



Feature Description for Avaya Aura™ Communication Manager Branch

03-602027
Issue 4
May 2009

© 2009 Avaya Inc.
All Rights Reserved.

Notice

While reasonable efforts were made to ensure that the information in this document was complete and accurate at the time of printing, Avaya Inc. can assume no liability for any errors. Changes and corrections to the information in this document may be incorporated in future releases.

For full support information, please see the complete document, *Avaya Support Notices for Software Documentation*, document number 03-600758.

To locate this document on our Web site, simply go to <http://www.avaya.com/support> and search for the document number in the search box.

Documentation disclaimer

Avaya Inc. is not responsible for any modifications, additions, or deletions to the original published version of this documentation unless such modifications, additions, or deletions were performed by Avaya. Customer and/or End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation to the extent made by the Customer or End User.

Link disclaimer

Avaya Inc. is not responsible for the contents or reliability of any linked Web sites referenced elsewhere within this documentation, and Avaya does not necessarily endorse the products, services, or information described or offered within them. We cannot guarantee that these links will work all of the time and we have no control over the availability of the linked pages.

Warranty

Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language, as well as information regarding support for this product, while under warranty, is available through the following Web site: <http://www.avaya.com/support>.

Copyright

Except where expressly stated otherwise, the Product is protected by copyright and other laws respecting proprietary rights. Unauthorized reproduction, transfer, and or use can be a criminal, as well as a civil, offense under the applicable law.

Avaya support

Avaya provides a telephone number for you to use to report problems or to ask questions about your product. The support telephone number is 1-800-242-2121 in the United States. For additional support telephone numbers, see the Avaya Web site: <http://www.avaya.com/support>.

Contents

What's New in Communication Manager Branch 2.0	8
Abbreviated Dialing	9
Account Code Dialing	10
Administrable Language Display	11
Administration Without Hardware	12
Audible Message Waiting	12
Authorization Code	13
Automated Attendant	13
Automatic Alternate Routing	15
Automatic Callback	15
Automatic Daylight Saving Change	16
Automatic Exclusion Support.	16
Automatic Message Waiting	17
Automatic Route Selection	17
Backup Features.	18
Block Incoming Collect Calls	18
Bridged Call Appearance	19
Busy Indication	20
Busy Indication/Transfer	20
Busy Verification.	21
CA Siteminder	21
Call Appearances	22
Call Coverage	23
Call Detail Recording	24
Call Displayed Number	24
Call Forwarding All Calls	25
Call Forwarding Busy/Don't Answer	26
Call Park	27
Call Pickup	28
Call Waiting Indication	29
Caller ID	29
Calling Party Number Block.	30
CAMA Numbering	30
Collective Ringing Group (CRG)	30
Conference.	31
Conference Display	31

Contents

Consult	32
Contact Closure	32
Crisis Alert	33
Data Privacy	33
Date and Time	34
Dial Plan	34
Directed Call Pickup	35
Directory	35
Display Advice of Charge	36
Distinctive Ringing	36
Drop.	37
Emergency Transfer Relay	37
Enhanced 911	38
Exclusion.	38
Extension to Cellular	39
External TDM Clock Source.	40
Facility Test Calls	40
Far-End Mute.	41
Fax or Modem (Data Restriction)	41
Feature Access Codes	42
Flexible Storage Capacity	42
Group Paging	43
Hold.	44
Hot Line Service	44
Hunt Groups	45
Inspect	46
Inter-Branch SIP Trunk	46
Intercom	47
Last Number Dialed	48
Line Appearances	48
LLDP Client (IEEE 802.1ab)	49
Logs and Alarms.	49
Loss Plan.	50
Loudspeaker Paging.	50
Malicious Call Trace	51
Modular Messaging Integration.	51

Music-on-Hold	52
Native TTY support	52
Network Access Control (IEEE 802.1x).	53
Next.	54
Outgoing Calling Number Manipulation	54
Outside Line Groups.	54
Persist	55
Phantom Extension	56
Physical Interfaces	56
Port Mirroring	56
Port Redundancy	57
Power over Ethernet (IEEE 802.3af)	58
Priority Calling	58
Private Networking	59
Private Trunks	59
Public Networking	60
Public SIP Trunks	61
R2-MFC Trunk Support	62
Route Patterns	62
Ringer Cutoff.	63
Ringling - Abbreviated and Delayed	63
Send All Calls	64
SNMP and MIBs	64
Specific Lines	65
Station Lock	65
Station Tone Forward Disconnect	66
System Announcements	66
Telephone Feature Buttons	67
Trace Station	68
Transfer.	68
Trunk Flash.	69
Trunk Groups	69
Trunk Group Forms	70
Tunable VoIP parameters	71
Turn SNMP On or Off	71
Unique Certificates	72

Contents

User Privilege Levels 72

UUI/UCID Support 74

VLAN Tagging with 802.1p Priority Support (IEEE 802.1q) 74

Voice Announce 75

Voice mail 76

Whisper Page 77

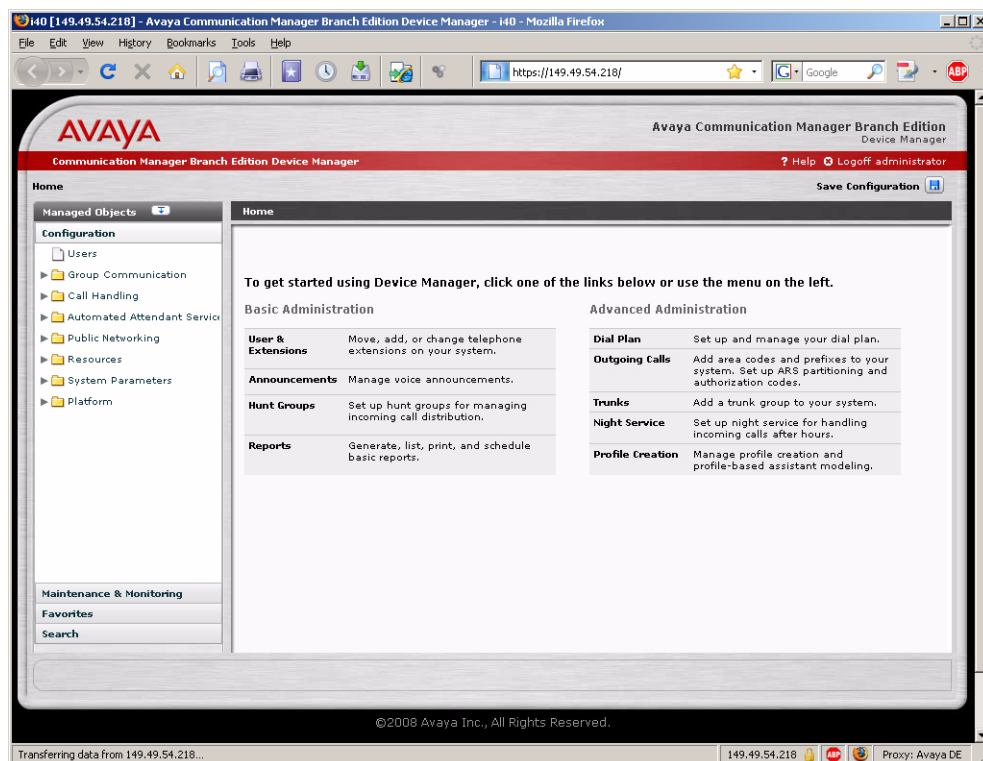
Features of Avaya Aura Communication Manager Branch

Avaya Aura™ Communication Manager Branch Release 2.0 provides many features and capabilities that can help you manage your business communications for maximum efficiency and employee productivity. This document provides a high-level description of each available Communication Manager Branch feature. These descriptions explain the operation of the feature and how and why to use the feature.

To use most of these features, you press an assigned button on your telephone or dial an assigned Feature Access Code (FAC). Other capabilities, such as the [Caller ID](#) feature, are built into Communication Manager Branch.

To administer most Communication Manager Branch features, navigate from the Branch Device Manager home page ([Figure 1](#)). The description of each feature in this document includes a navigational path from this home page to the place where that feature is administered. For more information on feature administration, see the Branch Device Manager online help.

Figure 1: Branch Device Manager home page



What's New in Communication Manager Branch 2.0

- Distributed Office has been renamed Avaya Aura™ Communication Manager Branch.
- Communication Manager Branch 2.0:
 - Supports the Avaya G450 platform, which can support hundreds of stations.
 - Supports central administration of up to 2000 branches.
 - Supports private networks having to up to 2000 branches
 - Enables refreshing the job details and provides summary information about the job operations status
- Enterprise Network Management performs all [Backup Features](#).
- Central Manager is integrated with [CA Siteminder](#).
- The [Automated Attendant](#) feature provides:
 - Support for up to 3 promotional announcements.
 - User control of the number of prompt repeats (1, 2 or 3) for both day and night menus.
- Central Manager management tools ([Logs and Alarms](#)) enable you to determine how long alarm and event logs are retained before being automatically deleted .
- Automatic refresh of job details while providing summary information about the job operations status.
- Access to [Outside Line Groups](#) can be restricted to group members or owners.
- [Display Advice of Charge](#) permits a customer to receive charging information for telecommunication services.
- [Automatic Exclusion Support](#) provides privacy to a customer on a group of phones sharing bridged appearances.
- [Calling Party Number Block](#) blocks the sending of calling numbers.
- The user can configure the System Greeting announcement for voice mail.
- [Flexible Storage Capacity](#) - flexible capacities for voice mail. The user can configure the voice mail parameters, such as the mailbox size and the amount of space reserved for Automated Attendant functions.
- [Call Appearances](#) now support i-hold/they-hold capabilities.
- [Whisper Page](#) now supports analog phones.
- The [Persist](#) feature provides continuity of service during a system reboot.

Abbreviated Dialing

With the Abbreviated Dialing feature, you can reduce the number of digits that you must enter to place a call. With Abbreviated Dialing, you dial a short code or press an assigned button for the number that you want to call. The system then dials all the digits that are necessary to complete the call. You can administer a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#) to access this feature.

You can store telephone numbers for Abbreviated Dialing in easily accessed “group lists.” A group list is available to a specific set of users. For example, all telephones in the pharmacy department might share a list of frequently called insurance companies. A telephone user at any store can dial one of the Abbreviated Dialing FACs, followed by the dial code. Note that the dial code is not the same as the group number. Alternatively you can assign an Abbreviated Dialing feature button exclusively for one number, so that you can push the assigned button on your telephone to dial the number directly.

Administrators can also define one Abbreviated Dialing System List for use with the Abbreviated Dialing feature. For example, you might have a standard list of numbers for remote office locations. You dial a FAC to access the system list, and then dial the abbreviated dial code for a specific location. The system administrator programs group lists and the system list. There are different FACs for the system list and the group list.

Note:

The Abbreviated Dialing feature is not the same as speed dialing. Speed dialing is a feature of an individual telephone. You directly program a number into the telephone. You use speed dial to store numbers that you call frequently, such as your home telephone number. In contrast, the Abbreviated Dialing feature is administered with Branch Device Manager. Abbreviated Dialing provides quick access to telephone numbers that all system users might call frequently, such as a help desk. For more information on speed dialing, see the documentation for your telephone.

From the Branch Device Manager home page, go to:

Configuration > Group Communication > Abbreviated Dialing Group Lists.

Configuration > Call Handling > Abbreviated Dialing System List.

Configuration > Users > [select the user from the list] > Buttons:

- **Abbrv. Dialing** (telephone button label: **AD <telephone button number>** or, for system list numbers, an optional **<administered label>**). Activates the Abbreviated Dialing feature.

Configuration > Call Handling > Feature Access Codes:

- **Abbreviated System List.** Accesses the system list.
- **Abbreviated Group Lists.** Accesses Abbreviated Dialing group lists.

Account Code Dialing

The Account Code Dialing feature associates an outgoing call with an account code. This information can be output to a call accounting device that is used with the [Call Detail Recording](#) feature. When you dial the account code before you dial the telephone number, the system records the telephone number and the duration of the call. The system then associates that information with the account code. You can administer a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#) to access the Account Code Dialing feature. For example, a lawyer can dial the FAC or press the Telephone Feature Button that is administered for Account Code Dialing. The lawyer then dials the appropriate account code, followed by the number of a client. The call to the client now has a record that shows the billable time for the call.

Account Codes are eight digits long. The system does not verify the actual digits in an account code, but only that the user enters the correct number of digits. Account Code Dialing is voluntary. You can place a call without entering an account code. However, you can implement your own office policies for using this feature. For example, you might request that your telephone users enter account codes for calls that are made to particular clients, on particular trunks, or by specific employees.

Note:

To use Account Codes on Line Appearances, enter the Account Code FAC on a call appearance, and then press the Line Appearance button on your telephone.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Account** (telephone button label: **Account**). Enables Account Code Dialing.

Configuration > Call Handling > Feature Access Codes:

- **Cdr Account Code**. Enables Account Code Dialing.

See also:

[Call Detail Recording](#)

Administrable Language Display

With the Administrable Language Display feature, you can choose a language in which to display telephone messages. The following languages are available with Communication Manager Branch:

- English, the default
- French
- Italian
- Spanish
- German
- Russian
- Portuguese
- Unicode-supported language

You can administer only one additional language for your system using Unicode. Unicode is a standard universal character set that provides a single Coded Character Set (CCS) that can be used to represent any language. Languages that are displayed in Unicode include all accent marks and special characters. The non-Unicode languages that Communication Manager Branch provides do not. For example, If most of your telephone users are Spanish speaking, you might want to use the Unicode Message file for Spanish to display all accents and characters. To download a Unicode Message file for a supported language, go to the Phone Messages Files page in Branch Device Manager.

Your telephone can display approximately 900 pre-programming messages, such as “Transfer complete.” The telephone set itself also has its own prompts and messages in one of several languages.

From the Branch Device Manager home page, go to:

Maintenance & Monitoring > Telephony > Phone Messages Files.

Configuration > Users > Edit User > Station.

Administration Without Hardware

With the Administration Without Hardware (AWOH) feature, you can administer media modules that are not yet physically on the system. This feature speeds the process of setting up and making changes to your system. For example, you can use the AWOH capability if you want to administer the telephones for a media module that is not yet on site. You can administer the media module and all telephones for the media module in advance so that the telephones can be quickly activated once the media module arrives.

