

Using the IP Office User Portal

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Part 1: Using the Portal

Chapter 1: The IP Office User Portal

This document covers the web menus available for you to control and use your IP Office system. These menus allow you to view and change the settings that affect how your phone operates and how the IP Office presents calls to you.

Note that your system administrator controls whether you can access this application and also which menus you can see and edit.

Related links

User Portal Changes on page 13

User Portal Changes

This page lists some of the changes to your user portal. To find out the version of your portal, see <u>Displaying System Details</u> on page 27.

• Audio Source Selection - For R11.1.2.2 and higher, with Chrome, Edge and Firefox browsers you can now select with PC audio sources the user portal should use. See Selecting the Audio Source on page 44.

Related links

The IP Office User Portal on page 13

Chapter 2: Getting Started

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 shown a set of wizard menus that take your through your basic user settings.

Related links

Logging In for the 1st Time on page 14

The Setup Wizard: Profile Menu on page 15

The Setup Wizard - Call Handling Menu on page 17

The Setup Wizard - Personal Directory on page 20

The Setup Wizard - Download menu on page 21

Logging In for the 1st Time

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 your through your basic user settings.

Before you begin

The user portal is supported with:

- Windows and macOS PCs.
- Chrome, Firefox, Edge and Safari browsers.

Procedure

- 1. Click on the link shown in your welcome email or given to you by your system administrator. Alternatively:
 - Enter the address of your telephone system. From the menu that appears, select IP
 Office User Portal.
 - Enter the full address directly. The address depends on the type of IP Office system.
 - https://<server>/userportal/index.html
 - https://<server>:7444/userportal/index.html
- 2. Enter your user details. That is your **User Name** and **Password**.

- 3. Click Login.
- 4. You may be prompted by the browser to allow access to notification, microphone and/or speaker. These are needed for the portal to operate.

Next steps

• If your system administrator has enabled the setup wizard, the first menu is displayed. See The Setup Wizard: Profile Menu on page 15.

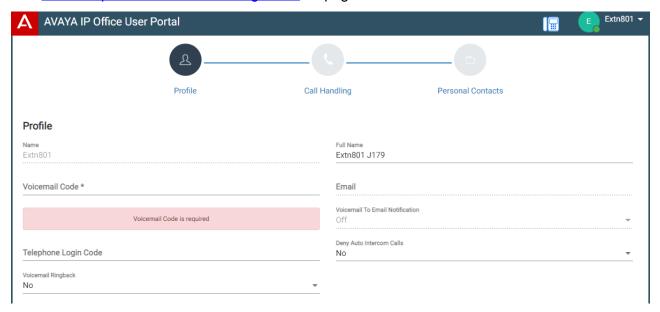
Related links

Getting Started on page 14

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 17.



Field	Description	
Name	This is your name for logging into applications such as the web menus.	
	This field is show for information only. Contact your system administrator if you need to change it.	

Table continues...

Field	Description
Full Name	This is your name for display on phones and in the system directory.
	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.</last></first>
Voicemail	A voicemail code may be required for access to your voicemail mailbox.
Code	The default requirements are:
	- Numeric digits 0 to 9 only.
	- Minimum length 4 digits.
	- No consecutive repeated digits.
	- No forward or reverse sequences of digits.
	- Including your extension number in the code is not allowed.
	These requirements can be adjusted by your system administrator.
Voicemail Ringback	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.
Telephone	If set, this code is used for the following:
Login Code	It acts as the Security PIN requested by phones for access to some functions and features.
	• It can be used to temporarily log yourself in on another user's phone to use it as if it were your own. See Hot Desking on page 87.
	The requirements for this code can be adjusted by your system administrator. The default requirements are:
	- Numeric digits only.
	- Minimum length 6 digits. Maximum length 31 digits.
Email	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.
	Note: This address is not used for Avaya Spaces and Avaya Workplace. They use a separate email address configured by your administrator (though in most cases it will be the same address as this one).

Table continues...

Field	Description
Voicemail to Email Notification	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.
	Off: Switch off use of voicemail email.
	Alert: Send an email message containing details of the new voicemail message each time you receive a new voicemail message.
	Copy: As Alert above but also attaching a copy of the new voicemail messages.
	Forward: As Copy above but also deleting the new voicemail message from your voicemail mailbox.
Deny Auto Intercom Calls	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.

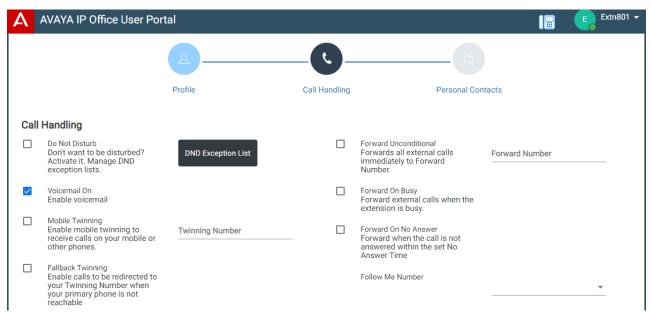
Related links

Getting Started on page 14

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 Contacts** settings. See <u>The Setup Wizard - Personal Directory</u> on page 20.



Field	Description
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, the caller hears 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.
DND Exception List	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.
	The number must match that received on your phone when that person calls. That is, is should include any prefixes the communication system adds. If possible, check the call details shown in your call history.
	You can use wildcard characters.
	- Use N to represent any series of digits. For example, adding 555N creates an exception for calls from any numbers starting with 555.
	- Use X to represent a single digit. For example, adding XXX creates an exception for any 3-digit internal numbers.

Table continues...

Field	Description
Voicemail On	When enabled, your voicemail mailbox is used to answer calls that have not been answered after ringing for (by default) 15 seconds or when you have Do Not Disturb switched on.
	You can stop your voicemail mailbox being used to take messages from callers when you do not answer or set do not disturb. Note:
	This does not stop you accessing your mailbox to check existing voicemail messages.
	It does not stop other mailbox users from forwarding messages directly to your mailbox. You will still get message waiting indication for those.
Mobile Twinning	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.
Twinning Number	This number sets the external number to which your calls are twinned when you have either Mobile Twinning or Fallback Twinning enabled.
	This should contain the telephone number for external calls.
	It should include any prefixes required by your system for external calls.
Fallback Twinning	When enabled, this feature redirects 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.
Forward	Forward unconditional can be used to immediately redirect your calls.
Unconditional	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.
Forward Number	This is the destination for forwarded calls when you have Forward Unconditional is enabled.
	If external, the number should contain any prefixes required by your communication system.
	If blank, then forward unconditional is disabled.
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 being when you are unable to receive and answer any more incoming call alerts. This depends on the type of phone you are using. See How Many Calls? on page 65.
	By default, this function is only applied to incoming external calls. However, your system administrator can also have it applied to internal calls.

Table continues...

Field	Description	
Forward Number	This is the destination for forwarded calls when either Forward on Busy or Forward on No Answer are enabled.	
	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.	
Forward on No Answer	Forward on No Answer redirects calls that have alerted at your phone for too long without being answered.	
	Your no answer time is set by your system administrator. The default is 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. However, your system administrator can have it applied to internal calls.	
Follow Me Number	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.	
	The calls are presented with your user name so that they can be distinguished them from calls for the extension's normal user.	
	All calls are redirected and the calls are still subject to all your user settings as if they were ringing at your phone.	

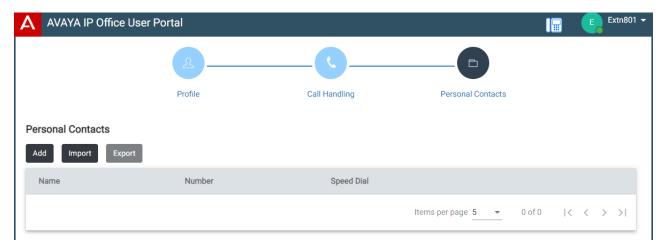
Related links

Getting Started on page 14

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. For full details of personal directory contacts, see Managing Your Personal Contacts on page 117.

When you are happy with your set of personal contacts, click **Finish**. This saves the settings from this and the previous stages of the setup wizard and applies them to your phone. After this the **Downloads** menu is displayed. See <u>The Setup Wizard - Download menu</u> on page 21.



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

Setting	Description
Name	Enter the name for the contact. Up to 31 characters.
	 If the contact has a name from another source (that is its a system user, group or directory contact), this name will override that for display in your portal.
Number	Enter the telephone number for the contact. Up to 31 digits plus * and #. Do not include spaces or dashes. If your system uses an external dialing prefix, include that prefix.
Speed Dial	You can use up to 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 \(\mathcal{O} \) icon next to the contact to edit its details.
- Click the ill icon next to the contact to delete it.

Related links

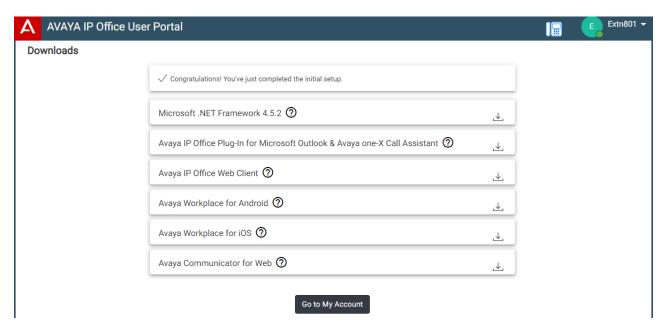
Getting Started on page 14

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 are then taken to the normal web menu that you will see when you login again in future.



Microsoft .NET Framework

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

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.

Avava IP Office Web Client

This 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.

Avaya Workplace

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

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

Important:

- Ensure that you have logged into these web menus and changed your password before attempting to install **Avaya Workplace**.
- Your system administrator controls whether you can use Avaya Workplace and whether you can use it as a mobile phone and/or desktop PC application.

Avaya Communicator for Web

This is a Google Chrome browser extension that you can use to control your desk phone or as a browser based softphone.

Related links

Getting Started on page 14

Chapter 3: Using the User Portal

You can use the application regardless of the type of phone you are using or even use it as your phone. 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.

Related links

Logging In on page 24

Switching softphone/call control on/off on page 25

Changing Your Password on page 26

Changing Your Full Name on page 26

Changing Your Login Code on page 27

Displaying System Details on page 27

Running the Application in a Window (Google Chrome) on page 27

Viewing Help on page 28

Getting Help on page 28

Logging Out on page 29

Additional Documentation on page 29

Logging In

If you have not logged in before, go to Getting Started on page 14.

Before you begin

The user portal is supported with:

- Windows and macOS PCs.
- Chrome, Firefox, Edge and Safari browsers.

Procedure

- 1. Click on the link shown in your welcome email or given to you by your system administrator. Alternatively:
 - Enter the address of your telephone system. From the menu that appears, select IP Office User Portal.

- Enter the full address directly. The address depends on the type of IP Office system.
 - https://<server>/userportal/index.html
 - https://<server>:7444/userportal/index.html
- 2. Enter your user details. That is your **User Name** and **Password**.
- 3. Click Login.
- 4. You may be prompted by the browser to allow access to notification, microphone and/or speaker. These are needed for the portal to operate.

Related links

Using the User Portal on page 24

Switching softphone/call control on/off

The portal can operate in several ways when making and answering calls. If you have access to the **Profile** menu, you can check the current setting.

• Note that your system administrator controls the default mode your portal uses and whether you can change mode.

Procedure

- 1. Select ^冷 Profile. If not shown, click **♦ Settings**.
- 2. The **Call Operation** shows your portal's current mode for making and answering calls. You can use the drop-down to select the mode you want to use for the current session.
 - None The portal does not provide any controls to make and answer calls.
 - A ! icon is shown at the top of the portal when being used in this mode.
 - **Call Control** The portal makes, answers and control calls using your normal deskphone.
 - **Softphone** The portal acts as a softphone to make, answer and control calls. It uses your browser's speakers and microphone.
- 3. If you have finished making changes, click Save. To cancel the changes, click Reset.

Related links

<u>Using the User Portal</u> on page 24 <u>Controlling Your Calls</u> on page 42

Changing Your Password

Use the following process to change your password.

Procedure

- 1. Select [⊝] Profile. If not shown, click **⊗** Settings.
- 2. 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 9 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.
- 3. Click OK.
- 4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

Using the User Portal on page 24

Changing Your Full Name

Use the following process to change your name. This is used for display on phones when you make and receive calls. It is also shown in the system contacts.

Procedure

- 1. Login to the application. See <u>Logging In</u> on page 24.
- 2. Select ^{○≡} **Profile**. If not shown, click **♡ Settings**.
- 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**.

Related links

Using the User Portal on page 24

Changing Your Login Code

If set, this code is used for the following:

- It acts as the **Security PIN** requested by phones for access to some functions and features.
- It can be used to temporarily log yourself in on another user's phone to use it as if it were your own. See Hot Desking on page 87.

Procedure

- 1. Login to the application. See Logging In on page 24.
- 2. Select ^{○≡} **Profile**. If not shown, click **⊗ Settings**.
- 3. In the **Telephone Login Code** field, enter the login code that you want to use.
 - The requirements for this code can be adjusted by your system administrator. The default requirements are:
 - Numeric digits only.
 - Minimum length 6 digits. Maximum length 31 digits.
- 4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

Using the User Portal on page 24

Displaying System Details

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 the User Portal on page 24

Running the Application in a Window (Google Chrome)

Google Chrome allows you to create a desktop shortcut to particular web sites and web application. This then displays the site or application in a windows without any of the normal browser menu bars and other features.

Procedure

- 1. Using Google Chrome, login as normal.
- 2. Click and select More tools.
- 3. Select Create shortcut.
- 4. Select Open as window.
- 5. Click Create.
- 6. A shortcut icon is added to your desktop. You can copy this icon to your start list and other menus.

Related links

Using the User Portal on page 24

Viewing Help

This documentation is available within the user port menus as help which you can access using the process below.

Procedure

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

Related links

Using the User Portal on page 24

Getting Help

Your IP Office system administrator controls who can access the user portal. They can also control which menus in the portal each user can access.

Your system administrator can also reset your password and the user name needed to login. Once logged in, you can change the password, see Changing Your Password on page 26.

Related links

Using the User Portal on page 24

Logging Out

You should always log out using this process in order to ensure that no changes to your settings are lost.

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 the User Portal on page 24

Additional Documentation

This document mainly covers those actions that you can perform using the web menus. For additional help, the <u>Avaya Documentation Center</u> website contains user guides and other documents for different Avaya phones and applications.

Links for key documents that you may find useful are listed below.

Phone User Guides

- Using Avaya Workplace Client for IP Office
- IP Office J100 Series Quick Reference
- IP Office J100 Series Phone User Guide
- IP Office 9600 Series Quick Reference
- IP Office 9600 Series Phone User Guide

Application Guides

- · Using one-X Portal for IP Office
- Using IP Office SoftConsole

Voicemail Mailbox User Guides

- Using a Voicemail Pro IP Office Mode Mailbox
- Using a Voicemail Pro Intuity Mode Mailbox
- Using IP Office Embedded Voicemail Intuity Mode
- Using IP Office Embedded Voicemail IP Office Mode

Related links

Using the User Portal on page 24

Chapter 4: The Portal Screen

This section of the document provides a general overview of the portal screen and some of the controls available.

Related links

The Portal Screen on page 30

Searching a List on page 33

Filtering a List on page 34

Sorting a List on page 34

Status Indication on page 35

Setting your presence on page 36

Icons on page 37

The Portal Screen

The following table provides a summary of the different parts of the portal screen.

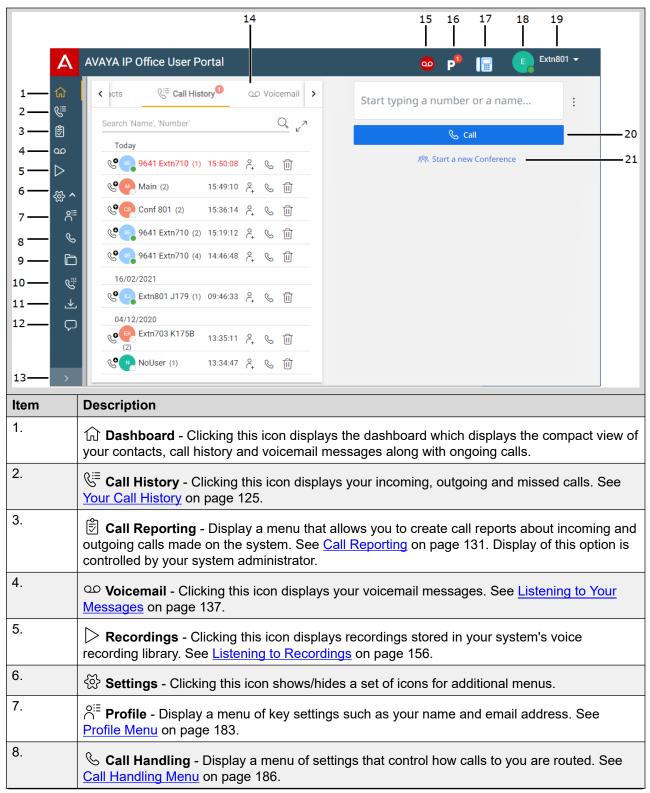


Table continues...

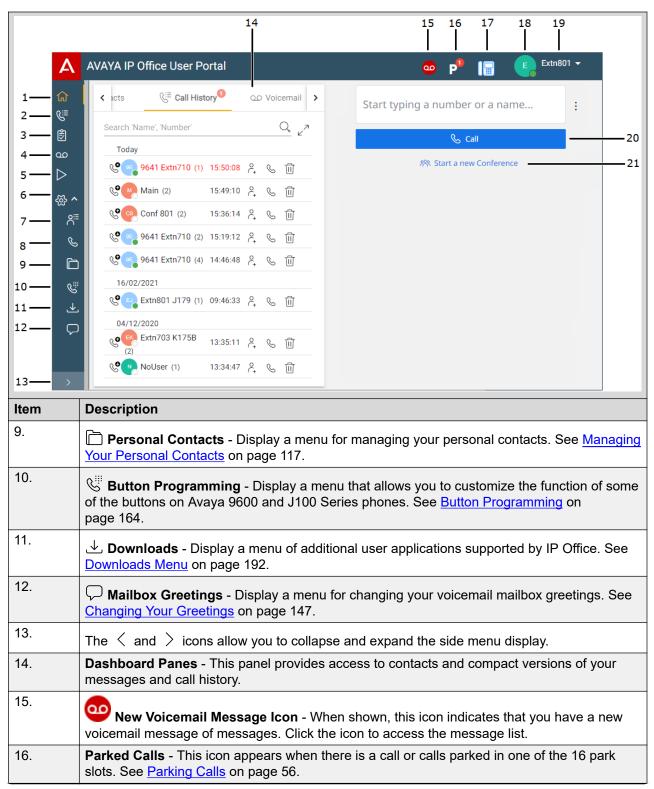
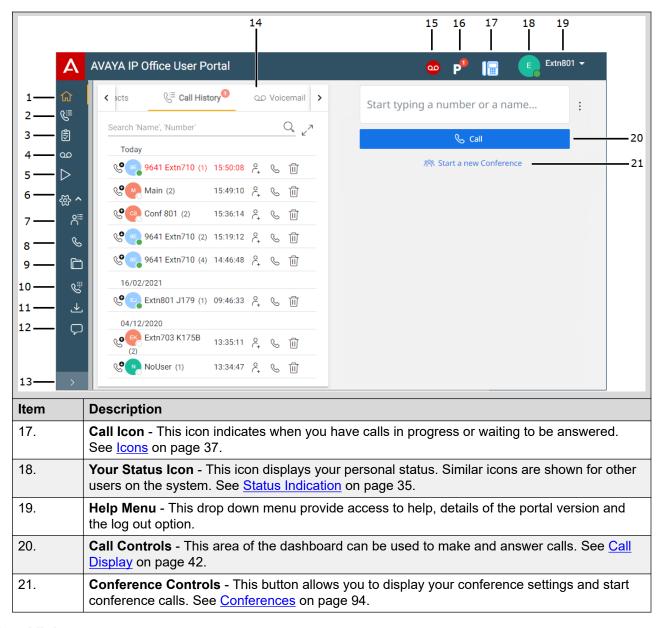


Table continues...



