



# **IP Office Using Self-Administration**

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## Contents

<b>Chapter 1: Getting Started</b>	5
Logging In the First Time	5
The Setup Wizard: Profile Menu	6
The Setup Wizard - Call Handling Menu	8
The Setup Wizard - Personal Directory	11
The Setup Wizard - Download menu	12
<b>Chapter 2: Using Self-Administration</b>	14
Logging In	14
Changing Your Password	15
Changing Your Full Name	16
Displaying System Details	16
Getting Help	16
Logging Out	17
<b>Chapter 3: Redirecting Your Calls</b>	18
Which Calls are Redirected?	19
Where Can Calls Be Redirected?	19
<b>Chapter 4: Using Do Not Disturb</b>	21
Switching DND On	21
Switching DND Off	22
DND Exceptions	22
Adding a DND Exception	22
Deleting a DND Exception	23
Other DND Controls	23
<b>Chapter 5: Forwarding Your Calls</b>	25
Forward Unconditional	25
Switching Forward Unconditional On	26
Switching Forward Unconditional Off	27
Changing Your Forwarding Destination	27
Forward on No Answer	27
Switch Forward on No Answer On	28
Switching Forward on No Answer Off	29
Changing Your Forwarding Destination	29
Forward on Busy	30
Switching Forward on Busy On	30
Switching Forward on BusyOff	31
Changing Your Forwarding Destination	31
Other Forwarding Controls	32
<b>Chapter 6: Twinning Your Phone</b>	33
Switching Mobile Twinning On	34

Changing Your Twinning Number.....	34
Switching Mobile Twinning Off.....	35
Adding a Twinning Button.....	35
Switching Fallback Twinning On.....	35
Switching Fallback Twinning Off.....	36
<b>Chapter 7: Follow Me.....</b>	<b>37</b>
Switching Follow Me On/Off.....	37
Other Follow Me Controls.....	37
<b>Chapter 8: Using Voicemail.....</b>	<b>39</b>
Changing Your Voicemail Code.....	39
Switch Voicemail Use Off.....	40
Switching Voicemail Use On.....	40
Setting Your Voicemail Email Mode.....	41
Accessing Your Mailbox.....	41
Visual Voice Options.....	42
Intuity Mode Voicemail.....	43
IP Office Mode Voicemail.....	44
<b>Chapter 9: Listening to Recordings.....</b>	<b>46</b>
Recording Calls.....	47
Viewing Call Details.....	47
Filtering the Recordings.....	48
Playing a Recording.....	49
Downloading Recordings.....	50
<b>Chapter 10: Managing Personal Contacts.....</b>	<b>51</b>
Adding a Personal Contact.....	52
Deleting a Personal Contact.....	52
Editing a Personal Contact.....	53
Importing Contacts.....	54
Exporting Your Personal Directory.....	54
Importing Directory Contacts.....	55
<b>Chapter 11: Hot Desking.....</b>	<b>56</b>
Hot Desking to a Phone in Use.....	56
Hot Desking onto an Unused Phone.....	57
Logging Out of a Phone.....	57
Other Hot Desking Controls.....	58
<b>Chapter 12: Button Programming.....</b>	<b>59</b>
Programming a Button.....	59
Changing a Button Label.....	60
Copying a Button.....	60
Deleting a Button.....	61
Button Actions.....	61
Abbreviated Dial.....	63

Absent Message.....	64
AD Suppress.....	64
Call Forwarding All.....	64
Call Park.....	65
Call Park and Page.....	66
Call Park To Other Extension.....	66
Call Pickup.....	66
Call Pickup Any.....	67
Conference Meet Me.....	67
Dial.....	68
Drop.....	68
Group.....	69
Group Paging.....	69
Internal Auto-Answer.....	69
Ringer Off.....	70
Self-Administration.....	70
Send All Calls.....	70
Set Account Code.....	71
Twinning.....	71
User.....	72
<b>Chapter 13: The Self-Administration Menus.....</b>	<b>74</b>
Profile Menu.....	74
Call Handling Menu.....	76
Personal Directory Menu.....	79
Button Programming Menu.....	80
Download Menu.....	81
Recordings Menu.....	83
<b>Chapter 14: Short Codes .....</b>	<b>85</b>

# Chapter 1: Getting Started

This document covers the self-administration service available for your communication system. Self-administration allows you to view and change the system settings that affect how your phone operates and how the system presents calls to you. It also provides the information that you will need in order to connect your phone to the communication system.

Note that your system administrator controls whether you can access self-administration and which menus you can see/edit.

## Related links

- [Logging In the First Time](#) on page 5
- [The Setup Wizard: Profile Menu](#) on page 6
- [The Setup Wizard - Call Handling Menu](#) on page 8
- [The Setup Wizard - Personal Directory](#) on page 11
- [The Setup Wizard - Download menu](#) on page 12

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## Logging In the First Time

### About this task

Once your system administrator has created your user account, either they or the system will send you a welcome email. That email includes the following details which you need to login to self-administration.

Since this is the first time you will have logged in, you may be asked to change your password and shown a set of wizard menus that take you through your basic user settings.

### Procedure

1. Click on the link shown in your welcome email or given to you by your system administrator.
  - To start, just enter the address of your system, for example `http://192.168.0.42`. From the menu that appears, select **IP Office Self-Administration**. Bookmark the resulting address.
2. When the login page appears, save it as a bookmark or favorite in your browser.
3. Enter your user details.
4. Click **Login**.

5. If prompted, enter and confirm your new user password.
  - The requirements for this code can be adjusted by your system administrator. The default requirements are:
    - Minimum length 8 characters. Maximum length 31 characters.
    - No more than 2 consecutive repeated characters.
    - The password must use characters from at least 2 of the following types: lower case, upper case, numbers, non-alphanumeric.
6. You may be taken to the first screen of the setup wizard. See [The Setup Wizard: Profile Menu](#) on page 6. You don't need to make any changes to any settings at this stage. However, the wizard will introduce you to the range of options that are available to you through self-administration.

### Related links

[Getting Started](#) on page 5

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## The Setup Wizard: Profile Menu

This menu displays some key settings for your account and to allows you to change some of those settings if required. Those fields that are grayed out are for information only.

Note the settings and when you are happy them, click **Next** to see your **Call Handling** settings. See [The Setup Wizard - Call Handling Menu](#) on page 8.

AVAYA IP Office Self-Administration Extn701

Profile Call Handling Personal Directory

**Profile**

Name Extn701	Full Name Extension 701
Voicemail Code * *****	Email
Telephone Login Code *****	Voicemail To Email Notification Off
Voicemail Ringback No	Deny Auto Intercom Calls No

Field	Description
<b>Name</b>	<p>This is your name for logging into applications such as self-administration.</p> <p>This field is show for information only. Contact your system administrator if you need to change it.</p>
<b>Password</b>	<p>Your user password is used to login to applications such as self-administration and <b>Avaya Equinox</b>. It is separate from your voicemail code and telephone login code.</p> <ul style="list-style-type: none"> <li>The requirements for this code can be adjusted by your system administrator. The default requirements are: <ul style="list-style-type: none"> <li>Minimum length 8 characters. Maximum length 31 characters.</li> <li>No more than 2 consecutive repeated characters.</li> <li>The password must use characters from at least 2 of the following types: lower case, upper case, numbers, non-alphanumeric.</li> </ul> </li> </ul>
<b>Full Name</b>	<p>This is your name for display on phones and in the system directory.</p> <ul style="list-style-type: none"> <li>Maximum length 31 characters.</li> <li>Names should not start with a space.</li> <li>Do not use punctuation characters such as @, #, ?, /, ^, &gt; and ,.</li> <li>It is recommended that you enter your name in &lt;first&gt; &lt;last name&gt; order.</li> </ul>
<b>Voicemail Code</b>	<p>A voicemail code may be required for access to your voicemail mailbox.</p> <ul style="list-style-type: none"> <li>The requirements for this code can be adjusted by your system administrator. The default requirements are: <ul style="list-style-type: none"> <li>Numeric digits only. Minimum length 4 digits.</li> <li>No repeated digits are allowed.</li> <li>No forward or reverse sequences of digits are allowed.</li> <li>Including your extension number in the code is not allowed.</li> </ul> </li> </ul>
<b>Voicemail Ringback</b>	<p>When enabled, the system will ring your phone when you have a new voicemail message waiting to be collected. It does this after you end any current call. When you answer the ringback it will connect you to the prompts for accessing your voicemail mailbox.</p>
<b>Email</b>	<p>This is your email address set within the communication system. It is used for functions such as information emails to you from the system and voicemail email functions.</p> <p>This field is show for information only. Contact your system administrator if you need to change it.</p>

*Table continues...*

Field	Description
<b>Voicemail to Email Notification</b>	<p>If configured by your system administrator, the system can use email to handle voicemail messages when you receive them. You can select whether to just be alerted of a new message, whether to receive a copy of the message with the alert or whether to have your voicemail message sent to email and removed from your mailbox.</p> <ul style="list-style-type: none"> <li>• <b>Off:</b> Switch off use of voicemail email.</li> <li>• <b>Alert:</b> Send an email message containing details of the new voicemail message each time you receive a new voicemail message.</li> <li>• <b>Copy:</b> As <b>Alert</b> above but also attaching a copy of the new voicemail messages.</li> <li>• <b>Forward:</b> As <b>Copy</b> above but also deleting the new voicemail message from your voicemail mailbox.</li> </ul>
<b>Deny Auto Intercom Calls</b>	<p>The system supports features that allow calls to some Avaya phones to automatically connect after 3 short beeps. This setting can be used to control whether you allow that. When enabled, auto-intercom calls are turned into normal ringing calls.</p> <p>This does not affect page calls with still connect after a single short beep.</p>

### Related links

[Getting Started](#) on page 5

## The Setup Wizard - Call Handling Menu

This menu displays settings for how your incoming calls can be redirected if required or handled if not answered.

Note the settings and when you are happy them, click **Next** to see your **Personal Directory** settings. See [The Setup Wizard - Personal Directory](#) on page 11.

The screenshot shows the AVAYA IP Office Self-Administration interface. At the top, there's a header with the AVAYA logo and "IP Office Self-Administration" on the left, and "Extn701" with a dropdown arrow on the right. Below the header, there's a navigation bar with three icons: a person icon labeled "Profile", a telephone icon labeled "Call Handling" (which is currently selected), and a folder icon labeled "Personal Directory".

The main content area is titled "Call Handling". It contains several settings:

- Do Not Disturb:** A checkbox that is unchecked. Below it, text says "Don't want to be disturbed? Activate it. Manage DND exception lists." To the right of this is a button labeled "DND Exception List".
- Voicemail On:** A checkbox that is checked. Below it, text says "Enable voicemail".
- Mobile Twinning:** A checkbox that is unchecked. Below it, text says "Enable mobile twinning to receive calls on your mobile or other phones." To the right of this is a text input field labeled "Twinning Number".
- Fallback Twinning:** A checkbox that is unchecked. Below it, text says "Enable calls to be redirected to your Twinning Number when your primary phone is not reachable".
- Forward Unconditional:** A checkbox that is unchecked. Below it, text says "Forwards all external calls immediately to Forward Number." To the right of this is a text input field labeled "Forward Number".
- Forward On Busy:** A checkbox that is unchecked. Below it, text says "Forward external calls when the extension is busy."
- Forward On No Answer:** A checkbox that is unchecked. Below it, text says "Forward when the call is not answered within the set No Answer Time".
- Follow Me Number:** A text input field with "None" selected from a dropdown menu.

Field	Description
<b>Do Not Disturb</b>	<p>Enabling <b>Do Not Disturb</b> (DND) allows you to stop receiving incoming calls but still use your phone to make calls if necessary. This feature is also known as <b>Send All Calls</b> (SAC).</p> <ul style="list-style-type: none"> <li>• Whilst you have 'do not disturb' switched on, your callers are redirected to your voicemail if on. Otherwise, the caller hears busy tone.</li> <li>• People calling from numbers in your exceptions list can still call you. If you have any forwarding options set they, are applied to your DND exception calls.</li> </ul>
<b>DND Exception List</b>	<p>You can create a list of numbers, both internal and external, that are still allowed to call you when you have DND switched on. Note that DND exceptions do not apply to hunt group calls.</p> <ul style="list-style-type: none"> <li>• The number must match that received on your phone when that person calls. That is, it should include any prefixes the communication system adds. If possible, check the call details shown in your phone's call log.</li> <li>• You can use wildcard characters. Use <b>N</b> to represent any series of digits. For example, adding <b>555N</b> would create an exception for calls from any numbers starting with 555. Use <b>X</b> to represent a single digit. For example, adding <b>XXX</b> to add an exception for 3 digit internal numbers.</li> </ul>
<b>Voicemail On</b>	<p>When enabled, your voicemail mailbox is used to answer calls that haven't been answered after ringing for (by default) 15 seconds or when you have <b>Do Not Disturb</b> switched on.</p> <p>You can stop your voicemail mailbox being used to take messages from callers. This does not stop you accessing your mailbox to check existing voicemail messages. Nor does it stop other mailbox users from forwarding messages to your mailbox.</p>
<b>Mobile Twinning</b>	<p>Mobile twinning allows your calls to ring at both your internal extension and at another external number. If you have been configured as a mobile twinning user, you can switch the use of mobile twinning on or off through the phone's menus and can also change the external number to which you are twinned.</p>
<b>Twinning Number</b>	<p>This sets the external number to which your calls are twinned when you have either <b>Mobile Twinning</b> or <b>Fallback Twinning</b> enabled.</p> <ul style="list-style-type: none"> <li>• This should contain the telephone number for external calls.</li> <li>• It should include any prefixes required by your system for external calls.</li> </ul>
<b>Fallback Twinning</b>	<p>When enabled, this feature redirected your calls to your <b>Twinning Number</b> number when the system is unable to detect your normal extension connected to the system. You can use fallback twinning without having to have mobile twinning switched on.</p>
<b>Forward Unconditional</b>	<p>Forward unconditional can be used to immediately redirect your calls.</p> <ul style="list-style-type: none"> <li>• By default, this function is only applied to incoming external calls to you. However, your system administrator can also have it applied to internal calls and or hunt group calls.</li> </ul>

*Table continues...*

Field	Description
<b>Forward Number</b>	<p>This is the destination for forwarded calls when you have <b>Forward Unconditional</b> is enabled.</p> <ul style="list-style-type: none"> <li>• If external, the number should contain any prefixes required by your communication system.</li> <li>• If blank, then forward unconditional is disabled.</li> </ul>
<b>Forward on Busy</b>	<p>Forward on Busy redirects your calls when your phone is not able to present you with any more alerting calls.</p> <ul style="list-style-type: none"> <li>• Busy is defined has when you are unable to receive any more call alerts. For example, on an Avaya phone, this is when you have no more call appearances on which calls can be presented.</li> <li>• By default, this function is only applied to incoming external calls. However, your system administrator can also have it applied to internal calls.</li> </ul>
<b>Forward Number</b>	<p>This is the destination for forwarded calls when either <b>Forward on Busy</b> or <b>Forward on No Answer</b> are enabled.</p> <ul style="list-style-type: none"> <li>• If external, the number should contain any prefixes required by your communication system.</li> <li>• This destination is used by both <b>Forward on Busy</b> and <b>Forward on No Answer</b>.</li> <li>• If not set, they use the <b>Forward Unconditional</b> destination if that is set.</li> </ul>
<b>Forward on No Answer</b>	<p>Forward on No Answer redirects calls that have alerted your phone but have rung for too long without being answered.</p> <ul style="list-style-type: none"> <li>• No answer is defined as having been presented to your phone for your no answer time (default 15 seconds).</li> <li>• Hunt group calls are not forwarded, they go to the next available member of the group.</li> <li>• By default, this function is only applied to incoming external calls to you. However, your system administrator can also have it applied to internal calls.</li> </ul>
<b>Follow Me Number</b>	<p>You can use this feature to temporarily redirect your calls to another extension. This allows you to share another person's phone without logging them off their phone.</p> <ul style="list-style-type: none"> <li>• The calls are presented with your user name so that they can be distinguished them from calls for the extension's normal user.</li> <li>• All calls are redirected and the calls are still subject to all your user settings as if they were ringing at your phone.</li> </ul>

#### Related links

[Getting Started](#) on page 5

## The Setup Wizard - Personal Directory

This menu displays your personal directory contacts. These will be available on your Avaya phone and applications that you use. This is in addition to the other contacts (users, groups and external ) provided by the communication system.

