1100/1200 SIP Deskphones on Avaya Aura®

The purpose of this document is to provide an overview of the capabilities available to 1100/1200 IP Deskphones that are migrated from Communication Server 1000 to an Avaya Aura® environment.

1.0 Introduction

This document covers the feature functionality of the 1100/1200 Series IP Deskphones running the SIP 4.4 software on Avaya Aura® (6.2 Feature Pack 2 and later), compared to the features available for the same phones using UNIStim on the Communication Server 1000 (CS 1000). The document describes the features local to the phones as well as the Call Server driven features. There are also sections covering the administration of dial codes on the Avaya Aura® system which are used to access most of the call server features in the Avaya Aura® environment.

In transitioning 1100 and 1200 IP Deskphones to SIP and re-homing those phones onto the Avaya Aura® Session Manager (SM), the user will see a change in the operation of certain telephony features. Some Communication Manager (CM) features will require the entry of Feature Name Extensions (FNE) or Feature Access Codes (FAC). These are existing Avaya Aura® feature activation mechanisms which have been re-used as part of the SIP 4.4 program. In the sections that follow, the use of FAC/FNE codes is highlighted for specific features.

- See section 5.0 for a table that maps CS 1000 UNIStim programmable key features to Avaya Aura® features.
- See section 6.0 for a table that maps the CS 1000 feature names to Avaya Aura® FAC/FNE names.

1100/1200 IP Deskphones are not supported as ACD agent phones or attendant phones on Avaya Aura®. The 96xx SIP phones can be used for that purpose.

This document applies to the following IP Deskphones:

- 1120E, 1140E, 1165E and the 1100 Series Expansion Module
- 1220, 1230 and the 1200 Series Expansion Module

Note that the 1110, 1150E and the 1210 IP Deskphones do not support SIP and cannot be migrated to Avaya Aura®.

The following table provides a lexicon of CS 1000 to Avaya Aura® feature names for features assignable to the phones.

CS1K Feature Name	Avaya Aura® Feature Name	Access Method
Speed Call/System Speed Call	Abbreviated Dialing List1	FAC
	Abbreviated Dialing List2	FAC
	Abbreviated Dialing List3	FAC
	Abbreviated Dial – Prgm Group List	FAC
Ring Again	Automatic Callback	FNE
Call Forward Busy	Call Forwarding Activation Busy/DA	FNE
Call Forward All Calls	Call Forwarding Activation All	FNE

CS1K Feature Name	Avaya Aura® Feature Name	Access Method
Call Forward Disable	Call Forwarding Deactivation	FNE
Call Park	Call Park	FNE
	Answer Back	FNE
Call Pickup	Call Pickup	FNE
Charge Account, Forced	CDR Account Code	FAC
Calling Party Privacy	Per Call CPN Blocking	FNE
Conference 3 or 6 Party	Ad-hoc Conference	FNE
Selectable Conferee Disconnect (for last party)	Ad-hoc Conference Drop Last Added Party	FNE
Call Pickup, Directed (DPU)	Directed Call Pickup	FNE
Call Pickup, Directed (GPU)	Directed Group Call Pickup	FAC
	Extended Group Call Pickup	FNE
Mobile X	Enhanced EC500	FAC/FNE
Priority Call	Priority Calling	FNE
Remote Call Forward	Extended Call Fwd Busy D/A	FAC
	Extended Call Fwd All	FAC
Access Restrictions	Restriction - Controlled	FAC
Group Hunt Deactivate	Hunt Group Busy	FAC
Malicious Call Hold	Malicious Call Trace	FNE
Do Not Disturb (Remotely activated)	Remote Send All Calls	FAC
(similar to) Station Specific Authorization Code	Station Lock	FAC
Transfer call to VM	Transfer to Voice Mail	FNE
(similar to) Attendant Break-In with Secrecy	Whisper Page Activation	FNE
Recorded Announcement	Announcement Record/Listen	FAC
Controlled Class of Service	Change COR	FAC
(similar to) User Selectable Call Redirection	Change Coverage Access Code	FAC

2.0 Basic Phone Key Operation

When the 1100/1200 UNIStim IP Deskphone is reloaded with the SIP application software, some button functionality remains the same and some changes. The following table lists the phones' fixed keys and compares the fixed key function on the UNIStim phone to its comparable function on the SIP phone.