Related links

The Portal Screen on page 30

Searching a List

A \mathbb{Q} icon above any list indicates that the list can be searched. For example, your voicemail messages, call history or contacts.

The text next to the icon indicates the text fields in which the search will look for matches to the search terms you enter.

• If the list has been filtered, the search only includes matches to the filters currently applied to the list.

Procedure

- 1. Next to the \mathbb{Q} icon, enter the text or number for which you want to see any matches.
- 2. As you enter your search term, the matches are automatically shown. The list will reduce as you enter a more precise search.
- 3. To remove the search, delete the search text.

Related links

The Portal Screen on page 30

Filtering a List

A $\sqrt{\ }$ icon above any list indicates that you can apply filters to the list. For example, your voicemail messages, call history or contacts.

- Filters are not shown on the dashboard's compact view of menus. If necessary, click the menu's ∠ icon to switch to the full menu.
- If the list has been filtered, any search only includes entries that also match the current filters.

Procedure

- 1. Click $\sqrt{\ }$. The header row at the top of the list will display a set of filter fields.
- 2. Enter or select the values on which you want the list filtered to only show matches.
- 3. Use the list as normal for functions like making calls, deleting entries.
- 4. When completed, to remove the filter click γ again.

Related links

The Portal Screen on page 30

Sorting a List

If a row of names is shown above a list, called a header row, you can use those name to sort the list. For example, sort your call history by the name of callers rather than the time of calls.

Procedure

- 1. To sort the list on a particular value, click on the name in the header row.
- 2. A ↓ icon next to the column indicates that the list is now sorted on that column in descending order.
- 3. Click on the column name again to change the sort order. A \(\bar\) indicates that the list is now sorted on that column in ascending order.

Related links

The Portal Screen on page 30

Status Indication

The icon shown next to each contact and caller gives a indication of their status. This also applies to your own status icon shown at the top-right of the portal screen.

The status is indicated by colored dot at the bottom right of the icon, Hovering over the icon displays the status as text. The status indicates both your telephone status and personal status (presence).

Telephone Status

These states are controlled by whether you currently have any telephone calls in progress or alerting.

Dot Color	Icon	Status
Green	E	Available - Telephone idle.
Orange	E	 On a call - Phone in use. Note that this does not mean that you or the contact is busy to further calls or that forward on busy applies. See How Many Calls? on page 65.
White	E	Offline (White) - Status unknown. This status is shown contacts other than internal users.

Personal Status

You can select the following personal states to help indicate to other users whether you are free to receive calls. See <u>Setting your presence</u> on page 36. These states are overridden by the telephones 'on a call' state when that is applicable.

Dot Color	Icon	Status
Green	E	Available - Available.
Red	E	Busy - Indicate that you are busy.
		Do Not Disturb - Indicate that you do not want to be disturbed. Note that setting this state does not also enable do not disturb for your calls. See <u>Using</u> <u>Do Not Disturb</u> on page 71.
Yellow	E	Away - Indicate when you are not going to be present to answer any calls.

Related links

The Portal Screen on page 30

Setting your presence

You can set the presence that is indicated to other users through the status icons (see <u>Status Indication</u> on page 35).

Procedure

- 1. Click on your user name shown in the top-right of the screen.
- 2. Click on My Presence.
- 3. Select the state that you want used for your personal status (presence).

Dot Color	Icon	Status
Green	E	Available - Available.
Red	E	Busy - Indicate that you are busy.
		Do Not Disturb - Indicate that you do not want to be disturbed. Note that setting this state does not also enable do not disturb for your calls. See Using Do Not Disturb on page 71.
Yellow	E	Away - Indicate when you are not going to be present to answer any calls.

4. Click Save.

Related links

The Portal Screen on page 30

Icons

The following is a general summary of the various icons you may see.

Top-Bar Icons

The following icons are shown at the top-right of the portal window.

Icon	Description
1	No call management - The portal is configured to allow you to access various menus and settings but not to control making and answering calls. See Switching softphone/call-control on/off on page 25.
00	New Message - You have a new voicemail message or messages. Click the icon to access the messages.
P^0	Parked Calls - There are parked calls. Parked by your or by others. See <u>Parking Calls</u> on page 56.
	Idle - You have no calls in progress.
2	Dialing - You are in the process of making a call.
(([]))	Ringing - You have a new incoming call. See Answering Calls on page 47.
	Phone not registered - There is a problem with your phone. It has been unplugged or the system cannot detect it.
(3))	On Call - You have a call or calls in progress.
Ę	Your Status - See Status Indication on page 35.

Actions Icons

These icons are shown to the right of entries in panels. They perform a range of actions.

Icon	Description
Q	Search - Enter search terms here. Matching records are displayed as you enter your search term.
⊿	Full Menu - For compact menus shown on the dashboard, click to switch to the full menu.
7	Toggle Filters - Show or hide the filters. Hiding the filters turns off any existing filtering.
° ₊	Add to Personal Contacts - Add the caller details of the adjacent record as a personal contact.
&	Call - Start a call using the details of the adjacent record.
Û	Delete - Delete the adjacent record.

Icon	Description
90	Read Message - The adjacent caller left a voicemail message. Click to see details.
$\stackrel{\wedge}{\simeq}$	Mark Favorite - Mark the adjacent contact as a favorite.
\triangleright	Play - Play the adjacent message.
•••	View more options - View additional options.

Contacts

Icon	Description
*	Favorites - These are personal contacts that you have marked as being favorites by
	clicking the 🖒 icon.
*	Personal Contacts - These are contacts that you have added yourself. See Managing Your Personal Contacts on page 117. Only you can see these contacts.
	System Users - These are the names and numbers of the other users on your telephone system.
**	Groups - These are groups of users on your telephone system.
III III	External Contacts - These are contacts added to your system's directory by your system administrator. These are shared by everybody on your system.
	These contacts are only shown in your portal directory except when you search the contacts. See Searching the Contacts on page 113.

Call History

Icon	Description
Ç	Incoming Call – This icon indicates an incoming call answered at your extension.
€	Outgoing Call – This icon indicates an outgoing call made from your extension.
© O	Missed Call – This icon indicates an incoming call that alerted at your extension but was not answered.
	Note that your system administrator can set whether this should include calls that were then answered elsewhere or sent to voicemail to leave a message.
•	Call Note - A call with a call note (see <u>Adding a Call Note</u> on page 62). Hovering over the icon displays the note.

Messages

Icon	Description
<u> </u>	New - A new voicemail message that has not been played.
<u></u>	New Priority Message - A new message that has been marked as priority by the sender.

Icon	Description
€	New Private Message - A new message that has been marked as private by the sender. Private messages cannot be forwarded to another mailbox.
90	Read Message - A message that has been played. By default, old read messages are automatically deleted 30 days after being played unless marked as saved. The voicemail system can also be configured to automatically delete other messages in order to conserve space, including saved messages if necessary.
oe⊕	Read Private Message - An old message that the caller marked as private. Private messages cannot be forwarded to another mailbox.
00	Saved - An old message that you have marked as saved (see <u>Saving a Message</u> on page 141). Saved messages are not automatically deleted.

Conference Participant Icons

The following icons are shown next to conference participants.

Icon	Description
ەر.	This icon indicates that the participant is also a moderator. Conferences do not start until a moderator joins the conference. Moderators can drop and mute other participants using the following icons.
	For ad-hoc conferences, all internal participants are moderators.
	For personal meet-me conferences, the conference owner is the only moderator.
	For system meet-me conferences, internal participants can be configured as moderators by the system administrator. Participants who join the system meet-me conference using the moderator PIN also become moderators.
•	Click to drop the participant from the conference.
•	Click to mute the participant.
*	Click to unmute the participant.

Call Panel Icons

The icons shown on the call panels vary depending on the state of the call (ringing, held, connected). Icons that may appear are:

Icon	Description
&	Answer
ζ>	Redirect - Send an incoming call to another number without answering it.
8	Ignore - Send an incoming call to your forward on busy destination or to voicemail. See <u>Ignore an Incoming Call</u> on page 47.
8	End or Hang up - End the call.
	Hold - Put the call on hold.

Icon	Description
Ж	Resume - Take the call off hold.
:::	Digits - Dial additional digits.
ightleftharpoons	Transfer - Start the process of transferring the call. See <u>Transferring Calls</u> on page 59.
✓	Complete - Complete the pending transfer process.
+	Add - Add another user to the call.
•	Record - Record the call.
	Stop Recording - Stop recording.
Q	Mute - Mute the call. You can still hear the caller.
Á	Unmute - Unmute the call.
•••	More - Access more call options. For example park the call, add a call note or add another user to the call.

The Portal Screen on page 30

Part 2: Making and Answering Calls

Chapter 5: Controlling Your Calls

You can use the portal to make and answer calls on your normal deskphone. For some users, the portal can also be used as a softphone, using the PCs speakers and microphone.

Related links

Call Display on page 42

Switching softphone/call control on/off on page 25

Selecting the Audio Source on page 44

Call Icons on page 45

Call Display

The portal present calls in two ways. On the ① **Dashboard**, new calls and call in progress are shown by call panels. The icons at the bottom of the call panel vary depend on the state of the call, for example: ringing, answered, on-hold. See Call Icons on page 45.

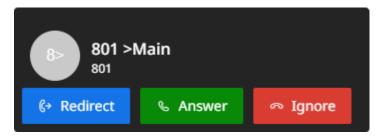


Figure 1: A new incoming call.

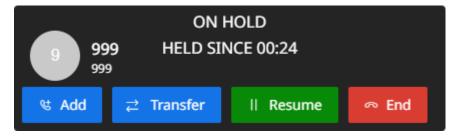


Figure 2: A held call.

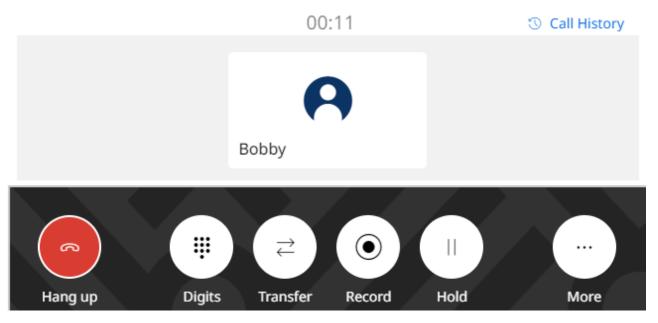


Figure 3: Your current connected call.

On other menus, calls appear as sliders that appear from the right. These only provides call control icons for new incoming calls. For other calls, they simply acts as a reminder that you have calls in progress on the dashboard.



Related links

Controlling Your Calls on page 42

Switching softphone/call control on/off

The portal can operate in several ways when making and answering calls. If you have access to the **Profile** menu, you can check the current setting.

• Note that your system administrator controls the default mode your portal uses and whether you can change mode.

Procedure

1. Select ^{o∷} Profile. If not shown, click **Settings**.

- 2. The **Call Operation** shows your portal's current mode for making and answering calls. You can use the drop-down to select the mode you want to use for the current session.
 - None The portal does not provide any controls to make and answer calls.
 - A ! icon is shown at the top of the portal when being used in this mode.
 - **Call Control** The portal makes, answers and control calls using your normal deskphone.
 - **Softphone** The portal acts as a softphone to make, answer and control calls. It uses your browser's speakers and microphone.
- 3. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

<u>Using the User Portal</u> on page 24 Controlling Your Calls on page 42

Selecting the Audio Source

If you are using the portal as a softphone, by default it uses the speaker and microphone set as your PC's system defaults. However, you can select which specific audio devices it should use.

- Selecting the audio source is only supported with Google Chrome, Microsoft Edge and Mozilla Firefox.
 - For correct operation on Mozilla Firefox, additional browser configuration is required. See Enabling Audio Source Selection for Firefox on page 45.
- Note that this only selects the devices used for speech during calls. Ringing and other notification sounds still use your PC's system defaults.

Procedure

- 1. Click on your user name shown in the top-right of the screen.
- 2. Click on Audio Settings.
- 3. The menu indicates your current audio settings.
- 4. Use the drop-down menus to select the audio devices that you want to use with the portal.
- 5. To change source, click on the current source and select the source required.
- 6. Click Save.

Related links

<u>Controlling Your Calls</u> on page 42 <u>Enabling Audio Source Selection for Firefox</u> on page 45

Enabling Audio Source Selection for Firefox

For Mozilla Firefox, the portal's audio source selection menu (see <u>Selecting the Audio Source</u> on page 44) will not operate correctly unless the following process is applied to the browser. This process only needs to be run once for the particular installation of Firefox.

Procedure

- 1. Start Firefox.
- 2. Enter about: config in the address bar.
- 3. If a Proceed with Caution message appears, click Accept the Risk and Continue.
- 4. In the search field at the top of the page, enter media.setsinkid.enabled
- 5. Double-click on the entry to change the value from default or false to true.
- 6. Close the browser window.

Related links

<u>Selecting the Audio Source</u> on page 44 Troubleshooting on page 196

Call Icons

Call Panel Icons

The icons shown on the call panels vary depending on the state of the call (ringing, held, connected). Icons that may appear are:

Icon	Description
6	Answer
ζ>	Redirect - Send an incoming call to another number without answering it.
8	Ignore - Send an incoming call to your forward on busy destination or to voicemail. See <u>Ignore an Incoming Call</u> on page 47.
8	End or Hang up - End the call.
	Hold - Put the call on hold.
Ж	Resume - Take the call off hold.
:::	Digits - Dial additional digits.
ightharpoonup	Transfer - Start the process of transferring the call. See <u>Transferring Calls</u> on page 59.

Icon	Description
✓	Complete - Complete the pending transfer process.
+	Add - Add another user to the call.
•	Record - Record the call.
	Stop Recording - Stop recording.
Q	Mute - Mute the call. You can still hear the caller.
Ú	Unmute - Unmute the call.
•••	More - Access more call options. For example park the call, add a call note or add another user to the call.

Controlling Your Calls on page 42

Chapter 6: Answering Calls

A (() icon at the top of the portal indicates that you have a call waiting to be answered.

- If you are on the 🛈 **Dashboard** menu, a panel appears showing the call details and icons for the actions you can take.
- If you are on any other menu, a slider appears with the call details and actions.

Related links

Answering the Call on page 47
Ignore an Incoming Call on page 47
Redirecting an Incoming Call on page 48
Unanswered/Missed Calls on page 49

Answering the Call

Use the follow process to answer a call.

Procedure

- 1. From the icons shown for the new call, click & **Answer**.
- 2. If you already have a connected call, that existing call is automatically put on hold (see Auto Hold on page 54).

Related links

Answering Calls on page 47

Ignore an Incoming Call

You can attempt to ignore an incoming call. This has different effects depending on the type of call and other options:

Call Type	Description				
Hunt Group Calls	For hunt group calls, ignoring it 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).				
Personal Calls	For direct calls to your number, ignoring it causes it to:				
	 Go to your Forward on Busy destination if set and enabled. See Forward of Busy on page 79. 				
	Otherwise, go to your voicemail if enabled.				
	Else, the call continues to ring (ignoring it has no effect).				
Hold/Park Return Calls	If the call is one returning from being held or parked for too long, you cannot ignore it.				

Procedure

- 1. Click Dashboard to display the dashboard.
- 2. From the call icons shown for the new call, click \bigcirc **Ignore**.

Related links

Answering Calls on page 47

Redirecting an Incoming Call

You can redirect a new incoming call to another user without having to answer the call.

• Redirected calls appear in your call history as a missed calls, regardless of whether they were answered at the redirected destination.

Procedure

- 1. Click Dashboard. This option is only available from the call details panel shown on the dashboard.
- 2. From the call icons shown for the new call, click **Redirect**.
- 3. Enter the number to which you want the call redirected.
 - If your system uses a prefix for external calls, remember to add that prefix.
 - By default, forwarding or transferring incoming external calls back to an external number is not allowed unless enabled by your system administrator.
- 4. Click Transfer.

Related links

Answering Calls on page 47

Unanswered/Missed Calls

How unanswered calls are treated depends both on your telephone settings and the type of call.

Call Type	What happens to unanswered calls		
For calls direct to you	In the system configuration you have a set No Answer Time (the default is 15 seconds). For calls direct to you, if you do not answer within that time, the system will do a number of things.		
	If you have Forward on No Answer enabled (see <u>Forward on No Answer</u> on page 77), the call is redirected to that number. If it rings there without being answered, the system will send it to voicemail if available.		
	 If your Forward on No Answer destination is an external number, the phone system will still try to retrieve the call and send it to voicemail if it remains unanswered. However, that is not always possible. 		
	If you have voicemail enabled, the caller will hear your mailbox greeting. You can switch voicemail on or off using the portal (see Configuring Your Mailbox on page 144).		
	If neither of the above is available, the call will continue ringing.		
For calls to a hunt group of which you are a member	Hunt groups have their own No Answer Time setting. If unanswered by you, the call is normally presented to the next available member of the hunt group. However, it may come back to you if not answered by any other member of the group.		

Related links

Answering Calls on page 47

Chapter 7: Making Calls

Anywhere you see the & icon you can use it to make a call to the associated name or number. For example, to return or repeat a call from your call history or to make a call from your contacts.

- If your system uses a prefix for external calls, remember to add that prefix.
- By default, forwarding or transferring incoming external calls back to an external number is not allowed unless enabled by your system administrator.

Related links

Making a New Call on page 50
Using Contacts to Make a Call on page 51
Making a Return/Repeat Call on page 51
Add a User to a Call on page 52
Call Voicemail Directly on page 52

Making a New Call

If you have no calls in progress, you can use the following process to start a new call.

Procedure

- 1. Click Dashboard to display the dashboard.
- Enter the name or number that you want to call.
 - As you do this, a list of matches from your contacts are shown. Click a match to complete entry, otherwise continue entering the name or number.
- 3. Click : to select additional options:

Option	Description
Add Call Note	You can add a short (120 characters including spaces) note to the call. The note appears with the call details in your call history.
Add Account Code	You can associate an account code with the call. That account code is then included in the call logs output by the telephone system at the end of the call and may be used for purposes such as call billing.
Leave a message	If the destination is an internal user or group, you can select this option to make a direct call to their voicemail mailbox to leave a message.