When you are happy with your set of personal contacts, click **FinishFinish**. This saves the settings from this and the previous stages of the setup wizard and applies them to your phone. After this the **Download** menu is displayed. See [The Setup Wizard - Download menu](#) on page 12.

AVAYA IP Office Self-Administration Extn701

Profile Call Handling Personal Directory

Personal Directory

Add Import Export

Name	Number	Speed Dial	
Extn601	601	None	
Extn702	702	None	

Items per page: 5 1 - 2 of 2 |< < > >|

Click on **Add** to manually add a new contact. The information required for the contact is:

- **Name:** You Enter the name for the contact. Up to 31 characters.
- **Name:** You Enter the telephone number for the contact. Up to 31 digits plus \* and #. Do not include spaces or dashes. If your system using an external dialing prefix include that prefix.
- **Speed Dial:** You can use up to a 100 of your personal contacts as speed dials by giving each one a number between 00 to 99. Those contacts with a number can be speed dialed using a **Speed Dial** button if added to your phone setup by your system administrator. That button can also be used to speed dial selected system directory numbers.
- Click the icon next to the contact to edit its details.
- Click the icon next to the contact to delete it.

### Related links

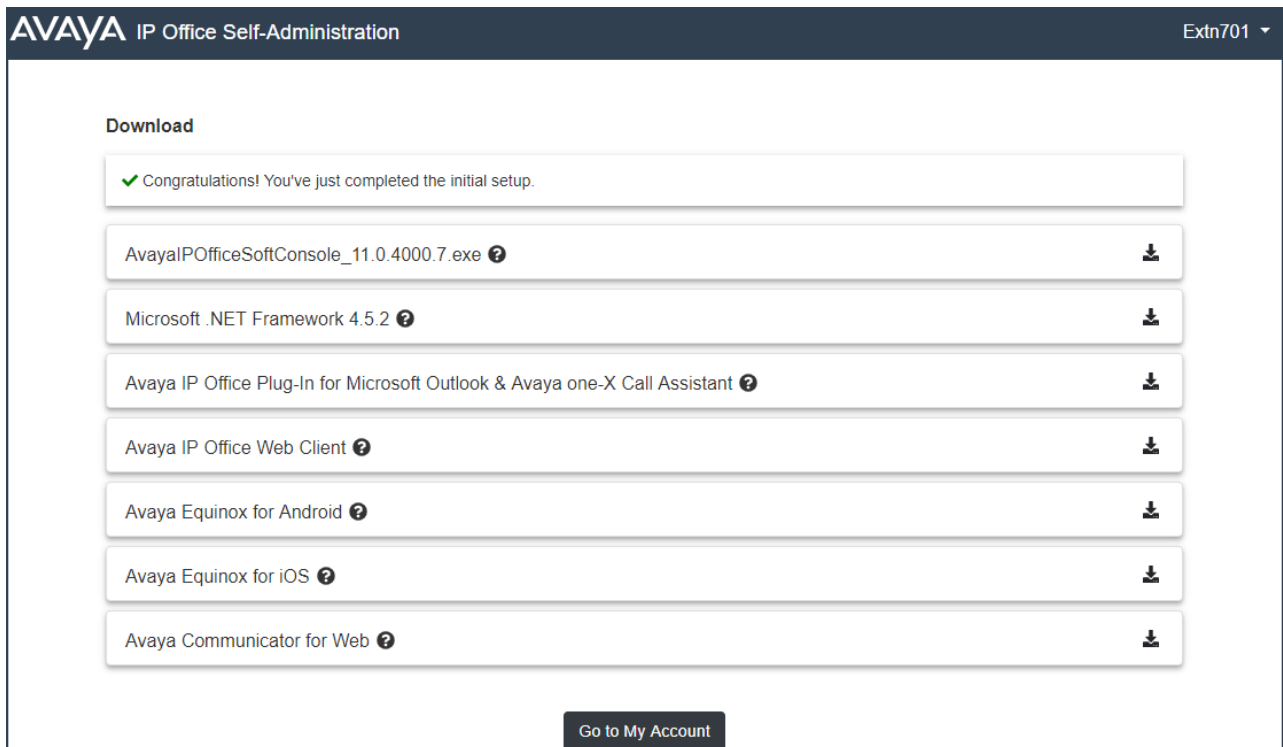
[Getting Started](#) on page 5

## The Setup Wizard - Download menu

This stage of the setup wizard displays links for the applications that you may be able to use.

- **Important:** Do not install any application until your system administrator has confirmed that you can use it. They may need to make system changes before you can use a particular application.

When completed, click **Go to My Account** to end the setup wizard. You will be taken to the normal self-administration menu that you will see when you login in future.



### IP Office SoftConsole

**IP Office SoftConsole** is a Windows application for receptionists. That is, people who need to regularly answer and distribute incoming external calls. To use this application, you need to be configured as a receptionist by your system administrator.

**IP Office SoftConsole** is not a softphone application. It needs to be used in parallel with a phone that provides your audio connection to calls. However, with Avaya phones, **IP Office SoftConsole** is able to control the phone to make and answer calls.

### Avaya Equinox

**Avaya Equinox** is a softphone application supported on mobile devices (Android and iOS) and desktop PC platforms (Windows and macOS).

You can use **Avaya Equinox** as your only telephone extension on the communication system. If you have been given a desk phone, you can simultaneously use **Avaya Equinox** parallel that desk phone, making and answering your calls on either.

- Note that your system administrator needs to configure whether you can use **Avaya Equinox** and whether you can use it as a mobile phone or desktop PC client.
- Ensure that you have logged into self-administration and changed your password before attempting to install **Avaya Equinox**.

### **Avaya Communicator for Web**

**Avaya Communicator for Web** is a Google Chrome browser extension that you can use to control your desk phone.

#### **Related links**

[Getting Started](#) on page 5

# Chapter 2: Using Self-Administration

You can use self-administration regardless of the type of phone you are using. The settings are stored on the communication system. If you have an Avaya phone, those settings are also shared with the phone and can often also be edited and changed through the phone's own menus.

- Click on the icons and names in the panels on the left to switch between the different menus available.
- You can adjust those fields which are not grayed out. grayed out fields are either for information only or require another option to be enabled first.
- To save your changes and have them applied immediately to your phone and calls, click **Save**.
- Clicking **Reset** will cancel any changes that you have made but yet not saved.
- Whilst using self-administration, do not use your browser's refresh, back and history controls. This may lead to losing any changes you have not saved and having to login again.
- If you close your browser, you will lose any changes that have not been saved.

## Related links

[Logging In](#) on page 14

[Changing Your Password](#) on page 15

[Changing Your Full Name](#) on page 16

[Displaying System Details](#) on page 16

[Getting Help](#) on page 16

[Logging Out](#) on page 17

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## Logging In

### Procedure

1. In your browser, enter the self-administration address or click on the previously saved bookmark/favorite.
2. Enter your user name.
3. Enter your user password.

4. Click **Login**.

- If this is the first time you have used self-administration, you may be prompted to change your password. Enter and confirm your new password.
  - The requirements for this code can be adjusted by your system administrator. The default requirements are:
    - Minimum length 8 characters. Maximum length 31 characters.
    - No more than 2 consecutive repeated characters.
    - The password must use characters from at least 2 of the following types: lower case, upper case, numbers, non-alphanumeric.
- If otherwise, you are taken to the **Profile** menu. See [Profile Menu](#) on page 74.
- The system will automatically log you out after 15 minutes of inactivity.

**Related links**

[Using Self-Administration](#) on page 14

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## Changing Your Password

### About this task

Your user password is used to login to applications such as self-administration and **Avaya Equinox**. It is separate from your voicemail code and telephone login code.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Profile**
3. Next to the **Password** field, click on **Change Password**.
  - The requirements for this code can be adjusted by your system administrator. The default requirements are:
    - Minimum length 8 characters. Maximum length 31 characters.
    - No more than 2 consecutive repeated characters.
    - The password must use characters from at least 2 of the following types: lower case, upper case, numbers, non-alphanumeric.
4. Click **OK**.
5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

**Related links**

[Using Self-Administration](#) on page 14

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## Changing Your Full Name

### About this task

This is your name for display on phones and in the system directory.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Profile**
3. In the **Full Name** field, enter the name that you want to use.
  - Maximum length 31 characters.
  - Names should not start with a space.
  - Do not use punctuation characters such as @, #, ?, /, ^, > and ,.
  - It is recommended that you enter your name in *<first> <last name>* order.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

### Related links

[Using Self-Administration](#) on page 14

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## Displaying System Details

### About this task

If reporting an issue or problem, it helps to include details about the version of your system.

### Procedure

1. Click on your user name shown in the top-right of the screen.
2. Click on **About**.
3. Note the information displayed.

### Related links

[Using Self-Administration](#) on page 14

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## Getting Help

### Procedure

1. Click on your user name shown in the top-right of the screen.

2. Click on **Help**.

**Related links**

[Using Self-Administration](#) on page 14

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## Logging Out

### Procedure

1. Click on your user name shown in the top-right of the screen.
2. Click on **Logout**.
3. The login menu is displayed.

**Related links**

[Using Self-Administration](#) on page 14

# Chapter 3: Redirecting Your Calls

You can redirect your calls to another phone number in several ways:

- **Do Not Disturb (DND):** Redirect all calls to you to voicemail, if available. Otherwise, calls are redirected to a busy tone. See [Using Do Not Disturb](#) on page 21
- DND exception numbers can be used to allow calls from specific numbers to ignore your do not disturb setting.
- DND overrides are the other redirection settings below - except for calls from your DND exception numbers.
- **Forward:** Forward calls to an internal or external number. See [Forwarding Your Calls](#) on page 25.
- **Forward Unconditional:** Immediately forward calls. See [Forward Unconditional](#) on page 25.
- **Forward on Busy:** Forward calls when you have reached the limit of the number of calls that the phone can present to you. See [Forward on Busy](#) on page 30.
- **Forward on No Answer:** Forward calls if they have rung unanswered at your phone. See [Forward on No Answer](#) on page 27.
- **Twinning:** Twinning is a process whereby your calls ring on other phones than your own. Twinning is only available if configured by your system administrator. See [Twinning](#) on page 71. The system supports several twinning methods:
  - **Internal Twinning:** Ring on another internal extension.
  - **Mobile Twinning:** Ring on an external number.
  - **Fallback Twinning:** Ring on an external number but only when the system cannot detect a connection to your normal phone.
- **Follow Me:** Temporarily redirect all your calls to another phone that you will be sharing with that phone's normal user. Both you and the phone's normal user can use the phone, its display indicates who the call is intended for. Follow Me is currently not configurable through self-administration menus.

## Related links

[Which Calls are Redirected?](#) on page 19

[Where Can Calls Be Redirected?](#) on page 19

## Which Calls are Redirected?

The following is a summary of how the different call redirection methods interact with the different types of calls that you normally receive.

**Table 1:**

Redirection Method		Calls Redirected		
		Internal	External	Group
Follow Me	Follow Me To	✓	✓	✓
	Follow Me Here	✓	✓	✓
Forward	Forward Unconditional	✓*	✓	✓*
	Forward on No Answer	✓	✓	–
	Forward on Busy	✓*	✓	N/A
Do Not Disturb		✓	✓	N/A
Twinning	Internal	✓	✓	✓*
	Mobile	✓	✓	✓*
	Fallback	✓	✓	✓*

- \* - These types of call are not redirected by default. However, your system administrator can have them also redirected.
- N/A - In these scenarios, hunt group calls are no longer presented to you and so they are not subject to your redirection settings.

### Related links

[Redirecting Your Calls](#) on page 18

## Where Can Calls Be Redirected?

The following is a summary of the destinations to which the different call redirection methods can send your calls.

**Table 2:**

Method		Destination		
		Internal	External	Voicemail
Follow Me	Follow Me To	✓	–	–
	Follow Me Here	✓	–	–
Forward	Forward on Busy	✓	✓	–
	Forward on No Answer	✓	✓	–

*Table continues...*

Method		Destination		
		Internal	External	Voicemail
	Forward Unconditional	✓	✓	*
Do Not Disturb		—	—	✓
Twinning	Internal	✓	—	—
	Mobile	—	✓	—
	Fallback	—	✓	—

- \* These types of call are not redirected by default. However, your system administrator can have them also redirected.

### Related links

[Redirecting Your Calls](#) on page 18

# Chapter 4: Using Do Not Disturb

Enabling **Do Not Disturb** (DND) allows you to stop receiving incoming calls but still use your phone to make calls if necessary. This feature is also known as **Send All Calls** (SAC).

- Whilst you have 'do not disturb' switched on, your callers are redirected to your voicemail if on. Otherwise, they hear busy tone.
- People calling from numbers in your exceptions list can still call you. If you have any forwarding options set, they are applied to your DND exception calls.
- Calls to hunt group of which you are a member are not presented to you.
- Enabling 'do not disturb' does not affect any calls already ringing or connected to your phone.
- You can still use your phone to make outgoing calls.

## Related links

[Switching DND On](#) on page 21

[Switching DND Off](#) on page 22

[DND Exceptions](#) on page 22



[Other DND Controls](#) on page 23

---

## Switching DND On

### About this task

The communication system indicates when you have DND enabled:

- The system provides broken dial tone.
- Avaya phones display an **N** after the user name on the phone's idle display.
- J139/J169/J179 phones display a  icon.
- 9621/9641 phones display a  icon to indicate that you have either do not disturb or forward unconditional enabled.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Select the check box next to **Do Not Disturb**.

4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

#### Related links

[Using Do Not Disturb](#) on page 21

---

## Switching DND Off

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Deselect the check box next to **Do Not Disturb**.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

#### Related links

[Using Do Not Disturb](#) on page 21

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## DND Exceptions

You can create a list of numbers, both internal and external, that are still allowed to call you when you have DND switched on. Note that DND exceptions do not apply to hunt group calls.

#### Related links

[Using Do Not Disturb](#) on page 21

[Adding a DND Exception](#) on page 22

[Deleting a DND Exception](#) on page 23

---

## Adding a DND Exception

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Click on **DND Exception List**.
4. Enter the number in the **Telephone Number** box and click **Add**.
  - The number must match that received on your phone when that person calls. That is, it should include any prefixes the communication system adds. If possible, check the call details shown in your phone's call log.

- You can use wildcard characters. Use **N** to represent any series of digits. For example, adding 555**N** would create an exception for calls from any numbers starting with 555. Use **X** to represent a single digit. For example, adding XXX to add an exception for 3 digit internal numbers.
5. Click **OK**.
  6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.


#### Related links

[DND Exceptions](#) on page 22

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## Deleting a DND Exception

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Click on **DND Exception List**.
4. Click on the  icon next to the number you want to delete..
5. Click **OK**.
6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

#### Related links

[DND Exceptions](#) on page 22

---

## Other DND Controls

You can also dial short codes. The default short codes for this feature are listed below.