Note:

The Administration Without Hardware feature is supported on the i120 and G450 only.

From the Branch Device Manager home page, go to:

Configuration > Platform > Physical Configuration to configure a media module that is not present on the system.

See Also:

[Phantom Extension](#)

Audible Message Waiting

The Audible Message Waiting feature provides an audible tone to indicate that you have voice mail messages to which you have not previously listened. You hear a stutter dial tone when you go off-hook when messages are waiting to be retrieved. This feature is useful for people who have a vision disability. You can also use Audible Message Waiting for telephones that do not have message waiting lights.

From the Branch Device Manager home page, go to:

Configuration > Users > Edit Users > Station.

See also:

[Call Waiting Indication](#)

Authorization Code

An Authorization Code is a Feature Access Code which enables a user to make trunk calls associated with a different privilege level, generally a privilege level higher than the user's current privilege level.

An Authorization Code consists of a numeric string that is mapped to a privilege level. When a user dials this string, it allows the user to make calls requiring the privilege level that has been mapped to the authorization code.

To activate, dial the FAC and then dial the Authorization Code. If the code is valid, the caller hears a confirmation tone. The caller then selects a new Line Appearance or Call Appearance. If the code is invalid, the caller hears an intercept tone.

Authorization remains in force until:

- The caller selects a Line Appearance or Call Appearance.
- The caller deactivates the feature.
- The timer expires (30 seconds).

Note:

Communication Manager Branch does not prompt for Authorization Codes for calls over outside line groups.

From the Branch Device Manager home page, go to:

Configuration > System Parameters > General.

Automated Attendant

Communication Manager Branch provides the Automated Attendant feature to route your incoming calls. This feature reduces the need for live attendants, and thus can help to control costs. An Automated Attendant serves as an entry point to your telephone system for callers. For example, callers might be prompted by an announcement to enter the extension of the person they want to reach.

You can also add up to three promotional messages, such as announcements of special offers, to the Automated Attendant. These announcements will be played before the standard prompt and you can schedule updates and enabling or disabling of the messages centrally at any time to ensure the latest messages are available at all the relevant branches without further intervention. Individual branches can use Branch Device Manager to configure their own promotional message settings.

Features of Avaya Aura Communication Manager Branch

Each message can be in two languages, according to your system configuration. The promotional messages are only played once, when the Automated Attendant answers the caller for the first time.

You can administer an Automated Attendant to give incoming callers any of the following options:

- Enter a specific extension
- Listen to an informational announcement
- Transfer to a voice mailbox
- Navigate to a submenu that contains additional options

With the promotional message features, you can:

- Enable or disable playback of the messages without erasing them
- Individually select up to three messages from the list of announcements that are stored in the Communication Manager Branch
- Scheduled download and activation of promotional announcements using Branch Central Manager.

Automatic Attendant supports the following sound file formats

:

Acceptable Format	Bit Rate
PCM (.wav files)	64kbps (8 kHz, 8 Bit, Mono)

The Automated Attendant can also detect and route fax calls. You can administer the announcements a caller hears and the menu options from which a caller can choose. You can also configure and schedule separate menus for day and night, with separate caller prompts for each menu.

The Automated Attendant capability is provided by the voice mail service on Communication Manager Branch. Configure Branch Device Manager with an Automated Attendant as the incoming destination of a trunk group. You can administer up to four Automated Attendants in Communication Manager Branch. You can repeat the announcements once to three times before transferring to extension 0 or the system timing out.

Communication Manager Branch (R2.0) allows you to configure the amount of disk space allotted to the messaging subsystem (refer to [Flexible Storage Capacity](#)).

From the Branch Device Manager home page, go to:

Configuration > Automated Attendant Service > Automated Attendants

To configure Promotional Announcements go to:

Configuration > Automated Attendant Service > Automated Attendants Details, General Tab

See also:

[Voice mail](#)

[Flexible Storage Capacity](#)

Automatic Alternate Routing

Automatic Alternate Routing (AAR) routes calls from one branch to another over your own private network. Administer a [Feature Access Code \(FAC\)](#) to access this feature. The default FAC for AAR is 8.

From the Branch Device Manager home page, go to:

Configuration > Call Handling > Feature Access Codes:

- **Automatic Alternate Routing.** Activates AAR for the current call.

Automatic Callback

When you place an internal call and the extension is busy or unanswered, Automatic Callback calls you back with a distinctive priority call ring when the called telephone becomes available. When you lift the handset, you hear normal ringing as when you place an original call. You can administer a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#) to access this feature.

To activate this feature on an analog telephone, you can either press the **Recall** or the **Flash** button, or press the switch hook and then dial the FAC for Automatic Callback. An analog telephone can activate Automatic Callback for only one call at a time. For IP telephones, the number of calls for which you can activate Automatic Callback depends on the number of Automatic Callback buttons that are assigned to the telephone. After you place a call to a telephone that is busy or unanswered, you can press an idle Automatic Callback button and hang up.

If the called number becomes unavailable again between the times you receive the callback and when you answer it, you hear a confirmation tone followed by silence when you answer the callback. The call remains queued, and you get another callback when the called number becomes available again.

You cannot activate Automatic Callback for calls to an extension toward which Automatic Callback is already activated, or to an extension for a hunt group.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Automatic Callback** (telephone button label: **Auto CallBack**). Activates Automatic Callback when the dialed extension is idle.

Configuration > Call Handling > Feature Access Codes:

- **Automatic Call Back**. Activates Automatic Callback when the dialed extension is idle.
- **Automatic Call Back Deactivate**. Deactivates Automatic Callback.

Automatic Daylight Saving Change

The Automatic Daylight Saving Change feature allows you to manage Daylight Saving Time so that time-sensitive features like Call Detail Recording adjust to time changes. The transition to and from Daylight Saving Time occurs outside of normal business hours (that is, overnight) so that the number of affected call detail records is small.

From the Branch Device Manager home page, go to:

Configuration > Platform > Date & Time.

Automatic Exclusion Support

When there are stations with common appearance, Automatic Exclusion Supports allows multiappearance telephone users to keep other users with appearances of the same extension from bridging onto an existing call, thereby giving these employees privacy.

This feature applies to the entire branch and overrides any individual phone exclusion setting.

When enabled Automatic Exclusion Support allows:

- Coverage call pickups: If a called is redirected by the [Call Coverage](#) feature or put on hold, the original callee can bridge onto an excluded call.
- Line Appearance Pickup pickup: An OLG member or owner can pickup an excluded call if that call is put on hold.

If Automatic Exclusion Support is not enabled, these calls remain excluded.

From the Branch Device Manager home page, go to:

Configuration > System Parameters > General

Automatic Exclusion. The feature begins to function when the user picks up the handset. To turn off Automatic Exclusion during a call, the user presses the Exclusion button.

See also:

[Exclusion](#)

Automatic Message Waiting

With the Automatic Message Waiting feature, you can assign a [Telephone Feature Button](#) for another extension on your telephone that automatically lights when a message has been stored in the system for that extension. To retrieve messages, you must dial in to your voice mail system. Do not press the Automatic Message Waiting button to retrieve messages.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Automatic Message Waiting** (telephone button label: **Msg <extension>**). Indicates that messages are waiting for the assigned extension.

Automatic Route Selection

Automatic Route Selection (ARS) routes calls that go outside your company over public networks. ARS also routes calls to remote company locations if you do not have a private network.

Automatic routing begins when a user dials a [Feature Access Code \(FAC\)](#) followed by the number the user wants to call. Communication Manager Branch analyzes the digits dialed, selects the route for the call, deletes and inserts digits if necessary, and routes the call over the trunks you specify in your routing tables.

The FAC for AAR is usually the digit 8. The FAC for ARS is usually the digit 9 in the US and 0 outside of the US.

With ARS, Communication Manager checks the digits in the number called against the ARS Digit Analysis Table (DAT) to determine how to handle the dialed digits. Communication Manager also uses Class of Restriction (COR) and Facility Restriction Level (FRL) to determine the calling privileges. The Digit Analysis Table itself consists of a series of columns. Each column specifies a certain parameter, such as minimum string length or call type. After accessing the ARS and dialing the number, the DAT implements the ARS as specified by the given parameters.

Let us say a caller places a call to 1-303-233-1000. Communication Manager matches the dialed digits with those in the first column of the Digit Analysis Table. In this example, the dialed string matches the '1'. Then Communication Manager matches the length of the entire dialed string (11 digits) to the minimum and maximum length columns.

The [Route Patterns](#) point to the route that handles the calls that match this dial string. Route Patterns contain ordered lists of outgoing trunk groups, as well as corresponding digit manipulation rules.

From the Branch Device Manager home page, go to:

Configuration > Call Handling > Feature Access Codes:

- **Automatic Route Selection.** Activates ARS for the current call.

See also:

[Specific Lines](#)

[Outside Line Groups](#)

[Trunk Groups](#)

Backup Features

The ENM Backup Utility enables you to backup or restore Communication Manager Branch files in your network.

The ENM Utility includes:

- A choice of method.
 - FTP site for off-site backups and restore
 - USB flash drive for faster backups and restore (reduced downtime during swap-outs, RMAs etc).
- A choice of how which material is backed up or restored.
 - Complete Backup: All platform information
 - Partial Backup: No voicemail mailbox data (messages and greetings).
 - Partial Backup: No voicemail system language files or mailbox data.
 - Minimal Backup: Configuration files (Main, Profile), System Announcements, Certificates, AES configuration file, IP phone settings and language files, unicode phone message files, and Auto Attendant files (announcements and menu prompts).
- Backing up can be done on device by device basis; centralized backup is not required.

For more information, see the utility help file.

Block Incoming Collect Calls

You can use this feature to block incoming collect calls from COs in Brazil. It works by sending a double answer signal to the CO. The CO responds by allowing the call if it's an ordinary call, but by blocking the call if it's a collect call.

The 'double answer' allows for the originating side to alert the destination and allow time for the receiver of the call to reject or accept a collect call (toll). If the receiver of the call decides to accept and answer the call, a double answer is generated within a specified time. The receiver is then billed for the incoming call. If the receiver does not want to answer the call, a double answer is not generated and the call is disconnected.

This ability only works over analog and digital trunks of type CO, DID, and DIOD that are administered as Brazil (23).

This ability does not work over outside line groups.

This block only applies to Medium, Low, and No-privilege users.

Bridged Call Appearance

With the Bridged Call Appearance feature, you can have a call appearance of a different telephone extension on your telephone. You can originate, answer, and bridge on to calls to or from the telephone number of another user. For example, you might work in the office of a tire store and at times need to take calls that are made to the front desk or to the shop area. You can administer bridged call appearances of the telephones at the front desk and in the shop on your office telephone. If a call for you comes in on one of the other telephones, you can press the bridged call appearance button for that extension and take the call in your office. On incoming calls, the primary telephone and all bridged appearances provide a visual alert and audible ringing. Likewise, if you place a call from a bridged call appearance, the call carries the display information and retains the privileges of the primary number.

On most telephones, commonly used telephone features are available for bridged call appearances. For example, Conference, Transfer, Hold, Drop, and Priority Calling from a bridged appearance all work in the same way as on the primary telephone.

The Bridged Call Appearance feature works on SIP, IP, DCP, and analog telephones. On IP, SIP, and DCP telephones, multiple bridged appearances can exist. Administer the Bridged Appearance [Telephone Feature Button](#) to add a bridged appearance of an IP, SIP, and DCP telephone. For a bridged appearance of an analog telephone extension, administer the Analog Bridged Appearance Telephone Feature Button.

Note:

You cannot administer a bridged call appearance for a Line Appearance. Line Appearances are administered directly for users who want to be able to bridge on to outside lines with other users.

A temporary bridged appearance occurs when a call rings to your telephone but goes to coverage or call pickup. The call appearance displays a visual indicator (that is, a light or an icon) for the temporary bridged appearance. If the party that answered the call puts the call on hold or asks you to pick up the call, you just push the button that is displaying the visual indicator on your telephone.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Bridged Appearance** (telephone button label: **<extension>**). Provides an appearance of another extension on this telephone.
- **Analog Bridged Appearance** (telephone button label: **<extension>**). A bridged appearance of an analog extension.

Busy Indication

The Busy Indication feature provides SIP, IP and DCP telephone users with a visual indicator of the busy or the idle status of a number. You can also directly dial the number by pressing the assigned Busy Indication [Telephone Feature Button](#). You can assign Busy Indication to an extension number, a hunt group extension, a trunk group access code, or a Loudspeaker Paging access code. For example, you might administer a Busy Indication button for your customer service desk. You can monitor the button visually until you see that the extension is free, and then press the button to speed dial the number directly.

Note:

The Busy Indication feature does not work to or from SIP or DCP telephones.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Busy Indication** (telephone button label: **Busy <extension>**). Indicates the busy or idle status of an extension or trunk.

See also:

[Busy Indication/Transfer](#)

Busy Indication/Transfer

Communication Manager Branch features a convenient one-step Busy-Transfer [Telephone Feature Button](#). This feature works like the [Busy Indication](#) feature to monitor the status of an extension that is assigned to the button. You can press the button to speed dial the extension when the extension is idle. With Busy Indication/Transfer you can also transfer a waiting call when the extension that is assigned to the button is no longer busy. For example, a receptionist receives a call for a user whose extension the Busy Indication button shows as busy. The receptionist can monitor the Busy Indication Transfer button until the extension is idle and then press the button to transfer the held call.

Note:

The Busy Indication/Transfer feature does not work to or from SIP telephones.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Busy Indication and Transfer** (telephone button label: **BusyT <extension>**). Activates the Busy Indication/Transfer feature.

See also:

[Busy Indication](#)

Busy Verification

With the Busy Verification feature, you can place test calls to check the busy condition of trunks, or telephones, or hunt groups. This test helps you determine if the trunk is busy because of heavy use or only appears busy because of a problem. Administer a Busy Verification [Telephone Feature Button](#) to access this feature. To use Busy Verification, press the **Verify** Telephone Feature Button and then enter the extension number or Trunk Access Code (TAC) that you want to test. The system places a priority call to the extension or trunk. If the trunk or the extension is working properly, you hear a ringback tone and "Terminated" is displayed on your telephone. If the trunk or extension is out of service, you hear a distinctive reorder tone and "Out of Service" displays on your telephone.