Phone Key/Button	CS 1000 UNIStim	Avaya Aura® SIP
Handsfree, Headset, Hookswitch, Mute, Hold, Goodbye, Volume Up/Down, Directory, Quit	Operation per key name	Same
Message/Inbox	Voice mail	Voice mail/IM Inbox
Shift/Outbox/Expand	Access 2nd group of programmable keys	Outbox (no shift key functionality)
Services	Single press: Call Server's telephony menu Double press: Local menu	Single press: Local services menu Double press: Local network menu
Expand	GXAS access	IM Messages
4 Context sensitive soft keys	Call Server features: Transfer, A03/A06 Conference, Call Forward, Ring Again, Call Park, Ringing Number Pickup, Speed Dial, Privacy Release, Charge Account and Calling Party Number	Local feature functionality: 3-Party Conference, Transfer, Call Forward, Do Not Disturb, Redial
4/6/8 Programmable Feature keys	DNs and Call Server administered features	Login extensions and locally/config file administered features. A one-touch "More Features" key can hold a list of features for easy access, including Call Park, Call Pickup, Ring Again, System Speed Dials, Call Forward Busy/No Answer, etc.

As can be seen in the above table, there is some rearrangement of feature access between the UNIStim and SIP versions of the phone.

- The UNIStim phone has a number of Call Server features configured by default on the four soft keys.
- The SIP phone has local features on those soft keys with Call Server features accessed via the Programmable Feature (PrgmFeat) keys.

The following table shows the difference in where these features are accessed.

| Call Feature	CS 1000 UNIStim	Avaya Aura® SIP
Conference	Softkey	Softkey (local conf) or PrgmFeat Key (system ad-hoc conf)
Transfer	Softkey	Softkey
Call Forward	Softkey	Softkey (local CFW) or PrgmFeat Key (system CFW or other variant)
Ring Again	Softkey	PrgmFeat Key
Call Park	Softkey	PrgmFeat Key
Ringing Number Pickup	Softkey	PrgmFeat Key
Speed Dial	Softkey	PrgmFeat Key
Privacy Release	Softkey	PrgmFeat Key
Charge Account	Softkey	PrgmFeat Key
Calling Party Number	Softkey	PrgmFeat Key
Do Not Disturb	PrgmFeat Key	Softkey
Secondary DN Appearances	PrgmFeat Keys	No key – shares first appearance's key

The essential difference between the UNIStim and SIP phone is feature activation on the SIP phone is via dialing a FAC or FNE number. The Avaya Aura® system interprets the FAC/FNE number into feature activation instead of interpreting just a feature button press. The approach is similar to using a CS 1000 Flexible Feature Code (FFC) to activate features.

The FAC/FNE numbers can be hidden from the user by configuring them as speed dial buttons or by making them entries in the phone's speed dial list. By pre-configuring the FAC/FNEs in a speed dial list, the end-user can easily invoke features without having to remember the specific FAC/FNEs.

The 1100/1200 SIP phone has a Speed Dial List feature which can be used to place some or all of the PrgmFeat Key accessed features in a list behind one key. This is demonstrated in the pictures below showing the list on an 1120E, with the list brought up by pressing the "Features" key.