4. To start the call attempt, click &

Related links

Making Calls on page 50

Using Contacts to Make a Call

You can start a call using any of your contacts list.

Procedure

- 1. Click Dashboard and select Contacts.
- 2. Locate the contact required.
- 3. Click the & icon.
- 4. If you already have a connected call, that existing call is automatically put on hold (see Auto Hold on page 54).

Related links

Making Calls on page 50

Making a Return/Repeat Call

You can use your call history to make a repeat or return call.

Procedure

- 1. Display your call history (see <u>Viewing Your Call History</u> on page 126).
- 2. Locate the previous call that you want to repeat or reply to.
- 3. Click the & icon.
- 4. If you already have a connected call, that existing call is automatically put on hold (see Auto Hold on page 54).

Related links

Making Calls on page 50

Add a User to a Call

With a call in progress, you can add another party to the call. This turns the call into an ad-hoc conference.

Procedure

- 1. From the call icons, click ... More.
- Select Add User to Call.
- 3. Enter the name or number of the other user.
 - As you do this, a list of matches from your contacts are shown. Click a match to complete entry, otherwise continue entering the name or number.
- 4. Click Add. This starts an ad-hoc conference between your current call and the new user.
- 5. If the new user does not answer, click \curvearrowright Hang up.

Related links

Making Calls on page 50

Call Voicemail Directly

For internal contacts, you can leave a message directly in their voicemail mailbox.

Procedure

- 1. Click 🕠 Dashboard and select 🛇 Contacts.
 - Use the $\langle \ \rangle$ icons to scroll the options shown in the dashboard panel if required.
- 2. Locate the contact required.
- 3. Click on :
- 4. If **Leave a message** is displayed, you can leave a message directly into the contact's mailbox. Click the option and follow the prompts.

Related links

Making Calls on page 50

Chapter 8: Holding Calls

You can use the portal to hold calls.

- The caller hears music-on-hold if available. If no hold music is configured, the caller hears a double beep tone every 4 seconds.
- You can put conference calls hosted by the system on hold. Whilst held, rather than hearing hold music, the participants can continue talking.
 - Do not hold or park calls to external conferences. That will cause those conferences to hear your systems music on hold.
- Your system administrator can configure you as being **Busy On Held**. Then, while you have a held call, the phone system treats you as being busy to further incoming calls. They will follow your forward on busy settings if set, else go to voicemail.

Related links

Automatic Hold Recall on page 53
Auto Hold on page 54

Holding a Call on page 54

Retrieving a Call from Hold on page 54

Dropping a Held Call on page 55

Automatic Hold Recall

The system has a timer that limits how long calls can be left on hold. The timeout is not applied to held conference calls.

The timeout is set by your system administrator. The default is 15 seconds.

• When reached, if your phone is idle, or when it is next idle, the call rings your phone again.

The returning call ignores any forwarding or do not disturb settings and cannot be dropped.

Related links

Holding Calls on page 53

Auto Hold

By default, if you already have a call connected and then make or answer another call, the existing call is automatically put on hold. This is called **Auto Hold**.

Your system administrator can disable **Auto Hold** for the whole system. In that case, existing calls are disconnected when you answer to switch to another call.

This documentation assumes that **Auto Hold** is enabled.

Related links

Holding Calls on page 53 Call Controls on page 62

Holding a Call

Use this process to put a call on hold.

Procedure

- 1. Click 🕝 **Dashboard** to display the dashboard.
- 2. From the call icons, click | Hold.

Related links

Holding Calls on page 53

Retrieving a Call from Hold

Use this process to resume a held call.

Procedure

- 1. From the call icons, click $\frac{1}{1}$ Resume.
- 2. If you already have a connected call, that existing call is automatically put on hold (see Auto Hold on page 54).

Related links

Holding Calls on page 53

Dropping a Held Call

You can drop a call whilst it is on hold.

Procedure

- 1. Click 🗘 **Dashboard** to display the dashboard.
- 2. From the call icons, click **End**.

Related links

Holding Calls on page 53

Chapter 9: Parking Calls

When you put a call on hold, only you can retrieve that call. Parking a call is similar, however a parked call can be retrieved by other users if they know the park slot number used to park the call.

- The portal provides you with 16 park buttons, numbered 1 to 16.
- When you park a call in one of those park slots, you and other users can see that there is a parked call and can unpark it when required.
- Similarly, when others park a call in one of those park slots, you can see that there is a parked call and can unpark it.
- The caller hears music-on-hold if available. If no hold music is configured, the caller hears a double beep tone every 4 seconds.
- You can park conference calls hosted by the system. Whilst parked, rather than hearing hold music, the participants can continue talking.
 - Do not hold or park calls to external conferences. That will cause those conferences to hear your systems music on hold.

In addition to the portal's controls, it is possible to add park slot buttons to desk phones which will also indicate when there is a parked call. See Call Park Button on page 171.

Related links

Automatic Park Recall on page 56

Parking a Call on page 57

Unparking a Call on page 57

Answering a Parked Call Recall on page 58

Automatic Park Recall

The system has a timer that limits how long calls can be left parked. The timeout is not applied to parked conference calls.

This timeout is set by your system administrator. The default is 5 minutes.

When reached, if your phone is idle, or when it is next idle, the call rings your phone again.
 The returning call ignores any forwarding or do not disturb settings and cannot be dropped.

Related links

Parking Calls on page 56

Parking a Call

Use the following process to park a call. Once parked, you can inform another user of the park slot number so they can unpark the call.

Procedure

- 1. From the call icons, click ... More
- 2. Select Park Call.
- 3. From the display of park slots, click on the free slot to use for the call. Slots that are already in use show the existing parked callers name or number.
- 4. Use the \vee icon to expand the list if necessary.
- 5. Once the call is parked, you can click **Close**.
 - The fact that there is a parked call in one of the slots is shown by a icon at the top of portal.
 - If the call is left parked for too long, it will automatically recall to you. See <u>Answering a Parked Call Recall</u> on page 58.

Related links

Parking Calls on page 56

Unparking a Call

The icon appears in the top bar of the portal when there is a park call or calls in one of the park slots 1 to 16.

Procedure

- 1. Click
- 2. The list of park slots is displayed. The slots in use display the name or number of the parked caller.
- 3. Use the \vee icon to expand the list if necessary.
- 4. To unpark a parked call, click on the required slot.

Related links

Parking Calls on page 56

Answering a Parked Call Recall

If a caller is left parked for too long, their call will automatically recall to whoever originally parked the call. Typically this happens after 5 minutes.

If it was a call that you parked:

- The recall only occurs when you have no other call in progress.
- You can recognize that it is a recalling call by the label **Recall** shown in the call panel. Also the only control is an & **Answer** icon.
- The recalling call ignores your forwarding and do not disturb settings.
- You can only answer the call. You cannot drop or ignore the call.

Procedure

- 1. Use the caller information to remind yourself who the caller was and why you originally parked the call.
- 2. Click & Answer.

Related links

Parking Calls on page 56

Chapter 10: Transferring Calls

You can use the portal to transfer a call to another number. There are two types of transfer:

Туре	Description		
Supervised Transfer	A supervised transfer is one where you talk (or try to talk) to the transfer destination before completing the transfer. This is also known as a warm transfer.		
	Your initial call to the transfer destination is called a consultation call or enquiry call.		
	This method of transferring calls allows you to confirm if the transfer target is present and wants to accept the call.		
Blind Transfer	A blind transfer is one where, having dialed the number of the transfer destination, you complete the transfer without waiting for the call to be answered. This is also known as an unsupervised or cold transfer.		
	Use this type of transfer with caution as it may leave caller connected to a number that just rings or goes to voicemail.		

Transferring External Calls

By default the system does not allow you to transfer an incoming external call back out to another external number. That feature has to be enabled by your system administrator before it can be used.

Related links

Transferring a Call on page 59

Transferring Two Calls Together on page 60

Transfer an Incoming Call on page 61

Transferring a Call

Using the portal you can transfer any of your current calls. For example, you can transfer a call that is on hold.

Procedure

1. In the call icons of the call you want to transfer, click \rightleftarrows **Transfer**.

- 2. Enter the name or number to which you want to transfer the call.
 - You can also use the **Call with...** drop-down to select to blind transfer the caller to one of your other calls.
 - If your system uses a prefix for external calls, remember to add that prefix.
 - By default, forwarding or transferring incoming external calls back to an external number is not allowed unless enabled by your system administrator.
- 3. Select the type of transfer you want to make.
 - Blind Selecting this option will complete the transfer immediately.
 - **Supervised** Selecting this option will continue the transfer process through the additional steps below.
- 4. A new call is made to the number you entered.
- 5. If the call is not answered or the other party does not want the transfer, click **End** and return to the original caller by clicking **∤ Resume**.
- 6. If the other party answers:
 - If required, you can use the $/\!\!/$ Resume icons to switch between the two calls.
 - If the other party is happy to accept the transfer, click ✓ **Complete**. Otherwise, click **Complete**. Otherwise, click **Complete**.

Transferring Calls on page 59

Transferring Two Calls Together

If you already have several calls in progress, you can use the following process to transfer your current call to one of the others calls.

Procedure

- 1. In the icons of the currently connected call, click \rightleftharpoons **Transfer**.
- 2. In the **Transfer** menu, use the **Call with...** drop-down to select the other call.
- 3. Click Blind.
- 4. The two calls disappear from your dashboard as you are no longer part of the call.

Related links

Transferring Calls on page 59

Transfer an Incoming Call

You can transfer an incoming call without needing to answering it. For example, if you recognize the caller details and know the correct destination for the call. You can only transfer to another internal user.

Procedure

- 1. Click Dashboard. This option is only available from the call details panel shown on the dashboard.
- 2. From the call icons shown for the new call, click **Redirect**.
- 3. Enter the number to which you want the call redirected.
 - If your system uses a prefix for external calls, remember to add that prefix.
 - By default, forwarding or transferring incoming external calls back to an external number is not allowed unless enabled by your system administrator.
- 4. Click Transfer.

Related links

Transferring Calls on page 59

Chapter 11: Call Controls

This section covers some additional general call controls.

Related links

Ending a Call on page 62

Adding a Call Note on page 62

Muting a Call on page 63

Unmuting a Call on page 63

Dialing Additional Digits on page 64

Switching Between Calls on page 64

Auto Hold on page 54

How Many Calls? on page 65

Recording a Call on page 66

Ending a Call

Procedure

- 1. Click Dashboard to display the dashboard.
- 2. From the icons shown for the call, click the \bigcirc **End** or \bigcirc **Hang up** icon.

Related links

Call Controls on page 62

Adding a Call Note

You can add a short (120 characters including spaces) note to the call. The note appears with the call details in your call history.

Procedure

- 1. From the call icons, click ... More.
- 2. Select Add Call Note.

- 3. Enter the text for the call note.
- 4. Click Add.

Call Controls on page 62

Muting a Call

You can mute your speech connection to a call. Whilst a call is muted, you can hear the caller but they cannot hear you.

Call Type	Description		
Parked calls	Retrieving a parked call cancels any muting that may have previously been applied to that call before it was parked.		
Held calls	If you mute a call and then put it on hold, that muting is canceled when you resume the call. However, if you mute a call and the other party holds the call, the muting is not canceled when the call is taken off hold.		
Conference Calls	In conference call, if you are a moderator (shown by a cicon next to your name) you can mute other participants in the conference. That includes muting all other participants (see Muting All Conference Participants on page 109).		
Controlling Another Phone	Mute/unmute is not available when using the portal to control a desk phone, except for conference calls.		

Procedure

- 1. Click 🛈 **Dashboard** to display the dashboard.
- 2. From the call icons shown for the call, click \mathbb{Q} **Mute**.

Related links

Call Controls on page 62

Unmuting a Call

Use the following process to unmute a call previously muted using the portal.

Procedure

- 1. Click Dashboard to display the dashboard.
- 2. From the call icons shown for the call, click \mathcal{L} Unmute.

Call Controls on page 62

Dialing Additional Digits

Once a call in connected, you may need to dial addition digits that need to be heard by the far end of the call, for example, when calling an external voicemail system.

Procedure

- 1. From the icons shown for the call, click **Digits**.
- 2. Click the additional digits that you want to send.
- 3. When finished, click X.

Related links

Call Controls on page 62

Switching Between Calls

You can have several calls in progress at the same time. That includes calls that are alerting you and calls that are on hold. However, you can only have one connected call at any time.

Procedure

- 1. From the icons shown for the calls, click on the # **Resume** icon of the call to which you want to be connected.
- 2. If you already have a connected call, that existing call is automatically put on hold (see Auto Hold on page 54).

Related links

Call Controls on page 62

Auto Hold

By default, if you already have a call connected and then make or answer another call, the existing call is automatically put on hold. This is called **Auto Hold**.

Your system administrator can disable **Auto Hold** for the whole system. In that case, existing calls are disconnected when you answer to switch to another call.

This documentation assumes that **Auto Hold** is enabled.

Holding Calls on page 53 Call Controls on page 62

How Many Calls?

The portal does not limit the number of calls that you can make and receive. While you can only have one call connected at any time, you can have multiple held calls at the same time.

However, there may be some limits imposed by the type of phone you are using for the audio connection:

Phone	Description			
Phones With Appearance Buttons	Many Avaya phones have programmable buttons that are configured by the system administrator as appearance buttons. When using one of these phones, each call that you make or receive normally uses an appearance button and can be controlled using that button (press to hold, retrieve, view details, etc).			
	The number of appearance buttons control how many calls you can simultaneously make and receive. When no more appearance buttons are available, the telephone system treats you as busy to any further incoming calls.			
	Your system administrator can reserve one call appearance so that it is only useable for outgoing calls. That way, you can always make an additional call to transfer or conference one of your other existing calls.			
Phones Without Appearance Buttons	If the phone you are using does use appearance buttons, your Call Waiting setting, as set by your system administrator, controls the number of calls that you can receive.			
	If your Call Waiting setting is enabled, you can use the portal to answer an additional incoming call. Once you have two calls being handled, for any additional incoming calls, the phone system treats you as being busy. However, using the portal you can still make additional outgoing calls.			
	If your Call Waiting setting is not enabled, once you have one connected call to which you are talking the phone system treats you as being busy. However, using the portal you can still make additional outgoing calls.			
Softphone	If using the portal as a softphone, up to 6 simultaneous calls are supported.			

Calls that have been parked are not included. Unlike held calls they are parked on the phone system rather than held at your phone.

Related links

Call Controls on page 62

Recording a Call

If your telephone system has a voicemail system attached, you may be able to record calls. If so:

- By default the recording is placed into your own voicemail mailbox. However, your system administrator can change that.
- The caller will hear a call recording warning. If you bring other parties into a call that is being recorded, for example by starting a conference, the warning is heard again. Your system administrator can switch off the call recording warning message. However, doing that may be prohibited or subject to legal requirements.
- The recording continues while you are connected to the call. If you transfer the call to another user or number, the recording ends.
- Call recording also automatically stops if you park, transfer or turn the call in to a conference. If you hold the call, call recording is paused while the call is on hold.
- Recording of conference calls depends on the type of conference and your role in the conference. See Recording Conference Calls on page 100.

Procedure

- 1. From the call icons shown for the call, click **• Record**.
- 2. To stop the recording, click **Stop**.

Related links

Call Controls on page 62

Part 3: Redirecting Your Calls

Chapter 12: Automatically Redirecting Your Calls

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

Method	Description		
Do Not Disturb (DND)	Redirect all calls to you to voicemail, if available. Otherwise, calls are redirected to a busy tone. See <u>Using Do Not Disturb</u> on page 71.		
	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 <u>Forwarding Your Calls</u> on page 75.		
	Forward Unconditional - Immediately forward calls. See Forward Unconditional on page 75.		
	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 79.		
	• Forward on No Answer - Forward calls if they have rung unanswered at your phone. See Forward on No Answer on page 77.		
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 Button on page 178. 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.		

You can also redirect a call whilst it is still ringing. See Redirecting an Incoming Call on page 48.

Related links

Which Calls are Redirected? on page 69

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.

Method		Calls Redi	Calls Redirected		
		Internal	External	Group	
Follow Me	Follow Me To	J	J	y	
	Follow Me Here	J	J	√	
Forward	Forward Unconditional	√ *	J	✓*	
	Forward on No Answer	J	J	_	
	Forward on Busy	J*	J	N/A	
Do Not Disturb		J	J	N/A	
Twinning	Internal	J	J	✓*	
	Mobile	J	J	✓*	
	Fallback	J	J	√ *	

- * 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

Automatically Redirecting Your Calls on page 68

Where Can Calls Be Redirected?

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

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

Method		Destination		
		Internal	External	Voicemail
	Forward Unconditional	√	J	*
Do Not Disturb		_	_	>
Twinning	Internal	√	_	_
	Mobile	_	J	_
	Fallback	_	J	_

^{• *} These types of call are not redirected by default. However, your system administrator can have them also redirected.

Automatically Redirecting Your Calls on page 68

Chapter 13: 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.
- On Avaya phones, you may be able to add a Send All Calls button. That button can be used to turn DND on or off and to show you when you have DND on. See <u>Button Programming</u> on page 164.

Related links

Switching DND On on page 71

Switching DND Off on page 72

DND Exceptions on page 72

Other DND Controls on page 73

Switching DND On

The communication system indicates when you have do not disturb enabled:

- The system provides broken dial tone.
- J139/J159/J169/J179/J189 phones display a ☐ icon.
- 9600 Series phones display an **N** after your user name on the phone's idle display.
- 9621/9641 phones also display a **!** icon to indicate that you have either do not disturb or forward unconditional enabled.

Procedure

1. Login to the application. See <u>Logging In</u> on page 24.

- 2. Click Settings if no icons are shown underneath it.
- 3. Select % Call Handling. If not shown, click ∯ Settings.
- 4. Select the check box next to **Do Not Disturb**.
- 5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Using Do Not Disturb on page 71

Switching DND Off

Procedure

- 1. Login to the application. See Logging In on page 24.
- 2. Click **Settings** if no icons are shown underneath it.
- 3. Select & Call Handling. If not shown, click & Settings.
- 4. Deselect the check box next to **Do Not Disturb**.
- 5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

Using Do Not Disturb on page 71

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

<u>Using Do Not Disturb</u> on page 71

<u>Adding a DND Exception</u> on page 72

<u>Deleting a DND Exception</u> on page 73

Adding a DND Exception

Procedure

- 1. Login to the application. See Logging In on page 24.
- 2. Select & Call Handling. If not shown, click 🕸 Settings.

- 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, is should include any prefixes the communication system adds. If possible, check the call details shown in your call history.
 - · You can use wildcard characters.
 - Use **N** to represent any series of digits. For example, adding 555N creates an exception for calls from any numbers starting with 555.
 - Use X to represent a single digit. For example, adding XXX creates an exception for any 3-digit internal numbers.
- 5. Click OK.
- 6. If you have finished making changes, click Save. To cancel the changes, click Reset.

DND Exceptions on page 72

Deleting a DND Exception

Procedure

- 1. Login to the application. See <u>Logging In</u> on page 24.
- 2. Select & Call Handling. If not shown, click & Settings.
- 3. Click on **DND Exception List**.
- 4. Click on the $\overline{\mathbb{H}}$ 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**.