Note that the Busy Verification feature does not work on [Line Appearances](#).

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Busy Verification** (telephone button label: **Verify**). Activates the Busy Verification feature.

CA Siteminder

Branch Central Manager is integrated with CA Siteminder.

- Siteminder is an enterprise Web access control system that enables user authentication and single sign-on.
- The enterprise network management login can now integrate with Siteminder allowing seamless login from the enterprise portal.
- The Enterprise Network Management SSO and login system can also authenticate users using LDAP (including Active Directory) and RADIUS servers.

Call Appearances

The Call Appearances feature enables you to dial internal calls or dial Feature Access Codes. You can use Call Appearances to dial calls to the public network (using the ARS FAC), or a private network (such as to another Communication Manager Branch branch, using the AAR FAC). You can also use Call Appearances to access a Line Appearance using a Specific Line FAC.

Communication Manager Branch 2.0 supports i-hold and they-hold indications on call appearance, providing key-system capabilities on those lines. [Table 1](#) details the i-hold/they hold call states for the 16xx, 24xx, and 46xx phone lines.

Note:

The symbols which are displayed during call states differs according to the line of phones being employed.

Table 1: I-hold/They-hold Call State

If this phone placed the call on hold the message is:	For other phones the message is:
Line is alerting, AND going off-hook will automatically answer the line.	Line is alerting, BUT going off-hook will not automatically answer the line.
I am active on this line (I-active).	Another party is active on this line (they-active).
I have put this line on hard hold (I-hard-hold).	Another party has put this line on hard hold (they-hard-hold).
I am transferring or conferencing this line (I-soft-hold).	Another party is transferring or conferencing this line (they-soft-hold).
Line is idle.	Line is idle.

If no one picks up the placed call (within a configurable time-out), the call will ring again. The call will be redirected to another extension if no one takes the call again.

You can administer a [Telephone Feature Button](#) to use Call Appearances.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Call Appearance** (telephone button label: **<extension>**). Accesses a Call Appearance.

See also:

[Line Appearances](#)

[Specific Lines](#)

Call Coverage

The Call Coverage feature ensures that your incoming calls are answered and routed to an alternate number when you are unavailable. Call Coverage can try up to two alternate destinations for a call. For example, you might administer a coverage path to route your calls to a receptionist first, and then to your voice mail if the receptionist is unavailable. Or you might set up your coverage so that your calls go to an [Automated Attendant](#) for further routing. Call Coverage allows an incoming call to be redirected to one of the following alternate destinations:

- A different extension
- A hunt group
- An automated attendant
- An outside number or a cellular telephone number
- Voice mail
- A [Collective Ringing Group \(CRG\)](#)

You can administer redirection criteria that determine when to redirect calls to an alternate number and the order in which to redirect the calls. Administer the [Send All Calls Telephone Feature Button](#) so that you can activate Call Coverage with the press of a button.

For calls received by the [Outside Line Groups](#), Call Coverage follows the administered coverage for the extension of the Outside Line Group owner, if an owner is assigned. If an owner is not assigned, a coverage path can optionally be assigned to the Outside Line Group directly. However, you cannot assign voice mail as a coverage option for an Outside Line Group, since an Outside Line Group has no voice mailbox. If no owner is assigned and no coverage path is assigned, incoming calls ring until the calls are answered or abandoned.

From the Branch Device Manager home page, go to:

Configuration > Call Handling > Coverage Paths.

Configuration > Users > Edit Users > Station.

See also:

[Send All Calls](#)

[Outside Line Groups](#)

Call Detail Recording

The Call Detail Recording (CDR) feature records call accounting data on incoming and outgoing calls. CDR is useful for both billing and security monitoring. For example, multisite businesses can use CDR to monitor remote offices for internal call billing information, billable customer interactions, and fraudulent calling patterns.

CDR output data is not formatted. The dated call detail records must be exported to a connected collector device or to a secure collector service. Such call accounting devices or collector services are available through third-party vendors, and enable you to view, monitor, and analyze your CDR output data. Currently Veramark is the supported vendor for Communication Manager Branch.

The Avaya document, *Feature Description and Implementation for Avaya Aura™ Communication Manager* Issue 6, January 2008, 555-245-205, describes the fields in the CDR record.

From the Branch Device Manager home page, go to:

Configuration > System Parameters > General > External Services.

See also:

[Account Code Dialing](#)

Call Displayed Number

With the Call Displayed Number feature, you can initiate a call to a number that you have looked up in the Directory and that is currently displayed on your telephone. Administer a [Telephone Feature Button](#) to access this feature. When the number that you want to call is displayed on your telephone, press this button to place the call.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Call Displayed Number** (telephone button label: **Make Call**). Dials the displayed number.

See also:

[Directory](#)

Call Forwarding All Calls

With the Call Forwarding All Calls feature, you can redirect your incoming calls to another number. The forward-to number can be an internal extension or an outside number. For example, you might forward calls for technical assistance that come to your remote office on a weekend to a technical support number at your company headquarters. You can administer a [Telephone Feature Button](#) to use Call Forwarding All Calls. You can also administer one [Feature Access Code \(FAC\)](#) to turn the feature on and another code to turn the feature off.

If a forwarded call to an internal extension is unanswered, the call follows the coverage path of the original telephone. The routing of the call is not influenced by the coverage path, or forwarding of the forwarded-to number, if that number is also forwarded or has a coverage path.

For incoming calls to [Outside Line Groups](#), Call Forwarding All Calls follows the administered coverage for the extension of the Outside Line Group owner, if an owner is assigned. If no owner is assigned, call forwarding does not occur.

If you have Administrator, High-privileged, or Medium-privileged [User Privilege Levels](#), you can use Call Forwarding All Calls. Medium-privileged users, however, cannot forward calls to outside numbers. If you have Administrator, High-privileged, or Medium-privileged User Privilege Levels, you can use the Extended Call Forwarding All Calls FAC to activate or deactivate this feature for your telephone from another extension. To use Extended Call Forwarding All Calls, dial the FAC, followed by the other extension number, and the security code for the other extension.

Note:

If you have Admin privilege, you do not need a security code for extended call forwarding.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Call Forward (All Calls)** (telephone button label: **CFrwd**). Activates Call Forwarding All Calls.
Note that you can optionally administer the "Forwarding For Extension" field to forward calls for another extension. In this case, the label displays as **CFrwd <extension>**.

Configuration > Call Handling > Feature Access Codes:

- **Call Forward - All Calls**. Activates Call Forwarding All Calls.
- **Call Forward Deactivate**. Deactivates Call Forwarding All Calls. Note that this FAC also deactivates Call Forward Busy/Don't Answer.
- **Extended Call Forward All Calls**. Enables activation of Call Forwarding All Calls from another telephone.
- **Extended Call Forward Deactivate**. Deactivates Extended Call Forward All Calls. Note that this FAC also deactivates Extended Call Forward Busy/Don't Answer.

See also:

[Call Forwarding Busy/Don't Answer](#)

[Call Coverage](#)

[Outside Line Groups](#)

Call Forwarding Busy/Don't Answer

Use the Call Forwarding Busy/Don't Answer feature to redirect your incoming calls to another destination when you are on another call or do not answer the call. The forward-to number can be an internal extension or an outside number. For example, if you work in a customer service group, you can redirect your calls to another agent if you must complete paperwork before your next call. You can administer a [Telephone Feature Button](#) to use Call Forwarding Busy/Don't Answer. You can also administer one [Feature Access Code \(FAC\)](#) to turn the feature on and another FAC to turn the feature off.

Note:

You cannot have both Call Forwarding Busy/Don't Answer and [Call Forwarding All Calls](#) active at the same time.

If a forwarded call to an internal extension is unanswered, the call follows the coverage path of the original telephone. The routing of the call is not influenced by the coverage path, or forwarding of the forwarded-to number, if that number is also forwarded or has a coverage path.

For incoming calls to [Outside Line Groups](#), Call Forwarding Busy/Don't Answer follows the administered coverage for the extension of the Outside Line Group owner, if an owner is assigned. If no owner is assigned and no coverage path is assigned, no call forwarding occurs.

If you have Administrator, High-privileged, or Medium-privileged [User Privilege Levels](#), you can use this feature. Medium-privileged users, however, cannot forward calls to outside numbers. If you have Administrator, High-privileged, or Medium-privileged User Privilege Levels, you can use the Extended Call Forwarding Busy/Don't Answer FAC to activate or deactivate this feature for your telephone from another extension. To use Extended Call Forwarding Busy/Don't Answer, dial the FAC, followed by the other extension number, and the security code for the other extension.

Note:

If you have Admin privilege, you do not need a security code for extended call forwarding.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Call Forward (Busy/Don't Answer)** (telephone button label: **CFBDA**). Activates Call Forwarding Busy/Don't Answer. Note that you can optionally administer the "Forwarding For Extension" field to forward calls for another extension. In this case, the label shows **CFBDA <extension>**.

Configuration > Call Handling > Feature Access Codes:

- **Call Forward - Busy/DA**. Activates Call Forwarding Busy/Don't Answer.
- **Call Forward Deactivate**. Deactivates Call Forwarding Busy/Don't Answer. Note that this FAC also deactivates Call Forwarding All Calls.
- **Extended Call Forward Busy/DA**. Enables activation of Call Forward Busy/Don't Answer from another telephone.
- **Extended Call Forward Deactivate**. Deactivates Extended Call Forward Busy/Don't Answer. Note that this FAC also deactivates Extended Call Forward All Calls.

See also:

[Call Forwarding All Calls](#)

[Call Coverage](#)

[Outside Line Groups](#)

Call Park

With the Call Park feature, you can park a call and retrieve the call from any other telephone. For example, you can park a customer call about the status of a tire installation at the front desk telephone, walk to the shop area to check on the job, and then retrieve the call on the shop telephone. You can answer a parked call at any telephone when another user issues a loudspeaker page that a call is parked for you. Note that Call Park is different from the [Hold](#) feature, which applies to a specific telephone only. You can enable parking and retrieving a call by administering a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#). A park slot must be available before the call can be parked.

There are two ways to park a call:

- Press the Call Park button. The slot is automatically assigned.
- Enter the Call Park FAC and press the slot ID.

You can then retrieve the call from another extension. Parked calls have an expiration time of 5 minutes. If no one retrieves the call before the interval expires, the system redirects the call back to the user who parked the call.

Note:

The Call Park feature is not needed for Line Appearances. With a Line Appearance, place a call on hold using the Hold button. Retrieve the call from another telephone on a Line Appearance using the Line Buttons or the FACs that access the outside lines.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Call Park** (telephone button label: **Call Park**). Parks the current call.

Configuration > Call Handling > Feature Access Codes:

- **Call Park**. Parks the current call.
- **Answer Back**. Retrieves a parked call.

Call Pickup

With the Call Pickup feature, members of the same "pickup group" can answer calls for one another. Your extension can belong to only one pickup group. You can administer a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#) to use Call Pickup.

For example, you might want everyone in the payroll department to be able to answer calls to any other payroll extension. Define a pickup group that contains all the extensions in the department. Any member of the group can then use his own telephone to answer a call that rings at the telephone of another group member. If more than one telephone is ringing, the system selects the extension that has been ringing the longest. To answer a call, a pickup group member can either press the **Call Pickup** button on the telephone or dial the Call Pickup FAC.

From the Branch Device Manager home page, go to:

Configuration > Group Communication > Pickup Groups.

Configuration > Users > [select the user from the list] > Buttons:

- **Call Pickup** (telephone button label: **Call Pickup**). Answers a pickup group call.

Configuration > Call Handling > Feature Access Codes:

- **Call Pickup**. Answers a pickup group call.

See also:

[Directed Call Pickup](#)

Call Waiting Indication

With the Call Waiting Indication feature, you do not need to miss important calls. While you are on a call, this feature notifies you that a second call is waiting with:

- a distinctive tone (single line sets)
- light indication on the phone (IP, DCP, and SIP phones)

You can place the first call on hold to answer the waiting call. You can then return to the call that is on hold, or you can toggle back and forth between the two calls. This feature is for analog telephones only. On other phones telephones, the second call appears as a lighted button on another call appearance. Call Waiting Indication is assigned on a per-telephone basis.

Communication Manager Branch uses the following call waiting indication tones:

- One quick burst of tone when a call from another internal user is waiting.
- Two quick bursts of tone when an outside call is waiting.
- Three quick bursts of tone when a priority call is waiting. You hear this indication for a priority call even if Call Waiting Indication is not activated.

From the Branch Device Manager home page, go to:

Configuration > Users > Edit Users > Station.

Caller ID

The Caller ID feature displays calling party information on the display of your telephone. This feature provides the name and the telephone number of the calling party before you pick up the call. Communication Manager Branch stores and displays up to 15 characters of caller ID information, which the central office (CO) sends on incoming calls. If the information is longer than 15 characters, the software truncates the information to 15 characters. If the caller ID information is not received, the system displays the trunk group name and the trunk access code (TAC). Communication Manager Branch also supports Caller ID on analog trunks. This feature is applicable in the US, Japan, China, India and Russia.

For a description of the calling party information that is signaled over Centralized Automatic Message Accounting (CAMA) trunks to your local emergency rapid response organization, see the [Enhanced 911](#) feature.

Calling Party Number Block

Using the Calling Party Number Block feature, you can block the sending of the Calling Party Number (CPN) for a specific call. You can administer a Telephone Feature Button or a Feature Access Code (FAC) to use CPN Block. When you press this button or enter the FAC, the calling party number is not sent to the public network. Note that this feature might not work on all trunk types.

From the Branch Device Manager home page, go to:

- **Configuration > Users > [select the user from the list] > Buttons**
CPN Block (telephone button label: CPN Block). Calling party number is not sent.
- **Configuration > Call Handling > Feature Access Codes:**
Per Call CPN Blocking. Calling party number is not sent.

CAMA Numbering

When making an emergency call, Communication Manager Branch and public CO switch use the Caller's Emergency Service Identification (CESID) to identify the calling station within the context of the emergency service call.

Centralized Automatic Message Accounting (CAMA) Numbering provides the CESID format by extension number or number blocks. Having the information provided in this manner allows for multiple CESID formats to be sent over multiple CAMA Trunk Groups. This in turn allows for mixed station numbering plans and some limited conversion from non-DID to DID numbers typically required by the Private Switch/Automatic Location Interface (PS/ALI) database.

