telephone.
3. Place the new active call on hold at cell phone and dial Conference Complete FNE.
After you hear a confirmation tone, a conference is created on the first call at cell phone.
4. If you want to have six parties on the call, repeat above procedure up to four more times.

Drop FNE

Drop allows you to drop calls. You can drop calls from automatic hold or drop the last party you added to a conference call.

If you call from your cell phone:

1. Dial the Drop FNE phone number.
You either hear dial tone if there are no other parties on the call or you continue to hear the current call minus the last party added.

Exclusion FNE

Exclusion allows multiappearance telephone users to keep other users with appearances of the same extension from bridging onto an existing call. If you activate an exclusion button while

other users are already bridged onto the call, the other users are dropped. Exclusion requires that a button be administered on the desk phone.

There are two means of activating exclusion.

- **Manual Exclusion:** when you press the exclusion button (during the call). This is a per call feature.
- **Automatic Exclusion:** by COS as long as an exclusion button is administered for the station. Exclusion will be on for all calls but may be turned off on a per call basis using Manual Exclusion.

If you call from your cell phone:

1. Establish a call and then put the call on hold.
2. Dial the Exclusion FNE phone number from the cell phone.
3. Either the called party on the desk phone is dropped from the call (if they were already on the call) or a called party at the desk phone may not join the call.

If both, cell phone and associated desk phone, are active on the call, then the phone activated with exclusion will drop the other call and the bridges.

Held Appearance Select FNE

This feature provides a method for the off-premises phone to pick up a held call at a principal station. If there is more than one held call at the station, the first one found on the lowest numbered call appearance is chosen.

If you call from your cell phone:

1. Dial the Held Appearance FNE phone number.
2. When the call is answered, the voice paths will be connected, but there will be no display updates for any other party on the call. This call does count against the limit of total number of endpoints on a conference call. If the operation violates the total number of parties on a call, the call is not processed.

Idle Appearance Select FNE

This feature provides a method for your cell phone to pick an idle call appearance at a principal station.

If you call from your cell phone:

1. Dial the Idle Appearance FNE phone number.

2. When the call is answered, you hear a dial tone. You may now dial any phone number

Off-PBX Call Enable FNE

This FNE provides the capability to extend an Extension to Cellular call to your off premises phone, for example, cell phone.

If you call from your off-premises phone:

1. Dial the Off-PBX Call Enable FNE phone number.

You hear a confirmation tone.

Off-PBX Call Disable FNE

This FNE provides the capability to disable an Extension to Cellular call to your off premises phone, for example, cell phone.

If you call from off-premises phone:

1. Dial the Off-PBX Call Disable FNE phone number.

You hear a confirmation tone.

Last Number Dialed FNE

Last Number Dialed (redial) originates a call to the number last dialed by the station.

If you call from your cell phone:

1. Dial the Last Number Dialed FNE phone number.

The Last Number Dialed is now called.

Malicious Call Trace FNE

Malicious Call Trace Activation sends a message to the Malicious Call Trace (MCT) control extensions that the user wants to trace a malicious call. MCT activation also starts recording the call, if your system has a MCT voice recorder.

If you call from your cell phone:

1. Establish a call and put the call on hold.
2. Dial the Malicious Call Trace FNE phone number.

You hear a confirmation tone.

To cancel Malicious Call Trace from your cell phone:

1. Dial the Malicious Call Trace Cancel FNE phone number.

You hear a confirmation tone.

Priority Call FNE

You can use Priority Calling to place priority calls.

If you call from your cell phone:

1. Dial the Priority Call FNE phone number.

You hear a dial tone.

2. Make a phone call.

Recall FNE

This FNE puts the first active call on hold and connects to the previously held call.

When there is an active call and associated held call, dial Recall FNE phone number to put the active call on hold and connect to the previously held call. The held call will be dropped at cell phone and held at office telephone.

When there is just an active call and no held call, then dial Recall FNE phone number to put the active call on hold and connect to the dial tone. You may enter digits to make a call or hang up. If you hang up, the first call will remain on hold and can be retrieved later using the Held Appearance Select FNE.