Related links

DND Exceptions on page 72

Other DND Controls

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

DND Short Codes

Feature	Code	Description
Do Not Disturb On	*08	Switch do not disturb on or off.
Do Not Disturb Off	*09	
Add an Exception Number	*10*N#	Add/remove a number (N) to/from your list of 'do not disturb exceptions.
Delete an Exception Number	*11*N#	
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 71

Chapter 14: Forwarding Your Calls

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

Туре	Description
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 75

Forward on No Answer on page 77

Forward on Busy on page 79

Other Forwarding Controls on page 81

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.

Forwarding Your Calls on page 75

Switching Forward Unconditional On on page 76

Switching Forward Unconditional Off on page 77

Changing Your Forwarding Destination on page 77

Switching Forward Unconditional On

The communication system indicates when you have Forward Unconditional enabled:

- · The system provides broken dial tone.
- Some Avaya phones display a **D** after the user name on the phone's idle display.
- J139/J159/J169/J179/J189 phones display a 🛂 icon.
- 9621/9641 phones also display a **(** icon to indicate that you have either do not disturb or forward unconditional enabled.

About this task Procedure

- 1. Click Settings if no icons are shown underneath it.
- 2. Select % Call Handling. If not shown, click % Settings.
- 3. Select the check box next to Forward Unconditional.
- 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**.

Related links

Forward Unconditional on page 75

Switching Forward Unconditional Off

Switching forwarding off does not affect the destination number which remains set for future use.

Procedure

- 1. Click 🕸 **Settings** if no icons are shown underneath it.
- 2. Select & Call Handling. If not shown, click Settings.
- 3. Deselect the check box next to Forward Unconditional.
- 4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

Forward Unconditional on page 75

Changing Your Forwarding Destination

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

Procedure

- 1. Click Settings if no icons are shown underneath it.
- 2. Select % Call Handling. If not shown, click % Settings.
- 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**.

Related links

Forward Unconditional on page 75

Forward on No Answer

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

- Your no answer time is set by your system administrator. The default is 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. However, your system administrator can 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.

Forwarding Your Calls on page 75

Switch Forward on No Answer On on page 78

Switching Forward on No Answer Off on page 79

Changing Your Forwarding Destination on page 79

Switch Forward on No Answer On

Procedure

- 1. Select % Call Handling. If not shown, click ∰ Settings.
- 2. Click Settings if no icons are shown underneath it.
- 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**.

Related links

Forward on No Answer on page 77

Switching Forward on No Answer Off

Switching forwarding off does not affect the destination number which remains set for future use.

Procedure

- 1. Click Settings if no icons are shown underneath it.
- 2. Select & Call Handling. If not shown, click 🕸 Settings.
- 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**.

Related links

Forward on No Answer on page 77

Changing Your Forwarding Destination

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

Procedure

- 1. Click Settings if no icons are shown underneath it.
- 2. Select & Call Handling. If not shown, click & Settings.
- 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**.

Related links

Forward on No Answer on page 77

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 being when you are unable to receive and answer any more incoming call alerts. This depends on the type of phone you are using. See How Many Calls? on page 65.

- 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.

Forwarding Your Calls on page 75

Switching Forward on Busy On on page 80

Switching Forward on BusyOff on page 81

Changing Your Forwarding Busy/No Answer Destination on page 81

Switching Forward on Busy On

<<<???>>>

Procedure

- 1. Select **♦ Call Handling**. If not shown, click **♦ Settings**.
- 2. Click $\ \ \$ Settings if no icons are shown underneath it.
- 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**.

Related links

Forward on Busy on page 79

Switching Forward on BusyOff

Switching forwarding off does not affect the destination number which remains set for future use.

Procedure

- 1. Click Settings if no icons are shown underneath it.
- 2. Select % Call Handling. If not shown, click 🕸 Settings.
- 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**.

Related links

Forward on Busy on page 79

Changing Your Forwarding Busy/No Answer Destination

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

Procedure

- 1. Click Settings if no icons are shown underneath it.
- 2. Select % Call Handling. If not shown, click 🕸 Settings.
- 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**.

Related links

Forward on Busy on page 79

Other Forwarding Controls

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

Forwarding Short Codes

Feature	Code	Description
Cancel All Forwarding	*00	Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb').

Feature	Code	Description
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 call forwarding on or off. A destination must have been set.
Switch Forward Unconditional Off	*02	
Include Hunt Group Calls	*50	Control whether hunt group calls are included in forwarding
Exclude Hunt Group Calls	*51	

Feature	Code	Description
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 on or off.
Switch Forward on Busy Off	*04	
Switch Forward on No Answer On	*05	Switch forward on no answer on or off.
Switch Forward on No Answer Off	*06	

Related links

Forwarding Your Calls on page 75

Chapter 15: Twinning Your Phone

Twinning is a process whereby your calls can ring on two phones. Twinning is only available if allowed by your system administrator. The system supports several different types of twinning.

Method	Description
Mobile Twinning	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.
	You can switch mobile twinning on/off using the web menus and change the destination number for calls. You can also add a twinning button to your phone to control you twinning settings and twinned calls.
Fallback Twinning	When enabled, this feature redirects 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.
Internal Twinning	This method of twinning twins 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 go to your mailbox.
	Internal twinning can only be configured for you by your system administrator. You cannot use both internal twinning and mobile twinning.

Related links

Switching Mobile Twinning On from Your Profile on page 84

Changing Your Twinning Number on page 84

Switching Mobile Twinning Off on page 85

Adding a Twinning Button on page 85

Switching Fallback Twinning On on page 85

Switching Fallback Twinning Off on page 86

Switching Mobile Twinning On from Your Profile

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 the application. See Logging In on page 24.
- 2. Click Settings if no icons are shown underneath it.
- 3. Select & Call Handling. If not shown, click 🕸 Settings.
- Select the check box next to Mobile Twinning.
- 5. 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.
- 6. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

Twinning Your Phone on page 83

Changing Your Twinning Number

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

Procedure

- 1. Login to the application. See Logging In on page 24.
- 2. Click Settings if no icons are shown underneath it.
- 3. Select & Call Handling. If not shown, click ♦ Settings.
- 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**.

Related links

Twinning Your Phone on page 83

Switching Mobile Twinning Off

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

Procedure

- 1. Click **Settings** if no icons are shown underneath it.
- 2. Select ⊗ Call Handling. If not shown, click ॐ Settings.
- 3. Deselect the check box next to Mobile Twinning.
- 4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

Twinning Your Phone on page 83

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 164.

Related links

Twinning Your Phone on page 83

Switching Fallback Twinning On

When enabled, this feature redirects 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. Click Settings if no icons are shown underneath it.
- 2. Select % Call Handling. If not shown, click 🕸 Settings.
- 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**.

Twinning Your Phone on page 83

Switching Fallback Twinning Off

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

Procedure

- 1. Click Settings if no icons are shown underneath it.
- 2. Select & Call Handling. If not shown, click & Settings.
- 3. Deselect the check box next to Fallback Twinning.
- 4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

Twinning Your Phone on page 83

Chapter 16: 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 Workplace** device. However, users of those device can hot desk onto phones that support hot desking.

Action	Description
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. If it is an Avaya phone, your contacts and call history 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 that phone.
	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.
Logging 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

Changing Your Login Code on page 88

Hot Desking to a Phone in Use on page 88

Hot Desking onto an Unused Phone on page 89

Logging Out of a Phone on page 89

Other Hot Desking Controls on page 90

Changing Your Login Code

If set, this code is used for the following:

<<<???>>>

About this task Procedure

- 1. Login to the application. See Logging In on page 24.
- 2. Select ^{○≡} **Profile**. If not shown, click **♡ Settings**.
- 3. In the Telephone Login Code, enter the login code that you want to use.
 - The requirements for this code can be adjusted by your system administrator. The default requirements are:
 - Numeric digits only.
 - Minimum length 6 digits. Maximum length 31 digits.
- 4. If you have finished making changes, click Save. To cancel the changes, click Reset.

Related links

Hot Desking on page 87

Hot Desking to a Phone in Use

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 87

Hot Desking onto an Unused Phone

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 87

Logging Out of a Phone

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 isidle, that is it has no calls in progress or on hold, press the **Features** soft kev.
- 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 87

Other Hot Desking Controls

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

Hot Desking Short Codes

Feature	Code	Description
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 87

Chapter 17: 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

<u>Switching Follow Me On/Off</u> on page 91 <u>Other Follow Me Controls</u> on page 91

Switching Follow Me On/Off

Procedure

- 2. 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.
- 3. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

Follow Me on page 91

Other Follow Me Controls

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

Follow Me Short Codes

Feature	Code	Decription
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.

Table continues...

Feature	Code	Decription
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').

Follow Me on page 91

Part 4: Conferencing

Chapter 18: Conferences

The $\widehat{\square}$ **Dashboard** includes a conference panel that helps you handle conferences.

Related links

Types of Conference on page 94

Conference Participants on page 95

The Start a new Conference Menu on page 96

Someone is waiting on the bridge on page 98

External Conference Callers on page 98

Conference PIN Codes on page 98

Adding a Conference Meet Me Button to Your Phone on page 99

Joining Other Conferences on page 99

Transferring Callers into a Conference on page 100

Copying the Participant List on page 100

Recording Conference Calls on page 100

Holding a Conference on page 101

Parking a Conference on page 101

Transferring a Conference on page 102

Other Conference Controls on page 102

Types of Conference

The system supports the following types of conference:

Conference	Description
Ad-Hoc Conferences	An ad-hoc conference is started whenever someone uses their phone to join several calls together. These conferences are assigned an ID from 100 upwards for each ad-hoc conference currently in progress. Those IDs can be used to join a specific ad-hoc conference.

Table continues...

Conference	Description
Personal Meet-Me Conferences	This type of conference has a conference ID that matches the extension number of its owner. So for example, you are the owner for the personal meetme conference with your extension number.
	The conference owner is also that conference's only moderator.
	If the conference owner has a conference PIN code, everyone else trying to join the meet-me conference must enter that code.
	Other callers who join the conference hear tones until the owner joins.
	Only the owner can control recording of their personal meet-me conference.
System Meet-Me	System meet-me conferences are configured by your system administrator.
Conferences	They can set separate delegate and moderator PIN codes.
	They can set which internal users are moderators. In addition, anyone joining by using the moderator PIN code becomes a moderator.
	They can set whether the conference can be recorded and whether that recording starts automatically or is started manually by a moderator.

Conferences on page 94

Conference Participants

The following terms are used in this document for the different participants in a conference.

Role	Description	
Participant	This is a general term for all callers in a conference.	

Table continues...

Role	Description
Moderator	A cicon next to a participant's name indicates that they are a conference moderator. Moderators have special rights:
	The conference is paused if no moderator is present.
	They can mute and drop other participants from a conference.
	They can start/stop recording
	Who is a moderator depends on the type of conference:
	In ad-hoc conferences, all internal users are moderators.
	In a personal conferences, the user whose extension number matches the conference ID is the only moderator.
	In system conferences:
	Your administrator can specify which internal users are moderators for the conference.
	If a moderator PIN has been set, callers who enter the conference using that PIN also become moderators.
	 That can include external callers. Whilst they cannot mute or drop other participants, or start recording, there presence allows the conference to start.
Delegate	Conference participants who are not moderators.
Owner	In a personal meet-me conferences, the user whose extension number matches the conference ID. They are also the conference moderator.

Conference Capacity

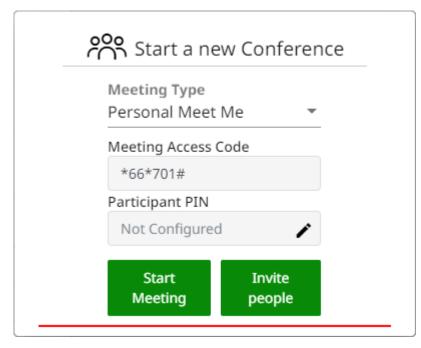
The maximum number of participants in any conference and the total number of participants that can be in all current conferences depends on the type of IP Office system. Contact your system administrator for details.

Related links

Conferences on page 94

The Start a new Conference Menu

This menu is shown when you click **Start a new Conference** on the dashboard when you have no calls in progress. It displays details of your personal meet-me conference. It also shows details of any system conferences for which the system administrator has set you as being a moderator.



Option	Description	
Meeting Type	You can use the Meeting Type drop-down to display details for each of the different conferences for which you are a moderator:	
	Personal Meet-Me - This option displays details for your own personal meet- me conference. That is, the conference which matches your extension number.	
	System Conference - If shown, this option lists the system conferences for which you have been set as a moderator. Selecting a particular conference displays its details.	
Meeting Access Code	This the code that you and other internal users can dial in order to access the conference. You can also transfer other callers to this number if necessary.	
	These code is only shown if your system administrator has added a default *66* short code to your system's configuration.	
Participant PIN	This PIN code, if any, that other participants need to enter when prompted, in order to join the conference.	
Delegate PIN		
Moderator PIN	The PIN code, if set, that can be used to join a conference as a moderator. You do not need to enter this is you have already been set as a moderator.	
Start Meeting	Click to join the conference.	
Invite people	If clicked, a draft email message is opened in your PC's default email application, pre-filled with conference access details.	

Conferences on page 94

Someone is waiting on the bridge

When the message Someone is waiting on your bridge appears on the dashboard, either:

- Someone has joined your personal meet-me conference. Until you join, they just hear is hold music or repeated tones.
- Someone has joined a system conference for which you have are set as a moderator. Again, until you or another moderator joins, all they hear is hold music or repeated tones.

In both cases, to join the conference, click the **Join** button shown next to the message.

Related links

Conferences on page 94

External Conference Callers

Your system administrator will configure routes for external callers to join conferences. This can be through calling particular external numbers or by selecting options from the auto-attendant menus that the system can provide to answer incoming external calls.

If the external caller has come direct to you, either:

- Start an ad-hoc conference. See Starting an Ad-Hoc Conference on page 104.
- Transfer the caller into a conference. See <u>Transferring Callers into a Conference</u> on page 100.

Related links

Conferences on page 94

Conference PIN Codes

Ad-hoc conferences do not require PIN codes to join the conference. Meet-me conferences can require a PIN code before participants are allowed to join. Those PIN codes are set and controlled by your system administrator. However, through the portal you can see the PIN code set for your own personal meet-me conference and for any system conferences for which you are a moderator. See The Start a new Conference Menu on page 96.

Related links

Conferences on page 94

Adding a Conference Meet Me Button to Your Phone

Adding a **Conference Meet Me** button to your phone provides another means to see when a particular conference is in progress. You can then also use it to join that conference. It can also be used as the destination to transfer other callers into a conference.

See Button Programming on page 164 and Conference Meet Me Button on page 173.

Related links

Conferences on page 94

Joining Other Conferences

There are a number of ways in which you can join other conferences. The key is to know the conference ID.

Related links

Conferences on page 94

Joining a Conference using a Conference Meet Me Button on page 99

Joining a Conference using Short Code Dialing on page 99

Joining a Conference using a Conference Meet Me Button

If you have an Avaya 9500 Series, 9600 Series or J100 Series phone, you can add a **Conference Meet Me** button, see Adding a Conference Meet Me Button to Your Phone on page 99.

- If the button has been setup with a particular conference ID, press the button to join that conference.
- If the button has been setup without a conference ID, press the button and enter the ID of the required conference. Press **Join**.

Related links

Joining Other Conferences on page 99

Joining a Conference using Short Code Dialing

Your system has a default short code that you can dial to join a conference from any phone. The short code is *66*N# where you replace N with the conference ID.

For example, to join conference 300, dial *66*300#.

For your own personal conference and any system conferences for which you are a moderator, the code to dial is shown as the **Meeting Access Code** on the <u>The Start a new Conference</u> <u>Menu</u> on page 96.

Joining Other Conferences on page 99

Transferring Callers into a Conference

You can transfer callers into a conference.

Using a Conference Meet-Me Button

If you have an Avaya phone, you can add a **Conference Meet Me** button, see <u>Adding a Conference Meet Me Button to Your Phone</u> on page 99.

- 1. Press Transfer.
- 2. Press the Conference Meet Me button.
 - If the button has been setup with a particular conference ID, press the button to join that conference.
 - If the button has been setup without a conference ID, press the button and enter the ID of the required conference. Press **Join**.
- 3. Press **Transfer** again to complete the transfer.

Related links

Conferences on page 94

Copying the Participant List

You can copy the conference participant list to your PCs clipboard.

Procedure

- 1. From the call icons, click ... More
- 2. Select Copy Participant list to clipboard.
- 3. Paste the information into your application.

Related links

Conferences on page 94

Recording Conference Calls

Conference calls can be recorded using the same controls as for normal calls (see Recording a Call on page 66). However, whether you can record a conference depends on the type of conference and your role in the conference.

Conference Type	Description
Ad-Hoc	Any internal participant can start their own recording of the conference.
Personal	You can only record your own personal conference.
System	Your system administrator configures whether a particular system conference can be recorded. If so, they also configure whether the recording is started automatically or manually.
	If manual, then any internal moderators can start recording the conference.

Conferences on page 94

Holding a Conference

You can place a conference on hold using the | Hold icon.

- The system's automatic hold recall timeout is not applied to conference calls.
- The other participants of the conference are able to continue talking whilst your connection to the conference is on hold.
- Click **// Resume** to rejoin the conference.

Related links

Conferences on page 94

Parking a Conference

You can park a conference by clicking the ... icon and selecting **Park Call**.

- The other participants of the conference are able to continue talking whilst your connection to the conference is parked.
- The system's automatic park recall timeout is not applied to conference calls.
- Using park in order to have another user unpark the call is only supported for ad-hoc conferences.
- Click the to unpark the conference call.

Related links

Conferences on page 94

Transferring a Conference

Conference calls can be transferred using the same controls as for a normal call. However, the results depend on the type of conference:

Туре	Results
Ad-Hoc Conference	The conference continues as normal.
Personal Conference	If it was your personal conference, then the conference is suspended until you rejoin. The existing conference participants hear hold-music or repeated tones until you rejoin.
System Conference	-

Related links

Conferences on page 94

Other Conference Controls

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

Conference Short Codes

Feature	Code	Description
Start Ad-Hoc Conference	*47	Turn your current and held calls into an ad-hoc conference.
Join a Conference	*66*N#	Join the conference with the particular ID number (N).

Related links

Conferences on page 94

Chapter 19: Ad-Hoc Conferences

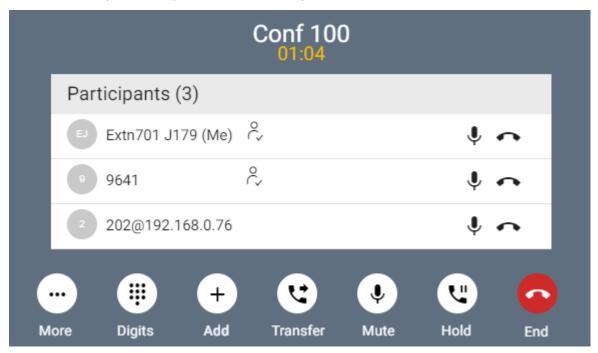
An ad-hoc conference is started whenever someone uses their phone to join several calls together. These conferences are assigned an ID from 100 upwards for each ad-hoc conference currently in progress. Those IDs can be used to join a specific ad-hoc conference.