Collective Ringing Group (CRG)

You can use the Collective Ringing Groups (CRG) feature to define a group of up to eight members who act as a coverage group. When a caller dials a specific extension number, all the extensions associated with the group ring simultaneously and any member of the group can answer the call. You can define up to 25 groups on the i40 and i120 and up to 200 groups on the G450.

From the Branch Device Manager home page, go to:

Configuration > Group Communication > Collective Ringing Groups

Conference

With the Conference feature, you can use an IP, DCP or SIP telephone to initiate a joint call with as many as six participants. For example, if you are on a call with an executive and a technical issue arises, you can use the Conference feature to add a technical expert to the call.

To use the Conference feature:

- On an IP or DCP telephone, press the **Conference** button on your telephone, dial the number of the conference participant that you want to add to the call, and then press the **Conference** button again. You can use the [Conference Display](#) button to view information on all participants on the call.
- On a SIP telephone, select your active call. Press **Conf** and dial the number of the conference participant that you want to add to the call. Press the **OK** or **Join** button. To add additional callers, press **Add** and repeat these steps. You can use the [Conference Display](#) button to view information on all participants on the call.

With an analog telephone, you can create a three-party conference by dialing one party, pressing the switchhook, and then dialing a second party.

The Conference feature is always available.

See also:

[Conference Display](#)

[Far-End Mute](#)

Conference Display

You can use the [Conference Display](#) button to view information on all participants who are on a conference call. When you use the Conference Display capability together with the **Far-end mute** and **Drop** buttons, you can highlight a particular call participant on your display, and then mute or drop that participant. Administer a Conference Display [Telephone Feature Button](#) to access this feature. Press the button repeatedly to scroll through the displayed entries.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Conference Display** (telephone button label: **Conf Display**). Displays information on conference participants.

See also:

[Conference](#)

[Drop](#)

[Far-End Mute](#)

Consult

With the Consult feature, you can answer a coverage call and then communicate with the originally-called user for a private consultation without the caller hearing the conversation. Administer a [Telephone Feature Button](#) to access this feature. When you press the **Consult** button, the system places the caller on hold and establishes a private connection between the called user and you, the covering user. You can then add the caller to the conversation, transfer the call to the called user, or return to the caller.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Consult** (telephone button label: **Consult**). Initiates a consulting call.

Contact Closure

With the Contact Closure feature, you can control up to two devices that have a simple on/off relay. For example, you can administer Contact Closure to activate a door opener, an external alarm relay, or a recording system. This feature has a dedicated port that works with a PARTNER Contact Closure Adjunct device. For example, to open a security gate, you enter the Contact Closure Open [Feature Access Code \(FAC\)](#). To use Contact Closure, enter the Contact Closure FAC followed by the gateway number, the # key, and the device number for the contact device. You must use this sequence for all three Contact Closure FACs. You can also administer a "pulse" FAC that briefly activates a device.

Note:

For Communication Manager Branch, the gateway number is **1**, and the device numbers can be **1** or **2**.

Note that when you administer the "Contact Closure Open" FAC, you must also administer a corresponding "Contact Closure Close" FAC. You must have Administrative, High-privileged, or Medium-privileged [User Privilege Levels](#) to access the Contact Closure feature.

From the Branch Device Manager home page, go to:

Configuration > Call Handling > Feature Access Codes:

- **Contact Closure Open**. Opens a contact closure switch.
- **Contact Closure Close**. Closes a contact closure switch.
- **Contact Closure Pulse**. Briefly opens and then closes a contact closure switch.

Crisis Alert

Communication Manager Branch includes a Crisis Alert capability. Crisis Alert is a notification that is sent to up to 10 designated users when you dial an emergency number. Designated users might include security guards, receptionists, or management personnel. You must administer [Telephone Feature Buttons](#) for all telephones that you want to receive Crisis Alert notifications. When you dial an emergency number, the system sends a distinctive audible alert to the telephone of each designated user. The system also sends a visual alert that displays your name and extension. The letters “EM” for “Emergency” precede and follow this information. For example, if John Doe at extension 3041 dials an emergency number, the following information appears on the telephones that have an administered Crisis Alert button:

EM =JOHN DOE 3041 EM

To cancel a crisis alert, all notified users must acknowledge the alert by pressing the **Crisis Alert** button on their telephones. This stops the audible alert, but the name and the extension of the person who dialed the emergency number remains on the telephone display. To completely cancel an alert and clear the display, all designated users must press the **Exit** or **Phone** (depending on the telephone type) button on their SIP, DCP or IP telephones.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Crisis Alert** (telephone button label: **Crisis Alert**). Sends a Crisis Alert notification for an emergency call.

See also:

[Enhanced 911](#)

Data Privacy

Data Privacy protects analog data calls (fax and modem calls) from being disturbed by any of the system's overriding or ringing features. For example, if you occasionally use your telephone in FAX mode, you can use this feature to ensure that no interruptions occur during data transmission. To use this feature, administer a [Feature Access Code \(FAC\)](#) and on the Station screen, administer the Class of Service field.

To activate this feature, dial the feature access code and then dial the required phone number.

Note:

The message waiting indication signal can cause some fax and modem devices to try and answer the telephone. You must consider this before assigning voice mail to a telephone that is used for fax and modem calls.

From the Branch Device Manager home page, go to:

Configuration > Call Handling > Feature Access Codes:

- **Data Privacy.** Activates Data Privacy for the current call.

See also:

[Fax or Modem \(Data Restriction\)](#)

[Exclusion](#)

Date and Time

With the Date and Time feature, you can administer a [Telephone Feature Button](#) that displays the current date and time when you press the button. This feature is useful for telephones that do not display the date and time by default.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Date Time** (telephone button label: **Time/Date**). Displays the date and the time.

Dial Plan

With the Dial Plan feature, you can administer Communication Manager Branch to handle different types of calls and make dialing easier for telephone users. The dial plan tells the system how many digits to expect for certain calls. For example, the dial plan might indicate that all internal extensions are 4-digit numbers that start with 1 or 2. Your dial plan is unique to your company and the kinds of calls that you make. You must define dial plan information for each of the call types that Communication Manager Branch supports.

From the Branch Device Manager home page, go to:

Configuration > Call Handling > Dial Plan

See also:

[Automatic Alternate Routing](#)

[Automatic Route Selection](#)

Directed Call Pickup

With Directed Call Pickup, you can answer a call ringing at another extension without having to be a member of a pickup group. This feature is useful if you do not want to set up pickup groups, but still want to enable selected people to answer other telephones. You can administer a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#) to use Directed Call Pickup. To use the Feature Access Code, you dial the FAC followed by the number to the extension you are picking up for.

If you have Administrator, High-privileged, or Medium-privileged [User Privilege Levels](#), you can use Directed Call Pickup. Users with Low or No privilege levels cannot use this feature.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Directed Call Pickup** (label: **Dir Pickup**). Enables Directed Call Pickup.

Configuration > Call Handling > Feature Access Codes:

- **Directed Call Pickup**. Enables Directed Call Pickup.

See also:

[Call Pickup](#)

Directory

With the Directory feature, you can press a [Telephone Feature Button](#) on your display telephone to access the integrated directory of the names and extensions of all the users of your system, use the touch tone buttons to enter a name, and retrieve an extension from the directory. If you assign a Directory button to a telephone, you should also assign a [Next](#) and [Call Displayed Number](#) button to the telephone. Use the **Next** button to navigate within the directory, and the [Call Displayed Number](#) button to dial the entry when the entry is highlighted.

To hide a name in the integrated directory, enter two tildes (~~) before the name when you assign it to the telephone. The tildes are not displayed with the Caller ID name.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Directory** (label: **Directory**). Accesses the integrated directory.

See also:

[Call Displayed Number](#)

[Next](#)

Display Advice of Charge

Advice of Charge (AOC) permits a customer to receive charging information for telecommunication services. Each system administrator can enable this option (by default the feature is not enabled).

The system administrator determines when the charging information is given:

- During the call (if the user requests).
- At the end of the call (if the user requests. This is the default value).
- None.

Note:

In Japan this feature is available on ISDN lines only.

From the Branch Device Manager home page, go to:

Configuration > System Parameters > General

Configuration > Public Networking > ISDN BRI Trunk Groups

Configuration > Public Networking > ISDN PRI Trunk Groups

Distinctive Ringing

The Distinctive Ringing feature uses different ring patterns for different incoming call types, so that you can immediately recognize calls of each type. Communication Manager Branch uses the following ring patterns:

- A one-burst ring to indicate internal calls
- A two-burst ring to indicate external calls
- A three-burst ring to indicate priority calls

If the user of an internal telephone transfers an external call, the call rings as an internal call.

The Distinctive Ringing feature is always available.

See also:

[Priority Calling](#)

Drop

When you press the **Drop** button on your telephone, you disconnect, or "drop" any call, or drop the last party to join a conference call. To drop a specific party from a conference, you can use the [Conference Display](#) feature to scroll to a particular conference participant, and then press the **Drop** button to drop that party from the call.

The Drop feature is always available.

See also:

[Conference](#)

[Conference Display](#)

Emergency Transfer Relay

The Emergency Transfer Relay (ETR) feature provides basic telephone services if a catastrophic system failure, such as a power outage, occurs. When a system failure is detected, ETR automatically sets up a connection between an analog trunk and a designated analog telephone. All calls are then directed between the outside line and the specified analog telephone. The system operates in emergency transfer mode until the failure is repaired, and then automatically returns to normal operation.

ETR support capacity:

- The 808A Emergency Transfer Panel (ETP) provides emergency trunk bypass for up to five incoming Central Office (CO) analog trunk loops to five selected PBX analog station sets.
- The 714B Media Module supports a single Emergency Transfer Relay.
- The i40 platform can support one analog phone jack which can be connected to an ETR.
- The i120 platform supports up to five 714B Media Modules, plus one analog phone which can be connected to an ETR.
- The G450 platform can support up to two 808A Panels and eight 714B Media Modules.

The Emergency Transfer Relay feature is always available.

Enhanced 911

With the Enhanced 911 (E911) feature, you can contact the local public safety agency if an emergency occurs, and the safety agency is provided with information about your location. For example, a caller who needs emergency assistance might dial 911 in the United States, 000 in Australia, or 112 in Europe.

For wired IP telephones, Communication Manager Branch supports two types of IP protocols, H.323 and SIP. In the United States, if you dial an emergency number from a wired IP telephone, the public safety agency uses the number of the calling party to look up the location of the caller. However, users with H.323 IP and SIP telephones can move their telephones without notifying the system administrator. Thus, the Calling Party Number (CPN) might not always correspond to the physical location of the caller. When you dial an emergency call, the E911 for wired IP telephones feature sends a CPN that corresponds to the approximate physical location of the telephone.

The Enhanced 911 feature is always available.

See also:

[Crisis Alert](#)

Exclusion

When there are stations with common appearance, you can use the Exclusion [Telephone Feature Button](#) to keep other users with bridged appearances of your extension, or callers using Outside Line Groups, including Line Appearances, from bridging on to a call. If you press the Exclusion button while other users are already bridged on to the call, those users are dropped from the call, leaving only you and the called party on the call.

The Exclusion feature applies to Line Appearances, bridged appearances, call appearances, and to Outside Line Groups.

The Automatic Exclusion feature enables the exclusion process to take place automatically, without pressing a button.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Exclusion** (telephone button label: **Exclusion**). Excludes callers on bridged appearances,

See also:

[Automatic Exclusion Support](#)

[Line Appearances](#)

[Outside Line Groups](#)

Extension to Cellular

With the Extension to Cellular (EC500) feature, you can extend office calls to a cellular telephone. Professionals such as a store manager, a mortgage broker, or an insurance agent, for example, might need to spend many hours out of the office, or away from their desk. With this feature, these professionals can leave the office and still handle customer calls easily from any location. Calls that are placed to the cellular phone from the office telephone display the caller ID information of the office telephone. Thus calls that are made from the cellular telephone appear to be from the office telephone number. The Extension to Cellular feature works with any wireless or cellular service. You can administer a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#) to access this feature.

You can enable and disable Extension to Cellular so that the cellular telephone does not always receive office telephone calls. With Extension to Cellular enabled, a call to the office telephone extension alerts both your office telephone and your cellular telephone simultaneously. You can also change between your office telephone and cellular telephone during a call. The **Extend Call** feature button allows you to begin a call at your office telephone and then extend the call to your cellular telephone when you leave your office. You can also begin a call on your cellular telephone and then move the call to your office telephone during the call.

All other types of cellular telephone calls, such as direct calls to the published cellular telephone number, are not affected by Extension to Cellular. The Extension to Cellular feature provides Call Detail Recording (CDR) for calls to cellular or external telephones.

For more information, see the *Avaya Extension to Cellular User's Guide*, 210-100-700.

Note:

If an Outside Line Group is "owned" by a station with the EC500 feature, all incoming calls over the Outside Line Group are extended to the cellular telephone of the owner, if the EC500 feature is enabled. Note that in the process of extending the call out to the cellular telephone, the system must use an ISDN trunk, and not an Outside Line Group.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **EC500** (telephone button label: **EC500**). Activates EC500.
- **Extend Call to Cellular** (telephone button label: **Extnd Call**). Extends a call from your office to your cellular telephone.

Configuration > Call Handling > Feature Access Codes:

- **Enhanced E500**. Calls to an office number are extended to a cellular telephone instead.
- **Enhanced E500 Deactivate**. Deactivates Enhanced EC500.

External TDM Clock Source

You can use an external TDM clock source, if this source is a more efficient clock, to synchronize the TDM time slots.

Up to two sources can be used to synchronize the time slots, depending on the platform used.

- The i40-DS1 and i40 BRI support one external source.
- The G450 and i120 support one source if there is one MM720/MM722/MM710 unit installed.
- The G450 and i120 support more than one source if there are two or more MM720/MM722/MM710 units installed.

From the Branch Device Manager home page, go to:

Configuration > Platform > Physical Configuration > TDM Clock Source.

Facility Test Calls

With the Facility Test Calls feature, you can test trunks and tones on your telephone system. The Communication Manager Branch system supports a trunk test for specific tie trunks or central office trunks. You can administer a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#) to access this feature.