Pressing the "Features" button (which is configured as the Speed Dial List)…

PrgmFeat keys

Context sensitive softkeys
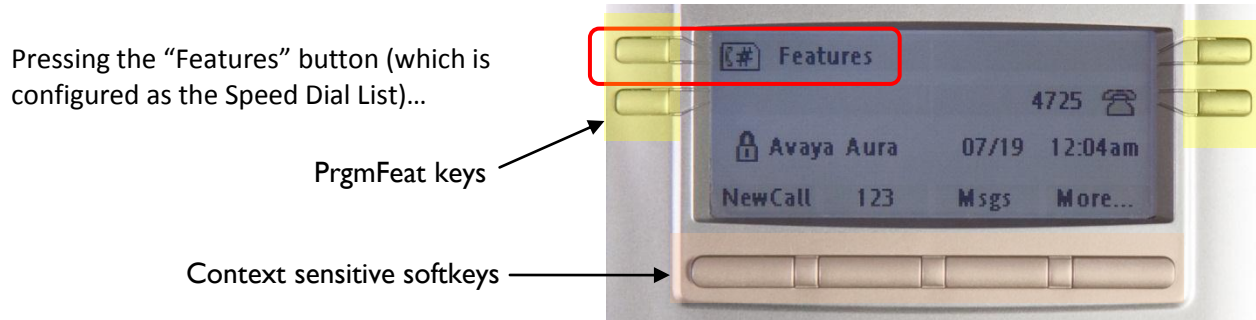
… brings up this scrollable list of FAC/FNE features which can be selected from and then dialed.
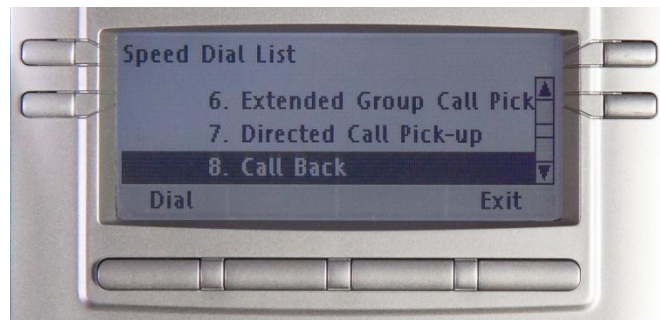
3.0 SIP Context Sensitive Softkey Features

3.1 Idle Phone

The idle 1100/1200 SIP Deskphone displays the following pages of softkeys.

Page	Key 1	Key 2	Key 3	Key 4
1	Redial/NewCall	123/abc	Msgs	More…
2 (press More… once)	CallFwd	DND	Presnce	More…
3 (press More… twice)	Prefs			More…

The softkey labels correspond to the following actions/local features.

Softkey Label	Description
Redial/NewCall	Redial – dial last number, or NewCall – initiate a new call
123/abc	123 – dialpad input of digits, or abc – dialpad input of alpha characters
Msgs	Access to voice and IM messages
More…	Next page of softkeys
CallFwd	Activate/deactivate local call forward
DND	Activate/deactivate local Do Not Disturb
Presnce	Access to set/see current Presence status
Prefs	Access to local user preference menu

3.2 Active Phone

The 1100/1200 SIP Deskphone (when active on a call) displays the following pages of softkeys.

Page	Key 1	Key 2	Key 3	Key 4
1	Conf	Trnsfr	Audio	More…
2 (press More… once)	NewCall	Prefs		More…

The additional keys only displayed during the active call correspond to the following actions/local features.

Softkey Label	Description
Conf	Initiate a new call to start a 3-way conference hosted by the phone
Trnsfr	Initiate a new call for transferring the active call
Audio	Access to audio quality monitoring and codec change
NewCall	Initiate a new call
Prefs	Access to local user preference menu

3.3 Visual Comparison of UNIStim and SIP Phone Screen

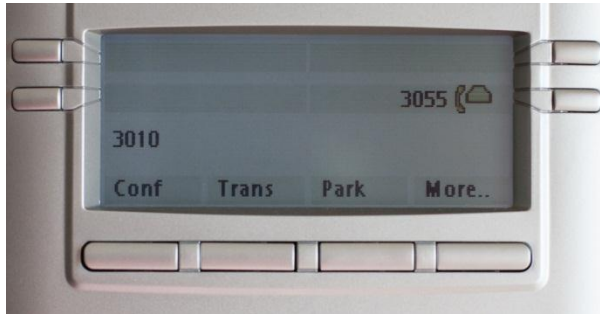The pictures below show an 1120E UNIStim phone screen compared to the 1120E SIP phone screen.
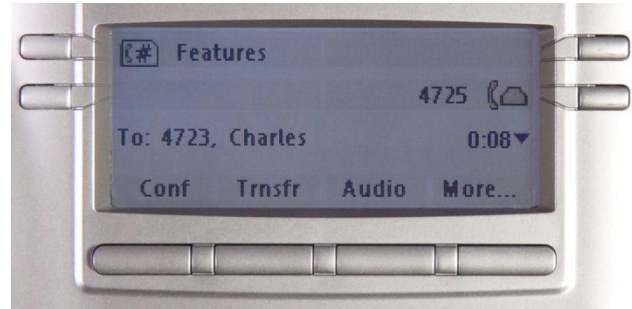
1120E UNIStim Phone – Idle