Related links

Ad-Hoc Conference Menu on page 103
Starting an Ad-Hoc Conference on page 104
Add a User to an Ad-Hoc Conference on page 105

Ad-Hoc Conference Menu

This menu is displayed when you have started or joined an ad-hoc conference.



You can use the following controls during an ad-hoc conference:

Conference Participant Icons

The following icons are shown next to conference participants.

Icon	Description
ەر.	This icon indicates that the participant is also a moderator. Conferences do not start until a moderator joins the conference. Moderators can drop and mute other participants using the following icons.
	For ad-hoc conferences, all internal participants are moderators.
	For personal meet-me conferences, the conference owner is the only moderator.
	For system meet-me conferences, internal participants can be configured as moderators by the system administrator. Participants who join the system meet-me conference using the moderator PIN also become moderators.
•	Click to drop the participant from the conference.
•	Click to mute the participant.
*	Click to unmute the participant.

Related links

Ad-Hoc Conferences on page 103

Starting an Ad-Hoc Conference

With a call in progress, you can add another party to the call. That creates an ad-hoc conference call.

Procedure

- 1. From the call icons, click ... More.
- 2. Select Add User to Call.
- 3. Enter the name or number of the other user.
 - As you do this, a list of matches from your contacts are shown. Click a match to complete entry, otherwise continue entering the name or number.
- 4. Click Add. This starts an ad-hoc conference between your current call and the new user.
- 5. If the new user does not answer, click \(\simes \) Hang up.

Related links

Ad-Hoc Conferences on page 103

Add a User to an Ad-Hoc Conference

This is the same process as adding another party to a normal call in order to start the ad-hoc conference.

• You can also add a new party to a conference by dragging their icon from your contacts onto the existing conference.

Procedure

- 1. From the call icons, click ... More.
- 2. Select Add User to Call.
- 3. Enter the name or number of the other user.
 - As you do this, a list of matches from your contacts are shown. Click a match to complete entry, otherwise continue entering the name or number.
- 4. Click Add. This starts an ad-hoc conference between your current call and the new user.
- 5. If the new user does not answer, click \bigcirc Hang up.

Related links

Ad-Hoc Conferences on page 103

Chapter 20: Meet-Me Conferences

There are 2 types of meet-me conference.

Conference	Description
Personal Meet-Me Conferences	This type of conference has a conference ID that matches the extension number of its owner. So for example, you are the owner for the personal meet-me conference with your extension number.
	The conference owner is also that conference's only moderator.
	If the conference owner has a conference PIN code, everyone else trying to join the meet-me conference must enter that code.
	Other callers who join the conference hear tones until the owner joins.
	Only the owner can control recording of their personal meet-me conference.
System Meet-Me Conferences	System meet-me conferences are configured by your system administrator.
	They can set separate delegate and moderator PIN codes.
	They can set which internal users are moderators. In addition, anyone joining by using the moderator PIN code becomes a moderator.
	They can set whether the conference can be recorded and whether that recording starts automatically or is started manually by a moderator.

Related links

Meet-Me Conference Menu on page 106

Starting an Meet-Me Conference on page 107

Add a User to a Meet-Me Conference on page 108

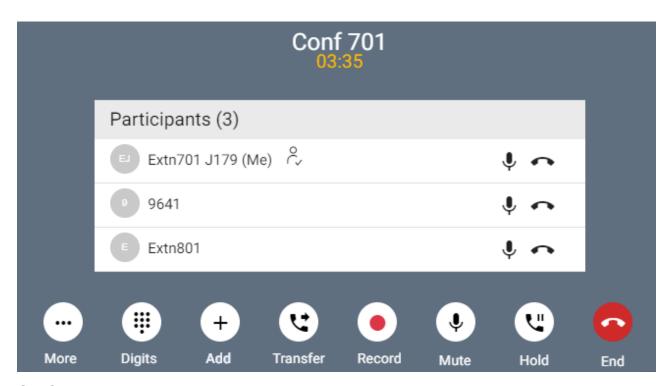
Locking a Meet-Me Conference on page 108

Muting All Conference Participants on page 109

Dropping Everybody from a Meet-Me Conference on page 109

Meet-Me Conference Menu

This menu is displayed when you start or join a personal meet-me conference or system meet-me conference.



Conference Participant Icons

The following icons are shown next to conference participants.

Icon	Description
% د	This icon indicates that the participant is also a moderator. Conferences do not start until a moderator joins the conference. Moderators can drop and mute other participants using the following icons.
	For ad-hoc conferences, all internal participants are moderators.
	For personal meet-me conferences, the conference owner is the only moderator.
	For system meet-me conferences, internal participants can be configured as moderators by the system administrator. Participants who join the system meet-me conference using the moderator PIN also become moderators.
•	Click to drop the participant from the conference.
•	Click to mute the participant.
7.	Click to unmute the participant.

Related links

Meet-Me Conferences on page 106

Starting an Meet-Me Conference

Procedure

- 1. Click Dashboard to display the dashboard.
- 2. Use the **Meeting Type** to select the meeting you want to start.
- 3. Click Start Meeting.
- 4. If necessary, add other users to the meeting. See Add a User to a Meet-Me Conference on page 108.

Related links

Meet-Me Conferences on page 106

Add a User to a Meet-Me Conference

Use the following process to add another party to the conference.

 You can also add a new party to a conference by dragging their icon from your contacts onto the existing conference.

Procedure

- 1. From the call icons, click ... More.
- 2. Select Add User to Call.
- 3. Enter the name or number of the other user.
 - As you do this, a list of matches from your contacts are shown. Click a match to complete entry, otherwise continue entering the name or number.
- 4. Click **Add**. This starts an ad-hoc conference between your current call and the new user.
- 5. If the new user does not answer, click \(\simes \) Hang up.

Related links

Meet-Me Conferences on page 106

Locking a Meet-Me Conference

If you are a conference moderator, you can lock a meet-me conference. Whilst locked, other participants cannot join the conference, but you can still add other participants.

Procedure

1. From the call icons, click ... More

- 2. Select Lock Meeting.
- 3. To unlock the meeting when required, repeat the process and select **Unlock Meeting**.

Related links

Meet-Me Conferences on page 106

Muting All Conference Participants

If you are a conference moderator, you can mute all the other participants.

Procedure

- 1. From the call icons, click ... More
- 2. Select Mute All Other Participants.
- 3. When required:

 - To unmute all the other participants, repeat the process above and select Unmute All Other Participants.

Related links

Meet-Me Conferences on page 106

Dropping Everybody from a Meet-Me Conference

If you are a conference moderator, you can drop everybody else from the conference.

Procedure

- 1. From the call icons, click ... More
- 2. Select **Drop All**.
- 3. To drop yourself from the conference, click

Related links

Meet-Me Conferences on page 106

Part 5: Managing and Using Contacts

Chapter 21: Contacts

The portal dashboard includes a list of contacts. These come from several sources.

Icon	Description
*	Favorites - These are personal contacts that you have marked as being favorites by clicking
	the $\stackrel{\scriptstyle \leftarrow}{\wp}$ icon.
*	Personal Contacts - These are contacts that you have added yourself. See Managing Your Personal Contacts on page 117. Only you can see these contacts.
	System Users - These are the names and numbers of the other users on your telephone system.
**	Groups - These are groups of users on your telephone system.
iii iii ii	External Contacts - These are contacts added to your system's directory by your system administrator. These are shared by everybody on your system.
	These contacts are only shown in your portal directory except when you search the contacts. See <u>Searching the Contacts</u> on page 113.

Duplicate Contacts

The contacts list automatically hides duplication contacts with the same number. For example, if you create a personal contact that matches the number of a user, the user contact is hidden. Similarly, if you mark a personal contact as a favorite, the personal contact is hidden.

Related links

Displaying Your Contacts on page 112

Contact Icons on page 112

Searching the Contacts on page 113

Adding an Existing Contact to Your Personal Contacts on page 113

Call a Contact on page 114

Creating Favorites on page 114

Leaving a Voicemail Message for a Contact on page 114

Viewing a Contact's Call History on page 115

Displaying Your Contacts

The ② Contacts panel in the dashboard allows you to view your contacts.

Procedure

- 1. Click 🛈 **Dashboard** to display the dashboard.
- 2. Click (2) Contacts.
 - If necessary, use the \langle and \rangle buttons to display the required icon and then click it.

Related links

Contacts on page 111

Contact Icons

Types of Contact

Icon	Description
*	Favorites - These are personal contacts that you have marked as being favorites by
	clicking the ☆ icon.
*	Personal Contacts - These are contacts that you have added yourself. See Managing Your Personal Contacts on page 117. Only you can see these contacts.
	System Users - These are the names and numbers of the other users on your telephone system.
21	Groups - These are groups of users on your telephone system.
113	External Contacts - These are contacts added to your system's directory by your system administrator. These are shared by everybody on your system.
	These contacts are only shown in your portal directory except when you search the contacts. See <u>Searching the Contacts</u> on page 113.

Contact Actions

Icon	Description
$\stackrel{\wedge}{\simeq}$	Add to/remove from favorites
0+	Add to personal contacts
C	Call the contact
:	More actions

Related links

Contacts on page 111

Searching the Contacts

The \mathbb{Q} icon allows you to search the contacts for ones matching your search text. The search results include matches from the system's own directory of external contacts.

Procedure

- 1. Next to the \mathbb{Q} icon, enter the text or number for which you want to see any matches.
- 2. As you enter your search term, the matches are automatically shown. The list will reduce as you enter a more precise search.
- 3. To remove the search, delete the search text.

Related links

Contacts on page 111

Adding an Existing Contact to Your Personal Contacts

You can add existing user, group and system contacts to your own personal contacts. This can be useful as it:

- Allows you to change the name associated with the number. You will then see that name on calls rather than the name provided by the original contact.
- Allows you to then mark that contact as a favorite.

Procedure

- 1. Click on the $\stackrel{\circ}{\cap}$ icon adjacent to the caller that you want to add.
- 2. Check the name and number and edit them if necessary.
- 3. Click Add.

Related links

Contacts on page 111

Managing Your Personal Contacts on page 117

Call a Contact

Using the contacts list, you can start a call to any of the contacts displayed.

Procedure

- 1. Click 🖈 Dashboard and select 🛇 Contacts.
- 2. Locate the contact required.
- 3. Click the & icon.
- 4. If you already have a connected call, that existing call is automatically put on hold (see Auto Hold on page 54).

Related links

Contacts on page 111

Creating Favorites

You can mark any of your personal contacts as a favorite. That adds them to the list of favorites in your contacts list.

 You can only mark personal contacts as favorites. To mark other contact as favorites, first add them as a personal contact. See <u>Adding an Existing Contact to Your Personal</u> Contacts on page 113.

Procedure

- 1. Click î Dashboard and select 🕲 Contacts.
- 2. Locate the contact required.
- 3. Click the $\stackrel{\wedge}{\sim}$ icon.
- 4. To remove favorite, click the same icon again.

Related links

Contacts on page 111

Leaving a Voicemail Message for a Contact

For internal contacts, you can use the contact to make a call to their mailbox and leave a message rather than ringing the contact's phone or phones.

Procedure

- 1. Click 🖈 Dashboard and select 🛇 Contacts.
 - Use the $\langle \ \rangle$ icons to scroll the options shown in the dashboard panel if required.
- 2. Locate the contact required.
- 3. Click on :
- 4. If **Leave a message** is displayed, you can leave a message directly into the contact's mailbox. Click the option and follow the prompts.

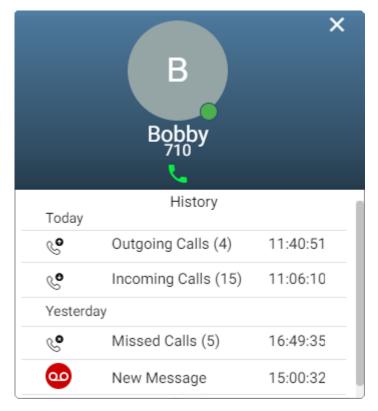
Related links

Contacts on page 111

Viewing a Contact's Call History

Clicking on the name of any contact displays a summary of your interactions with that contact. You can do this from the voicemail, contact and call history panels.

The panel shows your calls to and from the contact, plus details of any voicemail messages they left for you. For example:



Contacts

Related links

Contacts on page 111

Chapter 22: Managing Your Personal Contacts

The contacts shown in your phone directory come from several sources. That includes a set of up to 250 personal contacts that the phone system stores for your own use.

• These contacts are stored by the IP Office system. If you have a Avaya phone such as a 9600 or J100 Series phone, the same contacts appear on that phone.

Related links

Adding a Personal Contact on page 117

Adding an Existing Contact to Your Personal Contacts on page 113

Adding a Call History Entry to Your Personal Contacts on page 119

Adding a Voicemail Caller to Your Personal Contacts on page 119

Sorting Your Personal Contacts on page 119

Deleting a Personal Contact on page 120

Editing a Personal Contact on page 120

Importing Contacts on page 121

Adding a Personal Contact

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

Procedure

- 1. Login to the application. See Logging In on page 24.
- 2. Click Settings if no icons are shown underneath it.
- 3. Select Personal Contacts. If not shown, click Settings.
- 4. Click Add.
- 5. Enter the details for the contact:

Setting	Description
Name	Enter the name for the contact. Up to 31 characters.
	If the contact has a name from another source (that is its a system user, group or directory contact), this name will override that for display in your portal.
Number	Enter the telephone number for the contact. Up to 31 digits plus * and #. Do not include spaces or dashes. If your system uses an external dialing prefix, include that prefix.
Speed Dial	You can use up to 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.

6. Click Add.

7. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

Managing Your Personal Contacts on page 117

Adding an Existing Contact to Your Personal Contacts

You can add existing user, group and system contacts to your own personal contacts. This can be useful as it:

- Allows you to change the name associated with the number. You will then see that name on calls rather than the name provided by the original contact.
- Allows you to then mark that contact as a favorite.

Procedure

- 1. Click on the $\stackrel{\circ}{\sim}_+$ icon adjacent to the caller that you want to add.
- 2. Check the name and number and edit them if necessary.
- 3. Click Add.

Related links

Contacts on page 111

Managing Your Personal Contacts on page 117

Adding a Call History Entry to Your Personal Contacts

When you call history includes a number that is not in your personal directory, you can choose to add the caller as a new contact.

Procedure

- 1. Click on the $\stackrel{\circ}{\sim}$ icon adjacent to the caller that you want to add.
- 2. Check the name and number and edit them if necessary.
- 3. Click Add.

Related links

<u>Managing Your Personal Contacts</u> on page 117 <u>Your Call History</u> on page 125

Adding a Voicemail Caller to Your Personal Contacts

When your voicemail includes a message from a number that is not in your personal directory, you can choose to add the caller as a new contact.

Procedure

- 1. Click on the $\stackrel{\circ}{\sim}$ icon adjacent to the caller that you want to add.
- 2. Check the name and number and edit them if necessary.
- 3. Click Add.

Related links

Managing Your Personal Contacts on page 117 Listening to Your Messages on page 137

Sorting Your Personal Contacts

You can use the header row at the top of the list to sort the list.

Procedure

- 1. To sort the list on a particular value, click on the name in the header row.
- 2. A \downarrow icon next to the column indicates that the list is now sorted on that column in descending order.

3. Click on the column name again to change the sort order. A \(\begin{align*} \) indicates that the list is now sorted on that column in ascending order.

Related links

Managing Your Personal Contacts on page 117

Deleting a Personal Contact

Procedure

- 1. Login to the application. See <u>Logging In</u> on page 24.
- 2. Select Personal Contacts. If not shown, click Settings.
- 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 间 icon.
- 5. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

Managing Your Personal Contacts on page 117

Editing a Personal Contact

Procedure

- 1. Login to the application. See Logging In on page 24.
- 2. Select Personal Contacts. If not shown, click Settings.
- 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 \emptyset icon.

6. Enter the details for the contact:

Setting	Description
Name	Enter the name for the contact. Up to 31 characters.
	If the contact has a name from another source (that is its a system user, group or directory contact), this name will override that for display in your portal.
Number	Enter the telephone number for the contact. Up to 31 digits plus * and #. Do not include spaces or dashes. If your system uses an external dialing prefix, include that prefix.
Speed Dial	You can use up to 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**.

Related links

Managing Your Personal Contacts on page 117

Importing Contacts

You can import contacts from a text file.

About this task

The text file must use 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. See .

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. Instead use a text editor such as
Wordpad or Notepad.

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 117.
- 2. Export your existing personal directory to a file. See <u>Exporting Your Personal Directory</u> on page 122.
- 3. Edit that file to add any additional contacts that you require.
- 4. Import the file. See Importing Directory Contacts on page 122.

Related links

<u>Managing Your Personal Contacts</u> on page 117 <u>Exporting Your Personal Directory</u> on page 122 <u>Importing Directory Contacts</u> on page 122

Exporting Your Personal Directory

You can export your existing personal contacts to a file.

Procedure

- 1. Login to the application. See Logging In on page 24.
- 2. Select ☐ Personal Contacts. If not shown, click ⊗ Settings.
- 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 121

Importing Directory Contacts

Having prepared a file of personal contacts (see <u>Exporting Your Personal Directory</u> on page 122), you can add those contacts to your personal directory.

Procedure

1. Login to the application. See Logging In on page 24.

- 2. Select Personal Contacts. If not shown, click Settings.
- 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**.

Related links

Importing Contacts on page 121

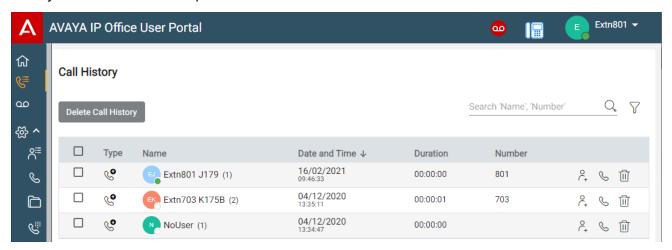
Part 6: Your Call History

Chapter 23: Your Call History

Your call history contains your most recent answered calls and most recent calls you made. It also includes your most recent missed calls unless the caller left a message or was answered elsewhere.

If configured by your system administrator, it can also include the most recent missed calls to hunt groups of which you are a member.

The call history is stored on the telephone system. If you have an Avaya phone, the same call history is also shown on the phone.



Redial

The redial function on Avaya phones uses the outgoing call records stored in your call history.

Related links

Missed Calls on page 126

Viewing Your Call History on page 126

Your Call History on page 127

Viewing a Contact's Call History on page 127

Sorting Your Call History on page 128

Searching Your Call History on page 129

Filtering Your Call History on page 129

Deleting Calls from the Call History on page 129

Adding a Call History Entry to Your Personal Contacts on page 119

Making a Return Call on page 130

Missed Calls

A $\$ icon is used to indicate missed calls. Missed calls are calls to you that alerted but which you did not answer.