If you have Administrative, High-privileged, and Medium-privileged [User Privilege Levels](#), you can use the Facility Access Trunk Test feature. Avaya recommends that only authorized administrators use this feature.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **FTC Alarm** (telephone button label: **FTC Alarm**). A status lamp lights when a successful Facility Test Call (FTC) occurs.

Configuration > Call Handling > Feature Access Codes:

- **Facility Test Calls**. Initiates a Facility Test Call.

Far-End Mute

You can place a conference call participant on mute by using the Far-End Mute [Telephone Feature Button](#). This is useful when that participant has a noisy trunk line because of a cellular telephone, music-on-hold, or background noise. Use the [Conference Display](#) feature to scroll to a particular conference participant, and then use the Far-End Mute button to mute that participant. Press the Far-End Mute button another time to unmute the call.

Note:

You can use the Far-End Mute feature only to mute trunks and Outside Line Groups. You cannot mute other internal stations using Far-End Mute.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Far-End Mute** (telephone button label: **Far End Mute**). Mutes a participant on a far-end conference call.

See also:

[Conference](#)

[Conference Display](#)

Fax or Modem (Data Restriction)

With the Data Restriction feature, you can prevent your voice or data calls from being disturbed by any overriding or ringing feature, or by system-generated tones. When you administer Data Restriction for a telephone, the capability is active for all calls to or from that telephone. This feature is administered on a per-telephone basis.

From the Branch Device Manager home page, go to:

Configuration > Users > Edit Users > Station.

See also:

[Data Privacy](#)

[Exclusion](#)

Feature Access Codes

Feature Access Codes (FACs) provide quick access to many Communication Manager Branch features. To access an assigned feature, you do not have to program a button on your telephone. Instead, you just dial the Feature Access Code. For example, you might assign a FAC to the Call Forwarding All Calls feature, so that you can easily activate this feature when you are unable to take calls.

Some features require a single FAC to access, such as [Last Number Dialed](#). Others features such as [Call Forwarding Busy/Don't Answer](#) might require a pair of FACs, one FAC to activate, and another to deactivate the feature.

An Authorization Code enables a caller to override any restrictions placed on a particular phone.

FACs can contain from one to four characters. These characters can be all digits, or you can administer an asterisk (*) or a pound sign (#) in the first position, followed by digits. An asterisk (*) and pound sign (#) are often used together to create an on/off pair. For example, you can administer *23 to turn Call Forwarding on, and #23 to turn Call Forwarding off.

From the Branch Device Manager home page, go to:

Configuration > Call Handling > Feature Access Codes.

Flexible Storage Capacity

Communication Manager Branch 2.0 enable you to configure how much disk space is allotted for various functions including:

- Auto Attendant
- Voicemail:
 - Regular voicemail size
 - Extended voicemail size
 - Maximum fax message size
 - Maximum voice message size
 - Maximum voicemail greeting length
 - Oversubscription

When the storage capacity is close to being reached, an alarm appears.

From the Branch Device Manager home page, go to:

Configuration > System Parameters > Voicemail and Automated Attendant System Parameters.

To view a report on the actual amount of free space available, go to:

Maintenance & Monitoring > Voicemail & Automated Attendant > General

Group Paging

With the Group Paging feature, you can make an announcement over a group of speakerphones. You can create up to 32 paging groups. The i40, i120 and G450 platforms support up to 6, 20, and 32 extensions in each group, respectively. Each Paging Group has its own identifying extension. When you dial that extension to page the group, the speakers on all the telephones in the group become active and broadcast your voice. A station can be a member of multiple paging groups. You can administer a [Telephone Feature Button](#) to access Group Paging.

Group Paging is one-way communication. Paging Group members hear the page, but cannot respond directly. If an extension of a Paging Group member has an active or a ringing call or if Send All Calls is activated, the page is not transmitted to that telephone.

Group paging can be simultaneously broadcast over a loudspeaker if a loudspeaker system is available. For more information, see [Loudspeaker Paging](#). Note that the Loudspeaker Paging system must be set up over a trunk port and cannot be zoned.

Note:

The number of paging groups supported by the G450 depends on the number and type of MP modules are installed.

From the Branch Device Manager home page, go to:

Configuration > Group Communication > Paging Groups.

Configuration > Users > [select the user from the list] > Buttons:

- **Group Page** (telephone button label: **Grp Pg <group number>**). Accesses the Group Paging feature

See also:

[Voice Announce](#)

[Loudspeaker Paging](#)

Hold

With the Hold feature, you can temporarily disconnect from a call, use the telephone to answer or place another call, and then return to the original call. This feature allows you to alternate easily between two or more calls.

With Manual Hold, you press the Hold button to place a call on hold. With Automatic Hold, when you select a second call, the system automatically puts the first call on hold, and makes the second call active. Automatic Hold is the default option.

After a specified interval (the default is 60 seconds), Hold Recall sends you a single alerting ring to remind you to return to the held call. You can also administer a system-wide extension to which the held call is sent. If you do not answer the recall within a specified time (the default is 30 seconds).

For IP, SIP and DCP telephones, you use this feature by pressing the **Hold** button on your telephone. For analog telephones, you must set up a [Feature Access Code \(FAC\)](#) to use the Hold feature.

The Hold feature enables:

- Coverage call pickups: If a called is redirected by the [Call Coverage](#) feature or put on hold, the original callee can bridge onto an excluded call.
- Outside Line Group pickup: An OLG member can pickup an excluded call if that call is put on hold.

or Outside Line Groups, including Line Appearances, from joining a call.

From the Branch Device Manager home page, go to:

Configuration > System Parameters > General > Misc > Coverage Forwarding

Configuration > Call Handling > Feature Access Codes:

- **Hold/Answer Hold/Unhold.** Activates the Hold feature for an analog telephone.

Hot Line Service

With the Hot Line Service feature, you can connect with an extension as soon as you lift the handset. The call is immediately routed to the stored number as if you dialed the call. For example, customer service telephones throughout a large retail store might immediately connect to a store operator.

You can use Hot Line Service on analog telephones only. You can assign the following numbers as a Hot Line Service destination:

- An extension
- A [Feature Access Code \(FAC\)](#)
- A public telephone number
- A private telephone number

You must add the target extension for the Hot Line Service to the Abbreviated Dialing System List or to an Abbreviated Dialing Group List. On the Station screen for the telephone that you are administering, enter a reference to that abbreviated dialing list entry as the Hot Line Target. When you have Hot Line Service assigned for outgoing calls, it does not change the way that the telephone receives incoming calls.

Note:

This service only applies to single-line telephones.

From the Branch Device Manager home page, go to:

Configuration > Users > Edit Users > Station.

See also:

[Abbreviated Dialing](#)

Hunt Groups

A hunt group consists of a number of telephone extensions whose users perform a common task. A single telephone number would be directed at the group's main extension and calls are then distributed based on the routing algorithm chosen.

You can choose from several methods to determine how the system distributes calls to members of the hunt group:

- Direct Department Calling starts with the first extension in the hunt group, and hunts for an available extension. If the first extension is busy, the system checks the second extension. If the second extension is busy, the system checks the third extension, and so on. When an extension is available, the system rings that extension to connect the call.
- Uniform Call Distribution (UCD) hunts for the extension that has been idle the longest. This helps to provide equitable distribution of calls.
- Circular distribution calls are directed in the order in which participating extensions are administered. The system tracks the last extension in the hunt group to which a call was connected. The next call to the hunt group is directed to the next extension on the list, regardless of idle time.

Note:

For Direct Department Calling and UCD, calls are queued if all members of the hunt group are busy. Circular distribution calls do not support queues.

An extension in a hunt group cannot receive calls if the extension is already on a call, or if the member presses the **Send All Calls** or **Call Forwarding All Calls** button.

A hunt group member can dial the Hunt Group Busy [Feature Access Code \(FAC\)](#) followed by the hunt group number to make their extension unavailable for calls. For example, if you work in a customer service group, you can activate the Hunt Group Busy feature so that you can complete necessary paperwork before accepting your next call. The extension remains unavailable until you dial the Hunt Group Busy Deactivate Feature Access Code.

From the Branch Device Manager home page, go to:

Configuration > Group Communication > Hunt Groups.

Configuration > Call Handling > Feature Access Codes:

- **Hunt Group Busy.** Makes a hunt group extension unavailable for calls.
- **Hunt Group Busy Deactivate.** Deactivates Hunt Group Busy.

Inspect

With the Inspect feature, you can display call-related information for an incoming call when you are active on a different call appearance. Inspect also allows you to display the identification of calls you place on hold. You administer a [Telephone Feature Button](#) to access the Inspect feature. To exit the Inspect mode, you must press the **Phone** button or **Exit** button on your telephone.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Inspect** (telephone button label: **Inspect**). Displays the ID of an incoming call or a call on hold.

Inter-Branch SIP Trunk

Communication Manager Branch supports Inter-Branch communication utilizing SIP Trunks from the branches to an SES-edge in the core, enabling communication between all Communication Manager Branch branches, and between these branches and the SES-EDGE sitting in the company headquarters.

Note:

While you can configure SIP trunks and Communication Manager Branch branches using Communication Manager Branch Central Manager, to add an SES-home and Central Manager you must configure:

- the SES-home web pages
- Communication Manager SAT

The Inter-Branch SIP Trunk addressing scheme is composed of the branch prefix followed by the extension number. As soon as you configure the address scheme, anyone from all other branches can reach all of the branch's stations, hunt-groups and service numbers, even if the stations do not have a corresponding DID/PSTN number.

After setting up the branch's address scheme, calling a station in another branch is simple. Dial the Automatic Alternate Routing prefix to access the SIP trunk (8 by default), the branch number, and then the station number. For example, if you want to call station 7561 in branch 531, dial 8-531-7561. Further, the Inter-Branch SIP Trunk supports Instant Message routing. In place of dialing the phone number, use an email address (for example john.doe@avaya.com).

Intercom

With the Intercom feature, you can administer a [Telephone Feature Button](#) that calls a predefined extension when you press the button. An intercom call makes a unique alerting sound. If the telephone has an Intercom button with a status LED, the LED also flashes. To control which telephones can make intercom calls, you can assign the calls to Intercom Groups. One user can call another user in a predefined group with a single button press.

- **Automatic Intercom.** Press this button to call one predefined telephone in the same intercom group. You administer the destination extension for this button.
- **Dial Intercom.** Press this button to call anyone else in the same group. Lift the handset, press the Dial Intercom button, and then dial a 1-digit code or a 2-digit code for the extension that you want to call.

Telephones with both capabilities can belong to the same Intercom group.

From the Branch Device Manager home page, go to:

Configuration > Group Communication > Intercom Groups.

Configuration > Users > [select the user from the list] > Buttons:

- **Automatic Intercom** (telephone button label: **Autolc <group number> <dial code>**). Calls a specific number in an Intercom group.
- **Dial Intercom** (label: **Dial lcom <group number>**). Calls the Intercom group.

Last Number Dialed

With the Last Number Dialed feature, the system automatically redials the last number that was dialed from the telephone. This feature is useful for telephones that are not equipped with a Redial button. Administer a [Feature Access Code \(FAC\)](#) to use this feature.

From the Branch Device Manager home page, go to:

Configuration > Call Handling > Feature Access Codes:

- **Last Number Dialed.** Calls the last number that was dialed.

Line Appearances

A Line Appearance is a special type of call appearance that allows you to originate, track, and bridge onto calls on a designated Outside Line Group. The Outside Line Group represents a central office (public) line. Line Appearances provide you with a line selection and monitoring capability. With Line Appearances, you have real-time control and knowledge of the status of these public lines. You can assign a Line Appearance to one of the buttons on your telephone. If you want access to multiple lines on your telephone, you can assign additional Line Appearances. This feature is used when you are setting up Communication Manager Branch in a "key" system environment.

Telephone buttons that are administered as Line Appearances display status differently from regular call appearance buttons. For example, the red lamp in the "steady" position has typically been used only for the "active" call appearance. For Line Appearances on 16xx telephones, the red lamp is also used to indicate the "I" versus "they" status indications. For instance, if I put the line appearance on hold, the red lamp is "steady" and green lamp is "winking" on my telephone. If another person puts the line on hold, the red lamp on my phone is "off" but the green lamp is still "winking."

Line Appearances are supported on 16xx telephones only. You cannot administer Line Appearances on any other telephone type. You can, however, use Specific Line Feature Access Codes from the other telephone types to access Outside Line Groups.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Line Appearance** (telephone button label: *<name of Outside Line Group>*). Accesses a Line Appearance.

See also:

[Outside Line Groups](#)

[Specific Lines](#)

LLDP Client (IEEE 802.1ab)

IEEE 802.1AB Link Layer Discovery Protocol (LLDP) simplifies troubleshooting of enterprise networks and enhances the ability of network management tools to discover and maintain accurate network topologies in multi-vendor environments. It defines a set of advertisement messages, called TLVs, a protocol for transmitting and receiving the advertisements, and a method for storing the information contained in the received advertisements.

The LLDP protocol allows stations attached to a LAN to advertise information about the system (such as its major capabilities and its management address) and information regarding the station's point of attachment to the LAN (port ID and VLAN information) to other stations attached to the same LAN. These can all be reported to management stations via IEEE-defined SNMP MIBs.

LLDP information is transmitted periodically. The IEEE has defined a recommended transmission rate of 30 seconds, but the transmission rate is adjustable. An LLDP device, after receiving an LLDP message from a neighboring network device, stores the LLDP information in an SNMP MIB. This information is valid only for a finite period of time after TLV reception. This time is defined by the LLDP "Time to Live" TTL TLV value that is contained within the received packet unless refreshed by a newly received TLV. The IEEE recommends a TTL value of 120 seconds, but you can change it if necessary. This ensures that only valid LLDP information is stored in the network devices and is available to network management systems.

LLDP information is associated with the specific device that sends it. The device itself is uniquely identified by the receiving party port via chassis ID and port ID values. Multiple LLDP devices can reside on a single port, using a hub for example, and all of the devices are reported via MIB. You can enable (Rx-only, TX-only, Rx or Tx) or disable LLDP mode of operation on a per-port basis.

From the Branch Device Manager home page, go to:

Configuration > Platform > Ethernet Switch > Link Layer Discovery Protocol (LLDP)

Logs and Alarms

The Communication Manager Branch automatically prepares records of logs and alarms which details events and problems that might occur. You can determine if the logs and alarms are automatically purged, and at after what period of time.