1120E SIP Phone – Idle

1120E UNIStim Phone – Active Call

1120E SIP Phone – Active Call

4.0 SIP Feature Comparison

The following table compares the features available on the 1100/1200 SIP Deskphone between the Avaya Aura® and CS 1000 systems. It also shows if the same feature is available on the 96x1 SIP phone (behind the Avaya Aura® system only).

Note all comparisons are for SIP phone operation (i.e. not UNIStim or H.323).

Feature	96x1 SIP on Avaya Aura®	1100/1200 SIP connected to CS 1000	1100/1200 SIP connected to Avaya Aura®
Handset	✓	✓	✓
Handsfree	✓	✓	✓
Wired Headset	✓	✓	✓
Bluetooth Headset		✓[1]	✓[1]
USB Headset		✓[1]	✓[1]
USB Memory stick (images)		✓[1]	✓[1]
Screen saver	✓	✓[1]	✓[1]
Multiple Login	✓	✓	✓
Multiuser		✓	✓
Display of CPND, CLID	✓	✓	✓
Transfer	✓	✓	✓
Conference (Phone based)		✓	✓
Conference (Server based)	✓	✓	✓
DND (Phone based)		✓	✓
DND (Server based)	✓	✓	✓
Speed Dial (Phone based)		✓	✓
Speed Dial (Server based)	✓	✓	✓
Speed Dial List (Phone based)		✓	✓
Speed Dial List (Server based)	✓	✓	✓
Call Forward (Phone based)		✓	✓
Call Forward (Server based)	✓	✓	✓
Hotline	✓	✓	
Intercom	✓		
Paging	✓		
Attendant Features	✓		
Call Center Features	✓		
Other call server features	✓	✓ (via FFC)	✓ (via FAC/FNE)
Call Log	✓	✓	✓
IM	✓	✓	✓
Presence	✓	✓	✓
Directory	✓	✓	✓
TCP/TLS connectivity	✓	✓	✓
SRTP	✓	✓	✓
G.711/G.729A/G.729B	✓	✓	✓
G.722	✓		✓[2]

Feature	96x1 SIP on Avaya Aura®	1100/1200 SIP connected to CS 1000	1100/1200 SIP connected to Avaya Aura®
Certificate-based Authentication		✓	✓
Voice Quality Monitoring		✓	✓
MADN	✓[3]	✓	
IPv6		✓	
Busy Lamp Field (BLF)		✓	
Failover: S1/S2 Server[4]		✓	✓
Failover: SIP Outbound[5]	✓		

1. 1100 phone models only
2. G.722, only 64K supported;
3. Bridged call appearance
4. Phone registers with first server; on failure registers with the next server
5. Phone registers with up to three servers at once

5.0 Call Features on UNIStim Phones

The following table lists the features that are programmable against the UNIStim Deskphone's context sensitive softkeys and programmable feature buttons.

The table lists:
- The CS 1000 feature mnemonic (as found in the administration overlays)
- The CS 1000 feature name
- The corresponding Avaya Aura® feature name or support status
- How the feature is activated on the Avaya Aura® system – whether an FNE or FAC is used

A checkmark indicates full support and a * indicates partial support.