### DND Short Codes

- **Switch Do Not Disturb On: \*08**  
Set your phone to 'do not disturb'.
- **Switch Do Not Disturb Off: \*09**  
Switch off 'do not disturb'.
- **Add a Do Not Disturb Exception Number: \*10\*N#**  
Add a number (**N**) to your list of 'do not disturb' exceptions.
- **Delete a Do Not Disturb Exception Number: \*11\*N#**  
Remove a number (**N**) from your list of 'do not disturb' exceptions.

- **Cancel All Forwarding: \*00**

Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb').

**Related links**

[Using Do Not Disturb](#) on page 21

# Chapter 5: Forwarding Your Calls

There are several different types of forwarding that you can apply to your calls:

- **Forward on No Answer:** Forward on no answer redirect calls that have alerted your phone but have rung for too long without being answered.
- **Forward on Busy:** Forward on busy redirects your calls when your phone is not able to present you with any more alerting calls.
- **Forward Unconditional:** Forward unconditional can be used to immediately redirect your calls.

## Notes

- If the forward destination creates a loop, for example forwarding calls back to someone who forwarded the call to you, the forward is not applied.
- If you forward a call to a hunt group of which you are a member, the group call is not presented to you but is presented to other members of the hunt group.
- A maximum of 10 forwards are supported for any call.
- If a call is forwarded to another internal user, it ignores any **Forward on No Answer** and **Forward on Busy** settings of that user. However, it will follow their **Forward Unconditional** settings if set.

## Related links

[Forward Unconditional](#) on page 25

[Forward on No Answer](#) on page 27

[Forward on Busy](#) on page 30

[Other Forwarding Controls](#) on page 32

---

## Forward Unconditional

Forward unconditional can be used to immediately redirect your calls.

- By default, this function is only applied to incoming external calls to you. However, your system administrator can also have it applied to internal calls and or hunt group calls.
- When enabled, all calls matching the settings are forwarded to the number set as your forward unconditional destination. That number can be internal or external.
- You can still use the phone to make outgoing calls.

- If you have both forward unconditional and forward on no answer enabled, calls may attempt both. If the unconditionally forwarded call is still unanswered after having rung for your no answer time (default 15 seconds), the system will redirect the call to your forward on no answer destination. Note that this is not always possible for calls that have been forwarded to an external number.
- If you have voicemail enabled, if the forwarded call is unanswered after having rung for your no answer time (default 15 seconds), the system will redirect the call to voicemail. Note that this is not always possible for calls that have been forwarded to an external number.

### Related links



[Forwarding Your Calls](#) on page 25  
[Switching Forward Unconditional On](#) on page 26  
[Switching Forward Unconditional Off](#) on page 27  
[Changing Your Forwarding Destination](#) on page 27

---

## Switching Forward Unconditional On

### About this task

The communication system indicates when you have **Forward Unconditional** enabled:

- The system provides broken dial tone.
- Avaya phones display a **D** after the user name on the phone's idle display.
- J139/J169/J179 phones display a  icon.
- 9621/9641 phones display a  icon to indicate that you have either do not disturb or forward unconditional enabled.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Select the check box next to **Forward Unconditional**.
4. Check the **Forward Number** shown next to **Forward Unconditional**.
  - If external, the number should contain any prefixes required by your communication system.
  - If blank, then forward unconditional is disabled.
5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

### Related links

[Forward Unconditional](#) on page 25

---

## Switching Forward Unconditional Off

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Deselect the check box next to **Forward Unconditional**.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

### Related links

[Forward Unconditional](#) on page 25

---

## Changing Your Forwarding Destination

### About this task

This is the destination for forwarded calls when you have **Forward Unconditional** is enabled.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Check the **Forward Number** shown next to **Forward Unconditional**.
  - If external, the number should contain any prefixes required by your communication system.
  - If blank, then forward unconditional is disabled.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

### Related links

[Forward Unconditional](#) on page 25

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## Forward on No Answer

Forward on No Answer redirects calls that have alerted your phone but have rung for too long without being answered.

- No answer is defined as having been presented to your phone for your no answer time (default 15 seconds).
- Hunt group calls are not forwarded, they go to the next available member of the group.

- By default, this function is only applied to incoming external calls to you. However, your system administrator can also have it applied to internal calls.
- When enabled, all calls matching the settings are forwarded to the number set as the forward on busy/no answer destination. That number can be internal or external.
- The **Forward on Busy** and **Forward on No Answer** options use the same forwarding destination number. If no number is set, they use the destination set for **Forward Unconditional**.
- If you have both forward unconditional and forward on no answer enabled, calls may attempt both. If the unconditionally forwarded call is still unanswered after having rung for your no answer time (default 15 seconds), the system will redirect the call to your forward on no answer destination. Note that this is not always possible for calls that have been forwarded to an external number.
- If you have voicemail enabled, if the forwarded call is unanswered after having rung for your no answer time (default 15 seconds), the system will redirect the call to voicemail. Note that this is not always possible for calls that have been forwarded to an external number.
- If a call is forwarded to another internal user, it ignores any **Forward on No Answer** and **Forward on Busy** settings of that user. However, it will follow their **Forward Unconditional** settings if set.

### Related links

- [Forwarding Your Calls](#) on page 25
- [Switch Forward on No Answer On](#) on page 28
- [Switching Forward on No Answer Off](#) on page 29
- [Changing Your Forwarding Destination](#) on page 29

---

## Switch Forward on No Answer On

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Select the check box next to **Forward on No Answer**.
4. Check the **Forward Number** shown next to **Forward on Busy**.
  - If external, the number should contain any prefixes required by your communication system.
  - This destination is used by both **Forward on Busy** and **Forward on No Answer**.
  - If not set, they use the **Forward Unconditional** destination if that is set.
5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

### Related links

- [Forward on No Answer](#) on page 27

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## Switching Forward on No Answer Off

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Deselect the check box next to **Forward on No Answer**.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

### Related links

[Forward on No Answer](#) on page 27

---

## Changing Your Forwarding Destination

### About this task

This is the destination for forwarded calls when either **Forward on Busy** or **Forward on No Answer** are enabled.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Check the **Forward Number** shown next to **Forward on Busy**.
  - If external, the number should contain any prefixes required by your communication system.
  - This destination is used by both **Forward on Busy** and **Forward on No Answer**.
  - If not set, they use the **Forward Unconditional** destination if that is set.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

### Related links

[Forward on No Answer](#) on page 27

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## Forward on Busy

Forward on Busy redirects your calls when your phone is not able to present you with any more alerting calls.

- Busy is defined as when you are unable to receive any more call alerts. For example, on an Avaya phone, this is when you have no more call appearances on which calls can be presented.
- By default, this function is only applied to incoming external calls. However, your system administrator can also have it applied to internal calls.
- When enabled, all calls matching the settings are forwarded to the number set as the forward on busy/no answer destination. That number can be internal or external.
- The **Forward on Busy** and **Forward on No Answer** options use the same forwarding destination number. If no number is set, they use the destination set for **Forward Unconditional**.
- If you have both forward unconditional and forward on no answer enabled, calls may attempt both. If the unconditionally forwarded call is still unanswered after having rung for your no answer time (default 15 seconds), the system will redirect the call to your forward on no answer destination. Note that this is not always possible for calls that have been forwarded to an external number.
- If you have voicemail enabled, if the forwarded call is unanswered after having rung for your no answer time (default 15 seconds), the system will redirect the call to voicemail. Note that this is not always possible for calls that have been forwarded to an external number.
- If a call is forwarded to another internal user, it ignores any **Forward on No Answer** and **Forward on Busy** settings of that user. However, it will follow their **Forward Unconditional** settings if set.

### Related links

[Forwarding Your Calls](#) on page 25  
[Switching Forward on Busy On](#) on page 30  
[Switching Forward on BusyOff](#) on page 31  
[Changing Your Forwarding Destination](#) on page 31

---

## Switching Forward on Busy On

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Select the check box next to **Forward on Busy**.
4. Check the **Forward Number** shown next to **Forward on Busy**.
  - If external, the number should contain any prefixes required by your communication system.

- This destination is used by both **Forward on Busy** and **Forward on No Answer**.
  - If not set, they use the **Forward Unconditional** destination if that is set.
5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

**Related links**

[Forward on Busy](#) on page 30

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## Switching Forward on BusyOff

**Procedure**

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Deselect the check box next to **Forward on Busy**.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

**Related links**

[Forward on Busy](#) on page 30

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## Changing Your Forwarding Destination

**About this task**

This is the destination for forwarded calls when either **Forward on Busy** or **Forward on No Answer** are enabled.

**Procedure**

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Check the **Forward Number** shown next to **Forward on Busy**.
  - If external, the number should contain any prefixes required by your communication system.
  - This destination is used by both **Forward on Busy** and **Forward on No Answer**.
  - If not set, they use the **Forward Unconditional** destination if that is set.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

**Related links**

[Forward on Busy](#) on page 30

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## Other Forwarding Controls

You can also dial short codes. The default short codes for this feature are listed below.

### Forwarding Short Codes

- **Cancel All Forwarding: \*00** Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb').
- **Set the Forward Unconditional Destination: \*07\*N#** Set the destination number (**N**) for 'forward unconditional' when it is switched on.
  - **Switch Forward Unconditional On: \*01** Switch on 'forward unconditional.' A destination must have been set.
  - **Switch Forward Unconditional Off: \*02**
  - **Include Hunt Group Calls in Forward Unconditional: \*50**
  - **Exclude Hunt Group Calls from Forward Unconditional: \*51**
- **Set the Forward on Busy/No Answer Destination: \*57\*N#** Set the destination number (**N**) for 'forward on busy' and 'forward on no answer.' If no number has been set, those functions will use the 'forward unconditional' number if set.
  - **Switch Forward on Busy On: \*03**
  - **Switch Forward on Busy Off: \*04**
  - **Switch Forward on No Answer On: \*05**
  - **Switch Forward on No Answer Off: \*06**

### Related links

[Forwarding Your Calls](#) on page 25

# Chapter 6: Twinning Your Phone

Trwinning is a process whereby your calls ring on two phones. Trwinning is only available if configured by your system administrator. The system supports two trwinning methods: internal trwinning and mobile trwinning.

## Mobile Trwinning

Mobile trwinning allows your calls to ring at both your internal extension and at another external number. If you have been configured as a mobile trwinning user, you can switch the use of mobile trwinning on or off through the phone's menus and can also change the external number to which you are trwinned.

Using the self-administration menus, you can switch use of mobile trwinning on/off and change the destination number for trwinned calls. You can also add a trwinning button to your phone to control you trwinning settings and trwinned calls.

## Fallback Trwinning

When enabled, this feature redirected your calls to your **Trwinning Number** number when the system is unable to detect your normal extension connected to the system. You can use fallback trwinning without having to have mobile trwinning switched on.

## Internal Trwinning

This method of trwinning trwins your normal phone with another internal phone. Your incoming calls will ring on both phones. You can also make your calls from either extension.

Your settings are applied to both phones. Similarly, message waiting indication and voicemail access from either phone will be to your mailbox. Internal trwinning can only be configured for you by your system administrator. You cannot use both internal trwinning and mobile trwinning.

## Related links

[Switching Mobile Trwinning On](#) on page 34

[Changing Your Trwinning Number](#) on page 34

[Switching Mobile Trwinning Off](#) on page 35

[Adding a Trwinning Button](#) on page 35

[Switching Fallback Trwinning On](#) on page 35

[Switching Fallback Trwinning Off](#) on page 36

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## Switching Mobile Twinning On

### About this task

When enabled, mobile twinning causes calls to ring on your phone and at the external number set as your twinning number. Your administrator can set whether group and forwarded calls are twinned or not.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Select the check box next to **Mobile Twinning**.
4. Check the **Twinning Number** shown next to **Mobile Twinning**.
  - This should contain the telephone number for external calls.
  - It should include any prefixes required by your system for external calls.
5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

### Related links

[Twinning Your Phone](#) on page 33

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## Changing Your Twinning Number

### About this task

This sets the external number to which your calls are twinned when you have either **Mobile Twinning** or **Fallback Twinning** enabled.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Check the **Twinning Number** shown next to **Mobile Twinning**.
  - This should contain the telephone number for external calls.
  - It should include any prefixes required by your system for external calls.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

### Related links

[Twinning Your Phone](#) on page 33

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## Switching Mobile Twinning Off

### About this task

Switching mobile twinning off does not affect fallback twinning if you also have that switched on.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Deselect the check box next to **Mobile Twinning**.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

### Related links

[Twinning Your Phone](#) on page 33

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## Adding a Twinning Button

Adding a twinning button to your phone makes it easy to control twinning. You can use the button to turn mobile twinning on/off, swap calls between your desk phone and mobile phone and to see when you have a twinned call on your mobile.

You can still use the button to transfer calls to your mobile destination when you have switched mobile twinning off. See [Button Programming](#) on page 59.

### Related links

[Twinning Your Phone](#) on page 33

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## Switching Fallback Twinning On

### About this task

When enabled, this feature redirected your calls to your **Twinning Number** number when the system is unable to detect your normal extension connected to the system. You can use fallback twinning without having to have mobile twinning switched on.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Select the check box next to **Fallback Twinning**.

4. Check the **Twinning Number** shown next to **Mobile Twinning**.
  - This should contain the telephone number for external calls.
  - It should include any prefixes required by your system for external calls.
5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

**Related links**

[Twinning Your Phone](#) on page 33

---

## Switching Fallback Twinning Off

### About this task

Switching fallback twinning off does not affect mobile twinning if you also have that switched on.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Deselect the check box next to **Fallback Twinning**.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

**Related links**

[Twinning Your Phone](#) on page 33

# Chapter 7: Follow Me

You can use this feature to temporarily redirect your calls to another extension. This allows you to share another person's phone without logging them off their phone.

## Related links

[Switching Follow Me On/Off](#) on page 37

[Other Follow Me Controls](#) on page 37

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## Switching Follow Me On/Off

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Click on **Follow Me Number**.
  - To switch follow me on, enter the extension number to which you want your calls redirected.
  - To switch follow me off, remove any existing number.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

## Related links

[Follow Me](#) on page 37

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## Other Follow Me Controls

You can also dial short codes. The default short codes for this feature are listed below.

### Follow Me Short Codes

- **Follow Me Here: \*12\*N#** Dialed at the extension to which you want your calls redirected. Use your own extension number (**N**) when dialing the short code.
- **Follow Me Here Cancel: \*13\*N#** Dialed at the extension from which you had redirected calls. Use your own extension number (**N**) when dialing the short code.

- **Follow Me To: \*14\*N#** Dialed at your phone. Dial the extension number (**N**) to which you want your calls redirected. You can dial just **\*14#** to cancel follow me.
- **Cancel All Forwarding: \*00** Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb').

**Related links**

[Follow Me](#) on page 37

# Chapter 8: Using Voicemail

The communication system provides you with a voicemail mailbox in which callers can leave messages. By default, this mailbox is used to answer calls to you that have not been answered within your no answer time (by default 15 seconds).

It is also used to takes messages when you have Do Not Disturb enabled. Most Avaya phones have a message waiting indicator top-right which lights when you have any new voicemail messages.

Note: When a call is sent to voicemail to leave a message, it goes to the mailbox of the call original destination on the system. For example, if the call was forwarded to you by another user, it goes back to their mailbox. If the call was sent to a hunt group of which you are a member, it goes to the hunt group's mailbox.

## Related links

[Changing Your Voicemail Code](#) on page 39

[Switch Voicemail Use Off](#) on page 40

[Switching Voicemail Use On](#) on page 40

[Setting Your Voicemail Email Mode](#) on page 41

[Accessing Your Mailbox](#) on page 41

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## Changing Your Voicemail Code

### About this task

A voicemail code may be required for access to your voicemail mailbox.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Profile**
3. In the **Voicemail Code** field, enter the code that you want to use. The menu will indicate if your new code is acceptable.
  - The requirements for this code can be adjusted by your system administrator. The default requirements are:
    - Numeric digits only. Minimum length 4 digits.
    - No repeated digits are allowed.