From the Branch Central Manager home page, go to:

Utilities > Logs and Alarms Settings

Loss Plan

The Loss Plan feature controls technical aspects of the audio signal between telephones, trunks, IP and digital connections. Communication Manager Branch provides a default loss plan for each country. Although the loss plan is modifiable, modification should be done only by qualified technical personnel.

Modifying specific loss-plan data is supported by means of advanced configuration screens in the Branch Device Manager.

For more information, please see [Application Note: Loss Plan Parameters for Avaya Aura™ Communication Manager Branch, 03-602554](#).

Loudspeaker Paging

With the Loudspeaker Paging feature, you can broadcast a message that is heard over a loudspeaker system. Loudspeaker Paging requires an interface to paging equipment through an analog trunk port.

Enter a Trunk Access Code (TAC) and the paging zone (if appropriate) to access the Loudspeaker Paging feature. All telephone users can use this feature.

Under some limited circumstances, you may enable an alternative connection to a paging system by connecting the Universal Paging Access Module (UPAM) to a station port. You use this configuration when there are no CO trunk ports available on the system, such as with an analog I40 where four CO trunks are needed. You do not need to administer a paging group, and you need only one port for paging connectivity. In this case, the UPAM is connected to one of the station ports on Communication Manager Branch and configured for a station interface. (The port number is 1V305 for the I40 analog platform, and it can be B 1v2, 1v3 i40-DS1 1v2, 1v3 for BRI).

The port is administered as a standard station on Communication Manager Branch, and the station type is 6211. The station extension is the paging access number. You must adjust the default timer and the voice activated (VOX) delay timer so that the port disconnects correctly.

From the Branch Device Manager home page, go to:

Configuration > Resources > Loudspeaker Devices.

Configuration > Group Communication > Paging Groups.

See also:

[Maximum voicemail greeting length](#)

Malicious Call Trace

With the Malicious Call Trace (MCT) feature, you can track malicious calls and display information that identifies the source of the call. The Malicious Call Trace feature reports the date, the time, and the extensions that were involved on the call.

You can administer a [Feature Access Code \(FAC\)](#) or a [Telephone Feature Button](#) to use this feature.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **MCT Activate** (telephone button label: **MCT Activate**). Sends a message that the user wants to trace a malicious call.
- **MCT Control** (telephone button label: **MCT Control**). Allows the user to take control of a malicious call trace request. Once the user becomes the MCT controller, the system no longer notifies other MCT control extensions of the MCT request.

Configuration > Call Handling > Feature Access Codes:

- **Malicious Call Trace**. Sends a message that a user wants to trace a malicious call.
- **Malicious Call Trace Deactivate**. Stops the malicious call trace.

Modular Messaging Integration

The Communication Manager Branch Modular Message feature enables remote and centralized storage of voice mail messages.

Communication Manager Branch connects to the Modular Messaging solution via SES-CR and SES-Home, leveraging the SIP Adjunct capability.

The Modular Messaging feature supports:

- Leaving voice mail on coverage
- Calling to a voice mailbox
- Message Waiting Indication (MWI)

Note:

A user mailbox can be stored remotely or locally, but not both. When switching from one storage type to another, existing voice mail messages are not transferred.

From the Branch Device Manager home page, go to:

Users > Edit Users

1. Open the **Voicemail** tab.
2. Select Remote mailbox in the **Personal Voicemail** drop-down list.
3. Open the **Station** tab.
4. Select Remote VoiceMail in the **Coverage** drop-down list.

Music-on-Hold

Use the Music-on-Hold feature to provide music to a caller on hold. The music lets the caller know that the connection is still active. Communication Manager Branch does not provide Music-on-Hold service to callers in a multiple-party connection, such as conference calls, or calls waiting in a queue. The Music-on-Hold feature does not work with a call on hold on which either Data Privacy or Data Restriction is activated.

You can have two possible sources for Music-on-Hold. You can use either an analog trunk, or an integrated announcement. The Tone-on-Hold feature automatically installs Music-on-Hold as the default option when the system is installed. This feature is applicable in EMEA and CALA.

Note:

Communication Manager Branch only supports the CCITT a/mu-Law 8.000 kHz, 8-bit, Mono format for Music-on-hold files.

From the Branch Device Manager home page, go to:

Configuration > Automated Attendant Services> Announcements.

See also:

[System Announcements](#)

Native TTY support

A teletypewriter (TTY) is a data terminal that people who are hearing impaired or speech impaired can use to transmit and receive text through a telephone system. A TTY is also referred to as Telecommunications Device for the Deaf, or TDD. The term TTY is preferred because not all users are deaf.

Not all TTY users transmit and receive messages with the TTY devices. Approximately half of the people who rely on TTY devices are hearing impaired but can speak clearly. They often prefer to receive messages on their TTY devices and then speak in response. This process is referred to as Voice Carry Over, or VCO.

Communication Manager Branch supports Native TTY calls on Voicemail & Auto-attendant, TTY messages will be supported for storage and retrieval on Voice Mail.

From the Branch Device Manager home page, go to:

Configuration > Users > Edit User > Voicemail.

Network Access Control (IEEE 802.1x)

The 802.1x protocol is a wireless communication method used to obtain access to the Communication Manager Branch LAN ports. 802.1x provides a means of authenticating and authorizing users attached to a LAN port and of preventing access to that port in cases where the authentication process fails.

On the i120, you can enable 802.1x on the MM316 media modules' 10/100 Ethernet ports. On the i40, you can enable 802.1x on the eight Ethernet LAN PoE ports located on the front panel.

Note:

The G450 platform does not support the 802.1x protocol.

Note:

You cannot enable 802.1x on the MM316 media module Gigabit Ethernet port (port 51). Also, 802.1x is not available on the i40-DCP.

The 802.1x application complies with the existing IEEE Port Based Network Control standard to perform its authentication operation. Specifically, it makes use of Extensible Authentication Protocol (EAP) messages encapsulated within Ethernet frames (EAPOL), and EAP over RADIUS for the communication between the Authenticator and the Authentication Server.

Note:

The i40 and i120 support the following EAP types: MD5, PEAP, TTLS, and TLS.

The 802.1x protocol defines an interaction between the following three entities:

- Supplicant - an entity (the client) at one end of a point-to-point LAN segment that is requesting authentication
- Authenticator - an entity (in this case the i40 or i120) at the other end of a point-to-point LAN segment that facilitates authentication of the Supplicant
- Authentication (RADIUS) Server - an entity that provides an authentication service to the Authenticator. The Authentication Server determines, from the credentials provided by the Supplicant, whether the Supplicant is authorized to access the services provided by the Authenticator.

From the Branch Device Manager home page, go to:

Configuration > Platform > Ethernet Switch > Network Access Control(802.1x)

Next

With the **Next** Telephone Feature Button, you can scroll through names when the telephone display is in the Directory mode.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Next** (telephone button label: **Next**). Scrolls to the next entry on the telephone display.

See also: [Directory](#)

Outgoing Calling Number Manipulation

Outgoing Calling Number Manipulation (OCNM) enables you to define what number appears on called party's phone. In Communication Manager Branch, you define a table which converts the connected extension number to a number that can be sent to the service provider.

OCNM enables you to specify the desired number digits for the Calling Number IE and the Connected Number IE for any extension in the Outgoing Calling Number Manipulation plans.

From the Branch Device Manager home page, go to:

Configuration > Public Networking > Outgoing Calling Number Manipulation

Outside Line Groups

The Outside Line Groups feature enables you to administer your system to access a specific public line. This feature is used when you are setting up Communication Manager Branch in a "key" system environment. With this feature Communication Manager Branch allows you to track calls, own a line, and bridge on to a line.

The Outside Line Groups feature supports the following trunk types: ground-start analog CO, loop-start analog CO, ground-start digital CO, and BRI. Note that ground-start analog CO trunks are available only with the Communication Manager Branch i120 and G450 platforms.

Your system displays the status and the use of an Outside Line Group when administered as a Line Appearance on a telephone. You can administer Line Appearances, or you can use a [Feature Access Code \(FAC\)](#) to use this feature. Outside Line Groups are associated only with public networks.

You can also designate a primary "owner" for a line to ensure that all calls follow to coverage, including voice mail, call forwarding, or to EC500. If there is no "owner," you can designate a coverage path. Note that unowned outside line groups should not cover to voice mail as only stations have mailboxes.

Communication Manager Branch 2.0 enables restricting trunk access to group members or owners. A possible user case would be to separate trunks at the department level for both incoming and outgoing calls.

Note:

In addition to Outside Line Groups, Communication Manager Branch also provides the option for you to access and administer a public trunk for your business. For more information on trunks in a "PBX" system environment, see [Trunk Groups](#).

From the Branch Device Manager home page, go to:

Configuration > Public Networking > Outside Line Groups.

See also:

[Trunk Groups](#)

[Line Appearances](#)

[Specific Lines](#)

Persist

The Persist feature provides continuity of service during a system reboot. Normally, rebooting the system causes all stations to lose their station states. By using Persist, each station's station state can be restored after a reboot if the state is one of the following:

- Send All Calls
- Call Forwarding
- EC500
- Station Lock
- Ringer Cutoff

From the Branch Device Manager home page, go to:

Maintenance & Monitoring > Reboot >

Click the Save Station States Only radio box.

Phantom Extension

Phantom Extensions are analog or DCP stations which have not been assigned a specific port ID. To configure a phantom extension, enter an x in the port field on the station screen.

You can use Phantom Extensions as a building block to create composite configurations where you need to use an indirect reference to a particular target. For example, the target can be a station, a group of stations, or voicemail.

In addition, you can configure Phantom Extension when you want to configure an analog or DCP station whose port ID is not yet known. Once the port ID is known, replace the x with the designated port.

From the Branch Device Manager home page, go to:

Configuration > Users > Add New User > Edit User > Station.

See also

[Administration Without Hardware](#)

Physical Interfaces

The Communication Manager Branch supports the following interfaces:

- DS-1
 - BRI
 - T1/E1
 - 10/100 Base-T Ethernet Ports
 - Gigabit Ethernet Ports
 - DCP Ports
 - Analog Ports
-

Port Mirroring

Port Mirroring copies all received and transmitted packets (including local traffic) from a source port to a predefined destination port, in addition to the normal destination port of the packets. Port Mirroring, also known as “sniffing,” is useful in debugging network problems.

Port mirroring allows you to define a source port and a destination port, regardless of port type. For example, a 10 Mbps and a 100 Mbps port can form a valid source/destination pair. You cannot, however, define the port mirroring source and destination ports as the same source and destination port.

You can define one source port and one destination port on each i40, i120, or G450 for received (Rx), transmitted (Tx), or transmitted and received (both) traffic.

Note:

You cannot use the Console Port on the i40, i120 or G450 as a port for mirroring.

From the Branch Device Manager home page, go to:

Configuration > Platform > Ethernet Switch > Mirror Port.

Port Redundancy

Redundancy involves the duplication of devices, services, or connections, so, in the event of a failure, the redundant duplicate can take over for the one that failed.

Since computer networks are critical for business operations, it is vital to ensure that the network continues to function even if a piece of equipment fails. Even the most reliable equipment might fail on occasion, but a redundant component can ensure that the network continues to operate despite such failure.

To achieve redundancy, you can define a redundancy relationship between any two ports in a switch. One port is defined as the primary port and the other as the secondary port. If the primary port fails, the secondary port takes over.

You can configure up to 3 pairs of ports per i40 or i120, and one port pair per G450. Each pair contains a primary and secondary port. You can configure any type of Ethernet port to be redundant to any other. You can configure redundant ports from among the Ethernet LAN port on the i120 front panel and the Ethernet ports (1 to 40) and the Gigabit Ethernet port (51) on the MM316 Media Module.

In the G450 platform, by default Port 10/5 is defined as primary and Port 10/6 is defined as secondary.

Note:

Port redundancy is not supported on the i40.

From the Branch Device Manager home page, go to:

Configuration > Platform > Ethernet Switch> Port Redundancy.

Power over Ethernet (IEEE 802.3af)

The Communication Manager Branch i120 MM316 PoE media module provides Inline DC power over the signal pairs, in addition to switched Ethernet, on the existing LAN infrastructure for devices such as IP, SIP and DCP telephones and Wireless LAN access points. This allows you to deploy devices in the network that require power without installing standard power cables. The i120 MM316 enables you to configure a power consumption usage threshold, as well as to generate traps when this threshold is crossed.

The MM316 PoE media module provides power over standard Category 3 and Category 5 cables. The MM316 PoE media module is designed to comply with the IEEE 802.3af standard.

The i40 provides the same PoE functionality as the MM316 PoE media module, except that the i40 provides PoE functionality itself to the eight Ethernet LAN PoE ports located on the front panel.

The G450 platform does not support PoE.

Load detection

The MM316 PoE media module and the i40 periodically check all ports, powered and non-powered, to check their status and the power status of connected devices. Power is supplied to a port only after it has detected that a suitable Powered Device (PD) is connected to the port. The MM316 PoE media modules and the i40 look for an IEEE 802.3af-compliant signature from the device that indicates that the device requires power.

From the Branch Device Manager home page, go to:

Configuration > Platform > Ethernet Ports > General

Priority Calling

The Priority Calling feature provides a distinctive ring for important internal calls. The person who makes the call presses a Priority feature button on the telephone to initiate a priority call, and then dials normally. The called party hears the distinctive priority call ring pattern. If you have Administrative, High-privileged, or Medium-privileged [User Privilege Levels](#), you can use Priority Calling.

You can administer a Telephone Feature Button to use this feature. The Priority Call Telephone Feature Button allows you to place, or change an existing call to a priority call so that no other calls can interrupt the priority call.

The ring pattern for a priority call is three quick bursts.

- On an analog telephone, priority indication is noted with beep when are on a call.
- On an SIP, IP or DCP telephone, you hear the priority ring if the telephone has an open line. If the IP telephone does not have an open line, you hear a priority beep.

[Consult](#) and [Automatic Callback](#) calls are always priority calls.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Priority Call** (telephone button label: **Priority Call**). Activates the Priority Calling feature.