Key Feature	CS 1000 UNIStim Description		Avaya Aura® Description	FAC or FNE
AAG	ACD answer agent		See Note 1	--
AAK	Automatic Answerback	✓	Auto Answer	--
ACNT	ACD account key		See Note 1	--
ADL	Autodial	✓	Phone's local feature via user/config file	--
AGT	ACD agent		See Note 1	--
AMG	ACD answer emergency		See Note 1	--
AO3	Three party conference	✓	Phone's local feature or Ad-hoc conference via FNE	FNE
AO6	6 party conference	✓	Ad-hoc conference	FNE
ARC	Attendant recall		Attendant: Use 96xx phone	--
ASP	ACD summon supervisor		See Note 1	--
AWT	ACD call waiting time		See Note 1	--
AWC	ACD calls waiting		See Note 1	--
BFS	Busy forward status		Not supported. See Note 2	
CA	No hold conference - autodial		Combined feature, not supported	--
CCOS	Controlled class of service	✓	Change COR Access Code	FAC
CFW	Call forward all calls	✓	Call Forward All	FNE
CHG	Charge account	✓	CDR Account Code	FAC
CH	No hold conference - hot line		Combined feature, not supported	--
CLID	Caller ID and called ID	✓	System feature	--
CPN	Calling party number	✓	System feature	--
CS	No hold conference - speed call		Combined feature, not supported	--
CSD	Conferee selectable display key		Not supported	--
CWT	Call waiting	✓	Phone's local feature – multiple call appearances	--
DAG	ACD display agents		See Note 1	--
DSP	Display		Not supported. See Note 3	--
DIG	Dial intercom group		Not supported. Can use AUTOANSWER alternative.	--
DPU	Directed call pickup	✓	Directed Call Pickup	FNE

DRC	DRC DID route control		Attendant: Use 96xx phone	--
DWC	ACD display call waiting calls		See Note 1	--
EOV	Enhanced override		Not supported	--
EMR	ACD emergency		See Note 1	--
ENI	ACD enable inflow		See Note 1	--
FLH	BCS flash key		Not supported	--
FOV	Flash override		Not supported	--
GHD	Group hunt deactivate key	✓	Hunt Group Busy	FAC
GRC	Group call		Not supported	--
GPU	Group call pickup	✓	Directed Group Call Pickup or Extended Group Pickup	FAC FNE
HOT	Hot line		Not supported	--
ICF	Internal call forward key		Not supported. See Note 4	--
LNR	Last number redial	✓	Phone's local feature	--
MCK	Message cancellation key		Not supported	--
MIK	Message indication key		Not supported	--
MRK	Message registration key	*	See Note 5	--
MSB	Make set busy	✓	Use phone's local Do Not Disturb	--
MWK	Message waiting key	✓	Phone's local feature via softkey	--
NHC	No hold conference		Not supported	--
NRD	Not ready		See Note 1	--
NSVC	ACD night service		See Note 1	--
OBV	ACD observe		See Note 1	--
OSN	Onsite notification	*	See Note 6	--
OVB	Overflow position busy		Attendant: Use 96xx phone	--
OVR	Override	*	See Note 7	--
PRK	Call park	✓	Call Park	FNE
PRS	Privacy release		Not supported	--
PRY	DSN Priority		Not supported	--
RAG	ACD agent call		See Note 1	--
RCK	Ringing change key		Not supported	--
RDL	Redial stored number	✓	Use phone's local Redial feature	--
RGA	Ring again	✓	Automatic Callback	FNE
RMK	Room status key	*	See Note 8	--
RMWK	Remote message waiting		Not supported	--
RNP	Ringing number pickup	✓	Call Pickup	FNE
RPAG	Radio page		Not supported	--
SCC	Speed call controller	✓	Abbreviated Dialing – Prgm Group List	FAC
SCU	Speed call user	✓	Abbreviated Dialing List 1/2/3	FAC
SIG	Signal		Not supported	--
SSC	System speed call controller	✓	Abbreviated Dialing – Prgm Group List	FAC
SSU	System speed call user	✓	Abbreviated Dialing List 1/2/3	FAC
THF	Centrex switch hook flash		Not supported	--
TRC	Malicious call trace	*	Trace activation only. See Note 9	FNE
TRN	Call transfer	✓	Phone's local feature	--
USR	User selectable call redirection	*	See Note 10	--

VCC	Voice call	✓	AUTOANSWER via config file	--
WUK	Wake up key	*	See Note 11	--
XMWK	Multiple DN message waiting		Not supported	--

Note 1: 1100/1200 IP Deskphones are not supported as ACD agents in an Avaya Aura® environment.

Note 2: Another phone's busy status could be monitored using the presence feature. But currently there is not a way on the 1100/1200 SIP Deskphone to monitor the forward status of the other phone.