- No forward or reverse sequences of digits are allowed.
  - Including your extension number in the code is not allowed.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

#### Related links

[Using Voicemail](#) on page 39

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## Switch Voicemail Use Off

### About this task

You can stop your voicemail mailbox being used to take messages from callers. This does not stop you accessing your mailbox to check existing voicemail messages. Nor does it stop other mailbox users from forwarding messages to your mailbox.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Deselect the check box next to **Voicemail On**.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

#### Related links

[Using Voicemail](#) on page 39

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## Switching Voicemail Use On

### About this task

When enabled, your voicemail mailbox is used to answer calls that haven't been answered after ringing for (by default) 15 seconds or when you have **Do Not Disturb** switched on.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Call Handling**.
3. Select the check box next to **Voicemail On**.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

**Related links**

[Using Voicemail](#) on page 39

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## Setting Your Voicemail Email Mode

**About this task**

If configured by your system administrator, the system can use email to handle voicemail messages when you receive them. You can select whether to just be alerted of a new message, whether to receive a copy of the message with the alert or whether to have your voicemail message sent to email and removed from your mailbox.

**Procedure**

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Profile**
3. Click on **Voicemail to Email Notification** to select which voicemail email mode you want to use:
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

**Related links**

[Using Voicemail](#) on page 39

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## Accessing Your Mailbox

You can access your voicemail messages by either following spoken prompts or using a menu on the phone.

**Using Visual Voice**

Visual voice is supported on 9600 Series and J100 Series phones (except the J129).

1. Either:
  - Press the **MESSAGES** button.
  - Select **Features > Visual Voice** from the phone's menus.
2. Using the options on the phone's display to see and play messages, set mailbox options, etc. See [Visual Voice Options](#) on page 42.

## Using Voicemail Prompts

You can access your mailbox using the system's traditional spoken prompts method. Your system supports one of two voicemail modes, either IP Office mode or Intuity mode. The mode affects the menus and prompts available.

1. At your own extension, dial **\*17**.
  - If you hear a prompt asking you to enter your extension number, then your system is probably using Intuity mode voicemail. See [Intuity Mode Voicemail](#) on page 43.
  - Otherwise, your system is probably using IP Office mode voicemail. See [IP Office Mode Voicemail](#) on page 44.

### Related links

[Using Voicemail](#) on page 39

[Visual Voice Options](#) on page 42

[Intuity Mode Voicemail](#) on page 43

[IP Office Mode Voicemail](#) on page 44

## Visual Voice Options

On Avaya 9600 and J100 Series phones (except the J129), you can use **Visual Voice**. This allows you to access your voicemail messages and settings through your phone's display.

To access visual voice, press the **MESSAGES** button or select **Features > Visual Voice** from the phone's menus. The following menu options are shown on the phone display.

Option	Description
<b>Listen</b>	<p>Access your own voicemail messages. When pressed the screen shows the number of <b>New</b>, <b>Old</b> and <b>Saved</b> messages. Select one of those options to access the messages in that category and then use the options below.</p> <ul style="list-style-type: none"> <li>• <b>Play</b> - Play the message.               <ul style="list-style-type: none"> <li>- To select the next message or previous message, use the phones up and down cursor keys.</li> <li>- To fast forward or rewind the current playing message by 5 seconds, use phones left and right cursor keys.</li> </ul> </li> <li>• <b>Pause</b> - Pause the message playback.</li> <li>• <b>Delete</b> - Delete the message.</li> <li>• <b>Save</b> - Mark the message as a saved message.</li> <li>• <b>Call</b> - Call the message sender if a caller ID is available.</li> <li>• <b>Copy</b> - Copy the message to another mailbox. When pressed as number of additional options are displayed.</li> </ul>
<b>Message</b>	Record and send a voicemail message to another mailbox or mailboxes.

*Table continues...*

Option	Description
<b>Greeting</b>	Change the main greeting used for callers to your mailbox. Until a greeting is recorded, the system uses its own default mailbox greeting.
<b>Name</b>	Change the mailbox user name recording used in various functions and played to callers.
<b>Email</b>	If configured by your system administrator, the system can use email to handle voicemail messages when you receive them. You can select whether to just be alerted of a new message, whether to receive a copy of the message with the alert or whether to have your voicemail message sent to email and removed from your mailbox.
<b>Passcode</b>	Change the voicemail mailbox password. To do this requires entry of the existing password.
<b>Voicemail</b>	Switch voicemail mailbox coverage for unanswered calls on/off.

### Related links

[Accessing Your Mailbox](#) on page 41

## Intuity Mode Voicemail

The following is a summary of the options available when you access the spoken prompts of an Intuity mode voicemail system. For full details, ask your system administrator for a copy of the mailbox user guide.

Option	Description
<b>Start Menu</b>	Access your own voicemail messages. When pressed the screen shows the number of <b>New</b> , <b>Old</b> and <b>Saved</b> messages. Select one of those options to access the messages in that category and then use the options below.
<b>1. Record Message</b>	<ul style="list-style-type: none"> <li>• Start/stop recording = 1</li> <li>• Rewind = 2</li> <li>• Replay = 5</li> <li>• Advance = 6</li> <li>• Playback = 23</li> <li>• Delete = *3</li> </ul> <ul style="list-style-type: none"> <li>• Approve = # <ul style="list-style-type: none"> <li>- Enter address and press #</li> <li>- Cancel address = *3</li> <li>- Finish addressing = # <ul style="list-style-type: none"> <li>• Mark as private = 1</li> <li>• Mark as priority = 2</li> <li>• Send = #</li> </ul> </li> </ul> </li> </ul>
<b>2. Get Messages</b>	<ul style="list-style-type: none"> <li>• Skip header = 0</li> <li>• Reply/Forward = 1</li> <li>• Restart = 2</li> <li>• Skip to previous = *2</li> <li>• Pause/resume = 3</li> <li>• Replay header = 23</li> </ul> <ul style="list-style-type: none"> <li>• Back/restart = *5</li> <li>• Advance to end = 6</li> <li>• Skip message = **4</li> <li>• Skip category = *#</li> <li>• Play next = #</li> <li>• Delete = *3</li> </ul>

*Table continues...*

Option	Description	
<b>3. Greetings</b>	<ul style="list-style-type: none"> <li>Listen to greeting = 0</li> <li>Create, change, or delete greeting = 1</li> <li>Scan all = 2</li> </ul>	<ul style="list-style-type: none"> <li>Activate = 3</li> <li>Administer call types = 4</li> </ul>
<b>5. Personal Options</b>	<ul style="list-style-type: none"> <li>Mailing list = 1</li> <li>Password = 4</li> <li>Record name = 5</li> </ul>	<ul style="list-style-type: none"> <li>Enter mailbox address after recording = 6</li> <li>Accept call answer = 7</li> </ul>
<b>6. Outcalling</b>	<ul style="list-style-type: none"> <li>Configure outcalling = 1</li> <li>Change number = 3</li> </ul>	<ul style="list-style-type: none"> <li>Turn outcalling off = 6</li> <li>Turn outcalling on = 9</li> </ul>
<b>7. Scan Messages</b>	<ul style="list-style-type: none"> <li>Headers and messages = 1</li> <li>Headers only = 2</li> </ul>	<ul style="list-style-type: none"> <li>Messages only = 3</li> </ul>

**Related links**

[Accessing Your Mailbox](#) on page 41

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## IP Office Mode Voicemail

The following is a summary of the options available when you access the spoken prompts of an IP Office mode voicemail system. For full details ask your system administrator for a copy of the mailbox user guide.

Menu	Description	Sub-Menu	Description
<b>Mailbox Menu</b>	<ul style="list-style-type: none"> <li>Play old messages = 1</li> <li>Play saved messages = 2</li> <li>Edit greeting = 3</li> <li>Delete current message = 4</li> <li>Save current message = 5</li> <li>Forwarding options = 6</li> <li>Repeat previous message = 7</li> <li>Help = 8</li> <li>Skip current message = 9</li> <li>Fast forward = #</li> <li>Rewind = *</li> <li>Call back sender = **</li> <li>Direct all to email = *01</li> <li>Send email notification = *02</li> </ul>	<b>3. Edit Greeting (User)</b>	<ul style="list-style-type: none"> <li>Listen to greeting = 1</li> <li>Record new greeting = 2</li> <li>Save new greeting = 3</li> <li>Save new greeting as a loop = 4</li> <li>Return to mailbox = 8</li> </ul>
		<b>3. Edit Greeting (Group)</b>	<ul style="list-style-type: none"> <li>Review normal greeting = 1</li> <li>Review out of hours greeting = 2</li> <li>Review queued message = 3</li> <li>Review still queued message = 4</li> </ul>

*Table continues...*

Menu	Description	Sub-Menu	Description
	<ul style="list-style-type: none"> <li>• Turn email use off = *03</li> <li>• Change mailbox access code = *04</li> <li>• Record name = *05</li> </ul>	<b>6. Forwarding</b>	<ul style="list-style-type: none"> <li>• Forward to email = 1</li> <li>• Forward to extension(s) = 2</li> <li>• Forward to extension(s) with header = 3</li> </ul> <p>(follow each extension number with # and then a final # to end entry)</p>

**Related links**

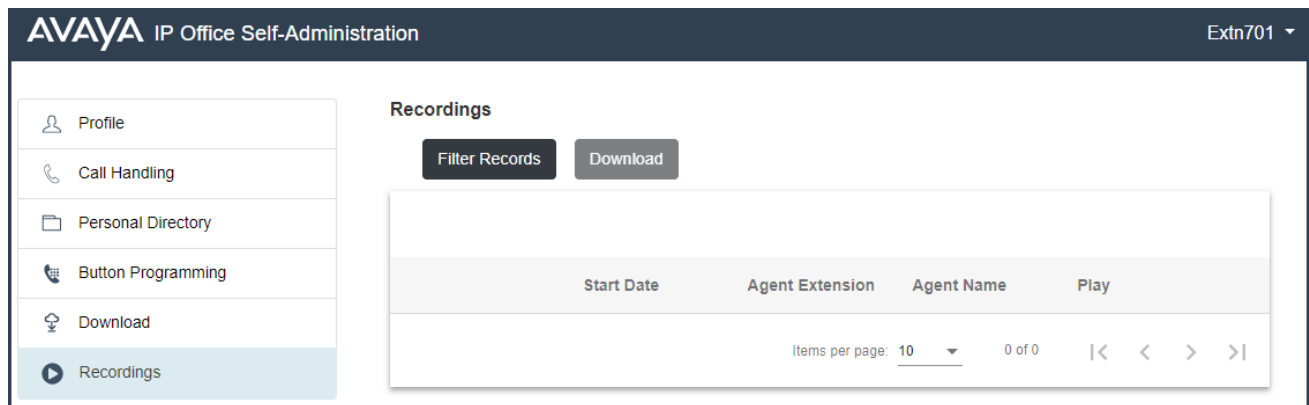
[Accessing Your Mailbox](#) on page 41

# Chapter 9: Listening to Recordings

Your system administrator can configure the system to record certain calls. They can also configure it to have some of those recordings stored in a voice recordings library rather than normal mailboxes.

Your system administrator can also configure who has access to the recordings library and which recordings in that library. When they do this, you will see a **Recordings** option in your self-administration menu. Typically you would only see recordings for calls you were part of. However, your system administrator can expand your permission so that you can also see other recordings.

Access to the recordings library is in addition to your voicemail mailbox where callers can leave messages for you. See [Accessing Your Mailbox](#) on page 41.



The **Recordings** menu allows you to see and play the recordings which you have permission to access.

- You can sort and filter the listed recordings in order to locate a particular call.
- Depending on your browser, you may be able to directly play the recording through your browser (not supported in Internet Explorer).
- If your system administrator has allowed you, you can also download recordings to your PC.
- Your system administrator is able to see a log of who has accessed, played and downloaded recordings in the library.

## Related links

[Recording Calls](#) on page 47

[Viewing Call Details](#) on page 47

[Filtering the Recordings](#) on page 48

[Playing a Recording](#) on page 49

[Downloading Recordings](#) on page 50

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## Recording Calls

By default you cannot record calls, it needs to be configured by your system administrator.

There are two types of call recording; automatic and manual.

- Your system administrator can configure automatic call recording for particular incoming calls, calls to specific groups and/or calls to or by specific users such as yourself. In addition your system administrator can control a range of other options such as the hours of recording operation, where the recordings are stored, etc.
- If required, your system administrator can also configure manual call recording options for you.
  - If you have an Avaya phone, they can add a call recording button to the phone. You can then use the button to start and stop recording of a call.
  - They can add a dialable short code number that starts call recording. In that case, you would need to hold the call you want to record, dial the short code to start recording.
  - They can configure whether calls recorded by you triggering manual call recording are placed in your mailbox, another mailbox or into the voice recording library.

### Related links

[Listening to Recordings](#) on page 46

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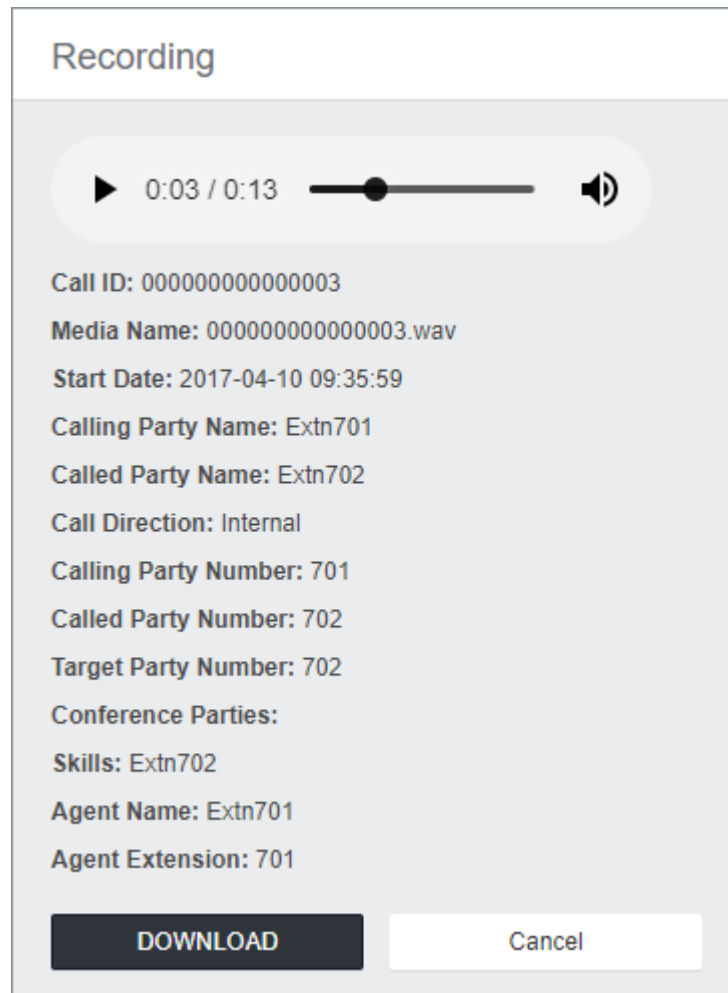
## Viewing Call Details

### About this task

Whilst the **Recordings** menu displays basic details of the recorded call, there are more details available. Note however that the details available may vary depending on the type of call, how it was recorded, etc.

### Procedure

1. Sort and filter the list of recordings to display. See [Filtering the Recordings](#) on page 48.
2. Hovering your cursor over the recording displays some additional details.
3. For the full details, click on the recording in which you are interested. The call details are displayed.