- By default, calls which you missed but were then answer elsewhere are not included as
 missed calls. For example, a call that went to voicemail to leave a message or a call that was
 answered by another user.
- Your system administrator can configure whether those calls that were answered elsewhere should be included.

Missed Group Calls

If you are a member of any hunt groups, the system administrator can configure whether your missed calls should also include missed hunt groups calls.

The hunt group does not necessarily have to have rung at your phone. It is recorded as missed if it was presented to the hunt group and not answered by any of the members including you.

Related links

Your Call History on page 125

Viewing Your Call History

Your call history is stored by the system and shown on your phone and in these web menus.

Procedure

- 1. Using any of the following methods:
 - For a compact view: Click ♠ Dashboard and select ♦ Call History from the dashboard. Use the 〈 〉 icons to scroll the options if required.
 - For a full view: Click the \(\) Call History shown in the left-hand column.
 - When you have a new missed calls, the $\$ Call History icon shown on the dashboard shows the number of missed callers.
 - When the portal dashboard displays "You have Missed Calls", you can click on the text.
- 2. Your recent call history is displayed.

Related links

Your Call History on page 125

Your Call History

When there are multiple calls of the same type (missed, incoming or outgoing) from the same caller, they are combined into a single entry in your call history. The combined record shows the number of calls in brackets after the caller name and number. The call details shown (date, time and duration) are those of the last call.

The exception to the behavior above is for calls where you have added a call note. These are always shown as individual record for the call to which the note was added plus a bicon.

Types of Call

Icon	Description
©•	Incoming Call – This icon indicates an incoming call answered at your extension.
€	Outgoing Call – This icon indicates an outgoing call made from your extension.
€	Missed Call – This icon indicates an incoming call that alerted at your extension but was not answered.
	Note that your system administrator can set whether this should include calls that were then answered elsewhere or sent to voicemail to leave a message.
•	Call Note - A call with a call note (see <u>Adding a Call Note</u> on page 62). Hovering over the icon displays the note.

Call History Action Icons

	Description
°(+	Add to personal contacts - See Managing Your Personal Contacts on page 117.
00	Read Message - The caller has left a new voicemail message or messages. Click to list and play those messages.
&	Call - Start a call to the caller.
⑪	Delete - Delete the record from your call history. It is also deleted from the history shown on your Avaya phone.

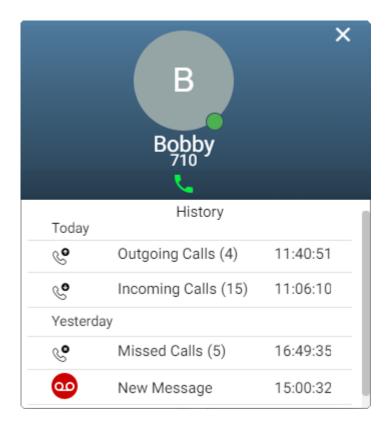
Related links

Your Call History on page 125

Viewing a Contact's Call History

Clicking on the name of any contact displays a summary of your interactions with that contact. You can do this from the voicemail, contact and call history panels.

The panel shows your calls to and from the contact, plus details of any voicemail messages they left for you. For example:



Related links

Your Call History on page 125

Sorting Your Call History

When using the full view, you can use the header row at the top of the list to sort the list.

Procedure

- 1. To sort the list on a particular value, click on the name in the header row.
- 2. A \downarrow icon next to the column indicates that the list is now sorted on that column in descending order.
- 3. Click on the column name again to change the sort order. A \(\frac{1}{2}\) indicates that the list is now sorted on that column in ascending order.

Related links

Your Call History on page 125

Searching Your Call History

The \mathbb{Q} icon allows you to search your messages for ones with details matching your search text.

Procedure

- 1. Next to the \mathbb{Q} icon, enter the text or number for which you want to see any matches.
- 2. As you enter your search term, the matches are automatically shown. The list will reduce as you enter a more precise search.
- 3. To remove the search, delete the search text.

Related links

Your Call History on page 125

Filtering Your Call History

When using the full view, the γ icon lets you apply filters to the list.

Procedure

- 1. Click γ . The header row at the top of the list will display a set of filter fields.
- 2. Enter or select the values on which you want the list filtered to only show matches.
- 3. Use the list as normal for functions like making calls, deleting entries.
- 4. When completed, to remove the filter click γ again.

Related links

Your Call History on page 125

Deleting Calls from the Call History

You can use the portal to delete call details from your call history.

Procedure

- 1. To delete an entry from the list:
 - To delete an individual entry, click on its adjacent iii icon.
 - If using the full view, to delete several entries at once, select the checkbox next to each and then click **Delete Call History**.
- 2. Click **Yes** to confirm the action.

Related links

Your Call History on page 125

Adding a Call History Entry to Your Personal Contacts

When you call history includes a number that is not in your personal directory, you can choose to add the caller as a new contact.

Procedure

- 1. Click on the $\stackrel{\circ}{\sim}_+$ icon adjacent to the caller that you want to add.
- 2. Check the name and number and edit them if necessary.
- Click Add.

Related links

<u>Managing Your Personal Contacts</u> on page 117 <u>Your Call History</u> on page 125

Making a Return Call

You can use your call history to make a repeat or return call.

Procedure

- 1. Display your call history (see <u>Viewing Your Call History</u> on page 126).
- 2. Locate the previous call that you want to repeat or reply to.
- 3. Click the & icon.
- 4. If you already have a connected call, that existing call is automatically put on hold (see Auto Hold on page 54).

Related links

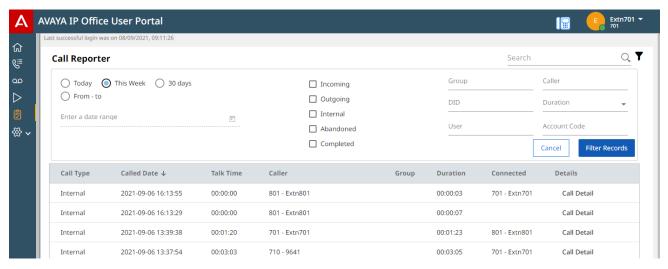
Your Call History on page 125

Part 7: Call Reports

Call Reporting

Your system administrator can grant you access to view call details for all the calls that have recently occurred on your system. Unlike your call history, this includes details of calls made and received by other users on the same system. The system retains the call details logs for each call for up to 30 days, up to a maximum of 10 thousand calls.

If you have access to call reporting, it is shown by the \Im Call Reporting icon appearing on the left-hand edge of the portal window.



Related links

Searching the Calls List on page 132

Filtering by Call Type on page 132

Filtering by Date and Time on page 133

Filtering by Matching Specific Call Details on page 133

View call details on page 134

Searching the Calls List

A \mathbb{Q} icon above the calls list allows the list to be searched. As a result, only calls containing matches to the search terms in their call details are shown.

• If the list has been filtered, the search only includes matches that also match currently applied filters.

Procedure

- 1. Next to the \mathbb{Q} icon, enter the text or number for which you want to see matching calls.
- 2. As you enter your search term, the matches are automatically shown. The list will reduce as you enter a more precise search.
- 3. To remove the search, delete the search text.

Related links

Call Reporting on page 131

Filtering by Call Type

You can filter the displayed calls list to only show particular types of call. For example, only incoming external calls.

Procedure

- 1. Click the γ icon.
- 2. Using the check boxes to select which types of calls should be included in the displayed calls list. Those currently selected are indicated by a ✓ icon.

Incoming	Connected incoming external calls.
Outgoing	Connected external calls that were connected.
Internal	Connected internal calls.
Abandoned	Calls that were not answered. This includes internal and external abandoned calls.
Completed	Calls made were answered.

- 3. To apply the filter, click **Filter Records**.
- 4. To remove the filter and clear the filter settings, click the Ticon.

Related links

Call Reporting on page 131

Filtering by Date and Time

You can filter the displayed calls list based on the time and date of calls. All calls, where some part of the call is within the specified period, are included. That applies even if the call started or ended outside the specified period.

Procedure

- 1. Click the ∇ icon.
- 2. Using the radio buttons on the left, select the time range for calls to include in the displayed calls list. Your selection is applied immediately.
 - Today Only include calls from the current day.
 - This Week Only include calls in the current week, starting from Monday.
 - 30 days Only include calls from the last 30 days, including the current day.
 - From to Specify the date and time range for calls in the displayed calls list. You can set both to be the same to show calls that were in progress at a specific moment.
- 3. To apply the filter, click **Filter Records**.
- 4. To remove the filter and clear the filter settings, click the Ticon.

Related links

Call Reporting on page 131

Filtering by Matching Specific Call Details

You can filter the displayed calls list to only include calls that match specified criteria. For example, calls to a specific user or group. Matching is still applied even if the column containing the data being matched is not visible.

Procedure

- 1. Click the γ icon.
- 2. Use the fields on the left to set the specific call details that need to be matched. Either:
 - Enter the details directly into the fields. The match must be exact. Partial matches and wildcards are not supported.
 - Place the cursor over a name or number in the displayed calls list. When the cursor changes to a icon, click to have that name or number used as the corresponding filter value.
- 3. The available fields are:

Choice	Description
Group	If set, only show calls to the matching group name or extension number.
Caller	Caller If set, only show calls from the matching name or number.
DID	If set, only show calls from the matching external telephone number.
Duration	If set, only show calls that match the duration selected. Unlike the other options. this field acts as a drop-down menu that lists possible values.
User	If set, only show calls to or from the matching user name or extension number.
Account Code	If set, only shown calls with the associated account code.

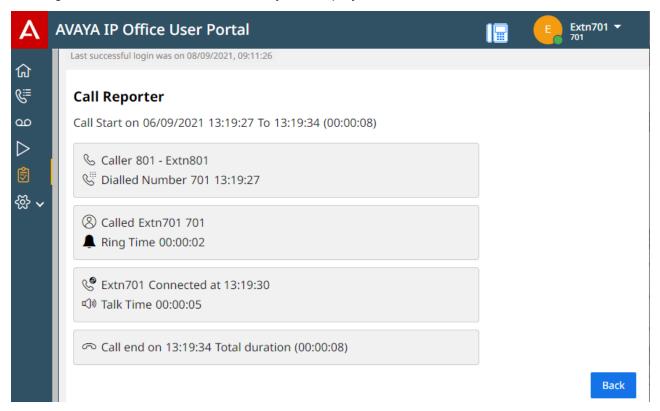
- 4. To apply the filter, click Filter Records.
- 5. To remove the filter and clear the filter settings, click the \mathbf{T} icon.

Related links

Call Reporting on page 131

View call details

Clicking the Call Detail button next to any call displays more details for that call.



To return to the list of call records, click **Back**.

Related links

Call Reporting on page 131

Part 8: Voicemail Messages

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.

- Your mailbox is limited to 60 minutes of messages and recordings in total.
 - That includes any mailbox prompts that you record for use as greetings and for features such as announcements.
 - By default, any call recordings that you start are also stored in your mailbox. However, your system administrator can configure the system to have call recordings stored separately in the voice recording library. In that case, to access recordings rather than messages, use the recordings menu. See <u>Listening to Recordings</u> on page 156.
- By default, old read messages are automatically deleted 30 days after being played unless marked as saved. The voicemail system can also be configured to automatically delete other messages in order to conserve space, including saved messages if necessary.
- Note: When an unanswered call is sent to voicemail, it goes to the mailbox of the call's original destination. For example:
 - If the call was forwarded to you by another user, it goes back to their mailbox.
 - If the call was to a hunt group of which you are a member, it goes to the hunt group's mailbox.

Chapter 24: Listening to Your Messages

The portal menus let you view and playback your voicemail messages. This is in addition to other methods of accessing your voicemail messages (see Other Ways to Access Your Mailbox on page 151).

This menu covers messages that callers have left in your mailbox. To view and play call recordings, see Listening to Recordings on page 156.



Related links

Viewing Your Voicemail Messages on page 138

Message Icons on page 138

Playing Messages on page 139

Searching Your Messages on page 139

Filtering Your Messages on page 140

Sorting Your Messages on page 140

Deleting Messages on page 141

Saving a Message on page 141

Forwarding a Message to Another Mailbox on page 141

Leave a Message in Another Mailbox on page 142

Adding a Voicemail Caller to Your Personal Contacts on page 119

Viewing a Caller's Call History on page 143

Viewing Your Voicemail Messages

You can use the portal to view the voicemail messages in your mailbox.

Procedure

- 1. Using any of the following methods:
 - For a compact view: Click ♠ Dashboard and select ♥ Voicemail from the dashboard. Use the 〈 〉 icons to scroll the options if required.
 - For a full view: Click the O Voicemail shown in the left-hand column.
 - When you have a new message, the icon is shown at the top of the portal. Click the icon to display the list of voicemail messages.
 - When the portal dashboard displays "You have Voicemail Messages", you can click on the text.
- 2. Your voicemail messages are displayed.

Related links

Listening to Your Messages on page 137

Message Icons

Message Type Icons

Icon	Description
<u></u>	New - A new voicemail message that has not been played.
	New Priority Message - A new message that has been marked as priority by the sender.
₫	New Private Message - A new message that has been marked as private by the sender. Private messages cannot be forwarded to another mailbox.
σο	Read Message - A message that has been played. By default, old read messages are automatically deleted 30 days after being played unless marked as saved. The voicemail system can also be configured to automatically delete other messages in order to conserve space, including saved messages if necessary.
oæ€	Read Private Message - An old message that the caller marked as private. Private messages cannot be forwarded to another mailbox.
٥٥	Saved - An old message that you have marked as saved (see Saving a Message on page 141). Saved messages are not automatically deleted.

Message Action Icons

	Description
°(+	Add to personal contacts
\triangleright	Play
Ū	Delete
•••	More Options

Related links

Listening to Your Messages on page 137

Playing Messages

You can use the web menus to playback voicemail messages. If using the portal in call control mode, then depending on your voicemail system the message may be played on your phone or through your browser.

About this task Procedure

- 1. Display your voicemail messages. See <u>Viewing Your Voicemail Messages</u> on page 138.
- 2. Click on the \triangleright icon next to the message you want played.
- 3. The playback bar is displayed and the playback starts automatically.



- Pause and restart the playback by clicking the \blacksquare and \triangleright 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
 • Use the icon to alter the playback volume and to mute/unmute the playback.

Related links

Listening to Your Messages on page 137

Searching Your Messages

The \mathbb{Q} icon allows you to search your messages for ones with details matching your search text.

Procedure

- 1. Next to the \mathbb{Q} icon, enter the text or number for which you want to see any matches.
- 2. As you enter your search term, the matches are automatically shown. The list will reduce as you enter a more precise search.
- 3. To remove the search, delete the search text.

Related links

Listening to Your Messages on page 137

Filtering Your Messages

When using the full view, the γ icon lets you apply filters to the list.

Procedure

- 1. Click $\sqrt{\ }$. The header row at the top of the list will display a set of filter fields.
- 2. Enter or select the values on which you want the list filtered to only show matches.
- 3. Use the list as normal for functions like making calls, deleting entries.
- 4. When completed, to remove the filter click γ again.

Related links

Listening to Your Messages on page 137

Sorting Your Messages

When using the full view, you can use the header row at the top of the list to sort the list.

Procedure

- 1. To sort the list on a particular value, click on the name in the header row.
- 2. A \downarrow icon next to the column indicates that the list is now sorted on that column in descending order.
- 3. Click on the column name again to change the sort order. A \uparrow indicates that the list is now sorted on that column in ascending order.

Related links

Listening to Your Messages on page 137

Deleting Messages

By default, old read messages are automatically deleted 30 days after being played unless marked as saved. The voicemail system can also be configured to automatically delete other messages in order to conserve space, including saved messages if necessary. However, you can use the portal to delete messages whenever required.

Procedure

- 1. To delete an entry from the list:
 - To delete an individual entry, click on its adjacent 🗓 icon.
 - · If using the full view, to delete several entries at once, select the checkbox next to each and then click Delete Messages.
- 2. Click **Yes** to confirm the action.

Related links

Listening to Your Messages on page 137

Saving a Message

Once a message has been played, it is marked as old. By default, old read messages are automatically deleted 30 days after being played unless marked as saved. The voicemail system can also be configured to automatically delete other messages in order to conserve space, including saved messages if necessary.

Procedure

- 1. Click on the ... icon next to the message you want to save or forward.
- 2. Click Save.

Related links

<u>Listening to Your Messages</u> on page 137

Forwarding a Message to Another Mailbox

You can forward a message to another mailbox.

 You cannot forward a message that the caller has marked as private, shown by and and icons.



Procedure

- 1. Click on the ... icon next to the message you want to save or forward.
- 2. Click Forward.
- 3. Select the mailbox to which you want to forward the message.
- 4. Click Forward.

Related links

<u>Listening to Your Messages</u> on page 137

Leave a Message in Another Mailbox

For internal contacts, you can use the contact to make a call to their mailbox and leave a message rather than ringing the contact's phone or phones.

Procedure

- 1. Click Dashboard and select Contacts.
 - ullet Use the $\langle \ \ \rangle$ icons to scroll the options shown in the dashboard panel if required.
- 2. Locate the contact required.
- 3. Click on :
- 4. If **Leave a message** is displayed, you can leave a message directly into the contact's mailbox. Click the option and follow the prompts.

Related links

Listening to Your Messages on page 137

Adding a Voicemail Caller to Your Personal Contacts

When your voicemail includes a message from a number that is not in your personal directory, you can choose to add the caller as a new contact.

Procedure

- 1. Click on the $\stackrel{\circ}{\sim}_{+}$ icon adjacent to the caller that you want to add.
- 2. Check the name and number and edit them if necessary.
- 3. Click Add.

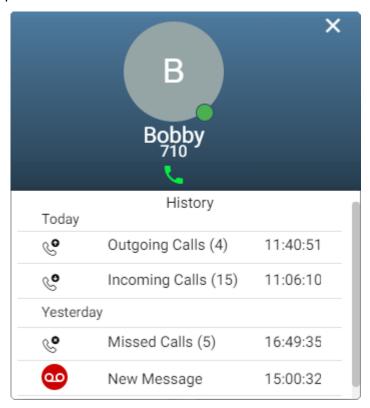
Related links

Managing Your Personal Contacts on page 117 Listening to Your Messages on page 137

Viewing a Caller's Call History

Clicking on the name of any contact displays a summary of your interactions with that contact. You can do this from the voicemail, contact and call history panels.

The panel shows your calls to and from the contact, plus details of any voicemail messages they left for you. For example:



Related links

Listening to Your Messages on page 137

Chapter 25: Configuring Your Mailbox

Use the following processes to change how your voicemail operates.

Related links

Changing Your Voicemail Code on page 144

Switch Voicemail Use Off on page 145

Switching Voicemail Use On on page 145

Setting Your Voicemail Email Mode on page 145

Changing Your Voicemail Code

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

Procedure

- 1. Click Settings if no icons are shown underneath it.
- 2. Select ^{o≔} Profile. If not shown, click 🏵 Settings.
- In the Voicemail Code field, enter the code that you want to use. The menu will indicate if your new code is acceptable.
 - The default requirements are:
 - Numeric digits 0 to 9 only.
 - Minimum length 4 digits.
 - No consecutive repeated digits.
 - No forward or reverse sequences of digits.
 - Including your extension number in the code is not allowed.
 - These requirements can be adjusted by your system administrator.
- 4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

Configuring Your Mailbox on page 144

Switch Voicemail Use Off

You can stop your voicemail mailbox being used to take messages from callers when you do not answer or set do not disturb. Note:

- This does not stop you accessing your mailbox to check existing voicemail messages.
- It does not stop other mailbox users from forwarding messages directly to your mailbox. You will still get message waiting indication for those.