Note 3: Although there isn't a Display key direct replacement, there are often other ways to see what number is programmed against a key (e.g. Prefs > Feature Options > Feature Keys > Edit).

Note 4: The 96x1 SIP Deskphones offer the Enhanced Call Forward feature which provides internal call forwarding; however, this is not available on the 1100/1200 IP Deskphones.

Note 5: Call metering functionality is handled outside of the Avaya Aura® system by a call accounting application.

Note 6: Although there isn't an Onsite Notification direct replacement, the Avaya Aura® system provides Enhanced 911 feature functionality that includes Crisis Alert for Emergency Calls. This is a feature that notifies the attendant and other designated users when an emergency number is dialed.

Note 7: The Avaya Aura® system provides the Attendant Intrusion feature which can break into an existing phone call, but there is nothing similar from the 1100/1200 SIP Deskphone. Additional call appearances on the 11xx/1200 SIP Deskphone can also receive the second call, allowing more than one call to appear at a destination.

Note 8: Similar functionality is provided by the Avaya Aura® Property Management System (PMS) and Attendant Room Status features.

Note 9: Malicious Call Trace requires a MCT Controller to operate, which is a phone with the mct-contr key programmed. A mct-contr key cannot be configured on an 1100/1200 SIP Deskphone. So to use this feature, a H.323 phone configured with a mct-contr key is required in the Avaya Aura® system.

Note 10: Some USR functionality is provided by the Avaya Aura® system Change Coverage feature (accessed from the 1100/1200 SIP Deskphone via a FAC). The Change Coverage feature allows phone users to switch between the two call coverage paths defined for their endpoint.

Note 11: Similar functionality is provided by Avaya Aura® Hospitality Messaging Server 400 (HMS 400).

6.0 DN Type Assignments

The following table lists the DN types that can be configured on the 1100/1200 UNIStim IP Deskphones. The table lists:
- The CS 1000 DN Type mnemonic (as found in the administration overlays)
- The CS 1000 DN Type name
- The corresponding Avaya Aura® feature name or support status when the 1100/1200 SIP Deskphone is connected to the Avaya Aura® system

Key DN Mnemonic	CS 1000 UNIStim	1100/1200 SIP on Avaya Aura®
MCR	Multiple call ringing	MADN not supported in this release
MCN	Multiple call non-ringing	MADN not supported in this release
SCR	Single call ringing	Call appearance (call-appr)
SCN	Single call non-ringing	Not supported, see section 8.8
PVR	Private line ringing	Personal Central Office Line
PVN	Private line non-ringing	Not supported, see section 8.8
ACD	Automatic call distribution	Not supported on 1100/1200 phones. Use 96x1 SIP phones for ACD agents.

7.0 Feature to FNE/FAC

The following table provides a mapping of the supported CS 1000 feature names to the names shown in the FAC and FNE screens on the Avaya Aura® System Manager (SMGR). This mapping helps you find which FAC and FNE to program for a given feature.

CS1K Feature Name	FAC Name	FNE Name
Speed Call/System Speed Call	Abbreviated Dialing List1 Access Code	--
	Abbreviated Dialing List2 Access Code	--
	Abbreviated Dialing List3 Access Code	--
	Abbreviated Dial – Prgm Group List Access Code	--
Ring Again	Automatic Callback Activation	Automatic Call Back
	Automatic Callback Deactivation	Automatic Call-Back Cancel
Call Forward Busy	Call Forwarding Activation Busy/DA	Call Forward Busy/No Answer
Call Forward All Calls	Call Forwarding Activation All	Call Forward All
Call Forward Disable	Call Forwarding Deactivation	Call Forward Cancel
Call Park	Call Park Access Code	Call Park
	Answer Back Access Code	Call Park Answer Back
Call Pickup	Call Pickup Access Code	Call Pick-Up
Charge Account,Forced	CDR Account Code Access Code	--
Conference 3 or 6 Party	--	Conference on Answer
Selectable Conferee Disconnect (for last party)	--	Drop Last Added Party
Call Pickup, Directed (DPU)	Directed Call Pickup Access Code	Directed Call Pick-Up
Call Pickup, Directed (GPU)	Directed Group Call Pickup Access Code	--
	Extended Group Call Pickup Access Code	Extended Group Call Pickup
Mobile X	EC500 Self-Administration Access Code	--