- In addition to viewing the call details, you can use the view to play the recording.
  - If you have permission to download the files, you can use the **Download** button.
4. To close the window, click **Cancel**.

#### Related links

[Listening to Recordings](#) on page 46

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## Filtering the Recordings

### About this task

You can apply a filter to the recordings displayed. This allows you to focus on only particular recordings

## Procedure

1. Click **Filter Records**.
2. Enter the filter criteria that you want applied. You can use one or all of the following filter options. Any filter left blank is treated as matching all recordings.
  - **Recording Range (Date and Time)** Select a start and end date and a start and end time for the recordings you want to see. Note that you need to set all 4 settings in order to apply a time and date filter. The values apply to the start of the recording.
  - **Recording Length (sec)** Select an operators and then the length in seconds. The operators are:
    - < - Only show calls shorter than the set length.
    - > - Only show calls longer than the set length.
    - = - Only show calls of exactly the set length.
  - **Call Direction** If set, only show **Internal**, **Incoming** or **Outgoing** calls.
  - **Parties** Only shown recordings that involve any of the matching extension numbers as part of the call. You can enter the extension number or numbers of users and groups on your system.
    - To enter multiple numbers, separate each extension number with a , comma. For example 201, 202.
    - To enter a range of numbers, enter the start and end number with a - hyphen between them. For example 201-220.
  - **Agents** Not currently used.
  - **Target Number** The extension number of the original call target. For example, an incoming external call may have been originally targeted to a particular group extension number.
  - **Skills** Not currently used.
  - **Call ID** The unique ID assigned to a recording.
- 3.
- 4.
5. Click **Apply Filter**.

## Related links

[Listening to Recordings](#) on page 46

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# Playing a Recording

## About this task

You can directly playback a recording through your browser (Chrome and Firefox only).

### Procedure

1. Sort and filter the list of recordings to display the recording that you want play. See [Filtering the Recordings](#) on page 48.
2. Click on the ► icon next to the recording you want to play.
3. The playback bar is displayed and the playback starts automatically.



- Pause and restart the playback by clicking the || and ► icons.
  - The slider shows the progress of the playback. You can click the slider to select which part of the recording you hear.
  - Use the 🔊 icon to mute/unmute the playback.
4. To end the playback, click on the menu outside the playback bar.

### Related links

[Listening to Recordings](#) on page 46

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## Downloading Recordings

### About this task

If you have permission to download recordings, you will see a **Download** button. The recordings are downloaded in Opus file format which can be played back through most browsers and many media applications.

### Procedure

1. Sort and filter the list of recordings to display the recording or recordings that you want to download. See [Filtering the Recordings](#) on page 48.
2. Select the check box next to the recording or recordings that you want to download.
3. Click **Download**.
4. Enter a password for the zip file that will contain the recording or recordings.
5. Click **Download**. The file or files are downloaded as single ZIP file containing all the selected recordings.
6. The remaining steps depend on the browser. It will display its normal options for downloading a file.

### Related links

[Listening to Recordings](#) on page 46

# Chapter 10: Managing Personal Contacts

The contacts shown in your phone directory come from several sources as listed below. Depending on the type of phone you are using, you may be able to view both the whole directory and the different types of contacts separately.

## Types of Contacts

- **Personal** These contacts are stored by the communication system as part of your user settings.
  - They are displayed on the phone while you are using it. If you hot desk to another phone that also stores your contacts on the system, your personal contacts move with you.
  - You can have up to 250 personal directory entries that you can add, edit and delete through the phone.
  - You can add, delete and edit your own personal contacts using self-administration. You may also be able to add, delete and edit them through your phone's menus.
  - The system administrator can add, edit and delete your personal directory entries.
- **Users** These contacts list all the other users on the communication system. Your system administrator can exclude particular users and hunt groups.
- **Groups** These contacts list all the hunt groups on the communication system. Your system administrator can exclude particular users and hunt groups.
- **External** These contacts are viewable and usable by all phone users. These are two types of external contacts:
  - Some external contacts are entered into the communication system configuration by the system administrator. Known as the 'system directory'. If configured by your system administrator, some users can also add, delete and edit system directory contacts from their phone.
  - Other external contacts are those imported by the communication system from other directory sources.

## Related links

[Adding a Personal Contact](#) on page 52  
[Deleting a Personal Contact](#) on page 52  
[Editing a Personal Contact](#) on page 53  
[Importing Contacts](#) on page 54

---

## Adding a Personal Contact

### About this task

You can add up to 250 personal contacts to your personal directory.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Personal Directory**
3. Click **Add**.
4. Enter the details for the contact:
  - **Name:** You Enter the name for the contact. Up to 31 characters.
  - **Name:** You Enter the telephone number for the contact. Up to 31 digits plus \* and #. Do not include spaces or dashes. If your system using an external dialing prefix include that prefix.
  - **Speed Dial:** You can use up to a 100 of your personal contacts as speed dials by giving each one a number between 00 to 99. Those contacts with a number can be speed dialed using a **Speed Dial** button if added to your phone setup by your system administrator. That button can also be used to speed dial selected system directory numbers.
5. Click **Add**.
6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.


### Related links

[Managing Personal Contacts](#) on page 51

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## Deleting a Personal Contact

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Personal Directory**
3. Locate the contact:
  - You can use the controls at the bottom of the list of contacts to page through your contacts and control how many are shown on each page.
  - You can click on a column title at the top of the list of contacts to sort your contacts using that column.
4. Click  icon.

5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.


#### Related links

[Managing Personal Contacts](#) on page 51

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## Editing a Personal Contact

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Personal Directory**
3. Click **Add**.
4. Locate the contact:
  - You can use the controls at the bottom of the list of contacts to page through your contacts and control how many are shown on each page.
  - You can click on a column title at the top of the list of contacts to sort your contacts using that column.
5. Click on the  icon.
6. Enter the details for the contact:
  - **Name:** You Enter the name for the contact. Up to 31 characters.
  - **Name:** You Enter the telephone number for the contact. Up to 31 digits plus \* and #. Do not include spaces or dashes. If your system using an external dialing prefix include that prefix.
  - **Speed Dial:** You can use up to a 100 of your personal contacts as speed dials by giving each one a number between 00 to 99. Those contacts with a number can be speed dialed using a **Speed Dial** button if added to your phone setup by your system administrator. That button can also be used to speed dial selected system directory numbers.
7. Click **Add**.
8. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

#### Related links

[Managing Personal Contacts](#) on page 51

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## Importing Contacts

### About this task

You can import contacts using a text file with the following format:

```
Name, Number, SpeedDial
Bob Jones, 01555220637
Amy Smith, 01555220238, 01
```

- Each entry appears on a new line.
- The details (**Name**, **Number** and **Speed Dial**) of each entry should be separate by a , comma.
- A name and number are required for each entry. The speed dial value is optional.
- The name can be up to 31 characters.
- The number can be up to 31 digits including \* and # characters.
- If the system uses external dialing prefixes, they should be added to the numbers.
- The speed dial value can be left blank. Otherwise, it should be a unique two-digit number from 00 to 99 (not used by any other personal contact).
- To obtain a sample file, manually add a contact to your personal directory and then export the directory.
- **! Note** Avoid the use of spreadsheets editors such as Microsoft Excel to create or edit the file. Those applications frequently alter the numbers entered, for example stripping leading zeroes from telephone and speed dial numbers.

### Procedure

1. Manually add a contact to your personal directory if it does not already contain any contacts. See [Adding a Personal Contact](#) on page 52.
2. Export your existing personal directory to a file. See [Exporting Your Personal Directory](#) on page 54.
3. Edit that file to add any additional contacts that you require.
4. Import the file. See [Importing Directory Contacts](#) on page 55.

### Related links

[Managing Personal Contacts](#) on page 51

[Exporting Your Personal Directory](#) on page 54

[Importing Directory Contacts](#) on page 55

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## Exporting Your Personal Directory

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Personal Directory**

3. Click on **Export**.
4. Your personal directory is saved by your browser. The default file name is `export_pd.csv`.

**Related links**

[Importing Contacts](#) on page 54

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## Importing Directory Contacts

**About this task**

Having prepared a file of personal contacts (see [Exporting Your Personal Directory](#) on page 54), you can add those contacts to your personal directory.

- 1.

**Procedure**

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Personal Directory**
3. Click on **Import**.
4. Select your file of contacts. The contacts are added to your personal directory:
  - Imported entries are discarded if:
    - The name or number is blank or already exists.
    - The number format is not valid. That is, up to 31 digits plus \* and #. No spaces or dashes.
5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

**Related links**

[Importing Contacts](#) on page 54

# Chapter 11: Hot Desking

If you have a **Telephone Login Code** set, you can use that code to login on another phones on the communication system. That phone then temporarily becomes yours with all your settings and information. Any existing user of the phone is logged off and all your calls are automatically redirected to that phone.

You cannot hot desk onto a J129 phone or an **Avaya Equinox** device. However, users of those device can hot desk onto phones that support hot desking.

- **Logging In** When you login on another phone, all your calls are redirected to that phone and your user settings are applied to calls made and received from the phone. Your contacts and call log are displayed by the phone.
  - Any existing user of that phone is logged out while you are logged in.
  - If you already logged in on another phone, you are logged out from it.
  - Your system administrator can configure a timeout. This automatically logs you out if you do not use the phone in that time to make or answer a call.
- **Log Out** When you log out from a phone, or are logged out by another user logging in, the communication system applies several actions:
  - If you have a normal default extension, and no one else is logged in there, you return to being logged in on that phone unless your system administrator has enabled forced login.
  - Otherwise you remain logged out until you login on a phone. Whilst logged out:
    - You are treated the same as on 'do not disturb' but without any exceptions.
    - If you have a mobile twinned number, the system administrator can configure the system so that calls are still presented to your mobile twin whilst you are logged out.

## Related links

[Hot Desking to a Phone in Use](#) on page 56

[Hot Desking onto an Unused Phone](#) on page 57

[Logging Out of a Phone](#) on page 57

[Other Hot Desking Controls](#) on page 58

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## Hot Desking to a Phone in Use

### About this task

You can login on a phone that already in use by another user. The existing user is logged out.

## Procedure

1. With the phone idle, that is, no calls in progress or on hold:
  - a. Press the **Features** soft key.
  - b. Select **Phone User**.
  - c. Select **Login....**
2. The login menu is displayed:
  - a. Enter your extension number and press **Next**.
  - b. Enter your security PIN (login code).
  - c. Press **Done**.

### Related links

[Hot Desking](#) on page 56

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## Hot Desking onto an Unused Phone

### About this task

You can login on a phone that has no current user. You can recognize a phone in this state by **NOT LOGGED IN** appearing on the display.

### Procedure

1. Press **Login....**
2. The login menu is displayed:
  - a. Enter your extension number and press **Next**.
  - b. Enter your security PIN (login code).
  - c. Press **Done**.

### Related links

[Hot Desking](#) on page 56

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## Logging Out of a Phone

### About this task

Logging out disassociates you from the extension. What happens then depends on whether you are the default user of another extension and various other settings.

## Procedure

1. With the phone idle, that is, no calls in progress or on hold, press the **Features** soft key.
2. Select **Phone User**.
3. Select **Logout...**
4. You are logged out of the phone. The follow actions will depend on several factors:
  - If the phone does not have a default user, or the default user is currently logged on elsewhere, the phone displays 'no user'.
  - If the phone has a default user and they are not current logged on elsewhere, they are automatically logged back in unless they are set to forced login.
  - If you are the default user of another extension that is free (doesn't have anyone else logged in to it), you are automatically logged back in to that extension unless you are set to forced login.

## Related links

[Hot Desking](#) on page 56

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## Other Hot Desking Controls

You can also dial short codes. The default short codes for this feature are listed below.

### Hot Desking Short Codes

- **Log In: \*35\*N\*P#** Log in to a phone using your extension number (**N**) and login code (**P**).
- **Log Out: \*36** Log yourself out from the phone where you are currently logged in.

## Related links

[Hot Desking](#) on page 56

# Chapter 12: Button Programming

Many Avaya telephones support programmable buttons which can be assigned to perform different functions. The display next to the button is used to display a label for the button's current action. The lamps within the button are used to indicate its status (on, off, busy, alerting, ...).

Programmable buttons are supported on the following phones:

- **9600 Series phones**
- **J139/J169/J179 phones**

## Related links

[Programming a Button](#) on page 59  
[Changing a Button Label](#) on page 60  
[Copying a Button](#) on page 60  
[Deleting a Button](#) on page 61  
[Button Actions](#) on page 61



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## Programming a Button

### About this task

Use the following process to program a button or change an existing button's settings.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Button Programming**
3. Click on the  pencil icon shown next to the button. A  padlock icon indicates that only your system administrator can change the button settings.
4. Select the settings that you want for the button:
  - **Label** Each button action has a default label that is displayed next to the button on the phone display. You can use this field to set your own label which will override the action's default label.
  - **Action** Use the drop-down menu to select the action required for the button. See [Button Actions](#) on page 61.

- **Action Data** Some actions require a data setting and others can use an optional data setting. If that is the case, this field is displayed. See [Button Actions](#) on page 61
5. Click **OK**.
  6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

#### Related links

[Button Programming](#) on page 59



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## Changing a Button Label

### About this task

Each button action has a default label that is displayed next to the button on the phone display. You can use override this with your own label.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Button Programming**
3. Click on the  pencil icon shown next to the button. A  padlock icon indicates that only your system administrator can change the button settings.
4. Use the **Label** field to set the label to display for the button.
5. Click **OK**.
6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

#### Related links

[Button Programming](#) on page 59


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## Copying a Button

### About this task

Use the following process to copy the settings of an existing button to another button.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Button Programming**
3. Click on the  copy icon shown next to the button that you want to copy.

4. Select the check boxes next to the buttons to which you want to copy the button's settings. Note that all existing settings on those buttons will be overwritten.
5. Click **Paste**.
6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

#### Related links

[Button Programming](#) on page 59



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## Deleting a Button

### About this task

Use the following process to delete an existing programmed button.

### Procedure

1. Login to self-administration. See [Logging In](#) on page 14.
2. Select **Button Programming**
3. Click on the  trash can icon next to the button that you want to delete. Note that you cannot delete buttons that show a  padlock icon.
4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**. Otherwise, continue using self-administration to make further changes.

#### Related links

[Button Programming](#) on page 59

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## Button Actions

Through self-administration, you can select the following actions. These are a sub-set of the actions that can be set by your system administrator.

Action	Description
<b>Abbreviated Dial</b>	You can use a button set to this action to store a number to dial. It can include storing a partial number which you then complete after pressing the button.
<b>Absent Message</b>	You can use a button set to this action to set or clear an absence message for display on your phone. Whilst set, the same message also appears on the display of other extensions when they call you.