Note:

If the long hold recall timer is administered, the held call will ring the cell phone as soon as the long hold recall timer is expired.

Send All Calls enable FNE

You can use Send All Calls to temporarily direct all incoming calls for the desk phone and cell phone to coverage regardless of the assigned call-coverage redirection criteria.

If you call from your cell phone:

1. Dial the SAC enable FNE phone number.
You hear a confirmation tone.

Send All Calls disable FNE

Send All Calls disable turns off Send All Calls.

If you call from your cell phone:

1. Dial the SAC disable FNE phone number.
You hear a confirmation tone.

Transfer Complete FNE

This FNE transfers the held call to the active call.

When there is an active call and associated held call, dial the Transfer Complete FNE phone number to transfer the held call to the active call.

If you receive an incoming call and want to transfer this call to someone:

1. Place the current active call on hold at cell phone.
2. Initiate a second call to the party to whom you want to transfer this call using the Recall FNE.

The first call will be disconnected at the cell phone and placed on hold at your office telephone.

3. Place the new active call on hold at the cell phone and dial the Transfer Complete FNE.
You hear a confirmation tone and the call will be transferred.

Transfer on Hang Up FNE

When there is one call present at the station, the FNE for Transfer may be used to transfer the call to another party.

If you call from your cell phone:

1. Dial the Transfer on Hang Up FNE phone number.
You hear a dial tone.
2. Enter the phone number for the second party.
3. You hear normal call progress tones (i.e. ringback) if the destination is valid. If the destination is invalid, you hear an intercept tone.
4. After dialing a valid destination, you may activate the transfer at any time by dropping both calls at the wireless handset simultaneously

Operationally, you would only have to press the transfer button once and then drop all calls. The switch will time the dropping of the calls and treat them as simultaneous if they are dropped within a second of each other. If only one call is dropped, the other call will remain connected to the switch.

Transfer to Voice Mail FNE

Use Transfer to Voice Mail when:

- a user is active on a call and wants to transfer a caller to voice mail, or to the principal station voice mail, if this is a covered call.
- a user goes off hook for the first time and dials the Transfer to Voice Mail FNE to connect to the voice mail administered in the coverage path. This is identical to dialing a Transfer to Voice Mail feature access code.

If you call from your cell phone:

1. Receive a call or go off hook.
2. Dial the Transfer to Voice Mail FNE phone number.
3. You hear a confirmation tone if the operation was successful, or intercept or reorder tone otherwise.
4. When the call is answered at the voice mail, the caller will hear your standard greeting.

Whisper Page Activation FNE

Whisper Page Activation allows you to send whisper pages. A whisper page is a soft voice message sent to a person at another extension who is active on a call. The person will hear the message but no other party on the call hears the message.

If you call from your cell phone:

1. Dial the Whisper Page Activation FNE phone number.
You hear a dial tone.
2. Dial the destination phone number to which you want to send a whisper page.
3. You are automatically connected to your caller's call in progress.
4. You can now whisper to the called party. The called party can still hear the other parties on the call.

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Extension to Cellular pocket reference card

Record the information that your system administrator provides on this pocket reference card. Then cut out the card, fold it, and keep it in your wallet or with your cell phone.

You can download this pocket reference card in Microsoft Word format from <http://www.avaya.com/support> and customize it for your users.