CS1K Feature Name	FAC Name	FNE Name
	Enhanced EC500 Activation	Off-Pbx Call Enable
	Enhanced EC500 Deactivation	Off-Pbx Call Disable
Remote Call Forward	Extended Call Fwd Activate Busy D/A	--
	Extended Call Fwd Activate All	--
	Extended Call Fwd Deactivation	--
Access Restrictions	Group Control Restrict Activation	--
	Group Control Restrict Deactivation	--
Group Hunt Deactivate	Hunt Group Busy Activation	--
	Hunt Group Busy Deactivation	--
Malicious Call Hold	Malicious Call Trace Activation	Malicious Call Trace
	Malicious Call Trace Deactivation	Malicious Call Trace Cancel
Calling Party Privacy	Per Call CPN Blocking Code Access Code	Calling Number Block
	Per Call CPN Unblocking Code Access Code	Calling Number Unblock
Priority Call	Priority Calling Access Code	Priority Call
Do Not Disturb (Remotely activated)	Remote Send All Calls Activation	--
	Remote Send All Calls Deactivation	--
(similar to) Station Specific Authorization Code	Station Lock Activation	--
	Station Lock Deactivation	--
Transfer call to VM	Transfer to Voice Mail Access Code	Transfer to Voice Mail
(similar to) Attendant Break-In with Secrecy	Whisper Page Activation Access Code	Whisper Page Activation
Recorded Announcement	Announcement Access Code	--
Controlled Class of Service	Change COR Access Code	--
(similar to) User Selectable Call Redirection	Change Coverage Access Code	--

8.0 Feature Interactions

8.1 Conference

The SIP Deskphone can provide conference locally (set ENABLE_3WAY_CALL YES); Avaya Aura®
also provides ad-hoc conference (via FNE). Be aware of the following conference related items:

- The Conf and Join softkeys support the phone's local 3-way conference capability. They do not
  work with the Avaya Aura® ad-hoc conference capability.
- When the local 3-way conference is used and one party that has Music On Hold (MOH) enabled
  goes on hold, all remaining conference parties will hear the MOH. Use the Avaya Aura® ad-hoc
  conference feature to avoid this.
- When AVAYA_AURA_MODE_ENABLE is YES the phone does not support 3rd party
  conference bridges. Thus the CONFERENCE_URI[n] configuration parameters are not
  processed.

8.2 Transfer

The SIP Deskphone can initiate both attended and blind transfers. To use attended transfer, set the
Communication Manager (CM) parameter "SIP Endpoint Managed Transfer?" to No.

8.3 Hold

To see "Remote Hold" displayed on a far end phone when an 1100/1200 SIP Deskphone places a call on
hold, the CM "Direct Hold" feature must be active so the CM can forward the hold notification to the far
end. The CM "Direct Hold" feature is enabled by disabling the Music On Hold (MOH) for the user
placing the call on hold (which means when the user places a call on hold, the far end does not hear
MOH).

To disable MOH for a user, set "Hear System Music on Hold?" to No in the IP Deskphone's COR (Class
of Restriction).

8.4 Call Forward

The Avaya Aura® features **Call Forward All Calls** and **Call Forward Busy/No Answer** are
recommended over the phone's local Call Forward feature (CallFwd softkey) because CM handles call
coverage better with them. The Call Forward All Calls and Call Forward Busy/No Answer features
require FNE access.

If the local CallFwd is used, be aware that it cannot be used when the same extension is logged into
multiple devices (Multiple login).

8.5 Group Page

The Avaya Aura® feature **Group Page** is not supported by the 1100/1200 Series SIP4.4 software. 96x1 SIP phones in the page group will open the speaker audio and broadcast the page but the 1100/1200 IP Deskphones will not.

8.6 Intercom

The Avaya Aura® features **Automatic Intercom** and **Dial Intercom** are not supported by the 1100/1200 Series SIP4.4 software. There is currently no direct replacement for the CS 1000 **Network Intercom** and **Dial Intercom** (HOT/DIG) features.