*Table continues...*

Action	Description
<b>AD Suppress</b>	You can use a button set to this action to hide the digits as you dial them on the phone. Dialed digits are replaced with an <b>s</b> character. The button is used to switch the suppression on/off. When 'suppress digits' has been set, the button's red lamp is lit. Pressing the button again cancels the suppression.
<b>Call Forwarding All</b>	You can use a button set to this action to switch <b>Forward Unconditional</b> on or off.
<b>Call Park</b>	You can use a button set to this action to park and unpark calls. Parked calls can be unparked by other extension users if they know the park slot number.
<b>Call Park and Page</b>	You can use a button set to this action to park a call and then announce the parked call using a page.
<b>Call Park To Other Extension</b>	You can use a button set to this action to park a call against another extension. If that extension has a <b>Call Park</b> button, it will indicate to them that there is a parked call waiting to be answered.
<b>Call Pickup</b>	You can use a button set to this action to answer a call currently ringing a selected user or a hunt group.
<b>Call Pickup Any</b>	You can use a button set to this action to answer a ringing call on the communication system.
<b>Conference Meet Me</b>	You can use a button set to this action to start or join a meet-me conference. Each conference has a unique conference number.  This type of button is not supported on J139 telephones.
<b>Dial</b>	You can use a button set to this action to store a number to dial. It can include storing a partial number which you then complete after pressing the button.
<b>Drop</b>	You can use a button set to this action to drop your currently connected call or redirect a ringing call.
<b>Group</b>	You can use a button set to this action to monitor the status of calls to a group and, when pressed, answer the longest waiting group call.
<b>Group Paging</b>	You can use a button set to this action to make a page call. The button can be configured with the target user or group for the page. If configured without a number, pressing the button will display a menu for number entry before making the page call.  This type of button is not supported on J139 telephones.
<b>Internal Auto-Answer</b>	You can use a button set to this action to switch 'internal auto-answer' on or off. When on, if your phone is idle, any internal call is automatically connected after a single alert tone.  This type of button is not supported on J139 telephones.
<b>Ringer Off</b>	You can use a button set to this action to turn your phone's ringer and call alert lamp on or off.
<b>Self-Administration</b>	You can use a button set to this action to access the phone's menu for button programming.  This type of button is not supported on J139 telephones.

*Table continues...*

Action	Description
<b>Send All Calls</b>	You can use a button set to this action to switch <b>Do Not Disturb</b> on or off.
<b>Set Account Code</b>	You can use a button set to this action to enter an account code to associate with the current call.
<b>Twinning</b>	You can use a button set to this action to turn your phone's mobile twinning feature on or off. This feature is only usable if your system administrator has configured you to use mobile twinning.
<b>User</b>	You can use a button set to this action to monitor the status of another user's extension and if necessary call that user or answer calls ringing that user's phone.

### Related links

[Button Programming](#) on page 59  
[Abbreviated Dial](#) on page 63  
[Absent Message](#) on page 64  
[AD Suppress](#) on page 64  
[Call Forwarding All](#) on page 64  
[Call Park](#) on page 65  
[Call Park and Page](#) on page 66  
[Call Park To Other Extension](#) on page 66  
[Call Pickup](#) on page 66  
[Call Pickup Any](#) on page 67  
[Conference Meet Me](#) on page 67  
[Dial](#) on page 68  
[Drop](#) on page 68  
[Group](#) on page 69  
[Group Paging](#) on page 69  
[Internal Auto-Answer](#) on page 69  
[Ringer Off](#) on page 70  
[Self-Administration](#) on page 70  
[Send All Calls](#) on page 70  
[Set Account Code](#) on page 71  
[Twinning](#) on page 71  
[User](#) on page 72

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## Abbreviated Dial

You can use a button set to this action to store a number to dial. It can include storing a partial number which you then complete after pressing the button.

### Settings

- **Default Label:** *AD* or *Abbreviated Dial*

- **Action Data:** The number to dial.
- **Status Indication:** None

#### Related links

[Button Actions](#) on page 61

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## Absent Message

You can use a button set to this action to set or clear an absence message for display on your phone. Whilst set, the same message also appears on the display of other extensions when they call you.

When setting the message, you can select from several pre-configured messages and then add your own additional text if needed.

#### Settings

- **Default Label:** *Absnt* or *Absence text*
- **Action Data:** None
- **Status Indication:** None

#### Related links

[Button Actions](#) on page 61

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## AD Suppress

You can use a button set to this action to hide the digits as you dial them on the phone. Dialed digits are replaced with an **s** character. The button is used to switch the suppression on/off. When 'suppress digits' has been set, the button's red lamp is lit. Pressing the button again cancels the suppression.

- When the option to suppress digits is used, the call is not recorded in the call log.
- If your phone is set to use en-bloc dialing, you will still see the digits as you prepare them for dialing. When you make the call, the digits are suppressed.

#### Settings

- **Default Label:** *Spres* or *Suppress Digits*
- **Action Data:** None
- **Status Indication:** Green when on.

#### Related links

[Button Actions](#) on page 61

---

## Call Forwarding All

You can use a button set to this action to switch **Forward Unconditional** on or off.

## Settings

- **Default Label:** *CFrwd* or *Call Forward All*
- **Action Data:** Optional.
  - If set with a preset number, pressing the button switches forward Unconditional on/off with that number set as the forwarding destination.
  - If set without a number, when you press the button to switch forward unconditional on, you see and are asked to confirm your existing 'forward unconditional' destination number or to enter a new number.
- **Status Indication:** None

### Related links

[Button Actions](#) on page 61

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## Call Park

You can use a button set to this action to park and unpark calls. Parked calls can be unparked by other extension users if they know the park slot number.

- Each call you park is given a park slot number. You and any other user on the system can unpark the call if you or they know the park slot number used. For example, if you have a call park button configured with park slot number 100, any other user with a similar button can also park a call in that slot and you all see that a call is parked and can unpark it.
- If you park a call and it is left parked for too long, it will recall to your phone. The default is 5 minutes. Parks recall calls ignore any forwarding and do not disturb settings.

## Settings

- **Default Label:** *CPark* or *Call Park*
- **Action Data:** Optional
  - When associated with a specific park slot number, the button can park and unpark a call from that park slot. When a call has been parked in that park slot, the button's lamp flashes.
  - When not associated with a specific park slot number:
    - If pressed while you have a call connected, that call is parked using a park slot number assigned by the system based on your extension number. For example, if your extension number is 203, the first call parked is put in park slot 2030 (if free), then 2031 and so on up to 2039.
    - If pressed while you have no call connected, your phone displays details of any calls you have parked and allows you to unpark a selected call.
- **Status Indication:** Yes
  - **Flashing Green** - Call parked in the park slot by yourself.
  - **Flashing Red** - Call parked in the park slot by another extension.

### Related links

[Button Actions](#) on page 61

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## Call Park and Page

You can use a button set to this action to park a call and then announce the parked call using a page.

When pressed, the park slot number used to park the call is displayed. The phone menu then displays options for paging to a preset paging groups set by your system administrator or you can select to any user or group from the system directory.

### Settings

- **Default Label:** *ParkPage*
- **Action Data:** None
- **Status Indication:** None

### Related links

[Button Actions](#) on page 61

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## Call Park To Other Extension

You can use a button set to this action to park a call against another extension. If that extension has a **Call Park** button, it will indicate to them that there is a parked call waiting to be answered.

### Settings

- **Default Label:** *RPark* or *Call Park to Other*
- **Action Data:** Optional
  - The button can be set with a target user extension number
  - If left blank, the phone will prompt you for an extension number when you press the button.
- **Status Indication:** Flashing green when a call is parked. The button can be pressed again to retrieve the call.

### Related links

[Button Actions](#) on page 61

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## Call Pickup

You can use a button set to this action to answer a call currently ringing a selected user or a hunt group.

### Settings

- **Default Label:** *CpkUp* or *Call Pickup*
- **Action Data:** Optional. Enter the target user or hunt group. If you don't set a number, the phone menu will prompt you for an extension number when you press the button.

- **Status Indication:** None

#### Related links

[Button Actions](#) on page 61

## Call Pickup Any

You can use a button set to this action to answer a ringing call on the communication system.

### Settings

- **Default Label:** *PickA* or *Pickup Any*
- **Action Data:** None
- **Status Indication:** None

#### Related links

[Button Actions](#) on page 61

## Conference Meet Me

You can use a button set to this action to start or join a meet-me conference. Each conference has a unique conference number.

You can also use the button to transfer callers into the conference without having to be in the conference yourself. When you have a connected call, press **TRANSFER** and then press the **Conference Meet Me** button and complete the transfer.

This type of button is not supported on J139 telephones.

### Settings

- **Default Label:** *CnfMM* or *Conf. Meet Me*. The conference number is also displayed if set in the button's action data.
- **Action Data:** The conference number.
  - You can use your own extension number as your own personal conference number. Anyone trying to join a conference with that conference number is put on hold until you join the conference.
  - Ad hoc conferences (conference started by other methods) are automatically assigned a conference number starting from 100 for the first ad hoc conference in progress. It is not possible to join a conference using conference meet me if the conference number is currently being used by an ad hoc conference. Therefore, for conference meet me use a conference number well away from the 100 range.
- **Status Indication:** Yes
  - **Green** - Conference is in progress.
  - **Flashing Green** - Someone is on hold waiting for you to join you own personal conference.

## Related links

[Button Actions](#) on page 61

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# Dial

You can use a button set to this action to store a number to dial. It can include storing a partial number which you then complete after pressing the button.

## Settings

- **Default Label:** *Dial*
- **Action Data:** The number to dial.
- **Status Indication:** None

## Related links

[Button Actions](#) on page 61

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# Drop

You can use a button set to this action to drop your currently connected call or redirect a ringing call.

- If you have a connected call, pressing the key ends the call.
- Otherwise, if you have a ringing call:
  - If the call is a hunt group call, dropping the incoming call causes it to be presented to the next agent in the group or follow other hunt group settings (which can include presenting the call to you again).
  - If the call is a direct call to you, dropping it will cause it to:
    - Go to your **Forward on No Answer** destination if set and enabled.
    - Else the call goes to your voicemail if available.
    - Else the call continues to ring. That is, drop has no effect.
  - If the call is returning from being held or parked for too long you cannot drop it.

## Settings

- **Default Label:** *Drop* or *Drop Call*
- **Action Data:** None
- **Status Indication:** None

## Related links

[Button Actions](#) on page 61

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## Group

You can use a button set to this action to monitor the status of calls to a group and, when pressed, answer the longest waiting group call.

You do not need to be a member of the group. However, the group must be one configured by your system administrator to queue new calls when all the group members are busy.

### Settings

- **Default Label:** The group name
- **Action Data:** The group name (enclosed in " " double-quote marks) or the group's extension number.
- **Status Indication:**
  - **Flashing Red** - The group has ringing calls.
  - **Flashing Green** - The group has queued calls. That is, more calls ringing and waiting to ring than it has available group members.

### Related links

[Button Actions](#) on page 61

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## Group Paging

You can use a button set to this action to make a page call. The button can be configured with the target user or group for the page. If configured without a number, pressing the button will display a menu for number entry before making the page call.

### Settings

- **Default Label:** *Page*
- **Action Data:** Optional. Enter the target user or group extension number. If no number is set, the phone will prompt you to enter a number each time you press the button.
- **Status Indication:** None

### Related links

[Button Actions](#) on page 61

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## Internal Auto-Answer

You can use a button set to this action to switch 'internal auto-answer' on or off. When on, if your phone is idle, any internal call is automatically connected after a single alert tone.

This type of button is not supported on J139 telephones.

### Settings

- **Default Label:** *HFAns* or *Auto Answer*

- **Action Data:** Optional
  - If left blank, the button acts as an internal auto-answer control.
  - If you enter **FF**, the button switches on/off automatic headset answering of external calls.
- **Status Indication:** Green when on.

**Related links**

[Button Actions](#) on page 61

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## Ringer Off

You can use a button set to this action to turn your phone's ringer and call alert lamp on or off.

**Settings**

- **Default Label:** RngOf or Ringer Off
- **Action Data:** None
- **Status Indication:** Green when on

**Related links**

[Button Actions](#) on page 61

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## Self-Administration

You can use a button set to this action to access the phone's menu for button programming.

This type of button is not supported on J139 telephones.

**Settings**

- **Default Label:** *Admin* or *Self Admin*
- **Action Data:** Optional
  - If left blank, pressing the button accesses the phone's menus for button programming.
  - If set to 2, pressing the button allows you to view information about the communication system's version and IP addresses. If the system administrator has given you system phone rights, you will also be able to access time and date details and trigger basic system backup and restore actions.
- **Status Indication:** None

**Related links**

[Button Actions](#) on page 61

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## Send All Calls

You can use a button set to this action to switch **Do Not Disturb** on or off.

## Settings

- **Default Label:** **SAC** or **Send All Calls**
- **Action Data:** None
- **Status Indication:** Green when on

### Related links

[Button Actions](#) on page 61

## Set Account Code

You can use a button set to this action to enter an account code to associate with the current call.

Your system administrator can configure a set of account codes which can then be used to keep track of calls related to activities or clients. They can also be used to keep track of calls by particular users.

- When you enter an account code while making a call or during a call, that account code is included in the call records output by the system.
- Accounts entered are checked against those stored by the communication system. If an invalid code is entered, the account code is requested again.
- The system administrator can configure certain telephone numbers or types of numbers to require entry of an account code before you can continue making a call to such a number.
- The system administrator can also configure a requirement for you to enter an account code before making any external call.

## Settings

- **Default Label:** **Acct** or **Account Code**
- **Action Data:** Optional
  - If you set the button with an account code, that account code is applied to the current call when the button is pressed.
  - If you set the button without an account code, each time you press the button the phone displays its account code entry menu.
- **Status Indication:** None

### Related links

[Button Actions](#) on page 61

## Twinning

You can use a button set to this action to turn your phone's mobile twinning feature on or off. This feature is only usable if your system administrator has configured you to use mobile twinning.

- If pressed when the phone is idle, the phone displays the phone's mobile twinning menu. You can use the menu to switch mobile twinning on/off and to your external twinning destination number.

- If pressed whilst a twinned call is connected to your twinned destination, the system will attempt to reclaim the call back to your internal phone.
- If pressed whilst connected to a call on your internal phone, the system attempts to transfer the call to the twinned destination.

### Settings

- **Default Label:** *Twinning*
- **Action Data:** None
- **Status Indication:**
  - **Green** - Twinning on.
  - **Red** - Twinned call at your twinning destination.

### Related links

[Button Actions](#) on page 61

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## User

You can use a button set to this action to monitor the status of another user's extension and if necessary call that user or answer calls ringing that user's phone.

### Settings

- **Default Label:** The user name.
- **Action Data:** The user name enclosed in " " double-quotes.
- **Status Indication:**
  - **Off** - The user extension is idle. Pressing the button calls the user. You can also use the button to transfer calls to the user or to start a conference with the user.
  - **Slow Red Flash** - The user's extension has a call alerting it. Pressing the button displays options to pickup the call.
  - **Fast Red Flash** - The user's extension is currently connected to a call. Pressing the button displays several options:
    - **Call** - Call the user.
    - **Message** - Cause a single burst of ringing on the user's phone. They will also see the message "**Please Call**" followed by your extension number.
    - **Voicemail** - Call the user's voicemail mailbox to leave a message.
    - **Auto Callback** - Set an automatic callback on the user. The callback will occur when the user ends their current call.

The following options are only available if configured for you by your system administrator:

- **Drop Call** - Disconnect the user's current call.
- **Acquire** - Seize the user's current call.
- **Intrude** - Join the user's current call, turning it into a conference call.

- **Listen** - Start silent monitoring of the user's call.

**Related links**

[Button Actions](#) on page 61

# Chapter 13: The Self-Administration Menus

This section provides a reference of the self-administration menus. Note that your system administrator can control which menus and options are available to you when you use self-administration.

- Access to the individual menus and whether you can change the options displayed in a menu is controlled by your system administrator.
- The options displayed in a menu depend on the type of communication system to which you are connected.

## Related links

[Profile Menu](#) on page 74

[Call Handling Menu](#) on page 76

[Personal Directory Menu](#) on page 79

[Button Programming Menu](#) on page 80

[Download Menu](#) on page 81

[Recordings Menu](#) on page 83

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## Profile Menu

This menu displays some key settings for your account and to allows you to change some of those settings if required. Those fields that are grayed out are for information only.

- Access to this menu and whether you can change the options displayed on the menu is controlled by your system administrator.
- The options displayed depend on the type of communication system.