Procedure

- 1. Click **Settings** if no icons are shown underneath it.
- 2. Select & Call Handling. If not shown, click Settings.
- 3. Deselect the check box next to Voicemail On.
- 4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

Configuring Your Mailbox on page 144

Switching Voicemail Use On

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

Procedure

- 1. Click **Settings** if no icons are shown underneath it.
- 2. Select & Call Handling. If not shown, click \ Settings.
- 3. Select the check box next to Voicemail On.
- 4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

Configuring Your Mailbox on page 144

Setting Your Voicemail Email Mode

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. Click **Settings** if no icons are shown underneath it.
- 2. Select Profile. If not shown, click ♦ Settings.
- 3. Click on **Voicemail to Email Notification** to select which voicemail email mode you want to use:
 - Off: Switch off use of voicemail email.
 - Alert: Send an email message containing details of the new voicemail message each time you receive a new voicemail message.
 - Copy: As Alert above but also attaching a copy of the new voicemail messages.
 - Forward: As Copy above but also deleting the new voicemail message from your voicemail mailbox.
- 4. If you have finished making changes, click **Save**. To cancel the changes, click **Reset**.

Related links

Configuring Your Mailbox on page 144

Chapter 26: Changing Your Greetings

You can change the greeting played to callers when they are asked to leave a message in your voicemail mailbox. You can record the greetings from your PC, using text-to-speech or by uploading a pre-recorded file.

The greetings are:

Greeting	Description
Default Greeting	This is a default greeting provided by the voicemail system. The system uses this greeting until you add your own Main Greeting and/or Temporary Greeting greeting.
	The default greeting is "Extension 201 is not available. To leave a message wait for the tone".
	If you have recorded a mailbox name, the default greeting changes to use that name. For example, "Bob Smith is not available. To leave a message wait for the tone". To record your name, see Other Ways to Access Your Mailbox on page 151.
Main Greeting	This is a greeting that you can record yourself. When active, it overrides the default mailbox greeting.
Temporary Greeting	This is another greeting that you can record yourself. When active, it overrides both the default and main greetings. The temporary greeting is automatically turned off after the number of days you specify.

Other Greetings

It is also possible to have features such as different greetings for external calls and internal calls. However, the features depend on the type of voicemail server supporting your system and are not supported through this application. If you want to use those features, refer to the voicemail guide for your mailbox. See Additional Documentation on page 29.

Other Recording Methods

It is also possible to record and configure your mailbox greeting using other methods, for example using your phone's visual menus or your mailbox's spoken prompts. However, each method supports different features. Therefore, we recommend that you choose and use one method only.

Related links

Switching a Greeting On/Off on page 148

Record a Greeting from Your PC on page 148

Using a Text-to-Speech Greeting on page 149

<u>Uploading a Pre-Recorded Greeting File</u> on page 150

Deleting a Greeting on page 150

Switching a Greeting On/Off

Once you have recorded a greeting or greeting, you can choose when they are used.

Greeting	Description
Main Greeting	When active, the main greeting overrides the system's default mailbox greeting.
Temporary Greeting	When active, the temporary greeting overrides both the default and main greetings. The temporary greeting is automatically turned off after the number of days you specify.

Procedure

- 1. Click Settings if no icons are shown underneath it.
- 2. Click \bigcirc Mailbox Greetings.
- 3. Click on the slider next to the greeting to switch it on or off.
- 4. If you switch on the temporary greeting, the system will prompt you to select the number of days you want it used. Whilst on, the temporary greeting overrides the default and main greetings.

Related links

Changing Your Greetings on page 147

Record a Greeting from Your PC

You can record a greeting from your PC.

Procedure

- 2. Click \bigcirc Mailbox Greetings.
- 3. Click on the $\ensuremath{\mathscr{O}}$ icon next to the greeting you want to edit.
- 4. From the Audio Option drop-down, select Record Audio.

- 5. Click on **Start Recording**.
 - If prompted to allow your browser to use your computer's microphone and speakers, accept this.
- 6. Start recording your prompts and then click
 Stop Recording.
- 7. Use the playback bar to hear the recordings. Re-record the greeting if necessary.
 - 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 alter the playback volume and to mute/unmute the playback.
- 8. When completed, click Save.

Changing Your Greetings on page 147

Using a Text-to-Speech Greeting

Your system may support the use of text-to-speech. If so, it can be used to create greetings.

Procedure

- 1. Click **Settings** if no icons are shown underneath it.
- 2. Click \square Mailbox Greetings.
- 3. Click on the \varnothing icon next to the greeting you want to edit.
- 4. From the Audio Option drop-down, select Text-to-Speech.
- 5. Select the language and type of voice you want used.
- 6. Enter the text for the greeting into the text box.
- 7. Click on the Preview to hear the greeting.
- 8. Make any changes required and click 🕬 **Preview** again.
- 9. When completed, click Save.

Related links

Changing Your Greetings on page 147

Uploading a Pre-Recorded Greeting File

The system allows you to upload a pre-recorded greeting.

About this task

The file must in the following format:

- WAV file
- Mono
- PCM 8kHz, 16KHz or 22KHz
- 16-bit
- Maximum length 3 minutes

Procedure

- 1. Click Settings if no icons are shown underneath it.
- 2. Click Mailbox Greetings.
- 3. Click on the \emptyset icon next to the greeting you want to edit.
- 4. From the Audio Option drop-down, select Audio file.
- 5. Drag the pre-recorded file into the box or click **Upload File** and select the file.
- 6. When completed, click Save.

Related links

Changing Your Greetings on page 147

Deleting a Greeting

When you delete a greeting it stops being used if active. Your mailbox returns to using any other active greeting or else back to the default system greeting.

Procedure

- 1. Click 🛱 **Settings** if no icons are shown underneath it.
- 2. Click abla Mailbox Greetings.
- 3. Click the 🗓 icon next to the greeting you want to delete.
- 4. Click **Yes** to confirm the action.

Related links

Changing Your Greetings on page 147

Chapter 27: Other Ways to Access Your Mailbox

In addition to playing voicemail messages through the web menus (see Listening to Your Messages on page 137), you can access them by either following spoken prompts or a visual menu on the phone.

Method	Description
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.
	Using the options on the phone's display to see and play messages, set mailbox options, etc. See <u>Visual Voice Options</u> on page 151.
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. 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 152.
	Otherwise, your system is probably using IP Office mode voicemail. See IP Office Mode Voicemail on page 153.

Related links

Visual Voice Options on page 151 Intuity Mode Voicemail on page 152 IP Office Mode Voicemail on page 153

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
Listen	Access your own voicemail messages. When pressed the screen shows the number of New , Old and Saved messages. Select one of those options to access the messages in that category and then use the options below.
	• Play - Play the message.
	- To select the next message or previous message, use the phones up and down cursor keys.
	 To fast forward or rewind the current playing message by 5 seconds, use phones left and right cursor keys.
	Pause - Pause the message playback.
	Delete - Delete the message.
	Save - Mark the message as a saved message.
	Call - Call the message sender if a caller ID is available.
	• Copy - Copy the message to another mailbox. When pressed as number of additional options are displayed.
Message	Record and send a voicemail message to another mailbox or mailboxes.
Greeting	Change the main greeting used for callers to your mailbox. Until a greeting is recorded, the system uses its own default mailbox greeting.
Name	Change the mailbox user name recording used in various functions and played to callers.
Email	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.
Passcode	Change the voicemail mailbox password. To do this requires entry of the existing password.
Voicemail	Switch voicemail mailbox coverage for unanswered calls on/off.

Related links

Other Ways to Access Your Mailbox on page 151

Intuity Mode Voicemail

The following is a summary of the options available when your access the spoken prompts of an Intuity mode voicemail system.

The table below is just a summary. For full details, refer to the <u>Using a Voicemail Pro Intuity Mode Mailbox</u> user guide.

Option	Description	
Start Menu	Access your own voicemail messages. We number of New , Old and Saved message the messages in that category and then used to the messages.	es. Select one of those options to access
1. Record Message	Start/stop recording = 1	Approve = #
	• Rewind = 2	- Enter address and press #
	• Replay = 5	- Cancel address = *3
	Advance = 6	- Finish addressing = #
	• Playback = 23	Mark as private = 1
	• Delete = *3	Mark as priority = 2
		• Send = #
2. Get Messages	Skip header = 0	Back/restart = *5
	• Reply/Forward = 1	Advance to end = 6
	• Restart = 2	• Skip message = **4
	• Skip to previous = *2	Skip category = *#
	• Pause/resume = 3	• Play next = #
	Replay header = 23	• Delete = *3
3. Greetings	Listen to greeting = 0	Activate = 3
	Create, change, or delete greeting = 1	Administer call types = 4
	• Scan all = 2	
5. Personal Options	Mailing list = 1	Enter mailbox address after recording
	• Password = 4	= 6
	• Record name = 5	Accept call answer = 7
6. Outcalling	Configure outcalling = 1	Turn outcalling off = 6
	Change number = 3	• Turn outcalling on = 9
7. Scan Messages	Headers and messages = 1	Messages only = 3
	Headers only = 2	

Other Ways to Access Your Mailbox on page 151

IP Office Mode Voicemail

The following is a summary of the options available when your access the spoken prompts of an IP Office mode voicemail system.

The table below is just a summary, for full details refer to the <u>Using a Voicemail Pro IP Office Mode Mailbox</u> user guide.

Menu	Sub-Menu
Mailbox Menu	3. Edit Greeting (User)
Play old messages = 1	Listen to greeting = 1
Play saved messages = 2	Record new greeting = 2
• Edit greeting =3	Save new greeting = 3
Delete current message =4	Save new greeting as a loop = 4
Save current message = 5	• Return to mailbox = 8
• Forwarding options =6	3. Edit Greeting (Group)
Repeat previous message = 7	Review normal greeting = 1
• Help = 8	
Skip current message = 9	Review out of hours greeting = 2
• Fast forward = #	Review queued message = 3
• Rewind = *	Review still queued message = 4
Call back sender = **	6. Forwarding
Direct all to email = *01	Forward to email = 1
Send email notification = *02	Forward to extension(s) = 2
• Turn email use off = *03	Forward to extension(s) with header = 3
Change mailbox access code = *04	(follow each extension number with # and then a
• Record name = *05	final # to end entry)

Related links

Other Ways to Access Your Mailbox on page 151

Part 9: Recordings

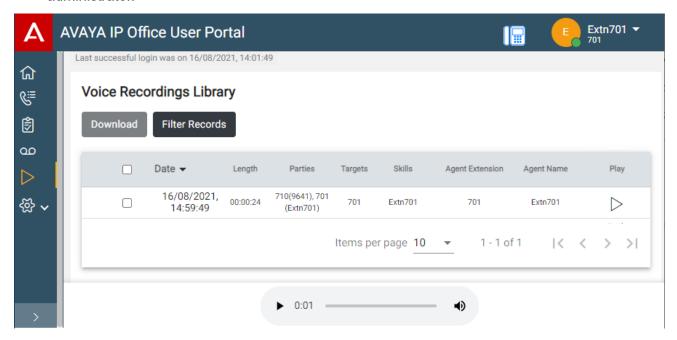
Chapter 28: Listening to Recordings

You can manually record calls and your system administrator can configure the system to automatically record certain calls. They can also configure the system to store those recordings a the voice recordings library rather than your voicemail mailbox.

Your system administrator can configure who has access to the recordings library and which recordings in that library. When they give you access, the \triangleright **Recordings** icon appears in your portal to give you access to the recordings library.

Typically you would only see recordings for calls that you were part of. However, your system administrator can expand your permissions so that you can also see other recordings.

 If your communication system is an IP500 V2 system, you need to login to user portal using the address of the application server in order to access recordings. Consult with your system administrator.



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.

Warning:

- · Your use of recordings must comply with all relevant laws regarding the recording of conversations with other parties and data privacy (for example GDPR).
- Your system administrator is able to see a log of who has accessed, played and downloaded recordings.

Related links

Recording Calls on page 157

Selecting the Recordings Source on page 157

Viewing Call Details on page 158

Filtering the Recordings on page 159

Playing a Recording on page 161

Downloading Recordings on page 161

Recording Calls

If your system support recording, your system administrator can configure which recordings go into normal mailboxes and which appear here in the voice recording library.

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 and where the recordings are stored.
- 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 156

Selecting the Recordings Source

The application managing the recordings can run on a local server or a cloud-based server. Normally, as a user you do not need to know about this.

However, some systems may have used a local server and then switched to a cloud-based server and so have recordings stored on both. In that case, the process below allows you to select from which source you want to view stored recordings.

Procedure

- 1. Click on your user name shown in the top-right of the screen.
- 2. Click on Media Retrieval Preference.
- 3. The menu that appears indicates your current recordings source.
- 4. If the source appears as a drop-down list, you can select the source that you want to use using the steps below. Otherwise, your system has only one source for recordings.
- 5. To change source, click on the current source and select the source required.

Preference	Description
Local Media Manager	Recordings are stored and managed by an application running locally on your system.
Centralized Media Manager	Recordings are stored and managed by an application running on cloud-based servers.

6. Click Save.

Related links

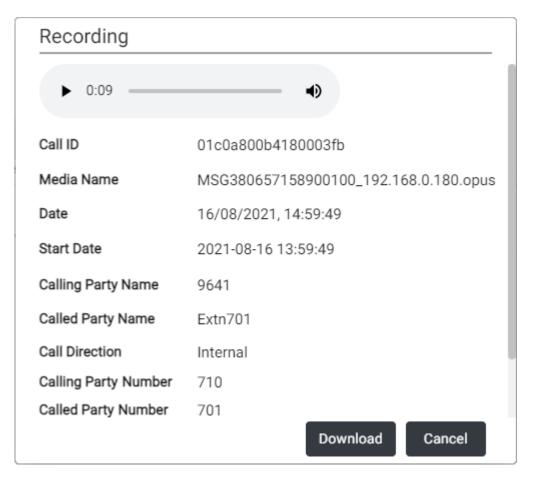
Listening to Recordings on page 156

Viewing Call Details

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 159.
- 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. This
 downloads the individual recording file. To download a set of files and a listing of file
 details, see <u>Downloading Recordings</u> on page 161.
 - Your use of recordings must comply with all relevant laws regarding the recording of conversations with other parties and data privacy (for example GDPR).
- 4. To close the window, click **Cancel**.

Listening to Recordings on page 156

Filtering the Recordings

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

• If you apply a set of filters, they are automatically saved and reapplied when you next return to the recordings menu unless you select **Clear Filter** before exiting.

Procedure

- 1. Click Filter Records.
 - If you have previously applied a set of filters, the previous settings are automatically reloaded.
 - To remove the current filter settings, click **Clear Filter**. This also deletes any saved filter settings.
- 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.

Filter	Description
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, show only Internal, Incoming or Outgoing calls.
Parties	Only show 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.
User Name	The user name of a party involved in the call.
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.
Target Name	The name of the original call target.
Call ID	Each recording has a unique call ID value. To find out the call ID for a particular call, view its call details. See <u>Viewing Call Details</u> on page 158.

3. Click **Apply Filter**.

- The filter is applied to the call recordings. Filtered Recordings is shown at the top of the list as a reminder that the list has been filtered.
- The filter settings are automatically saved and reapplied when you next return to the recordings list unless you select **Clear Filter** before exiting the recordings view.

Related links

Listening to Recordings on page 156

Playing a Recording

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

Procedure

- 1. Sort and filter the list of recordings to display the recording that you want play. See <u>Filtering</u> the <u>Recordings</u> on page 159.
- 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 alter the playback volume and to mute/unmute the playback.

Related links

Listening to Recordings on page 156

Downloading Recordings

If you have permission to download recordings, you will see a **Download** button.

About this task

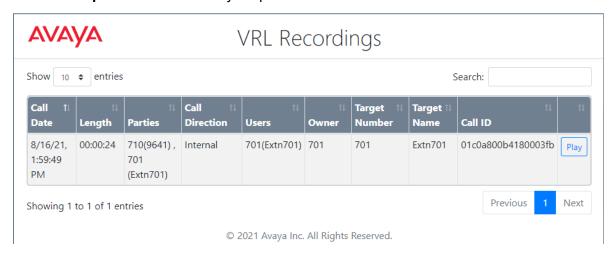
When downloading recordings:

- The recordings are downloaded in a zip file. The file is password protected with the password you entered when doing the download.
- The individual recordings are downloaded in Opus file format. They can be played back through most browsers and media applications.
- The zip file also includes an HTML file. Opening that file in a web browser shows a list of the recordings details and can be searched, sorted and used to playback each recording.
- Your use of recordings must comply with all relevant laws regarding the recording of conversations with other parties and data privacy (for example GDPR).

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 159.

- 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.
- 7. To use the HTML file:
 - a. Unzip the set of files into a folder.
 - b. Right-click on the HTML file.
 - c. Click Open with and select your preferred web browser.



Listening to Recordings on page 156

Part 10: Button Programming

Chapter 29: 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:

- 9500 Series phones
- · 9600 Series phones
- J100 Series phones (except J129)

Related links

<u>Programming a Button</u> on page 164 <u>Changing a Button Label</u> on page 165

Copying a Button on page 165

Deleting a Button on page 166

Programming a Button

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

Procedure

- 1. Click Settings if no icons are shown underneath it.
- 2. Select [™] Button Programming. If not shown, click [™] Settings.
- 3. Click on the \emptyset pencil icon shown next to the button. A \bigcirc padlock icon indicates that only your system administrator can change the button settings.
- 4. Select the settings that you want for the button:

Setting	Description
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.

Table continues...

Setting	Description
Action	Use the drop-down menu to select the action required for the button. See Button Actions on page 167.
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 167

- 5. Click OK.
- 6. If you have finished making changes, click Save. To cancel the changes, click Reset.

Button Programming on page 164

Changing a Button Label

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. Click **Settings** if no icons are shown underneath it.
- 2. Select [™] Button Programming. If not shown, click [™] Settings.
- 3. Click on the \emptyset pencil icon shown next to the button. A \bigoplus 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**.

Related links

Button Programming on page 164

Copying a Button

You can copy the settings of an existing button to another button.

Procedure

- 1. Click **Settings** if no icons are shown underneath it.
- 2. Select $\mbox{\ensuremath{\begin{tabular}{l} \& \ensuremath{\begin{tabular}{l} \& \ensuremath{\be$

- 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.

Button Programming on page 164

Deleting a Button

Use the following process to delete an existing programmed button.

Procedure

- 1. Click Settings if no icons are shown underneath it.
- 2. Select [™] Button Programming. If not shown, click [™] Settings.
- 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**.

Related links

Button Programming on page 164

Chapter 30: Button Actions

Through the web menus, you can select the following actions for a programmable button. See <u>Button Programming</u> on page 164.

These actions are only a sub-set of those that can be set by your system administrator.