Private Networking

Private Networking is a Central Manager Branch function for configuring your SIP Enablement Server (SES) for core routing in a Communication Manager Branch network. Communication Manager Branch offices can be connected over a private SIP network with each other or they can connect to a regional center or headquarters over a private SIP network.

Optionally, a network may have:

- One or two SES Home servers (typically serving SIP user needs in the main or headquarters location not served by a branch Communication Manager Branch platform).
- SES with core routing.
- One to 2000 branch locations (supported in Communication Manager Branch 2.0 and above; earlier editions support up to 1000 branches).

You can configure inter-branch calls over a private SIP trunk using Communication Manager Branch and Avaya SIP Enablement Server using Branch Central Manager.

From the Branch Central Manager home page, go to:

Private Networking> General Tab

Private Trunks

You can use the Private Trunks feature to ensure that an executive always has a trunk available to make a call. The executive uses a Trunk Access Code (TAC) to access the trunk from any telephone. If a private incoming line is desired, you can set the incoming destination to reflect the extension of the executive.

From the Branch Device Manager home page, go to:

Configuration > Public Networking > Trunk Groups.

Public Networking

The Public Networking feature allows you to connect a branch office to the PSTN network over the following networks when using an i120 or G450 platform (having the appropriate media module installed):

- CO - Central Office line provided over a digital DS1 circuit
 - Digital ground-start Central Office outside line groups
 - Analog loop-start and ground-start Central Office outside line groups
- DID - Direct Internal Dial
 - Wink start
 - Immediate start
- CO-TIE - Central Office TIE line
 - Auto/Wink
 - Immed/Immed
 - Immed/Wink
 - Wink/Auto
 - Wink/Immed
 - Wink/Wink
- DIOD - Direct In and Out Dial
 - Loop start support only
- ISDN - ISDN BRI or ISDN PRI
- SIP - SIP trunks

From the Branch Device Manager home page, go to:

Configuration > Public Networking

Configuration > Platform > Physical Configuration > TDM Clock Source > DS-1

Configuration > Resources

Public SIP Trunks

Communication Manager Branch's Public SIP Trunks (PST) draw on Internet Telephony Service Providers (ITSP) to offer a cost-effective alternative to legacy PSTN technologies. All Communication Manager Branch modules support Public SIP Trunks.

Being a standardized technology, SIP allows many variations. To meet this challenge, Communication Manager Branch supports many SIP adaption features, including:

- Configurable codecs including G.711 a-law, G.711 mu-law, G.729 a, G.729b and G.729ab

Note:

G.729 and G.729B can be in the same codec set.

- Central Manager Support for IP and alphanumeric domains
- Support for redundant ITSP servers
- Support of UDP and TCP transports
- Support for fax calls using Standard T.38
- Support for DNS resolution for ITSP server addresses
 - Enables the ITSP to return the closest SIP server to each branch
 - Enables the ITSP to bring down servers for maintenance without interfering with service
- Support for "Mark user as phone" parameter (informs the remote peer that the URI carries a PSTN phone number and not a numeric handle)

Communication Manager Branch supports direct peering between a branch and ITSP servers. Alternatively the branches can peer with one or more SIP proxies or Session Border Controllers that tandem calls between the ITSP and the branches.

Public SIP Trunks support advanced features such as caller-id/ANI, Direct Inward Dialing, connected-name/connected-number and more. The exact feature set depends on the specific ITSP servers equipment and configuration.

You can create and configure Public SIP Trunks from the Communication Manager Branch Trunk Group Page. If you have multiple branches sharing the same configuration, use a Communication Manager Branch template to simplify the process.

Similar to an ISDN trunk, fully configuring an SIP trunk involves configuration of:

- Outgoing calls using ARS and route patterns
- Automatic Number Identification (ANI) using the 'public unknown numbering table'
- Direct Inward Dialing by the 'incoming call handling treatment' table

From the Branch Device Manager home page, go to:

Configuration > Public Networking > Trunk Groups

R2-MFC Trunk Support

Communication Manager Branch supports R2-MFC trunks both as trunks and as line appearances in the following countries: Argentina, Brazil, Chile, Colombia, India and Mexico.

R2-MFC, an ITU-T Q400 series standard, is a signalling protocol that operates on E1 connections and is used internationally between switches. R2MFC is an ITU-T Q400 series standard. Communication Manager Branch supports the digital version of line signals and inter-register signals. R2 signaling from switch to switch supports the following MFC call types:

- Simple calls (Incoming and outgoing calls): A PBX and a central office use R2 signaling for local and toll free calls. This is the signaling used between a PBX and a Central Office for local calls and toll free call.
- Calls with Caller ID: R2 signaling is used between central offices for tracking the calls to report the number to the switch being called and to apply billing charges when necessary.

From the Branch Device Manager home page, go to:

Configuration > Public Networking > Trunk Groups.

Route Patterns

Route patterns are a list of ordered trunk groups that can be used to route a call. You can define up to 40 route patterns in the i40 and i120 and 200 route patterns in the i450. Further, each pattern contains up to 16 alternative patterns.

Route patterns are used in Automatic Route Selection forms.

Note:

Communication Manager Branch automatically creates several route patterns and populates them according to created Trunk Groups. These patterns are used for automatic default public network routing and for CAMA calls.

You can restrict access to Outside Line Groups, allowing you to restrict trunk access when placing outgoing calls to OLG members/owners only. For example, you can segregate trunks at the department level for both incoming and outgoing calls.

From the Branch Device Manager home page, go to:

Configuration > Public Networking > Route Patterns

See also:

[Automatic Route Selection](#)

Ringer Cutoff

With the **Ringer Cutoff** Telephone Feature Button, you can silence an alerting ringer on the station.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Ringer Cutoff** (telephone button label: **Ringer Off**). Activates the Ringer Cutoff feature.

Ringling - Abbreviated and Delayed

With the Ringling - Abbreviated and Delayed feature, you can assign ring types to each telephone call appearance, line appearance, or bridged appearance.

Communication Manager Branch supports the following types of ringling for call appearances and line appearances.

- Normal. This is the default.
- Automatically abbreviated ringling. Silences the ringer after 10 seconds.
- Automatically delayed ringling. Delays the ringer for 10 seconds.
- Manually abbreviated ringling. Allows you to press the **AbRng** button to silence the ringer.
- Manually delayed ringling. Allows you to silence the ringer until the **AbRng** button is pressed.
- Silent ringling. Displays caller information, but there is no audible ringling.

Communication Manager Branch supports the following types of ringling for bridged appearances:

- Normal. This is the default.
- Automatically abbreviated ringling. Silences the ringer after 10 seconds.
- Automatically delayed ringling. Delays the ringer for 10 seconds.
- Silent ringling. Displays caller information, but there is no audible ringling.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Abrv. Ring** (telephone button label: **AbRng**). Enables the Abbreviated Ringling option. Note that the button label can optionally display the extension as well if the button is administered for another extension, **AbRng <extension>**.

See also:

[Bridged Call Appearance](#)

[Line Appearances](#)

Send All Calls

With the Send All Calls [Telephone Feature Button](#), you can temporarily direct all incoming calls to a coverage path immediately, regardless of the assigned call-coverage redirection criteria. You must administer a coverage path for your extension in order for Send All Calls to work.

From the Branch Device Manager home page, go to:

Configuration > Telephony > Coverage Paths.

Configuration > Users > [select the user from the list] > Buttons:

- **Send All Calls** (telephone button label: **SendAllCalls**). Activates the Send All Calls feature.

Configuration > Call Handling > Feature Access Codes:

- **Send All Calls**. Activates the Send All Calls feature.
- **Send All Calls Deactivate**. Deactivates the Send All Calls feature.

See also:

[Call Coverage](#)

SNMP and MIBs

Communication Manager Branch supports the Simple Network Management Protocol (SNMP) version 1 and the secure version 3. Using SNMP, Avaya Network Management Console, HP OpenView and many other management suites can access the Communication Manager Branch extensive Management Information Base (MIB) and retrieve device and module identification, hardware, firmware and software versions, information about attached devices, performance metrics etc. For example, an administrator can easily configure the open-source MRTG web-application to create hourly trunk occupancy graph and/or Ethernet traffic graph of the internal switch.

You can also use Communication Manager Branch MIBs for triggering firmware and software updates, triggering backup and restore operation and more. Communication Manager Branch supports SNMPv1/v2c and v3 traps for reporting alarms as well as transient failure conditions.

In addition, management stations can retrieve a list of active alarms using the standard-track RFC3877 ALARM-MIB.

Communication Manager Branch MIBs and traps is described by a large set of standard as well as proprietary MIBmodules. See also:

[Turn SNMP On or Off](#)

Specific Lines

Use the Specific Lines feature to access an Outside Line Group with a [Feature Access Code \(FAC\)](#). This feature is useful for 16xx telephones that do not have that specific Line Appearance, and for non-16xx sets that do not allow Line Appearances.

You dial the Feature Access Code followed by the two digit group number of the outside line. You can restrict the use of the **Specific Line Pickup** and **Specific Line Originate** FACs on a per station basis.

From the Branch Device Manager home page, go to:

Configuration > Users > Station > Specific Line FACs Allowed. Enables the Specific Lines feature for each station.

Configuration > Call Handling > Feature Access Codes:

- **Specific Line Pickup.** Allows a user to select an outside line that is busy and join a call in progress, or retrieve a call on hold, or retrieve a ringing outside line.
- **Specific Line Originate.** Allows a user to select a specific idle outside line to make a call.

See also:

[Outside Line Groups](#)

[Line Appearances](#)

Station Lock

Station Lock provides users with the capability to manually lock their stations, using a button or feature access code, in order to prevent unauthorized external calls from being placed. Station Lock can prevent unauthorized external calls. Telephones can be remotely locked and unlocked. Station Lock allows users to:

- change their Class of Restriction (COR); usually the lock COR is set to fewer calling permissions than the station's usual COR
- lock their telephones to prevent unauthorized outgoing calls.

- block outgoing calls and still receive incoming calls.
- block all outgoing calls except for emergency calls.

Station Lock is activated by pressing a telephone button, which lights the button indicator, or dialing a FAC. Analog and XMOBILE stations must dial a FAC to activate the feature. The user hears a special dial tone on subsequent origination attempts from the telephone to indicate that the lock feature is active.

Digital stations (including DCP, BRI, IP hardphones and softphones) access Station Lock with a feature button or via a FAC. If a digital station has a Station Lock button but activates the feature with the FAC, the LED for the button lights and no special dial tone is provided. However, if a digital station does not have a Station Lock button and activates the feature with the FAC, a special dial tone is provided.

A station can be locked or unlocked from any other station if the FAC is used and the Station Security Code is known. The attendant console can never be locked but can be used to lock or unlock other stations. A station also can be locked or unlocked via a remote access trunk.

From the Communication Manager Branch - Device Manager home page, go to:

Configuration > Users > Edit Users > General

Station Tone Forward Disconnect

When one party in a telephone conversation hangs up the phone, the Station Tone Forward Disconnect feature broadcasts a busy signal for 45 seconds.

This feature is applicable in France and China.

System Announcements

With the System Announcements feature, you can create and control prerecorded messages that will be played back to callers. A System Announcement gives the caller information on how to proceed, information about the number called, or other information that the caller might need. For example, an announcement might inform after-hours callers that the office is closed, and give your normal hours of operation. System Announcements can also be used to provide [Music-on-Hold](#). Communication Manager Branch has a maximum of 15 minutes of recording time and 256 announcement files.

Up to three System Announcements can be created. You can control the prompt repeat time (1, 2 or 3) for both day and night menus.

System Announcements are created and stored in Communication Manager Branch as **.wav** files. Any announcement can play simultaneously through multiple ports. All ports can play the same announcement at the same time, and the system can connect multiple users to each of these announcements.

From the Branch Device Manager home page, go to:

Maintenance and Monitoring > Telephony > System Announcements.

Note:

Before you can add a system announcement, you must download the file:
Maintenance & Monitoring > Voicemail & Automated Attendant > System Announcements.

Telephone Feature Buttons

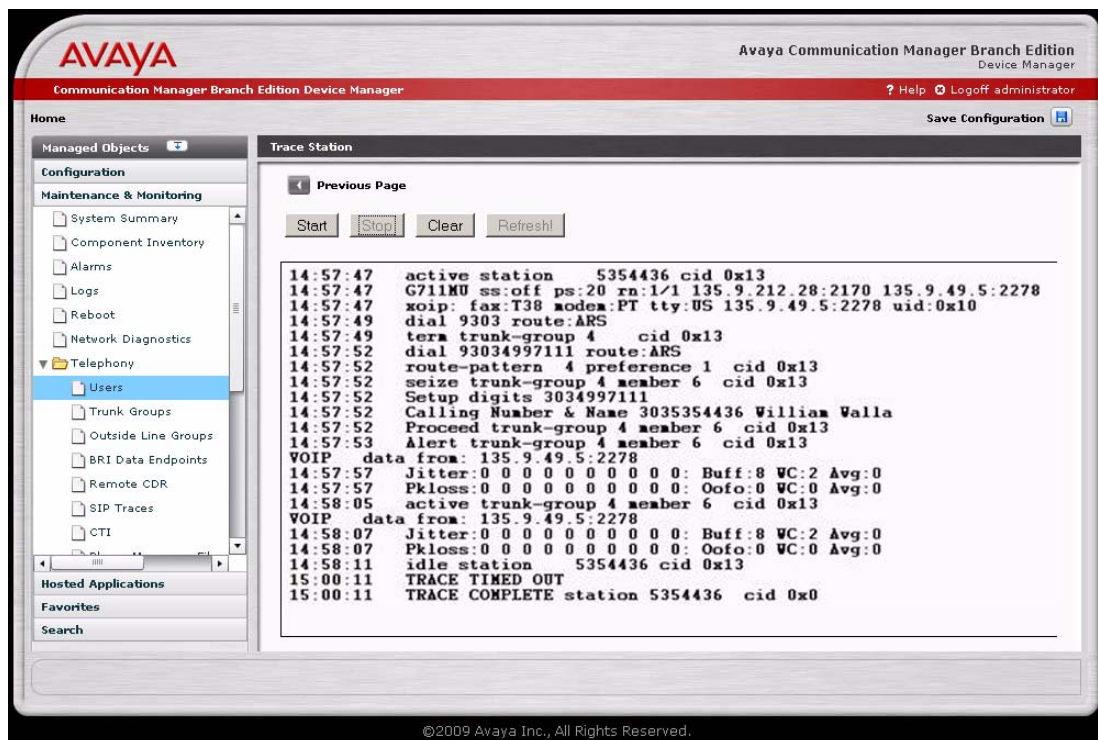
With Telephone Feature Buttons, you can activate and deactivate certain features of Communication Manager Branch by programming one of the buttons on your telephone. For example, you might assign a Telephone Feature Button for Send All Calls. When you press the button, the feature is immediately activated or deactivated.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons.