 <p>Extension to Cellular (EC) User's Pocket Card</p> <p>Work or office extension: _____</p> <p>EC access #: _____</p> <p>EC feature access codes (FAC)</p> <p>Enable FAC: _____</p> <p>Disable FAC: _____</p> <p>Conditional Call Extend Activation FAC: _____</p> <p>Conditional Call Extend Deactivation FAC: _____</p> <p>To enable or disable EC:</p> <ol style="list-style-type: none"> 5. Dial your EC access number. 6. Enter the applicable FAC, then your work or office extension number. 7. Press the pound key (#), enter your station security code, then press the pound key (#) again. 8. Hear confirmation tones. <p>To access a feature through a FNE:</p> <ol style="list-style-type: none"> 1. Place your caller on hold. 2. On another line appearance, dial the FNE for the feature you want. Press SEND if using a cell phone. 3. The feature is accessed. What you hear depends on the feature you dialed. 	<p>Feature Name Extensions (FNE)</p> <table border="1"> <thead> <tr> <th style="text-align: left;">Feature Name</th> <th style="text-align: left;">Extension</th> </tr> </thead> <tbody> <tr><td>Active Appearance Select:</td><td>_____</td></tr> <tr><td>Automatic Callback:</td><td>_____</td></tr> <tr><td>Automatic Callback Cancel:</td><td>_____</td></tr> <tr><td>Call Forward All:</td><td>_____</td></tr> <tr><td>Call Forward Busy or No Answer:</td><td>_____</td></tr> <tr><td>Call Forward Cancel:</td><td>_____</td></tr> <tr><td>Call Park:</td><td>_____</td></tr> <tr><td>Call Park Answer Back:</td><td>_____</td></tr> <tr><td>Call Pick-Up:</td><td>_____</td></tr> <tr><td>Call Pick-Up Extended Group:</td><td>_____</td></tr> <tr><td>Conference on Answer:</td><td>_____</td></tr> <tr><td>Conference Complete:</td><td>_____</td></tr> <tr><td>Calling Number Block:</td><td>_____</td></tr> <tr><td>Calling Number Unblock:</td><td>_____</td></tr> <tr><td>Conditional Call Extend Enable:</td><td>_____</td></tr> <tr><td>Conditional Call Extend Disable:</td><td>_____</td></tr> <tr><td>Directed Call Pick-Up:</td><td>_____</td></tr> <tr><td>Drop Last Added Party:</td><td>_____</td></tr> <tr><td>Exclusion (toggle on or off):</td><td>_____</td></tr> <tr><td>Held Appearance Select:</td><td>_____</td></tr> <tr><td>Idle Appearance Select:</td><td>_____</td></tr> <tr><td>Last Number Dialed:</td><td>_____</td></tr> <tr><td>Malicious Call Trace:</td><td>_____</td></tr> <tr><td>Malicious Call Trace Cancel:</td><td>_____</td></tr> <tr><td>Off-PBX Call Enable:</td><td>_____</td></tr> <tr><td>Off-PBX Call Disable:</td><td>_____</td></tr> <tr><td>Priority Call:</td><td>_____</td></tr> <tr><td>Recall:</td><td>_____</td></tr> <tr><td>Send All Calls:</td><td>_____</td></tr> <tr><td>Send All Calls Cancel:</td><td>_____</td></tr> <tr><td>Transfer Complete:</td><td>_____</td></tr> <tr><td>Transfer on Hang-Up:</td><td>_____</td></tr> <tr><td>Transfer to Voice Mail:</td><td>_____</td></tr> <tr><td>Whisper Page Activation:</td><td>_____</td></tr> </tbody> </table>	Feature Name	Extension	Active Appearance Select:	_____	Automatic Callback:	_____	Automatic Callback Cancel:	_____	Call Forward All:	_____	Call Forward Busy or No Answer:	_____	Call Forward Cancel:	_____	Call Park:	_____	Call Park Answer Back:	_____	Call Pick-Up:	_____	Call Pick-Up Extended Group:	_____	Conference on Answer:	_____	Conference Complete:	_____	Calling Number Block:	_____	Calling Number Unblock:	_____	Conditional Call Extend Enable:	_____	Conditional Call Extend Disable:	_____	Directed Call Pick-Up:	_____	Drop Last Added Party:	_____	Exclusion (toggle on or off):	_____	Held Appearance Select:	_____	Idle Appearance Select:	_____	Last Number Dialed:	_____	Malicious Call Trace:	_____	Malicious Call Trace Cancel:	_____	Off-PBX Call Enable:	_____	Off-PBX Call Disable:	_____	Priority Call:	_____	Recall:	_____	Send All Calls:	_____	Send All Calls Cancel:	_____	Transfer Complete:	_____	Transfer on Hang-Up:	_____	Transfer to Voice Mail:	_____	Whisper Page Activation:	_____
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