8.7 Auto-Answer

The Avaya Aura® feature **Auto Answer** is supported on the 1100/1200 SIP phones. It is similar to the Automatic Answerback (AAK) feature on CS 1000. The following are required setup for the feature:

- In the phone's device config file, set ENABLE_ANSWER_MODE YES

- Set the phone's answerback mode for your preference. This is found in menu
  Prefs > Feature Options > Answer Mode Settings > Allow Mode

- In SMGR, in the Feature Options screen of the phones' Endpoint Editor, set **Auto Answer** to "all".

Note that when the Allow Mode is set Disabled, the phone will only use the white list of URLs configured in menu:
- Prefs > Feature Options > Answer Mode Settings > Allow Addresses

8.8 Non-Ringing Extension

The 1100/1200 IP Deskphones do not support the setting of the extension's ringing via the parameter **Active Station Ringing** in the Endpoint Editor's Feature Options screen. To create a non-ringing extension, turn the Alerting volume all the way down in menu:
- Prefs > Audio > Tones > Alerting Volume

8.9 G.722 Codec Support

CM offers four options for codec G722 for wideband audio: G.722-64K, G.722.1-24K, G.722.1-32K, and G.722.2. However, the 1100/1200 SIP Deskphones only support the G722-64K option.

9.0 Not Applicable FAC/FNE Features

The 1100/1200 SIP Deskphones control Avaya Aura® system features through the dialing of FNE codes and in certain cases where FNE codes don't exist, through the dialing of FAC codes. FAC and FNE are existing Avaya Aura® system feature control mechanisms documented in the Avaya Aura® Communication Manager Feature Description and Implementation documentation.

9.1 Not Applicable FNE Features

The FNE feature access method was originally developed for the Extension to Cellular feature, extending desk phone features to an off-PBX cell phone. Because of this, there are some features shown on the FNE configuration screens which do not apply to 1100/1200 SIP Deskphones. This may be because:
- The feature is not supported in the system for the 1100/1200 SIP Deskphone, or
- The feature is better provided by a local phone feature, or
- The feature is not applicable to use on a deskphone because the feature is intended to be used on a cellular phone that is paired to a deskphone

The following table provides a list of these FNE features. These FNE feature names appear in the Avaya Aura® System Manager (SMGR) FNE configuration screens. They are included here to clarify that they are not applicable features. Some have corresponding FAC names; those are listed as appropriate.

Feature	FAC Name	FNE Name
Extension to Cellular Pickup Call at Desk Phone	--	Active Appearance Select
Extension to Cellular Conditional Call Extend	--	Conditional Call Extend Enable/Disable
Extension to Cellular Conference	--	Conference Complete
Extension to Cellular Requires button on shared desk phone	--	Exclusion (Toggle on/off)
Extension to Cellular Shared Voice Connection	--	Held Appearance Select
Extension to Cellular Shared Voice Connection	--	Idle Appearance Select
Extension to Cellular Shared Voice Connection	--	Recall
Redial (unnecessary, phone has Redial softkey)	Last Number Dialed Access Code	Last Number Dialed

Feature	FAC Name	FNE Name
Extension to Cellular Send All Calls to Coverage	Send All Calls Activation	Send All Calls
Extension to Cellular Resume call reception	Send All Calls Deactivation	Send All Calls Cancel
Extension to Cellular Shared Voice Connection	--	Transfer Complete
Extension to Cellular Transfer	--	Transfer on Hang Up

9.2 Not Applicable FAC Features

Similarly, the Avaya Aura® FAC configuration page contains some FAC-only accessed features (i.e. have no FNE equivalent) which are not applicable to the 1100/1200 Series IP Deskphones. These FAC feature names appear in the Avaya Aura® System Manager (SMGR) FAC configuration screens. They are included here to clarify that they are not applicable features.

Feature	FAC Name	FNE Name
	CAS Remote Hold/Answer Hold-Unhold Access Code	--
Enhanced Call Forwarding	Call Forwarding Enhanced Activation	--
Enhanced Call Forwarding	Call Forwarding Enhanced Deactivation	--
Enhanced Call Forwarding	Call Forwarding Enhanced Status	--