Trace Station

Communication Manager Branch administrators may start station tracing, during which data about the user, the station's activities, and associated time stamps will be displayed. The list display may be stopped, restarted or refreshed. If it is not refreshed manually, the display will automatically refresh periodically. Only one list trace session may be activated concurrently. The following figure illustrates an example of a Trace Station display.



From the Branch Device Manager home page, go to:
Maintenance and Monitoring > Telephony > Users.

Transfer

With the Transfer feature, you can redirect calls to other extensions or other trunks. With Communication Manager Branch, you can perform an attended transfer or a blind transfer. In an attended transfer, you stay on the line until the transferred-to party answers the call. This allows you to announce the transfer before it happens. In a blind transfer, the transferring party can complete the transfer before the transferred-to party answers the call.

In most cases, you press the **Transfer** button on your telephone, dial the number to which the call is being transferred, and hang up. You can also press the **Transfer** button a second time to complete the transfer.

If you press another call appearance button after you initiate a transfer, the transfer is not completed.

Communication Manager Branch also supports Transfer Recall. With Transfer Recall, you can return the unanswered transfer call back to the person who transferred the call.

The Transfer feature is always available.

See also:

[Busy Indicator/Transfer](#)

Trunk Flash

Trunk Flash enables multifunction telephones on Communication Manager Branch to access central office customized services that are provided by Central Office (CO) switcher. These central office customized services are electronic features, such as conference and transfer, that are accessed by a sequence of flash signal and dial signals from the Communication Manager Branch telephone on an active trunk call.

Trunk Groups

With the Trunk Groups feature, your system can access public network lines or trunks. This feature is generally used when you are setting up Communication Manager Branch in a "PBX" system environment.

You administer a [Telephone Feature Button](#) to view information on trunk groups.

Communication Manager Branch supports the following types of trunk groups:

- CO trunks. Use CO trunks to connect Communication Manager Branch to the local central office. These trunks can be ground-start analog, loop-start analog and ground-start digital. Communication Manager Branch also supports analog CO-TIE trunks.

Note:

Ground-start analog CO trunks are available only with the Communication Manager Branch i120 platform.

- CAMA trunks. Use CAMA trunks in North America to route emergency calls to the Enhanced 911 systems of the local community.

- DID trunks. Use DID trunks to allow callers to your organization to dial individual users directly without going through an attendant or some other central point.
- ISDN trunks. Communication Manager Branch can be connected to an ISDN trunk by way of the standard frame formats: Basic Rate Interface (BRI) and the Primary Rate Interface (PRI).
- DIOD trunks: Communication Manager Branch supports analog trunks that are DIOD. This feature is applicable in Japan and CALA countries.

Note:

In addition to regular Trunk Groups, Communication Manager Branch also provides you with the option of accessing and administering a specific trunk for your business. For more information, see [Outside Line Groups](#). Outside Line Groups are used in a "key" system environment.

You can assign Trunk Access Codes (TACs) to trunk groups and Outside Line Groups. However, you can use the TAC to dial private trunk groups and loudspeaker devices only.

From the Branch Device Manager home page, go to:

Configuration > Public Networking > Trunk Groups.

Configuration > Users > [select the user from the list] > Buttons:

- **Trunk Name.** (telephone button label: **Trunk Name**). Displays trunk name.
- **Trunk ID.** (telephone button label: **Trunk ID**). Displays the Trunk Access Code (TAC) and the trunk member number of the call.

See also:

[Outside Line Groups](#)

[Private Trunks](#)

Trunk Group Forms

The Trunk Group Forms feature allows you to set the basic characteristics for every type of trunk group. In addition, you can assign specific ports to the trunk group.

Use the Trunk Groups Form to gather the same-type of resources into a single logical point.

From the Branch Device Manager home page, go to:

Configuration > Public Networking > Trunk Groups.

See also:

[Trunk Groups](#)

Tunable VoIP parameters

**CAUTION:**

Tuning VoIP parameters or modifying loss plans will affect your voice services and their performance. These advanced settings are to be altered only by personnel that are duly authorized and trained by Avaya. For more information about the web interface for these enhanced capabilities, see the online help system for Branch Device Manager.

Fine-tuning of VoIP parameters is supported by means of an advanced configuration screen in Branch Device Manager. The ability to specify parameters to fine tune certain features is available on the VoIP Parameters fine-tuning screen. The features include:

- Comfort noise generator
- Echo cancellation.

For more information, please see [Customizing VoIP Parameters on Communication Manager Branch, 130685](#).

Turn SNMP On or Off

If you are using an IP or SIP telephone, Communication Manager Branch enables you to turn the SNMP support on or off. This step might be taken as part of any needed debugging.

From the Branch Device Manager home page, go to:

Configuration > Platform > SNMP Agent > SNMP Agent General.

See also:

[SNMP and MIBs](#)

Unique Certificates

Communication Manager Branch features Server Certificates which act as an identity certificate. The Server Certificate is used for uniquely identifying the Communication Manager Branch server. These certificates provide a high level of security. Vulnerabilities entailed by use of a common certificate are easily understood. However, installation of a unique certificate after product shipment complicates the total installation effort and time and increases the installation cost.

To overcome this problem Communication Manager Branch can install certificates automatically. Automatic certificate enrollment allows the user to request, receive and install a unique server certificate in just one click.

From the Branch Device Manager home page, go to:

Maintenance & Monitoring > Security > Server Certificate

In addition, Communication Manager Branch features Trusted Certificates which are certificate authorities which the Communication Manager Branch device trusts. This means that one Communication Manager Branch device agrees to have secure [TLS] communication with a second device.

From the Branch Device Manager home page, go to:

Maintenance & Monitoring > Security > Trusted Certificate

User Privilege Levels

With the User Privilege Levels feature, you can specify what features and telephone activities a user can participate in. Communication Manager Branch provides five privilege levels for users:

- **Administrative.** Has access to all possible privileges for all features. Avaya recommends that a limited number of users on each site have this level of access.
- **High-privileged.** Usually assigned to executives and managers. Permissions are the same as that of the Administrative user, but this level cannot invoke all features on behalf of other telephones.
- **Medium-privileged.** Assigned to generally trusted staff at the branch. Permissions are similar to the privileges of a High-privileged user, but this level cannot forward calls to outside numbers, initiate a trunk-to-trunk transfer with two public trunks, or make toll calls.
- **Low-privileged.** Has a limited privilege level. For example, a Low-privileged user level might be assigned to a telephone in a break room. A Low-privileged user cannot access call forwarding, priority calling, data privacy, or directed call pickup.

- No-privileged. Has an access level that is similar to a Low-privileged user with some additional restrictions. For example, a No-privileged user level might be assigned to a telephone in a copy room or a lobby. A No-privileged user can only make calls to internal extensions and to emergency numbers.

[Table 2](#) shows the features that are restricted by User Privilege Levels.

Table 2: Features and User Privilege Levels

Feature	Admin	High	Med	Low	No
Station-to-station calls	x	x	x	x	x
Emergency calls	x	x	x	x	x
Automatic Callback	x	x	x	x	
Outside Calls	x	x	x	x	
Directed Call Pickup	x	x	x		
Facility Test Calls	x	x	x		
Data Privacy	x	x	x		
Priority Calls	x	x	x		
Contact Closure	x	x	x		
Call Forwarding	x	x	x		
Toll Calls	x	x			
Trunk-to-trunk transfer	x	x			
Forwarding to an outside number	x	x			
Console Permissions	x				

Note:

Console Permissions refers to the ability to invoke certain features on behalf of other telephones.

From the Branch Device Manager home page, go to:

Configuration > Telephony > Users.

UUI/UCID Support

Communication Manager Branch 2.0 supports UUI (User-to-User Information) on SIP trunks. UUI is a data format containing information about a call. Communication Manager Branch enables transporting UUI information provided through SIP networks.

In addition, Communication Manager Branch includes UCID support. UCID (Universal Call ID) is a unique 8-byte identifier that allows a call to be tracked as it travels between switches or adjuncts in a private network until the call is terminated within the private network.

There are two types of UUI data formats:

- Service Provider (Svc Provider) treatment: This method transports only the non-shared data up to 96 bytes. The service provider option transmits ASAI adjunct screen-pop information only.
- Shared treatment: This is used for more robust transfer of UUI information and includes collected digits, Vector Directory Number name, and UCID.

Which option you choose depends on whether you plan on using call center features, such as BSR polling and BSR collected digits. If you do not plan on using these features then the Service Provider treatment is sufficient.

These features are important for supporting the transfer of call data in a centralized call center configuration, particularly when calls are transferred to and from branch office locations.

From the Branch Device Manager home page, go to:

Configuration > System Parameters > General > UCID/UUI Tab.

VLAN Tagging with 802.1p Priority Support (IEEE 802.1q)

VLAN Tagging is a method of controlling the distribution of information on the network. The ports on devices supporting VLAN Tagging are configured with the Port VLAN ID and Tagging Mode parameters. By setting the tagging mode to IEEE-802.1Q, all frames keep their tags when they leave the device.

The Port VLAN ID is the number of the VLAN to which the port is assigned.

Note:

You need to create a VLAN before you can assign it to a port.

From the Branch Device Manager home page, go to:

Configuration > Platform > VLANs

Voice Announce

With the Voice Announce feature, users can receive inside calls on their speakerphones. For example, a person at the front desk might call the computer room and announce through the speakerphone to pick up on line 1.

To use this feature, you must dial the [Feature Access Code \(FAC\)](#) followed by the number of the extension to which you want to send the voice announce. The party receiving the voice announce can use a telephone feature button to choose how the call is answered.

The **Voice Announce Answer** telephone feature button can be toggled to provide the following three options to answer a voice announce:

- A two-way audio path is provided (using a speakerphone) to answer the call when the voice announce is dialed. In this scenario, the called party can automatically hear the caller and vice versa without picking up the handset.
- A one-way audio path is provided (using a speakerphone) to answer the call when the voice announce is dialed. In this scenario, the called party can hear the caller. However, the caller cannot hear the called party unless the called party presses the **Whisper Page Answer Back** telephone button, which then provides the two-way audio path.
- Only priority ringing is provided. In this scenario, the called party must pick up the handset or manually turn on the speakerphone to answer the call.

If you are busy with another call when the voice announce comes through, the called person can hear a [Whisper Page](#).

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Voice Announce Answer.** (telephone button label: **Voice Answer**). Enables the user to choose how the telephone responds to the voice announce.
- **Whisper Page Answer Back.** (telephone button label: **WhisperAnbk**). Enables you to change a voice announce one-way audio path to a two-way audio path.

Configuration > Call Handling > Feature Access Codes:

- **Voice Announce.** Enables you to use the Voice Announce feature.

See also:

[Maximum voicemail greeting length](#)

[Whisper Page](#)

Voice mail

With the voice mail feature, you enable telephone users to get and retrieve voice mail messages.

The voice mail feature is built in to your telephone system and also provides four automated attendants. You can also retrieve your own messages and the messages of other users from any internal or external telephone.

When a call is covered to voice mail call answering service, the system plays an announcement, sometimes referred to as the system greeting, followed by the personal greetings. You can record the system greeting. The default system greeting is "Welcome to voice messaging". You can modify the default system greeting, disable it, or replace it by an announcement from the AA announcement list.

In addition to call answering and message retrieval, the Communication Manager Branch voice mail feature supports the following capabilities:

- Promotional multiple messages preceding AA prompt.
- Control over system greeting.
- Modifying the system greeting by choosing it from the AA announcement list.
- Playing or cancelling the system greeting before the personal greeting for each user.
- Receive a fax and then forward the fax to another user by way of e-mail.
- Navigate through the voice mail system by way of announcements and a multilingual caller interface.
- Send broadcast voice mail messages.
- Define mailing lists and send messages to a list.
- Listen to a voice mail message and then press a key to send a response.
- Forward the message to the mailbox of another user.
- Set a message waiting indication LED to notify the mailbox owner of a new message.
- Use "outcalling" to specify up to five numbers that the system will call to notify the user of a new message waiting. The user can then log into the voice mail system, enter the password and listen to the message.
- Select a user from a directory listing.
- Configuring the mail box size.

Note that all messages are encrypted in the mailbox to ensure system security and user privacy.

From the Branch Device Manager home page, go to:

Configuration > System Parameters > Voicemail & Automated Attendant System Parameters

For more information, see the [Quick Reference Guide for Avaya Aura™ Communication Manager Branch voice mail, 03-602108](#).

See also:

[Automated Attendant](#)

Whisper Page

Whisper Page allows for a private message that can be given to an internal party that is on the telephone. Only the person on the extension hears the page. Any other parties on the call cannot hear the announcement. The person who receives the Whisper Page uses another call appearance to answer the page.

You can administer a [Telephone Feature Button](#) or a [Feature Access Code \(FAC\)](#) to access this feature.

From the Branch Device Manager home page, go to:

Configuration > Users > [select the user from the list] > Buttons:

- **Whisper Page Activation** (telephone button label: **WhisperAct**). Activates the Whisper Page feature.
- **Whisper Page Answer Back** (telephone button label: **WhisperAnbk**). Allows you to respond to a whisper page. This button also allows you to respond to a voice announce when the caller cannot hear the called party. This can happen when the called party has the **Voice Announce** answer button set to one-way audio.

Configuration > Call Handling > Feature Access Codes:

- **Whisper Page Activation**. Activates the whisper page feature.
- **Whisper Page Answer Back**. Allows a user who received a whisper page to respond to the caller who sent the page and respond on a separate call appearance.

Note:

You can also use the **Whisper Page Answer Back** FAC with the Voice Announce feature. The voice announce can be sent as a whisper page when it is sent to an active station that is administered to receive a voice announce without ringing.

See also:

[Voice Announce](#)