Related links

Button Actions on page 167

Abbreviated Dial Button on page 169

Absent Message Button on page 169

AD Suppress Button on page 170

Call Forwarding All Button on page 170

Call Park Button on page 171

Call Park and Page Button on page 172

Call Park To Other Extension Button on page 172

Call Pickup Button on page 172

Call Pickup Any Button on page 173

Conference Meet Me Button on page 173

Dial Button on page 174

Drop Button on page 174

Emergency View/911 View Button on page 175

Group Button on page 175

Group Paging Button on page 175

Internal Auto-Answer Button on page 176

Ringer Off Button on page 176

Self-Administration Button on page 177

Send All Calls Button on page 177

Set Account Code Button on page 177

Twinning Button on page 178

User Button on page 179

Button Actions

You can set the following button actions using the portal.

Action	Description
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.
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.
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.
Call Forwarding All	You can use a button set to this action to switch Forward Unconditional on or off.
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.
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.
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.
Call Pickup	You can use a button set to this action to answer a call currently ringing a selected user or a hunt group.
Call Pickup Any	You can use a button set to this action to answer a ringing call on the communication system.
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.
	This type of button is not supported on J139 telephones.
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.
Drop	You can use a button set to this action to drop your currently connected call or redirect a ringing call.
Emergency View	This button indicates when an emergency call has been made and can be pressed to display details of current and previous emergency calls. Also called 911 View in some locales.
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.
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.
	This type of button is not supported on J139 telephones.

Table continues...

Action	Description
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.
Ringer Off	You can use a button set to this action to turn your phone's ringer and call alert lamp on or off.
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.
Send All Calls	You can use a button set to this action to switch Do Not Disturb on or off.
Set Account Code	You can use a button set to this action to enter an account code to associate with the current call.
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.
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.

Button Actions on page 167

Abbreviated Dial Button

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 167

Absent Message Button

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 167

AD Suppress Button

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 your call history.
- If your phone is set to use en-bloc dialing, you will still see the digits are 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 167

Call Forwarding All Button

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 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 167

Call Park Button

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.
 - The park slot numbers used by the portal menus are 1 to 16.
 - 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 167

Call Park and Page Button

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 167

Call Park To Other Extension Button

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 167

Call Pickup Button

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 167

Call Pickup Any Button

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 167

Conference Meet Me Button

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 press **Transfer**.

This type of button is not supported on J139 telephones.

Settings

- **Default Label: CnfMM** or **Conf.MM**. The conference number is also displayed if set in the button's action data.
- Action Data: This value is optional.
 - If you enter a conference ID, the button provides status indication for that particular conference as shown below. It can also be used to directly enter that conference when pressed. You can enter our own extension number to create a button for your own personal meet-me conference.
 - If you leave this value blank, the button does not provide status indication. When pressed, you are prompted to enter the ID of the conference that you want to enter.
- Status Indication: Yes
 - **Green** Conference is in progress.
 - **Flashing Green** Someone is waiting for you to join your personal meet-me conference.

Button Actions on page 167

Dial Button

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 167

Drop Button

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.
 - Otherwise, 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 167

Emergency View/911 View Button

This button indicates when an emergency call has been made and can be pressed to display details of current and previous emergency calls. Also called **911 View** in some locales.

Settings

· Default Label: EView or 911-View

Action Data: NoneStatus Indication: Yes

- Flashing - Emergency call in progress.

- **Lit** - Previous emergency call in details.

Related links

Button Actions on page 167

Group Button

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 167

Group Paging Button

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 167

Internal Auto-Answer Button

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 167

Ringer Off Button

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 167

Self-Administration Button

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.
- · Status Indication: None

Related links

Button Actions on page 167

Send All Calls Button

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 167

Set Account Code Button

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 167

Twinning Button

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: NoneStatus Indication:

- Green Twinning on.
- **Red** Twinned call at your twinning destination.

Related links

Button Actions on page 167

User Button

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 167

Part 11: Miscellaneous

Chapter 31: Short Codes

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

Conference Short Codes

Feature	Code	Description
Start Ad-Hoc Conference	*47	Turn your current and held calls into an ad-hoc conference.
Join a Conference	*66*N#	Join the conference with the particular ID number (N).

DND Short Codes

Feature	Code	Description
Do Not Disturb On	*08	Switch do not disturb on or off.
Do Not Disturb Off	*09	
Add an Exception Number	*10*N#	Add/remove a number (N) to/from your list of 'do not disturb' exceptions.
Delete an Exception Number	*11*N#	
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

Feature	Code	Description
Cancel All Forwarding	*00	Switch off any forwarding (includes 'forward unconditional,' 'forward on busy,' 'forward on no answer,' 'follow me,' and 'do not disturb').

Feature	Code	Description
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 call forwarding on or off. A destination must have been set.
Switch Forward Unconditional Off	*02	
Include Hunt Group Calls	*50	Control whether hunt group calls are included in forwarding
Exclude Hunt Group Calls	*51	

Feature	Code	Description
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 on or off.
Switch Forward on Busy Off	*04	
Switch Forward on No Answer On	*05	Switch forward on no answer on or off.
Switch Forward on No Answer Off	*06	

Follow Me Short Codes

Feature	Code	Decription
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

Feature	Code	Description
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.

Chapter 32: The Settings Menus

This section provides a reference of the Settings menus.

- 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.
- 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 the application, 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

Profile Menu on page 183

Call Handling Menu on page 186

Personal Contacts Menu on page 189

Button Programming Menu on page 191

Downloads Menu on page 192

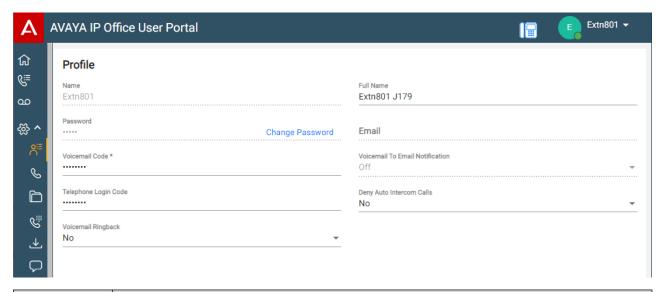
Recordings Menu on page 194

Profile Menu

Settings | ^{○□} Profile

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.



Field	Description
Name	This is your name for logging into applications such as the web menus.
	This field is show for information only. Contact your system administrator if you need to change it.
Full Name	This is your name for display on phones and in the system directory.
	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.</last></first>
Voicemail	A voicemail code may be required for access to your voicemail mailbox.
Code	The default requirements are:
	- Numeric digits 0 to 9 only.
	- Minimum length 4 digits.
	- No consecutive repeated digits.
	- No forward or reverse sequences of digits.
	- Including your extension number in the code is not allowed.
	These requirements can be adjusted by your system administrator.
Voicemail Ringback	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.

Table continues...

Field	Description
Telephone	If set, this code is used for the following:
Login Code	It acts as the Security PIN requested by phones for access to some functions and features.
	It can be used to temporarily log yourself in on another user's phone to use it as if it were your own. See Hot Desking on page 87.
	The requirements for this code can be adjusted by your system administrator. The default requirements are:
	- Numeric digits only.
	- Minimum length 6 digits. Maximum length 31 digits.
Email	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.
	Note: This address is not used for Avaya Spaces and Avaya Workplace . They use a separate email address configured by your administrator (though in most cases it will be the same address as this one).
Voicemail to Email Notification	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.
	Off: Switch off use of voicemail email.
	Alert: Send an email message containing details of the new voicemail message each time you receive a new voicemail message.
	Copy: As Alert above but also attaching a copy of the new voicemail messages.
	Forward: As Copy above but also deleting the new voicemail message from your voicemail mailbox.
Deny Auto Intercom Calls	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.

This additional setting is only shown following your first login. It is not accessible on the **Profile** menu shown as part of the setup wizard.

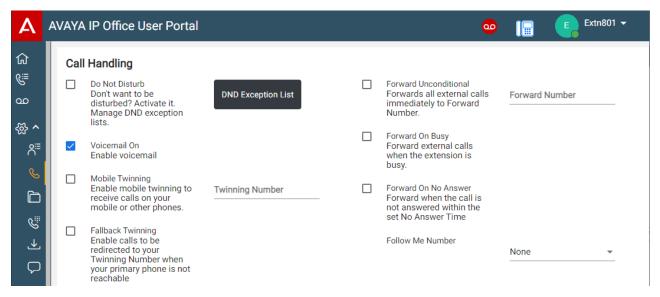
Field	Description		
Call Operation	Your system administrator configures the default setting for how your portal can make and answer calls. This setting allows you to see which setting is currently applied.		
	You can change the mode that you want to use for your current session. The possible options are listed below. Note that the options vary depending on the type of IP Office to which you are connected:		
	None - The portal does not provide any controls to make and answer calls.		
	- A icon is shown at the top of the portal when being used in this mode.		
	Call Control - The portal makes, answers and control calls using your normal deskphone.		
	Softphone - The portal acts as a softphone to make, answer and control calls. It uses your browser's speakers and microphone.		
Password	Your user password is used to login to applications such as these web menus. It is separate from your voicemail code and telephone login code.		
	The requirements for this code can be adjusted by your system administrator. The default requirements are:		
	- Minimum length 9 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.		

The Settings Menus on page 183

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.



Field	Description
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, the caller hears 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.
DND Exception List	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.
	The number must match that received on your phone when that person calls. That is, is should include any prefixes the communication system adds. If possible, check the call details shown in your call history.
	You can use wildcard characters.
	- Use N to represent any series of digits. For example, adding 555N creates an exception for calls from any numbers starting with 555.
	 Use X to represent a single digit. For example, adding XXX creates an exception for any 3-digit internal numbers.

Table continues...

Field	Description
Voicemail On	When enabled, your voicemail mailbox is used to answer calls that have not been answered after ringing for (by default) 15 seconds or when you have Do Not Disturb switched on.
	You can stop your voicemail mailbox being used to take messages from callers when you do not answer or set do not disturb. Note:
	This does not stop you accessing your mailbox to check existing voicemail messages.
	It does not stop other mailbox users from forwarding messages directly to your mailbox. You will still get message waiting indication for those.
Mobile Twinning	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.
Twinning Number	This number sets the external number to which your calls are twinned when you have either Mobile Twinning or Fallback Twinning enabled.
	This should contain the telephone number for external calls.
	It should include any prefixes required by your system for external calls.
Fallback Twinning	When enabled, this feature redirects 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.
Forward	Forward unconditional can be used to immediately redirect your calls.
Unconditional	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.
Forward Number	This is the destination for forwarded calls when you have Forward Unconditional is enabled.
	If external, the number should contain any prefixes required by your communication system.
	If blank, then forward unconditional is disabled.
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 being when you are unable to receive and answer any more incoming call alerts. This depends on the type of phone you are using. See How Many Calls? on page 65.
	By default, this function is only applied to incoming external calls. However, your system administrator can also have it applied to internal calls.

Table continues...

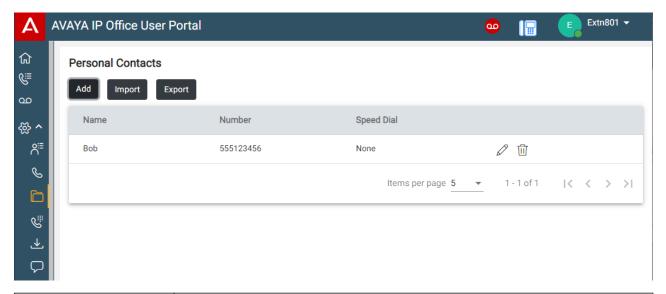
Field	Description
Forward Number	This is the destination for forwarded calls when either Forward on Busy or Forward on No Answer are enabled.
	If external, the number should contain any prefixes required by your communication system.
	This destination is used by both Forward on Busy and Forward on No Answer.
	If not set, they use the Forward Unconditional destination if that is set.
Forward on No Answer	Forward on No Answer redirects calls that have alerted at your phone for too long without being answered.
	Your no answer time is set by your system administrator. The default is 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. However, your system administrator can have it applied to internal calls.
Follow Me Number	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.
	The calls are presented with your user name so that they can be distinguished them from calls for the extension's normal user.
	All calls are redirected and the calls are still subject to all your user settings as if they were ringing at your phone.

The Settings Menus on page 183

Personal Contacts 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. For full details of personal directory contacts, see Managing Your Personal Contacts on page 117.

- 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.



Option	Description
Add	Add a new personal contact. See Adding a Personal Contact on page 117.
Import	Import additional personal contacts from a text file. See Importing Directory Contacts on page 122.
Export	Export your existing personal contacts to a text file. See Exporting Your Personal Directory on page 122.

Contact Details

Each personal contact includes:

Setting	Description
Name	Enter the name for the contact. Up to 31 characters.
	 If the contact has a name from another source (that is its a system user, group or directory contact), this name will override that for display in your portal.
Number	Enter the telephone number for the contact. Up to 31 digits plus * and #. Do not include spaces or dashes. If your system uses an external dialing prefix, include that prefix.
Speed Dial	You can use up to 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.

- \bullet Click the $\ensuremath{\mathcal{O}}$ icon next to the contact to edit its details.
- Click the iii icon next to the contact to delete it.

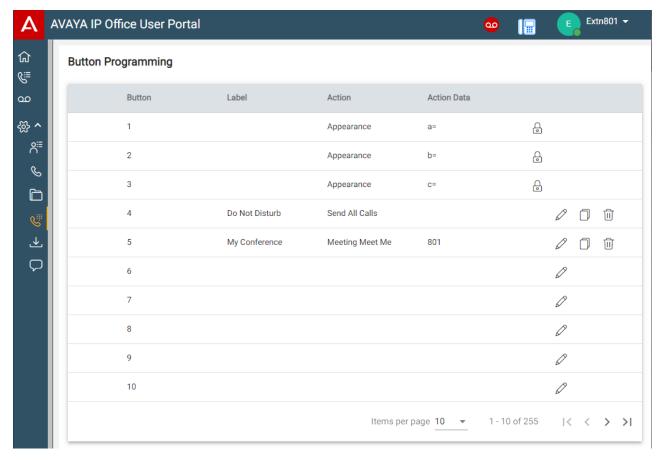
Related links

The Settings Menus on page 183

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 164.

- 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.



Field	Description
Button	This is the button number. It cannot be changed.
Label	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 Changing a Button Label on page 165.

Table continues...

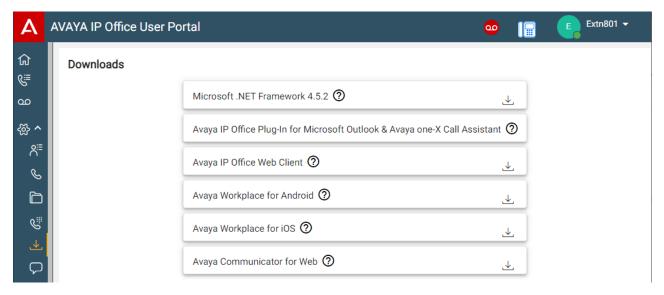
Field	Description		
Action	This is the button action. That is, the action it will perform when pressed.		
	 You can only access a sub-set of the possible button actions. See <u>Button Actions</u> on page 167. Your system administrator can access and assign the full set of button actions. 		
	Some actions are not valid on particular types of phone. If applied to a button, the button label will display as Invalid on the phone.		
Action Data	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.		
Icons	This icon indicates that the button function has been set by your system administrator and cannot be changed.		
	• Click this icon to change the button function. See <u>Programming a Button</u> on page 164.		
	Click this icon to copy the button settings to another button or buttons. See Copying a Button on page 165.		
	Click this icon to remove the programmable button's settings. See <u>Deleting a Button</u> on page 166.		

The Settings Menus on page 183

Downloads 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.



Microsoft .NET Framework

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

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

This 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.

Avaya Workplace

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

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

Important:

- Ensure that you have logged into these web menus and changed your password before attempting to install **Avaya Workplace**.
- Your system administrator controls whether you can use **Avaya Workplace** and whether you can use it as a mobile phone and/or desktop PC application.

Avaya Communicator for Web

This is a Google Chrome browser extension that you can use to control your desk phone or as a browser based softphone.

The Settings Menus on page 183

Recordings Menu

Recordings

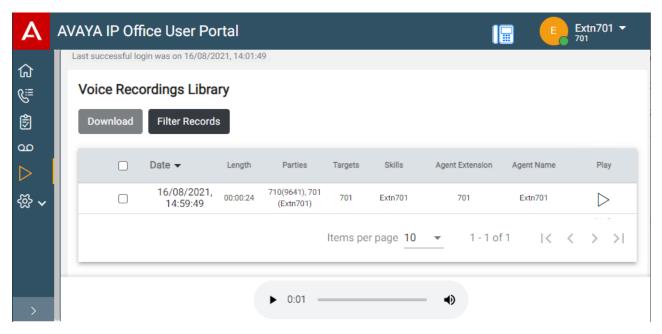
Access to the recordings library is in addition to your own voicemail mailbox where callers can leave messages for you. See <u>Listening to Your Messages</u> on page 137. For full details of using the **Recordings** menu, see <u>Listening to Recordings</u> on page 156.

You can manually record calls and your system administrator can configure the system to automatically record certain calls. They can also configure the system to store those recordings a the voice recordings library rather than your voicemail mailbox.

Your system administrator can configure who has access to the recordings library and which recordings in that library. When they give you access, the \triangleright **Recordings** icon appears in your portal to give you access to the recordings library.

Typically you would only see recordings for calls that you were part of. However, your system administrator can expand your permissions so that you can also see other recordings.

• If your communication system is an IP500 V2 system, you need to login to user portal using the address of the application server in order to access recordings. Consult with your system administrator.



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.

Marning:

- · Your use of recordings must comply with all relevant laws regarding the recording of conversations with other parties and data privacy (for example GDPR).
- · Your system administrator is able to see a log of who has accessed, played and downloaded recordings.

Related links

The Settings Menus on page 183

Chapter 33: Troubleshooting

This section of the documentation contains additional information for supporting the portal.

Related links

Warning Icons and Messages on page 196
Enabling Audio Source Selection for Firefox on page 45

Warning Icons and Messages

The following error messages or icons may appear:

Icon	Description
	Phone not registered - There is a problem with your phone. It has been unplugged or the system cannot detect it.
1	Call Management is not supported - The portal is configured to allow you to access various menus and settings but not to control making and answering calls. To see what call management modes you can use, see Switching softphone/call control on/off on page 25.
	Call Management is not supported for your profile - Your user license or subscription does not allow you to use call management. Contact your system administrator.

Related links

Troubleshooting on page 196

Enabling Audio Source Selection for Firefox

For Mozilla Firefox, the portal's audio source selection menu (see <u>Selecting the Audio Source</u> on page 44) will not operate correctly unless the following process is applied to the browser. This process only needs to be run once for the particular installation of Firefox.

Procedure

1. Start Firefox.

- 2. Enter about: config in the address bar.
- 3. If a Proceed with Caution message appears, click Accept the Risk and Continue.
- 4. In the search field at the top of the page, enter media.setsinkid.enabled
- 5. Double-click on the entry to change the value from default or false to true.
- 6. Close the browser window.

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