**AVAYA** IP Office Self-Administration
 Extn701

Profile
 Call Handling
 Personal Directory
 Button Programming
 Download
 Recordings

**Profile**

Name  
 Extn701

Password  
 \*\*\*\*\*
 [Change Password](#)

Voicemail Code \*  
 \*\*\*\*\*

Telephone Login Code  
 \*\*\*\*\*

Voicemail Ringback  
 No

Full Name  
 Extension 701

Email  
 .....

Voicemail To Email Notification  
 Off

Deny Auto Intercom Calls  
 No

Field	Description
<b>Name</b>	<p>This is your name for logging into applications such as self-administration.</p> <p>This field is show for information only. Contact your system administrator if you need to change it.</p>
<b>Password</b>	<p>Your user password is used to login to applications such as self-administration and <b>Avaya Equinox</b>. It is separate from your voicemail code and telephone login code.</p> <ul style="list-style-type: none"> <li>The requirements for this code can be adjusted by your system administrator. The default requirements are:               <ul style="list-style-type: none"> <li>Minimum length 8 characters. Maximum length 31 characters.</li> <li>No more than 2 consecutive repeated characters.</li> <li>The password must use characters from at least 2 of the following types: lower case, upper case, numbers, non-alphanumeric.</li> </ul> </li> </ul>
<b>Full Name</b>	<p>This is your name for display on phones and in the system directory.</p> <ul style="list-style-type: none"> <li>Maximum length 31 characters.</li> <li>Names should not start with a space.</li> <li>Do not use punctuation characters such as @, #, ?, /, ^, &gt; and ,.</li> <li>It is recommended that you enter your name in &lt;first&gt; &lt;last name&gt; order.</li> </ul>
<b>Voicemail Code</b>	<p>A voicemail code may be required for access to your voicemail mailbox.</p> <ul style="list-style-type: none"> <li>The requirements for this code can be adjusted by your system administrator. The default requirements are:               <ul style="list-style-type: none"> <li>Numeric digits only. Minimum length 4 digits.</li> <li>No repeated digits are allowed.</li> <li>No forward or reverse sequences of digits are allowed.</li> <li>Including your extension number in the code is not allowed.</li> </ul> </li> </ul>

Table continues...

Field	Description
<b>Voicemail Ringback</b>	When enabled, the system will ring your phone when you have a new voicemail message waiting to be collected. It does this after you end any current call. When you answer the ringback it will connect you to the prompts for accessing your voicemail mailbox.
<b>Email</b>	This is your email address set within the communication system. It is used for functions such as information emails to you from the system and voicemail email functions.  This field is show for information only. Contact your system administrator if you need to change it.
<b>Voicemail to Email Notification</b>	If configured by your system administrator, the system can use email to handle voicemail messages when you receive them. You can select whether to just be alerted of a new message, whether to receive a copy of the message with the alert or whether to have your voicemail message sent to email and removed from your mailbox. <ul style="list-style-type: none"> <li>• <b>Off:</b> Switch off use of voicemail email.</li> <li>• <b>Alert:</b> Send an email message containing details of the new voicemail message each time you receive a new voicemail message.</li> <li>• <b>Copy:</b> As <b>Alert</b> above but also attaching a copy of the new voicemail messages.</li> <li>• <b>Forward:</b> As <b>Copy</b> above but also deleting the new voicemail message from your voicemail mailbox.</li> </ul>
<b>Deny Auto Intercom Calls</b>	The system supports features that allow calls to some Avaya phones to automatically connect after 3 short beeps. This setting can be used to control whether you allow that. When enabled, auto-intercom calls are turned into normal ringing calls.  This does not affect page calls with still connect after a single short beep.

#### Related links

[The Self-Administration Menus](#) on page 74

## Call Handling Menu

This menu displays settings for how your incoming calls can be redirected if required or handled if not answered.

- Access to this menu and whether you can change the options displayed on the menu is controlled by your system administrator.
- The options displayed depend on the type of communication system.

**AVAYA** IP Office Self-Administration
 Extn701

Profile
 Call Handling
 Personal Directory
 Button Programming
 Download
 Recordings

### Call Handling

☐ Do Not Disturb  
Don't want to be disturbed? Activate it. Manage DND exception lists.
 

DND Exceptio...

☒ Voicemail On  
Enable voicemail
 

Twinning Number

☐ Mobile Twinning  
Enable mobile twinning to receive calls on your mobile or other phones.
 

Twinning Number

☐ Fallback Twinning  
Enable calls to be redirected to your Twinning Number when your primary phone is not reachable
 

Twinning Number

☐ Forward Unconditional  
Forwards all external calls immediately to Forward Number.
 

Forward Number

☐ Forward On Busy  
Forward external calls when the extension is busy.
 

Forward Number

☐ Forward On No Answer  
Forward when the call is not answered within the set No Answer Time
 

Forward Number

☐ Follow Me Number
 

None

Field	Description
<b>Do Not Disturb</b>	<p>Enabling <b>Do Not Disturb (DND)</b> allows you to stop receiving incoming calls but still use your phone to make calls if necessary. This feature is also known as <b>Send All Calls (SAC)</b>.</p> <ul style="list-style-type: none"> <li>Whilst you have 'do not disturb' switched on, your callers are redirected to your voicemail if on. Otherwise, the caller hears busy tone.</li> <li>People calling from numbers in your exceptions list can still call you. If you have any forwarding options set they, are applied to your DND exception calls.</li> </ul>
<b>DND Exception List</b>	<p>You can create a list of numbers, both internal and external, that are still allowed to call you when you have DND switched on. Note that DND exceptions do not apply to hunt group calls.</p> <ul style="list-style-type: none"> <li>The number must match that received on your phone when that person calls. That is, it should include any prefixes the communication system adds. If possible, check the call details shown in your phone's call log.</li> <li>You can use wildcard characters. Use <b>N</b> to represent any series of digits. For example, adding 555N would create an exception for calls from any numbers starting with 555. Use <b>X</b> to represent a single digit. For example, adding XXX to add an exception for 3 digit internal numbers.</li> </ul>
<b>Voicemail On</b>	<p>When enabled, your voicemail mailbox is used to answer calls that haven't been answered after ringing for (by default) 15 seconds or when you have <b>Do Not Disturb</b> switched on.</p> <p>You can stop your voicemail mailbox being used to take messages from callers. This does not stop you accessing your mailbox to check existing voicemail messages. Nor does it stop other mailbox users from forwarding messages to your mailbox.</p>
<b>Mobile Twinning</b>	<p>Mobile twinning allows your calls to ring at both your internal extension and at another external number. If you have been configured as a mobile twinning user, you can switch the use of mobile twinning on or off through the phone's menus and can also change the external number to which you are twinned.</p>

Table continues...

Field	Description
<b>Twinning Number</b>	<p>This sets the external number to which your calls are twinned when you have either <b>Mobile Twinning</b> or <b>Fallback Twinning</b> enabled.</p> <ul style="list-style-type: none"> <li>• This should contain the telephone number for external calls.</li> <li>• It should include any prefixes required by your system for external calls.</li> </ul>
<b>Fallback Twinning</b>	<p>When enabled, this feature redirected your calls to your <b>Twinning Number</b> number when the system is unable to detect your normal extension connected to the system. You can use fallback twinning without having to have mobile twinning switched on.</p>
<b>Forward Unconditional</b>	<p>Forward unconditional can be used to immediately redirect your calls.</p> <ul style="list-style-type: none"> <li>• By default, this function is only applied to incoming external calls to you. However, your system administrator can also have it applied to internal calls and or hunt group calls.</li> </ul>
<b>Forward Number</b>	<p>This is the destination for forwarded calls when you have <b>Forward Unconditional</b> is enabled.</p> <ul style="list-style-type: none"> <li>• If external, the number should contain any prefixes required by your communication system.</li> <li>• If blank, then forward unconditional is disabled.</li> </ul>
<b>Forward on Busy</b>	<p>Forward on Busy redirects your calls when your phone is not able to present you with any more alerting calls.</p> <ul style="list-style-type: none"> <li>• Busy is defined has when you are unable to receive any more call alerts. For example, on an Avaya phone, this is when you have no more call appearances on which calls can be presented.</li> <li>• By default, this function is only applied to incoming external calls. However, your system administrator can also have it applied to internal calls.</li> </ul>
<b>Forward Number</b>	<p>This is the destination for forwarded calls when either <b>Forward on Busy</b> or <b>Forward on No Answer</b> are enabled.</p> <ul style="list-style-type: none"> <li>• If external, the number should contain any prefixes required by your communication system.</li> <li>• This destination is used by both <b>Forward on Busy</b> and <b>Forward on No Answer</b>.</li> <li>• If not set, they use the <b>Forward Unconditional</b> destination if that is set.</li> </ul>
<b>Forward on No Answer</b>	<p>Forward on No Answer redirects calls that have alerted your phone but have rung for too long without being answered.</p> <ul style="list-style-type: none"> <li>• No answer is defined as having been presented to your phone for your no answer time (default 15 seconds).</li> <li>• Hunt group calls are not forwarded, they go to the next available member of the group.</li> <li>• By default, this function is only applied to incoming external calls to you. However, your system administrator can also have it applied to internal calls.</li> </ul>

*Table continues...*

Field	Description
<b>Follow Me Number</b>	<p>You can use this feature to temporarily redirect your calls to another extension. This allows you to share another person's phone without logging them off their phone.</p> <ul style="list-style-type: none"> <li>The calls are presented with your user name so that they can be distinguished them from calls for the extension's normal user.</li> <li>All calls are redirected and the calls are still subject to all your user settings as if they were ringing at your phone.</li> </ul>

### Related links

[The Self-Administration Menus](#) on page 74

## Personal Directory Menu

This menu displays your personal directory contacts. These will be available on your Avaya phone and applications that you use. This is in addition to the other contacts (users, groups and external ) provided by the communication system.

- Access to this menu and whether you can change the options displayed on the menu is controlled by your system administrator.
- The options displayed depend on the type of communication system.

**AVAYA IP Office Self-Administration** Extn701 ▾

**Personal Directory**

Add Import Export

Name	Number	Speed Dial		
Extn601	601	None		
Extn702	702	None		



Items per page: 5 ▾ 1 - 2 of 2 |< < > >|

- Add:** Add a new personal contact. See [Adding a Personal Contact](#) on page 52.
- Import:** Import additional personal contacts from a text file. See [Importing Directory Contacts](#) on page 55.
- Export:** Export your existing personal contacts to a text file. See [Exporting Your Personal Directory](#) on page 54.

### Contain Details

Each personal contact includes:

- Name:** You Enter the name for the contact. Up to 31 characters.

- **Name:** You Enter the telephone number for the contact. Up to 31 digits plus \* and #. Do not include spaces or dashes. If your system using an external dialing prefix include that prefix.
- **Speed Dial:** You can use up to a 100 of your personal contacts as speed dials by giving each one a number between 00 to 99. Those contacts with a number can be speed dialed using a **Speed Dial** button if added to your phone setup by your system administrator. That button can also be used to speed dial selected system directory numbers.
- Click the  icon next to the contact to edit its details.
- Click the  icon next to the contact to delete it.

### Related links

[The Self-Administration Menus](#) on page 74












## Button Programming Menu

This menu is used to display the programmable buttons configured on your Avaya phone. You can also use it to change the programming of some buttons (those with a icon). See [Button Programming](#) on page 59.





- Access to this menu and whether you can change the options displayed on the menu is controlled by your system administrator.
- The options displayed depend on the type of communication system.

**AVAYA** Cloud Self-Administration
 MarkOGallchobhair

Profile
 Call Handling
 Personal Directory
 **Button Programming**
Download
Recordings

Button	Label	Action	Action Data	
1		Appearance	a=	🔒
2		Appearance	b=	🔒
3		Appearance	c=	🔒
4	Do Not Disturb	Send All Calls		  
5	Sales	Group	default	  
6				
7				
8				
9				
10				

Items per page: 10
 1 - 10 of 255
 < >

Field	Description
<b>Button</b>	This is the button number. It cannot be changed.
<b>Label</b>	Each button action has a default long and short label. This field can be used to override the default labels and set the alternate text that should be displayed.  The label, default or set here, is shown next to the button on the phone display. To change the label, see <a href="#">Changing a Button Label</a> on page 60.
<b>Action</b>	This is the button action. That is, the action it will perform when pressed.  <ul style="list-style-type: none"> <li>Through self-administration you can only access a sub-set of the possible button actions. See <a href="#">Button Actions</a> on page 61. Your system administrator can access and assign the full set of possible button actions.</li> <li>Some actions are not valid on particular types of phone. If applied to a button, the button label will display as <b>Invalid</b> on the phone.</li> </ul>
<b>Action Data</b>	Some actions require a data setting and others can use an optional data setting. This field is used to display the data setting of a button.
<b>Icons</b>	<ul style="list-style-type: none"> <li> This icon indicates that the button function has been set by your system administrator and cannot be changed through self-administration.</li> <li> Click this icon to change the button function. See <a href="#">Programming a Button</a> on page 59.</li> <li> Click this icon to copy the button settings to another button or buttons. See <a href="#">Copying a Button</a> on page 60.</li> <li> Click this icon to remove the programmable button's settings. See <a href="#">Deleting a Button</a> on page 61.</li> </ul>

### Related links

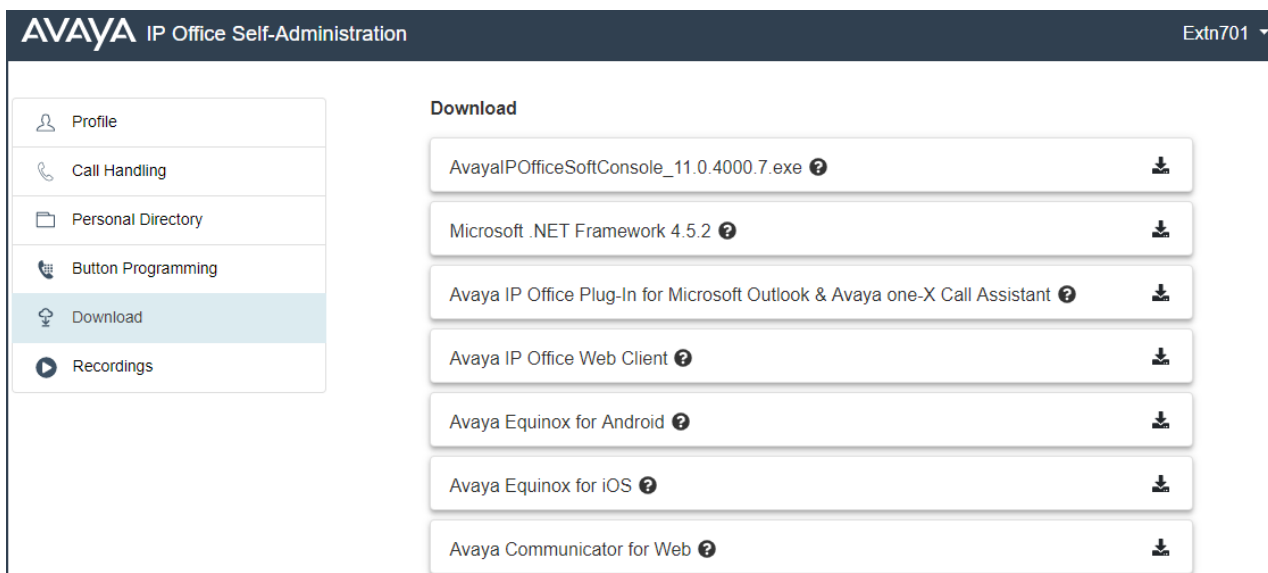
[The Self-Administration Menus](#) on page 74

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## Download Menu

This menu display links to the installers for applications that you may be able to use.

- **Important:** Do not install any application until your system administrator has confirmed that you can use it. They may need to make system changes before you can use a particular application.
- Access to this menu and whether you can change the options displayed on the menu is controlled by your system administrator.
- The options displayed depend on the type of communication system.



## Avaya Equinox

**Avaya Equinox** is a softphone application supported on mobile devices (Android and iOS) and desktop PC platforms (Windows and macOS).

You can use **Avaya Equinox** as your only telephone extension on the communication system. If you have been given a desk phone, you can simultaneously use **Avaya Equinox** parallel that desk phone, making and answering your calls on either.

- Note that your system administrator needs to configure whether you can use **Avaya Equinox** and whether you can use it as a mobile phone or desktop PC client.
- Ensure that you have logged into self-administration and changed your password before attempting to install **Avaya Equinox**.

## Avaya Communicator for Web

**Avaya Communicator for Web** is a Google Chrome browser extension that you can use to control your desk phone.

## IP Office SoftConsole

**IP Office SoftConsole** is a Windows application for receptionists. That is, people who need to regularly answer and distribute incoming external calls. To use this application, you need to be configured as a receptionist by your system administrator.

**IP Office SoftConsole** is not a softphone application. It needs to be used in parallel with a phone that provides your audio connection to calls. However, with Avaya phones, **IP Office SoftConsole** is able to control the phone to make and answer calls.

## Microsoft .NET Framework

This package is a pre-requisite for the **Avaya IP Office Plug-In & one-X Call Assistant** application below.

Microsoft Outlook

## Avaya IP Office Plug-In & one-X Call Assistant

These applications are usable with the one-X Portal for IP Office application. The plug-in can be used to make calls using Microsoft Outlook. The call assistant allows call notification and answering through the Windows desktop. For full details of their installation and use, refer to the one-X Portal for IP Office help.

## Avaya IP Office Web Client

**Avaya IP Office Web Client** is a WebRTC browser based softphone that can be used to make and answer voice and video calls. It is supported in Chrome on both Windows and macOS PCs. For full details of their installation and use, refer to the one-X Portal for IP Office help.

### Related links

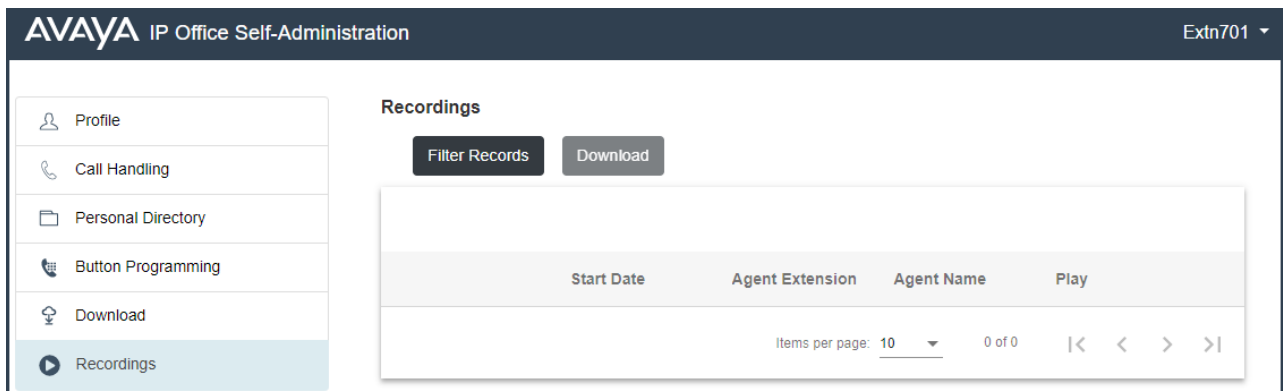
[The Self-Administration Menus](#) on page 74

## Recordings Menu

Your system administrator can configure the system to record certain calls. They can also configure it to have some of those recordings stored in a voice recordings library rather than normal mailboxes.

Your system administrator can also configure who has access to the recordings library and which recordings in that library. When they do this, you will see a **Recordings** option in your self-administration menu. Typically you would only see recordings for calls you were part of. However, your system administrator can expand your permission so that you can also see other recordings.

Access to the recordings library is in addition to your voicemail mailbox where callers can leave messages for you. See [Accessing Your Mailbox](#) on page 41.



The **Recordings** menu allows you to see and play the recordings which you have permission to access.

- You can sort and filter the listed recordings in order to locate a particular call.
- Depending on your browser, you may be able to directly play the recording through your browser (not supported in Internet Explorer).
- If your system administrator has allowed you, you can also download recordings to your PC.

## The Self-Administration Menus

- Your system administrator is able to see a log of who has accessed, played and downloaded recordings in the library.

### Related links

[The Self-Administration Menus](#) on page 74

# Chapter 14: Short Codes

Short codes are system numbers that you can dial to switch various features on or off and to change settings.

## DND Short Codes

- **Switch Do Not Disturb On: \*08**  
Set your phone to 'do not disturb'.
- **Switch Do Not Disturb Off: \*09**  
Switch off 'do not disturb'.
- **Add a Do Not Disturb Exception Number: \*10\*N#**  
Add a number (**N**) to your list of 'do not disturb' exceptions.
- **Delete a Do Not Disturb Exception Number: \*11\*N#**  
Remove a number (**N**) from your list of 'do not disturb' exceptions.
- **Cancel All Forwarding: \*00**  
Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb').

## Forwarding Short Codes

- **Cancel All Forwarding: \*00** Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb').
- **Set the Forward Unconditional Destination: \*07\*N#** Set the destination number (**N**) for 'forward unconditional' when it is switched on.
  - **Switch Forward Unconditional On: \*01** Switch on 'forward unconditional.' A destination must have been set.
  - **Switch Forward Unconditional Off: \*02**
  - **Include Hunt Group Calls in Forward Unconditional: \*50**
  - **Exclude Hunt Group Calls from Forward Unconditional: \*51**
- **Set the Forward on Busy/No Answer Destination: \*57\*N#** Set the destination number (**N**) for 'forward on busy' and 'forward on no answer.' If no number has been set, those functions will use the 'forward unconditional' number if set.
  - **Switch Forward on Busy On: \*03**
  - **Switch Forward on Busy Off: \*04**
  - **Switch Forward on No Answer On: \*05**

- **Switch Forward on No Answer Off: \*06**

### **Follow Me Short Codes**

- **Follow Me Here: \*12\*N#** Dialed at the extension to which you want your calls redirected. Use your own extension number (**N**) when dialing the short code.
- **Follow Me Here Cancel: \*13\*N#** Dialed at the extension from which you had redirected calls. Use your own extension number (**N**) when dialing the short code.
- **Follow Me To: \*14\*N#** Dialed at your phone. Dial the extension number (**N**) to which you want your calls redirected. You can dial just **\*14#** to cancel follow me.
- **Cancel All Forwarding: \*00** Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb').

### **Hot Desking Short Codes**

- **Log In: \*35\*N\*P#** Log in to a phone using your extension number (**N**) and login code (**P**).
- **Log Out: \*36** Log yourself out from the phone where you are currently logged in.

# Index

## A

Abbreviated Dial button .....	<a href="#">63</a>
Absent Message button .....	<a href="#">64</a>
Account code button .....	<a href="#">71</a>
Add	
Contact .....	<a href="#">52</a>
Admin	
Button .....	<a href="#">70</a>
AD Suppress button .....	<a href="#">64</a>
Auto-Answer button .....	<a href="#">69</a>
Auto Intercom .....	<a href="#">74</a>

## B

Busy	
Forward .....	<a href="#">76</a>
Button	
Abbreviated Dial .....	<a href="#">63</a>
Absent Message .....	<a href="#">64</a>
Account Code .....	<a href="#">71</a>
Actions .....	<a href="#">59</a>
Admin .....	<a href="#">70</a>
AD Suppress .....	<a href="#">64</a>
Auto-Answer .....	<a href="#">69</a>
Call Forwarding All .....	<a href="#">64</a>
Call Park .....	<a href="#">65</a>
Call Park and Page .....	<a href="#">66</a>
Call Park to Other Extension .....	<a href="#">66</a>
Call Pickup .....	<a href="#">66</a>
Call Pickup Any .....	<a href="#">67</a>
Conference .....	<a href="#">67</a>
Dial .....	<a href="#">68</a>
Do Not Disturb .....	<a href="#">70</a>
Drop .....	<a href="#">68</a>
Forward All .....	<a href="#">64</a>
Group .....	<a href="#">69</a>
Group Paging .....	<a href="#">69</a>
Internal Auto-Answer .....	<a href="#">69</a>
Meet Me .....	<a href="#">67</a>
Paging .....	<a href="#">69</a>
Park .....	<a href="#">65</a>
Park and Page .....	<a href="#">66</a>
Park to Other Extension .....	<a href="#">66</a>
Pickup Any .....	<a href="#">67</a>
Ringer Off .....	<a href="#">70</a>
Self-Administration .....	<a href="#">70</a>
Send All Calls .....	<a href="#">70</a>
Set Account Code .....	<a href="#">71</a>
Speed Dial .....	<a href="#">63, 68</a>
Suppress .....	<a href="#">64</a>
Twinning .....	<a href="#">71</a>
User .....	<a href="#">72</a>

Button Programming .....	<a href="#">80</a>
--------------------------	--------------------

## C

Call Forward	
Button .....	<a href="#">64</a>
Call Handling .....	<a href="#">76</a>
Call Page .....	<a href="#">66</a>
Call Park .....	<a href="#">66</a>
Call Park and Page button .....	<a href="#">66</a>
Call Park button .....	<a href="#">65</a>
Call Park to Other Extension button .....	<a href="#">66</a>
Call Pickup	
Button .....	<a href="#">66</a>
Pickup Any button .....	<a href="#">67</a>
Code	
Login .....	<a href="#">56, 74</a>
Voicemail .....	<a href="#">74</a>
Communicator .....	<a href="#">81</a>
Conference	
Button .....	<a href="#">67</a>
Contacts .....	<a href="#">79</a>
Add .....	<a href="#">52</a>
Delete .....	<a href="#">52</a>
Edit .....	<a href="#">53</a>
Export .....	<a href="#">54</a>
Import .....	<a href="#">54</a>

## D

Delete	
Contact .....	<a href="#">52</a>
Deny Auto Intercom .....	<a href="#">74</a>
Dial button .....	<a href="#">68</a>
Dialing	
Hide digits .....	<a href="#">64</a>
Dialing codes .....	<a href="#">85</a>
DID .....	<a href="#">74</a>
Directory	
Add .....	<a href="#">52</a>
Delete .....	<a href="#">52</a>
Edit .....	<a href="#">53</a>
Export .....	<a href="#">54</a>
Import .....	<a href="#">54</a>
Divert .....	<a href="#">76</a>
DND .....	<a href="#">76</a>
On .....	<a href="#">21</a>
Do Not Disturb .....	<a href="#">76</a>
Button .....	<a href="#">70</a>
On .....	<a href="#">21</a>
Download Menu .....	<a href="#">81</a>
Drop button .....	<a href="#">68</a>

**E**

Edit	
Directory .....	<a href="#">53</a>
Email .....	<a href="#">74</a>
Equinox .....	<a href="#">81</a>
Exceptions .....	<a href="#">76</a>
Export	
Directory .....	<a href="#">54</a>
Export contacts .....	<a href="#">79</a>
Extension .....	<a href="#">74</a>

**F**

Fallback Twinning .....	<a href="#">76</a>
Follow Me .....	<a href="#">37, 76</a>
Forward	
Button .....	<a href="#">64</a>
Forward on Busy .....	<a href="#">76</a>
Forward on No Answer .....	<a href="#">76</a>
Forward Unconditional .....	<a href="#">76</a>
FQDN .....	<a href="#">74</a>
Full Name .....	<a href="#">74</a>

**G**

Group	
Button .....	<a href="#">69</a>
Paging button .....	<a href="#">69</a>

**H**

Hide dialing .....	<a href="#">64</a>
Hot Desk .....	<a href="#">56, 57</a>
Hot Desking .....	<a href="#">56</a>
HTTPS Server Address .....	<a href="#">74</a>

**I**

Import	
Directory .....	<a href="#">54</a>
Import contacts .....	<a href="#">79</a>
Intercom .....	<a href="#">74</a>
Internal auto-answer button .....	<a href="#">69</a>
IP Address .....	<a href="#">74</a>
IP Office	
FQDN .....	<a href="#">74</a>
IP Address .....	<a href="#">74</a>

**L**

Label .....	<a href="#">80</a>
Login .....	<a href="#">56, 57</a>
Short Code .....	<a href="#">58</a>
Login Code .....	<a href="#">74</a>
Logout .....	<a href="#">56, 57</a>

Logout (*continued*)

Short Code .....	<a href="#">58</a>
------------------	--------------------

**M**

Meet Me .....	<a href="#">67</a>
Menus .....	<a href="#">74</a>
Button Programming .....	<a href="#">80</a>
Call Handling .....	<a href="#">76</a>
Download .....	<a href="#">81</a>
Personal Directory .....	<a href="#">79</a>
Profile .....	<a href="#">74</a>
Recordings .....	<a href="#">83</a>
Mobile Twinning .....	<a href="#">76</a>
Button .....	<a href="#">71</a>

**N**

N .....	<a href="#">21</a>
Name .....	<a href="#">74</a>
Full Name .....	<a href="#">74</a>
No answer	
Forward .....	<a href="#">76</a>
NOT LOGGED IN .....	<a href="#">57</a>

**P**

Page	
Park and Page button .....	<a href="#">66</a>
Paging	
Button .....	<a href="#">69</a>
Park	
Park and Page button .....	<a href="#">66</a>
Park and Page button .....	<a href="#">66</a>
Park button .....	<a href="#">65</a>
Park to Other Extension button .....	<a href="#">66</a>
Password .....	<a href="#">74</a>
Phone .....	<a href="#">74</a>
Personal Directory .....	<a href="#">79</a>
Add .....	<a href="#">52</a>
Delete .....	<a href="#">52</a>
Edit .....	<a href="#">53</a>
Export .....	<a href="#">54</a>
Import .....	<a href="#">54</a>
Phone Password .....	<a href="#">74</a>
Phone Type .....	<a href="#">74</a>
Pickup	
Button .....	<a href="#">66</a>
Pickup any button .....	<a href="#">67</a>
Pickup any button .....	<a href="#">67</a>
Play	
Recordings .....	<a href="#">83</a>
Profile .....	<a href="#">74</a>

**R**

Recordings Menu .....	<a href="#">83</a>
Ringer off button .....	<a href="#">70</a>

**S**

SAC .....	<a href="#">76</a>
Self-Administration	
Button .....	<a href="#">70</a>
Send All Calls .....	<a href="#">76</a>
Button .....	<a href="#">70</a>
On .....	<a href="#">21</a>
Server Address .....	<a href="#">74</a>
Set account code .....	<a href="#">71</a>
Short codes .....	<a href="#">85</a>
Short Codes	
Hotdesking .....	<a href="#">58</a>
SoftConsole .....	<a href="#">81</a>
Speed dial .....	<a href="#">79</a>
Speed Dial .....	<a href="#">63</a>
Speed Dial button .....	<a href="#">68</a>
Suppress button .....	<a href="#">64</a>

**T**

Telephone	
Login .....	<a href="#">56</a>
Twinning .....	<a href="#">76</a>
Twinning button .....	<a href="#">71</a>

**U**

Unconditional Forward .....	<a href="#">76</a>
URL .....	<a href="#">74</a>
User button .....	<a href="#">72</a>

**V**

Voicemail Code .....	<a href="#">74</a>
Voicemail Email .....	<a href="#">74</a>
Voicemail On .....	<a href="#">76</a>

**W**

Web URL .....	<a href="#">74</a>
---------------	--------------------